# Oracle Utilities Mobile Workforce Management

Configuration Guide

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# Preface

## Intended Audience

This guide is intended for the Oracle Utilities Mobile Workforce Management implementation team, which may include team members from Oracle Professional Services as well as client representatives. Only authorized individuals should make changes to the configuration settings described in this guide and only with the express approval of the implementation team leader.

## What's in This Guide

This document describes the initialization parameters used to configure the various components of Oracle Utilities Mobile Workforce Management. The system is highly configurable, and this document does not cover all configurable data elements. Instead, it focuses on parameters that enable and disable system functions and control how those functions operate. This guide describes the settings used to:

- Configure connections with external applications
- Define how transactions sent to and received from external applications should be processed.
- Enable and disable system components, including entire subsystems and specific menu options.
- Configure processes involved in the field order workflow, including order creation, assignment, dispatch, and completion.
- Configure the default view for the Field Order list, Crew Status list, and other list screens.
- Configure other system functions, including logon and initial order download, alarms, batch processing, archiving, mail, system messages, mapping, and AVL.

  **Note:** This guide does not cover parameters used to configure Oracle Real-time Scheduler.

## How to Use This Guide

The first section, Technical Overview, provides an overview of system components and architecture, service order business and transaction flow, application directories, and data mapping.

The next section, Configuration Basics, provides an overview of the different types of settings covered in this guide and where those settings can be found. It describes how to edit settings contained in both text files and database tables. It also provides instructions for enabling and disabling system components and functions, and for creating new parameters if needed. Finally, it provides a set of quick reference tables with links to common configuration parameters.

The rest of the guide provides reference information. It is divided into sections based on configuration setting type: Server Settings, Router Settings, Workstation Application Settings, etc. Parameters within each section are grouped by the file or table in which they reside (Server.ini, DHTSVINI) and then by the functions they affect or control (logon, alarms/notifications, etc.).

For an alphabetical listing of all configuration parameters, see the **Index of Parameters** on page I-1 at the back of this book.

# Conventions Used in This Guide

Throughout this guide, the following conventions are used:

Oracle Utilities Mobile Workforce Management Server application (referred to in previous versions as the CAD Server) is identified by its full name the first time it is used in a section and then subsequently referred to simply as 'the Server.'

Oracle Utilities Mobile Workforce Management Router application is identified by its full name the first time it is used in a section and then subsequently referred to simply as 'the Router.'

Oracle Real-time Scheduler, the default scheduler for Oracle Utilities Mobile Workforce Management, is identified by its full name the first time it is used in a section and then subsequently referred to simply as 'the Scheduler.'

Oracle Application Server MapViewer, the default map viewer for Oracle Utilities Mobile Workforce Management, is identified by its full name the first time it is used in a section and then subsequently referred to simply as 'the MapViewer.'

In tables, figures, and headings the Mobile Workstation application is sometimes abbreviated to 'MW.' The Dispatch Workstation application is sometimes abbreviated to 'DW.' When describing functions and settings that apply to both applications, the applications are sometimes referred to generically as 'the station application.'

End-of-day processing is identified by its full name the first time it is used in a section and then subsequently referred to simply as 'EOD.'

# Chapter 1

# Technical Overview

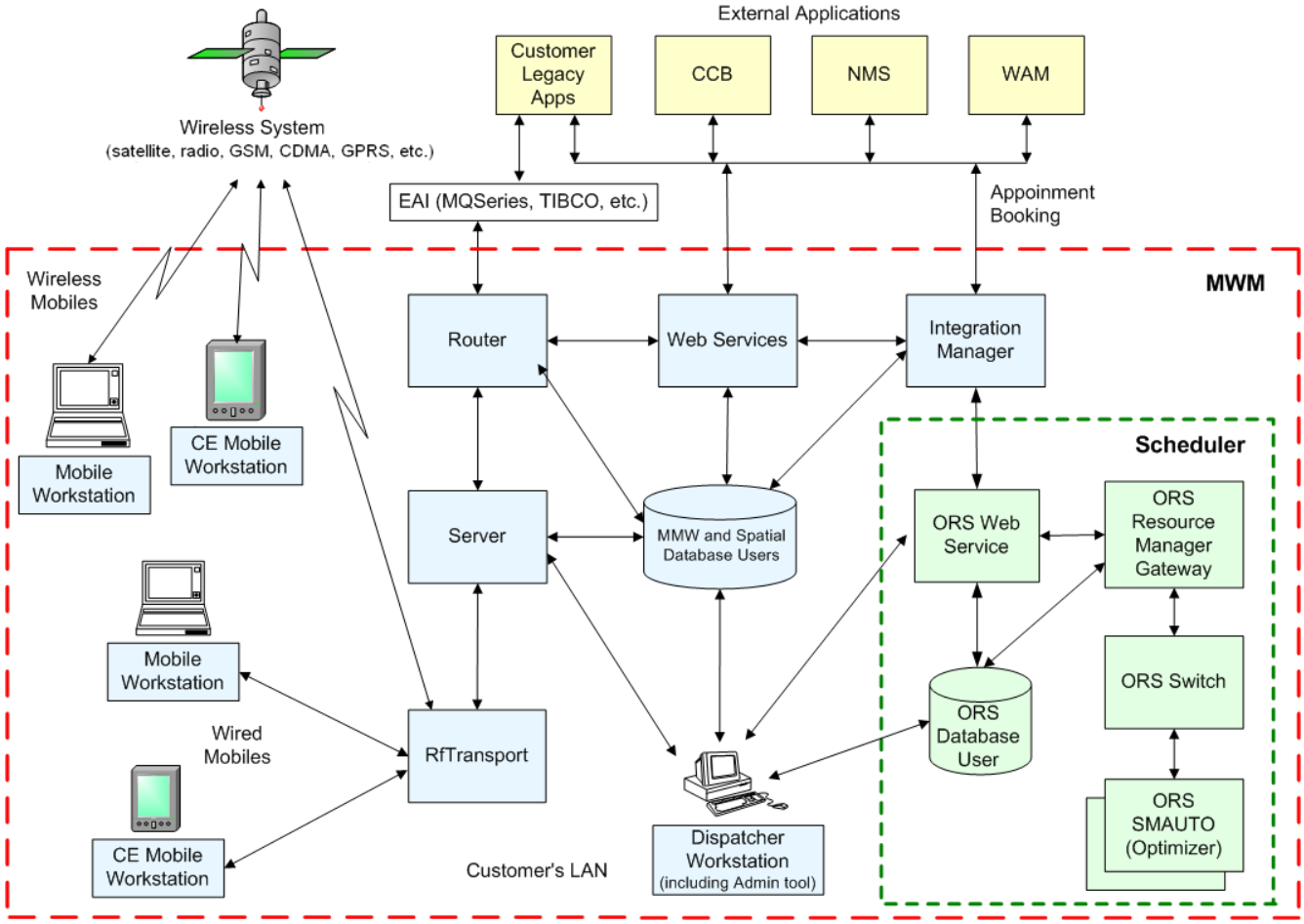
This section provides a high-level technical overview of the Oracle Utilities Mobile Workforce Management system. It includes the following topics:

- **System Components**
- **System Architecture Diagram**
- **Service Order Business Flow**
- **Service Order Transaction Flow**
- **Application Directories**
- **Data Mapping**
- **Crew Statistics**

## System Components

Oracle Utilities Mobile Workforce Management is a specialized computer system that simplifies scheduling, dispatching, and tracking of mobile service crews and field orders. A diagram of the system architecture is shown in the following figure.

# System Architecture Diagram




## System Components

The system is made up of several component applications:

- **Server** – This application processes orders, crews, personnel, dispatch functions, and status transactions, and communicates the status of orders and users to the other connected applications. All data flows to and from other MWM applications through the Server. The Server communicates with the Dispatcher Workstations and the Router directly via TCP/IP sockets and to the workstation applications via the RfTransport application. The Server communicates to the RfTransport via TCP/IP sockets. The Server updates the MWM database with all created, updated, or completed orders. .
- **Router** – This application converts and routes transactions between the external applications, the Server, and the scheduling module. It communicates to the Server application via the Integration manager using web services, to the scheduling module via files, and to external applications via the EAI or web services.
- **RfTransport** – This application provides communication between the Oracle Utilities Mobile Workforce Management Server and the Mobile Workstation. The RfTransport application keeps a list in memory and on the hard drive of all connected applications and all transactions to be sent to the connected applications. RfTransport will continue to attempt to deliver a message to its destination until the lifetime of the message expires. The RfTransport application communicates with the Server or another RfTransport application via TCP/IP

sockets. The same RfTransport application runs on both the Server side and the mobile side with different INI settings.

- **Dispatch Workstation** – This client application allows users to monitor orders and crews. It accesses the MWM database directly and communicates with the Server via TCP/IP sockets. The user can maintain resource tables (e.g., personnel, vehicles, and crews) and validation/ lookup tables. This application also displays orders and crews in its mapping subsystem.
- **Mobile Workstation** – This application is used in the field to work orders. Orders to be worked are dispatched to the mobile device and displayed in the field order list. The Mobile Workstation always communicates with the Server application via the RfTransport application. Depending on the type of communication, the mobile's RfTransport will:
  - connect directly to the Server's RfTransport application as in a docked environment
  - connect to the Server's RfTransport application over the wireless communication system using wireless IP
- **Integration Manager** – This application converts transactions created by the Router into the appropriate format and sends them to the Scheduler for processing. The Integration Manager uses JBoss and Web Services to convert and route transactions between the Router and the Scheduler.
- **Scheduler** – The default scheduler, Oracle Real-Time Scheduler (ORS), provides optimization of orders and crews based on extensive cost, skill, and time parameters. The Scheduler includes the following components: Web Service, Resource Gateway, Switch, and the Optimizer (smauto). The Scheduler has its own database tables, which reside in a different database user from MWM. All communication with the Scheduler is done via the IM, except for the Stop Attribute Check, which is done directly from the Dispatch Workstation via the web services.

## External Applications

External applications, such as Oracle Utilities Work and Asset Management (WAM) and Oracle Utilities Network Management System (NMS), send data to and receive data from Oracle Utilities Mobile Workforce Management via EAI products, including MQSeries, TIBCO, See Beyond, and Web Services.

## Database Users

Database users include:

- **MWM** – This database user contains the MWM tables and the IM tables. It is accessed by the Router, Server, Dispatch Station, Admin Tool, IM, and the CC&B Web Service.
- **SPATIAL** – This database user contains the spatial data for geocoding orders. It is accessed by the Server and IM. This user also contains the map data and is accessed by the Station application for the MapViewer mapping subsystem.
- **ORS** – This database user contains the Scheduler tables. It is accessed by Oracle Real-Time Scheduler and the Admin Tool.

## Web Services

Oracle Utilities Mobile Workforce Management web services are described below:

### MWMWebService

- Used by the Integration Manager, which communicates with the Oracle Real-Time Scheduler.
- End-points include: Heartbeat, ScheduledOrder, ShiftDetails, ShiftUpdate, and ExternalAlertMessage.
- XML is validated when data is received by the web service.

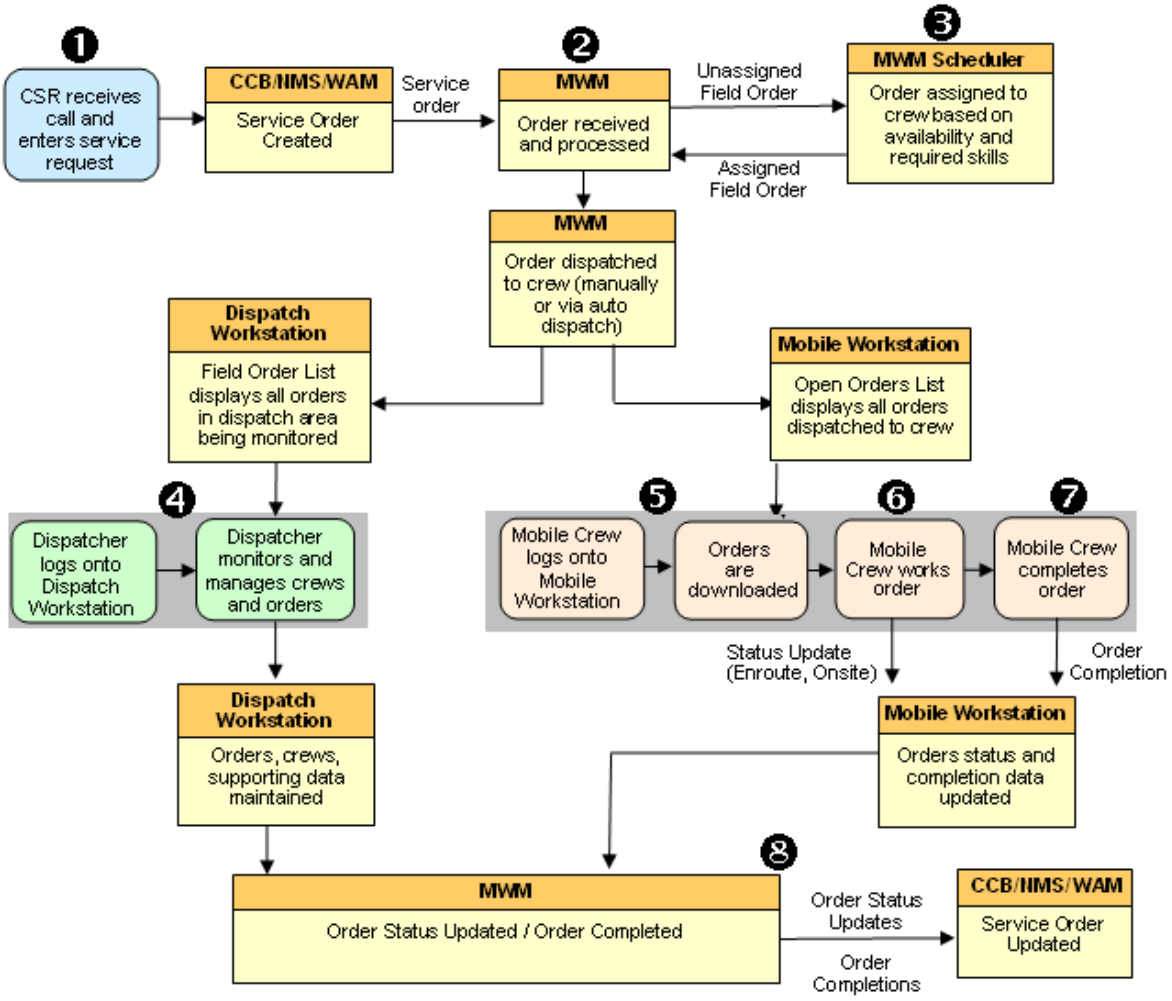
### MWMOMSWebService

- Used by Oracle Utilities Network Management System and Oracle Utilities Work and Asset Management.
- End-points include: CancelServiceOrder, CreateServiceOrder, HeartbeatResponse, and ERTExpirationNotification.
- XML is validated when data is received by the web service.

### SPLMWMWebService

- Used by Oracle Utilities Customer Care and Billing (CC&B) and Oracle Process Integration Pack for Utilities Field Work.
- Has one end-point called Submit.
- XML is validated inside the web service against the XSD defined in the DHTSETUP table.

# Service Order Business Flow




❶ A call is taken by a CSR and an order is created in the external application.

❷ The order is sent to the Oracle Utilities Mobile Workforce Management (MWM), where it is added to the database and sent to the Scheduler.

❸ The Scheduler assigns the order to a crew and sends the assignment/scheduling data back to MWM.

❹ The dispatcher views the scheduled orders in the Dispatch Workstation. If auto-dispatch is enabled, orders are dispatched automatically; otherwise, the dispatcher dispatches them.

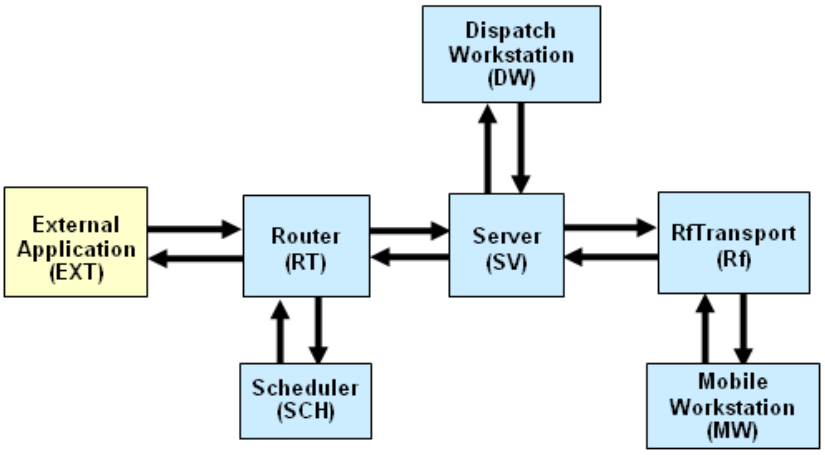
❺ When the mobile crew logs on, all orders marked 'ready to dispatch' are sent to the mobile crew's device and are displayed in the crew's open orders list in the Mobile Workstation. The crew can rearrange the sequence of orders to be worked (if enabled).

❻ The crew sets the status of the order to Enroute and then, when the crew arrives at the order's location, sets the status to Onsite. The status is updated in the MWM database and sent to the scheduling module and to the external application (depending on the configuration).

❼ The crew enters the required completion data for the order and the system validates the data.

❽ The completion data is stored in the MWM database and sent back to the external application. The completed status is sent to the scheduling module.

## Service Order Transaction Flow




The following is a detailed description of the order transaction flow.

1. **External application sends order to MWM**.
   **Flow: EXT ➔ RT ➔ SV**

   - The external application generates an SPLWFMCreatedUpdatedOrder transaction (transaction code=0001) and sends it to the Router via the EAI.
   - The Router converts the transaction into a XIcdMfCreatedOrder ICD (54) and sends it to the Server for processing. The name of the external connection (e.g., WAM) that sent the order is stored in the order data. The ICD is also written to the hard drive in the Router\AckBox directory.

2. **Server processes order and sends back acknowledgement**.
   **Flow: SV ➔ RT ➔ EXT**

   - The Server adds the order to the MWM database, generates a XicdMfOrderAck ICD (98), and sends it back to the Router for processing. The Router removes the associated ICD from the AckBox directory.
   - The Router converts the ICD into an SPLWFMTransactionAck transaction (transaction code=1013) and sends it to the appropriate external application via the EAI, using the external connection name in the order data.

3. **Order is sent to Dispatch Workstation and to Scheduler.**
   **Flow: SV ➔ DW**
   **SV ➔ RT ➔ IM ➔ SCH**

   - The Server forwards the XIcdMfCreatedFo to the appropriate logged on DW users, and the order is added to the field order list.
   - The Server also generates a XIcdMobilitySchedFo ICD (170) and sends it to the Router.
   - The Router converts the ICD into a 3001 transaction, and sends it to the Scheduler via the Integration Manager.

4. **Order is scheduled.**
   **Flow: SCH ➔ IM ➔ RT ➔ SV ➔ DW**

   - The Scheduler receives the transaction, schedules it, and adds an entry to the POSTBOX.
   - The next time a sync plan request transaction is received from the Router, the Scheduler sends all (previously unsent) scheduling/assignment data to the Integration Manager in the SYNC_PLAN_RESPONSE.

**Note:** The Scheduler does not "push" updates to MWM. MWM must request updates via a SYNC_PLAN.

- The IM decomposes and converts the SYNC_PLAN_RESPONSE into individual SPLWFMScheduledOrder transactions (transaction code 0024) and sends to the Router using the web service. (The last thing it sends is a SynchPlanComplete transaction, indicating the end of the response plan.)
- The Router picks up the Scheduler order transaction, converts it to a XIcdSchedUpdatedFo ICD (164), and sends it to the Server for processing. The ICD is also written to the hard drive in the Router\AckBox directory. The Router also creates the XIcdRequestUpdates ICD (216) from the SynchPlanComplete transaction and sends it to the Server.
- The Server updates the order with the scheduling/assignment information. A XIcdFoStatus ICD (12) is generated and routed to the appropriate logged on DW users. The Server generates a XIcdMfOrderAck ICD (98) and sends it back to the Router for processing. The Router removes the associated ICD from the Router\AckBox directory.

  **Note:** If the Scheduler recommended the order for dispatch, the status of the order is set to Allocated and the Server checks the order to see if it is eligible for auto-dispatch. If so, the order status is set to 'Ready' and the assigned crew is added to the dispatch process.

  The Server receives the RequestUpdates ICD and sets the time at which the next synch plan request should be sent.

5. **Assignment is sent to external application.**
   **Flow: SV ➔ RT ➔ EXT**
   - A XIcdFoStatusEx transaction (132) is generated and sent to the Router.
   - The Router converts the ICD to an SPLWFMOrderStatus transaction (transaction code=1008 for reassignment) and sends it to the appropriate external application via the EAI, using the external connection name in the order data.
6. **DW user dispatches order (Non auto-dispatch process)**
   **Flow: DW ➔ SV**
   - If auto-dispatch is disabled, a DW user allocates and then dispatches the order. The tracking status and dispatch status of the order are changed to Ready to Dispatch ("R").

     **Note:** The order must be allocated on a crew's current shift before it can be dispatched.
   - The DW application generates a XIcdDispatchOrder ICD (5) and sends it to the Server. The ICD contains the name of the crew with orders to be dispatched.
   - The Server processes the dispatch order transaction by adding the crew to the Deal thread, which adds the crew to an existing dispatch thread or, if needed, creates a new dispatch thread to process the crew.
7. **Order is sent to mobile.**
   **Flow: SV ➔ Rf ➔ MW**
   - If the crew is logged on, the Server creates a XicdOrderData ICD (10) containing the order data. The XIcdOrderData ICD in enclosed in an XIcdRfSend ICD (80), which contains information used by the RfTransport application (e.g., priority of the message, lifetime of the message, destination). A tracking number and the source uniquely identify each XIcdRfSend ICD. The tracking status of the order is changed to Trying to Dispatch ("T").
   - The RfTransport application receives the transaction and adds it to the destination object for the recipient. The DestinationNodeMap contains destination objects for all the logged on mobile users and the Server application. The destination object contains all

the transactions that need to be sent to the destination in priority sequence. This DestinationNodeMap is also stored on the hard drive.

- The RfTransport writes the ICD to the socket corresponding to the destination.
- The RfTransport on the mobile device receives the XIcdRfSend. The application converts the ICD to a XicdRfReceiveMessage ICD (81) and sends it to the mobile application.

8. **Mobile Workstation processes order; acknowledgement is sent to external application.**
   **Flow: MW ➔ Rf ➔ SV**

   - The mobile application unpacks and processes the XIcdOrderData ICD, writes it to the hard drive, and adds it to the open order list.

     **Note**: For emergency orders, the user must manually acknowledge the order.

   - The mobile application creates a XIcdOrderDataAck ICD (79) as notification that the order was received. This ICD is enclosed in a XIcdRfSend ICD and sent to the RfTransport.
   - The mobile-side RfTransport sends the ICD to the Server-side RfTransport.
   - The Server-side RfTransport will convert the XIcdRfSend to a XIcdRfReceiveMessage and send it to the Server application.

9. **Server sends order status update to Dispatch Workstation, Scheduler, and external application.**
   **Flow: SV ➔ DW**
   **SV ➔ RT ➔ EXT**
   **SV ➔ RT ➔ IM ➔ SCH**

   - The Server unpacks and processes the XIcdOrderDataAck ICD, creates a RECEIVE DealFoTxn, and sends it to the appropriate dispatch thread. The tracking status of the order is changed to Dispatched ("D").
   - A XIcdFoStatus ICD is generated and sent to all appropriate logged on DW users to update their field order list.
   - A XIcdFoStatusEx ICD is generated and sent to the Router. The Router converts the ICD into an SPLWFMOrderStatus transaction (transaction code=1004 for dispatch) and sends it to the appropriate external application via the EAI, using the external connection name in the order data.
   - The Router converts the ICD into a SPLWFMOrderUpdate transaction (3002) and sends it to the Scheduler via the IM.
   - For emergency orders, the mobile user manually acknowledges the order. The flow is as follows:
     - The mobile application generates a XIcdEmergencyOrderAck ICD (21) and sends it to the Server for processing.
     - The Server changes the tracking status of the order to Acked ("K"). A XIcdFoStatus is sent to the DW users and a XIcdFoStatusEx is sent to the Router.
     - The Router converts the ICD into an SPLWFMOrderStatus transaction (3002) and sends it to the appropriate external application via the EAI, using the external connection name in the order data.

     **Note:** If the mobile user does not acknowledge the order within the time limit, the order is removed from the device. The Server changes the tracking status back to Allocated ("L") and removes the order from the dispatch process. Notification is sent to the dispatcher of record indicating that the mobile user

did not manually acknowledge the order.

10. **Mobile crew works the order; updated status is sent.**
    **Flow: MW → Rf → SV → DW**
    **MW → Rf → SV → RT → EXT**
    **MW → Rf → SV → RT → IM → SCH**

    - The mobile user selects the order to work on the field order list and goes Enroute.
    - The mobile application generates a XIcdEnroute ICD (8), encloses it in a XIcdRfSend, and sends it to the RfTransport.
    - The mobile-side RfTransport sends the ICD to the Server-side RfTransport. The Server-side RfTransport converts the XicdRfSend to a XIcdRfReceiveMessage and sends it to the Server application.
    - The Server processes the XIcdEnroute ICD. The tracking status of the order is changed to Enroute ("E"). A XIcdFoStatus ICD is generated and sent to all appropriate logged on DW users to update their field order list. A XIcdFoStatusEx ICD is generated and sent to the Router.
    - The Router converts the ICD into a SPLWFMOrderUpdate transaction (3002) and sends it to the appropriate external application via the EAI, using the external connection name in the order data.
    - The Router also converts the ICD into a 3002 transaction with a status of Enroute and sends it to the Scheduler via the IM.
    - When the crew arrives at the order's location, the mobile user selects Onsite status. The mobile application generates a XIcdOnsite ICD (9), encloses it in a XicdRfSend, and sends it to the RfTransport. The flow continues as described above for the Enroute transaction, with the following differences:
        - For Onsite transactions, the Server processes the XIcdOnsite ICD and changes the tracking status to Onsite ("I") .and sends it to the appropriate external application via the EAI.
        - The Router convert the ICD into an SPLWFMOrderStatus transaction (transaction code=1007 for onsite).
        - The Router convert the ICD into an SPLWFMOrderUpdate transaction (3002) and sends it to the Scheduler via the IM.

11. **Mobile crew completes the order**.
    **Flow: MW → Rf → SV → DW**
    **MW → Rf → SV → RT → EXT**
    **MW → Rf → SV → RT → IM → SCH**

    - The mobile user enters the appropriate completion data and presses the Send button.
    - The mobile application generates a XIcdOrderComplete ICD (11) containing the completion data, encloses it in a XIcdRfSend, and sends it to the RfTransport.
    - The mobile-side RfTransport sends the ICD to the Server-side RfTransport. The Server-side RfTransport converts the XIcdRfSend to a XIcdRfReceiveMessage and sends it to the Server application.
    - The Server processes the XIcdOrderComplete ICD. The order is updated with the completion data. The completion status of the order is set to Complete ("C") or Incomplete ("I") depending on what the mobile user entered. The tracking status of the order is changed to a completion type tracking status depending on what the mobile user entered (e.g., "C", "G", "V", "W", "X").

- The XIcdOrderComplete ICD is sent to the appropriate logged-on DW users to update their field order list. The ICD is sent to the Router. The Server also generates a XIcdFoStatusEx ICD and sends it to the Router.
- The Router converts the XicdOrderComplete ICD into an SPLWFMOrderComplete transaction (transaction code=1003) and sends it to the appropriate external application via the EAI, using the connection name in the order data.
- The Router also converts the XicdFoStatusEx ICD into a SPLWFMOrderUpdate transaction (3002) and sends it to the Scheduler via the IM.

# Application Directories

This appendix describes the content and usage of the directories used by Oracle Utilities Mobile Workforce Management applications.

## Server Application Directories

**Server**

Contains executables, Dlls, Map files, and INI files used by the Server application. The Server executable will create the following directories:

**\EodReports**

End of day reports, if generated, will be stored in this directory. The name is specified using the EodReportsDirectoryName INI parameter.

**\MfInterfaceDiskQueue**

ICDs bound for the Router are queued in this directory if the Router is not running. When the Router and Server reconnect, the ICDs will be sent. The name is specified using the MfInterfaceDiskQueueDir INI parameter.

**\SvExternalErrors**

Separate external error logs will be written for each Server error if specified. The name is specified using the ExternalErrorLogspathName INI parameter. External error file names cannot be changed. They are always SvExternalError@ with a file extension of .log.

**\SvLogs**

Server logs (audit, error, and trace) are written to this directory. The name is specified using the LogDirectoryName INI parameter. Log file names cannot be changed. They are always SvAudit@, SvError@, and SvTrace@ with an extension of .log.

**\TABLES**

This directory contains the serialized validation tables. This directory cannot be changed.

**\EXCEPT**

This directory contains the OrderComplete ICDs that could not be processed in the Server due to errors. The ICD is written in ICD format (.11) and in a formatted message format (.txt).

## RfTransport Application Directories

**RfTransport**

Contains executables, Dlls, and INI files used by the RfTransport application. The RfTransport executable does not create any directories. All logs are written to the same directory where the exe resides.

# Router Application Directories

**Router**

Contains executables, Dlls, INI files, map files, and schemas used by the Router. Subdirectories include:

**\Maps**

**C**ontains all base input, output and field order maps.

**\XmlSchema**

Contains all base schema (.xsd) files used to define the format and structure of xml messages

**\XSLs**

Contains all base xsl files used to transform xml messages (required if using Web Services). The Router executable will create the following directories:

**\AckBox**

Directory where copies of transactions are kept until they are acknowledged by the Server application.

**\MfExternalErrors**

Separate external error logs will be written for each Router error if specified. The name is specified using the ExternalErrorLogspathName INI parameter. The name of the files is specified using the ExternalErrorLogName INI parameter. They have an extension of .log.

**\MfLogs**

Router logs (audit, error, and trace) are written to this directory. The name is specified using the LogDirectoryName INI parameter. These log files have an extension of .log.

**\PickupOrders**

This directory is used if pickup orders must be sent to the external application with the original order. This directory cannot be changed.

**\C*onnectionBox***

A connection box directory will be created for each Connection in the Router as defined in the INI files. At a minimum, there should be a CAD connection. It is required that this connection be named CAD.

***ConnectionRecvLog***

These directories will contain the copies of transactions received from the various connections. These directories will be created if specified in the ini file. The directories will be renamed with a data/time each time the Router is started.

**\ConnectionSendLog**

These directories will contain the copies of transactions sent to the various connections. These directories will be created if specified in the ini file. The directories will be renamed with a data/time each time the Router is started.

## Station Application (Dispatch and Mobile) Directories

**DispatchStation\ or MobileStation**

Contain executables, Dlls, and INI files.

**\AdminTools**

This directory contains executables and config files for the Admin Tool used to maintain database tables

**\Bitmaps**

This directory contains bitmaps used by the Gantt chart subsystem.

**\GeoRules**

This directory contains a geocoding rule files used by the MapObjects Mapping subsystem.

**\FoMaps**

Includes field order maps and table maps.

**\Screens**

Contains user-defined screen files.

**\Tables**

This directory contains a .tbl file for each database table.

The Station executable will create the following directories:

**\Crew**

This directory is used to hold mobile supervisor crew status for the MobileStation.

**\Inquiry**

This directory is used to hold the external inquiry results for the MobileStation.

**\Logs**

Station logs (error and trace) are written to this directory. The name is specified using the LogFileName INI parameter.

**\Mail**

This directory stores mail messages that were sent and received. Note: The Mobile Workstation does not store sent mail.

**\Orders**

This directory stores dispatched orders for the MobileStation.

**\Send**

This directory will store guaranteed ICDs to be sent to the Server for the Mobile Workstation. If QueueIcdsInStation INI parameter is TRUE, all ICDs will be stored in this directory until they expire.

**\Sent**

This directory is not used by either the Dispatch or Mobile Station.

**\Tmp**

This directory will be used to temporarily store orders while they are being worked on the screen.

# Data Mapping

Data mapping tells the system how to use, store, and transmit data elements. There are three broad categories of maps:

- **Field Order Maps** – Field order maps are used by the Server, Router, and Station applications to read orders from the database, update orders in the database, insert orders in the database, and serialize the field order data (XFoEx object) for transmission to another MWM application in an ICD.
- **Other Internal Maps** - There are several other map files used by the MWM applications, including Crew.map and EventUpdate.map. These maps work like the field order maps by defining the data that will be retrieved from the database for display on application screens.
- **Input Maps** and **Output Maps** - Also referred to as Router maps, input and output maps define the relationship between Oracle Utilities Mobile Workforce Management database columns (internal data) and incoming or outgoing transaction data. The Router uses these to map external transaction data to/from MWM.

The following sections describe the format and content of the existing map files. For more information about creating and updating maps, see the Designer Toolkit User Guide.

## Field Order Maps

MWM uses two different field order maps:

- **Fo.map** defines the complete field order object.
- **FoCommon.map** is used by the Station application and defines the columns that are read and displayed in the field order list.

The field order map is used by the Server, Router, and Station applications to read orders from the database, update orders in the database, insert orders in the database, and serialize the field order data (XFoEx object) for transmission to another MWM application in an ICD.

Both field order maps are made up of [Table#] sections and corresponding [Table#-Fields] sections. Each [Table#] section corresponds to a database table and contains parameters that define how to read the field order data from these tables to build the field order file. The [Table#-Fields] section simply lists the columns in the database table.

### Supported Tags

The [Table#] contains the following parameters (tags):

**Name** – The name of the database table.

**AddlWhere** – Optional Where clause criteria used to select field order records. By default, the application reads all field order records where the FO_NUMBER equals the field order number passed to it. Any additional Where clause criteria is specified here. For example:

```
AddlWhere=ORDER BY METER_ROW_NBR
```

The AddlWhere value is appended to the end of "WHERE FO_NUMBER = 'ordernumber'".

> **Note:** If you specify '%X' in the AddlWhere value, you MUST specify the entire WHERE clause. The application will replace %X with the passed in field order number. This is very useful when you need to use the passed-in field order number in multiple places within the WHERE clause. For example:

```
AddlWhere=FO_NUMBER = '%X' AND EVENT_DTTM = (SELECT
MAX(EVENT_DTTM) FROM DHTFOEVU WHERE FO_NUMBER = '%X')
```

**Section** –This is the name of the record section in the field order file that can be created from the XFoEx object.

**SectionParam** – The column used to populate the variable portion of a section name. For example, if the Section name is METER%, the SectionParam might be METER_ROW_NBR.

**Example:**

Below is an excerpt from the base fo.map file.

```
[Table1]
Name=DHTFOCMN
AddlWhere=
Section=Field Order
SectionParam=

[Table2]
Name=DHTFOSCH
AddlWhere=AND RECORD_IND='A'
Section=FO History1
SectionParam=

[Table4]
Name=DHTFOMTR
AddlWhere=ORDER BY METER_ROW_NBR
Section=METER%s
SectionParam=METER_ROW_NBR

[Table5]
Name=DHTREAD
AddlWhere=ORDER BY METER_ROW_NBR
Section=METER%sREAD%d
SectionParam=METER_ROW_NBR

[Table26]
Name=DHTFOEVU
AddlWhere=FO_NUMBER = '%X' AND EVENT_DTTM = (SELECT MAX(EVENT_DTTM)
FROM DHTFOEVU WHERE FO_NUMBER = '%X')
Section=Fo Event Updates
SectionParam=

[Table1-Fields]
FO_NUMBER=
PARENT_NUMBER=
PRIORITY=
SERVICE_AREA=
DIVISION=
DISTRICT=
CIS_NUMBER=
FO_TYPE=
ORIG_FO_TYPE=
…

[Table2-Fields]
FO_NUMBER=
RECORD_IND=
TIME_STAMP=
RECEIVE_DTTM=
DSP_EMER_ACK_DTTM=
ASSIGNED_DTTM=
DISPATCH_DTTM=
…
```

```
[Table4-Fields]
FO_NUMBER=
SERVICE_PT_TYPE_CD=
METER_NBR=
METER_STATUS_CD=
METER_MANUF_CD=
REMOTE_PORT_CD=
METER_PHASE_CD=
METER_LOCATION_CD=
MTR_RD_INSTR_CD_1=
MTR_RD_INSTR_CD_2=
READ_KEY=
METER_PT_TYPE_CD=
METER_ACTION_CD=
LAST_READ_DATE=
METER_PT_NBR=
SERVICE_PT_NBR=
METER_ROW_NBR=
…

[Table5-Fields]
FO_NUMBER=
READ_KEY=
READ_USE_CD=
METER_ROW_NBR=
READ_TYPE_CD=
LAST_READ=
LAST_READ_DATE=

[Table26-Fields]
FO_NUMBER=
EVENT_DTTM=
RESTORED_DTTM=
ESTREPAIR_TIME=
…
```

Below is an excerpt from the field order file corresponding to the above Fo.map.

```
[Field Order]
Table=DHTFOCMN
FO_NUMBER=0000000000000023454
PARENT_NUMBER=P00000000000000013
PRIORITY=4
SERVICE_AREA=COL01
DIVISION=UT
DISTRICT=11421
CIS_NUMBER=
FO_TYPE=SC12
ORIG_FO_TYPE=SC12
...

[FO History1]
Table=DHTFOSCH
FO_NUMBER=0000000000000023454
RECORD_IND=A
TIME_STAMP=2005/12/06 18:49:20
RECEIVE_DTTM=2005/08/12 12:45:16
DSP_EMER_ACK_DTTM=
ASSIGNED_DTTM=2005/12/06 18:49:20
DISPATCH_DTTM=2005/12/06 18:49:21
```

```
...

[METER1]
Table=DHTFOMTR
FO_NUMBER=0000000000000023454
SERVICE_PT_TYPE_CD=
METER_NBR=890989777
METER_STATUS_CD=
METER_MANUF_CD=
REMOTE_PORT_CD=
METER_PHASE_CD=
METER_LOCATION_CD=
MTR_RD_INSTR_CD_1=
MTR_RD_INSTR_CD_2=
READ_KEY=
METER_PT_TYPE_CD=
METER_ACTION_CD=
LAST_READ_DATE=
METER_PT_NBR=
SERVICE_PT_NBR=
METER_ROW_NBR=1
...

[METER1READ1]
Table=DHTREAD
FO_NUMBER=0000000000000023454
READ_KEY=1
READ_USE_CD=DM
METER_ROW_NBR=1
READ_TYPE_CD=DUM
LAST_READ=
LAST_READ_DATE=

[Table26-Fields]
FO_NUMBER=0000000000000023454
EVENT_DTTM=2005/12/06 18:49:20
RESTORED_DTTM=
ESTREPAIR_TIME=

...
```

## Other Internal Maps

Other maps used by the MWM applications are described in the following sections.

- **Crew.map** works like the FoCommon.map, but it defines the data that is retrieved from the database and displayed on the Crew Status list. This map is used only by the Workstation applications. For more information, see **Crew.map**.
- **Tables.map** defines each of the validation tables used in the system. This map is used by the Server to read and serialize all the validation tables to the Tables directory. For more information, see **Tables.Map**.
- **EventUpdate.map** is used to map data from the user-defined EventUpdate secondary completion screen to build the XIcdOMSEventUpdate ICD. This is used by the Workstation applications only when integrating with the Oracle Utilities Network Management System. This map contains a series of [Table#] sections which define the tables (just like in fo.map), followed by corresponding [Table#-Fields] sections that lists the columns to be used.
- **UnrelatedDamage.map** defines the data that is retrieved from the database and displayed on the Unrelated Damage Assessment screen. This map contains a series of [Table#] sections

which define the tables (just like in fo.map), followed by corresponding [Table#-Fields] sections that lists the columns to be used.

- **SPLWFMExternalInquiryReq.map** is used by the Mobile Workstation application to map data from the user-defined External Inquiry Request screen to build the XIcdMfInqGeneralReq ICD. This is stored in the FoMaps folder under MobileStation This map is not used by the dispatch version of the workstation application.
- **SPLWFMValidationReq.map** is used by the Mobile Workstation application to map data from the user-defined Validation to build the XIcdValReqGeneral ICD.
- **ValidationRequest.map** is used by the Workstation applications to map data for meter/item validation to build the XIcdMfValidateMeterReq ICD. It is used by the Router to build the SPLWFMValidationRequest.
- **FoStatusEx.map** is used by the Server application to compose the FoStatusEx ICD, which contains order status/scheduling information to be sent to the scheduler. This map contains a series of [Table#] sections, followed by corresponding [Table#-Fields] sections that list the columns to be used.

## Crew.map

The structure of this map is similar to the field order map. The map file starts with a series of [Table#] sections that identify all the database tables that comprise the crew list. For each [Table#] section, there is a corresponding [*DatabaseTableName*] section that identifies which columns to use from that table. The [Table#] section supports the same tags as described for field order maps (see **Supported Tags**), plus one additional tag:

**WhereFetch** – Indicates how to build the Where clause for the select statement. Possible values are:

CREW - selects records based on the crew ID. The Where clause is:

```
WHERE CREW='crew id'
```

FO_NUMBER - selects records based on the field order number. The Where clause is:

```
WHERE FO_NUMBER='order number'
```

USER_ID - selects records based on user ID.

```
Where USER_ID=(SELECT USER_ID FROM DHTPTOC WHERE CREW=
'crew id' AND CREW_LEADER='Y')
```

FO_TYPE=

```
WHERE FO_TYPE=(SELECT FO_TYPE FROM DHTFOCMN WHERE FO_NUMBER =
'order number')
```

See the excerpt below from Crew.map.

```
Supervisor Indicator=

[Table1]
Name=DHTCSTAT
Section=Crew Status
WhereFetch=CREW
AddlWhere=AND RECORD_IND='A'

...
[DHTCSTAT]
RECORD_IND=
FO_COMPLETED=
FO_ASSIGNED=
```

```
FO_DISPATCHED=
FO_CANCELED=
FO_REASSIGNED=
FO_RESCHEDULED=
FO_RETURNED=
FO_INCOMPLETE=
FO_RECALLED=
FO_APPTS=
SHIFT_ID=
SHIFT_STATUS_CD=
SHIFT_START_DTTM=
SHIFT_END_DTTM=
FO_ALLOCATED=
FO_REALLOCATED=
```

## Tables.Map

The Tables.map defines each of the validation tables used in the MWM system. This map is used by the Server to read and serialize the all the validation tables to the Tables directory. The list of tables to be read comes from the DHTTBVER table. This table contains an entry for each validation table that will be used for an implementation and its current version number. The base DHTTBVER table has around 120 tables in it. If the table is not needed for a particular implementation, the unused records can be removed. If the implementation team creates any new validation type tables, the length of the table name is limited to 30 characters.

Each table has 2 sections:

- DHTXXXX-TABLE_MAINT]
- [DHTXXXX-Fields].

The **TABLE-MAINT** section is used by the Table Maintenance, System Control, and Resource Maintenance subsystems. The COLUMN# parameters define which fields will appear in the select screen. If the value of the COLUMN# parameter is SECTION, this column will contain the key field(s). A key field is a column name in the Fields section that has a value of 'K'. The MASK# and LENGTH# parameters are used to perform validation and limit input of the data fields in the maintenance subsystems. An example is shown below:

```
[DHTDISP-TABLE_MAINT]
COLUMN0=SECTION
COLUMN1=DISPATCH_DESC
MASK0=ALPHANUM
LENGTH0=1-3
MASK1=ALPHANUM
LENGTH1=1-25
```

The **Fields** section lists the database columns that make up the table. These columns are used to build SQL statements when retrieving the data from the table for serialization.

```
[DHTDISP-Fields]
DISPATCH_AREA=K
DISPATCH_DESC=
VERSION_NUMBER=
DELETE_FLAG=
```

# Input Maps

the Router uses input map files to map data from an incoming XML transaction generated by an external application to an internal format used by MWM.

The following maps are used to map data from inbound transactions to MWM ICDs:

- CISCreateUpdate.map - Supported in base system. For more information, see **CisCreateUpdate.map** on page 1-19.
- CISComplete.map - Supported in base system. The CisComplete.map works almost exactly like the CisCreateUpdate.map, with just a few differences. Refer to the descriptions and example described for CISCreateUpdate.map.
- EventUpdate.map - Used for integration with Oracle Utilities Network Management System.
- Fo.map - Supported in base system.
- FoStatusEx.map - Supported in base system.
- SPLWFMExternalInquiryData.map - Used to convert to generic inquiry data to XIcdMfInqDataGeneral.
- SPLWFMMValidationData.map - Used to convert generic validation data to XIcdValDataGeneral.
- ValidationResponse.map - Used to convert SPLWFMValidationResponse into XIcdMfValidateMeterData. See **ValidationResponse.map** on page 1-21 for more information.
- UnrelatedDamage.map - Used for unrelated damage assessment transactions.

## CisCreateUpdate.map

The CisCreateUpdate.map starts with an [IncomingDateTimeFormat] section, followed by multiple [Table#] sections with corresponding [Table#-Fields] sections (just like the fo.map).

The [**IncomingDateTimeFormat**] section lists the date/time database columns and the format of the input date/time. This format will be used to convert the date/time from the input format to the format used internally by MWM (YYYY/MM/DD HH:MI:SS).

Each [Table#] section corresponds to a database table and contains parameters used to process the incoming XML transaction. The parameters are:

**Name** – The name of the database table.

**Section** – The name of the record section in the field order file that can be created from the XFoEx object.

**SectionParam** –The column used to populate the variable portion of a section name. For example, if the Section name is METER%, the SectionParam might be METER_ROW_NBR.

**NumOfRecords** – The number of records that will be created from the incoming transaction. Generally, this value is 1 if there is a single record and 999 if there can be multiples.

**CheckForEmptyTag** – The XML tag name to be checked to see if a record should be created. If the tag specified here is not empty, a record will be created in the table specified in the Name parameter. If the tag is empty, the table is skipped and no record is created.

**XmlListTag** – The XML tag that names the repeating section. This tag only exists if the section is repeating.

The [Table#-Fields] section lists all columns in the database table on the left side of the equal sign and the associated XML tag name on the right side.

Below is an excerpt from the **CisCreateUpdate.map**:

```
[IncomingDateTimeFormat]
DHTFOCMN.TAKEN_DTTM=YYYY-MM-DDTHH:MI:SS

[Table1]
Name=DHTFOCMN
Section=Field Order
NumOfRecords=1

[Table2]
Name=DHTFOMTR
Section=METER%s
SectionParam=METER_ROW_NBR
NumOfRecords=999
CheckForEmptyTag=MeterNumber
XmlListTag=MeterData@

[Table1-Fields]
FO_NUMBER=FieldOrderNumber
PARENT_NUMBER=FieldOrderNumber
PRIORITY=Priority
SERVICE_AREA=ServiceArea
DIVISION=Division
DISTRICT=District
CIS_NUMBER=ExternalOrderNumber
FO_TYPE=OrderType
ORIG_FO_TYPE=OrderType
…

[Table2-Fields]
FO_NUMBER=COMMON(FieldOrderNumber)
SERVICE_PT_TYPE_CD=MeterServicePointTypeCode
METER_NBR=MeterNumber
METER_STATUS_CD=MeterStatusCode
METER_MANUF_CD=MeterManufacturerCode
REMOTE_PORT_CD=RemotePortCode
METER_PHASE_CD=MeterPhaseCode
METER_LOCATION_CD=MeterLocationCode
MTR_RD_INSTR_CD_1=MeterReadInstructionCode1
MTR_RD_INSTR_CD_2=MeterReadInstructionCode2
READ_KEY=MeterReadKey
METER_PT_TYPE_CD=MeterPointTypeCode
METER_ACTION_CD=MeterActionCode
LAST_READ_DATE=MeterLastReadDate
METER_PT_NBR=MeterPointNumber
SERVICE_PT_NBR=ServicePointNumber
METER_ROW_NBR=?
…
```

### ValidationResponse.map

The ValidationResponse.map maps data from the SPLWFMValidationResponse transaction to the XIcdMfValidateMeterData ICD. Although the ICD is named 'meter validation,' it is also used for item validation in the CC&B integration. The value to the left of the equal sign is the ICD field name and the value to the right is the XML tag name.

```
[ValidationResponseData]
!Don't change values to left side of equal
CREW_ID=CrewId
METER_NBR=BadgeNumber
METER_CONFIG_TYPE_CD=MeterConfigurationTypeCode
STATUS_FLAG=StatusFlag
ERROR_CODE=ErrorCode
ERROR_MESSAGE=ErrorMessage
FO_NUMBER=FieldOrderNumber
CIS_NUMBER=ExternalOrderNumber
```

## Output Maps

the Router uses output map files to map data from the internal format used by MWM to outgoing XML transactions bound for external applications.

The following maps are used to map internal data to transactions bound for external applications:

- MobilityCreateUpdate.map - used in the base system. See **MobilityCreateUpdate.map** on page 1-22.
- MobilityComplete.map - used in the base system.
- MobilityOrderStatus.map - used in the base system.
- MWMEventUpdate.map - used for integration with Oracle Utilities Network Management System.
- MWMUnrelatedDamage.map - used for unrelated damage assessment transactions.
- CrewStatus.map - used to convert XIcdMfMiscUpdateEx into SPLWFMCrewStatus. See **CrewStatus.map** on page 1-23.
- ValidationRequest.map - used to convert XIcdMfValidateMeterReq into SPLWFMValidationRequest. See **ValidationRequest.map** on page 1-23.
- MobilityAck.map - not used in base.
- SPLWFMExternalInquiryReq - used to convert XIcdMfInqReqGeneral into generic inquiry request transaction.
- SPLWFMValidationReq.map - used to convert XIcdValReqGeneral into generic validation request transaction.

## MobilityCreateUpdate.map

The MobilityCreateUpdate.map starts with an [OutgoingDateTimeFormat] section, followed by multiple [Section#] sections with corresponding [S*ectionTag*-Fields] sections.

The [OutgoingDateTimeFormat] section lists the date/time database columns and the format of the out date/time. This format will be used to convert the date/time from the format used internally by MWM (YYYY/MM/DD HH:MI:SS) to the output format.

Each [Section#] section corresponds to an XML tag name and contains parameters that are used to process the ICD and create the outgoing XML transaction. The parameters are:

- **SectionTag** – The name of the XML tag in the outgoing message.
- **TableName** – The name of the database table. If data comes from multiple tables, this value is set to MISC.
- **CheckForEmptyTag** – The database column to be checked to see if a section of this type should be created in the outbound transaction. If the database column is empty, the section is skipped.
- **ParentFilterField** – The column to be used to tie a child section to its parent section.
- **NumOfRecords** – The number of records of this type that will be created. Generally, this value is 1 if there is a single record and 999 if there can be multiples.
- **SkipFlag** – Indicates whether the section should be processed or skipped (because it is being processed as a part of another section).

Each [*Section*Tag-Fields] section lists all XML tag names that make up the XML section on the left side of the equal sign and the associated database column name on the right side.

The following is an excerpt from MobilityCreateUpdate.map:

```
[OutgoingDateTimeFormat]
DHTFOCMN.TAKEN_DTTM=YYYY-MM-DDTHH:MI:SS

 [Section1]
SectionTag=HeaderData
TableName=MISC
NumOfSections=1
SkipFlag=N

[Section2]
SectionTag=CommonData
TableName=DHTFOCMN
NumOfSections=1
SkipFlag=N

[Section9]
SectionTag=MeterData
TableName=DHTFOMTR
CheckForEmptyTag=DHTFOMTR.METER_NBR
ParentFilterField=METER_ROW_NBR
NumOfSections=999
SkipFlag=N

…

[HeaderData-Fields]
TransactionCode=DHTFOCMN.SPARE_1
MessageId=
TransactionPriority=

[CommonData-Fields]
```

```
FieldOrderNumber=DHTFOCMN.FO_NUMBER
Priority=DHTFOCMN.PRIORITY
ServiceArea=DHTFOCMN.SERVICE_AREA
Division=DHTFOCMN.DIVISION
District=DHTFOCMN.DISTRICT
ExternalOrderNumber=DHTFOCMN.CIS_NUMBER
OrderType=DHTFOCMN.FO_TYPE
…

[MeterData-Fields]
MeterServicePointTypeCode=DHTFOMTR.SERVICE_PT_TYPE_CD
MeterNumber=DHTFOMTR.METER_NBR
MeterStatusCode=DHTFOMTR.METER_STATUS_CD
MeterManufacturerCode=DHTFOMTR.METER_MANUF_CD
RemotePortCode=DHTFOMTR.REMOTE_PORT_CD
MeterPhaseCode=DHTFOMTR.METER_PHASE_CD
MeterLocationCode=DHTFOMTR.METER_LOCATION_CD
…
ReadingData@=
…
```

## ValidationRequest.map

The ValidationRequest.map maps data from the XIcdMfValidateMeterReq ICD to the SPLWFMValidationRequest transaction. Although the ICD is named 'meter validation,' it is also used for item validation in the CC&B integration.

The value to the left of the equal sign is the ICD field name and the value to the right is the XML tag name.

The contents of the base ValidationRequest.map are shown below:

```
[ValidationRequestData]
!Don't change values to left side of equal
FO_NUMBER=FieldOrderNumber
CIS_NUMBER=ExternalOrderNumber
CREW_ID=CrewId
METER_NBR=BadgeNumber
METER_ITEM_FLAG=MeterItemType
```

## CrewStatus.map

The CrewStatus.map maps data from the XIcdMfMiscUpdateEx ICD to the SPLOMSCrewUpdate transaction. The value to the left of the equal sign is the ICD field name and the value to the right is the XML tag name.

```
[CrewStatus]
!Don't change values to left side of equal
TRANSACTION_CODE=1023
CREW_STATUS=CrewStatus
CREW_ID=CrewId
CREW_NAME=CrewName
STATUS_DATE=StatusDate
STATUS_TIME=StatusTime
PRIMARY_FUNCTION=PrimaryFunction
…
```

## Router Transactions and ICDs

For a list and description of Router transactions and ICDs, see **Appendix B**, **Transaction Processing Information**.

# Crew Statistics

This section describes how crew statistics are calculated in the system. It describes the types of statistics available and the parameters that affect calculation of different types of crew statistics. It also provides the query used by the system to calculate these statistics.

### Types of Crew Statistics

Crew Statistics are comprised of a series of counts. The counts are broken into two major groups: Order Counts and Action Counts. Order counts are the number of orders assigned to the crew by status. The action counts are the number of times a specific action has occurred.

**Order Counts**

- Assigned - the number of orders assigned to the crew
- Allocated - the number of orders allocated to the crew. This would include statuses of Trying and Ready. An allocated order is also counted as assigned
- Dispatched - the number of orders that have been sent to the mobile device (mobile receive date/time is not empty). This would include statuses of Dispatched, Acknowledged, Enroute, and Onsite. A dispatched order is also counted as allocated and assigned.
- Complete - the number of orders completed by the assigned crew. A completed order is also counted as dispatched, allocated, and assigned.
- Incomplete - the number of order incompleted by the assigned crew. An incompleted order is also counted as dispatched, allocated, and assigned.

  **Note**: Orders that are completed or incompleted by someone other than the assigned crew (e.g., dispatcher, external application) are not included in the crew's Complete or Incomplete count.

**Action Counts**

- Reallocated - the number of times an order allocated to the crew was reallocated to another crew or unassigned
- Rescheduled - the number of times an order assigned to the crew was rescheduled
- Recalled - the number of times an order that had been dispatched to the assigned crew was recalled (deleted from) the mobile device
- Returned - the number of times a crew returned one of their dispatched orders

### Crew Statistics Parameters

Calulation of crew statistics uses three system configuration parameters maintained in the DHTDWINI and DHTSVINI tables. The Dispatch Station uses the DHTDWINI values and, since the mobile supervisor's crew status gets its data from the Server, the Server uses the DHTSVINI values.

- **CalculateActionCounts** - This parameter specificies whether or not the action counts (e.g., reallocated, rescheduled, recalled, etc) should be calculated.
- **CrewDetailCurrentShiftOnly** - This parameter specifies whether or not the crew detail should show only orders scheduled to a crew's current shift.
- **CrewDetailCurrentDayOnly** - This parameter specifies whether or not the crew detail should show only orders scheduled to the crew with an appointment start or scheduled from

date of today, plus any order assigned to the crew with a tracking status of Dispatched, Enroute, or Onsite.

> **Note**: The CrewDetailCurrentShiftOnly takes precedence over CrewDetailCurrentDayOnly parameter.

## Crew Status

The Dispatch Workstation gets crew status directly from the database. The Mobile Workstation requests crew status from the Server and the Server gets it from the database. Crew Status is a list of crews containing crew related information (e.g., status, statistics, etc.).

The system calculates a crew's statistics by querying the orders assigned to the crew. The value of the CalculateActionCounts parameter controls whether or not the action counts (e.g., reallocated, rescheduled, recalled, etc) are calculated. If the CrewDetailCurrentShiftOnly or CrewDetailCurrentDayOnly parameter is set to true, then only orders on the current shift are considered in calculating crew statistics; otherwise all orders assigned to the crew are considered.

## Crew Statistics Query

The query used to calculate crew statistics is provided below.

> **Note**: If the CrewDetailCurrentShiftOnly or CrewDetailCurrentDayOnly parameter is set to true, then the system will only count orders that are assigned to the crew and scheduled on the crew's current shift or assigned to the crew and not currently scheduled on any shift. Otherwise, the check for SHIFT_ID in the query is eliminated.

```
SELECT 'A', CREW, SHIFT_ID, FO_CMPL_STATUS, FO_TRACK_STATUS,
COMPLETED_BY, COUNT (FO_NUMBER) FROM DHTFOSCH WHERE CREW =
'passed in crew' AND (SHIFT_ID = 'passed in shift id' OR SHIFT_ID IS NULL) AND
MOBILE_RECV_DTTM IS NULL AND ALLOCATED_DTTM IS NULL GROUP BY
CREW, SHIFT_ID, FO_CMPL_STATUS, FO_TRACK_STATUS, COMPLETED_BY

UNION

SELECT 'D', CREW, SHIFT_ID, FO_CMPL_STATUS, FO_TRACK_STATUS,
COMPLETED_BY, COUNT (FO_NUMBER) FROM DHTFOSCH WHERE CREW =
'passed in crew' AND (SHIFT_ID = 'passed in shift id' OR SHIFT_ID IS NULL) AND
MOBILE_RECV_DTTM IS NOT NULL AND ALLOCATED_DTTM IS NOT NULL
GROUP BY CREW, SHIFT_ID, FO_CMPL_STATUS, FO_TRACK_STATUS,
COMPLETED_BY

UNION

SELECT 'L', CREW, SHIFT_ID, FO_CMPL_STATUS, FO_TRACK_STATUS,
COMPLETED_BY, COUNT (FO_NUMBER) FROM DHTFOSCH WHERE CREW =
'passed in crew' AND (SHIFT_ID = 'passed in shift id' OR SHIFT_ID IS NULL) AND
MOBILE_RECV_DTTM IS NULL AND ALLOCATED_DTTM IS NOT NULL GROUP BY
CREW, SHIFT_ID, FO_CMPL_STATUS, FO_TRACK_STATUS, COMPLETED_BY
```

The first SELECT will retrieve the count of orders by completion and tracking status where the orders have been assigned, but not allocated/dispatched. This would include orders that are complete/incomplete, but not by the crew (e.g., canceled by DW or external application). These records will have a code of 'A'.

The second SELECT will retrieve the count of orders by completion and tracking status where the orders have been dispatched. This would include orders that are enroute, onsite, incomplete, and complete (by crew or DW/external application). These records will have a code of 'D'.

The third SELECT will retrieve the count of orders by completion and tracking status where the orders have been allocated, but not dispatched. This would include orders that are complete/

incomplete, but not by the crew (e.g., canceled by DW or external application). These records will have a code of 'L'.

The value of the COMPLETED_BY column will be compared against the assigned CREW column to determine is the order was completed/incompleted by the crew.

The retrieved records will be processed as follow:

```
Switch CODE[0]
    Case 'D':
    Dispatch_count++
    Allocate_count++
    Assign_count++
    Case 'L':
    Allocate_count++
    Assign_count++
    Case 'A':
    Assign_count++

If (FO_CMPL_STATUS = 'C' && CREW == COMPLETED_BY)
    Complete_count++
else if (FO_CMPL_STATUS = 'I' && CREW == COMPLETED_BY)
    Incomplete_count++
```

If the CalculateActionCounts flag is TRUE, a similar query is used. For the action counts, the system checks to see if the order had been dispatched, so it knows whether or not to increment the recall count. The query will use the first two SELECT statements above, but the ALLOCATED_DTTM in the WHERE clause will be removed. The table will be changed from DHTFOSCH to DHTFOLOG.

The retrieved records will be processed as follow:

```
If (FO_CMPL_STATUS = 'S')
    Reschedule_count++
else if (FO_CMPL_STATUS = 'T')
    Return_count++
else if (FO_CMPL_STATUS = 'R')
    if (FO_TRACK_STATUS = 'A')
    Reassign_count++
    else
    Reallocate_count++
    if (CODE = 'D' and COMPLETED_BY is empty)
    Recall_count++
```

## Crew Detail

The Dispatch Workstation gets crew details directly from the database. The Mobile Workstation requests crew detail from the Server and the Server gets it from the database. Crew Detail is a list of orders assigned to the crew.

- If the CrewDetailCurrentShiftOnly parameter is true, all orders assigned to the crew and scheduled on their current active shift and orders that are assigned to the crew and no shift are retrieved.
- If the CrewDetailCurrentDayOnly parameter is true, all orders assigned to the crew with a scheduled from date or appointment start date equal to the current date plus any order assigned to the crew with a status of Dispatched, Enroute, or Onsite are retrieved.
- If both parameters are false, all orders assigned to the crew, regardless of shift or date, will be retrieved.

The counts that appear on the Crew Detail screen are calculated from the orders retrieved. Based on the completion and tracking status codes, the appropriate counts are incremented.

The following statistic fields are used for the Dispatcher Workstation but not the Mobile Workstation:

- Remaining count is a count of all open orders (FO_CMPL_STATUS = 'O') assigned to the crew.
- Time to Work Remaining Orders is the sum of the estimated minutes to complete (DHTFOTYP.EST_CMPL_MINUTES) for all open orders assigned to the crew. These two queries also take into consideration the CrewDetailCurrentShiftOnly and CrewDetailCurrentDayOnly INI parameters and the SQL queries are adjusted appropriately.
- Additionally, POU and BREAK type orders are not displayed in the Crew Detail screen if the ShowPouOrBreak parameter is TRUE. However, these orders are are counted by the CalculateCrewStatistics() method (see Query).

# Chapter 2

# Configuration Basics

This chapter explains basic configuration topics and provides general procedures for updating configuration settings. It includes the following topics:

- **Where Configuration Settings are Stored**
- **Using the Admin Tool to Change Settings**
- **Configuring Application Functions**
- **Configuring Application Screens**

## Where Configuration Settings are Stored

The configuration parameters described in this guide are stored in two different ways:

- **Text files** – Settings required at startup are stored in text files with an .ini extension.
- **Database tables** – Settings not required at startup are stored in database tables within the Oracle Utilities Mobile Workforce Management database.

> **Note:** Some parameters are included in both a text file and a database table. For these parameters, the value in the .ini file is only used if the database table cannot be (or has not yet been) downloaded.

### Text Files

The .ini files can be edited in any text editor, such as Notepad. The .ini text files are divided into sections to categorize settings. Section headers are enclosed in brackets (**[ ]**). Comments are sometimes included to provide documentation about a setting. Comments are preceded by an exclamation point (**!**).

The following text files are covered in this document:

- **Server.ini** – Server settings required at startup
- **Router.ini** – Router settings required at startup
- **RfTransport.ini** – RfTransport settings required at startup
- **NetworkNames.ini** – TCP/IP settings required at startup
- **Station.ini** - Dispatch Workstation and Mobile Workstation settings required at startup
- **GPSSupport.ini** – GPS settings required at startup
- **DB_Maint.ini** – Settings used by the Dispatcher Functions and Batch Processing functions in Dispatch Workstation

## Database Tables

The following database tables are covered in this document:

- **DHTSVINI** – Server configuration settings
- **DHTRTINI** – Router configuration settings
- **DHTDWINI** – Dispatch Workstation configuration settings
- **DHTMWINI** – Mobile Workstation configuration settings
- **DHTCEINI** – CE Mobile Workstation configuration settings

All of the tables above are structured the same and include the following columns.

**Configuration Database Table Columns**

| Column | Description |
|---|---|
| CONFIG_CD | Identifies the configuration category for the parameter. Examples include 'FO_INI' for field order subsystem parameters and 'MAP_INI' for mapping subsystem parameters. |
| SECTION_NAME | Identifies the section or subcategory within the CONFIG_CD. For example, 'Field Order Column Maps' is a SECTION_NAME within the 'FO_INI' CONFIG_CD. |
| PARAMETER | The name of the configuration parameter. |
| VALUE | The value of the parameter. |
| MISC | The parameter description. Not all parameters include descriptions. |

## Using the Admin Tool to Change Settings

Whenever you make changes to any Oracle Utilities Mobile Workforce Management database table, always use the System Admin Tool in the Dispatch Workstation application to ensure that data integrity is maintained across the system. The Admin Tool validates entries against the Admin Tool Metadata.

The Admin Tool application can be accessed in two ways:

- From within the Dispatch Workstation application, select the Admin Tool option from the Subsystems menu.
- To run the Admin Tool as a standalone application, double-click the ResourceManager.exe file in the DispatchStation/AdminTools subdirectory of your Oracle Utilities Mobile Workforce Management installation directory. You will be prompted for your Dispatch Workstation user ID and password.

From the left panel on the Admin Tool screen, double-click Resources and then Table Maintenance to display the list of tables. To configure the settings described in this guide, you will be accessing the following tables:

- **Server INI -** Server configuration settings stored in the DHTSVINI table.
- **Router INI -** Router configuration settings in the DHTRTINI table.
- **Dispatch (DW) INI -** Dispatch Workstation configuration settings stored in the DHTDWINI table.
- **Mobile (MW) INI -–** Mobile Workstation configuration settings stored in the DHTMWINI table.

- **CE Device INI -** CE Mobile Workstation configuration settings stored in the DHTCEINI table.

The Admin Tool is described in detail in the Oracle Utilities Oracle Utilities Mobile Workforce Management Admin Tool Guide, which lists and describes the configuration tables you can view and modify using the tool.

# Configuring Application Functions

The following sections provide instructions for enabling and disabling workstation application functions, subsystems, and external applications.

- **Enabling and Disabling Functions**
- **About Parameter Values**
- **Finding the Right Parameter**
- **Creating and Configuring Custom Menu Items**

## Enabling and Disabling Functions

You can control access to entire subsystems or individual menu options in both Dispatch Workstation and Mobile Workstation in any of the following ways:

- Enable or disable for all users, regardless of user access level or any other conditions
- Enable or disable based on the value of other parameters. For example, a field order function could be enabled only for orders of a particular status.
- Enable or disable based on user access level. For example, an EOD or reporting function could be enabled only for supervisors and disabled for all other users. The user access levels supported in Oracle Utilities Mobile Workforce Management are:

  0 = System Administrator
  1 = Dispatcher Supervisor
  2 = Service Supervisor
  3 = Dispatcher
  4 = Service Representative
  5 = Operations
  6 = Browse-Only

Each menu option in the Oracle Utilities Mobile Workforce Management Dispatch Workstation and Mobile Workstation applications has a unique ID number. Drop-down menu options, pop-up menu options, and toolbar options for the same function typically have the same ID. (To see a list of all menu option IDs, see **Parameters Used to Enable/Disable Menu Options** on page 2-7.)

To enable or disable a function, configure the parameter associated with that function ID in the DHTMWINI or DHTDWINI database tables. For example, 32779 is the ID for the Return Field Orders option on the Action menu in the Mobile Workstation field order subsystem.

The table below shows how this option is configured by default.

| Table | Config Cd | Section | Parameter | Value |
|---|---|---|---|---|
| DHTDWINI | FO_DEF | 32779 | 0 | False |
| | | | 1 | False |
| | | | 2 | False |
| | | | 3 | True |
| | | | 4 | True |
| | | | 5 | False |
| | | | 6 | False |
| | | | EnableWnd | FO_SUBSYS.INI::Common Info::EnableReturnOrders=Yes |

The Config Cd column identifies the function type (FO_DEF for the field order system). The Section identifies the unique option/function ID. Parameters 0-6 enable or disable access to the option based on user access level. For example, if parameter 0 is set to False, then the option is disabled for system administrators.

EnableWnd parameters control access based on other parameters. If the expression in the Value column of an EnableWnd parameter evaluates to True, then the option is enabled. For example, if the EnableWnd parameter is set to **[FO History1]FO_COMPL_STATUS=C,** then the option is enabled when the completion status of the selected field order is equal to 'C'. (See **Evaluating Expressions** on page 2-5 for more information on expressions.)

The system checks user access-level parameters (0-6) first and then EnableWnd parameters. Both must be True for the option to be enabled. An option may have multiple EnableWnd# parameters (EnableWnd, EnableWnd1, EnableWnd2). If an EnableWnd# expression ends in "||", it is evaluated as a logical OR condition; otherwise it is evaluated as an AND condition. The system evaluates AND conditions first, followed by OR conditions.

Thus, in the following example:

EnableWnd= [expression]

EnableWnd1= [expression] ||

EnableWnd2= [expression]

EnableWnd must be True AND either EnableWnd1 OR EnableWnd2 must also be True in order for the option to be enabled.

# About Parameter Values

## True/False Values

In most cases, the values 'TRUE,' 'True,' 'T,' 'On,' 'ON,' 'YES,' and 'Yes' can be used interchangeably to mean True in both text files and database tables. Likewise, the values 'FALSE,' 'False,' 'F,' 'Off,' 'OFF,' 'NO,' and 'No' can be used interchangeably to indicate False.

## Default Values

Although most settings have default values, some settings use information provided by the user during the installation process and have no pre-defined defaults. In these cases, examples are included in the documentation, rather than default values.

### Evaluating Expressions

EnableWnd expressions often contain references to other system parameters. The examples below illustrate how these expressions are evaluated.

#### Example 1

In the following expression, the section value for the referenced parameter is enclosed in brackets:

[App]Dispatcher=T

This expression evaluates to True if the Dispatcher setting in the App section of station.ini is True.

#### Example 2

The following expression references the FO_TYPE (field order type) of the order that is currently active/selected in the application.

FO_TYPE!TOTS

This expression evaluates to True if the FO_TYPE is not equal to TOTS.

#### Example 3

In the expression below, the FO_TYPE of the current field order is used as a key to find the appropriate record in the DHTFOTYP table and get the value of the CHANGE_DATE_TIME column. The expression evaluates to True if CHANGE_DATE_TIME is True (Y) for this field order type:

FO_TYPE@DHTFOTYP.TBL::CHANGE_DATE_TIME=Y

## Finding the Right Parameter

Finding the parameter that controls each function can be a challenge. The information in this section is designed to make that process a little easier by proving a set of quick reference tables. The tables identify parameters used to enable, disable, and configure common functions. The following tables are provided:

**Parameters Used to Enable/Disable External Applications**

**Parameters Used to Enable/Disable Access to Subsystems**

**Parameters Used to Enable/Disable Menu Options**

**Parameters By Function Type**

For an alphabetical listing of all configuration parameters, see the **Index of Parameters** on page I-1.

## Parameters Used to Enable/Disable External Applications

The following parameters are used to enable or disable external applications. Click the parameter name to see a description. (Additional settings to configure external applications are contained in the appropriate sections later in this guide.) Parameter names are prefaced by the database table name, followed by the CONFIG_CD and SECTION_NAME column values, separated by colons.

**External Application Configuration Parameters**

| Application | Parameter |
|---|---|
| Oracle Real-time Scheduler | **UseRTS** (Server setting) |
| | **UseRTS** (Dispatch Workstation setting) |

| | |
|---|---|
| External Scheduler (other than Oracle Real-time Scheduler) | **UseScheduler** (Server setting) |
| | **UseScheduler** (Dispatch Workstation setting) |
| Oracle MapViewer | **UseMapViewer** (Dispatch Workstation setting) |
| Oracle Spatial | **GeocodeOrders** (Server setting) |

## Parameters Used to Enable/Disable Access to Subsystems

The table below lists the parameters that control access to subsystems in the Dispatch Workstation and Mobile Workstation applications. Some parameters enable or disable a subsystem by user access level (parameter names 0-6 correspond to the user access levels) and others enable or disable a subsystem for all users, regardless of access level. Click the parameter name to see a description.

**Subsystem Access Control Parameters**

| Subsystem | Parameter |
|---|---|
| Admin Tool | DHTDWINI: DBM_DEF: **TBLMAINT**: 0-6 |
| Archive Field Order | DHTDWINI: DBM_DEF: **ARCHIVEFO**: 0-6 |
| Batch Processing | DHTDWINI: DBM_DEF: **BATCH:** 0-6 |
| Crew Status | DHTDWINI, DHTMWINI: DBM_DEF**:CREW:** 0-6 |
| Dispatcher Functions | DHTDWINI: DBM_DEF: **DISPFUNC:** 0-6 |
| Field Orders | DHTDWINI, DHTMWINI: DBM_DEF: **FO:** 0-6 |
| Gantt | DHTDWINI: WS_INI: DW: **DisableGantt** |
| | DHTDWINI: DBM_DEF: **GANTT:** 0-6 |
| Mail | DHTDWINI, DHTMWINI: WS_INI: DW: **Disable_Mail** |
| | CE Mobile Workstation Only: station.ini: [Apps]: **Disable_Mail** |
| | DHTDWINI, DHTMWINI: DBM_DEF, **MAIL,** 0-6 |
| Mapping | DHTDWINI, DHTMWINI: DBM_DEF:**MAPPING:** 0-6 |
| Reports | DHTDWINI: WS_INI: DW: **Disable_Reports** |
| | DHTDWINI: DBM_DEF: **REPORTS:** 0-6 |
| Routine Field Orders | DHTDWINI: WS_INI: DW: **Disable_Routines** |
| | DHTDWINI: DBM_DEF: : **ROUTINEFO:** 0-6 |
| System Messages | DHTDWINI: DBM_DEF: **SYSMSGS**: 0-6 |

**Note:** Subsystem-level parameters, such as Disable_Mail, override user access-level parameters (0-6). For example, if Disable_Mail is True, then the Mail subsystem is disabled for all users, regardless of access level. If Disable_Mail is False, then the subsystem is active and access is controlled by the user-level settings (0-6).

## Parameters Used to Enable/Disable Menu Options

This section lists the ID associated with each menu option/function in the Dispatch Workstation and Mobile Workstation applications. As described in **Enabling and Disabling Functions**, access to a menu option can be controlled by configuration parameters in DHTDWINI and DHTMWINI, where the section name for the parameter is the ID of the menu option listed below.

> **Note:** All menu options/functions can be configured to restrict access based on user level or the value of other parameters; however, the base system does not define access parameters for all functions. For example, no access parameters are defined in the base system for the Change Password function; this function is available to all users by default. If a function is configured in the base, a link to the parameter description is provided in the tables below. If no access-control parameter currently exists for a menu option, you can add parameters to enable or disable the option. See **Adding a New Access-Control Parameter** on page 2-24 for instructions.

## Dispatch Workstation Menu Option IDs

### Function Access Parameters – Dispatch Workstation

**Control Menu (DW)**

| Option/Function | Function ID |
|---|---|
| Save Desktop… | |
| Save All | 32962 |
| Save Window Placement | 32963 |
| Save Subsystem States | 32961 |
| Change Auto Dispatch... | **33149** |
| Reload Field Orders | **32934** |
| Select Field Order Dates... | 32935 |
| Non-MDT Crew Logon... | **33217** |
| Alarm Management | **33032** |
| Change Password... | 32936 |
| Change Operator... | 33152 |
| Logoff | 32937 |
| Exit Field Order Subsystem | 32954 |
| Exit Crew Subsystem | 32891 |
| Exit Mail Subsystem | 32893 |
| Exit Mapping Subsystem | 33165 |
| Exit Routine Field Order Subsystem | 32894 |
| Exit Gantt Subsystem | 32956 |
| Custom… | 7198 |

**Subsystems Menu (DW)**

| Option/Function | Function ID |
|---|---|
| Note that the following IDs are also used for the main toolbar icons. | |
| Field Orders | 32844 |
| Crew Status | 32845 |
| Mail | 32846 |
| System Messages | 32848 |
| Batch Processing | 32849 |
| Admin Tools | 32850 |
| Dispatcher Functions | 32851 |
| Reports | 32853 |
| Routines | 32854 |
| Mapping | 32782 |
| Archive | 32855 |
| TimeSheet | 7191 |
| Gantt | 32797 |
| Status Update... | **32986** |

**Subsystems Menu (DW) - *Continued***

| Option/Function | Function ID |
|---|---|
| Time Edit | **32880** |
| Update ERT... | **43220** |
| Unrelated Damage Assessment | 33220 |
| (**EnableUnrelatedDamageAssessment**) | |
| Update Coordinates... | 34844 |
| Font | |
| Small Font | 32874 |
| Medium Font | 32875 |
| Large Font | 32876 |
| Save Options (drop-down menu) | 32877 |
| Save Options (pop-up menu) | 34840 |
| Auto-Resize Columns | 34841 |
| Update Shift Status | |
| Open | **32938** |
| Close | **32939** |
| Enable | **32940** |
| Disable | **32941** |
| Change Primary Function... | 34842 (**UseCrewPrimaryFunction**) |
| Emergency Monitoring | 34846 |
| View Menu | |
| Pre-defined Views | |
| All Crews in Dispatch Area(s) | 32920 |
| Crews with Uncompleted Orders | 32923 |
| Crews Late for Appointment | 32921 |
| Crews Taking Too Long | 32922 |
| Crews Working Emergency Orders | 32924 |
| Selected Crews | 32925 |
| Selected Crews from Map | 34848 |
| Copy | 32842 |
| Logged on Crews Only | 33103 |
| Set Selected Crews to View... | 32928 |
| Supervised Crew Selection | 33022 |
| Include Criteria | 33023 |
| Set Display Columns... | 32927 |
| Set Sort Columns... | 32929 (**ChangeSortColumns**) |
| Font | |
| Small Font | 32919 |
| Medium Font | 32918 |
| Large Font | 32917 |
| Save Options | 32926 |
| Auto-Resize Columns | 34841 |

### Mail Subsystem Menus (DW)

| Option/Function | Function ID |
|---|---|
| Actions Menu | |
| Read Mail... | 33042 |
| Write Mail... | 33044 |
| Delete Mail | 33040 |
| View Menu | |
| Pre-defined Views | |
| In-Basket View | 33054 |
| Out-Basket View | 33055 |
| Copy | 32842 |
| Set Display Columns... | 33057 |
| Font | |
| Small Font | 33053 |
| Medium Font | 33052 |
| Large Font | 33051 |
| Save Options | 33056 |
| Auto-Resize Columns | 34841 |

### Mapping Subsystem Menus (DW)

There is no Actions or View menu in the mapping subsystem for Oracle Utilities Mobile Workforce Management v.1.5.0 and later. The Oracle MapViewer Mapping subsystem provides access to all functions from its toolbar. Currently, all MapViewer toolbar options and pop-up menu options are always enabled.

### Routine Field Order Subsystem Menus (DW)

| Option/Function | Function ID |
|---|---|
| Actions Menu | |
| Move To Regular FOs | 33063 |
| Delete... | 33062 |
| Browse... | 33061 |
| Reselect... | 33064 |
| View Menu | |
| Pre-defined Views | |
| All Orders | 34832 |
| Selected Orders | 34834 |
| Refresh (Pop-Up) | 32805 |
| Copy (Pop-Up) | 32843 |
| Include Criteria... | 32873 |
| Set Display Columns... | 32871 |
| Set Sort Columns... | 32872 |

**Routine Field Order Subsystem Menus (DW) - *Continued***

| Option/Function | Function ID |
|---|---|
| Font | |
| Small Font | 32874 |
| Medium Font | 32875 |
| Large Font | 32876 |
| Save Options | 34840 |
| Auto-Resize Columns | 34841 |

**Archive Subsystem Menus (DW)**

| Option/Function | Function ID |
|---|---|
| Actions Menu | |
| Browse... | 33061 |
| Reselect... | 32856 |
| View Menu | |
| Pre-defined Views | |
| All Orders | 34832 |
| Selected Orders | 34834 |
| Include Criteria... | 32873 |
| Set Display Columns... | 32871 |
| Set Sort Columns... | 32872 |
| Font | |
| Small Font | 32874 |
| Medium Font | 32875 |
| Large Font | 32876 |
| Save Options | 32877 |
| Save Options (Popup) | 34840 |
| Auto-Resize Columns | 34841 |
| Refresh (Popup) | 32805 |
| Copy (Popup) | 32843 |
| Save Options (Popup) | 34840 |

**System Messages Subsystem Menus (DW)**

| Option/Function | Function ID |
|---|---|
| View Menu | |
| Message Type | |
| Error | 33105 |
| Warning | 33107 |
| Info | 33106 |
| All | 33104 |
| System ID | |
| Server | 33134 |
| Mainframe Interface | 33133 |
| Dispatcher Workstation | 33132 |
| All | 33131 |

**System Messages Subsystem Menus (DW) - *Continued***

| Option/Function | Function ID |
|---|---|
| Font | |
| Small Font | 33053 |
| Medium Font | 33052 |
| Large Font | 33051 |
| Detail | 33095 |
| Save Options | 34840 |

**Gantt Subsystem Menus (DW)**

| Option/Function | Function ID |
|---|---|
| Actions Menu | |
| Set Gantt Chart Options. ... | 32810 |
| Set Crew Display Columns. ... | 328102 |
| Set FO Tooltip Options. ... | 328103 |
| Save Options | 32823 |
| View Menu | |
| Pre-defined Views | |
| All Orders | 34832 |
| Selected Orders | 34834 |
| Include Criteria... | 32873 |
| Set Display Columns... | 32871 |
| Set Sort Columns... | 32872 |
| Font | |
| Small Font | 32874 |
| Medium Font | 32875 |
| Large Font | 32876 |
| Save Options | 32877 |
| Save Options (Popup) | 34840 |
| Auto-Resize Columns | 34841 |
| Refresh (Popup) | 32805 |
| Copy (Popup) | 32843 |
| Save Options (Popup) | 34840 |

**Crew Subsystem (DW )**

| Option/Function | Function ID |
|---|---|
| Actions Menu | |
| Go To FO Crew Orders View | 32910 |
| Logoff Crew... | 32913 (**Disable_MobileForceLogoffs**) |
| Generate Missed Appointment Warnings | 32912 (**Disable_CrewWarnings**) |
| Stop Missed Appointment Warnings | 32915 |
| Generate Taking Too Long Warnings | 32911 |
| Stop Taking Too Long Warnings | 32914 |
| Find on Map | 33221 |
| Update Shift Status | (**UseRTS**) |

**Crew Subsystem (DW ) - *Continued***

| Option/Function | Function ID |
|---|---|
| View Menu | |
| Pre-defined Views | |
| All Orders | 34832 |
| Pending Orders | 32878 |
| Selected Orders | 34834 |
| Completed Orders | 32881 |
| Emergency Orders | 32931 |
| Non-Emergency Orders | 32932 |
| Open Orders | 32978 |
| Completed with Exception Orders | 33144 |
| Selected Orders from Map | 34847 |
| Refresh | 32805 |
| Copy | 32843 |
| Include Criteria... | 32873 |
| Set Display Columns... | 32871 |
| Set Sort Columns... | **32872** (**ChangeSortColumns**) |
| Font | |

**Field Order Subsystem (DW)**

| Option/Function | Function ID |
|---|---|
| Actions Menu | |
| Add... | **32859** (see also: **Disable_Add**) |
| Allocate | **32880** |
| Assist... | **32860** (see also: **Disable_Assist**) |
| Audit History | 32973 |
| Best Fit Crews | **43221** (**MfSendBestFit**) |
| Browse... | 32861 |
| Cancel Order... | **32781** |
| Change Priority | **32984** |
| Complete... | **32862** (Electric Trouble Order Completion: **32983**) |
| Dispatch | **32864** (**Dispatch_Future**) |
| Dispatch All | **32865** |
| Edit... | **32863** (**Disable_Edit**) |
| Find on Map | 32981 (**LoadVehiclesOnMap**) |
| Find on Gantt | 32798 |
| Print Order | **32795** |
| Reallocate... | **32867** (**DisableReassignRescheduleWithScheduler**) |
| Select Order... | 32869 |
| Suppress Order | **32982** |

## Mobile Workstation Menu Option IDs

### Function Access Parameters - Mobile Workstation

#### Control Menu (MW)

| Option/Function | Function ID |
|---|---|
| Save Desktop... | |
| Save All | 32962 |
| Save Window Placement | 32963 |
| Save Subsystem States | 32961 |
| Use Number Pad | 32770 (**UseNumberPad**, **UseNumberPadUserSelected**) |
| Change Primary Function | 32985 |
| Timed Event | **33150** |
| Out of Service | 33157 |
| Emergency Request | **33151** |
| Change Password | 33153 |
| WAM Time Sheet | **37146** |
| Select Comms Network | |
| Wireless | 33155 |
| Wired | 33156 |
| Logoff | 32937 |
| Exit Mapping Subsystem | 33165 |
| Exit Crew Subsystem | 32891 |
| Exit Mapping Subsystem | 33165 |
| Exit Mail Subsystem | 32893 |
| Print Map [MW Mapping Subsystem only] | 33036 |
| Custom... | 7198 |

#### Subsystem Menu (MW)

| Option/Function | Function ID |
|---|---|
| Open Orders | 32785 (ID also used for Toolbar icon) |
| Worked Orders | 32786 (ID also used for Toolbar icon) |
| Crew Status | 32794 (ID also used for Toolbar icon) |
| Mail | 32787 (ID also used for Toolbar icon) |
| System Messages | 32789 (ID also used for Toolbar icon) |
| Mapping | 32782 (ID also used for Toolbar icon) |

#### Field Order Subsystem Menus (MW)

| Option/Function | Function ID |
|---|---|
| Actions Menu | |
| Add... | **32859** (**Disable_Add**) |
| Add Pick-Up Order | **32778** |
| Add to WAM Time Sheet | **37145** |
| Arrange Route... | **32776** |
| Call First | 32777 |

**Field Order Subsystem Menus (MW) - *Continued***

| Option/Function | Function ID |
|---|---|
| Cancel Order... | **37142** |
| Cancel Status | 34821 |
| Enroute | 34823 (**Disable_Enroute**) |
| External Inquiry Request | **32793** (**EnableExternalInquiry**) |
| External Inquiry Data | |
| Device Details | 33080 |
| Clue Details | 33078 |
| Customer Details | 33079 |
| Find on Map | 32981 |
| On Site | 34820 |
| Return Field Orders | **32779** (**EnableReturnOrders**) |
| Return to Onsite | 33035 |
| Start | 34822 |
| Un-Cancel Order... | **37143** |
| Unrelated Damage Assessment | 33220 |

(**EnableUnrelatedDamageAssessment**)

| | |
|---|---|
| View Menu | |
| Pre-defined Views | |
| Open Orders | 33111 |
| Picked Up Orders | 33158 |
| Review Orders | 33159 |
| Worked Orders | 33008 |
| Field Order List Sorting | |
| Default | 33005 |
| Route | 33006 |
| User Defined | 33007 |
| Refresh | 32805 |
| Copy | 32843 |
| Set Display Columns... | 32871 |
| Set Sort Columns... | **32872** (**ChangeSortColumns**) |
| Font | |
| Small Font | 32874 |
| Medium Font | 32875 |
| Large Font | 32876 |
| Save Options | 32877 |
| Auto-Resize Columns | 34841 |

**Crew Subsystem Menus (MW)**

| Option/Function | Function ID |
|---|---|
| Actions Menu | |
| Get Crew Detail | 33148 |
| Reveiw FO | 33160 |
| View Menu | |
| Refresh | 34825 |
| Copy | 32842 |
| Supervised Crew Selection | 33022 |
| Set Display Columns... | 32927 |
| Set Sort Columns... | 32929 |
| Font | |
| Small Font | 32919 |
| Medium Font | 32918 |
| Large Font | 32917 |
| Save Options | 32926 |
| Auto-Resize Columns | 34841 |

**Mail Subsystem Menus (MW)**

| Option/Function | Function ID |
|---|---|
| Actions | |
| Read Mail... | 33042 |
| Write Mail... | 33044 |
| Delete Mail | 33040 |
| | |
| View | |
| Pre-defined Views | |
| In-Basket View | 33054 |
| Out-Basket View | 33055 |
| Copy | 32842 |
| | |
| Set Display Columns... | 33057 |
| Font | |
| Small Font | 33053 |
| Medium Font | 33052 |
| Large Font | 33051 |
| Save Options | 33056 |
| Auto-Resize Columns | 34841 |

### Mapping Subsystem Menus (MW)

There is no Actions or View menu in the mapping subsystem for Oracle Utilities Mobile Workforce Management v.1.5.0 and later. The Oracle MapViewer Mapping subsystem provides access to all functions from its toolbar. Currently, all MapViewer toolbar options and pop-up menu options are always enabled.

### System Messages Subsystem Menus (MW)

| Option/Function | Function ID |
|---|---|
| View | |
| Message Type | |
| Error | 33105 |
| Warning | 33107 |
| Info | 33106 |
| All | 33104 |
| System ID | |
| Server | 33134 |
| Mainframe Interface | 33133 |
| Dispatcher Workstation | 33132 |
| All | 33131 |
| Font | |
| Small Font | 33053 |
| Medium Font | 33052 |
| Large Font | 33051 |
| Detail | 33095 |
| Save Options | 34840 |

## Parameters By Function Type

This section lists all the parameters that can be used to configure various system functions. Parameters are categorized as follows (some parameters may be listed under multiple functions, as appropriate):

**Alarm and Notification Settings**

**Batch Processing/EOD Settings**

**Control Zone Management Settings**

**Crew Status Subsystem Settings**

**Dispatch Settings**

**Dispatch Workstation Settings (General)**

**Error, Audit, and Trace Log Settings**

**Field Order Completion Settings**

**Field Order Processing Settings (General)**

**Field Order Processing Settings for Integration with External Applications**

**Logon and Order Download Settings**

**Mail Subsystem Settings**

**Mapping Subsystem Settings**

**Mobile Communication Settings**

**Mobile Workstation Settings (General)**

**Non-MDT Crew Logon Settings**

**Scheduing Settings**

**Security and Password Management Settings**

### Logon and Order Download Settings

The following parameters affect the logon and order download process.

| | |
|---|---|
| **AllowSupervisorDWLogon** | **NumSecsForOrderDownload** |
| **CheckForMobilePwExpiration** | **NumSecsInitialOrderDispatch**(CE) |
| **CheckMobileVersion** (MW) | **NumSecsForTableUpdate** |
| **DefaultComms** (MW) | **PersonToCrewAssociation** (MW) |
| **DisableOrderDownloadDialog** (MW) | **SupportVehiclesAvailable** |
| **EnforceCheckingForPasswordChange** | **UseCrewPrimaryFunction** (MW) |
| **HideCommMethods** (MW) | **UseNumberPad** (MW) |
| **NumAdditionalUsers** (MW) | **UseNumberPadUserSelected** (MW) |
| **NumSecsForLogonReply** | **VehicleToCrewAssociation** (MW) |

### Alarm and Notification Settings

The following settings affect the alarms and notifications.

| | |
|---|---|
| **AlarmManagementDatabaseTable** | **GenerateMissedCommitWarnings** |
| **ApptNotificationBuffer** | **GenerateStopDisabledWarnings** |
| **CrewClearWarningSecs** | **GenerateStopLateWarnings** |
| **ApptNotificationBuffer** | **GenerateStopOverdueWarnings** |
| **Disable_CrewWarnings** | **GenerateTakingTooLongWarnings** |
| **DisplayDwNotifyFromAdviseAppl** | **GenerateUncoveredServiceAreaWarnings** |
| **DisplayRescheduleOrderNotifications** | **UnCoveredSALogoffMsg** |
| **FoStatusUpdateNotification** | **UseNonLANMobiles** |
| **FoStatusUpdateNotifyDispatched** | **WarningRetrySecs** |
| **GenerateCrewClearWarnings** | |
| **GenerateMissedApptWarnings** | |

### Batch Processing/EOD Settings

The following parameters affect batch processing and end-of-day processing.

| | |
|---|---|
| **AllowUnattendedEOD** | **RetainArchivedMail** |
| **EODCompletedWhereClause** | **RetainArchivedOrders** |
| **EODUnassignIncompleteOrders** | **RetainMiscRecords** |
| **EodReportsDirectoryName** | **RetainPersRecords** |
| **ForceLogoffEnabled** | **RetainArchivedTraceLogs** |
| **GenerateEODReports** | **RetainAvlReportRecords** |
| **MaxLinesPerPage** | **RetainEodReports** |
| **RetainArchivedAuditLogs** | **Time2WaitB4StartingEOD** |
| **RetainArchivedErrorLogs** | **TimeOfUnattendedEOD** |

### Control Zone Management Settings

The following parameters affect management of control zones, service areas, and dispatch areas.

**MaxNumberOfZones**

**MultipleSAToDispatchArea**

**UniqueServAreaFlag**

### Crew Status Subsystem Settings

The following parameters affect the Crew Status Subsystem in the workstation applications.

| | |
|---|---|
| **CalculateActionCounts** | **Disable_MobileForceLogoffs** |
| **CrewRefreshFrequencySecs** | **SendSkillDescriptionInCrewStatus** |
| **CrewDetailCurrentDayOnly** | **SupportVehiclesAvailable** |
| **Configuring the Supervisor's Crew Status List in Mobile Workstation** | **UseCrewPrimaryFunction** |
| **Disable_CrewWarnings** | See Also: **Configuring the Crew Status List in Dispatch Workstation** |

### Dispatch Settings

The following parameters affect dispatching.

| | |
|---|---|
| **AutoDispatchUpdatedOrders** | **MfSendBestFit** |
| **Dispatch_Future** | **MultiFoEnroute** |
| **DisableReassignRescheduleWithScheduler** | **MultipleSAToDispatchArea** |
| **EmerDispatchTimeoutSecs** | **OrdersPerDispatch** |
| **EmergencyAckTimeoutSecs** | **RegDispatchTimeoutSecs** |
| **EnableLogoffCrewEmerFoAssignment** | **RouteFoStatusIcdsToAllDwUsers** |
| **FoStatusUpdateNotification** | **SendEmergencyAckToDw** |
| **FoStatusUpdateNotifyDispatched** | **TimeToSetAutoDispatchOrdersToReady** |
| **ManualAckOnEmerOrderRequiredFlag** | **UnCoveredSALogoffMsg** |
| **MaxDispatchThreads** | See also: **Field Order Processing Settings (General)** and **Field Order Processing Settings for Integration with External Applications** |
| **MaxDispatchOrders** | |

### Dispatch Workstation Settings (General)

The following settings affect the Dispatch Workstation application.

| | |
|---|---|
| **BestFitGeographicalWhereClause** | **MultipleSAToDispatchArea** |
| **Disable_MobileForceLogoffs** | **NumSecsForOrderDownload** |
| **Dispatch_Future** | **UnCoveredSALogoffMsg** |
| **EnableLogoffCrewEmerFoAssignment** | |
| **Shift Status Settings** | See Also: **Parameters Used to Enable/Disable Menu Options** |
| **MfSendBestFit** | |
| **MultiFoBrowse** | See Also: **Configuring List Screens** |
| **MultiFoEnroute** | |

### Field Order Completion Settings

The following settings affect field order completion.

| | |
|---|---|
| **AcceptCmplOnlyFromAssignedCrew** | **ConvertMFOrderCompleted** |
| **AllowLogoffWithPendingCompletions** | **DoNotSendIncompleteOrdersToExtApp** |
| **AllowMeterNumberUpdate** | **MergePickupOrderToMfCreatedOrder** |
| **AllowNewOrderTypeOnAssists** | **OnsiteStatusRequired** |
| **CompletedInFieldCrewId** | **SendLogoffAfterAllCompletions** |

**Note**: The DW_COMPLETION_FLAG_FLAG column in the Field Order Type table (DHTFOTYP) determines whether or not orders of that type can be completed in the Dispatch Workstation application If this flag is set to N (False), then the Complete option in Dispatch Workstation is disabled. (This flag is set using the 'Can DW Complete Order?' checkbox on the Field Order Type screen in the Admin tool.)

### Field Order Processing Settings (General)

| | |
|---|---|
| **AllowMeterNumberUpdate** | **pick_up_order_transaction** |
| **AllowNewOrderTypeOnAssists** | **RecordMobileCancelStatus** |
| **AllowReallocationOfAppointedOrders** | **RouteFoStatusIcdsToAllDwUsers** |
| **DisableReassignRescheduleWithScheduler** | **UseLatLongOnStatusIcds** |
| **EmergencyAckTimeoutSecs** (Server) | **UseMobilityNumberForPickupOrder** |
| **FoStatusUpdateNotification** | **UseNonLANMobiles** |
| **FoStatusUpdateNotifyDispatched** | **UsePaging** |
| **GeneratedFoNumberLength** | **WorkOrdersInSequence** |
| **InitialFieldOrderScreen** | See also: **Dispatch Settings**, **Dispatch Workstation Settings (General)**, **Field Order Processing Settings (General)** **Configuring the Field Order List** |
| **ManualAckOnEmerOrderRequiredFlag** | |
| **MultiFoBrowse** | |
| **MultiFoEnroute** | |

### Field Order Processing Settings for Integration with External Applications

The following settings affect field order processing when Oracle Utilities Mobile Workforce Management is integrated with an external application, such as Oracle Utilities Work and Asset Management, Oracle Utilities Network System Management, or Oracle Utilities Customer Care and Billing.

| | |
|---|---|
| **AllowMfUpdateOnSiteOrder** | **MfSendBestFit** |
| **AllowReassignsFromMF** | **PreMfOrderAck** |
| **AutoDispatchUpdatedOrders** | **SendFsmsCreatedUpdateFoToMf** |
| **ConvertMFOrderCompleted** | **SendCrewLogoffToMF** |
| **ConvertUpdateFoToCreateFo** | **SendFsmsCreatedUpdateFoToMf** |
| **ExternalAppDispatch** | **SendIncompletesToMf** |
| **DoNotSendIncompleteOrdersToExtApp** | **SendPUOrderStatusToMF** |
| **MergePickupOrderToMfCreatedOrder** | **UseVerification** |

### Error, Audit, and Trace Log Settings

The following settings affect the error logging.

| | |
|---|---|
| Server Settings | RfTransport |
| **LogDirectoryName** | **Audit Log Name** |
| **LogSize** | **Audit Log Max Size** |
| **LogTraceInfo** | **Audit Log Max Number** |
| **LogTraceWarn** | **Error Log Name** |
| **MaxLogs** | **Error Log Max Size** |
| **UseAuditLogs** | **Error Log Max Number** |
| **UseErrorLogs** | **Trace Log Enabled** |
| **UseTraceLogs** | **Trace Log Name** |
| Router Settings | **Trace Log Max Size** |
| **AuditLogName** | **Trace Log Max Number** |
| **ErrorLogName** | Station Settings (DW and MW) |
| **ExternalErrorDirectoryName** | **LogFileName** |
| **ExternalErrorLogName** | **LogSize** |
| **LogDirectoryName** | **LogTraceInfo** |
| **MaxLogSize** | **LogTraceWarn** |
| **TraceEnabled** | **MaxAuditLogs** |
| **TraceLogName** | **MaxErrorLogs** |
| | **MaxTraceLogs** |
| | **UseAuditLog** |
| | **UseErrorLog** |
| | **UseTraceLog** |

### Mail Subsystem Settings

The following settings affect the Mail Subsystem.

| | |
|---|---|
| **Mail Distribution Info** | **RetainArchivedMail** |
| **EmergencyAckTimeoutSecs** | **TechToTechMail** |
| **MailDeliveryTimeoutSecs** | See also: **Configuring the Mail List** |

### Mapping Subsystem Settings

The following settings affect the Oracle MapViewer Mapping Subsystem.

| | |
|---|---|
| **DatabaseUserName** | **MapViewerTilingBaseMapURLPort** |
| **MapViewerIP** | **SpatialDataSource** |
| **MapViewerPageName** | **SpatialMapCache** |
| **MapViewerPort** | **UseMapViewer** |
| **MapViewerTilingBaseMapURL** | |

### Mobile Communication Settings

The following parameters affect communication with mobile devices:

| | |
|---|---|
| **CheckForMobilePwExpiration** | **SendAVLOffline** |
| **CheckMobileVersion** (MW) | **SynchOrders** (MW) |
| **DefaultComms** (MW) | **UseNonLANMobiles** |
| **HideCommMethods** (MW) | |

### Mobile Workstation Settings (General)

The following settings affect the Mobile Workstation application.

| | |
|---|---|
| **AllowLogoffWithPendingCompletions** | **SendLogoffAfterAllCompletions** |
| **CrewDetailCurrentDayOnly** | **ShowKeepUnworkedOrders** |
| **DisableOrderDownloadDialog** | **UseNumberPad** |
| **MaxExtInqRowsToReturn** | **UseNumberPadUserSelected** |
| **NumSecsForMeterValidationData** | **WorkOrdersInSequence** |
| **NumSecsForOrderDownload** | See Also: **Function Access Parameters - Mobile Workstation** |
| **RightToLeftMeterReading** | |
| **SendArrangeRoute** | |
| **SendAVLOffline** | See Also: **Configuring List Screens** |

### Non-MDT Crew Logon Settings

The following settings affect the Mobile Workstation application.

**EnforceSupervisorToNonMDTCrew**

**UseNonLANMobiles**

### Scheduling Settings

The following parameters affect scheduling.

| | |
|---|---|
| **AllowReassignsFromMF** | **RTSZone** |
| **AutoDispatchUpdatedOrders** | **SendPickupsToScheduler** |
| **DisableReassignRescheduleWithScheduler** | **UseCrewPrimaryFunction** |
| **ExcludeStatusFromSched#** | **UseRTS** (Server) **UseRTS** (Station) |
| **NumMinutesBeforeActivateNextShift** | **UseScheduler** (Server) **UseScheduler** (Station) |
| **NumSecsBetweenRequestUpdates** | |

### Security and Password Management Settings

The following parameters affect the system security and password management

| | |
|---|---|
| **CheckForMobilePwExpiration** | **MaxInvalidPwdRetry** |
| **DWDaysToExpirePw** | **MAXPASSWORD_LEN** |
| **DwLogonWarningDays** | **MINPASSWORD_LEN** |
| **EnforceCheckingForPasswordChange** | **PwExpirationDays** |

### Adding a New Access-Control Parameter

If you want to control access to a menu option/function for which no configuration setting currently exists in the base system, follow these steps to add a new parameter:

1. Find the ID for the menu option in **Parameters Used to Enable/Disable Menu Options**.
2. In the Dispatcher Workstation Admin Tool, add a new record to the appropriate database table:
   - **Dispatch (DW) INI** for Dispatch Workstation (Dispatch Workstation) functions
   - **Mobile (MW) INI** for Mobile Workstation (Mobile Workstation) functions
3. In the Configuration Code field, enter one of the following values:
   - **FO_DEF** for Dispatch Workstation and Mobile Workstation Field Order functions, including the Dispatch Workstation Archive subsystem, Dispatch Workstation Routine subsystem, and Dispatch Workstation Gantt subsystem
   - **CRW_DEF** for Dispatch Workstation Crew Status functions, including Crew functions in the Gantt subsystem
   - **CRW2_DEF** for Mobile Workstation Crew Status functions
   - **MAP_DEF** for Mapping functions (Dispatch Workstation and Mobile Workstation)
   - **ML_DEF** for Mail functions (Dispatch Workstation and Mobile Workstation)
4. In the Section Name field, enter the menu/function ID from Step 1.
5. In the Parameter field, do one of the following:
   - To enable or disable the function by user access level, enter the level (0-6) for which you want to control access.
   - To enable or disable the function based on some other condition, enter 'EnableWnd.'
6. In the Value field, enter 'True' to enable the function or 'False' to disable the function. Optionally, you can enter an expression that evaluates to either True or False. For example, the following expression would evaluate to True if the currently selected field order had a completion status of O (Open):

   ```
   [FO History]FO_CMPL_STATUS=O
   ```
7. Save the record.
8. Repeat steps 2-7 as needed to create multiple access parameters for the same option/function.

   To create multiple EnableWnd parameters, append each successive parameter name with a number starting at 1 and incremented for each additional parameter (EnableWnd1, EnableWnd2, etc.).

## Creating and Configuring Custom Menu Items

Customer-specific menu items can be added by the project team and then enabled or disabled based on user access level, just like any other menu item. Custom menu items appear on the Control menu. The ID assigned to each custom menu item depends on the subsystem to which the menu items apply:

**50000 – 50020** are reserved for Field Order functions
**50021 – 50040** are reserved for Crew Status functions
**50041 – 50061** are reserved for Mail functions

### Creating Custom Menu Options

Use the Admin Tool to add a new record to the DHTDWINI (Dispatch Workstation) or DHTMWINI (Mobile Workstation) table for each custom entry. The following tables show how to complete the fields for each record:

**Field Order Functions:**

| Table | Config Cd | Section | Parameter Name | Parameter Value |
|---|---|---|---|---|
| DHTDWINI, DHTMWINI | FO_DEF | [Custom Control Menu ID 50000 – 50020] | SubMenuItem# | Menu Item Name |

**Crew Functions:**

| Table | Config Cd | Section | Parameter Name | Parameter Value |
|---|---|---|---|---|
| DHTDWINI | CRW_DEF | [Custom Control Menu ID 50000 – 50061] | SubMenuItem# | Menu Item Name |
| DHTMWINI | CRW2_DEF | [Custom Control Menu ID 50000 – 50061] | SubMenuItem# | Menu Item Name |

**Mail Functions:**

| Table | Config Cd | Section | Parameter Name | Parameter Value |
|---|---|---|---|---|
| DHTDWINI, DHTMWINI | ML_DEF | [Custom Control Menu ID 50000 – 50061] | SubMenuItem# | Menu Item Name |

In the tables above, the # in the Parameter Name is a number starting with 1 and incremented for each additional menu item. The Parameter Value is the menu option text to appear on the Control menu. For example, the following record would define a custom menu item that allowed users to preview an order before printing it:

**Table:** DHTDWINI
**Config** Cd: FO_DEF
**Section:** 50010
**Parameter:** SubMenuItem1
**Value:** Order Print Preview

### Controlling Access to the Custom Menu Option

To enable or disable a custom menu option based on user access level, add parameters for each user access level, as shown below:

**Field Order Functions:**

| Table | Config Cd | Section | Parameter | Value |
|---|---|---|---|---|
| DHTDWINI and DHTMWINI | FO_DEF | 50000 – 50020 | 0-6 EnableWnd# | True or False (or expression evaluating to True or False) |

**Crew Functions:**

| Table | Config Cd | Section | Parameter | Value |
|---|---|---|---|---|
| DHTDWINI<br>DHTMWINI | CRW_DEF<br>CRW2_DEF | 50021-50040 | 0-6<br>EnableWnd# | True or False (or expression evaluating to True or False) |

**Mail Functions:**

| Table | Config Cd | Section | Parameter | Value |
|---|---|---|---|---|
| DHTDWINI and DHTMWINI | ML_DEF | 50041 - 50060 | 0-6<br>EnableWnd# | True or False (or expression evaluating to True or False) |

The Config Cd and Section numbers vary depending on the type of function. Parameters 0-6 enable or disable the option for the corresponding user access level. EnableWnd parameters (EnableWnd, EnableWnd1, EnableWnd2, etc.) control access to the menu option based on the value of an expression.

# Configuring Application Screens

## Configuring User-Defined Screens

Oracle Utilities Mobile Workforce Management supports creation of user-defined screens using the Oracle Utilities Mobile Workforce Management Toolkit applications. The Toolkit applications allow the Oracle team or the customer's administrative user to extend the base functionality of the Oracle Utilities Mobile Workforce Management application. Oracle Utilities Mobile Workforce Management uses a set of database tables, known as base tables, to provide internal storage capability for its applications. The Toolkit's dbManager allows you to add extensions to these tables to store additional proprietary information. This tool also allows you to edit the .map files used for mapping data from the customer's database to the Oracle Utilities Mobile Workforce Management database. The Toolkit's ScreenEditor allows you to customize screen configurations that can access and manipulate their proprietary data.

For instructions on creating and editing user-defined screens, refer to the Toolkit documentation located in the \Tools\Toolkit subdirectory of your Oracle Utilities Mobile Workforce Management installation directory.

The parameters used to specify **User-Defined Screens** names in the base system are listed below:

AddPickupOrderDefName
AddFieldOrderDefName
ArchiveIncludeCriteriaDefName
ArchiveOrderSelectionDefName
ChangeFoPriorityDefName
COMMON_INFO_DEFFILE
EMERGENCY_FO_DWREC_DEFFILE
EMERGENCY_FO_MWACK_DEFFILE
EnrouteDefName
FoDateSelectionDefName
IncludeCriteriaDefName (Common Info)
LSHouseCheckDefName
MFConsumHistDefName
MFContactHistDefName
MFInqReqDefName
MFOrderHistDefName
RoutineIncludeCriteriaDefName
RoutineOrderSelectionDefName
TimeEditDefName

## Configuring List Screens

Most list screens in Oracle Utilities Mobile Workforce Management, including the Field Order list and the Crew Status list, are configured using settings stored in database tables. These settings control the internal data field to be mapped to each column in the list, the header to display for each column, the columns by which the list will be sorted, and the default order in which columns will be displayed if no user-defined order has been set. The end user can change the way most lists are displayed using the Set Display Columns and Set Sort Columns options (if enabled). Some screens, such as the Supervisor's Crew Status list in the Mobile Workstation, do not allow users to customize the display columns.

The types of parameters used to configure list screens are described in general below. The specific parameters used to configure individual screens are provided in **Dispatch Workstation and Mobile Workstation Settings** on page 5-1.

**Column mapping parameters:** These parameters specify the internal data fields that are mapped to each column in the list. For example, the base Field Order list contains 75 columns (0-74). Column 0 in the list is mapped to the FO_NUMBER data field in the Oracle Utilities Mobile

Workforce Management database. The column mapping parameters define all the data columns available for display in the on-screen list. A column must be mapped in order to be displayed in the on-screen list, but not all mapped columns are displayed by default. The Default Display parameters identify which of the mapped columns will appear in the list by default.

**Column header parameters:** These parameters specify the headers to be displayed at the top of each column in the on-screen list. The column header parameters are also used to populate the Set Display Columns dialog. Every mapped column must have a column header parameter. If you add a column mapping parameter, you must add a corresponding column header parameter; the data field will then be available for viewing in the on-screen list.

> **Important!** Take care when making changes to the column mapping and column header parameters to ensure that all mapped columns have the correct header values. It is recommended that you do not remove columns from the column maps section as there is a potential for mismatched column headers.

**Default Display Columns parameters**: These parameters define which of the mapped columns will be displayed in the on-screen list (and in what order) if the user has not defined their own custom display. The user can modify the default columns using the Set Display Columns option (if enabled). The user can also reset the list to the default display columns at any time.

**Default Sort Columns parameters**: These parameters specify the default column(s) by which the list will be sorted and the direction of the sort (ascending or descending). The user can modify the sort columns using the Set Sort Columns option (if enabled).

**Column Type parameters**: These parameters specify the type of data contained in any non-text column. If no type is specified for a column, the data is treated as text.

Some lists, like the Crew Detail and the Supervisor's Crew Status list, cannot be modified by the user; the Set Display Columns option is not available for these lists. The user can only change the column widths and the sort order. Some list screens have additional parameters to support features unique to that list.

For descriptions of the parameters used to configure each list screen, see:

### Dispatch Workstation (DHTDWTINI)

**Configuring the Field Order List**
**Configuring the Archive Field Order List**
**Configuring the Routine Field Order List**
**Configuring the Crew Status List in Dispatch Workstation**
**Configuring the Crew Detail Screen in Dispatch Workstation**
**Configuring the Gantt Display**
**Configuring the Mail List**
**Configuring the System Messages List**

### Mobile Workstation (DHTMWINI)

**Configuring the Field Order List**
**Configuring the Supervisor's Crew Status List in Mobile Workstation**
**Configuring the Supervisor's Crew Detail Screen in Mobile Workstation**
**Configuring the Mail List** (same as Dispatch Workstation)

### CE Mobile Workstation: (DHTCEINI)

**Configuring the Appointments View**
**Configuring the Order List**

# Chapter 3

# Server Settings

Oracle Utilities Mobile Workforce Management Server settings are stored in two different locations:

- **Server.ini Settings**
- **Server Settings in DHTSVINI**

> **Note:** For an alphabetical listing of all Server configuration parameters, see the **Index of Parameters** at the end of this guide.

## Server.ini Settings

The Server.ini file is located in the Server subdirectory of your Oracle Utilities Mobile Workforce Management installation directory. Server.ini contains system-wide parameters that are required during the startup of the Server. The parameters in the Server.ini file are not included in the DHTSVINI database table.

The [SV] section is the only section in the Server.ini file. All settings are contained in this section.

| File: Server.ini | Section: [SV] |
|---|---|
| **Parameter** | **Description** |
| DatabaseLoginName | The login name or user ID used to access the database. This user ID should have both Read and Write privileges to the database. This parameter is also defined in the Router.ini file; the values should be the same in both files.<br>Example: DatabaseLoginName=MWM141 |
| DatabaseLoginPassword | The password associated with the DatabaseLoginName. For certain database types, this may have a minimum length, but should be set up by the customer's DBA. The password is encrypted using the Oracle Utilities Mobile Workforce Management PasswordEncryptionUtil application. This parameter is also defined in the Router.ini file; the values should be the same in both files.<br>Example: DatabaseLoginPassword=ÅÙÙÐ¡¤ |

| File: Server.ini | Section: [SV] |
|---|---|
| **Parameter** | **Description** |
| DefaultDataSourceName | The ODBC data source name to use when connecting to the database. This is the data source name provided on the ODBC Data Source Administrator dialog box when the ODBC connection is created (Control Panel > Administrative Tools > Data Source (ODBC) > System DSN tab). This parameter is also defined in the Router.ini file. The values should be the same in both files if the Server and the Router are running on the same machine. If they run on different machines, they may have different ODBC datasource names.<br>Example: DataSourceName=MWM141 |
| DefaultDataSourceType | The type of database the Server is connecting to. Knowing the type of database enables the Server to correctly format internal queries. If this value is incorrect, database errors will likely occur. Current options for this value are DB2, SQL, and Oracle. This parameter is also defined in the Router.ini file; the values should be the same in both files.<br>Example: DefaultDataSourceType=Oracle |
| HistoryDatabaseName | The name of the database used to archive the day's data during end-of-day (EOD) processing. This parameter is only used by customers who maintain a separate database for historical data. Most customers maintain historical data in a separate set of historical tables within the same database as the active data. Note that this is the database name, not the ODBC data source name. This parameter is also defined in the Router.ini file; the values should be the same in both files.<br>Example: HistoryDatabaseName=MWM141 |
| LogDirectoryName | The location where the Server logs (trace, audit, and error) are written. If the directory does not exist, it is created during initialization. This parameter applies to audit, error, and trace logs.<br>Example: LogDirectoryName=.\SvLogs |
| LogSize | The maximum size a log file can reach before it is closed and a new log file is started. This parameter applies to audit, error, and trace logs.<br>Example: LogSize=12000000 |
| LogTraceInfo | Specifies whether or not the Oracle Utilities Mobile Workforce Management Server should write INFO log records to the trace log file (if one has been created based on the UseTraceLogs parameter). Valid values are True or False. If this is set to True, the Server writes INFO log records to the trace log file when needed by the application. If the parameter is False, no INFO log records are written.<br>Example: LogTraceInfo=True |
| LogTraceWarn | Specifies whether or not the Server should write WARN log records to the trace log file (if one has been created based on the UseTraceLogs parameter). Valid values are True or False. If this is set to True, the Server writes WARN log records to the trace log file when needed by the application. If False, no WARN log records are written.<br>Example: LogTraceWarn=True |

| File: Server.ini | Section: [SV] |
|---|---|
| **Parameter** | **Description** |
| MaxLogs | The maximum number of log files that the Server will create before it starts replacing existing log files. Valid values are 1 - 26. This parameter applies to audit, error, and trace logs, which are named SvAudit@.log, SvError@.log, and SvTrace@.log. The '@' represents a letter, starting with the letter 'A.' Each time a new log is created, the letter is changed (incremented) until the maximum number of logs has been created. Once the maximum number has been reached, the letter in the file name is reset to 'A' and the existing log file with that name is overwritten. A new log file is created each time the Server application is started (based on the UseAuditLogs, UseErrorLogs, and UseTraceLogs parameters) or when the log reaches the maximum size.<br>Example: MaxLogs=26 |
| UseAuditLogs | Specifies whether or not the Server should generate an audit log file. Valid values are True or False. If this is set to True, the Server creates an audit log file when the application is started. Log records are written to this file when needed by the application. If False, no audit log file is created.<br>Example: UseAuditLogs=True |
| UseErrorLogs | Specifies whether or not the Server should generate an error log file. Valid values are True or False. If this is set to True, the Server creates an error log file when the application is started. Log records are written to this file when needed by the application. If False, no error log file is created.<br>Example: UseErrorLogs=True |
| UseTraceLogs | Specifies whether or not the Server should generate a trace log file. Valid values are True or False. If this is set to True, the Server creates a trace log file when the application is started. Log records are written to this file when needed by the application. If False, no trace log file is created.<br>Example: UseTraceLogs=True |

# Server Settings in DHTSVINI

The DHTSVINI table contains parameters that control the processing of the Server application, but are not required during the initial startup of the application.

All parameters in DHTSVINI have the same configuration code value: SV_INI. There are two sections: SV and Customer Configuration.

Server settings are categorized as follows in this section:

- **Logon-Related Settings**
- **Alarm and Notification Settings**
- **Field Order Settings**
- **Scheduler Settings**
- **RfTransport (Server-to-Mobile) Settings**
- **Server Timing / Interval Settings**
- **Batch Processing / End-of-Day (EOD) Settings**
- **Archive Retention Settings**
- **Miscellaneous Settings**

## Logon-Related Settings

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| AllowSupervisorDWLogon | Specifies whether or not the Server should allow a user with an access level of Service Supervisor (user access level 3) to log onto a Dispatch Workstation. Normally, Service Supervisors use a Mobile Workstation, not a Dispatch Workstation. If this parameter is True, users with an access level of Service Supervisor can log onto a Dispatch Workstation. If False, the LogonReply transaction returns an insufficient access level error when a user with an access level of Service Supervisor attempts to log onto a Dispatch Workstation.<br>Default: True | |
| CheckForMobilePwExpiration | Specifies whether or not the Server should check to see if the password from a mobile user has expired. Valid values are True or False. If this is set to True, the Server validates, during the logon process, that the mobile user's password has not expired. If the user's password has expired and there are no grace logins, the mobile user is forced to change his password before logging onto the Mobile Workstation. If False, password expiration logic is not performed for a mobile user.<br>Default: False | |
| DWDaysToExpirePw | The number of days for which a password is valid. If this parameter is set to 0, the Dispatch Workstation password never expires.<br>Default: 60 | |

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| DwLogonWarningDays | The number of days prior to Dispatch Workstation password expiration that the user should be notified his password is about to expire. If this is set to zero, no warnings are sent.<br>Default: 5 | |
| EnforceCheckingForPasswordChange | Specifies whether or not the DHTPERS.FORCE_PWD_CHG_FLAG should be checked when dispatch or mobile users log on. The FORCE_PWD_CHG_FLAG is set to True whenever a user's password is changed through the Admin Tool. If this parameter is True, a user is forced to change his password the first time it is used or after it has been reset.<br>Default: True | |
| EnforceSupervisorToNonMDTCrew | Specifies whether or not a Non-MDT crew must have a supervisor assigned. Valid values are True or False. If this is set to True, a crew cannot log on as a Non-MDT without an assigned supervisor. If False, a crew can log on as a Non-MDT whether or not it has a supervisor assigned.<br>Default: True | |
| MaxInvalidPwdRetry | The maximum number of failed login attempts before a user's account is locked. Once an account is locked, the system administrator must reset the user's password (by resetting the INVALID_PWD_COUNT field in DHTPERS to 0). If the EnforceCheckingForPasswordChange parameter is True, the user is forced to change their password upon successful logon.<br>Default: 3 | |
| PersonToCrewAssociation | Specifies whether or not personnel should be assigned to crews at login or ahead of time in the database tables. Valid values are True or False. If this is set to True, personnel must be assigned to crews in the database ahead of time. The Server validates the person-crew assignment against the database at login. If False, the Vehicle name used when a service rep logs in establishes the link to the crew name.<br>PersonToCrewAssociation and VehicleToCrewAssociation cannot both be set to False.<br>Default: True | |
| PwExpirationDays | The number of days before a user's password expires and must be changed.<br>Default: 90 | |

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| VehicleToCrewAssociation | Specifies whether vehicles should be assigned to crews at login or ahead of time in the database tables. Valid values are True or False. If this is set to True, vehicles must be assigned to crews in the database ahead of time. The Server validates the vehicle-crew assignment against the database at login. If False, the Personnel name used when a service rep logs in establishes the link to the crew name.<br>PersonToCrewAssociation and VehicleToCrewAssociation cannot both be set to False.<br>Default: False | |

See also: **CheckMobileVersion**

## Alarm and Notification Settings

| Table: DHTSVINI | Config Cd: SV_INISection: SV |
|---|---|
| **Parameter** | **Description** |
| AlarmManagementDatabaseTable | The name of the Alarm Management database table. When a user enables or disables warnings in the Dispatch Workstation application (using the Alarm Management function), the system stores those settings in the Alarm Management database table identified here. The entries in this table override the GenerateTakingTooLongWarnings, GenerateMissedApptWarnings, GenerateCrewClearWarnings, and GenerateUncoveredServiceAreaWarnings parameters.<br>Default: DHTALARM |
| ApptNotificationBuffer | The number of minutes before a field order's end time that the Server should generate a missed appointment or missed commitment message. Missed appointment warnings use the Appointment Finish Time as the end time and the missed commitment warning uses the Due On time as the end time. Missed appointment and Missed Commitment messages are generated by the Oracle Utilities Mobile Workforce Management Server's warning thread and sent to the Dispatch Workstation user. Missed appointment warnings are only generated if the GenerateMissedAppointmentWarnings parameter is set to True. Missed commitment warnings are only generated if GenerateMissedCommitmentWarmings is set to True.<br>Default: 60 |

| Table: DHTSVINI | Config Cd: SV_INISection: SV |
|---|---|
| **Parameter** | **Description** |
| CheckForOrderMatchByAddress | Enables or disables address match checking. If this is set to True, the Server will query the database to see if there are any other orders (open or completed, current or future) that have the same address as the order being created. The DHTFOCMN.DISPLAY_ADDR_1 column is used to find matches. In the base system, this column is populated with CustomerAddress1 + CustomerAddress2, which is entire street address (not including the city, state, and zip). If an address match is found, the Address Match Notification is sent to all logged on DW users monitoring the field order's service area.<br>Default: False |
| CrewClearWarningSecs | Specifies how often, in seconds, to send Crew Clear Warnings to Dispatch Workstation users. A Crew Clear Warning indicates that a crew has worked its last dispatched order and has no more open orders on the mobile device.<br>Default: 120 |
| GenerateCrewClearWarnings | Enables or disables the Crew Clear Warning. Valid values are True or False. If this is set to True, this warning is sent whenever the Server detects that the crew is clear and available for assignment. User-defined settings stored in the Alarm Management database table override this value.<br>Default: False |
| GeneratedFoNumberLength | The length of an Oracle Utilities Mobile Workforce Management-generated field order number (FO Number).<br>Default: 18 |
| GenerateEODReports | Specifies whether or not to generate end-of-day (EOD) processing reports. Valid values are True or False. If this is set to True, EOD reports are generated and written to the EodReports directory (specified in EodReportsDirectoryName). If False, EOD reports are not generated.<br>Default: True |
| GenerateMissedApptWarnings | Enables or disables Missed Appointment Warnings. Valid values are True or False. If this is set to True, the Oracle Utilities Mobile Workforce Management Server generates a Missed Appointment Warning for all orders in danger of having their appointment missed, based on the order's appointment finish time and the value of the ApptNotificationBuffer. When Appointment Finish time minus ApptNotificationBuffer is less than the current time AND the assigned crew has not arrived at the customer's site, a Missed Appointment warning is generated and sent back to the Dispatch Workstation user who dispatched the order. Only one missed appointment message is generated for each field order. This warning message indicates that the crew must be onsite to the order within x minutes or the appointment will be missed, where 'x' is the value of ApptNotificationBuffer. User-defined settings stored in the Alarm Management database table override this value.<br>Default: True |

| Table: DHTSVINI | Config Cd: SV_INISection: SV |
|---|---|
| **Parameter** | **Description** |
| GenerateMissedCommitWarnings | Enables or disables Danger of Missed Commitment Warnings. Valid values are True or False. If this is set to True, the Server generates a Missed Commitment Warning for any order in danger of missing its commitment, based on the order's Due On time and the value of the ApptNotificationBuffer. When Due On time minus ApptNotificationBuffer is less than the current time AND the assigned crew has not completed/incompleted the order, a Missed Commitment warning is generated and sent back to the Dispatch Workstation user who dispatched the order. Only one missed commitment message is generated for each field order. This warning indicates that the crew must complete the order within x minutes or the commitment will be missed, where 'x' is the value specified in **ApptNotificationBuffer**.<br>Default: True<br>Note: The setting of the DHTFOEXT.COMMIT_GUARANTEED flag used to identify missed commitments is not part of the base system; it can be sent in with the order data or a project team can set it in plug-in code. |
| GenerateStopDisabledWarnings | Enables or disables Stop Disabled Warnings. Valid values are True or False. If this is set to True, the Server generates a Stop Disabled Warning for any order that has been disabled due to data errors or missing geocode. The warning is sent to all logged-on Dispatch Workstation users.<br>Default: False |
| GenerateStopLateWarnings | Enables or disable Stop Late Warnings. Valid values are True or False. If this is set to True, the Server generates a Stop Late Warning for any order in the plan that is scheduled to be late. The warning is sent to all logged-on Dispatch Workstation users.<br>Default: False |
| GenerateStopOverdueWarnings | Enables or disables Stop Overdue Warnings. Valid values are True or False. If this is set to True, the Server generates a Stop Overdue Warning whenever a resource is late to signal its arrival at its destination. (The expected arrival time is automatically set to the estimated arrival time after a Stop is set to ENROUTE.) The warning is sent to all logged-on Dispatch Workstation users.<br>Default: False |
| GenerateTakingTooLongWarnings | Enables or disables Taking Too Long Warnings. Valid values are True or False. If this is set to True, the Server generates Taking Too Long Warnings for all orders in which the crew has been onsite longer than the estimated minutes, as specified for the order type in the DHTFOTYP table. Only one Taking Too Long message is generated for each field order. If this is set to False, no Taking Too Long warnings are generated. User-defined settings stored in the Alarm Management database table override this value.<br>Default: True |

| Table: DHTSVINI | Config Cd: SV_INISection: SV |
|---|---|
| **Parameter** | **Description** |
| GenerateUncoveredServiceAreaWarnings | Specifies whether or not Uncovered Service Area warnings should be generated. This warning is generated when one or more service areas in the system is not being covered by a Dispatch Workstation user with an access level of DISPATCHER. (When the user logs on, he chooses the dispatch areas he will be covering.) This warning is sent to all logged-on Dispatch Workstation users with an access level of DISPATCH SUPERVISOR or DISPATCHER. User-defined settings stored in the Alarm Management database table override this value.<br>Default: False |
| FoStatusUpdateNotification | Specifies whether or not an Update to Order Assigned to Logged-Out Crew notification should be sent to Dispatch Workstation users if an order is updated by an external application. Valid values are True or False. If this is set to True, a notification is sent if the assigned crew is not logged on. If the FoStatusUpdateNotifyDispatched is also True, then the notification is only sent if the status of the order is Dispatched, Acknowledged, Enroute, Onsite, Dispatch Via Voice, Ready to Dispatch, or Trying to Dispatch. If False, a notification is never sent.<br>Default: True |
| FoStatusUpdateNotifyDispatched | Specifies whether or not an Update to Order Assigned to Logged-Out Crew notification should be sent to Dispatch Workstation users if an order is updated by an external application and the order status is Dispatched, Acknowledged, Enroute, Onsite, Dispatch Via Voice, Ready to Dispatch, or Trying to Dispatch. Note that the FoStatusUpdateNotification parameter must also be set to True for the notification to be sent.<br>Default: True |
| WarningRetrySecs | The number of seconds between warning checks. The Server warning thread wakes up at intervals specified here and checks to see if any warnings need to be generated.<br>Default: 300 |

## Field Order Settings

The following settings control how Oracle Utilities Mobile Workforce Management processes field orders.

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| AcceptCmplOnlyFromAssignedCrew | Specifies whether or not the Server should accept order completion from a mobile other than the crew assigned to the order. Valid values are True or False. If this is set to True, completions are only accepted from the crew assigned to the order. If False, completions are accepted from any crew. This is useful in a situation where an order is reassigned and the original crew never gets the notification and works the order anyway. Regardless of the setting, the order can always be completed by a Dispatch Workstation user.<br>Default: False | |
| AllowMeterNumberUpdate | Specifies whether or not the meter number is modifiable in the Dispatcher or Mobile Workstation. The value of this parameter is sent to the Workstation applications in the LogonReply transactions. A user-defined screen can use this value to enable/disable modification of the meter number. This is currently used in the base Meter Information user-defined screen.<br>Default: False. | |
| AllowMfUpdateOnSiteOrder | Specifies whether or not an update from an external application should be accepted and applied to an order if the crew is already onsite. Valid values are True or False. If this is set to True, an order with a status of Onsite can be updated by an external application. If False, updates to orders with an Onsite status are ignored. This parameter does not affect the order being cancelled/completed from the external application.<br>Default: True | |
| AllowMfVoidOnSiteOrder | Specifies whether or not a void from an external application should be accepted and applied to an order if the crew is already onsite. Valid values are True or False. If this is set to True, an order with a status of Onsite can be voided by an external application. If False, voids to orders with an Onsite status are rejected. This parameter does not affect the order being cancelled/completed from the external application.<br>Default: True | |
| AllowReassignsFromMF | Specifies whether or not orders can be reassigned (reallocated) by the external application. Valid values are True or False. If this is set to True, the Server allows an external application to change crew assignments in updated field order transactions. If False, the Server does not process crew reassignments in updated orders. Normally, reassigns are done by the scheduling module or a Dispatch Workstation user, but if the external application can update the order with a different crew assignment, this parameter must be set to True.<br>Default: FALSE. | |

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| AutoDispatchUpdatedOrders | Specifies whether or not the Server should automatically send updated orders to the crew to whom the orders are currently dispatched. Valid values are True or False. If this is set to True, updated orders are automatically re-dispatched to crews. If False, updated orders are not automatically re-dispatched.<br>Default: True | |
| CompletedInFieldCrewId | The crew ID to use for orders that have been dispatched to a crew known to be out of range. Example: An order is dispatched to a crew whose radio coverage is known to be bad. The order is then reassigned to the crew ID specified here. If the completion comes in from an out-of-range mobile, the Server accepts and processes the completion for the crew that actually sent the completion. Note that a crew with this ID must have been set up in Oracle Utilities Mobile Workforce Management.<br>Default: FLDONE | |
| ConvertUpdateFoToCreateFo | Specifies whether to convert an MfUpdatedFo ICD to an MfCreatedFo ICD if the field order does not exist. Valid values are True or False. If this is set to True, the Server automatically converts an Update to a Create if the order does not exist in the Oracle Utilities Mobile Workforce Management database. If False, the MfUpdatedFo ICD receives an error that the order does not exist to be updated.<br>Default: True | |
| ExternalAppDispatch | Indicates whether or not dispatching will be done by an external application. If dispatching is being performed by an external application, external notifications will be sent to the external application; otherwise the notifications will not be sent.<br>Default: FALSE | |
| ManualAckOnEmerOrderRequiredFlag | Specifies whether or not the mobile operator must manually acknowledge emergency orders. Valid values are True or False. If this is set to True, then the operator must acknowledge an order within the time specified in the EmerDispatchTimeoutSecs or the Server will notify the Dispatch Workstation that the emergency order could not be dispatched. If False, the mobile operator is not required to manually acknowledge the receipt of the emergency order; emergency orders are handled just like regular orders (i.e., as long as the mobile software acknowledges receipt of the order, the Server considers the order to be dispatched).<br>Default: True | |
| MaxDispatchOrders | The maximum number of field order groups that can be in the *process of being dispatched* to a particular crew. The number of orders in a group is specified using the OrdersPerDispatch parameter. The Server deal thread attempts to dispatch this many groups of orders to a crew, providing the crew has this many orders to be dispatched. When the Deal thread successfully dispatches one group of orders, another group of orders is dispatched, as long as the crew still has orders to be dispatched.<br>Default: 2<br>See also: **OrdersPerDispatch** | |

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| MaxDispatchThreads | The maximum number of threads that should be used to dispatch orders to field crews. Multiple threads are used to dispatch orders to crews in a more timely manner (versus a single dispatch thread). This can be configured for maximum performance, based on your processor speed, maximum number of crews on a typical day, and database access times.<br>Default: 3 | |
| MergePickupOrderToMfCreatedOrder | Specifies whether or not to update an order if a pickup order completion is received and the order already exists on the database. Valid values are True or False. If this is set to True, the Server merges the common detail information with order information in the database, overwriting the common detail data with what is in the database. If False, the common detail information is updated on top of what is in the database.<br>Default: True | |
| MfSendBestFit | Specifies whether or not the Server should generate ShowBestFit ICDs. Valid values are True or False. If this is set to True, the Server will generate ShowBestFit ICDs. Whenever an order containing a latitude/longitude is received from an external application, the Server generates a ShowBestFit ICD and sends it to all Dispatch Workstation users monitoring the field order's area. When the order is geo-coded by the scheduling module and the order is an emergency order, the Server generates a ShowBestFit ICD and sends it to all Dispatch Workstation users monitoring the field order's area. If the parameter is False, the Server will not generate any ShowBestFit ICDs. | |
| OnsiteStatusRequired | Indicates whether or not an Onsite transaction must be received/generated before a completion can be processed from a mobile. If the parameter is True and the status of the order is not Onsite when a completion is received from a mobile, the Server automatically generates an Onsite ICD to send to the host system BEFORE it processes the completion. If False, no check is made, no Onsite ICD is generated, and the completion is simply processed.<br>Default: False | |
| OrdersPerDispatch | The number of field orders that should be grouped together for dispatching. This parameter is used to optimize performance when dealing orders out to service reps at the beginning of the day.<br>This parameter works in conjunction with the MaxDispatchOrders parameter as follows: Assume that MaxDispatchOrders is set to 2, that OrdersPerDispatch is set to 3, and there are 3 crews to be dispatched. The Server sends two groups of three orders each to the first crew, two groups of three orders each to the second crew, and two groups of three orders each to the third. The Server continues to keep two groups of orders in the process of being dispatched until a crew runs out of orders.<br>If a user cancels a dispatched order using the Batch Processes Subsystem> Cancel Order Dispatch function in Dispatch Workstation, the Server cancels all orders in the block and changes the status of all orders in the block from Dispatched to Assigned.<br>Default: 3 | |

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| RecordMobileCancelStatus | Specifies whether or not the Server should create a new FOSCH record when an order's status is cancelled.<br>Default: True | |
| RouteFoStatusIcdsToAllDwUsers | Specifies whether or not the Server sends FoStatus ICDs to all logged-in Dispatch Workstation users. Valid values are True or False. If this is set to True, the Server sends FoStatus ICDs to ALL logged-on Dispatch Workstation users, regardless of which areas they are monitoring. If False, the Server queries the database to find out which users are monitoring the service area where a crew or field order exists and then sends the ICD to those users only.<br>Default: False | |
| SendEmergencyAckToDw | Specifies whether or not the Server should send notification of acknowledgement of emergency orders by crews. Valid values are True or False. If this is set to True, the Server sends notification to all appropriate logged-on Dispatch Workstation users whenever a crew manually acknowledges receipt of an emergency order. If False, no notifications are sent.<br>Default: True | |
| SendFsmsCreatedUpdateFoToMf | Specifies whether or not the Server should send orders to the Router that were created or updated using the Dispatch Workstation application. The Router can then route the transactions to the appropriate external application (e.g., CIS). Valid values are True or False. If this is set to True, the Server application sends all FsmsCreatedFo and FsmsUpdatedFo transactions to the Router for processing. If False, the Server does not send the FsmsCreatedFo and FsmsUpdatedFo transactions to the Router.<br>Default: True | |
| SendIncompletesToMf | Specifies whether or not to send incompletes to an external application. Valid values are True or False. If this is set to True, incompletes are sent to the Router. The Router can then route the transactions to the appropriate external application (e.g., CIS). If False, the Server does not send incompleted order transactions to the Router.<br>Default: True | |
| SendPUOrderStatusToMF | Specifies whether or not to send pickup order status and completion transactions to an external application. Valid values are True or False. If this is set to True, status and completion transaction for pick-up orders are sent to the Router. The Router can then route the transactions to the appropriate external application (e.g., CIS). If False, the Server does not send status or completion transactions for pick-up orders to the Router.<br>Default: True | |
| UniqueServAreaFlag | Specifies whether or not the Service Area code on a created/updated order is unique system-wide. By default, the Service Area code must only be unique within a district code. If the application is going to retrieve the division and district using the service area code passed in the create/update transaction from an external application, the service area code must be unique across the system.<br>Default: True | |

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| UseMobilityNumberForPickupOrder | Specifies whether or not order numbers are generated by the Server. Valid values are True or False. If this is set to True, the order number is generated by retrieving the next order number from the DHTMISC table for unrelated add orders. If False, the order number generated by the mobile (P + sequence#) is used.<br>Default: True | |
| UseNonLANMobiles | Specifies whether or not to generate the Unable to Delete Order From Mobile message whenever a field order needs to be deleted from a mobile but the mobile is not communicating in a wireless mode. Valid values are True or False. If this is set to True, the Delete Order for Non-Wireless Crew Notification is sent to all logged on Dispatch Workstation users monitoring the field order's service area. This also controls whether or not Missed appointment warnings and missed commitment warnings are sent to the mobile. If this parameter is True, warnings are only sent to crews who are communicating wirelessly.<br>Default: False | |
| UsePaging | Specifies whether or not a customized paging process is implemented to page a crew when emergency orders are dispatched. If this parameter is True, the Server also reads the ComPort and BaudRate INI parameters to perform customized paging logic defined in the ASvCustomDispatchNotification plug-in. Although the plug-in point exists, this plug-in code is not part of the base functionality.<br>Default: False | |

For timing-related settings that may affect field order processing, see **Server Timing / Interval Settings**

## Routine Field Order Settings

The Dispatch Workstation uses the following parameters to access Routine field orders stored in the routine database tables. Once a system is implemented, these parameters should only changed if you need to add a custom routine field order table.

**Note:** These parameters also occur in DHTDWINI and should have the same values in both tables.

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| RHTFOCMN<br>RHTFOEXT<br>RHTFOMTR<br>RHTFOSCH<br>RHTREAD | This parameter name corresponds to the name of a database table used to store routine orders. These parameters should never be changed or modified unless a project team adds a new routine database table. If a new database table is added, a new parameter (with the same name as the new table) must be added here.<br>Default: Yes | |

## Scheduler Settings

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| SchedulerExtConnectionName | The name of the external connection used by the Router to communicate with a scheduler. For Oracle Real-time Scheduler, the connection name is "RTS."<br>Default: RTS | |
| SendPickupsToScheduler | Specifies whether or not to send pickup orders to the Scheduler. Valid values are True or False. If this is set to True, pickup order data is sent to the Router for routing to the Scheduler. If False, pickup order data is not sent to the Scheduler.<br>Default: True | |
| UseRTS | Specifies whether or not Oracle Real-time Scheduler is being used. Valid values are True or False. If this is set to True, then Oracle Real-time Scheduler handles scheduling. The Server will send updated crew data and order data to the scheduling module and will request updates from the Oracle Real-time Scheduler system. In addition, orders will be scheduled to a specific crew shift, not just a crew.<br>If UseRTS is False and UseScheduler is True, then another scheduler (other than Oracle Real-time Scheduler) is being used.<br>UseRTS and UseScheduler should not both be set to True. (Both can be False, and either UseRTS or UseScheduler can be True, but both should not be True.)<br>Default: True<br>**Note:** This parameter also occurs in DHTDWINI. The UseRTS value in the DHTSVINI table has no bearing on what happens in the Dispatch Workstation. | |
| UseScheduler | Specifies whether or not an external scheduling application is being used. Valid values are True or False. If this is set to True, the Server generates and sends transactions (e.g., updated crews, updated divisions, order data, etc.) to the Router for routing to the scheduling module.<br>UseRTS and UseScheduler should not both be set to True. (Both can be False, and either UseRTS or UseScheduler can be True, but both should not be True.)<br>This parameter also occurs in DHTDWINI.<br>Default: True | |

**See Also:**
**NumMinutesBeforeActivateNextShift**

## RfTransport (Server-to-Mobile) Settings

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| ClientConnectionName | The client connection name of the Oracle Utilities Mobile Workforce Management Server application. The IPC (Inter-process communication) classes use this to determine the computer name on which the Server application is running. The Server uses this connection name when connecting to the RfTransport application.<br>Default: ServerClient. | |
| RfCommsConnectionName | The Server connection name of the RfTransport application. The IPC classes use this to determine the computer name on which the RfTransport application is running. The Server uses this when creating a socket for connecting to the RfTransport application.<br>Default: RF Comms - Guarantd API Connect | |
| RfPriorityCrewStatus | The priority level to be used by the RfTransport application when sending CrewStatusData and CrewDetailData transactions. The lower the value of this parameter, the higher the priority of the transaction. The RfTransport application sends transactions with the highest priority first. Valid values are 1 through 10.<br>Default: 2 | |
| RfPriorityDeleteOrder | The priority level to be used by the RfTransport application when sending DeleteOrder transactions. The lower the value of this parameter, the higher the priority of the transaction. The RfTransport application sends transactions with the highest priority first. Valid values are 1 through 10.<br>Default: 1 | |
| RfPriorityEmergencyFo | The priority level to be used by the RfTransport application when sending emergency OrderData transactions. The lower the value of this parameter, the higher the priority of the transaction. The RfTransport application sends transactions with the highest priority first. Valid values are 1 through 10.<br>Default: 3 | |
| RfPriorityEmergencyMail | The priority level to be used by the RfTransport application when sending emergency MailMessage transactions. The lower the value of this parameter, the higher the priority of the transaction. The RfTransport application sends transactions with the highest priority first. Valid values are 1 through 10.<br>Default: 4 | |
| RfPriorityForceLogoff | The priority level to be used by the RfTransport application when sending ForceLogoffCrew transactions. The lower the value of this parameter, the higher the priority of the transaction. The RfTransport application sends transactions with the highest priority first. Valid values are 1 through 10.<br>Default: 1 | |
| RfPriorityLogonReply | The priority level to be used by the RfTransport application when sending RfLogonReply transactions. The lower the value of this parameter, the higher the priority of the transaction. The RfTransport application sends transactions with the highest priority first. Valid values are 1 through 10.<br>Default: 1 | |

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| RfPriorityMfInquiry | The priority level to be used by the RfTransport application when sending Mf inquiry data transactions. The lower the value of this parameter, the higher the priority of the transaction. The RfTransport application sends transactions with the highest priority first. Valid values are 1 through 10.<br>Default: 7 | |
| RfPriorityMiscellaneous | The priority level to be used by the RfTransport application when sending miscellaneous transactions. The lower the value of this parameter, the higher the priority of the transaction. The RfTransport application sends transactions with the highest priority first. Valid values are 1 through 10.<br>Default: 7 | |
| RfPriorityRecall | The priority level to be used by the RfTransport application when sending ReassignFo and RescheduleFo transactions. The lower the value of this parameter, the higher the priority of the transaction. The RfTransport application sends transactions with the highest priority first. Valid values are 1 through 10.<br>Default: 1 | |
| RfPriorityRegularFo | The priority level to be used by the RfTransport application when sending regular OrderData transactions. The lower the value of this parameter, the higher the priority of the transaction. The RfTransport application sends transactions with the highest priority first. Valid values are 1 through 10.<br>Default: 5 | |
| RfPriorityRegularMail | The priority level to be used by the RfTransport application when sending regular MailMessage transactions. The lower the value of this parameter, the higher the priority of the transaction being sent. The RfTransport application sends transactions with the highest priority first. Valid values are 1 through 10.<br>Default: 6 | |
| RfPriorityReturnFoAck | The priority level to be used by the RfTransport application when sending ReturnFoAck transactions. The lower the value of this parameter, the higher the priority of the transaction. The RfTransport application sends transactions with the highest priority first. Valid values are 1 through 10.<br>Default: 1 | |
| RfPriorityReviewFo | The priority level to be used by the RfTransport application when sending ReviewFoData transactions. The lower the value of this parameter, the higher the priority of the transaction. The RfTransport application sends transactions with the highest priority first. Valid values are 1 through 10.<br>Default: 2 | |
| RfPriorityUpdateTable | The priority level to be used by the RfTransport application when sending UpdateTableData transactions. The lower the value of this parameter, the higher the priority of the transaction. The RfTransport application sends transactions with the highest priority first. Valid values are 1 through 10.<br>Default: 2 | |

## Server Timing / Interval Settings

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Parameter** | |
| CheckAvlTkUpdateSecs | The number of seconds the Server should wait between checking for AVL truck update transactions. The Server wakes up periodically based on this parameter and checks in the DHTAVLTK table to see if any transactions have been created for processing. If the value is zero, no checking for AVL truck data will be done.<br>Default: 0 | |
| CheckDatabaseConnectionSecs | The number of seconds between checks to see if the database connection is still active. If this is set to 120, then the Server threads/processes check every 120 seconds to ensure the process is still connected to the database. If the connection is broken, the process automatically reconnects to the database.<br>Default: 120 | |
| CheckDeliverySecs | The number of seconds before various threads of the Server wake up to perform processing if no new messages have been received. The threads wake up immediately when a message needs to be processed. If this is set to 60, then various threads of the Server wake up every 60 seconds unless a message is received. The threads that use this parameter are the AVL thread, Deal/Dispatch thread, Mail thread, Process ICDs thread, Recall thread, and Timed Event thread. A time out value (this parameter times 1000) is specified for the multilock syncobjects in these threads. If the thread does not wake before the timeout occurs, the thread automatically wakes up.<br>Default: 60 | |
| CheckForActivateNextShiftSecs | The number of seconds between checks to see if any next shifts need to be automatically activated.<br>Default: 600 | |
| CheckSchedThreadSecs | The number of seconds before the Scheduler thread wakes up to perform processing if no messages have been received. The thread wakes up immediately when a message needs to be processed. If this is set to 5, then the Scheduler thread wakes up every 5 seconds unless a message is received.<br>Default: 5 | |
| CheckTableUpdateSecs | The number of seconds before the Server should poll the database to determine if any resource/lookup/validation tables have been updated. When a database table is updated using the Admin Tool in the Dispatch Workstation, a record is written to the Table Update database table (DHTTBUPD). When the Server finds a record in this table, the application reads the updated table from the database and serializes it to the Tables sub-directory. Additionally, the application generates an UpdateTableData transaction and routes it to all the logged-on Dispatch Workstation users for updating their local copy of the table.<br>Default: 60 | |

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Parameter** | |
| DependencyDelayBuffer | The Oracle Real-Time Scheduler buffer for scheduling dependent tasks. The parameter value is the number of minutes to be added to the delay minutes (minimum offset) to calculate the maximum offset. If this is set to zero, no delay buffer is used and the minimum and maximum offsets will be the same value. Default: 30 minutes. | |
| EmerDispatchTimeoutSecs | The number of seconds before the Server deal thread should notify a Dispatch Workstation user that a field order with an emergency priority could not be delivered to the appropriate mobile unit. Once this timeout has occurred, the field order tracking status is automatically set back to Assigned, and a No Dispatch message is generated and sent back to the Dispatch Workstation user who originally dispatched the order (or the first logged-on Dispatch Workstation user). The value of this parameter should be at least two times the value of the Minimum Message Life Time parameter specified in the RfTransport.ini file.<br>Default: 120 | |
| EmergencyAckTimeoutSecs | The number of seconds by which a mobile user must manually acknowledge receipt of an emergency order before the Server deal thread notifies a Dispatch Workstation user that the emergency order was not acknowledged by the mobile user. Once this timeout has occurred, the field order tracking status is automatically set back to Assigned, and a No Emergency Ack message is generated and sent back to the Dispatch Workstation user who originally dispatched the order (or the first logged-on Dispatch Workstation user).<br>This parameter also specifies the number of seconds by which a mobile user must manually acknowledge receipt of an emergency mail message before the Server mail thread notifies a Dispatch Workstation user that the emergency message was not acknowledged by the mobile user. Once this timeout has occurred, an undelivered mail message is generated and sent back to the Dispatch Workstation user who originally sent the mail message (or the first logged-on Dispatch Workstation user). The return code in the undelivered mail message indicates that the mail message was not manually acknowledged.<br>The value of this parameter is sent to Mobile Workstation applications in the RfLogonReply transaction.<br>The value of this parameter should not be less than the value of the Minimum Message Life Time parameter specified in the RfTransport.ini file.<br>Default: 120 | |
| KeepAliveTimeoutSeconds | Informs the server that if a Keep Alive message has not been received from the station application within this number of seconds, it should kill the socket connection and force logoff the station application. If this is set to zero (0) or if this parameter is missing from the DHTSVINI table, the server will not perform the Keep Alive check. This is used in conjunction with the DHTDWINI parameter, KeepAliveFreqSecs. The value of this parameter should be greater than the value of the KeepAliveFreqSecs parameter.<br>Default: 300 (every 5 minutes). | |

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Parameter** | |
| MailDeliveryTimeoutSecs | The number of seconds before the Server mail thread should notify a Dispatch Workstation user that a mail message could not be delivered to a mobile user. Once this timeout has occurred, an undelivered mail message is generated and sent back to the Dispatch Workstation user who originally sent the mail. The return code in the message indicates that the mail message was never delivered.<br>The value of this parameter should be at least twice the value of the Minimum Message Life Time parameter specified in the RfTransport.ini file.<br>Default: 300 | |
| MaxSecsBetweenRequestUpdates | The maximum number of seconds that can elapse before an XIcdRequestUpdates ICD must be sent to the Router. The XIcdRequestUpdates ICD is only generated if the UseRTS parameter is True. It is used to request a SYNC_PLAN from the Oracle Real-time Scheduler.<br>Default: 600 | |
| NumMinutesBeforeActivateNextShift | Number of minutes before the next shift's start time that it should be automatically activated by the Server.<br>Default: 120 | |
| NumSchedProcessThreads | The number of SchedProcess threads that should be created for processing the scheduling ICDs (SchedUpdatedFo and RequestUpdates).<br>Default: 3 | |
| NumSecsBetweenAvlReports | The number of seconds between sending GPS coordinates from the mobile's GPSSupport application to the Server.<br>The value of this parameter is sent to Mobile Workstation applications in the RfLogonReply transaction. This value should not be less than the value of the Minimum Message Life Time parameter specified in the RfTransport.ini file.<br>Default: 0 | |
| NumSecsBetweenRequestUpdates | Number of seconds between receiving an XIcdRequestUpdates ICD and sending it back to the Router to request another SYNC PLAN.<br>Default: 60 | |

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Parameter** | |
| ReceiptOfAvlReportTimeoutSecs | The maximum number of seconds the Server will wait between AVL reports from a mobile. If a GPS location is not received from a mobile crew within the specified number of seconds, the Server will mark the crew as 'Out of Range.' The crew will remain 'Out of Range' until any kind of transaction is received from the crew. If GPS is not in use, this parameter should be set to zero, so the Server will not mark the crews as 'Out of Range.'<br>The value of this parameter should not be less than the value of the NumSecsBetweenAvlReports parameter specified in the Server.ini file or the value of the Minimum Message Life Time parameter specified in the RfTransport.ini file, unless it is set to zero.<br>Default: 0 | |
| RegDispatchTimeoutSecs | The number of seconds before the Server deal thread should notify a Dispatch Workstation user that a field order with a regular priority could not be delivered to the appropriate mobile unit. Once this timeout has occurred, the field order tracking status is automatically set back to Assigned, and a No Dispatch message is generated and sent back to the Dispatch Workstation user who originally dispatched the order or the first logged-on Dispatch Workstation user.<br>The value of this parameter should be at least twice the value of the Minimum Message Life Time parameter in the RfTransport.ini file.<br>Default: 120 | |
| TimeToSetAutoDispatchOrdersToReady | The time (HH:MM) that the Auto-Dispatch thread should be automatically started in the Server. This thread will query the database for orders with a status of "Allocated" and a Schedule From Date equal to the current date that are eligible to be auto-dispatched. The orders will be set to "Ready to Dispatch."<br>Default: 00:05 | |

## Batch Processing / End-of-Day (EOD) Settings

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| AllowUnattendedEOD | Enables or disables Unattended EOD processing mode. Valid values are True or False. If this is set to True, UnattendedEOD will start automatically at the time specified in the TimeOfUnattendedEOD parameter. Also, if this is set to True, the Dispatch Workstation user is not allowed to initiate manual EOD processing from the Batch Processing subsystem. The date of the last unattended EOD run is stored in the UNATTEOD_LDATE parameter in DHTMISC. This is used by the automated system to prevent multiple EOD runs.<br>Default: False | |

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|

| Parameter | Description |
|---|---|
| EODCompletedWhereClause | The SQL 'Where' clause to be used when selecting field orders for archiving to the history tables during the EOD process.<br>If no clause is specified, all orders with a completion status of 'C' and a completion time that is not NULL are moved from the active field order tables to the history tables using the following clause:<br>`where A.FO_NUMBER = B.FO_NUMBER and RECORD_IND = 'A' and B.FO_CMPL_STATUS = 'C' and B.COMPLETION_DTTM IS NOT NULL`<br>The field order and scheduling tables are available for use in the Where clause, but the project team could specify additional tables if needed by including them in the Where clause.<br>Default: None |
| EodReportsDirectoryName | The directory where the EOD report files should be written. If the directory does not exist, it is created during initialization.<br>Default: .\EodReports |
| EODUnassignIncompleteOrders | Specifies whether or not the Server should send incompletion data to the appropriate external application. Valid values are True or False. If this is set to True, the UnassignAllIncompleteOrders method is called during EOD processing. This method sends the incompletion data for all orders with a completion status of 'I" and a tracking status of 'W" to the appropriate external application. If False, incompletion data is not sent to the external application.<br>Default: False |
| MaxLinesPerPage | The number of lines per page before a page break occurs in the EOD reports. The EOD reports are generated during the EOD process. If the reports are to be printed in portrait mode, the maximum number of lines would typically be 57. If reports are to be printed landscape, the maximum number of lines would typically be 42.<br>Default: 57 |
| NumDaysBeforeDeletingExceptionInfo | The number of days exception records (DHTEXCEPT) will be kept before being deleted.<br>Default: 90 |
| ReportCompanyTitle | The title to be displayed at the top of Oracle Utilities Mobile Workforce Management reports generated during the End of Day process.<br>Default: Mobile Workforce Management |
| RunBIExtractorsAtEOD | Specifies whether or not the BI Extractors should be run as part of the EOD process. Valid values are True and False.<br>Default: False |
| Time2WaitB4StartingEOD | The length of time, in minutes, after a user confirms start of the EOD process before the Server actually starts the process. This parameter must be greater than zero.<br>Default: 15 |

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| TimeOfUnattendedEOD | The time of day, in 24-hour format (HH:MM), at which to start the UnattendedEOD process. The start-up checking is on a five minute timer, so the actual start time may not exactly match the stored start time, but will be within ~5 minutes. If AllowUnattendedEOD is set to False, this parameter is ignored.<br>Example: 18:01 | |

## Archive Retention Settings

The following parameters specify how long different types of archived data should be retained. After the number of days specified, the Server deletes the data as the final step in the End-of-Day (EOD) process.

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| RetainArchivedAuditLogs | The number of days to retain archived audit log files before deleting them from the Server's hard drive. During the EOD process, audit log file names are prefixed with the current date in the format of YYYYMMDD_HHMMSS. After the end-of-day process, the Server runs a bat file that deletes archived log files that are this number of days old.<br>Default: 10 | |
| RetainArchivedErrorLogs | The number of days to retain archived error log files before deleting them from the Server's hard drive. During the EOD process, error log file names are prefixed with the current date in the format of YYYYMMDD_HHMMSS. After the EOD process, the Server runs a bat file that deletes archived error logs that are this number of days old.<br>Default: 10 | |
| RetainArchivedMail | The number of days to retain archived mail messages before purging them from the Historical tables. During the EOD process, the Server EOD thread purges all mail messages from the Historical Mail database table that are this number of days old. If this is set to 0, the records remain indefinitely; customers are responsible for deleting archived mail messages.<br>Default: 30 | |
| RetainArchivedOrders | The number of days to retain archived orders before purging them from the Historical tables. During the EOD process, the Server EOD thread purges all orders from the Historical field order database tables that are this number of days old. If this is set to 0, the records remain indefinitely; customers are responsible for deleting archived orders.<br>Default: 30 | |

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| RetainArchivedTraceLogs | The number of days to retain archived trace log files before deleting them from the Server's hard drive. During the EOD process, trace log file names are prefixed with the date in the format of YYYYMMDD_HHMMSS. After the EOD process, the Server runs a bat file to delete archived trace logs that are this number of days old.<br>Default: 6 | |
| RetainAvlReportRecords | The number of days to retain records AVL report records in the database tables (DHTAVLRP and DHTAVLTK). During the EOD process, the Server deletes records that have been on the AVL report table for this number of days.<br>Default: 0 | |
| RetainEodReports | The number of days to retain EOD report files before deleting them from the Server's hard drive. During the EOD process, the EOD reports are generated (one report per file); the report file name is appended with the date in the format of YYYYMMDD_HHMMSS. After the EOD process, the Server runs a bat file that deletes EOD report files that are this number of days old.<br>Default: 10 | |
| RetainMiscRecords | The number of days to retain records in miscellaneous database tables. The miscellaneous database tables are DHTUNDMG, DHTUNDMPARTS, DHTUNDMGTYPE, DHTBREAK, HHTCSTAT, HHTCRWTM, and DHTERQST. During the EOD process, the Server deletes records that have been on these tables for this number of days.<br>Default: 10 | |
| RetainPersRecords | The number of days to retain personnel records. The time span used is from the most recent logon until the current date. During the EOD process, any personnel records that meet this criterion are purged from the database table DHTPERS.<br>Default: 120 | |

## Miscellaneous Settings

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |

AllowPrimaryFuncRemoval

Indicates whether removal of the shift primary function is allowed. If the set to TRUE, primary function removal is allowed. If set to FALSE, primary function removal is not allowed; if the crew sends a blank primary function, the server will set the shift primary function to the value of the primary function in the DHTCREW table. The default is FALSE. The table below shows the system behavior when this parameter is combined with the UseCrewPrimaryFunction parameter in DHTCREW:

| Value of SHIFT_PRIMARY_FUNC_CD in DHTCREW | | MW: UseCrewPrimaryFunction | | | |
|---|---|---|---|---|---|
| | | TRUE | | FALSE | |
| | | First time logon | Not First time to logon | First time logon | Not First time to logon |
| Server: AllowPrimaryFuncRemoval | TRUE | 00 - Testing | value set by crew | null out | null out |
| | FALSE | 00 - Testing | value set by crew | same as PRIMARY_FUNC_CD in DHTCREW | same as PRIMARY_FUNC_CD in DHTCREW |

CalculateActionCounts

Indicates whether to calculate the reassigned, rescheduled, recalled, and returned counts on the Mobile Supervisor's Crew Status list in the Mobile Workstation. If this is set to True, these totals are calculated by counting the DHTFOLOG records for the active order/shift. If this is set to False, these counts are always zero.

Default: False

**Note**: This parameter also exists in DHTDWINI. The DHTDWINI parameter controls the calculation of counts on the Crew Status list in Dispatch Workstation.

CrewDetailCurrentDayOnly

Determines how the Crew Detail list is populated and also how the crew detail counts are calculated. If this is set to True, the Mobile Workstation Crew Detail order list displays the current/active shift's orders as well as assigned orders that do not yet have a shift (for example, those that were assigned by an external application assigned and scheduling information is pending). If this is set to False, all assigned orders are displayed in the list and counts are recalculated based on the orders' status.

Default: TRUE

**Note**: This parameter also occurs in DHTDWINI. The DHTSVINI parameter controls what is sent to the Mobile Workstation and displayed on its Crew Detail. The DHTDWINI parameter controls what is displayed in the Crew Detail in Dispatch Workstation.

ExternalErrorLogsPathName

The directory location where the External Error Logs should be written. If the directory does not exist, it is created during initialization.

Default: .\SvExternalErrors

GeocodeDatabasePWD

The database password for the geocoder database. The password is encrypted using the Oracle Utilities Mobile Workforce Management PaswordEncryptionUtil application.

This value is set during installation if support for Oracle Spatial is installed.

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| GeocodeDatabaseUID | The user ID for the geocoder database. This value is set during installation if support for Oracle Spatial is installed.<br>Default: geocoder_wld | |
| GeocodeDataSource | The ODBC data source for the geocoder database. This value is set during installation if support for Oracle Spatial is installed.<br>Default: GEOCODER | |
| GeocodeOrders | Specifies whether or not Oracle Utilities Mobile Workforce Management-created orders should be geocoded. Valid values are True or False. If this is set to True, orders originating in Oracle Utilities Mobile Workforce Management are geocoded. If False, orders created in Oracle Utilities Mobile Workforce Management are not geocoded. This is set to True during installation if support for Oracle Spacial is installed.<br>Default: False | |
| GeocodeOrdersWithExistingLatLong | Specifies whether or not to geocode orders that contain lat/long coordinate values in the order. Valid values are True or False. If this is set to True, the system geocodes orders even if the lat/long coordinates are provided and overrides the values in the order. If False, the system does not geocode orders that contain lat/long coordinates.<br>Default: False | |
| GeocodePrecision | The number of decimals places to right of the decimal point in the geocode value. If the value has more than this number of decimal places, the Server truncates (rather than rounds) to this number of digits. For example, if this value was set to 6, the geocode value might be 36.123456.<br>**Note:** There is a corresponding parameter in the Integration Manager, and these two settings should match. | |
| MfInterfaceConnectionName | The client connection name of the Mf Interface application. The IPC (Inter-process communication) classes use this to determine the computer name on which the Mf Interface application is running. The Server uses this when accepting socket connections from the various clients to determine if the Mf interface has connected to the Server.<br>Default: MFInterface | |
| MfInterfaceDiskQueueDir | The directory name where transactions destined for the Oracle Utilities Mobile Workforce Management Router are stored if the Server is not currently connected to the Router. Transactions are written to this directory when the Router and Server are not connected. Once the Server detects that the Router has re-connected, any transactions in this directory are automatically sent to the Router.<br>Default: \MfInterfaceDiskQueue | |
| MfInterfaceDiskQueueSize | The maximum size of the MfInterfaceDiskQueue directory where transactions destined for the Router are stored. If the value of this parameter is zero, there is no maximum size. Note that the directory will grow as large as needed to accommodate all the queued transactions.<br>Default: 0 | |

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| MobileApplicationName | The name of the Mobile application. The RfTransport application uses this to determine which where to deliver messages. The Server uses this as the destination when sending messages to the RfTransport application for delivery to the Mobile application.<br>Default: MobileClient | |
| MWMBIExtractInitial | Reserved for future use. The value of this parameter should not be changed.<br>Default: True | |
| NumMinutesAfterInactivateCurrentShift | | |
| | Number of minutes the system will wait, after a crew's current shift is scheduled to end, before inactivating the shift.<br>Default: 360<br>**Note**: If you want to inactivate shifts in MWM at the same time as in ORS, set this time period equal to the value of the REGIONS.HISTORY column in the ORS database. The REGIONS.HISTORY value represents hours. If REGIONS.HISTORY is 6, then NumMinutesAfterInactivateCurrentShift should be 360.<br>If you do not want to inactivate the current shift until the next shift is activated, set this value to a large number (such as 9999). Be aware, however, that this could cause MWM and ORS to be out of sync if orders are allocated to shifts in MWM that do not exist in ORS. | |
| ProcessCrewClearIcd | Specifies whether or not the Server should process the CrewClear ICD. Valid values are True or False. If this is set to True, CrewClear ICDs are processed by the Server. If False, CrewClear ICDs are ignored.<br>Default: True | |
| ORSDatabasePWD | Reserved for future use. The value of this parameter should not be changed.<br>Default: [encrypted password] | |
| ORSDatabaseUID | Reserved for future use. The value of this parameter should not be changed.<br>Default: MWM150ORS | |
| ORSDataSource | Reserved for future use. The value of this parameter should not be changed.<br>Default: MWM150ORS | |
| RetrieveGeocodeErrorMessage | Specifies whether or not to retrieve the error message from the ErrorMessage column in the Geocoder database if the system failed to geocode an order based on its address. If True, the error message is retrieved from the database.<br>Default: True | |
| RetrieveGeocodeMatchCode | Specifies whether or not the system should retrieve the MatchCode from the Geocoder database. If True, the MatchCode will be retrieved and stored in DHTFOEXT.GEO_CODE_SCORE for the order.<br>Default: True | |

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| RouterBackupDirectoryName | The location(s) where the Router stores backup copies of transactions to and from the external applications. The Server uses this parameter to delete the backed up transactions during EOD processing. Only transactions with an extension of 'txt' will be deleted. More than one directory can be specified. Directory names must be separated be a semicolon (;).<br>Default: c:\Mobility\Router\Sched\Backup | |
| SendCrewLogoffToMF | Specifies whether or not to send notification of crew logoff to an external application.<br>Default: True | |
| SendSkillDescriptionInCrewStatus | Specifies whether the Server should send skill codes or descriptions to the mobile supervisor in the XIcdCrewStatusData ICD when the Crew Status is requested. If this parameter is set to True, Skill Descriptions and Primary Function Description are sent in the ICD. If False, Skill Codes and Primary Function Code are sent.<br>Default: True | |
| ServerConnectionName | The Server connection name of the Oracle Utilities Mobile Workforce Management Server application. The IPC (inter-process communication) classes use this to determine the computer name on which the Server application is running. The Server uses this connection name when creating a listening socket for accepting connections from the various clients.<br>Default: Server | |
| TechToTechMail | Specifies whether or not mail messages can be sent from one service technician to another. Valid values are True or False. If this is set to True, users with the access level of Service Technician (Service Rep) can send mail to other users with the same access level. If False, the Server adds the mail message to the database if it is sent from one service tech to another, but does not deliver the mail message.<br>Default: True | |
| UseGpsServer | Specifies whether or not the GPS coordinates for mobile devices will be sent to a separate application called the GpsServer. Valid values are True or False. If this is set to True, the GPS device sends location reports to the GpsServer, which stores that data in the DHTAVLTK table. The Server application then retrieves the lat/longs from the DHTAVLTK table and updates the crew's current location. If False, the Server processes lat/longs from an AVL transaction, rather than from the DHTAVLTK table.<br>Default: False | |
| UseLatLongOnStatusIcds | Specifies whether or not the Enroute and Onsite ICDs contain the crew's current lat/long coordinates. Valid values are True or False. If this is set to True, the mobile application queries the crew's current lat/long and stores it in the enroute/onsite ICD. When the Server application processes the enroute/onsite ICD, it generates an AVL ICD using those lat/long coordinates and sends it to the AVL thread for processing. If this is set to False or the lat/long is empty, no additional processing is done for the ICDs.<br>Default: True | |

| Table: DHTSVINI | Config Cd: SV_INI | Section: SV |
|---|---|---|
| **Parameter** | **Description** | |
| UseMicrosoftOdbcDriver | Specifies whether or not the Microsoft ODBC driver was used to set up the ODBC data source. If False, the system assumes the Oracle in OraDb10gHome driver is used. On rare occasions, it was found that some customers got better performance when using the Microsoft ODBC driver, instead of the Oracle driver; especially for their ADO connections. Currently, no customers have this parameter turned on.<br>Default: False | |

The following parameter is in the Customer Configuration section of DHTSVINI.

| Table: DHTSVINI | Config Cd: SV_INI | Section: Customer Configuration |
|---|---|---|
| **Parameter** | **Description** | |
| CheckMobileVersion | Specifies whether or not the Server should check the customer version number sent by the mobile during logon. The Server always checks the application version number sent by the mobile against the current and minimum application versions listed in the database to determine if the mobile should be allowed to log on. If this is set to True, the Server also checks the customer version number sent by the mobile against the customer version number in the database. If these do not match, the mobile is not allowed to log in.<br>Default: False<br>See also: **MobileVersion** in station.ini. | |

# Chapter 4

# Router Settings

The Oracle Utilities Mobile Workforce Management Router application (Router) converts and routes transactions between external applications, including Oracle Real-time Scheduler and Oracle Utilities Network Management System. Router settings are stored in two locations:

- **Startup Settings in Router.ini**
- **Router Settings in DHTRTINI**

> **Note:** For an alphabetical listing of all Server configuration parameters, see the **Index of Parameters** at the end of this guide.

## Startup Settings in Router.ini

Router.ini contains settings required for startup. This file contains a section for each supported connection, and the settings within each section are connection-specific (CheckSecs, SendHeartBeatSecs, etc.). This file is located in the Router subdirectory within the Oracle Utilities Mobile Workforce Management installation directory. Router.ini is divided into sections. Each section starts with the section name in square brackets.

[Router] - **General Router Settings**

[Connections] - **Connection Definition**

[Client Server] - **FSMS (Client-Server) Connection Settings**

[MQSeries#] - **MQSeries# Settings**

[Web#] and File#] - **Web and File Connection Settings**

[Ack Handling#] - **Acknowledgment Handling Settings**

[ConnectionName ...] - **Connection Configuration**

[SCHED ...] - **Scheduler Settings**

## General Router Settings

The [Router] section contains general Router parameters. The following parameters are contained within the [Router] section.

| File: Router.ini | Section: [Router] |
|---|---|
| **Parameter** | **Description** |
| DatabaseLoginName | The login name used to access the Oracle Utilities Mobile Workforce Management database. This User ID should have both Read and Write privileges to the database. This parameter is also defined in the Server.ini file; the values should be the same in both files.<br>Example: DatabaseLoginName=MWM141 |
| DatabaseLoginPassword | The password associated with the DatabaseLoginName. For certain database types, this may have a minimum length, but should be set up by the customer's DBA. The password is encrypted using the Oracle Utilities Mobile Workforce Management PasswordEncryptionUtil application. This parameter is also defined in the Server.ini file; the values should be the same in both files.<br>Example: DatabaseLoginPassword=ÅÙÙD¡¤ |
| DefaultDataSourceName | The ODBC data source name to use when connecting to the database. This is the data source name provided on the ODBC Data Source Administrator dialog box when the ODBC connection is created (Control Panel > Administrative Tools > Data Source (ODBC) > System DSN tab). This parameter is also defined in the Server.ini file. The values should be the same in both INI files if the Server and the Router run on the same machine. If they run on different machines, they will have different ODBC datasource names.<br>Example: DefaultDataSourceName=MWM141 |
| DefaultDataSourceType | The type of database the Server is connecting to. Knowing the type of database enables the Server to correctly format internal queries. If this value is incorrect, database errors will likely occur. Current options for this value are DB2, SQL, and Oracle. This parameter is also defined in the Server.ini file; the values should be the same in both files.<br>Example: DefaultDataSourceType=Oracle |
| HistoryDatabaseName | The name of the database used to archive the day's data during EOD processing. This parameter is only used by customers who maintain a separate database for historical data. Most customers maintain historical data in a separate set of historical tables within the same database as the active data. Note that this is the database name, not the ODBC data source name. This parameter is also defined in the Server.ini file; the values should be the same in both files.<br>Example: HistoryDatabaseName=MWM141 |

## Connection Definition

The most important section in the Router.ini file is the [Connections] section. It defines the number of communication connections, the name of each connection, and the connection type. An example of the Router.ini [Connections] section is shown below:

```
[Connections]
Conn0 = CAD, FSMS! Database Connection
Conn1 = CSS, FILE! CSS connection
Conn2 = OMS, WEB ! NMS connection
Conn3 = RTS, WEB! Scheduler connection
Conn4 = FWI, WEB! Oracle Process Integration Pack for Utilities Field
Work Connection
```

For each connection listed in the [Connections] section, there is another section, later in the Router.ini file, containing the configuration parameters for that connection. The name of that section is a combination of the connection type and connection number, such as [WEB2] or [FILE2].

> **Note:** The connection section must be named appropriately or the Router will not be able to apply the INI parameters. If the connection type is changed, the name of the connection section must be changed to match the new type.

The following parameters are contained within the [Connections] section.

| File: Router.ini | Section: [Connections] |
|---|---|
| **Parameter** | **Description** |
| Conn # | The '#' in the parameter name is replaced with a number starting with 0 and incremented by 1 for each additional connection definition. In the current implementation, there can be 8 separate connections (Conn0 through Conn7). The parameter value specifies the connection name followed by the connection type; the two values are separated by a comma. Note the following constraints for the connection name:<br>• The name of the connection to the Oracle Utilities Mobile Workforce Management Server must be 'CAD'.<br>• The name of the connection to the Oracle Real-time Scheduler must be 'RTS.'<br>• The name of the connection to the Click Scheduler must be 'SCHED.'<br>• Valid connection types are FSMS, MQ, FILE, SCHED, WEB, TIBCO, and HTTP.<br>• The FSMS connection is a TCP/IP connection.<br>• The MQ connection is a MQSeries connection.<br>• The FILE connection uses a set of input/output directories for passing flat files between the applications.<br>• The SCHED connection uses a FILE-type connection for input, but the output files are sent to a COM object called the Integration Manager for processing to the Click Server.<br>• The RTS (Oracle Real-Time Scheduler) connection uses a WEB connection type.<br>Connection sections defined in the rest of the Router.ini file are dependent on (and named after) the connection types defined in this section.<br>Examples:<br>Conn0=CAD, FSMS<br>Conn1=RTS, WEB<br>Conn2=CSS, FILE<br>Conn3=FWI,WEB |

## FSMS (Client-Server) Connection Settings

The [Client_Server] section contains parameters for configuring an FSMS-type connection. The # in the section name corresponds to the associated connection number specified in the [Connections] section. There is a separate [Client_Server#] section for each FSMS connection. The following parameters are contained within the [Client_Server] section.

| File: Router.ini | Section: [Client_Server] |
|---|---|
| **Parameter** | **Description** |
| ClientName | The client connection name of the Router. This name is used by the IPC (inter-process communication) classes to determine the computer name on which the Router is running. The Router uses this connection name when connecting to an external application using an FSMS-type connection.<br>Example: MFInterface |
| ServerName | The listening socket connection name of the external application. The IPC (inter-process communication) classes use this name to identify the computer on which the external application is running. The RouterRouter uses this name when connecting to the external application using an FSMS-type connection.<br>Example: ServerName=Server |

## MQSeries# Settings

The [MQSeries#] section contains parameters for configuring an MQ-type connection. The # in the section label corresponds to the associated connection number specified in the [Connections] section. This section contains a separate [MQSeries#] section for each MQSeries connection. The following parameters are contained within the [MQSeries#] section.

| File: Router.ini | Section: [MQSeries#] |
|---|---|
| **Parameter** | **Description** |
| QmgrName | The name of the MQSeries queue manager for the connection. This name is used by the Router to connect to MQSeries and access the MQSeries queues for passing transactions between the Oracle Utilities Mobile Workforce Management product and an external application (e.g., CSS, CES, etc.).<br>Example: QmgrName=MQM1 |
| InputQName | The name of the MQSeries queue used to store transactions that are to be processed by the Router. This name is used by the Router to connect to the MQSeries input queue for reading input transactions from an external application (e.g., CSS, CES, etc.).<br>Example: InputQName=MQM1.INBOUND.QUEUE |
| OutputQName | The name of the MQSeries queue used to store transactions that are to be processed by an external application (e.g., CSS, CES, etc.). This name is used by the Router to connect to the MQSeries output queue for storing output transactions from the Router.<br>Example: OutputQName=MQM1.OUTBOUND.QUEUE |

| File: Router.ini | Section: [MQSeries#] |
|---|---|
| **Parameter** | **Description** |
| ConvertToASCII | Specifies whether or not transactions received by the Router should be converted to ASCII before being processed. If the value of the parameter is True, the data is converted from EBCDIC to ASCII before it is processed. If the value of the parameter is False, conversion is not performed. It is assumed the data is already in ASCII format.<br>Example: ConvertToASCII=False |
| Format | The format of the MQSeries transactions.<br>Example: Format=XML |
| Transaction ID | T7he XML tag that contains the transaction id.<br>Example: TransactionID=TransactionCode |

## Web and File Connection Settings

The [File#] section contains parameters for configuring a File-type connection. The # in the section name corresponds to the associated connection number specified in the [Connections] section. The [File#] section contains a separate [File#] section for each File-type connection.

The [Web#] section contains parameters for configuring a Web-type connection. The # in the section name corresponds to the associated connection number specified in the [Connections] section. The [Web#] section contains a separate [Web#] section for each Web-type connection. For example, if 'Conn5' is defined as a WEB-type connection in the [Connections]section of Router.ini, then a corresponding section called WEB5 would contain the parameters for configuring this connection.

The following parameters apply to both [File] and [Web] sections unless otherwise indicated.

| File: Router.ini | Sections: [Web#] and [File#] |
|---|---|
| **Parameter** | **Description** |
| CheckSecs | This parameter is used to specify the number of seconds the connection's receive thread will sleep before checking to see if more transactions have been received from the external application.<br>Example: CheckSecs=30 |
| Format | The format of transactions used for this connection.<br>Example: Format=XML |
| HeartBeatSecs | Specifies how often a heartbeat transaction to the external application is generated. A heartbeat transaction is used to determine if the Router is connected to the external application and that it is running. If this parameter is zero, no heartbeat transaction is generated and sent to the external application. If this parameter is not zero, a heartbeat transaction with the transaction number specified in the SentHeartBeatTransNo is generated and sent to the external application at the interval specified here. The heartbeat timing in the external application should be configured to match this setting.<br>Example: HeartBeatSecs=300 |

| File: Router.ini | Sections: [Web#] and [File#] |
|---|---|
| **Parameter** | **Description** |
| InputDirectory | The location where transactions coming from the external application that need to be processed by the Router are stored. This directory resides under the specified RootDirectory. If the directory does not exist, it will be created during initialization.<br>Example: InputDirectory=Input\<br>For Oracle Process Integration Pack for Utilities Field Work connections (e.g., Conn5 = FWI, WEB), the InputDirectory is FWIInput. |
| OutputDirectory | The location where transactions generated by the Router that need to be processed by an external application are stored. This directory resides under the specified RootDirectory. If the directory does not exist, it will be created during initialization.<br>Example: OutputDirectory=output\<br>For Oracle Process Integration Pack for Utilities Field Work connections (e.g., Conn5 = FWI, WEB), the OutputDirectory is FWIOutput. |
| MaxThreadPoolSize | The maximum number of threads that can be maintained in the pool. Pool threads, once created, are not deleted until the application is shut down. Non-pool threads or temporary threads are created when needed to process a web request and are deleted after the request has been processed. This parameter applies only to Web-type connections.<br>Example: MaxThreadPoolSize=5 |
| MaxNumberOfThreads | The maximum number of threads that can be created and running at any one time. This value includes the number of pool threads plus temporary threads. Once the maximum number of threads has been created, no more threads are created until the thread count falls below this value. This parameter applies only to Web-type connections.<br>Example: MaxNumberOfThreads=10 |
| RootDirectory | The location for the directories used to store transactions being sent to and received from an external application. There are separate directories for transactions based on their destination (e.g., input, output, backup). All these directories are stored under the directory specified here. This directory may be anywhere on the machine where the Router is running or on another machine. If the directory does not exist, it will be created during initialization.<br>Example: Root Directory=. \TESTDIR\ |
| RcvdHeartBeatTransNo | The transaction number for the heartbeat transaction that will be received from an external application. The heartbeat transaction contains the specified transaction number and a date/time the transaction was generated. The receipt of a heartbeat transaction is also used to indicate any transactions in the NoAckDirectory that should be moved to the OutputDirectory for re-processing. Note that heartbeat transactions are not saved in the Received Message Log.<br>Example: RcvdHeartBeatTransNo=0099 |
| SentHeartBeatTransNo | The transaction number for the heartbeat transaction that will be generated and sent to an external application. The heartbeat transaction contains the specified transaction number and a date/time the transaction was generated. Note that heartbeat transactions are not saved in the Sent Message Log.<br>Example: SentHeartBeatTransNo=1999 |

| File: Router.ini | Sections: [Web#] and [File#] |
|---|---|
| **Parameter** | **Description** |
| Transaction ID | The XML tag that contains the transaction id.<br>Example: TransactionID=TransactionCode |

## Acknowledgment Handling Settings

The parameters in the [Ack Handling#] section define how to handle acknowledgements. The following parameters are contained within the [Ack Handling#] section. These parameters should not need to be changed.

| File: Router.ini | Section: [Ack Handling#] |
|---|---|
| **Parameter** | **Description** |
| ParsedDirectory | The directory where non-acknowledged transactions are stored in ICD format. Transactions received from external applications are written to this directory and are removed once an acknowledgement is received from the Server. The file name is a combination of a sequence number and data from the transaction. If the Router and Server reconnect, all transactions in this directory are resent to the Server.<br>Example: ParsedDirectory=.\AckBox\Bin |
| UnParsedDirectory | The directory where non-acked transactions are stored in their original input format. The file name is a combination of a sequence number and data from the transaction. Transactions received from external applications are written to this directory and are removed once an acknowledgement is received from the Server.<br>Example: UnparsedDirectory=.\AckBox\Ord |
| ParsedExtension | The extension of the transaction files written to the ParsedDirectory.<br>Example: ParsedExtension=bin |
| UnparsedExtension | The extension of the transaction files written to the UnParsedDirectory.<br>Example: UnparsedExtension=ord |
| LeadingZerosBase | The length of the sequential number portion of the name used for transaction files in the ParsedDirectory and UnParsedDirectory. The sequence number will be padded with zeroes to the left (e.g., 0000001, 0000010). This is used to ensure that the files are read, in the case of the Router and Server reconnecting, in the proper sequence.<br>Example: 0000001 |

## Connection Configuration

The parameters in the [*ConnectionName* Box] section specify where transactions relating to each connection should be stored and what file extension to use for those transactions when they are written to the directory. There should be a [*ConnectionName* Box] section for each connection (Conn# parameter) specified in the [Connections] section. For example, if you defined the connection 'Conn0 = CAD, FSMS,' in the [Connections] section, there should be a corresponding section titled [CAD Box].

### [*ConnectionName* Box] Section

| File: Router.ini | Section: [*ConnectionName* Box] |
|---|---|
| **Parameter** | **Description** |
| Directory | The location where transactions to be sent to the external application for this connection are stored. If the Router is connected to the external application, the transaction is sent immediately to the external application. If the Router is not currently connected to external application, the transactions remain in this directory until the connection can be established. When the connection is established, the transactions are sent.<br>For Web-type connections, only the heartbeat transactions are stored in this directory. All other transactions are stored in the DHTWBTXN database table until they are successfully sent to the external application.<br>Example: Directory=.\CAD<br>For Oracle Process Integration Pack for Utilities Field Work connections (e.g., Conn5 = FWI, WEB), the Directory is .\FWI. |
| Extension | The file extension to be used for transactions that are written to the directory specified in the previous parameter for this connection name.<br>Example: Extension=cad<br>For Oracle Process Integration Pack for Utilities Field Work connections (e.g., Conn5 = FWI, WEB), the Extension is PIP. |

## Received Message Log Settings

The parameters in the [*ConnectionName* Received Message Log] section specify how to handle messages received from an external application. There should be a [Received Message Log] section for each connection specified in the [Connections] section. For example, if you defined the connection 'Conn0=CAD, FSMS' in the [Connections] section, there should be a corresponding entry in this section titled [CAD Received Message Log]. The following parameters are contained within the [*ConnectionName* Received Message Log] section.

| File: Router.ini | Section: [*ConnectionName* Received Message Log] |
|---|---|
| **Parameter** | **Description** |
| Directory | The location where transactions received from an external application for this connection are stored in ASCII format. In the example below, this might be the name of the directory for storing transactions from CSS.<br>Example: Directory=.\CssRecvLog |
| Extension | The file extension to be used for transactions that are written to the connection's Received Message Log Directory.<br>Example: Extension=txt |
| MessageLogSize | The maximum number of transactions that can be stored in the connection's Received Message Log Directory.<br>Default: MessageLogSize=50 |

### Sent Message Log Settings

The parameters in the [*ConnectionName* Sent Message Log] section specify how to handle messages sent to an external application. There should be a section for each connection specified in the [Connections] section. For example, if you defined the connection 'Conn0=CAD, FSMS' in the [Connections] section, there should be a corresponding entry in this section titled [CAD Sent Message Log].

The following parameters are contained within the [*ConnectionName* Sent Message Log] section.

| File: Router.ini | Section: [*ConnectionName* Sent Message Log] |
|---|---|
| **Parameter** | **Description** |
| Directory | The location where transactions sent to an external application are stored in ASCII format. In the example above, this might be the name of the directory for storing transactions to CSS.<br>Example: Directory=.\CssSentLog |
| Extension | The file extension to be used for transactions that are written to the connection's Sent Message Log Directory.<br>Example: Extension=txt |
| MessageLogSize | The number of transactions that can be stored in the connection's Sent Message Log Directory. The default is 50.<br>Example: MessageLogSize=50 |

## Scheduler Settings

The following parameters define the SCHED-type connection and only apply to the Click Scheduler (not to Oracle Real-time Scheduler). There can only be one SCHED-type connection in this version of the Router.

### General Scheduler Settings

The following parameters are contained within the [SCHED General] section.

| File: Router.ini | Section: [SCHED General] |
|---|---|
| **Parameter** | **Description** |
| HeartBeatSecs | Specifies how often a heartbeat transaction to the Integration Manager is generated. A heartbeat transaction is used to determine if the Router is connected to the external application and that it is running. If this parameter is zero, no heartbeat transaction is generated and sent to the external application; also, the connection indicator on the Router dialog is red and displays the text 'Disconnected.' This parameter applies only to the Click Scheduler (not Oracle Real-time Scheduler).<br>Example: HeartBeatSecs=300 |
| IncomingDirectory | The location where the transactions from the Integration Manager that need to be processed by the Router are stored. This parameter applies only to the Click Scheduler (not Oracle Real-time Scheduler).<br>Example: Incoming Messages |

| File: Router.ini | Section: [SCHED General] |
|---|---|
| **Parameter** | **Description** |
| IncomingName | The name of the transactions received from the Integration Manager that need to be processed by the Router. The filename of all transactions received from the Scheduler to be processed by the Router starts with this value. The remaining part of the file name is YYYYMMDDHHMMSS TTTTTTTTT.txt where TTTTTTTTT is a tick count generated by the application. This makes the transaction file names unique if more than one is generated in the same second. This parameter applies only to the Click Scheduler (not Oracle Real-time Scheduler).<br>Example: IncomingMessage |
| RcvdHeartBeatTransNo | The transaction number for the heartbeat transaction that will be received from the Integration Manager. The heartbeat transaction contains the specified transaction number and the date/time the transaction was generated. Note that heartbeat transactions are not saved in the Received Message Log. This parameter applies only to the Click Scheduler (not Oracle Real-time Scheduler).<br>Example: RcvdHeartBeatTransNo=999 |
| SchedRoot | The location for the directory used to store transactions received from the Integration Manager. It may be anywhere on the machine that the Router runs on, or it may be on another machine. If the directory does not exist, it will be created during initialization. This parameter applies only to the Click Scheduler (not Oracle Real-time Scheduler).<br>Example: SchedRoot=.\Scheduler\ |
| SentHeartBeatTransNo | The transaction number for the heartbeat transaction that will be generated and sent the Integration Manager. The heartbeat transaction contains the specified transaction number and a date/time the transaction was generated. Note heartbeat transactions are not saved in the Sent Message Log. This parameter applies only to the Click Scheduler (not Oracle Real-time Scheduler).<br>Example: SentHeartBeatTransNo=3000 |
| SleepTime | The number of milliseconds the Router's receive thread will sleep before checking to see if more transactions have been received from the Scheduler. This parameter applies only to the Click Scheduler (not Oracle Real-time Scheduler).<br>Example: SleepTime=1000 |

### [SCHED Box] Section

The parameters in the [SCHED Box] section define the directory and extension used by the SCHED-type connection. The following parameters are contained within the [SCHED Box] section.

| File: Router.ini | Section: [SCHED Box] |
|---|---|
| **Parameter** | **Description** |
| Directory | The location where transactions to be sent to the Scheduler are stored. This parameter applies only to the Click Scheduler (not Oracle Real-time Scheduler).<br>Example: Directory=..\sched |

| File: Router.ini | Section: [SCHED Box] |
|---|---|
| **Parameter** | **Description** |
| Extension | The file extension to be used for transactions that are written to the Directory for the Scheduler. This parameter applies only to the Click Scheduler (not Oracle Real-time Scheduler).<br>Example: Extension=SCD |

### Received Message Log Settings

The parameters in this section specify how to handle messages received from the Scheduler. The following parameters are contained within the [SCHED Received Message Log] section.

| File: Router.ini | Section: [SCHED Received Message Log] |
|---|---|
| **Parameter** | **Description** |
| Directory | The location where transactions received from the Scheduler are stored in ASCII format. This parameter applies only to the Click Scheduler (not Oracle Real-time Scheduler).<br>Example: Directory=.\SchedRecvLog |
| Extension | The file extension to be used for the transactions that are written to the SCHED Received Message Log Directory. This parameter applies only to the Click Scheduler (not Oracle Real-time Scheduler).<br>Example: Extension=txt |
| MessageLogSize | The number of transactions that are stored in the SCHED Received Message Log Directory. The default is 5. This parameter applies only to the Click Scheduler (not Oracle Real-time Scheduler).<br>Example: MessageLogSize=5 |

### Sent Message Log Settings

The parameters in this section specify how to handle messages sent to the Scheduler. The following parameters are contained within the [SCHED Sent Message Log] section.

| File: Router.ini | Section: [SCHED Sent Message Log] |
|---|---|
| **Parameter** | **Description** |
| Directory | The location where the transactions sent to the Scheduler are stored in ASCII format. This parameter applies only to the Click Scheduler (not Oracle Real-time Scheduler).<br>Example: Directory=.\SchedSentLog |
| Extension | The file extension to be used for the transactions that are written to the SCHED Received Message Log Directory. This parameter applies only to the Click Scheduler (not Oracle Real-time Scheduler).<br>Example: Extension=txt |

| File: Router.ini | Section: [SCHED Sent Message Log] |
|---|---|
| **Parameter** | **Description** |
| MessageLogSize | The number of transactions that will be stored in the SCHED Received Message Log Directory. This parameter applies only to the Click Scheduler (not Oracle Real-time Scheduler).<br>Default: MessageLogSize=5 |

# Router Settings in DHTRTINI

Router parameters that are not required for startup are stored in the DHTRTINI database table. All DHTRTINI parameters have the same CONFIG_CD value: RT_INI. There are three values for the Section field:

- RT section – **General Router Settings**
- XML_ATTR section – **XML Settings**
- Log File Info section – **Log File Settings**

## General Router Settings

The following parameters are contained within the RT section.

| Table: DHTRTINI | Config Cd: RT_INI | Section: RT |
|---|---|---|
| **Parameter** | **Description** | |
| ConvertMFOrderCompleted | The name of the process used to convert completed orders before sending them to the external application. The valid values are ConvertPacifiCorpMfComplete or blank. If ConvertPacifiCorpMfComplete is specified, the conversion method will utilize the CISComplete.map to convert completion order transactions from an external application. If blank, the Router will convert the completed order transaction to a fixed formatted ICD with minimal information.<br>Default: ConvertPacifiCorpMfComplete | |
| ConvertSchedToMobilityExtraTag | Specifies whether or not to store the crew ID in Click transactions. Valid values are True or False. If this is set to True, the Crew ID is added to the Scheduling transaction in ConvertSchedToMobility(). If False (N), the Crew ID is not added.<br>Default: False (N) | |
| CSS_INCOMING_MESSAGE_SIZE_MAX | | |
| | The maximum length of any incoming message.<br>Default: 32678 | |
| CSS_OUTGOING_MESSAGE_SIZE_MAX | | |
| | The maximum length of any outgoing message.<br>Default: 32678 | |
| DoNotSendIncompleteOrdersToExtApp | | |
| | Specifies whether or not incomplete orders will be sent to the external application. Valid values are True or False. If this is set to True, no incomplete orders will be sent from the Router. If False, incomplete orders will be sent.<br>Default: False (N) | |

| Table: DHTRTINI | Config Cd: RT_INI | Section: RT |
|---|---|---|
| **Parameter** | **Description** | |
| ExcludeStatusFromSched# | Specifies that transactions bound for the Scheduler should be ignored if the transaction status matches the value of this parameter. Each ExcludeStatusFromSched# parameter (1-n) specifies one status to exclude.<br>Default: Assigned | |
| HandleMfOrderAckFormat | The format of the order acknowledgement to be sent to the external application.<br>Default: XML | |
| i[FieldName]_LENGTH | The DHTRTINI table contains a set of parameters, all starting with 'i" and ending with "LENGTH," such as "iABBCIRCUITBOUNDARIES_LENGTH." These parameters specify field lengths for transactions with a fixed-length record format. The desired and base transaction format for Oracle Utilities Mobile Workforce Management transactions is XML, but some previous integrations (such as the Click Scheduler) use a fixed-length record format. If the Click Scheduler (or another external application that uses fixed-length records) is being used, these fields are required. | |
| pick_up_order_transaction | Specifies whether or not a pickup order transaction will be assigned a different transaction code when created and sent to the Scheduler. Valid values are True or False. If this is set to True, a Pickup Order Create transaction will be assigned a transaction code of 3016, rather than a regular order create transaction code. If False, pickup order create transactions will use the regular order create transaction code of 3001.<br>Default: False (N) | |
| PreMfOrderAck | Specifies whether or not an order acknowledgement transaction will be created and sent back to the external application. Valid values are True or False. If this is set to True, an order acknowledgement will be sent. This only applies to acknowledgements that are not in an XML format.<br>Default: False (N) | |
| RetrySendSecs | The number of seconds to wait before re-sending transactions to the Click Scheduler if the previous attempt failed.<br>Default: 300 | |
| status_time_back_scheduler | Specifies whether or not to send the Status date and time back to the Click Scheduler. Valid values are True or False. If this is set to True, the date and time are sent.<br>Default: False (N)‘ | |

| Table: DHTRTINI | Config Cd: RT_INI | Section: RT |
|---|---|---|
| **Parameter** | **Description** | |
| USING_JNI | Specifies whether or not a special Java program should be called when transactions are written to the output directory. This was added for a custom implementation. Valid values are True or False. If this is set to True, the Java program will be called. If False (N), no special call to the Java program will be made; the transaction will simply be written to the output directory.<br>Default: False (N) | |

## XML Settings

The following parameters are contained within the XML_ATTR section. They define settings for XML transactions.

| Table: DHTRTINI | Config Cd: RT_INI | Section: XML_ATTR |
|---|---|---|
| **Parameter** | **Description** | |
| ExternalInquiryXSL | The name of the XSL file for the External Inquiry transaction. If this parameter is populated, the specified XSL will be used to transform the External Inquiry transaction. This parameter is used to transform an external inquiry transaction that is not being sent to a web service. If the external application is using a WEB connection, the XSL will be specified in the DHTWBCNG table. | |
| RTSZone | The name of the Zone Tag that will be created and sent to Oracle Real-time Scheduler. It indicates what tag will be used to populate the ZONE for Oracle Real-time Scheduler. Possible values are: DivisionCode, DistrictCode, or ServiceAreaCode.<br>Default: ServiceAreaCode | |
| xmlns:xsi | The name of the XML attribute that will be added to XML transactions. | |
| XML_DOCUMENT_PROGID | | |
| | The version of DomDocument to use in the processing of XML transactions.<br>Default: Msxml2.DOMDocument | |
| SetUpProcessingInstructions | Specifies whether or not the setup processing instructions should be included in the XML transaction. Valid values are True or False. If this is set to True, the following tag is included in the XML transaction:<br><xml version=”1.0” standalone=”yes’><br>Default: FALSE | |
| SchemaLocation | The name of the XML Schema file for the transaction. If this parameter is specified, SchemaLocation will be added to the XML transaction. | |

## Log File Settings

The following parameters are contained within the Log File Info section.

| Table: DHTRTINI | Config Cd: RT_INI | Section: Log File Info |
|---|---|---|
| **Parameter** | **Description** | |
| AuditLogName | The name of the audit logs written by the Router, in the format: filename@.txt. The '@' in the file name is replaced with a letter starting with the letter 'A'. Each time a new audit log is created, the letter is incremented until the maximum number of audit logs have been created. Once the maximum number has been reached, the letter in the file name is reset to 'A'. A new audit log is created each time the Router is started or when the audit log reaches the MaxLogSize. A maximum of 26 logs can be created.<br>Default: MfAuditLog@.txt | |
| ErrorLogName | The file name of the error logs written by the Router, in the format: filename@.txt. The '@' in the file name is replaced with a letter starting with the letter 'A'. Each time a new error log is created, the letter is incremented until the maximum number of error logs have been created. Once the maximum number has been reached, the letter in the file name is reset to 'A'. A new error log is created each time the Router is started or when the error log reaches the maximum size. A maximum of 26 logs can be created.<br>Default: MfErrorLog@.txt | |
| ExternalErrorDirectoryName | The location where the Router external error logs are written. This may be anywhere on the machine where the Router is running or on another machine. If the directory does not exist, it will be created during initialization.<br>Default: .\MfExternalErrors | |
| ExternalErrorLogName | The file name of the external error logs written by the Router, in the format: filename@.txt. The '@' in the file name is replaced with a letter starting with the letter 'A'. Each time a new external error log is created, the letter is incremented until the maximum number of error logs have been created. Once the maximum number has been reached, the letter in the file name is reset to 'A'. A new external error log is written for each error encountered by the Router. A maximum of 26 logs can be created.<br>Default: MfExternalErrorLog@.txt | |
| LogDirectoryName | The location where the Router logs (e.g., trace, audit, and error) are written. This may be anywhere on the machine where the Router is running, or on another machine. If the directory does not exist, it will be created during initialization.<br>Default: .\MfLogs | |
| MaxLogSize | The maximum size, in bytes, that the log files can reach before they are closed and new log files are started.<br>Default: 3000000 | |
| TraceEnabled | Specifies whether or not the Router should write messages to the trace logs. The valid values are True or False. If the value of this parameter is True, the Router will generate trace logs. If the value of the parameter is False, no trace logs will be generated.<br>Default: Yes | |

| Table: DHTRTINI | Config Cd: RT_INI | Section: Log File Info |
|---|---|---|
| **Parameter** | **Description** | |
| TraceLogName | The file name of the trace logs written by the Router, in the format: filename@.txt. The '@' in the file name is replaced with a letter starting with the letter 'A'. Each time a new trace log is created, the letter is incremented until the maximum number of trace logs have been created. Once the maximum number has been reached, the letter in the file name is reset to 'A'. A new trace log is created each time the Router is started or when the trace log reaches the maximum size. A maximum of 26 logs can be created.<br>Default: MfTraceLog@.txt | |

# Chapter 5

# Dispatch Workstation and Mobile Workstation Settings

## Overview

Dispatch Workstation and Mobile Workstation settings are contained in the following locations:

- **Startup Settings in Station.ini**
- **Workstation Application Settings in DHTDWINI and DHTMWINI**

All parameters are described in the sections that follow. Station.ini settings are presented first, followed by DHTDWINI and DHTMWINI, which are grouped by function. Since many of the parameters are duplicated in these two tables, common parameters are described only once.

The Dispatch Workstation and Mobile Workstation are actually the same application: Station.exe. When the user starts the Dispatch Workstation application, either by clicking the Dispatch Station desktop icon or selecting Dispatch Station from the Oracle Utilities Mobile Workforce Management program group, the Station.exe file located in the DispatchStation installation directory is executed. When the user starts the Mobile Workstation application, the Station.exe file located in the MobileStation directory is executed.

Although the application file is the same, the station.ini files in each of these directories are different. The startup parameters contained in station.ini determine which functions are enabled when the application is started and also which database tables to access for the remainder of the configuration settings – DHTDWINI for Dispatch Workstation or DHTMWINI for Mobile Workstation.

> **Note:** The CE Mobile Workstation is a different application (CEMobileStation.exe), but it also loads a copy of station.ini file from its CEMobileStation directory at startup. Station.ini parameters shared by these applications are covered in this section. Parameters unique to the CE Mobile Workstation application are covered in the Configuring CE Mobile Workstation Settings section later in this guide.

# Startup Settings in Station.ini

Station.ini is divided into the following sections:

- [Transport] – **General Communication Settings**
- [Database] – **Database Settings**
- [Apps] – **Application Settings**
- [DW] – **Dispatch Workstation Settings**
- [MW] – **Mobile Workstation Settings**
- [Customer Configuration] - **Customer Configuration Settings**

## General Communication Settings

The [Transport] section contains communications parameters (mobile-to-Server).

| File: Station.ini | Section: [Transport] |
|---|---|
| **Parameter** | **Description** |
| ClientConnectionName | The client connection name of the Mobile Workstation application. The IPC (Inter-process communication) classes use this name to identify the computer on which the Mobile Workstation application is running. The Mobile Workstation application uses this name when connecting to the RfTransport application.<br>Default: ClientConnectionName=MobileClient |
| ConnectDirectToServerRfTransport | Indicates whether or not the Mobile Workstation is connected directly to the Server-side RfTransport or is connected to a mobile-side RfTransport. Valid values are True (T) and False (F). If True, the Mobile Workstation does not connect to a mobile-side RfTransport, but directly to the Server-side RfTransport. If False, the mobile connects to a mobile-side RfTransport. The mobile-side RfTransport connects to the Server-side RfTransport.<br>Default: ConectDirectToServerRfTransport=F |
| FileWithMANNumber | The Mobitex Access Number (MAN) for the RAM modem attached to the mobile laptop.<br>Default: FileWithMANNumber=LAN |
| CommsChangeMessageLifeTime | The minimum message lifetime, in seconds, of the CommsChange ICD. This is the number of seconds the RfTransport will try to send the CommsChange ICD before it expires. The value of this parameter should not be less than the value of the Minimum Message Life Time parameter specified in the RfTransport.ini file.<br>Default: CommsChangeMessageLifeTime=60 |

| File: Station.ini | Section: [Transport] |
|---|---|
| **Parameter** | **Description** |
| FsmsServerConnectionName | The client connection name of the Oracle Utilities Mobile Workforce Management Server application. The RfTransport application uses this to determine which application to deliver messages to. The Mobile Workstation application uses this as the destination application name when sending messages to the RfTransport application for delivery to the Oracle Utilities Mobile Workforce Management Server application. The value of this parameter should be the same value as the ClientConnectionName parameter in the DHTSVINI table.<br>Default: FsmsServerConnectionName=ServerClient |
| FsmsServerNodeName | The node name where the Oracle Utilities Mobile Workforce Management Server application is running. This is used by the RfTransport application to determine where to deliver messages to the Server. The Mobile Workstation application uses this as the destination node name when sending messages to the RfTransport application for delivery to the Server application.<br>Example: FsmsServerNodeName=WFNTYGCAD1 |
| NumSecsBetweenGuaranteedIcdSends | The minimum message life time, in seconds, of guaranteed ICDs. This is the number of seconds the RfTransport will try to send the guaranteed ICDs before they expire. Guaranteed ICDs include OrderCompletion, MobileTimeReport, and RestorationData. The Mobile Workstation application re-sends the guaranteed ICDs every x seconds, where x is the value of this parameter, until the message is acknowledged. The RfAck generated by the RfTransport application is used for acknowledgment. The RfTransport applications (client and server version) re-send the message until a positive RfAck is received. The Server generates the positive RfAck AFTER the message has been processed and sends the RfAck back to the Mobile Workstation application. When the station application receives the RfAck, it removes the guaranteed ICD from the Send directory and marks the message as Sent. The station application also sends all guaranteed ICDs (those found in the send directory) every time the application is started.<br>The message lifetime can be set for an individual ICD in the ICD Processing database table (DHTICDPR).<br>The value of this parameter should not be less than the value of the Minimum Message Life Time parameter specified in the RfTransport.ini file.<br>Default: NumSecsBetweenGuaranteedIcdSends=604800 |

| File: Station.ini | Section: [Transport] |
|---|---|
| **Parameter** | **Description** |
| NumSecsForCommsChange | The number of seconds the Mobile Workstation application waits for the CommsChange request ICD to be processed. This parameter is used to set the length of the progress bar on the Comms Change screen. The progress bar will stop when the time is exceeded or the CommsChange ICD is acknowledged by the RfTransport application on the Server side. If the progress bar times out, the message on the Comms Changes screen states that the Comms Change request could not be sent. If the CommsChange ICD is acknowledged, the appropriate message is displayed on the Comms Change screen.<br>The value of this parameter should be at least twice the value of the Minimum Message Life Time parameter specified in the RfTransport.ini file.<br>Default: NumSecsForCommsChange=120 |
| NumSecsForMinimumMessageLifeTime | The minimum message lifetime, in seconds, of ICDs for which the minimum message lifetime is not otherwise specified. RfLogon, MeterValidation, and guaranteed ICDs have their own minimum message lifetime parameter and do not use this value. For other ICDs (e.g., Enroute, Onsite, etc.), this is the number of seconds the RfTransport will attempt to send the ICDs before they expire. The message lifetime can be set for any individual ICD in the ICD Processing database table (DHTICDPR).<br>The value of this parameter should not be less than the value of the Minimum Message Life Time parameter specified in the RfTransport.ini file.<br>Default: NumSecsForMinimumMessageLifeTime=150 |
| QueueIcdsInStation | Specifies whether or not ICDs should be queued and retried from within the station (Mobile and CE) application. Valid values are True or False. If this is set to True, ICDs are queued and retried. This should only be enabled when the Mobile Workstation or CE application is connected directly to the Server-side RfTransport application.<br>Default: QueueIcdsInStation=FALSE |
| RetrySendSeconds | The interval, in seconds, between attempts to send ICDs from the Mobile Workstation or CE Mobile application to the RfTransport application. This parameter is only used if the QueueIcdsInStation is set to True.<br>Default: RetrySendSeconds=60 |

| File: Station.ini | Section: [Transport] |
|---|---|
| **Parameter** | **Description** |
| RfServerConnectionName | The Server connection name of the RfTransport application. This is used by the IPC (Inter-process communication) classes to determine the computer name on which the RfTransport application is running. The Mobile Workstation application uses this name when creating a socket for connecting to the RfTransport application. This name MUST match a listening socket parameter in the RfTransport.ini file.<br>Default: RfCommsConnectionName=RF Comms – API Connections |
| UseCompression | Specifies whether or not to compress messages sent to and from RfTransport. Valid values are True or False. If this is set to True and the user logs on "wired," the communications transport type in the RfTransport application is set to TCPCMPR. If this parameter is True and the ConnectDirectToServerRfTransport parameter is True, messages are compressed by the Mobile Workstation. If this parameter is False, messages are not compressed.<br>Default: UseCompression=False |

## Database Settings

The [Database] section contains parameters relating to Oracle Utilities Mobile Workforce Management database access and configuration. These settings are also defined in Server.ini and Router.ini.

**Note:** All database settings, except the ODBC Source name, should be the same in all three files, as they define how each application will access the Oracle Utilities Mobile Workforce Management database.

| File: Station.ini | Section: [Database] |
|---|---|
| Parameter | Description |
| DefaultDataSourceType | Specifies the type of database that the Server is connecting to. Knowing the type of database enables the Server to correctly format internal queries. If this value is incorrect, database errors will likely occur. Current options for this value are 'DB2', 'SQL, and 'Oracle.'<br>Default: DefaultDataSourceType=Oracle |
| Password | This is the password that is associated with the User ID. For certain database types, this may have a minimum length, but will be set up by the customer's DBA. The password is encrypted using the Oracle Utilities Mobile Workforce Management PasswordEncryptionUtil application.<br>Example: Password=ÅÙÙÐ¡¤ |
| Source | Specifies the ODBC data source name for the station application to use when connecting to the database. The data source name must be entered into the ODBC administrator and attached to the correct database.<br>Example: MWMODBC |

| File: Station.ini | Section: [Database] |
|---|---|
| Parameter | Description |
| TNSServiceName | The TNS service name for the bind variables database connection used by ODP.NET (Oracle Data Provider for .NET ). The field order download and Gantt processes use bind variables (placeholders in a SQL statement) to optimize data access to the Oracle database in a .NET environment. |
| UserID | This is the login name that is used to access the database. It should be a user ID that has read and write privileges to the database.<br>Example: UserID=System |

## Application Settings

The [Apps] section contains parameters relating to the Dispatch Workstation, Mobile Workstation, and CE Mobile Workstation applications. Settings apply to all three applications (referred to generically as 'the station application' in the descriptions below) unless noted otherwise in the description.

| File: Station.ini | Section: [Apps] |
|---|---|
| **Parameter** | **Description** |
| DataDir | The directory where the ESRI shape files are stored. The value of this parameter should specify the fully qualified path name of the directory. This is only needed if you want to override the default path specified in the DHTDWINI/DHTMWINI table. The DHTDWINI/DHTMWINI table specifies the DataDir as a relative path under the DispatchStation/MobileStation directory. Use this parameter if you want to specify a different path name. |
| Dispatcher | Specifies whether or not dispatcher functions are enabled when the station application starts. Valid values are True or False. If this is set to True, dispatcher functions are enabled; otherwise, they are disabled. The default is False for Mobile Workstation and CE Mobile Workstation. The default is True for Dispatch Workstation.<br>Default: Dispatcher=T |
| GeoRulesDir | The directory where the ESRI MapObjects geo rules files are stored. The value of this parameter should specify the fully qualified path name of the directory. This is only needed if you want to override the default path specified in the DHTDWINI/DHTMWINI table. The DHTDWINI/DHTMWINI table specifies the GeoRulesDir as a relative path in the DispatchStation/MobileStation directory. Use this parameter if you want to specify a different path name. |

| File: Station.ini | Section: [Apps] |
|---|---|
| **Parameter** | **Description** |
| LogFileName | The path where log files will be written. This parameter also specifies the application used in the log file name for the station application. The log files will have the names of _App_Trace_@.log and _App_Error_@.log (currently no audit logs are written in the station application). The '@' in the file name is a letter starting with the letter 'A'. Each time a new trace/error log is created, the letter is incremented until the maximum number of trace/error logs have been created. Once the maximum number has been reached, the letter in the file name is reset to 'A'. A new trace/error log is created each time the station application is started or when the trace/error log reaches the MaxLogSize. A maximum of 26 logs can be created.<br>Default: LogFileName=\Logs\Station |
| LogSize | The maximum size a log file can grow. Once the current trace/error log file reaches the size specified here, the current log is closed and a new log file is opened.<br>Default: LogSize=100000 |
| LogTraceInfo | Specifies whether or not the station application will write INFO log records to the trace log file if one is created. Valid values are Yes or No. If this is set to Yes, the station application writes INFO log records to the trace log file when needed by the station application if a Trace Log file has been created. If the parameter is No, INFO log records are not written.<br>Default: LogTraceInfo=Yes |
| LogTraceWarn | Specifies whether or not the station application will write WARN log records to the trace log file if one is created. Valid values are Yes or No. If this is set to Yes, the station application writes WARN log records to the trace log file when needed by the station application if a Trace Log file has been created. If the parameter is No, WARN log records are not written.<br>Default: LogTraceWarn=Yes |
| MaxAuditLogs | The maximum number of audit log files that the station application will create before the audit log files are rewritten. Valid values are 1 – 26. The audit log files are named _App_Audit_@.log, where _App_ comes from the LogFilename parameter and the '@' is a letter starting with 'A'. Each time a new audit log is created, the letter is incremented until the maximum number of audit logs have been created; then the letter is reset to 'A' and the existing file with that name is overwritten. A new audit log file is created each time the station application is started or when the audit log reaches the maximum size.<br>Default: MaxAuditLogs=26 |
| MaxErrorLogs | The maximum number of error log files that the station application will create before the error log files are rewritten. Valid values are 1 – 26. The error log files are named _App_Error_@.log, where _App_ comes from the LogFilename parameter and the '@' is a letter starting with 'A'. Each time a new error log is created, the letter is incremented until the maximum error logs have been created; then the letter is reset to 'A' and the existing log file with that name is overwritten. A new error log file is created each time the station application is started or when the error log reaches the maximum size.<br>Default: MaxErrorLogs=26 |

| File: Station.ini | Section: [Apps] |
|---|---|
| **Parameter** | **Description** |
| MAXPASSWORD_LEN | The maximum number of characters allowed for the logon password. This value cannot be larger than 8, since this is the size of the password database column. This parameter is used by the Mobile Workstation and CE Mobile Workstation; the Dispatch Workstation uses the value from the DHTDWINI table.<br>Default: MAXPASSWORD_LEN=8<br>This setting also occurs in DHTDWINI and DHTMWINI. |
| MaxTraceLogs | The maximum number of trace log files that the station application will create before the trace log files are rewritten. Valid values are 1-26. The trace log files are named _App_Trace_@.log, where _App_ comes from the LogFilename parameter and the '@' is a letter starting with 'A'. Each time a new trace log is created, the letter is incremented until the maximum trace logs have been created. Once the maximum number of trace logs have been created, the letter is reset to 'A' and the existing log file with that name is overwritten. A new trace log file is created each time the station application is started or when the trace log reaches the maximum size.<br>Default: MaxTraceLogs=26 |
| MINPASSWORD_LEN | The minimum number of characters allowed for the logon password when it is changed. This parameter is used by the Mobile Workstation and CE Mobile Workstation; the Dispatch Workstation uses the value from the DHTDWINI table.<br>Default: INPASSWORD_LEN=5 |
| NumSecsForTableUpdate | The number of seconds the station application waits for the UpdateTableData ICDs to be received from the Oracle Utilities Mobile Workforce Management Server. When the station application logs on, it sends an UpdateTable ICD to the Server requesting updates for the updated tables. If no tables have been updated, the UpdateTable ICD is not sent. After sending the UpdateTable ICD, a progress bar is displayed on-screen. This parameter is used to set the length of the progress bar. The progress bar will stop when this time limit is reached or when all the UpdateTableData ICDs have been received from the Server. If the tables have not been received within the time specified here, a message is displayed to the user stating that "all tables were not downloaded and processing may be affected."<br>For the Mobile Workstation station.ini, the value of this parameter should not be less than the value of the Minimum Message Life Time parameter specified in the RfTransport.ini file. Generally, this parameter is twice the value of the Minimum Message Life Time parameter specified in the RfTransport.ini file.<br>**Note:** The applications read this parameter from two different places. The Dispatch Workstation and Mobile Workstation read it from the [Apps] section of station.ini and the CE Workstation reads it from the [MW] section. If this parameter is not specified, the Dispatch and Mobile applications will use 600 seconds. The CE application does not have a defaut if this parameter is missing.<br>Default: NumSecsForTableUpdate=300 |

| File: Station.ini | Section: [Apps] |
|---|---|
| **Parameter** | **Description** |
| UseAuditLog | Specifies whether or not the station application will generate an audit log file. The valid values are Yes or No. If the parameter is Yes, the application creates an audit log file at startup. Log records are written to this file when needed by the station application. If the parameter is No, no audit log file is created.<br>Default: UseAuditLog=Yes |
| UseErrorLog | Specifies whether or not the station application will generate an error log file. The valid values are Yes or No. If the parameter is Yes, the application creates an error log file at startup. Log records are written to this file when needed by the station application. If the parameter is No, no error log file is created.<br>Default: UseErrorLog=Yes |
| UseTraceLog | Specifies whether or not the station application will generate a trace log file. The valid values are Yes or No. If the parameter is Yes, the Dispatch Workstation application will create a trace log file when the station application is started. Log records will be written to this file when needed by the station application. If the parameter is No, no trace log file is created.<br>Default: UseTraceLog=Yes |
| UseVerification | Specifies whether or not the Verify button is enabled on the CC&B Order Types Primary Detail Screen used to display and complete the CC&B order types. Valid values are True or False. If this is set to True and the order type is IT01, IT05, MT01 or MT05 (Install Badged Item, Replace Badged Item, Install Meter, Replace Meter), the Verify button is enabled for the user to verify the item being installed/replaced. If False, the Verify button is disabled.<br>Default: UseVerification=True |

## Mobile Workstation Settings

The [MW] section contains parameters relating to the Mobile Workstation application. Note that some of the parameters included in this section also appear in DHTMWINI. For these parameters, the value in the Station.ini file is only used if the database table has not yet been downloaded to the mobile workstation.

| File: Station.ini | Section: [MW] |
|---|---|
| **Parameter** | **Description** |
| DefaultComms | The default Comms setting for the Mobile Workstation application. This parameter is used to initially select the appropriate Select Logon Method radio button on the Mobile Workstation logon screen. Options are LAN, WIRELESS, and OFFLINE. This parameter is defined in both Station.ini and the DHTMWINI database table. The value in the Station.ini file is only used if the database table has not yet been downloaded.<br><br>**Note:** The LAN Comms method is really a TCP/IP connection. It can be wired or wireless. The WIRELESS Comms method refers to any connection where the XNetwork application is required to communicate with a radio or satellite system. The OFFLINE Comms method will bypass the Logon process to the Server, but the RfTransport application MUST be running on the mobile. It will allow a user to log into the application and perform work. The transactions will be queued up and stored in the RfTransport application. When the user is able to, they must logoff and log back on using the LAN or WIRELESS Comms method to have the transaction sent to the Server application for processing.<br><br>Default: DefaultComms=LAN |
| DisableOrderDownloadDialog | Specifies whether or not the dispatched orders should be processed after the table download process is complete. If T, the dispatched orders will not be processed until all the tables have been downloaded, then the order download dialog will be displayed and the orders will be added to the device. If N, the dispatched orders will be added to the device even though the order download dialog is not displayed. Once the tables are downloaded, the order download screen will be displayed.<br><br>Default: DisableOrderDownloadDialog=F |
| HideCommMethods | Controls the display of the Select Logon Method radio buttons on the Mobile Workstation logon screen. If Yes, the three radio buttons (LAN, WIRELESS, and OFFLINE) are hidden and the method specified in the DefaultComms parameters is used. If this parameter is set to No, the radio buttons are enabled for the user to select a method. This parameter is defined in both Station.ini and the DHTMWINI database table. The value in the Station.ini file is only used if the database table has not yet been downloaded.<br><br>Default: HideCommsMethods=No |
| MwHelp | The name of the online help file for the Mobile Workstation application.<br><br>Default: Mobile Workstation Application.pdf |

| File: Station.ini | Section: [MW] |
|---|---|
| **Parameter** | **Description** |
| NumAdditionalUsers | The number of additional User ID fields displayed on the Mobile Workstation Additional Users dialog. These fields allow the user to enter additional crew members at logon. This dialog is accessed from the Mobile Workstation logon screen. The valid values are 1 through 4.<br>This parameter is defined in both Station.ini and the DHTMWINI database tables. The value in the Station.ini file is only used if the database tables have not yet been downloaded.<br>Default: NumAdditionalUsers=1 |
| NumSecsForLogonReply | The number of seconds the Mobile Workstation application waits for the Logon to be processed. This parameter is used to set the length of the progress bar on the Mobile Workstation logon screen. The progress bar will stop when the time is exceeded or the LogonReply ICD is received from the Oracle Utilities Mobile Workforce Management Server. If the progress bar times out, the Mobile Workstation logon screen is redisplayed so the user can try again. If the LogonReply ICD is received and the logon was successful, the field order subsystem or crew subsystem is displayed depending on the user's access level. (If the user has an access level of 'Service Representative', the field order subsystem is displayed. If the user has an access level of 'Service Supervisor', the crew subsystem is displayed.) If the logon was not successful, an error message stating the reason for logon failure is displayed on the user's desktop.<br>The value of this parameter should be at least twice the value of the Minimum Message Life Time parameter specified in the RfTransport.ini file.<br>Default: NumSecsForLogonReply=180 |
| NumSecsForTableUpdate | The number of seconds the CE application waits for the UpdateTableData ICDs to be received from the Oracle Utilities Mobile Workforce Management Server. If the tables have not been received within the time specified here a message stating that "all tables were not downloaded and processing may be affected" is displayed on the user's desktop.<br>The value of this parameter should not be less than the value of the Minimum Message Life Time parameter specified in the RfTransport.ini file. Generally, this parameter is twice the value of the Minimum Message Life Time parameter specified in the RfTransport.ini file.<br>**Note:** The applications read this parameter from two different places. The Dispatch Workstation and Mobile Workstation read it from the [Apps] section of station.ini and the CE Workstation reads it from the [MW] section. If this parameter is not specified, the Dispatch and Mobile applications will use 600 seconds. The CE application does not have a default if this parameter is missing.<br>Default: NumSecsForTableUpdate=300 |

| File: Station.ini | Section: [MW] |
|---|---|
| **Parameter** | **Description** |
| SupportVehiclesAvailable | Specifies whether or not Support Vehicles are being used in this Oracle Utilities Mobile Workforce Management configuration. If this is set to True, the Support Vehicles button is enabled for the user to select additional support vehicles at logon. This parameter is defined in both Station.ini and the DHTMWINI database table. The value in the Station.ini file is only used if the database table has not yet been downloaded.<br>Default: SupportVehiclesAvailable=True |
| SynchOrders | Indicates whether or not the Mobile Workstation application will send a list of open orders that currently reside on the mobile device. Valid values are True or False. If this is set to True, a list of open orders that currently exist on the device is sent in the logon transaction to the Server for checking. The Server will verify that the orders are still assigned to the crew logging on; if not, the order(s) will be deleted from the device. If False, the list is not sent to the Server, thus preventing the Server from validating whether the existing orders are still assigned to the logged on crew.<br>Default: SynchOrders=True |
| UseCrewPrimaryFunction | Enables or disables the Crew Primary Function functionality. Valid values are True or False. If this is set to True, the Crew Primary Function list box is enabled on the Mobile Workstation logon screen so the user can select a primary function. If False, the functionality is disabled and the user is not prompted for primary function at logon. This parameter is defined in both Station.ini and the DHTMWINI database table. The value in the Station.ini file is only used if the database table has not yet been downloaded.<br>Default: UseCrewPrimaryFunction=True |
| UseNumberPad | Specifies whether or not the number pad is enabled in the Mobile Workstation application. If this is enabled and the menu option is checked (see the next parameter), the number pad is displayed on the desktop whenever the cursor enters a field that requires numeric input. This works best when the Mobile Workstation application is running on a machine with a touch screen. If this is set to Yes, the Use Number Pad menu item on the System Menu is enabled; the initial state of this menu option is determined by the UseNumberPadUserSelected parameter, but the user can turn the number pad on or off. If this is set to No, the Use Number Pad menu item is disabled and cannot be enabled by the user.<br>Default: UseNumberPad=Yes |
| UseNumberPadUserSelected | Specifies whether or not the user has selected the Use Number Pad option. If Yes, a checkmark appears next to the Use Number Pad menu and the number pad is enabled when the Mobile Workstation application starts. If this parameter is set to No, the number pad is not displayed when the cursor enters a numeric field.<br>Default: UseNumberPadUserSelected=Yes |

| File: Station.ini | Section: [MW] |
|---|---|
| **Parameter** | **Description** |
| WorkOrdersInSequence | Specifies whether or not the Mobile Workstation user should be allowed to change the sequence in which orders are worked. Valid values are True or False. If this is set to True, the Arrange Route option is disabled and only the first order in the open order list can be worked (set to Enroute or, for BREAK orders, set to Start); the user is not allowed to go Enroute to (or start) any other orders. If False, the Arrange Route functionality is enabled and the user can go Enroute to any open order or start any BREAK.<br>Default: WorkOrdersInSequence=F |

## Dispatch Workstation Settings

The [DW] section contains Dispatch Workstation parameters.

| File: Station.iniSection: [DW] | |
|---|---|
| **Parameter** | **Description** |
| DwHelp | The name of the online help file for the Oracle Utilities Mobile Workforce Management Dispatch Workstation application.<br>Default: Dispatch Workstation Application.pdf |

## Customer Configuration Settings

The [Customer Configuration] section contains parameters relating to specific customer configurations.

| File: Station.iniSection: [Customer Configuration] | |
|---|---|
| **Parameter** | **Description** |
| MobileVersion | The customer-specific version number for the Oracle Utilities Mobile Workforce Management applications (Mobile Workstation or CE) that run on the mobile. This value is sent to the Server for verification in the Logon transaction. The Server will compare the value against the value of the CUST_VERS_MW record in the DHTMISC table. If the customer version from the mobile does not match the version from the database table, the user will not be able to log on to the mobile application and an error will be returned. The customer-defined mobile version is only validated if the **CheckMobileVersion** parameter in the Configuration Section of the DHTSVINI table is True.<br>Default: MobileVersion=1 |

# Workstation Application Settings in DHTDWINI and DHTMWINI

This section describes the application settings contained in the DHTDWINI and DHTMWINI database tables. Since many of the parameters are duplicated in these two tables, common parameters are described only once.

This section includes the following topics:

- **Subsystem Access Parameters**
- **Function Access Parameters**
- **Configuring Application Functions**
  - **Dispatch Workstation Settings**
  - **Mobile Workstation Settings**
  - **Common Settings**
  - **Mapping Settings**
- **Configuring List Screens**

## Subsystem Access Parameters

Parameters that control access to subsystems in the Dispatch Workstation and Mobile Workstation applications are described in the following sections. Some parameters enable or disable a subsystem by user access level and others enable or disable a subsystem for all users, regardless of access level.

### Admin Tool (DW)

| Table: DHTDWINI | Config Cd: DBM_DEF | Section: TBLMAINT |
|---|---|---|
| **Parameter** | **Description** | |
| 0-6 | The parameters in this section enable or disable the Admin Tool based on user access level. The section contains a separate parameter for each access level. Valid values are True or False. If the parameter is set to True, the Admin Tool is enabled for users with the corresponding access level.<br>Defaults: 0 – 1=True<br>2 – 6=False | |

### Archived Field Order Subsystem (DW)

| Table: DHTDWINI | Config Cd: DBM_DEF | Section: ARCHIVEFO |
|---|---|---|
| **Parameter** | **Description** | |
| 0-6 | The parameters in this section enable or disable the Archive Field Order subsystem based on user access level. Valid values are True or False. If the parameter is set to True, the Archive Field Order subsystem is enabled for users with the corresponding access level.<br>Defaults: 0 – 1=True<br>2=False<br>3=True<br>4-6=False | |

## Batch Processing Subsystem (DW)

| Table: DHTDWINI | Config Cd: DBM_DEF | Section: BATCH |
|---|---|---|

| Parameter | Description |
|---|---|
| 0-6 | The parameters in this section enable or disable the Batch Processing subsystem based on user access level. Valid values are True or False. If the parameter is set to True, the Batch Processing subsystem is enabled for users with the corresponding access level.<br>Defaults: 0 – 3=True<br>4=False<br>5=True<br>6=False |

Additional parameters for the Batch Processing functions are defined in DB_Maint.ini. Refer to **Batch Processing Configuration** on page 10-1 for more information.

## Crew Status Subsystem (DW and MW)

| Table: DHTDWINI, DHTMWINI | Config Cd: DBM_DEF | Section: CREW |
|---|---|---|

| Parameter | Description |
|---|---|
| 0-6 | The parameters in this section enable or disable the Crew Status subsystem based on user access level. Valid values are True or False. If the parameter is set to True, the Crew Status subsystem is enabled for users with the corresponding access level.<br>Defaults: 0 – 3=True<br>4 – 5=False<br>6=True |

## Dispatcher Functions Subsystem (DW)

| Table: DHTDWINI | Config Cd: DBM_DEF | Section: DISPFUNCS |
|---|---|---|

| Parameter | Description |
|---|---|
| 0-6 | The parameters in this section enables or disables the Dispatcher Functions subsystem based on user access level. If this is set to True, the Dispatcher Functions subsystem is enabled for users with the corresponding access level.<br>Defaults: 0 – 3=True<br>4 – 5=False<br>6=True |

Additional parameters for the Dispatcher Functions are defined in DB_Maint.ini. Refer to **Dispatcher Functions Configuration** on page 10-3 for more information.

## Field Order Subsystem (DW and MW)

| Table: DHTDWINI, DHTMWINI | Config Cd: DBM_DEF | Section: FO |
|---|---|---|

| Parameter | Description |
|---|---|
| 0-6 | The parameters in this section enable or disable the Field Order subsystem based on user access level. Valid values are True or False. If the parameter is set to True, the Field Order subsystem is enabled for users with the corresponding access level.<br>Defaults: 0 – 4=True<br>5=False<br>6=True |

## Gantt Subsystem (DW)

| Table: DHTDWINI | Config Cd: WS_INI | Section: DW |
|---|---|---|

| Parameter | Description |
|---|---|
| DisableGantt | This parameter enables or disables the Gantt subsystem. If this is set to No, the subsystem is active and access is controlled by the user access parameters (see below). If the parameter is set to YES, the subsystem is disabled for all users.<br>Default: No |

| Table: DHTDWINI | Config Cd: DBM_DEF | Section: GANTT |
|---|---|---|

| Parameter | Description |
|---|---|
| 0-6 | The parameters in this section enable or disable Gantt Subsystem based on user access level. Valid values are True or False. If the parameter is set to True, the Gantt subsystem is enabled for users with the corresponding access level. If Disable_Gantt is True, the subsystem is disabled for all users regardless of access level.<br>Defaults: 0 – 3=True<br>4 – 5=False<br>6=True |

## Mail Subsystem (DW and MW)

| Table: DHTDWINI, DHTMWINI | Config Cd: WS_INI | Section: DW |
|---|---|---|

| Parameter | Description |
|---|---|
| Disable_Mail | This parameter enables or disables the mail subsystem. If this is set to No, the subsystem is active and access is controlled by the user access parameters (0-6, see below). If this is set to YES, the subsystem is disabled for all users.<br>Default: No |

| Table: DHTDWINI, DHTMWINI | Config Cd: DBM_DEF | Section: MAIL |
|---|---|---|

| Parameter | Description |
|---|---|
| 0-6 | The parameters in this section enable or disable the Mail subsystem by user access level. The section contains a separate parameter for each access level. If this is set to True, the subsystem is enabled for users with the corresponding user access level. If Disable_Mail is True, the subsystem is disabled for all users regardless of access level.<br>Defaults: 0 – 4=True<br>5=False<br>6=True |

## Mapping Subsystem (DW and MW)

| Table: DHTDWINI, DHTMWINI | Config Cd: DBM_DEF | Section: MAPPING |
|---|---|---|

| Parameter | Description |
|---|---|
| 0-6 | The parameters in this section enable or disable the Mapping subsystem based on user access level. The section contains a separate parameter for each access level. Valid values are True or False. If the parameter is set to True, the Mapping subsystem is enabled for users with the corresponding access level.<br>Defaults: 0 – 4=True<br>5=False<br>6=True |

## Reports Subsystem (DW)

| Table: DHTDWINI | Config Cd: WS_INI | Section: DW |
|---|---|---|

| Parameter | Description |
|---|---|
| Disable_Reports | This parameter enables or disables the Reports subsystem. If this is set to No, the subsystem is active and access is controlled by the user access parameters (0-6, see below). If the parameter is set to Yes, the subsystem is disabled for all users.<br>Default: No |

| Table: DHTDWINI | Config Cd: DBM_DEF | Section: REPORTS |
|---|---|---|

| Parameter | Description |
|---|---|
| 0-6 | The parameters in this section enable or disable the Reports subsystem based on user access level. The section contains a separate parameter for each access level. Valid values are True or False. If the parameter is set to True, the Reports subsystem is enabled for users with the corresponding access level.<br>Defaults: 0 – 3=True<br>4 – 5=False<br>6=True |

## Routines (DW)

| Table: DHTDWINI | Config Cd: WS_INI | Section: DW |
|---|---|---|

| Parameter | Description |
|---|---|
| Disable_Routines | This parameter enables or disables the Routine Field Order subsystem. If this is set to No, the subsystem is active and access is controlled by the user access parameters (0-6, see below). If the parameter is set to Yes, the subsystem is disabled for all users.<br>Default: No |

| Table: DHTDWINI | Config Cd: DBM_DEF | Section: ROUTINEFO |
|---|---|---|

| Parameter | Description |
|---|---|
| 0-6 | The parameters in this section enable or disable the Routine Field Order subsystem based on user access level. The section contains a separate parameter for each access level. Valid values are True or False. If the parameter is set to True, the Routine Field Order subsystem is enabled for users with the corresponding access level.<br>Defaults: 0 – 1=True<br>2=False<br>3=True<br>4 – 6=True |

## System Messages Subsystem (DW and MW)

| Table: DHTDWINI, DHTMWINI | Config Cd: DBM_DEF | Section: SYSMSGS |
|---|---|---|

| Parameter | Description |
|---|---|
| 0-6 | The parameters in this section enable or disable System Messages subsystem based on user access level. The section contains a separate parameter for each access level. Valid values are True or False. If the parameter is set to True, the System Messages subsystem is enabled for users with the corresponding access level.<br>Defaults: 0 - 3=True<br>4=False<br>5-6=True |

## Timesheet Subsystem (DW and MW)

| Table: DHTDWINI, DHTDMWINI | Config Cd: WS_INI | Section: App |
|---|---|---|

| Parameter | Description |
|---|---|
| EnableTimesheets | Enables or disables the Timesheet subsystem.<br>If this is set to True in DHTDWINI, the Timesheet subsystem is active and access is controlled by the user access parameters (0-6, see below). If this is set to False, the timesheet subsystem is disabled for all users. If this is set to True, the Time Sheet Summary is automatically displayed to the Mobile Workstation user at end-of-shift logoff. If this is set to False, the Time Sheet Summary screen is not displayed.<br>Default: ON (True) |

| Table: DHTDWINI | Config Cd: DBM_DEF | Section: TIMESHEET |
|---|---|---|

| Parameter | Description |
|---|---|
| 0-6 | Enables or disables the Time Sheet subsystem in the Dispatch Workstation by user access level. This section contains a separate parameter for each access level. If this is set to True, the subsystem is enabled for users with the corresponding user access level.<br>Defaults: 0-1=True<br>2-3=False<br>4=True<br>5-6=False |

## Alarms (DW)

| Table: DHTDWINI | Config Cd: WS_INISection: DW |
|---|---|

| Parameter | Description |
|---|---|
| Disable_CrewWarnings | Enables or disables crew warnings in the Dispatch Workstation application for a specific crew. Valid values are True or False. If this is set to True, the Generate and Stop crew warning menu items in the Crew Status subsystem are disabled in the Dispatch Workstation application, effectively disabling generate/stop crew warnings for a specific crew. If this is set to False, the Generate and Stop crew warning menu items are enabled if the crew status subsystem is enabled.<br>Default: No (False) |

# Function Access Parameters

The following parameters are used to enable and disable individual functions in the Dispatch Workstation. The section name is the ID of the menu option for the function. (For instructions on configuring these settings, see **Enabling and Disabling Functions** on page 2-3.)

## Dispatch Workstation Menu Options

### DW Control Menu Options

| Table: DHTDWINI | Config Cd: DBM_DEF | Section: [*Function ID*] |
|---|---|---|

| Section | Parameter | Description |
|---|---|---|
| 32934 | 0-6 | Enables or disables the Reload Field Orders option on the Control menu by user access level. This section contains a separate parameter for each access level. If this is set to True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0 – 3=True<br>4-5=False<br>6=True |
| 32934 | EnableWnd | Enables or disables the Reload Field Orders option on the Control menu. If the expression in the Value field evaluates to True, the option is enabled.<br>Default: [App]Dispatcher=T<br>By default, this function is enabled only if the Dispatcher parameter in station.ini is set to True. This function is not available on the Mobile Workstation. |
| 33032 | 0-6 | Enables or disables the Alarm Management option on the Control menu by user access level. This section contains a separate parameter for each access level. If this is set to True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0 – 1=True<br>2-5=False |
| 33032 | EnableWnd | Enables or disables the Alarm Management option on the Control menu. If the expression in the Value field evaluates to True, the option is enabled.<br>Default: [App]Dispatcher=T<br>By default, this function is enabled only if the Dispatcher parameter in station.ini is set to True. This function is not available on the Mobile Workstation. |
| 33149 | 0-6 | Enables or disables the Change Auto Dispatch option on the Control menu by user access level. This section contains a separate parameter for each access level. If this is set to True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0 – 1=True<br>2=False<br>3= True |

| Table: DHTDWINI | Config Cd: DBM_DEF | Section: [*Function ID*] |
|---|---|---|

| Section | Parameter | Description |
|---|---|---|
| 33149 | EnableWnd | Enables or disables the Change Auto Dispatch option on the Control menu. If the expression in the Value field evaluates to True, the option is enabled.<br>Default: [App]Dispatcher=T<br>By default, this function is enabled only if the Dispatcher parameter in station.ini is set to True. This function is not available on the Mobile Workstation. |
| 33217 | 0-6 | Enables or disables the Non-MDT Crew Logon option on the Control menu by user access level. This section contains a separate parameter for each access level. If this is set to True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0 – 3=True<br>4-6=False |
| 33217 | EnableWnd - EnableWnd1 | Enables or disables the Non-MDT Crew Logon option on the Control menu. If the expression in the Value field evaluates to True, the option is enabled.<br>Default for EnableWnd: [App]Dispatcher=T<br>By default, this function is enabled if the Dispatcher parameter in set to True.<br>This function is not available on the Mobile Workstation. |

### DW Field Order Subsystem Menu Options

| Table: DHTDWINI | Config Cd: FO_DEF | Section: [*Function ID*] |
|---|---|---|

| Section | Parameter | Description |
|---|---|---|
| 32781 | 0-6 | Enables or disables the Cancel Order option on the Actions menu in the Field Order subsystem by user access level. This section contains a separate parameter for each access level. If this parameter is set to True, the option is enabled for users with the corresponding user access level. Note that this parameter applies only to the Cancel Order function in Dispatch Workstation; the Cancel Order function in Mobile Workstation has a different ID (**37142**).<br>Defaults: 0-1=True<br>2=False<br>3=True<br>4-6=False |
| 32795 | 0-6 | Enables or disables the Print Order option on the Actions menu in the Field Order subsystem by user access level. This section contains a separate parameter for each access level. If the parameter is set to True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0-1=True<br>2=False<br>3=True<br>4-5=False<br>6=True |

| Table: DHTDWINI | Config Cd: FO_DEF | Section: [*Function ID*] |
|---|---|---|

| Section | Parameter | Description |
|---|---|---|
| 32795 | EnableWnd - EnableWnd1 | Enables or disables the Print Order option on the Actions menu in the Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default for EnableWnd: [FO History1]FO_TRACK_STATUS=U<br>Default for EnableWnd1:<br>FO_TYPE@DHTFOTYP.TBL::ORDER_PRINTABLE=Y<br>By default, this function is enabled only if the order tracking status='U' and the field order type allows order printing. |
| 32818 | 0-6 | Enables or disables the Unassign option on the Actions menu in the Gantt subsystem by user access level. This section contains a separate parameter for each access level. If this is set to True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0-1=True<br>2=False<br>3=True<br>4-6=False |
| 32818 | EnableWnd - EnableWnd1 | Enables or disables the Unassign option on the Actions menu in the Gantt subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default for EnableWnd: [FO History1]FO_CMPL_STATUS!C<br>Default for EnableWnd1:<br>STATION.INI::DW::DisableReassignRescheduleWithScheduler!Yes<br>By default, this function is enabled only if the order completion status is not equal to C and the Reassign function is not disabled. |
| 32819 | 0-6 | Enables or disables the Allocate option on the Actions menu in the Gantt subsystem by user access level. This section contains a separate parameter for each access level. If this is set to True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0-1=True<br>2=False<br>3=True<br>4-6=False |
| 32819 | EnableWnd - EnableWnd1 | Enables or disables the Allocate option on the Actions menu in the Gantt subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default for EnableWnd: [FO History1]FO_CMPL_STATUS!C<br>Default for EnableWnd1:<br>STATION.INI::DW::DisableReassignRescheduleWithScheduler!Yes<br>By default, this option is enabled only if the completion status is not equal to C and the Reallocate function has not been disabled. |

| Table: DHTDWINI | Config Cd: FO_DEF | Section: [*Function ID*] |
|---|---|---|

| Section | Parameter | Description |
|---|---|---|
| 32820 | 0-6 | Enables or disables the Dispatch option on the Actions menu in the Gantt subsystem by user access level. This section contains a separate parameter for each access level. If this is set to True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0-1=True<br>2=False<br>3=True<br>4-6=False |
| 32820 | EnableWnd - EnableWnd2 | Enables or disables the Dispatch option on the Actions menu in the Gantt subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default for EnableWnd: [FO History1]FO_CMPL_STATUS!C<br>Default for EnableWnd1: [FO History1]FO_TRACK_STATUS!U<br>Default for EnableWnd2: [FO History1]FO_TRACK_STATUS!T<br>By default, this function is enabled only if the order completion status is not equal to C and the tracking status is not equal to C or U or T. |
| 32821 | EnableWnd - EnableWnd5 | Enables or disables the **Status Update** option on the Actions menu in the Gantt subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default for EnableWnd: [FO History1]FO_CMPL_STATUS!C<br>Default for EnableWnd1: [FO History1]FO_TRACK_STATUS=A\|\|<br>Default for EnableWnd2: [FO History1]FO_TRACK_STATUS=D\|\|<br>Default for EnableWnd3: [FO History1]FO_TRACK_STATUS=E\|\|<br>Default for EnableWnd4: [FO History1]FO_TRACK_STATUS=I\|\|<br>Default for EnableWnd5: [FO History1]FO_TRACK_STATUS=L<br>By default, this function is enabled only if the completion status is not equal to C and the tracking status is equal to either A, D, E, I, or L. |
| 32822 | EnableWnd - EnableWnd1 | Enables or disables the Complete option on the Actions menu in the Gantt subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default for EnableWnd: [FO History1]FO_CMPL_STATUS=I\|\|<br>Default for EnableWnd1: [FO History1]FO_CMPL_STATUS=O<br>By default, this function is enabled only if the completion status is equal to either I or O. |
| 32826 | 0-6 | Enables or disables the Reallocate option on the Actions menu in the Gantt subsystem by user access level. This section contains a separate parameter for each access level. If this is set to True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0-1=True<br>2=False<br>3=True<br>4-6=False |

| Table: DHTDWINI | Config Cd: FO_DEF | Section: [*Function ID*] |
|---|---|---|

| Section | Parameter | Description |
|---|---|---|
| 32826 | EnableWnd - EnableWnd2 | Enables or disables the Reallocate option on the Actions menu in the Gantt subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default for EnableWnd: [FO History1]FO_CMPL_STATUS!C<br>Default for EnableWnd1: STATION.INI::DW::DisableReassignRescheduleWithScheduler!Yes<br>By default, this function is enabled only if the completion status is not equal to C and the Reassign function has not been disabled. |
| 32844 | EnableWnd | Enables or disables the Update Coordinates option on the Actions menu in the Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default: True<br>By default, this function is always enabled. |
| 32859 | 0-6 | Enables or disables the Add option on the Actions menu in the Field Order subsystem by user access level. This section contains a separate parameter for each access level. If this is set to True, the option is enabled for users with the corresponding user access level. This parameter also occurs in DHTMWINI.<br>Defaults: 0-4=True<br>5-6=False<br>See also: **Disable_Add** |
| 32860 | 0-6 | Enables or disables the Assist option on the Actions menu in the Dispatch Workstation Field Order subsystem by user access level. This section contains a separate parameter for each access level. If this is set to True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0-3=True<br>4-6=False<br>See also: **Disable_Assist** |
| 32860 | EnableWnd - EnableWnd1 | Enables or disables the Assist option on the Actions menu in the Dispatch Workstation Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default for EnableWnd: FO_SUBSYS.INI::Common Info::Disable_Assist!Yes<br>Default for EnableWnd1: FO_TYPE@DHTFOTYP.TBL::AVAIL_FOR_ASSIST=Y<br>By default, this function is enabled only if the Disable_Assist parameter is False and the field order type supports assist orders. |
| 32862 | EnableWnd - EnableWnd1 | Enables or disables the Complete option on the Actions menu in the Dispatch Workstation Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default for EnableWnd: [FO History1]FO_CMPL_STATUS=I\|\|<br>Default for EnableWnd1: [FO History1]FO_CMPL_STATUS=O<br>By default, this function is enabled only if the field order completion status is either I or O. |

| Table: DHTDWINI | Config Cd: FO_DEF | Section: [*Function ID*] |
|---|---|---|

| Section | Parameter | Description |
|---|---|---|
| 32863 | 0-6 | Enables or disables the Edit option on the Actions menu in the Field Order subsystem by user access level. This section contains a separate parameter for each access level. If this is set to True, the option is enabled for users with the corresponding user access level.<br><br>Defaults: 0-3=True<br>4-6=False<br><br>See also: **Disable_Edit** |
| 32863 | EnableWnd-EnableWnd2 | Enables or disables the Edit option on the Actions menu in the Dispatch Workstation Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br><br>Default for EnableWnd: [FO History1]FO_CMPL_STATUS=O<br>Default for EnableWnd1: [FO History1]FO_TRACK_STATUS=U\|\|<br>Default for EnableWnd2: [FO History1]FO_TRACK_STATUS=D<br><br>By default, this function is enabled only if the field order completion status is O and the tracking status is either U or D. |
| 32864 | 0-6 | Enables or disables the Dispatch option on the Actions menu in the Field Order subsystem by user access level. This section contains a separate parameter for each access level. If the parameter is set to True, the option is enabled for users with the corresponding user access level.<br><br>Defaults: 0-1=True<br>2=False<br>3=True<br>4-6=False<br><br>See also: **Dispatch_Future** |
| 32864 | EnableWnd - EnableWnd2 | Enables or disables the Dispatch option on the Actions menu in the Dispatch Workstation Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br><br>Default for EnableWnd: [FO History1]FO_CMPL_STATUS!C<br>Default for EnableWnd1: [FO History1]FO_TRACK_STATUS!U<br>Default for EnableWnd2: [FO History1]FO_TRACK_STATUS!T<br>Default for EnableWnd3: [FO History1]FO_TRACK_STATUS!A<br><br>By default, this function is enabled only if the field order completion status is not equal to C, U, T, or A. |
| 32865 | 0-6 | Enables or disables the Dispatch All option on the Actions menu in the Field Order subsystem by user access level. This section contains a separate parameter for each access level. If the parameter is set to True, the option is enabled for users with the corresponding user access level.<br><br>Defaults: 0-1=True<br>2=False<br>3=True<br>4-6=False |

| Table: DHTDWINI | Config Cd: FO_DEF | Section: [*Function ID*] |
|---|---|---|

| Section | Parameter | Description |
|---|---|---|
| 32867 | 0-6 | Enables or disables the Reallocate option on the Actions menu in the Field Order subsystem by user access level. The section contains a separate parameter for each access level. If the parameter is set to True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0-1=True<br>2=False<br>3=True<br>4-6=False<br>See also: **DisableReassignRescheduleWithScheduler** |
| 32867 | EnableWnd - EnableWnd1 | Enables or disables the Reallocate option on the Actions menu of the Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default for EnableWnd: [FO History1]FO_CMPL_STATUS!C<br>Default for EnableWnd1:<br>STATION.INI::DW::DisableReassignRescheduleWithScheduler!Yes<br>By default, this function is enabled only if the field order completion status is not equal to C and the Reallocate function is not disabled. |
| 32880 | 0-6 | Enables or disables the Allocate option on the Actions menu of the Field Order subsystem by user access level. The section contains a separate parameter for each access level. If the parameter is set to True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0-1=True<br>2=False<br>3=True<br>4-6=False |
| 32880 | EnableWnd-EnableWnd1 | Enables or disables the Allocate menu. If the expression in the Value field evaluates to True, the option is enabled.<br>Default for EnableWnd: [FO History1]FO_CMPL_STATUS!C<br>Default for EnableWnd1:<br>STATION.INI::DW::DisableReassignRescheduleWithScheduler!Yes<br>By default, the function is enabled only if the completion status is not C and the Reallocate function is not disabled. |
| 32980 | 0-6 | Enables or disables the Time Edit option on the Actions menu of the Field Order subsystem by user access level. The section contains a separate parameter for each access level. If the parameter is set to True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0-1=True<br>2=False<br>3=True<br>4-6=False |

| Table: DHTDWINI | Config Cd: FO_DEF | Section: [*Function ID*] |
|---|---|---|

| Section | Parameter | Description |
|---|---|---|
| 32980 | EnableWnd - EnableWnd1 | Enables or disables the Time Edit option on the Actions menu of the Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br><br>Default for EnableWnd: [FO History1]FO_CMPL_STATUS=C<br>Default for EnableWnd1:<br>FO_TYPE@DHTFOTYP.TBL::CHANGE_DATE_TIME=Y<br><br>By default, this option is enabled only if the order completion status is C and the field order type allows time editing. |
| 32982 | EnableWnd - EnableWnd5 | Enables or disables the Suppress Order option on the Actions menu of the Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br><br>Default for EnableWnd: FO_TYPE=TOTS\|\|<br>Default for EnableWnd1: FO_TYPE=TOEL\|\|<br>Default for EnableWnd2: FO_TYPE=TOEC\|\|<br>Default for EnableWnd3: FO_TYPE=TOLG\|\|<br>Default for EnableWnd4: FO_TYPE=TOSW\|\|<br>Default for EnableWnd5: FO_TYPE=TOEE<br><br>By default, this option is enabled only if the field order type is TOTS, TOEL, TOEC, TOLG, TOSW, or TOEE. |
| 32983 | 0-6 | Enables or disables the Add Completion Remarks to Electric Trouble Order function in the Field Order subsystem by user access level. The section contains a separate parameter for each access level. If the parameter is set to True, the option is enabled for users with the corresponding user access level.<br><br>Defaults: 0-1=True<br>2=False<br>3=True<br>4-6=False<br><br>This parameter also occurs in DHTMWINI. |
| 32983 | EnableWnd - EnableWnd3 | Enables or disables the Add Completion Remarks to Electric Trouble Order function based on another parameter. If the expression in the Value field evaluates to True, the option is enabled.<br><br>Default for EnableWnd: [FO History1]FO_CMPL_STATUS=C<br>Default for EnableWnd1: [FO History1]FO_TRACK_STATUS=X<br>Default for EnableWnd2: FO_TYPE(L2)=T0\|\|<br>Default for EnableWnd3: FO_TYPE(L2)=T1<br><br>By default, this option is enabled only if the field order completion status is C, the tracking status is X, and the field order type starts with either T0 or T1.<br><br>This parameter also occurs in DHTMWINI. |

| Table: DHTDWINI | Config Cd: FO_DEF | Section: [*Function ID*] |
|---|---|---|

| Section | Parameter | Description |
|---|---|---|
| 32984 | 0-6 | Enables or disables the Change Priority option on the Actions menu in the Field Order subsystem by user access level. The section contains a separate parameter for each access level. If this is set to True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0-1=True<br>2=False<br>3=True<br>4-6=False |
| 32984 | EnableWnd | Enables or disables the Change Priority option on the Actions menu in the Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default: FO_TYPE@DHTFOTYP.TBL::CHANGE_PRIORITY=Y<br>By default, this option is enabled only if the field order type allows priority changes. |
| 32986 | EnableWnd - EnableWnd5 | Enables or disables the Status Update option on the Actions menu in the Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>EnableWnd Default : [FO History1]FO_CMPL_STATUS!C<br>EnableWnd1 Default : [FO History1] FO_TRACK_STATUS=A\|\|<br>EnableWnd2 Default: [FO History1]FO_TRACK_STATUS=D\|\|<br>EnableWnd3 Default:: [FO History1]FO_TRACK_STATUS=E\|\|<br>EnableWnd4 Default: [FO History1]FO_TRACK_STATUS=I\|\|<br>EnableWnd5 Default: [FO History1]FO_TRACK_STATUS=L<br>By default, this option is enabled for field orders with a status of A, D, E, I, or L and is disabled for field orders with a status of C. |
| 43220 | EnableWnd | Enables or disables the Update ERT option on the Actions menu in the Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default: FO_TYPE=EOUT<br>By default, this option is enabled only for EOUT orders. |
| 43221 | EnableWnd | Enables or disables the Best Fit Crew option on the Actions menu in the Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default: False<br>See also: **MfSendBestFit** |

## Field Order Drag and Drop

The following parameters control access to the drag-and-drop field order assignment functionality in the Dispatch Workstation:

| Table: DHTDWINI | Config Cd: FO_DEF | Section: DRAGNDROP_FOSUBSYS |
|---|---|---|
| **Parameter** | **Description** | |
| 0-6 | Enables or disables drag-and-drop field order assignment. The section contains a separate parameter for each access level. If True, drag-and-drop is enabled for users with the corresponding access level.<br>Defaults: 2, 4-6=False | |
| EnableWnd | Enables or disables drag-and-drop field order assignment. If the expression in the Value field evaluates to True, drag-and-drop is enabled.<br>Default: STATION.INI::DW::DisableReassignRescheduleWithScheduler=No | |

### Field Order Subsystem Functions

The following parameters also enable/disable functions in the Field Order subsystem.

| Table: DHTDWINI | Config Cd: FO_INI | Section: Common Info |
|---|---|---|
| **Parameter** | **Description** | |
| Disable_Add | Enables or disables the Add option on the Actions menu of the Field Order subsystem. If this parameter is set to No, the menu item is active and access is controlled by the menu access parameters (Section: **32859**). If the parameter is Yes, the menu item is disabled for all users. This parameter also occurs in DHTMWINI.<br>Default: No | |
| Disable_Assist | Enables or disables the Assist option on the Actions menu of the Field Order subsystem. If this parameter is set to No, the menu item is active and access is controlled by the menu access parameters (Section: **32860**). If the parameter is Yes, the menu item is disabled for all users.<br>Default: No | |
| Disable_Edit | Enables or disables the Edit option on the Actions menu of the Field Order subsystem. If this parameter is set to No, the menu item is active and access is controlled by the menu access parameters (Section: **32863**). If the parameter is set to Yes, the menu item is disabled for all users.<br>Default: No | |
| Dispatch_Future | Specifies whether or not future orders can be dispatched. If this parameter is set to No, an order's Early Start Date/Time cannot be greater than today's date when dispatching field orders using the Dispatch option on Actions menu in Gantt subsystem. If this is set to Yes, future orders are allowed.<br>Default: Yes | |

| Table: DHTDWINI | Config Cd: FO_INI | Section: Common Info |
|---|---|---|

| Parameter | Description |
|---|---|
| EnableUnrelatedDamage Assessment | Enables or disables the Unrelated Damage option on the Actions menu in Field Order subsystem in the Dispatch Workstation and Mobile Workstation. If this parameter is set to Yes, the menu item is enabled. If this is set to No, the option is disabled for all users.<br>Default: Yes |
| ForcePrimarySortColumn | Specifies whether or not to use the primary sort criteria defined in the Force Field Order Sort section to sort the field order list. If this parameter is set to True, the primary sort is defined in the Force Field Order Sort section and cannot be changed. If this is set to False, the user can change the sort order of the field order list.<br>Default: No |

| Table: DHTDWINI | Config Cd: WS_INI | Section: DW |
|---|---|---|

| Parameter | Description |
|---|---|
| DisableReassignRescheduleWithScheduler | Specifies whether or not the Reallocate button and menu item should be disabled in Dispatch Workstation. This should be set to Yes when the Oracle Real-time Scheduler is in use. If this is set to True, the Reallocate menu item and button are disabled and all reassigns must be done using the scheduling module. If this is set to False, the Reallocate menu item and buttons are enabled, allowing the Dispatch Workstation user to reallocate orders from the Dispatch Workstation application.<br>In addition, if this is set to True, the New Crew ID list box on the Create Assist Order screen is disabled. If this is set to False, the New Crew ID list box is enabled and the user is allowed to select a different crew for the assist order.<br>Default: False |

### Map Objects Parameters

The parameters below are used to enable and disable the Reallocate (resassign/dispatch) field order functionality from within the ESRI MapObjects mapping subsystem (the default viewer for versions prior to v.1.5.0). Access to the Oracle MapViewer mapping subsystem pop-up menu is not controlled by these parameters.

| Table: DHTDWINI | Config Cd: MAP_DEF | Section: [Function ID] |
|---|---|---|
| **Section** | **Parameter** | **Description** |
| 33142 | EnableWnd | Enables or disables the Reallocate menu option in the ESRI MapObjects mapping subsystem (the default mapping system used in Oracle Utilities Mobile Workforce Management versions prior to v1.5). If the expression in the Value field evaluates to True, the option is enabled.<br>Default: False<br>**Note:** This parameter does not apply to the MapViewer mapping subsystem (versions 1.5 and later). In the MapViewer, the Reallocate pop-up menu option is always enabled. |
| 33197 | EnableWnd | Enables or disables the Reallocate drop-down menu option on the Actions in the ESRI MapObjects mapping subsystem (the default mapping system used in Oracle Utilities Mobile Workforce Management versions prior to v1.5). If the expression in the Value field evaluates to True, the option is enabled.<br>Default: False<br>**Note:** This parameter does not apply to the MapViewer mapping subsystem (versions 1.5 and later). In the MapViewer, there is no Actions menu. |

### DW Crew Status Subsystem Functions

The following parameters are used to enable and disable Crew Status subsystem functions in Dispatch Workstation. The section name is the function ID. (For instructions on configuring these settings, see **Enabling and Disabling Functions** on page 2-3.)

| Table: DHTDWINI | Config Cd: CRW_DEF | Section: [Menu Map ID] |
|---|---|---|
| **Section** | **Parameter** | **Description** |
| 32938 | 0-6 | Enables or disables the Update Shift Status>Open option on the Actions menu of the crew status subsystem by user access level. The section contains a separate parameter for each access level. If the value of the parameter is True, the option is enabled for users with the corresponding access level.<br>Defaults 0 – 3=True<br>4 – 6=False |
| 32939 | 0-6 | Enables or disables the Update Shift Status>Close option on the Actions menu of the crew status subsystem by user access level. The section contains a separate parameter for each access level. If the value of the parameter is True, the option is enabled for users with the corresponding access level.<br>Defaults: 0 – 3=True<br>4 – 6=False |
| 32940 | 0-6 | Enables or disables the Update Shift Status>Enable option on the Actions menu of the crew status subsystem by user access level. The section contains a separate parameter for each access level. If the value of the parameter is True, the option is enabled for users with the corresponding access level.<br>Defaults: 0 – 3=True<br>4 – 6=False |

| Table: DHTDWINI | Config Cd: CRW_DEF | Section: [Menu Map ID] |
|---|---|---|

| Section | Parameter | Description |
|---|---|---|
| 32941 | 0-6 | Enables or disables the **Update Shift Status>Disable** option on the Actions menu of the crew status subsystem by user access level. The section contains a separate parameter for each access level. If the value of the parameter is True, the option is enabled for users with the corresponding access level.<br>Default: True |

See also: **Disable_MobileForceLogoffs**

## Mobile Workstation Menu Options

The following parameters are used to enable and disable Crew Status subsystem functions in Mobile Workstation. The section name is the function ID. (For instructions on configuring these settings, see **Enabling and Disabling Functions** on page 2-3.)

### MW Control Menu Options

| Table: DHTMWINI | Config Cd: DBM_DEF | Section: [*Function ID*] |
|---|---|---|

| Section | Parameter | Description |
|---|---|---|
| 33150 | 0-6 | Enables or disables the Timed Event option on the Mobile Workstation Control menu by user access level. The section contains a separate parameter for each access level. Valid values are True or False. If the value of the parameter is True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0 – 1=False<br>2=True<br>3=False<br>4=True<br>5-6=False<br>This function is not available on the Dispatch Workstation. |
| 33150 | EnableWnd | Enables or disables the Timed Event option on the Mobile Workstation Control menu. If the expression in the Value field evaluates to True, the option is enabled.<br>Default: [App]Dispatcher=F<br>This function is not available on the Dispatch Workstation. |
| 33151 | 0-6 | Enables or disables the Emergency Request option on the Mobile Workstation Control menu by user access level. The section contains a separate parameter for each access level. Valid values are True or False. If the value of the parameter is True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0 – 1=False<br>2=True<br>3=False<br>4=True<br>5-6=False<br>This function is not available on the Dispatch Workstation. |

| Table: DHTMWINI | Config Cd: DBM_DEF | Section: [*Function ID*] |
|---|---|---|

| Section | Parameter | Description |
|---|---|---|
| 33151 | EnableWnd | Enables or disables the Emergency Request option on the Mobile Workstation Control menu. If the expression in the Value field evaluates to True, the option is enabled.<br>Default: [App]Dispatcher=F<br>This function is not available on the Dispatch Workstation. |
| 37146 | EnableWnd | Enables or disables the WAM Time Sheet option on the Mobile Workstation Control menu. If the expression in the Value field evaluates to True, the option is enabled.<br>Note: If the WAM Integration component is not installed when Oracle Utilites Mobile Workforce Management is installed, this parameter is set to F (False).<br>Default: [App]Dispatcher=F<br>This function is not available on the Dispatch Workstation. |

### MW Field Order Menu Options

The following parameters are used to enable and disable Field Order subsystem functions in Mobile Workstation. The section name is the function ID. (For instructions on configuring these settings, see **Enabling and Disabling Functions** on page 2-3.)

| Table: DHTMWINI | Config Cd: FO_DEF | Section: [*Function ID*] |
|---|---|---|

| Section | Parameter | Description |
|---|---|---|
| 32776 | EnableWnd | Enables or disables the Arrange Route option on the Actions menu in the Field Order subsystem based the value of the expression in the Value field. If the expression evaluates to True, the option is enabled.<br>Default: True |
| 32777 | EnableWnd - EnableWnd1 | Enables or disables the Call First option on the Actions menu in the Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default for EnableWnd: [FO History1]FO_TRACK_STATUS=D<br>Default for EnableWnd1:[FO History1]FO_CMPL_STATUS=O<br>By default, this function is enabled only if the tracking status is D and the completion status is O. |
| 32778 | EnableWnd | Enables or disables the Add Pick-Up Order option on the Actions menu in the Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default: False |

| Table: DHTMWINI | Config Cd: FO_DEF | Section: [*Function ID*] |
|---|---|---|

| Section | Parameter | Description |
|---|---|---|
| 32779 | 0-6 | Enables or disables the Return Field Orders option on the Actions menu in the Field Order subsystem by user access level. The section contains a separate parameter for each access level. Valid values are True or False. If this is set to True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0-2=False<br>3-4=True<br>5-6=False |
| 32779 | EnableWnd | Enables or disables the Return Field Orders option on the Actions menu in the Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default: FO_SUBSYS.INI::Common Info::EnableReturnOrders=Yes |
| 32793 | EnableWnd | Enables or disables the External Inquiry Request option on the Actions menu in the Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default: FO_SUBSYS.INI::Common Info::EnableExternalInquiry=Yes<br>See also: **EnableExternalInquiry** |
| 32859 | 0-6 | Enables or disables the Add option on the Actions menu in the Field Order subsystem by user access level. The section contains a separate parameter for each access level. Valid values are True or False. If this is set to True, the option is enabled for users with the corresponding access level. This parameter also occurs in DHTDWINI.<br>Defaults: 0-4=True<br>5-6=False |
| 34823 | EnableWnd - EnableWnd2 | Enables or disables the Enroute option on the Actions of the Mobile Workstation Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>EnableWnd Default: [Field Order Ex]PICKUP_ORD_FLG!Y<br>EnableWnd1 Default: [FO History1]FO_CMPL_STATUS=O\|\|<br>EnableWnd2 Default: [FO History1]FO_CMPL_STATUS=I<br>By default, this function is enabled only if the order is not a Pickup Order and the completion status is either O or I. |
| 37142 | 0-6 | Enables or disables the Cancel Order option on the Actions menu in the Mobile Workstation Field Order subsystem by user access level. The section contains a separate parameter for each access level. Valid values are True or False. If this is set to True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0-1=False<br>2=True<br>3=False<br>4=True<br>5-6=False<br>Note: Access to the Cancel Order option in Dispatch Workstation is controlled by a different parameter (**32781**). |

| Table: DHTMWINI | Config Cd: FO_DEF | Section: [*Function ID*] |
|---|---|---|

| Section | Parameter | Description |
|---|---|---|
| 37142 | EnableWnd - EnableWnd2 | Enables or disables the Cancel Order option on the Actions menu in the Mobile Workstation Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default for EnableWnd: [FO History1]FO_CMPL_STATUS=O<br>Default for EnableWnd1: [FO History1]FO_TRACK_STATUS=D\|\|<br>Default for EnableWnd2: [FO History1]FO_TRACK_STATUS=K<br>By default, this function is enabled only if the completion status is O and the tracking status is either D or K. |
| 37143 | 0-6 | Enables or disables the Uncancel Order option on the Actions menu in the Mobile Workstation Field Order subsystem by user access level. The section contains a separate parameter for each access level. Valid values are True or False. If this is set to True, the option is enabled for users with the corresponding user access level.<br>Defaults: 0-1=False<br>2=True<br>3=False<br>4=True<br>5-6=False |
| 37143 | EnableWnd - EnableWnd1 | Enables or disables the Uncancel Order option on the Actions menu in the Mobile Workstation Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default for EnableWnd: [FO History1]FO_CMPL_STATUS=C<br>Default for EnableWnd1: [FO History1]FO_TRACK_STATUS=C<br>By default, this function is enabled only if the completion status is C and the tracking status is C. |
| 37145 | EnableWnd | Enables or disables the Add To WAM Time Sheet option on the Actions menu in the Mobile Workstation Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Note: If the WAM Integration component is not installed when Oracle Utilites Mobile Workforce Management is installed, this parameter is set to F (False).<br>Default: STATION.INI::App::Dispatcher=F<br>By default, this function is enabled only if the selected order has a non-blank DHTFOWAM_WORKTASK.WORK_ORDER_NO column. |

See also: Section **32983** (Add Completion Remarks to Electric Trouble Order)

The following parameters also control access to Field Order functions in the Mobile Workstation.

| Table: DHTMWINI | Config Cd: FO_INI | Section: Common Info |
|---|---|---|
| **Parameter** | **Description** | |
| Disable_Add | Enables or disables the Add option on the Actions menu of the Field Order subsystem. If this parameter is set to No, the menu item is active and access is controlled by the menu access parameters (Config_CD: FO_DEF, Section: 32859). If the parameter is YES, the menu item is disabled for all users. This parameter also occurs in DHTDWINI.<br>Default: No | |
| Disable_Enroute | Enables or disables the Enroute option on the Actions menu of the Mobile Workstation Field Order subsystem. If this parameter is set to No, the menu item is active and access is controlled by the menu access parameters (Config_CD: FO_DEF, Section: 34823). If the parameter is YES, the menu item is disabled for all users.<br>Default: No | |
| EnableExternalInquiry | Enables or disables the External Inquiry Request and External Inquiry Data menu items in the Dispatch Workstation Field Order subsystem. If this is set to Yes, the menu items are active and access is controlled by the menu access parameters (Config_CD: FO_DEF, Section: 32793). If set to No, the options are disabled for all users.<br>Default: No | |
| EnableReturnOrders | Enables or disables the Return Field Orders option on the Actions menu in Mobile Workstation Field Order subsystem. If this parameter is set to Yes, the menu item is active and access is controlled by the menu access parameters (Config_CD: FO_DEF, Section: 32779). If this is set to No, the option is disabled for all users.<br>Default: Yes | |
| EnableUnrelatedDamageAssessment<br>Enables or disables the Unrelated Damage option on the Actions menu in Field Order subsystem in the Mobile Workstation. If this parameter is set to Yes, the menu item is enabled. If this is set to No, the option is disabled for all users. (This option is always disabled in the Dispatch Workstation.)<br>Default: Yes | | |
| MultiFoBrowse | Specifies whether or not a user can browse a field order while currently enroute/onsite on another field order. If this is set to True, the user can browse another field order while they are enroute/onsite to another field order. If set to False, the user can browse only the order being worked.<br>Default: True | |
| MultiFoEnroute | Specifies whether or not the user can select more than one field order in the Field Order list to set to Enroute or Onsite status. If this is set to True, multiple orders can be set to Enroute/Onsite status at one time; otherwise, only one order can be selected at a time.<br>Default: False | |

**Common Menu Options – DW and MW**

| Table: DHTMWINI, DHTDWINI | Config Cd: DBM_DEF | Section: [*Function ID*] |
|---|---|---|

| Section | Parameter | Description |
|---|---|---|
| 32872 | EnableWnd | Enables or disables the Set Sort Columns option on the View menu in the Field Order subsystem. If the expression in the Value field evaluates to True, the option is enabled.<br>Default: STATION.INI::App::ChangeSortColumns=Yes<br>The default value indicates that the function is enabled only if the ChangeSortColumns parameter (see below) is True. |

| Table: DHTDWINI, DHTMWINI | Config Cd: WS_INISection: App |
|---|---|

| Parameter | Description |
|---|---|
| ChangeSortColumns | Enables or disables the Set Sort Columns option on the View menu. Valid values are True or False. If this is set to True, the option is enabled and access is controlled by the menu access parameters. If False, the option is disabled for all users.<br>Default: True |

## Configuring Application Functions

This section includes the following topics:

- **Dispatch Workstation Settings**
  - **General Dispatch Workstation Settings**
  - **Field Order Settings**
  - **Shift Status Settings**
  - **Control Zone Setting**
  - **Routine Field Order Subsystem Settings**
  - **Archive Field Order Subsystem Settings**
- **Mobile Workstation Settings**
- **Common Settings**
- **Mapping Settings**

## Dispatch Workstation Settings

**General Dispatch Workstation Settings**

**Field Order Settings**

**Shift Status Settings**

**Control Zone Setting**

**Routine Field Order Subsystem Settings**

**Archive Field Order Subsystem Settings**

**Oracle MapViewer Settings**

**ESRI MapObjects Mapping Settings**

### General Dispatch Workstation Settings

The parameters in this section are used to configure general functions in the Dispatch Workstation application.

| Table: DHTDWINI | Config Cd: WS_INI | Section: DW |
|---|---|---|
| **Parameter** | **Description** | |
| AllowReallocationOfAppointedOrders | Specifies how to handle reallocation of appointed orders (orders that have an appointment). The valid values are:<br>0 - Reallocation of appointed orders is not allowed.<br>1 - Reallocation is allowed if the entire appointment window fits within the selected shift.<br>2 - Reallocation is allowed if part of the appointment window overlaps with the selected shift.<br>3 - Reallocation is allowed if the appointment is on the same date as the selected shift, but the appointment window is outside of the shift.<br>**Note**: The selected shift must always be the same date as the appointment, but the value of this parameter specifies whether or not the shift must completely contain the appointment window. | |
| AppName | The text label to use in the Field Order Counts report when referring to Oracle Utilities Mobile Workforce Management.<br>Default: MWM | |
| CalculateActionCounts | Indicates whether to calculate the reassigned, rescheduled, recalled, and returned counts on the Crew Status list in Dispatch Workstation. If this is set to True, these totals are calculated by counting the DHTFOLOG records for the active order/shift. If this is set to False, these counts are always zero.<br>Default: False<br>**Note**: This parameter also exists in DHTSVINI. The DHTSVINI parameter controls the calculation of counts on the Mobile Supervisor's Crew Status list in Mobile Workstation. | |

| Table: DHTDWINI | Config Cd: WS_INI | Section: DW |
|---|---|---|
| **Parameter** | **Description** | |
| CrewDetailCurrentDayOnly | Determines how the Crew Detail list is populated and also how the crew detail counts are calculated. If this is set to True, the Dispatch Workstation Crew Detail order list displays the current/active shift's orders as well as assigned orders that do not yet have a shift (for example, those that were assigned by an external application assigned and scheduling information is pending). If this is set to False, all assigned orders are displayed in the list and counts are recalculated based on the orders' status.<br>Default: TRUE<br>**Note**: This parameter also occurs in DHTSVINI. The DHTSVINI parameter controls what is sent to the Mobile Workstation and displayed on its Crew Detail. The DHTDWINI parameter controls what is displayed in the Crew Detail in Dispatch Workstation. | |
| CrewRefreshFrequencySecs | The number of seconds between automatic refresh of the Crew Status list. It specifies how often the Crew Status list should be automatically refreshed. Valid values are 10-600. If the specified value is less than 10 or greater than 600, it will be changed to 60.<br>Default: 60 | |
| CrystalReport | Specified whether or not the Crystal Report Viewer is used by the reporting subsystem. Valid values are True or False. If this is set to True, the Crystal Report Viewer is available to view canned Crystal Reports.<br>Default: False | |
| Disable_MobileForceLogoffs | Enables or disables the Force Logoff button on the Crew Status list. If True, the button is disabled. If False, the button is enabled.<br>Default: False | |
| DisplayDwNotifyFromAdviseAppl | Specifies whether or not the DwNotification flag should be checked on the XlcdAdviseApplication ICD. Valid values are True or False. If this is set to True, the DwNotification flag on the XlcdAdviseApplication is checked, which causes the message text from the ICD to appear in the User Notification dialog on the user's desktop and the ICD to be sent to the System Messages subsystem. If False, the ICD is sent to the System Messages subsystem without any further processing.<br>Default: True | |
| DoNotUpdateDueDateOnReallocateIfPastDate | Indicates whether or not to update the due date for an order reallocated to a future shift. Vaild values are True and False.<br>If this is set to FALSE and the Due On date is less than the Shift End date the order is being allocated to, the Due On date wil be updated with the Shift end date.<br>If this is set to TRUE and the Due On date is less than the Shift End date the order is being allocated to, the Due On date will not be updated with the Shift end date.<br>Default: False | |

| Table: DHTDWINI | Config Cd: WS_INI | Section: DW |
|---|---|---|
| **Parameter** | **Description** | |
| ExcludeAttribCheckErrorOverride# | Specifies the attribute check errors that cannot be overridden by the dispatcher when an order is reallocated. By default, two error conditions are defined: 'no such job' and 'no such shift.' Additional parameters can be added. The # in the parameter name is a number starting at 1 and incremented for each additional parameter.<br>Default:<br>ExcludeAttribCheckErrorOverride1: no such shift<br>ExcludeAttribCheckErrorOverride2: no such job | |
| EnableLogoffCrewEmerFoAssignment | Specifies whether or not logged-off crew can be assigned emergency orders. If True, logged off crew can be assigned emergency orders. If False, only logged on crew will be included in the crew list and available for assignment of emergency orders.<br>Default: No (False) | |
| ExtAppName | The text label to use in the Field Order Counts report when referring to Host Systems in general.<br>Default: External | |
| ForceLogoffEnabled | Enables or disables the Force Logoff of All Mobiles function in the Batch Processes subsystem. If this parameter is set to Yes, the Force Logoff function is listed in the Batch Processes selection menu. If this is set to No, the function is not available in the Batch Processes selection menu.<br>Default: No | |
| KeepAliveFreqSecs | Indicates how often the station application sends out the Keep Alive message (ICD 208). If this parameter is missing from the DHTDWINI table or is set to zero (0), the Keep Alive ICD will not be sent to the server from the Dispatch Workstation. This is used in conjunction with the DHTSVINI server parameter, KeepAliveTimeoutSeconds. The value of this parameter should be less than the value of the KeepAliveTimeoutSeconds.<br>Default: 60 (every 60 seconds) | |
| InitialMapPredefinedCrewView | Specifies the initial pre-defined crew view that will be used when the ESRI MapObjects mapping subsystem (the default viewer in versions prior to v.1.5.0) is started. This parameter is not used with the Oracle MapViewer mapping subsystem (v.1.5.0 and later). The valid values are 0 – 6 and each corresponds to a different pre-defined crew view (0 – All Crews, 1 – Crews with Open Orders, 2 – Crews Late for Appointment, 3 – Crews Taking Too Long, 4 – Crews Working Emergency Order, 5 – Selected Crews, 6 – Logged On Crew).<br>Default: 6 | |
| LoadVehiclesOnMap | Indicates if vehicles will be shown on the map in the Mapping subsystem.<br>Default: No | |

| Table: DHTDWINI | Config Cd: WS_INI | Section: DW |
|---|---|---|
| **Parameter** | **Description** | |
| MultipleSAToDispatchArea | Specifies whether or not a service area can be assigned to multiple dispatch areas. Dispatch service areas are stored in the table DHTSATOD. Valid values are True or False. If this is set to True, the same service area can be assigned to multiple dispatch areas. If False, a Service Area can be assigned to only one dispatch area.<br>Default: False | |
| NumSecsForOrderDownload | The number ofs seconds to wait for the application to download the orders that the user will be monitoring based on their assigned dispatch areas. If the orders are not downloaded before the specified number of seconds, a warning message is displayed but the user is still allowed to access the system.<br>Default: 10 | |
| SessionTimeoutExtSecs | The number of seconds that a user has to enter a password after the session has ended because of inactivity. The password must be provided to restart a session, otherwise the user is logged out of the system.<br>Default: 60 | |
| UnCoveredSALogoffMsg | Specifies whether or not the Dispatch Workstation application should display a message if a user attempts to exit the Dispatch Workstation application, leaving one or more the service areas without dispatch coverage. Valid values are True or False. If this is set to True, a warning message is displayed when the Dispatch Workstation user attempts to exit the application if this would leave any service areas without coverage. The user must acknowledge the message, but is still permitted to exit the application. If False, no message is displayed.<br>Default: False | |
| UseRTS | Specifies whether or not Oracle Real-time Scheduler is installed. Valid values are True or False. If this is set to True, Oracle Real-time Scheduler handles scheduling. Also, if True, the Dispatch Workstation application will require the user to select a shift on the Reallocate screen; otherwise the shift list box is hidden. If UseRTS is False (or the current shift has a status of C), the Shift menu options on the Actions menu in the Gantt and Crew Status subsystems are disabled.<br>Notes:<br>UseRTS and UseScheduler should not both be set to True. (Both can be False, and either UseRTS or UseScheduler can be True, but both should not be True.)<br>DHTSVINI also contains a UseRTS parameter, which has no bearing on what happens in the Dispatch Workstation application.<br>Default: Yes (True) | |

| Table: DHTDWINI | Config Cd: WS_INI | Section: DW |
|---|---|---|
| **Parameter** | **Description** | |
| UseScheduler | Specifies whether or not an external scheduling application other than Oracle Real-time Scheduler is being used (e.g., the Click Scheduler). The valid values are True or False. If the parameter is True, the Dispatch Workstation application generates transactions to send to the scheduling module (updated crews, updated divisions, etc.). Also, if this parameter is True, Dispatch Workstation displays the new scheduled start and end date/time on the Reallocate Field Order screen. If this parameter is False, the Dispatch Workstation does not generate any transactions for the scheduling module and the scheduled from/to time fields are hidden on the Reallocate screen.<br>Notes:<br>UseRTS and UseScheduler should not both be set to True. (Both can be False, and either UseRTS or UseScheduler can be True, but both should not be True.)<br>DHTSVINI also contains a UseScheduler parameter, which has no bearing on what happens in the Dispatch Workstation application. | |
| UseSchedulerKey | This parameter is used in conjunction with the Click Scheduler. It indicates whether the Click key will be stored in the DHTDIV, DHTDIST, and DHTSERV entries. Click does not store the code for these tables. It stores the descriptions as a dictionary item and assigns a numeric key (Click key). When new entries are added to one of these tables, the data is sent to Click. The Click key will be returned and the Server will update the appropriate record. If an entry is updated or deleted from one of these tables, the Click key is sent in the transaction so the appropriate record is updated/deleted in Click. | |

### Field Order Settings

| Table: DHTDWINI | Config Cd: FO_INI | Section: Common Info |
|---|---|---|
| **Parameter** | **Description** | |
| AllowNewOrderTypeOnAssists | Specifies whether or not the order type can be changed on the Assist Order Information screen in Dispatch Workstation. If this is set to True, the user is allowed to select a different order type for the assist order; otherwise, the assist order is assigned the same order type as the original order and cannot be changed.<br>Default: True | |
| BestFitGeographicalWhereClause | A Where clause that specifies what geographic data to use for selecting Best Fit crews. If a parameter value exists here, it is added to the SQL statement used to select best fit crews, allowing customization by the customer or implementation team.<br>Default: AND A.CURRENT_DIVISION=B.DIVISION AND A.CURRENT_DISTRICT=B.DISTRICT AND A.CURR_SERVICE_AREA=B.SERVICE_AREA | |

| Table: DHTDWINI | Config Cd: FO_INI | Section: Common Info |
|---|---|---|
| **Parameter** | **Description** | |
| IncludeCriteriaDelimiter | The character to be used as a delimiter between multiple selection criteria.<br>Default: + | |

### Shift Status Settings

The parameters in the Shift Status section are used to configure the color-coding for shifts.

| Table: DHTDWINI | Config Cd: WS_INI | Section: Shift Status |
|---|---|---|
| **Parameter** | **Description** | |
| C | The color to use when displaying the current shift with a status of C (COMPLETED). | |
| D | The color to use when displaying the current shift with a status of D (DISABLED). | |
| F | The color to use when displaying future shifts. | |
| G | The color to use when displaying the current shift with a status of G (COMPLETING). | |
| O | The color to use when displaying the current shift with a status of O (CLOSED). | |
| P | The color to use when displaying the current shift with a status of P (PLANNED). | |
| S | The color to use when displaying the current shift with a status of S (STARTED). | |

### Control Zone Setting

| Table: DHTDWINI | Config Cd: RM_INI | Section: RTSZones |
|---|---|---|
| **Parameter** | **Description** | |
| MaxNumberOfZones | The maximum number of control zones that can be created. If districts and service areas in Oracle Utilities Mobile Workforce Management are being mapped to external applications, such as Oracle Real-time Scheduler or Oracle Utilities Network Management System, this parameter allows you to ensure that any limits/restrictions imposed by the external application are not exceeded in Oracle Utilities Mobile Workforce Management.<br>Default: 512 | |

### Routine Field Order Subsystem Settings

The following parameters pertain to the Routine Field Order System.

> **Note:** These parameters also occur in DHTSVINI and should have the same values in both places. The Station application reads the parameters from DHTDWINI, while the Server application reads the parameters from DHTSVINI.

| Table: DHTDWINI | Config Cd: FO_INI | Section: Common Info |
|---|---|---|
| **Parameter** | **Description** | |
| RHTFOCMN<br>RHTFOEXT<br>RHTFOMTR<br>RHTFOSCH<br>RHTREAD | Each parameter name in this section corresponds to the name of a database table used to store routine orders. These parameters should never be changed or modified unless a project team adds a new routine database table. If a new database table is added, a new parameter must be added here. The table names specified here comprise the whole routine order (all tables) sent to and from the Server. | |

| Table: DHTDWINI | Config Cd: FO_INI | Section: FoCommon History Map |
|---|---|---|
| **Parameter** | **Description** | |
| RHTFOCMN | The parameter name is the name of a database table that is loaded when displaying routine orders in the Routine Field Order List in the Routines subsystem.<br>Default: Yes | |
| RHTFOSCH | The parameter name is the name of a database table that is loaded when displaying routine orders in the Routine Field Order List in the Routines subsystem.<br>Default: Yes | |

### Archive Field Order Subsystem Settings

The following parameters pertain to the Archive Field Order System.

| Table: DHTDWINI | Config Cd: FO_INI | Section: FoCommon History Map |
|---|---|---|
| **Parameter** | **Description** | |
| HHTFOCMN | The parameter name is the name of a database table that is loaded when displaying archive orders in the Archive Field Order List in the Archive Field Order subsystem.<br>Default: Yes | |
| HHTFOSCH | The parameter name is the name of a database table that is loaded when displaying archive orders in the Archive Field Order List in the Archive Field Order subsystem.<br>Default: Yes | |

## Mobile Workstation Settings

The following parameters are used to configure general functions in the Mobile Workstation application.

| Table: DHTMWINI | Config Cd: WS_INI | Section: MW |
|---|---|---|
| **Parameter** | **Description** | |
| AllowLogoffWithPendingCompletions | Specifies whether or not the user is allowed to log off the Mobile Workstation application while there are pending completions. A pending completion is completion data for which the mobile has not received acknowledgment from the Server. When the user attempts to log off with pending completions, a message is displayed on the Logoff screen stating that there are pending completions. If the parameter is True, the user will still be able to logoff the Mobile Workstation application. If the parameter is False, the user is not able to complete the logoff process until all completed orders have been acknowledged by the Server.<br>Note: If the user logs off with pending completions, the completions are not lost. The Mobile Workstation application will re-send the pending completions when the user logs back on.<br>Default: True | |
| DefaultComms | The default Comms setting for the Mobile Workstation application. This parameter is used to initially select the appropriate Select Logon Method radio button on the Mobile Workstation logon screen. Options are LAN, WIRELESS, and OFFLINE. This parameter is defined in both Station.ini and the DHTMWINI database table. The value in the Station.ini file is only used if the database table has not yet been downloaded.<br>**Note:** The LAN Comms method is really a TCP/IP connection. It can be wired or wireless. The WIRELESS Comms method refers to any connection where the XNetwork application is required to communicate with a radio or satellite system. The OFFLINE Comms method will bypass the Logon process to the Server, but the RfTransport application MUST be running on the mobile. It will allow a user to log in to the application and perform work. The transactions will be queued up and stored in the RfTransport application. When the user is able to, they must logoff and log back on using the LAN or WIRELESS Comms method to have the transaction sent to the Server application for processing.<br>Default: LAN<br>See also: **HideCommMethods** | |

| Table: DHTMWINI | Config Cd: WS_INI | Section: MW |
|---|---|---|
| **Parameter** | **Description** | |
| DisplayRescheduleOrderNotifications | Indicates whether or not reschedule notifications should be displayed on the Mobile Workstation. Any time the scheduled from/to times change on a dispatched order, a reschedule transaction is sent to the mobile. A user notification dialog will display a message indicating the order has been rescheduled. Many customers do not want to see these notifications, since there can be many. The valid values are Yes and No. If this is set to Yes, the reschedule messages will be displayed on the Mobile Workstation. If set to No, no reschedule notification is displayed.<br>Default: No | |
| HideCommMethods | Controls the display of the Select Logon Method radio buttons on the Mobile Workstation logon screen. If this is set to Yes, the three radio buttons (LAN, WIRELESS, and OFFLINE) are hidden and the method specified in the DefaultComms parameters is used. If set to No, the radio buttons are enabled for the user to select a method. This parameter is defined in both Station.ini and the DHTMWINI database table. The value in the Station.ini file is only used if the database table has not yet been downloaded.<br>Default: No | |
| **Table: DHTMWINI** | **Config Cd: FO_INI** | **Section: Common Info** |
| MaxExtInqRowsToReturn | The maximum number of rows that should be retrieved from an external application when an inquiry request is made. This value is sent to the external application in the External Enquiry Request transaction. If no value is specified or the parameter is not found, the default number of rows returned is 20.<br>Default: 5 | |
| **Table: DHTMWINI** | **Config Cd: WS_INI** | **Section: MW** |
| NumAdditionalUsers | The number of additional User ID fields displayed on the Mobile Workstation Additional Users dialog. These fields allow the user to enter additional crew members at logon. This dialog is accessed from the Mobile Workstation logon screen. The valid values are 1 through 4.<br>This parameter is defined in both Station.ini and the DHTMWINI database tables. The value in the Station.ini file is only used if the database tables have not yet been downloaded.<br>Default: 1 | |

| Table: DHTMWINI | Config Cd: WS_INI | Section: MW |
|---|---|---|
| **Parameter** | **Description** | |
| NumSecsForMeterValidationData | The number of seconds the Mobile Workstation application waits for the Meter Validation request to be processed. This parameter is used to set the length of the progress bar on the Meter Validation screen. The progress bar will stop when the time is exceeded or the MeterValidationData ICD is received from the Server. If the progress bar times out, the message on the Meter Validation screen states that the Meter Validation request could not be sent. If the MeterValidationData ICD is received, the appropriate message is displayed on the Meter Validation screen.<br>The value of this parameter should be at least twice the value of the Minimum Message Life Time parameter specified in the RfTransport.ini file.<br>Default: 300 | |
| SendArrangeRoute | Specifies whether or not the Mobile Workstation application sends the arrange route ICD to the Server. Valid values are True or False. If this is set to True, the crew's arranged route is sent to the Server. The Server stores the arranged route in the database and sends the transaction to the Router for further processing.<br>Default: T | |
| SendAVLOffline | Specifies whether or not periodic AVL ICDs should be sent out when the Mobile Workstation is logged on as Offline. This applies only if the AVL ICDs are guaranteed. Regardless of this setting, the GPSSupport system is still activated and Enroute and Onsite ICDs still include GPS data; however, if this is set to False, the AVL loop is disabled when the Mobile Workstation is offline.<br>Default: True | |
| SendLogoffAfterAllCompletions | Indicates whether or not the progress bar is created during logoff when there are completions that have not been sent to the Server. If the mobile does not have any completions that have not been sent to the Server, this parameter is ignored. Valid values are True or False. If this is set to True, a progress bar is created based on the number of unsent completions. As completions are successfully sent, the bar will progress bar advances. When all completions have been sent, the logoff transaction will automatically be sent. If False, a message will be displayed indicating that the mobile has completions that have not been sent to the Server and the user will not be able to logoff.<br>Default: True | |
| ShowKeepUnworkedOrders | Indicates whether or not the "Keep Unworked Orders" check box will be visible on the mobile logoff screen. The valid values are True and False. If True, the check box is visible and can be checked by the user during logoff. It False, the check box is hidden.<br>Default: False | |

| Table: DHTMWINI | Config Cd: WS_INI | Section: MW |
|---|---|---|
| **Parameter** | **Description** | |
| SupportVehiclesAvailable | Specifies whether or not Support Vehicles are supported in this Oracle Utilities Mobile Workforce Management configuration. Valid values are True or False. If this is set to True, the Support Vehicles button on the Crew Detail screen is enabled. This parameter is defined in both Station.ini and the DHTMWINI database tables. The value in the Station.ini file is only used if the database table has not yet been downloaded.<br>Default: True | |
| UseCrewPrimaryFunction | Enables or disables the Crew Primary Function functionality. Valid values are True or False. If this is set to True, the Crew Primary Function list box is enabled on the Mobile Workstation logon screen so the user can select a primary function. If False, the functionality is disabled and the user is not prompted for primary function at logon. This parameter is defined in both Station.ini and the DHTMWINI database tables. The value in the Station.ini file is only used if the database table has not yet been downloaded.<br>Default: True | |

## Common Settings

The following settings apply to both Dispatch Workstation and Mobile Workstation.

| Table: DHTDWINI, DHTMWINI | Config Cd: WS_INI | Section: App |
|---|---|---|
| **Parameter** | **Description** | |
| DefaultDateTimeFormat | Specifies the date/time format to be used in application screens. For example, a value of<br>`%Y/%m/%d %H:%M:%S`<br>would display the date and time in the following format:<br>2008/11/30 11:20:30<br>Default: %Y/%m/%d %H:%M:%S | |
| InitialFieldOrderScreen | Specifies which field order screen to display initially when an order is browsed. Valid values are:<br>C: Displays the Common information screen.<br>D: Displays the appropriate primary detail screen (based on the order type).<br>Default: D | |
| MAXPASSWORD_LEN | The maximum size of the password that can be entered on the Logon screen. This value cannot be larger than 8, since this is the size of the password database column.<br>Default: 8 | |
| MINPASSWORD_LEN | The minimum number of characters allowed for the application logon password.<br>Default: 5 | |

| Table: DHTDWINI, DHTMWINI | Config Cd: WS_INI | Section: App |
|---|---|---|

| Parameter | Description |
|---|---|
| RightToLeftMeterReading | Specifies whether or not meter readings are entered from right to left. By default, meter readings are entered from left to right, the same as for any type of edit field. However, technicians actually read meters from right to left. If this is set to True, users can enter the numbers as they read them off the meter – from right to left. For example, assume that the meter reading is 1234. The user would enter 4-3-2-1, but the application would display the reading on the screen as 1234 and would store it in the database as 1234.<br>Default: False |
| SessionTimeoutMins | The number of minutes that the application is idle before the user session expires.<br>Default: 60 |
| XML_DOCUMENT_PROGID | The XML parser version used to parse XML transactions.<br>Default: Msxml2.DOMDocument |

## Mapping Settings

The Oracle MapViewer is the default map viewer for Oracle Utilities Mobile Workforce Management and is typically installed during the Oracle Utilities Mobile Workforce Management installation process. However, if the user chooses not to install this component, the system will use the ESRI MapObjects map viewer instead. Parameters for both map viewers are provided in this guide. Parameters apply to both Dispatch Workstation and Mobile Workstation, unless otherwise indicated.

- **Oracle MapViewer Settings**
- **ESRI MapObjects Mapping Settings**

### Oracle MapViewer Settings

| Table: DHTDWINI, DHTMWINI | Config Cd: WS_INI | Section: App |
|---|---|---|

| Parameter | Description |
|---|---|
| DatabaseUserName | The user ID used to access the mapping database. This value is acquired during the installation process if the Oracle MapViewer component is installed. This parameter occurs in DHTDWINI only (not DHTMWINI). |
| MapViewerIP | The IP address where the Oracle MapViewer is running under OAS. This parameter is set during installation if the Oracle MapViewer is installed. This parameter occurs in DHTDWINI only (not DHTMWINI).<br>Default: localhost |
| MapViewerPageName | The main entry page for the Oracle MapViewer. This parameter occurs in DHTDWINI only (not DHTMWINI).<br>Default: index.jsp |

| Table: DHTDWINI, DHTMWINI | Config Cd: WS_INI | Section: App |
|---|---|---|
| **Parameter** | **Description** | |
| MapViewerPort | The port number to use when connecting to the MapViewer mapping database. This parameter is set during installation if the Oracle MapViewer is installed. This parameter occurs in DHTDWINI only (not DHTMWINI).<br>Default: 8888 | |
| MapViewerTilingBaseMapURL | The IP address or machine name for the MapViewer tiling server. This parameter is set during installation if the Oracle MapViewer is installed. This is typically the same IP address as the one used for the MapViewer mapping database, but may be different if a separate server is being used for map images. This parameter occurs in both DHTDWINI and DHTMWINI. | |
| MapViewerTilingBaseMapURLPort | The port number to use when connecting to the MapViewer tiling server. This parameter is set during installation if the Oracle MapViewer is installed. This is typically the same port as the one used for the MapViewer mapping database, but may be different if a separate server is being used for map images. This parameter occurs in both DHTDWINI and DHTMWINI. | |
| SpatialMapCache | The name of the default base map to use with the MapViewer. This parameter occurs in DHTDWINI only (not DHTMWINI).<br>Default: SpatialMapCache | |
| SpatialDataSource | The name of the MapViewer JDBC data source. This parameter occurs in DHTDWINI only (not DHTMWINI).<br>Default: mvspatial | |
| UseMapViewer | Indicates whether or not the Oracle Application Server MapViewer is being used. If this is set to Y (True), the Oracle MapViewer has been installed and is being used as the default map viewer. If the Oracle MapViewer was not installed, the ESRI MapObjects mapping system is used instead and this parameter is set to N (False). This parameter occurs in DHTDWINI only (not DHTMWINI).<br>Default: Y | |

## ESRI MapObjects Mapping Settings

ESRI MapObjects mapping parameters are used to configure the colors, fonts, and other display options in the MapObjects mapping subsystem.

> **Note:** The parameters described in this section are used only by the ESRI MapObjects mapping system, which was the default map viewer in Oracle Utilities Mobile Workforce Management versions prior to v.1.5.0. If you are using the Oracle MapViewer, which is the default map viewer for v.1.5.0 and later, these parameters do not apply.

**Auto-Refresh Settings (DW)**

The parameters in this section are used to configure auto-refresh functionality for the ESRI MapObjects mapping subsystem.

| Table: DHTDWINI, DHTMWINI | Config Cd: WS_INI | Section: Events |
|---|---|---|
| **Parameter** | **Description** | |
| CrewOnMapUpdateFreq | Frequency, in seconds, at which to auto-refresh the crews and vehicles (if configured to show vehicle) on the map. This parameter will not refresh field orders in the map display. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 0 | |
| MapUpdateFreq | Frequency, in seconds, at which to auto-refresh the field orders and crews on the map. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 60 | |

| Table: DHTDWINI, DHTMWINI | Config Cd: WS_INI | Section: DW |
|---|---|---|
| **Parameter** | **Description** | |
| ShowVehicleIdAsCrew | Specifies whether or not to show the vehicle ID for the crew label in the mapping subsystem. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: False | |

| Table: DHTDWINI, DHTMWINI | Config Cd: MAP_INI | Section: Mapping |
|---|---|---|
| **Parameter** | **Description** | |
| AddressLabelScale | The minimum scale at which the address labels will be displayed. The scale entered is in terms of the percentage of the entire scale (full extent). For example, if the scale is 25.0, the address labels will be displayed when the current extent is 25% or less of the full extent. If the value is 100.0, the address labels will always be displayed when needed. The value of this parameter should be equal to or less than the corresponding AddressSymbolScale parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 5.0 | |

| Table: DHTDWINI, DHTMWINI | Config Cd: MAP_INI | Section: Mapping |
|---|---|---|

| Parameter | Description |
|---|---|
| AddressLabelSize | The font size of the address labels. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 8 |
| AddressSymbolColor | The color used to display the address symbols on the map. The valid values are BLACK, RED, GREEN, BLUE, MAGENTA, CYAN, WHITE, LIGHTGRAY, DARKGRAY, GRAY, PALEYELLOW, LIGHTYELLOW, YELLOW, LIMEGREEN, TEAL, DARKGREEN, MAROON, PURPLE, ORANGE, KHAKI, OLIVE, BROWN, and NAVY. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: NAVY |
| AddressSymbolFont | The name of True Type font to be used for the address symbol set. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: Webdings |
| AddressSymbolIndex | The index of the symbol in the specified AddressSymbolFont that will be used as the address symbol. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 235 |
| AddressSymbolOffset | The offset from the street segment to place the address symbol. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 0.000075 |
| AddressSymbolScale | The minimum scale at which the address symbols will be displayed. The scale entered is in terms of the percentage of the entire scale (full extent). For example, if the scale is 25.0, the address symbols are displayed when the current extent is 25% or less of the full extent. If the value is 100.0, the address symbols are always displayed when needed. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 20.0 |
| AddressSymbolSizee | The font size of the address symbol. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 24 |
| AddressZoomToScale | The zoom scale to use upon the successful completion of the Center on Address function or the Center on Intersection function. The scale entered is in terms of the percentage of the entire scale (full extent). For example, if the scale is 25.0, the map zooms to 25% of the full extent. If the scale entered is 0.0, the map does not zoom upon completion of the function. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 0.003 |

| Table: DHTDWINI, DHTMWINI | Config Cd: MAP_INI | Section: Mapping |
|---|---|---|

| Parameter | Description |
|---|---|
| CrewSymbol# (1-7) | The crew status value associated with the corresponding symbol colors. There must be a CrewSymbol# parameter defined for each possible field order tracking status. The valid values are 'Logged Off', 'Logged On', 'Enroute', 'Onsite', 'Out of Range', 'Out of Service', and 'Complete.'<br>There is one set of CrewSymbol$ parameters for each possible crew status value. When the crew symbol is displayed on the map, its appearance is based on its status. Every crew status must have a color and label color defined. An error message will be displayed if a crew status does not have associated CrewSymbol# parameters. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Defaults vary based on symbol #. |
| CrewSymbol#Color | The color that will be used to display the crew symbol on the map when the status of the crew is equal to the value of the corresponding CrewSymbol# parameter. The valid values are BLACK, RED, GREEN, BLUE, MAGENTA, CYAN, WHITE, LIGHTGRAY, DARKGRAY, GRAY, PALEYELLOW, LIGHTYELLOW, YELLOW, LIMEGREEN, TEAL, DARKGREEN, MAROON, PURPLE, ORANGE, KHAKI, OLIVE, BROWN, and NAVY. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Defaults vary based on symbol #. |
| CrewSymbol#LabelColor | The color that will be used to display the crew label on the map when the status of the crew is equal to the value of corresponding CrewSymbol# parameter. The valid values are BLACK, RED, GREEN, BLUE, MAGENTA, CYAN, WHITE, LIGHTGRAY, DARKGRAY, GRAY, PALEYELLOW, LIGHTYELLOW, YELLOW, LIMEGREEN, TEAL, DARKGREEN, MAROON, PURPLE, ORANGE, KHAKI, OLIVE, BROWN, and NAVY. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Defaults vary based on symbol #. |
| CrewSymbolFont | The name of the True Type font to be used for the crew symbol set. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: Webdings |
| CrewSymbolFontSize | The font size of the crew labels. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 7.5 |
| CrewSymbolIndex | The index of the symbol in the specified CrewSymbolFont that will be used as the crew symbol. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 118 |

| Table: DHTDWINI, DHTMWINI | Config Cd: MAP_INI | Section: Mapping |
|---|---|---|

| Parameter | Description |
|---|---|
| CrewSymbolLabelScale | The minimum scale at which the crew labels will be displayed. The scale entered is in terms of the percentage of the entire scale (full extent). For example, if the scale is 25.0, the crew labels are displayed when the current extent is 25% or less of the full extent. If the value is 100.0, the crew labels are always displayed when needed. The value of this parameter should be equal to or less than the corresponding CrewSymbolScale parameter. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 50 |
| CrewSymbolScale | The minimum scale at which the crew symbols will be displayed. The scale entered is in terms of the percentage of the entire scale (full extent). For example, if the scale is 25.0, the crew symbols are displayed when the current extent is 25% or less of the full extent. If the value is 100.0, the crew symbol is always displayed when needed. This is an optional parameter. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 100 |
| CrewSymbolSize | The font size of the crew symbol. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 18 |
| DataDir | The directory where the ESRI shape files are stored. The value of this parameter should specify the relative path name of the directory. The directory is expected to reside under the DispatchStation/MobileStation directory. This is only needed if the ESRI MapObjects mapping will be used. If you want to specify a fully qualified path name for this directory, use the DataDir parameter in the station.ini file. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: Data\ |
| FOPriority# (1-16) | The priority value associated with the corresponding box colors.<br>There is one set of FOPriority# parameters for each possible priority that will have a box around the field order symbol to identify the priority. When the field order symbol is displayed on the map and its priority has an associated set of FOPriority# parameters, a box is drawn around the field order symbol. In the following FOPriority# parameters, the '#' in the parameter name is a number starting with 1 and incremented by 1 for each additional priority definition. There can be no gaps between the '#' values. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Defaults vary based on priority#. |
| FOPriority#Color | The color of the box drawn around the field order symbol on the map when the priority of the field order is equal to the value of the corresponding FOPriority# parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Defaults vary based on priority#. |

| Table: DHTDWINI, DHTMWINI | Config Cd: MAP_INI | Section: Mapping |
|---|---|---|

| Parameter | Description |
|---|---|
| FOPriority#LineSize | The size of the line for the box drawn around the field order symbol on the map when the priority of the field order is equal to the value of the corresponding FOPriority# parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Defaults vary based on priority#. |
| FOSymbolFont | The name of the True Type font to be used for the field order symbol set. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: Webdings |
| FOSymbolFontSize | The font size of the field order labels. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 8 |
| FOSymbolIndex | The index of the symbol in the specified FOSymbolFont that will be used as the field order symbol. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 72 |
| FOSymbolLabelScale | The minimum scale at which the field order labels will be displayed. The scale entered is in terms of the percentage of the entire scale (full extent). For example, if the scale is 25.0, the field order labels are displayed when the current extent is 25% or less of the full extent. If the value is 100.0, the field order labels are always displayed when needed. The value of this parameter should be equal to or less than the corresponding FOSymbolScale parameter. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 50 |
| FOSymbolScale | The minimum scale at which the field order symbols will be displayed. The scale entered is in terms of the percentage of the entire scale (full extent). For example, if the scale is 25.0, the field order symbols are displayed when the current extent is 25% or less of the full extent. If the value is 100.0, the field order symbols are always displayed when needed. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 100 |
| FOSymbolSize | Font size of the field order symbol. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 18 |

| Table: DHTDWINI, DHTMWINI | Config Cd: MAP_INI | Section: Mapping |
|---|---|---|

| Parameter | Description |
|---|---|
| GeocodeLayer# | The layer name used for geocoding addresses. The value of this parameter must match the value of a Layer# parameter specified in the [Mapping Layers] section later in the DW section. The '#' in the parameter name is a number starting with 1 and incremented by 1 for each additional geocode layer definition. There can no gaps between the '#' values. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer. |
| GeoRulesDir | The directory where the ESRI MapObjects geo rules files are stored. This value of this parameter should specify the relative path name of the directory. The directory is expected to reside under the DispatchStation/MobileStation directory. This is only needed if the ESRI MapObjects mapping will be used. If you want to specify a fully qualified path name for this directory, use the DataDir parameter in the station.ini file. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: GeoRules\ |
| LandmarkColor# (1-14) (1-14) | The available colors that can be used for landmarks. The valid values are BLACK, RED, GREEN, BLUE, MAGENTA, CYAN, WHITE, LIGHTGRAY, DARKGRAY, GRAY, PALEYELLOW, LIGHTYELLOW, YELLOW, LIMEGREEN, TEAL, DARKGREEN, MAROON, PURPLE, ORANGE, KHAKI, OLIVE, BROWN, and NAVY. The '#' in the parameter name is a number starting with 1 and incremented by 1 for each additional landmark color definition. There is no upper limit to #. There can no gaps between the '#' values. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Defaults vary based on landmark#. |
| LandmarkLabelScale | The minimum scale at which the landmark labels will be displayed. The scale entered is in terms of the percentage of the entire scale (full extent). For example, if the scale is 25.0, the landmark labels are displayed when the current extent is 25% or less of the full extent. If the value is 100.0, the landmark labels are always displayed when needed. The value of this parameter should be equal to or less than the corresponding LandmarkSymbolScale parameter. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: .5 |
| LandmarkLabelSize | The font size of the landmark labels. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 10 |
| LandmarkSymbolFont | The name of the True Type font to be used for the landmark symbol set. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: Webdings |

| Table: DHTDWINI, DHTMWINI | Config Cd: MAP_INI | Section: Mapping |
|---|---|---|

| Parameter | Description |
|---|---|
| LandmarkSymbolIndex | The index of the symbol in the specified LandmarkSymbolFont that will be used as the landmark symbol. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 110 |
| LandmarkSymbolScale | Minimum scale at which the landmark symbols will be displayed. The scale entered is in terms of the percentage of the entire scale (full extent). For example, if the scale is 25.0, the landmark symbols will be displayed when the current extent is 25% or less of the full extent. If the value is 100.0, the landmark symbols will always be displayed when needed. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 10.0 |
| LandmarkSymbolSize | The font size of the landmark symbol. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 8 |
| ReferenceMap | Specifies whether or not the reference map will be displayed in the mapping subsystem window. The reference map shows the entire map with a red line surrounding the portion of the map currently displayed in the mapping subsystem window. Valid values are True or False. If this is set to Y (True), the reference map will be displayed in the top left-hand corner of the mapping window. If N (False), the reference map is not displayed. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: Y |
| ReferenceMapPercentage | The percentage of the mapping window that will be used to display the reference map. The percentage is measured diagonally from the left-hand corner. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 25.0 |
| RouteShowExtent | The zoom level ratio based on the Min/Max X & Y of the plotted truck AVL locations. This parameter is used for the Crew Route functionality in the MapObjects version of the Mapping subsystem. It is not used by Oracle MapViewer.<br>Default: 0.003 |

| Table: DHTDWINI, DHTMWINI | Config Cd: MAP_INI | Section: Mapping |
|---|---|---|

| Parameter | Description |
|---|---|
| ShowScale | Specifies whether or not the Dispatch Workstation user can show the scale for the map being viewed. The user must hold down the <shift> key and click the right mouse button within the mapping subsystem window. A dialog is displayed showing the current scale and scale percentage for the current map display. If this is set to True, the map scale dialog is displayed when requested. If N (False), the map scale dialog is not displayed when requested. This should only be set to Y (True) for setup purposes. Once the scale values have been determined for each layer, the value of this parameter should be changed to N. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: Y |
| ToolTipHeight | The height of the Tool Tip dialog in pixels. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 55 |
| ToolTipScale | The minimum scale at which tool tips will be displayed. A tool tip is a small dialog containing explanatory text. The dialog is displayed when the arrow cursor is positioned over a symbol on the map. The scale entered is in terms of the percentage of the entire scale (full extent). For example, if the scale is 25.0, the tool tip is displayed when the current extent is 25% or less of the full extent. If the value is 100.0, the tool tip is always displayed when needed. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 25.0 |
| ToolTipWidth | The width of the Tool Tip dialog in pixels. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 150 |
| ZoomInFactor | The factor that is multiplied by the current zoom level (extent) to determine the zoom in results. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 0.75 |
| ZoomOutFactor | The factor that is multiplied by the current zoom level (extent) to determine the zoom out results. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: 1.5 |

**ESRI MapObjects Mapping Address Settings**

The parameters in the Mapping Address Matching section are used to configure address matching options.

| Table: DHTDWINI, DHTMWINI Config Cd: MAP_INI Section: Mapping Address Matching | |
|---|---|
| **Parameter** | **Description** |
| FromLeft | The from left address attribute name. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: L_F_ADD |
| FromRight | The from right address attribute name. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: R_F_ADD |
| LeftZone | The left zone zip code attribute name. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: Zipl |
| PreDir | The prefix direction attribute name. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: PREFIX |
| PreType | The prefix type attribute name. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: PRE_TYPE |
| RightZone | The right zone zip code attribute name. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: Zipr |
| StreetName | The street name attribute name. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: NAME |
| StreetType | The street type attribute type. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: TYPE |
| SufDir | The suffix direction attribute name. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: SUFFIX |

| Table: DHTDWINI, DHTMWINI Config Cd: MAP_INI Section: Mapping Address Matching | |
|---|---|
| **Parameter** | **Description** |
| ToLeft | The to left address attribute name. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: L_T_ADD |
| ToRight | The to right address attribute name. This is an optional parameter. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Default: R_T_ADD |

**ESRI MapObjects Mapping Layers**

The parameters in the Mapping Layers section are used to configure mapping layers in the mapping subsystem. The number of layers will be dependent on the map area. The base setup uses Kansas City, which is located in Johnson County, Kansas. The various layers are streets, highways, waterways, bodies of water, railroads, etc. If the map being used had more than one county, you would have more than 7 layers. The additional layers would continue to use the next sequential number.

| Table: DHTDWINI, DHTMWINI | Config Cd: MAP_INI | Section: Mapping Layers |
|---|---|---|
| **Parameter** | **Description** | |
| Layer# (1-7) | The ESRI map layer file name. There is one set of Layer#… parameters for each ESRI map layer (shape) file name. In the following Layer#… parameters, the '#' in the parameter name is a number starting with 1 and incremented by 1 for each additional layer definition. There can no gaps between the '#' values. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Defaults vary based on layer#. | |
| Layer#Color | The color used to display this layer on the map. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Defaults vary based on layer#. | |
| Layer#Group | The group to which this layer belongs. The available groups are DISPATCHAREAS, STREETS, and WATER. Each layer belongs to one of these 3 groups. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Defaults vary based on layer#. | |
| Layer#LabelColor | The color used to display the labels for this layer on the map. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Defaults vary based on layer#. | |
| Layer#LabelFontSize | The size of font used to display the labels. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Defaults vary based on layer#. | |
| Layer#LabelName | The column name for this layer's labels. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Defaults vary based on layer#. | |
| Layer#LabelScale | The minimum scale at which labels for this layer will be displayed on map. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Defaults vary based on layer#. | |

| Table: DHTDWINI, DHTMWINI | Config Cd: MAP_INI | Section: Mapping Layers |
|---|---|---|

| Parameter | Description |
|---|---|
| Layer#ReferenceMap | The layer should be displayed in the Reference map. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Defaults vary based on layer#. |
| Layer#Scale | The minimum scale at which this layer will be displayed on the map. This parameter applies to the ESRI MapObjects mapping system only; it is not used by Oracle MapViewer.<br>Defaults vary based on layer#. |

## Constants Used in the Applications

The following parameters are used as constants in the Oracle Utilities Mobile Workforce Management application. Other than the ShowPOUorBreak parameter, the project team/ customer should not change the value of these parameters, as this would adversely affect the processing.

### Field Order Info

| Table: DHTDWINI, DHTMWINI | Config Cd: FO_DEF | Section: Field Order Info |
|---|---|---|

| Parameter | Description |
|---|---|
| EMERGENCY_FO | Default: 2 |
| FO_ALLOCATED_CREW | Default: CREW |
| FO_ALLOCATED_SHIFT | Default: SHIFT_ID |
| FO_ALLOCATED_TIME | Default: ALLOCATED_DTTM |
| FO_ASSIGNED_CREW | Default: CREW |
| FO_ASSIGNED_TIME | Dispatch Workstation Default: ASSIGNED_DTTM;<br>Mobile Workstation Default: ASSIGNED_TIME |
| FO_ASSIST_SUFFIX | Default: 0123456789ABCDEFGHIJKLMNOPQRSTUVWXYZ |
| FO_CMPL_STATUS | Default: FO_CMPL_STATUS |
| FO_PICKEDUP_SUFFIX | Default: XYZ |
| FO_PRIORITY_CODE | Default: PRIORITY |
| FO_TRACK_STATUS | Default: FO_TRACK_STATUS |
| FO_TYPE | Dispatch Workstation Default: (null);<br>Mobile Workstation Default: FO_TYPE |
| PRIORITY_FO | Default: 1 |
| REGULAR_FO | Default: 4 |
| REGULAR_FO_MAX | Default: 8. |

| Table: DHTDWINI, DHTMWINI | Config Cd: FO_DEF | Section: Field Order Info |
|---|---|---|

| Parameter | Description |
|---|---|
| ShowPOUorBreak | Specifies whether or not POU/Break field orders will appear on the field order list in the Dispatch Workstation and on the Crew's detail list in Mobile Workstation Supervisor's Crew Detail. If False, POU/BREAK orders will not display.<br>Default: False |
| URGENT_FO | Default: 3 |

### Crew Status Info

| Table: DHTDWINI, DHTMWINI | Config Cd: CRW_INI | Section: Crew Status Info |
|---|---|---|

| Parameter | Description |
|---|---|
| CREW_STATUS | Default: CREW_STATUS |
| LOGGED_OFF | Default: F |
| LOGGED_ON | Default: O |
| PRIMARY_COL | Default: COL_DISPLAY_0 |

### Mail Info

| Table: DHTDWINI, DHTMWINI | Config Cd: ML_DEF | Section: Mail Info |
|---|---|---|

| Parameter | Description |
|---|---|
| PRIMARY_COL | Default: COL_DISPLAY_0 |
| PRIMARY_COL2 | Default: COL_DISPLAY_3 |
| PRIMARY_COL3 | Default: COL_DISPLAY_6 |
| READ_STATUS_TAG | Default: READ_STATUS |
| STATUS_READ | Default: R |
| STATUS_UNREAD | Default: U |

# Configuring List Screens

This section describes the parameters used to configure list screens in Oracle Utilities Mobile Workforce Management and provides the default configuration for each configurable screen.

The following list screens are configured using settings stored in database tables:

### Dispatch Workstation (DHTDWTINI)

**Configuring the Field Order List**
**Configuring the Archive Field Order List**
**Configuring the Routine Field Order List**
**Configuring the Crew Status List in Dispatch Workstation**
**Configuring the Crew Detail Screen in Dispatch Workstation**
**Configuring the Gantt Display**
**Configuring the Mail List**
**Configuring the System Messages List**

### Mobile Workstation (DHTMWINI)

**Configuring the Field Order List**
**Configuring the Supervisor's Crew Status List in Mobile Workstation**
**Configuring the Supervisor's Crew Detail Screen in Mobile Workstation**
**General Communication Settings** (same as Dispatch Workstation)

### CE Mobile Workstation: (DHTCEINI)

**Configuring the Order List**
**Configuring the Appointments View**
**Configuring the Open, Worked, and Transfer Views**

**Note:** User-defined screens are not covered in this document. For instructions on creating and maintaining user-defined screens, refer to MWM_DesignerToolkitDocumentation.doc. This document can be found in the \Tools\Toolkit subdirectory of your Oracle Utilities Mobile Workforce Management installation directory.

## Configuring the Field Order List

The following parameters apply to the Field Order list displayed in Dispatch Workstation and Mobile Workstation. (Any differences are noted in the descriptions.)

### Column Mapping

| Table: DHTDWINI, DHTMWINI | Config Cd: FO_DEF | Section: Field Order Column Maps |
|---|---|---|
| **Parameter** | **Description** | |
| KEY# | The Field Order Column Maps section specifies the internal data field that is mapped to the each column in the Field Order list. Column mapping parameters define all the data columns available for display in the on-screen list. The # in the parameter name is a number starting at 0 and incremented for each additional column in the list. (KEY0 corresponds to column 0 in the list.) The parameter value is the name of the internal data field mapped to this column. The base Field Order list in Dispatch Workstation has 75 columns (KEY0-KEY74); the base list for Mobile Workstation has 73 columns.<br>Example: KEY0=FO_NUMBER<br>In this example, the FO_NUMBER data field is mapped to the first column in the Field Order list. | |

The default field order column mapping is shown in the table below.

**Note:** The mapping is the same for the Field Order lists in Dispatch Workstation and Mobile Workstation, except for the final column. The [FO History1]SHIFT_ID column is included at the end of the Dispatch Workstation Field Order list, but is not included in the Mobile Workstation Field Order list.

**Table: DHTDWINI, DHTMWINI Config Cd: FO_DEF Section: Field Order Column Maps**

| Parameter | Value |
|---|---|
| KEY0 | FO_NUMBER |
| KEY1 | CIS_NUMBER |
| KEY2 | FO_TYPE |
| KEY3 | 'T-'[FO History1]FO_TRACK_STATUS@DHTFSTAT.TBL::STATUS_ABBR |
| KEY4 | [FO History1]FO_TRACK_STATUS |
| KEY5 | 'C-'[FO History1]FO_CMPL_STATUS@DHTFSTAT.TBL::STATUS_ABBR |
| KEY6 | [FO History1]FO_CMPL_STATUS |
| KEY7 | PRIORITY |
| KEY8 | PRIORITY@DHTPRTY.TBL::PRIORITY_ICON |
| KEY9 | INFO_CODE |
| KEY10 | TAKEN_BY |
| KEY11 | TAKEN_DTTM=DATETIME(%m/%d/%Y) |
| KEY12 | TAKEN_DTTM=DATETIME(%H:%M) |
| KEY13 | [FO History1]RECEIVE_DTTM=DATETIME(%m/%d/%Y) |
| KEY14 | [FO History1]RECEIVE_DTTM=DATETIME(%H:%M) |
| KEY15 | [FO History1]DUE_ON_DTTM=DATETIME(%m/%d/%Y) |
| KEY16 | [FO History1]DUE_ON_DTTM=DATETIME(%H:%M) |
| KEY17 | [FO History1]EARLY_START_DTTM=DATETIME(%m/%d/%Y) |
| KEY18 | [FO History1]EARLY_START_DTTM=DATETIME(%H:%M) |
| KEY19 | GAS_SOURCE_CODE |
| KEY20 | ELEC_SOURCE_CODE |
| KEY21 | [FO History1]CREW |
| KEY22 | ACCOUNT_NUMBER |
| KEY23 | PREMISE_NO |
| KEY24 | CUSTOMER_NAME |
| KEY25 | SERVICE_PHONE |
| KEY26 | CONTACT_PHONE |

| Table: DHTDWINI, DHTMWINI Config Cd: FO_DEF Section: Field Order Column Maps | |
|---|---|
| **Parameter** | **Value** |
| KEY27 | DISPLAY_ADDR_1 |
| KEY28 | TOWN_CODE@DHTTOWN.TBL::TOWN_NAME |
| KEY29 | ZIP_CODE |
| KEY30 | DIVISION |
| KEY31 | DISTRICT |
| KEY32 | SERVICE_AREA |
| KEY33 | SCHEDULING_AREA |
| KEY34 | GRID_NUMBER |
| KEY35 | SPARE_1 |
| KEY36 | SPARE_2 |
| KEY37 | SPARE_3 |
| KEY38 | SPARE_4 |
| KEY39 | SPARE_5 |
| KEY40 | SPARE_6 |
| KEY41 | SPARE_7 |
| KEY42 | SPARE_8 |
| KEY43 | [FO History1]COMPL_REMARKS_1+[FO History1]COMPL_REMARKS_2 |
| KEY44 | [FO History1]APPT_START_DTTM=DATETIME(%m/%d/%Y) |
| KEY45 | [FO History1]APPT_START_DTTM=DATETIME(%H:%M) |
| KEY46 | [FO History1]APPT_FINISH_DTTM=DATETIME(%m/%d/%Y) |
| KEY47 | [FO History1]APPT_FINISH_DTTM=DATETIME(%H:%M) |
| KEY48 | [FO History1]DSP_EMER_ACK_DTTM(%m/%d/%Y %H:%M:%S) |
| KEY49 | [FO History1]ASSIGNED_DTTM(%m/%d/%Y %H:%M:%S) *(Not included in the Mobile Workstation field order list)* |
| KEY50 | [FO History1]DISPATCH_DTTM(%m/%d/%Y %H:%M:%S) |
| KEY51 | [FO History1]DISPATCHER |
| KEY52 | [FO History1]EST_RESTORE_DTTM(%m/%d/%Y %H:%M:%S) |
| KEY53 | [FO History1]MBL_EMER_ACK_DTTM(%m/%d/%Y %H:%M:%S) |
| KEY54 | [FO History1]ENROUTE_DTTM(%m/%d/%Y %H:%M:%S) |
| KEY55 | [FO History1]ONSITE_DTTM(%m/%d/%Y %H:%M:%S) |
| KEY56 | [FO History1]COMPLETION_DTTM |
| KEY57 | [FO History1]COMPLETED_BY |

| Table: DHTDWINI, DHTMWINI Config Cd: FO_DEF Section: Field Order Column Maps | |
|---|---|
| **Parameter** | **Value** |
| KEY58 | [FO History1]REASON_CODE |
| KEY59 | SPARE_9 |
| KEY60 | SPARE_10 |
| KEY61 | SPARE_11 |
| KEY62 | SPARE_12 |
| KEY63 | SPARE_13 |
| KEY64 | SPARE_14 |
| KEY65 | SPARE_15 |
| KEY66 | SPECHANDLING_CODE@DHTSPHDL.TBL::SPECHANDLING_DESC |
| KEY67 | [FO History1]SCHED_FROM_DTTM=DATETIME(%H:%M:%S) |
| KEY68 | [FO History1]SCHED_FROM_DTTM=DATETIME(%m/%d/%Y %H:%M:%S) |
| KEY69 | [FO History1]SCHED_END_DTTM=DATETIME(%H:%M:%S) |
| KEY70 | [FO History1]SCHED_END_DTTM=DATETIME(%m/%d/%Y %H:%M:%S) |
| KEY71 | EXTERNAL_PRIORITY |
| KEY72 | [FO History1]ALLOCATED_DTTM(%m/%d/%Y %H:%M:%S) |
| KEY73 | [FO History1]SHIFT_ID |
| KEY74 | DHTFOWAM_WORKTASK.WORK_ORDER_NO |

## Column Headers

| Table: DHTDWINI, DHTMWINI Config Cd: FO_INI Section: Field Order Column Headers | |
|---|---|
| **Parameter** | **Description** |
| column# | The Field Order Column Headers section specifies the column header to display for each column defined in the Field Order Column Maps section. Column header parameters are also used to populate the Set Display Columns screen. The # in the parameter name is a number starting with 0 and incremented for each additional column in the list. The parameter value is the header text for that column. Every parameter defined in the Field Order Column Maps section must have a corresponding parameter in this section.<br>Example: column0=Order #<br>In the example above, the header for KEY0 in the Field Order Column Maps section is "Order #" |

The default field order column headers are shown below. As noted earlier, the Field Order lists in Dispatch Workstation and Mobile Workstation are the same except for the final column, [FO History1]SHIFT_ID, which only appears in the Dispatch Workstation Field Order list.

| Table: DHTDWINI, DHTMWINIConfig Cd: FO_INI | Section: Field Order Column Headers |
|---|---|
| **Parameter** | **Value** |
| column0 | Mobility Order # |
| column1 | Common Order Id |
| column2 | Order Type |
| column3 | Tracking Status Abbr |
| column4 | Tracking Status Code |
| column5 | Cmpl Status Abbr |
| column6 | Cmpl Status Code |
| column7 | Priority Code |
| column8 | Priority Icon |
| column9 | Unused(Info Code) |
| column10 | CIS Calltaker |
| column11 | CIS Taken Date |
| column12 | CIS Taken Time |
| column13 | Mobility Receive Date |
| column14 | Mobility Receive Time |
| column15 | Due On Date |
| column16 | Due On Time |
| column17 | Early Start Date |
| column18 | Early Start Time |
| column19 | Unused1(Gas Source) |
| column20 | Unused2(Electric Source) |
| column21 | Crew |
| column22 | Account # |
| column23 | Premise ID |
| column24 | Customer Name |
| column25 | Customer Phone |
| column26 | Alternate Phone |
| column27 | Service Address |
| column28 | Unused(Town Code) |

| Table: DHTDWINI, DHTMWINIConfig Cd: FO_INI | Section: Field Order Column Headers |
|---|---|
| **Parameter** | **Value** |
| column29 | Unused(Zip Code) |
| column30 | Division |
| column31 | District |
| column32 | Service Area |
| column33 | Sched. Area |
| column34 | Unused(Map Grid Coordinates) |
| column35 | Sortable Address |
| column36 | Key # |
| column37 | Key At |
| column38 | Account Type |
| column39 | Commit Guar. |
| column40 | Order Description |
| column41 | Route Seq |
| column42 | Transmit Status |
| column43 | Completion Remarks |
| column44 | Appt Start Dat |
| column45 | Appt Start Time |
| column46 | Appt Finish Date |
| column47 | Appt Finish Time |
| column48 | Unused(DispEmerAckTime) |
| column49 | Assigned Time |
| column50 | Dispatched Time |
| column51 | Dispatcher |
| column52 | Est Restore Time |
| column53 | Mobile Emergency Ack Time |
| column54 | Enroute Time |
| column55 | Onsite Time |
| column56 | Completion Time |
| column57 | Completed By |
| column58 | Reason Code |
| column59 | City |

| Table: DHTDWINI, DHTMWINIConfig Cd: FO_INI | Section: Field Order Column Headers |
|---|---|
| **Parameter** | **Value** |
| column60 | Appt Guar. |
| column61 | Order Remarks |
| column62 | Meter Form |
| column63 | CUT Priority |
| column64 | MERC |
| column65 | Spare15 (Unused) |
| column66 | Special Handling Code |
| column67 | Schedule From Time |
| column68 | Schedule From Date |
| column69 | Schedule End Time |
| column70 | Schedule End Date |
| column71 | External Priority |
| column72 | Allocated Time |
| column73 | Shift Id |
| Column74 | Work Order Number |

### Number of Column Header Lines

| Table: DHTDWINI, DHTMWINI | Config Cd: WS_INI | Section: App |
|---|---|---|
| **Parameter** | **Description** | |
| NumFoColHdrLines | The number of lines in the column header for the Field Order list. If not specified, the column header appears on a single line.<br>Default: 2 | |

### Default Display

| Table: DHTDWINI, DHTMWINI | Config Cd: FO_INI | Section: Default Field Order Display |
|---|---|---|

| Parameter | Description |
|---|---|
| column# | The Default Field Order Display parameters specify the default columns to be displayed in the Field Order list if there is no user-defined set of columns. The # in the parameter name is a number starting with 0 and incremented for each additional column to be displayed. The parameter value must match a column header specified in the Field Order Column Headers parameters. The user can change the default display using the Set Column Display option and can revert to the default display at any time.<br>Example: column2=Order Description<br>In the example above, the Order Description column is displayed in the third column of the Field Order list by default. “Order Description" must match the value specified for one of the column# parameters in the Field Order Column Headers section. |

The default Field Order list in both Dispatch Workstation and Mobile Workstation displays the following columns:

| Table: DHTDWINI, DHTMWINI | Config Cd: FO_INI | Section: Default Field Order Display |
|---|---|---|

| Parameter | Value |
|---|---|
| column0 | Appt Start Time |
| column1 | Order Type |
| column2 | Order Description |
| column3 | Service Address |
| column4 | City |
| column5 | Customer Name |
| column6 | Customer Phone |
| column7 | Alternate Phone |
| column8 | Cmpl Status Abbr |
| column9 | Transmit Status |
| column10 | Account # |
| column11 | Mobility Order # |
| column12 | Common Order Id |

### Default Sort

| Table: DHTDWINI, DHTMWINI | Config Cd: FO_INI | Section: Default Field Order Sort |
|---|---|---|

| Parameter | Description |
|---|---|
| column# | The Default Field Order Sort section specifies how to sort the Field Order list if no sort columns have been defined by the user. There is a column# parameter for each sort column. The # in the parameter name is a number starting with 0 and incremented for each additional sort column (column0=primary sort; column1=secondary sort). The parameter value is the column header name, followed by the sort direction (A for ascending and D for descending). The parameter value must match a column header specified in the Field Order Column Headers parameters. The user can change the default sort order using the Set Sort Column option.<br>Defaults:<br>column0: Schedule From Time, A<br>column1: Mobility Order #, A<br>By default, the Field Order list is sorted in ascending order by the Schedule From Time column (primary sort) and then in ascending order by the order number (secondary sort). |

### Column Types

| Table: DHTDWINI, DHTMWINI | Config Cd: FO_INI | Section: Field Order Column Types |
|---|---|---|

| Parameter | Description |
|---|---|
| column# | The parameters in the Field Order Column Types section specify the data type for any non-text field order columns. The # in the parameter name is the number of the column for which a type is being defined. The value is the type of data contained in that column. If no column# parameter exists for a column, the column is treated as text.<br>Defaults:<br>column1: NUMERIC<br>column22: NUMERIC<br>By default, column1 and column 22 are defined as containing numeric data. When numeric data is displayed on-screen, it is right justified within the column.<br>The following columns are of type DATE:<br>column11<br>column13<br>column15<br>column17<br>column44<br>column46<br>column48<br>column49<br>column50<br>column52-column56<br>column68<br>column70<br>column72 |

### Selection Criteria

The parameters in the Field Order Criteria section comprise a default set of criteria for the Selected Orders pre-defined view. The Field Order Include Criteria function allows users to set their own criteria to limit the field orders that are loaded into memory. The default settings below are used at initial order download and when the Selected Orders pre-defined view is displayed.

| Table: DHTDWINI, DHTMWINI | Config Cd: FO_INI | Section: Field Order Criteria |
|---|---|---|

| Parameter | Description |
|---|---|
| ([FO History1])APPT_START_ DTTM_TOTIME<br>([FO History1])CREW<br>([FO History1])DUE_ON_DTTM_EQUALDATE<br>([FO History1])FO_CMPL_STATUS<br>([FO History1])FO_TRACK_STATUS_1<br>([FO History1])FO_TRACK_STATUS_2<br>([FO History1])RECEIVE_DTTM_FROMDATE<br>([FO History1])RECEIVE_DTTM_TODATE<br>DISTRICT<br>DIVISION<br>FO_TYPE<br>GAS_SOURCE_CODE<br>PrimaryKey<br>SCHEDULING_AREA<br>SELECTION_TYPE<br>SERVICE_AREA<br>TAKEN_DTTM_FROMDATE<br>TAKEN_DTTM_TODATE<br>TOWN_CODE<br>ZIP_CODE | PrimaryKey is the key to use for field order selection. The default is SELECTION_TYPE.<br>The SELECTION_TYPE specifies how field orders will be selected for inclusion in the Field Order list:<br>A=All orders are displayed by default.<br>L=Orders are limited (filtered) based on selection criteria defined in this section.<br>The remaining parameters in this section are fields by which the list can be filtered.<br>For example, if SELECTION_TYPE=L and FO_TYPE=SC07, the Field Order list will be limited to only orders of this specified type.<br>By default, PrimaryKey=SELECTION_TYPE, SELECTION_TYPE=A, and no values are specified for the other parameters. |

### Date Selection Criteria

The parameters in Field Order Dates section define the default date selection criteria for the Field Order list in Dispatch Workstation. The Field Order Date Selection function allows users to limit the field orders that are read into memory based on the field order's Schedule From date and Due By date. All active field orders that are in the user's assigned dispatch area that meet the specified selection are read into memory. The default settings below are used at the initial order download if no user options have been previously saved in DHTUOPTS.

> **Note:** These settings are overridden by user-defined settings saved in the DHTUOPTS table.

| Table: DHTDWINI | Config Cd: FO_INI | Section: Field Order Dates |
|---|---|---|

| Parameter | Description |
|---|---|
| PrimaryKey | The key used for default date selection in the Field Order list.<br>Default: SELECT_DATE |
| SELECT_DATE | The default field order date selection criteria. Valid values are:<br>A: All dates<br>C: Current (today's date or earlier)<br>F: Future (tomorrow's date or later)<br>S: Selected date range (SELECT_DATE_FROM to SELECT_DATE_TO)<br>W: Future window (today's date plus the number of days specified in the FUTURE_WINDOW_DAYS parameter<br>Default: C |
| FUTURE_WINDOW_DAYS | The number of days in the future window for field order date selection. If the SELECT_DATE parameter=W, then the system loads all field orders for the current date through this number of days in the future. For example, if this parameter is set to 5, then all field orders for the next 5 days are included. This parameter is only used if SELECT_DATE=W. |
| SELECT_DATE_FROM | The starting date for field order selection. This parameter is only used if the SELECT_DATE parameter is set to S. This is used together with the SELECT_DATE_TO parameter to form the selected date range.<br>Example: 2003/11/11<br>Default: null |
| SELECT_DATE_TO | The ending date for field order selection. This parameter is only used if the SELECT_DATE parameter is set to S. This is used together with the SELECT_DATE_FROM parameter to form the selected date range.<br>Example: 2003/11/11<br>Default: null |
| USE_DUEON_FLG | Specifies whether or not to include unscheduled orders, based on the Due On date. If True, the field order list is limited to unscheduled orders within the date range specified in SELECT_DATE_TO and SELECT_DATE_FROM.<br>Default: False |
| USE_SCHFROM_FLG | Specifies whether or not to include scheduled orders, based on the Scheduled From date. If True, the field order list is limited to scheduled orders within the date range specified in SELECT_DATE_TO and SELECT_DATE_FROM.<br>Default: False |

### Force Field Sort

The following parameters control column sort functionality.

| Table: DHTDWINI, DHTMWINI | Config Cd: FO_INI | Section: Common Info |
|---|---|---|
| **Parameter** | **Description** | |
| Force Field Order Sort | Specifies whether or not users are allowed to change the sort order of the Field Order list. If True, the force sort columns, specified in the Force Field Order Sort parameters, cannot be changed; the ability to click the column header to resort is disabled for those columns, but additional columns can still be added to the sort. If False, all columns can be resorted by the user.<br>Default: False | |

| Table: DHTDWINI, DHTMWINI | Config Cd: FO_INI | Section: Force Field Order Sort |
|---|---|---|
| **Parameter** | **Description** | |
| column# | Defines the sort order to use for the Field Order list if the ForcePrimarySortColumn parameter is set to Yes. Column0 defines the primary sort; column1 is the secondary sort, etc. The user may add more columns, but cannot remove or modify any of the Force Field Order Sort columns. The value specified here must match a column header specified in the Field Order Column Headers section. The sort direction can be 'A' for ascending or 'D' for descending. If ForcePrimarySortColumn is NO, this parameter is ignored.<br>Defaults:<br>column0: Priority Code, A<br>column1: Tracking Status Code, D<br>By default, the Field Order list is sorted in ascending order by priority code first, and then in descending order by Tracking Code within Priority. | |

# Configuring the Mail List

This section describes how to configure the Mail list in both Dispatch Workstation and Mobile Workstation.

### Column Mapping

| Table: DHTDWINI, DHTMWINI | Config Cd: ML_DEF | Section: Mail Column Maps |
|---|---|---|

| Parameter | Description |
|---|---|
| KEY# | This section defines the internal data field that is mapped to each column in the Mail List. Column mapping parameters define all the data columns available for display in the on-screen list. The # in the parameter name is a number starting at 0 and incremented for each additional column. The parameter value is the name of the data field mapped to this column in the Mail list. The default Mail list has 10 columns. (KEY0-KEY9).<br>Example: KEY2=FROM<br>In this example, the FROM data field is mapped to the third column of the Mail list. |

The default mail column mapping is shown below:

| Table: DHTDWINI, DHTMWINI | Config Cd: ML_INI | Section: Mail Column Maps |
|---|---|---|

| Parameter | Value |
|---|---|
| KEY0 | MAIL_DTTM(%m/%d/%Y %H:%M:%S) |
| KEY1 | PRIORITY |
| KEY2 | From |
| KEY3 | FROM_ID |
| KEY4 | FROM_CREW_ID |
| KEY5 | To |
| KEY6 | TO_ID |
| KEY7 | TO_CREW_ID |
| KEY8 | READ_STATUS |
| KEY9 | MESSAGE |

### Column Headers

| Table: DHTDWINI, DHTMWINI | Config Cd: ML_INI | Section: Mail Column Headers |
|---|---|---|

| Parameter | Description |
|---|---|
| column# | This section defines the column headers for the Mail list. Column header parameters are also used to populate the Set Display Columns screen. The # in the parameter name is a number starting at 0 and incremented for each additional column in the list. The parameter value is the column header text to display in that column.<br>Example: column2=From<br>In the example above, the header for KEY2 in the Mail Column Maps is "Mobile Order #." |

The default column headers are displayed below:

| Table: DHTDWINI, DHTMWINI | Config Cd: ML_INI | Section: Mail Column Headers |
|---|---|---|

| Parameter | Value |
|---|---|
| column0 | Time Stamp |
| column1 | Priority |
| column2 | From |
| column3 | From ID |
| column4 | From Crew |
| column5 | To |
| column6 | To ID |
| column7 | To Crew |
| column8 | Status |
| column9 | Message |

### Number of Column Header Lines

| Table: DHTDWINI, DHTMWINI | Config Cd: WS_INI | Section: App |
|---|---|---|

| Parameter | Description |
|---|---|
| NumMailColHdrLines | The number of lines in the column header on the Mail list. If not specified, the column header appears on a single line.<br>Default: 2 |

### Default Display

| Table: DHTDWINI, DHTMWINI | Config Cd: ML_INI | Section: Default Mail Display |
|---|---|---|

| Parameter | Description |
|---|---|
| column# | The parameters in this section define the default columns to display in the Mail list. The # is a number starting at 0 and incremented for each additional column. The value specified here must match a column header specified in the Mail Column Headers section. The default display settings are used if no user-defined settings exist or if the user presses the Default button on the Set Display Columns screen to reset the column display.<br>Example: column5=To<br>In the example above, the To column is displayed in the column 5 of the Mail list by default. “To" must match the value specified for one of the column# parameters in the Mail Column Headers section. |

By default, the Mail list displays the following columns in both Dispatch Workstation and Mobile Workstation. The default display can be changed using the Set Display Options function.

| Table: DHTDWINI, DHTMWINI | Config Cd: ML_INI | Section: Default Mail Display |
|---|---|---|

| Parameter | Value |
|---|---|
| column0 | Time Stamp |
| column1 | Priority |
| column2 | From |
| column3 | From ID |
| column4 | From Crew |
| column5 | To |
| column6 | To ID |
| column7 | To Crew |
| column8 | Message |
| column9 | Status |

### Default Sort

| Table: DHTDWINI, DHTMWINI | Config Cd: ML_INI | Section: Default Mail Sort |
|---|---|---|

| Parameter | Description |
|---|---|
| column# | The field order column(s) to be used to sort the rows displayed in the Mail list if no sort columns have been defined by the user. There is a column# parameter for each sort column. The # in the parameter name is a number starting with 0 and incremented for each additional sort column (column0=primary sort; column1=secondary sort). The parameter value is the column header name, followed by the sort direction. The parameter value must match a column header specified in the Mail Column Headers parameters. The sort direction value can be 'A' for ascending or 'D' for descending.<br>Example:<br>column 0: Status, D<br>column 1: Priority, D<br>In the example above, the Mail list is sorted in descending order by status first, and then in descending order by priority. |

### Mail Distribution Info

The parameters in the Distribution Info section are used to configure distribution group selection in the mail subsystem.

| Table: DHTDWINI, DHTMWINI | Config Cd: ML_DEF | Section: Distribution Info |
|---|---|---|

| Parameter | Description |
|---|---|
| 0 | Specifies which distribution groups will be included in the Selected Distribution list on the Write Mail screen. Valid values are True or False. If this is set to True, the list will contain all dispatchers.<br>Default: True |
| 1 | Specifies which distribution groups will be included in the Selected Distribution list on the Write Mail screen. Valid values are True or False. If this is set to True, the list will contain All Dispatchers in the Selected Division.<br>Default: False |
| 2 | Specifies which distribution groups will be included in the Selected Distribution list on the Write Mail screen. Valid values are True or False. If this is set to True, the list will contain All Dispatchers in Selected Service Area.<br>Default: False |
| 3 | Specifies which distribution groups will be included in the Selected Distribution list on the Write Mail screen. Valid values are True or False. If this is set to True, the list will contain All Service Representatives.<br>Default: True |
| 4 | Specifies which distribution groups will be included in the Selected Distribution list on the Write Mail screen. Valid values are True or False. If this is set to True, the list will contain All Service Representatives in Selected Division.<br>Default: False |

| Table: DHTDWINI, DHTMWINI | Config Cd: ML_DEF | Section: Distribution Info |
|---|---|---|

| Parameter | Description |
|---|---|
| 5 | Specifies which distribution groups will be included in the Selected Distribution list on the Write Mail screen. Valid values are True or False. If this is set to True, the list will contain All Service Representatives in Selected Service Area.<br>Default: True |
| 6 | Specifies which distribution groups will be included in the Selected Distribution list on the Write Mail screen. Valid values are True or False. If this is set to True, the list will contain All Service Supervisors.<br>Default: True |
| 7 | Specifies which distribution groups will be included in the Selected Distribution list on the Write Mail screen. Valid values are True or False. If this is set to True, the list will contain All Service Supervisors in Selected Division.<br>Default: False |
| 8 | Specifies which distribution groups will be included in the Selected Distribution list on the Write Mail screen. Valid values are True or False. If this is set to True, the list will contain All Service Supervisors in Selected Service Area.<br>Default: False |

## Configuring the System Messages List

This section describes how to configure the System Messages list in Dispatch Workstation.

**Note:** The total number of columns that comprise the system messages list and their sequence are pre-established and cannot be changed. Only the display headers can be configured.

### Column Headers

| Table: DHTDWINI | Config Cd: WS_INI | Section: System Message Column Headers |
|---|---|---|

| Parameter | Description |
|---|---|
| column# | The parameters in this section specify the headers to display in each column of the System Messages list in the System Messages subsystem. Column header parameters are also used to populate the Set Display Columns screen. The '#' in the parameter name is a number starting with 0 and incremented for each additional column. The parameter value is the name of the data field mapped to this column in the System Messages list. The base system messages list has 5 columns (column0-column4). |

The default mail column headers are displayed below:

| Table: DHTMWINI | Config Cd: WS_INI | Section: System Message Column Headers |
|---|---|---|

| Parameter | Value |
|---|---|
| column0 | Key |
| column1 | System ID |
| column2 | Type |

| Table: DHTMWINI | Config Cd: WS_INI | Section: System Message Column Headers |
|---|---|---|
| **Parameter** | **Value** | |
| column3 | Time | |
| column4 | Message | |

## Configuring the Archive Field Order List

This section describes how to configure the Archive Field Order list in the Dispatch Workstation.

### Column Mapping

| Table: DHTDWINI | Config Cd: FO_DEF | Section: Archive FO Column Maps |
|---|---|---|
| **Parameter** | **Description** | |
| KEY# | The parameters in this section define the internal data field that is mapped to each column in the Archive Field Order list. Column mapping parameters define all the data columns available for display in the on-screen list. The # in the parameter name is a number starting at 0 and incremented for each additional column. The parameter value is the name of the internal data field mapped to this column. The default archive Field Order list has 75 columns ((KEY0-KEY74).<br>Example: KEY0=FO_NUMBER<br>In this example, the FO_NUMBER data field is mapped to the first column of the Archive Field Order list. | |

The default values for Archive Field Order column mapping are the same as for the base field order list mapping.

### Column Headers

| Table: DHTDWINI | Config Cd: FO_INI | Section: Archive FO Column Headers |
|---|---|---|
| **Parameter** | **Description** | |
| column# | The parameters in this section specify the column headers to display in the Archive Field Order list. Column header parameters are also used to populate the Set Display Columns screen. The # in the parameter name is a number starting with 0 and incremented for each additional column. The parameter value is the header text to display in that column. Every parameter defined in the Archive FO Column Maps section must have a corresponding parameter in this section.<br>Example: column0=Mobility Order #<br>In the example above, the header for KEY0 in the Archive FO Column Maps section is “Mobile Order #." | |

The default values for Archive Field Order list column headers are the same as for the base field order list column headers.

### Archive Field Order Criteria Section

The parameters in this section comprise a default set of criteria for the Archive Field Order selection criteria. The default settings below are used at initial order download and when the Selected Orders pre-defined view is displayed.

| Table: DHTDWINI | Config Cd: FO_INI | Section: Archive Field Order Criteria |
|---|---|---|
| **Parameter** | | **Description** |
| ([FO History1])APPT_START_DTTM_TOTIME<br>([FO History1])APPT_START_DTTM_FROMTIME<br>([FO History1])CREW<br>([FO History1])DUE_ON_DTTM_EQUALDATE<br>([FO History1])FO_CMPL_STATUS<br>([FO History1])FO_TRACK_STATUS_1<br>([FO History1])FO_TRACK_STATUS_2<br>([FO History1])RECEIVE_DTTM_FROMDATE<br>([FO History1])RECEIVE_DTTM_TODATE<br>DISTRICT<br>DIVISION<br>FO_TYPE<br>GRID_NUMBER<br>PrimaryKey<br>SCHEDULING_AREA<br>SELECTION_TYPE<br>SERVICE_AREA<br>SPARE_3<br>TAKEN_DTTM_FROMDATE<br>TAKEN_DTTM_TODATE<br>ZIP_CODE | | The PrimaryKey parameter specifies the key used to select field orders. This field defaults to SELECTION_TYPE.<br>The SELECTION_TYPE parameter indicates which field orders will be selected. Options are:<br>A=All field orders<br>L=Limited field orders (indicates that field orders will be filtered by the parameters specified in the rest of this section.<br>SELECTION_TYPE defaults to A.<br>All other parameters are null by default. |

### Archive FO Selection

| Table: DHTDWINI | Config Cd: FO_INI | Section: Archive FO Selection |
|---|---|---|
| **Parameter** | **Description** | |
| FROM_DATE<br>TO_DATE<br>FROM_TIME<br>TO_TIME<br>CREW | The parameters in this section specify the time and date range and the assigned crew for field orders in the archive order subsystem.<br>Defaults: null | |

# Configuring the Routine Field Order List

This section describes how to configure the Routine Field Order list in the Dispatch Workstation.

### Column Mapping

| Table: DHTDWINI | Config Cd: FO_DEF | Section: Routine FO Column Maps |
|---|---|---|

| Parameter | Description |
|---|---|
| KEY# | The parameters in this section define the internal data field that is mapped to each column in the Routine Field Order list. Column mapping parameters define all the data columns available for display in the on-screen list. The # in the parameter name is a number starting at 0 and incremented for each additional column. The parameter value is the name of the internal data field mapped to this column. The default archive Field Order list has 75 columns ((KEY0-KEY74).<br>Example: KEY0=FO_NUMBER<br>In this example, the FO_NUMBER data field is mapped to the first column of the Routine Field Order list. |

The default values for Routine Field Order column mapping are the same as for the base field order list mapping.

### Column Headers

| Table: DHTDWINI | Config Cd: FO_DEF | Section: Routine FO Column Headers |
|---|---|---|

| Parameter | Description |
|---|---|
| column# | The parameters in this section specify the column headers to display in the Routine Field Order list. Column header parameters are also used to populate the Set Display Columns screen. The # in the parameter name is a number starting with 0 and incremented for each additional column. The parameter value is the header text to display in that column. Every parameter defined in the Routine FO Column Maps section must have a corresponding parameter in this section.<br>Example: column0=Mobility Order #<br>In the example above, the header for KEY0 in the Routine FO Column Maps section is “Mobile Order #." |

The default routine Field Order list column headers are the same as the base field order list column headers.

### Routine Field Order Criteria Section

The parameters in this section comprise a default set of criteria for the Routine Field Order selection criteria. The default settings below are used at initial order download and when the Selected Orders pre-defined view is displayed.

| Table: DHTDWINI | Config Cd: FO_INI | Section: Routine Field Order Criteria |
|---|---|---|

| Parameter | Description |
|---|---|
| FO_TYPE<br>Maximum<br>METER_NBR<br>PrimaryKey<br>ROUTING_REASON<br>SELECTION_TYPE<br>SERVICE_AREA<br>SERVICE_PT_TYPE_CD<br>SERVING_OFFICE<br>TOWN_CODE | The PrimaryKey parameter specifies the key used to select field orders. This parameter defaults to SELECTION_TYPE.<br>The SELECTION_TYPE parameter indicates how field orders will be selected. Options are:<br>A=All field orders<br>L=Limited field orders (indicates that field orders will be filtered by the parameters specified in the rest of this section.<br>SELECTION_TYPE defaults to L.<br>Maximum is the maximum number of routine orders to be displayed. This parameter defaults to 500.<br>All other parameters are null. |

## Configuring the Gantt Display

The left side of the Gantt displays shows a list of crews or field orders, depending on the current mode. By default, the Gantt crew list displays the crew ID and the Gant Field Order list shows the field order number. The Gantt crew list can be configured to use any of the fields in the regular crew list by modifying the parameters in the Default Gantt Crew Display. The Gantt Field Order list in the Gantt display can be configured to use any of the available columns from the regular field order list by modifying the parameters in the Default Field Order Display.

### Gantt Crew Display

| Table: DHTDWINI | Config Cd: CRW_INI | Section: Default Gantt Crew Display |
|---|---|---|

| Parameter | Description |
|---|---|
| column# | This section defines the columns to appear in the crew list on the Gantt display. The # in the parameter name is a number starting at 0 and incremented for each additional column. The parameter value must match a column header value defined in the Crew Status Column Headers section.<br>Example: column0=Crew<br>**Note:** The Crew Status Column Headers section defines all available columns and the Default Gantt Crew Display section defines which columns will be displayed by default when the list first appears. |

### Gantt Field Order Display

| Table: DHTDWINI | Config Cd: FO_INI | Section: Default Gantt FO Display |
|---|---|---|

| Parameter | Description |
|---|---|
| column# | This section defines the columns to appear in the Field Order list on the Gantt display. The # in the parameter name is a number starting at 0 and incremented for each additional column. The parameter value must match a column header value defined in the Field Order Column Headers section.<br>Example: column0=Mobility Order # |

## Configuring the Crew Status List in Dispatch Workstation

This section describes how to configure the Crew Status list in the Dispatcher Workstation.

> **Note:** The parameters in this section apply to the Dispatch Workstation Crew Status list. The Supervisor's Crew Status list in the Mobile Workstation is configured using the parameters defined in CRW2_DEF, described later in this guide.

### Column Mapping

| Table: DHTDWINI | Config Cd: CRW_DEF | Section: Crew Status Column Maps |
|---|---|---|

| Parameter | Description |
|---|---|
| KEY# | This section specifies the internal data field that is mapped to each column in the Crew Status list. Column mapping parameters define all the data columns available for display in the on-screen list. The # in the parameter name is a number starting at 0 and incremented for each additional column in the list. (KEY0 corresponds to column 0 in the list.) The base Crew Status list has 37 columns (KEY0 through KEY36). The headers to display for these columns are specified in the Crew Status Column Headers section (see following section).<br>Example: KEY0=CREW<br>In this example, the Crew ID is defined as the first column in the Crew Status list. |

The default crew list column mapping is shown below:

| Table: DHTDWINI | Config Cd: CRW_DEF | Section: Crew Status Column Maps |
|---|---|---|

| Parameter | Value |
|---|---|
| KEY0 | CREW |
| KEY1 | Supervisor Indicator |
| KEY2 | Crew_Status@DHTCRWST.TBL::STATUS_ABBR |
| KEY3 | TIME_STAMP=DATETIME(%m/%d/%Y %H:%M:%S) |
| KEY4 | USER_ID |
| KEY5 | TECH_NAME |

| Table: DHTDWINI | Config Cd: CRW_DEF | Section: Crew Status Column Maps |
|---|---|---|
| **Parameter** | **Value** | |
| KEY6 | FO_NUMBER | |
| KEY7 | DISPLAY_ADDR_1 | |
| KEY8 | Scheduling Area | |
| KEY9 | Unused (Grid Number) | |
| KEY10 | FO_ASSIGNED | |
| KEY11 | FO_COMPLETED | |
| KEY12 | FO_REALLOCATED | |
| KEY13 | FO_RESCHEDULED | |
| KEY14 | FO_DISPATCHED | |
| KEY15 | Unused (Work Time Remaining) | |
| KEY16 | ENROUTE_DTTM=DATETIME(%m/%d/%Y %H:%M) | |
| KEY17 | ONSITE_DTTM=DATETIME(%m/%d/%Y %H:%M) | |
| KEY18 | DISPATCH_DTTM=DATETIME(%m/%d/%Y %H:%M) | |
| KEY19 | SPARE_5 | |
| KEY20 | DISTRICT | |
| KEY21 | GEN_APPT_WARNING | |
| KEY22 | GEN_LONG_WARNING | |
| KEY23 | FO_RETURNED | |
| KEY24 | FO_INCOMPLETE | |
| KEY25 | FO_RECALLED | |
| KEY26 | SERVICE_AREA | |
| KEY27 | FO_TYPE_DESC | |
| KEY28 | FO_CANCELED | |
| KEY29 | USER_TYPE | |
| KEY30 | VEHICLE_DESC | |
| KEY31 | SHIFT_PRIMARY_FUNCTION | |
| KEY32 | SHIFT_ID | |
| KEY33 | SHIFT_STATUS_CD@DHTSSTAT.TBL::SHIFT_STATUS_DESC | |
| KEY34 | SHIFT_START_DTTM=DATETIME(%m/%d/%Y %H:%M) | |
| KEY35 | SHIFT_END_DTTM=DATETIME(%m/%d/%Y %H:%M) | |
| KEY36 | FO_ALLOCATED | |

### Column Headers

| Table: DHTDWINI | Config Cd: CRW_INI | Section: Crew Status Column Headers |
|---|---|---|

| Parameter | Description |
|---|---|
| column# | The parameters in this section specify the headers to be displayed on the Crew Status list in the Dispatch Workstation. Column header parameters are also used to populate the Set Display Columns screen. The # in the parameter name is a number starting with 0 and incremented for each additional column in the list. The parameter value is the header text for that column. Every parameter defined in the Crew Status Column Maps section must have a corresponding parameter in this section.<br>Example:<br>column1=Schedule Time Start<br>In the example above, the header for KEY1 is the Crew Status Column Maps section "Schedule Time Start." |

The default crew status column headers are shown below:

| Table: DHTDWINI | Config Cd: CRW_INI | Section: Crew Status Column Headers |
|---|---|---|

| Parameter | Value |
|---|---|
| column0 | Crew |
| column1 | Supervisor Indicator |
| column2 | Status |
| column3 | Time |
| column4 | Technician Id |
| column5 | Crew Name |
| column6 | Order Number |
| column7 | Location |
| column8 | Scheduling Area |
| column9 | Unused (Grid Number) |
| column10 | #Assn |
| column11 | #Cmpl |
| column12 | #Realloc |
| column13 | #Resch |
| column14 | #Disp |
| column15 | Unused (Work Time Remaining) |
| column16 | Enroute Time |
| column17 | Arrive Time |

| Table: DHTDWINI | Config Cd: CRW_INI | Section: Crew Status Column Headers |
|---|---|---|

| Parameter | Value |
|---|---|
| column18 | Dispatch Time |
| column19 | Appt Indicator |
| column20 | District |
| column21 | Missed Appointment |
| column22 | Taking Too Long |
| column23 | #Ret |
| column24 | #Incmpl |
| column25 | #Recall |
| column26 | Zone |
| column27 | Order Description |
| column28 | #Alloc |
| column29 | Crew Type Icon |
| column30 | Vehicle Type |
| column31 | Primary Function |
| column32 | Shift Id |
| column33 | Shift Status |
| column34 | Shift From Time |
| column35 | Shift End Time |

## Number of Lines in the Column Header

| Table: DHTDWINI, DHTMWINI | Config Cd: WS_INI | Section: App |
|---|---|---|

| Parameter | Description |
|---|---|
| NumCrewColHdrLines | The number of lines in the column header on the Crew Status list. If not specified, the column header appears on a single line.<br>Default: 2<br>This parameter occurs in both DHTDWINI and DHTMWINI. |

### Default Display

| Table: DHTDWINI | Config Cd: CRW_INI | Section: Default Crew Status Display |
|---|---|---|
| **Parameter** | **Description** | |
| column# | The parameters in this section specify the default columns to be displayed in the Crew Status list if there is no user-defined set of columns. The # in the parameter name is a number starting with 0 and incremented for each additional column to be displayed. The parameter value must match a column header specified in the Crew Status Column Headers parameters. The user can change the default display using the Set Column Display option and can revert to the default display at any time.<br>Example: column1=Supervisor Indicator<br>In the example above, the Supervisor Indicator column is displayed in the second column of the crew list by default. "Supervisor Indicator" must match the value specified for one of the column# parameters in the Crew Status Column Headers section. | |

The default Crew Status list displays the following columns.

**Note**: The Crew Status Column Headers section defines all available columns and the Default Crew Status Display section defines which columns will be displayed by default when the list first appears.The list can be modified using the Set Display Columns function.

| Table: DHTDWINI | Config Cd: CRW_INI | Section: Default Crew Status Display |
|---|---|---|
| **Parameter** | **Value** | |
| column0 | Crew | |
| column1 | Supervisor Indicator | |
| column2 | Status | |
| column3 | Time | |
| column4 | Technician Id | |
| column5 | Crew Name | |
| column6 | Order Number | |
| column7 | Location | |
| column8 | Scheduling Area | |
| column9 | Unused (Grid Number) | |
| column10 | #Assn | |
| column11 | #Cmpl | |
| column12 | #Realloc | |
| column13 | #Resch | |
| column14 | #Disp | |

| Table: DHTDWINI | Config Cd: CRW_INI | Section: Default Crew Status Display |
|---|---|---|
| **Parameter** | **Value** | |
| column15 | Unused (Work Time Remaining) | |
| column16 | Enroute Time | |
| column17 | Arrive Time | |
| column18 | Dispatch Time | |
| column19 | Appt Indicator | |
| column20 | District | |
| column21 | Missed Appointment | |
| column22 | Taking Too Long | |
| column23 | #Ret | |
| column24 | #Incmpl | |
| column25 | #Recall | |
| column26 | Zone | |
| column27 | Order Description | |
| column28 | #Alloc | |
| column29 | Crew Type Icon | |
| column30 | Vehicle Type | |
| column31 | Primary Function | |
| column32 | Shift Id | |
| column33 | Shift Status | |
| column34 | Shift From Time | |
| column35 | Shift End Time | |

### Default Sort

| Table: DHTDWINI | Config Cd: CRW_INI | Section: Default Crew Status Sort |
|---|---|---|
| **Parameter** | **Description** | |
| column# | The parameters in this section specify the default sort column(s) and sort order for the Crew Status list in the Dispatch Workstation. There is a column# parameter for each sort column. The # in the parameter name is a number starting with 0 and incremented for each additional sort column (column0=primary sort; column1=secondary sort). The parameter value is the column header name, followed by the sort direction. The parameter value must match a column header specified in the Crew Status Column Headers parameters. The sort direction value can be 'A' for ascending or 'D' for descending. The user can change the default sort order using the Set Sort Column option.<br>Default: column0: Crew, A<br>By default, the Crew Status list is sorted in ascending order by the Crew column. | |

### Column Types

| Table: DHTDWINI | Config Cd: CRW_INI | Section: Crew Status Column Types |
|---|---|---|
| **Parameter** | **Description** | |
| column# | The parameters in this section specify the data type for any non-text columns in the Crew Status list. The # in the parameter name is the number of the column for which a type is being defined. The value is the type of data contained in that column. If no column# parameter exists for a column, the column is treated as text.<br>Default: column12=Numeric<br>By default, column 12 of the Crew Status list is defined as containing numeric data. When numeric data is displayed on-screen, it is right justified within the column.<br>The following columns are of type DATE:<br>column3<br>column16-column18<br>column34-column35 | |

### Crew Criteria

The parameters in this section comprise a default set of criteria for the Selected Orders pre-defined view. The Crew Include Criteria function allows users to set their own criteria to limit the crew information that is loaded into memory. The default settings below are used at initial order download and when the default view is displayed.

| Table: DHTDWINI | Config Cd: CRW_INI | Section: Crew Criteria |
|---|---|---|

| Parameter | Description |
|---|---|
| CREW_STATUS<br>CURR_SERVICE_AREA<br>CURRENT_DISTRICT<br>CURRENT_DIVISION<br>DATA_FILE<br>FO_TYPE<br>PrimaryKey<br>SELECTION_TYPE<br>TECH_NAME | The parameters in the Crew Criteria section comprise a default set of criteria that can be modified by the client/PS team to create each customer's crew selection criteria.<br>PrimaryKey is the key to use for crew status selection. The default is SELECTION_TYPE. Valid values for SELECTION_TYPE are:<br>A=All crews<br>L=Limit selection. Crews are filtered based on selection criteria defined in section.<br>SELECTION_TYPE defaults to A (All)<br>CREW_STATUS defaults to F (Logged Off). Other crew statuses are:<br>C - Complete<br>E – Enroute<br>I – Onsite<br>N - Clear<br>O – Logged On<br>S – Out of Service<br>X – Out of Range<br>All other parameters are null by default. |

## Configuring the Crew Detail Screen in Dispatch Workstation

This section describes how to configure the field order list that is displayed on the Crew Detail window in Dispatch Workstation. (For information about the Supervisor's Crew Detail in Mobile Workstation, see **Configuring the Supervisor's Crew Detail Screen in Mobile Workstation** on page 5-103.)

> **Note:** The user cannot change the display columns in the Crew Detail List; the Set Display Options function is not available for the Crew Detail list.

### Column Mapping

| Table: DHTDWINI | Config Cd: CFO_DEF | Section: Crew Detail FO Column Maps |
|---|---|---|

| Parameter | Description |
|---|---|
| KEY# | This section specifies the internal data field that is mapped to the each column in the field order list on the Crew Detail screen. Column mapping parameters define all the data columns available for display in the on-screen list. The # in the parameter name is a number starting at 0 and incremented for each additional column in the list. (KEY0 corresponds to column 0 in the list.) The parameter value is the name of the internal data field mapped to this column in the list. The base Crew Detail field order list contains 9 columns (KEY0 through KEY8).<br>Example: KEY6=DISPLAY_ADDR_1<br>In the example above, the DISPLAY_ADDR_1 data field is mapped to column 6 in the Crew Detail list. |

The default column mapping for the Crew Detail is shown below:

| Table: DHTMWINI | Config Cd: CFO_DEF | Section: Crew Detail FO Column Maps |
|---|---|---|

| Parameter | Value |
|---|---|
| KEY0 | [FO History1]SCHED_FROM_DTTM(%m/%d/%Y %H:%M:%S) |
| KEY1 | [FO History1]SCHED_END_DTTM(%m/%d/%Y %H:%M:%S) |
| KEY2 | FO_NUMBER |
| KEY3 | FO_TYPE@DHTFOTYP.TBL::FO_TYPE_DESC |
| KEY4 | 'T-'[FO History1]FO_TRACK_STATUS@DHTFSTAT.TBL::STATUS_ABBR |
| KEY5 | [FO History1]DISPATCH_DTTM(%m/%d/%Y %H:%M:%S) |
| KEY6 | DISPLAY_ADDR_1 |
| KEY7 | SCHEDULING_AREA |
| KEY8 | [FO History1]FO_CMPL_STATUS |
| KEY9 | FO_TYPE |

### Column Headers / Display Columns

The Crew Detail cannot be modified by the user. The column headers and column order defined in this section determine the way the list will appear to the user.

| Table: DHTDWINI | Config Cd: CRW_INI | Section: Crew FO List Display |
|---|---|---|

| Parameter | Description |
|---|---|
| column# | The parameters in this section specify the headers to display in the Crew Detail field order list. The # in the parameter name is a number starting at 0 and incremented for each additional column. The parameter value is the header text to display for this column. Each column defined in the Crew Detail FO Column Maps section must have a corresponding parameter in this section.<br>Example: column0=Schedule Time Start<br>In the example above, the header for KEY0 in the Crew Detail FO Column Maps is "Schedule Time Start." |

The display columns in the Crew Detail are shown below:

| Table: DHTDWINI | Config Cd: CRW_INI | Section: Crew FO List Display |
|---|---|---|

| Parameter | Description |
|---|---|
| column0 | Schedule Time Start |
| column1 | Schedule Time End |
| column2 | Mobility Order# |
| column3 | Order Description |
| column4 | Tracking Status Abbr |
| column5 | Time Changed |
| column6 | Service Address |
| column7 | Sched Area |
| column8 | Compl Status Code |
| column9 | Order Type |

## Configuring the Supervisor's Crew Status List in Mobile Workstation

This section describes how to configure the Supervisor's Crew Status list in Mobile Workstation.

**Note:** The user cannot change the display columns in the Supervisor's Crew Status list.

### Column Mapping

| Table: DHTMWINI | Config Cd: CRW2_DEF | Section: Crew Status Column Maps |
|---|---|---|

| Parameter | Description |
|---|---|
| KEY# | This section specifies the internal data field that is mapped to the each column in the Supervisor's crew list in Mobile Workstation. Column mapping parameters define all the data columns available for display in the on-screen list. The # in the parameter name is a number starting at 0 and incremented for each additional column in the list. (KEY0 corresponds to column 0 in the list.) The base Crew Status list contains 23 columns (column0-column22).<br>Example: KEY0=CREW<br>In this example, the CREW data field is mapped to the first column in the Supervisor's Crew Status list. |

The default crew status column mapping is shown below:

| Table: DHTMWINI | Config Cd: CRW2_DEF | Section: Crew Status Column Maps |
|---|---|---|

| Parameter | Value |
|---|---|
| KEY0 | CREW |
| KEY1 | TECH_NAME |
| KEY2 | Crew_Status |
| KEY3 | TIME_STAMP |
| KEY4 | DISTRICT |
| KEY5 | FO_NUMBER |
| KEY6 | Supervisor Indicator |
| KEY7 | USER_ID |
| KEY8 | BASE_ADDRESS |
| KEY9 | SERVICE_AREA |
| KEY10 | FO_ASSIGNED |
| KEY11 | FO_DISPATCHED |
| KEY12 | FO_REALLOCATED |
| KEY13 | FO_RESCHEDULED |
| KEY14 | FO_RETURNED |
| KEY15 | FO_RECALLED |
| KEY16 | FO_COMPLETED |

| Table: DHTMWINI | Config Cd: CRW2_DEF | Section: Crew Status Column Maps |
|---|---|---|
| **Parameter** | **Value** | |
| KEY17 | FO_INCOMPLETE | |
| KEY18 | FO_ALLOCATED | |
| KEY19 | USER_TYPE | |
| KEY20 | SKILLS | |
| KEY21 | PRIMARY_FUNC | |
| KEY22 | SHIFT_PRIMARY_FUNC_CD | |

**Column Headers**

| Table: DHTMWINI | Config Cd: CRW2_INI | Section: Crew Status Column Headers |
|---|---|---|
| **Parameter** | **Description** | |
| column# | The parameters in this section specify the headers to be displayed on the Supervisor's Crew Status list in Mobile Workstation. The # in the parameter name is a number starting with 0 and incremented for each additional column in the list. The parameter value is the header text for that column. Every parameter defined in the Crew Status Column Maps section must have a corresponding parameter in this section.<br>Example: column1=Tech Name<br>In the example above, the header for KEY1 in the Crew Status Column Maps section is "Tech Name." | |

The default crew status column headers are shown below:

| Table: DHTDWINI | Config Cd: CRW_INI | Section: Crew Status Column Headers |
|---|---|---|
| **Parameter** | **Description** | |
| column0 | Crew | |
| column1 | Tech Name | |
| column2 | Status | |
| column3 | Time | |
| column4 | Zone | |
| column5 | Appt Ind | |
| column6 | Review Ind | |
| column7 | Tech Id | |
| column8 | Address | |
| column9 | Area | |
| column10 | #Assn | |

| Table: DHTDWINI | Config Cd: CRW_INI | Section: Crew Status Column Headers |
|---|---|---|

| Parameter | Description |
|---|---|
| column11 | #Disp |
| column12 | #Realloc |
| column13 | #Resch |
| column14 | #Ret |
| column15 | #Rec |
| column16 | #Cmpl |
| column17 | #Incmpl |
| column18 | #Alloc |
| column19 | User Type |
| column20 | Skills |
| column21 | Primary Function |
| column22 | Shift Primary Function Code |

### Default Display

| Table: DHTMWINI | Config Cd: CRW2_INI | Section: Default Crew Status Display |
|---|---|---|

| Parameter | Description |
|---|---|
| column# | The Default Crew Status Display parameters specify the default columns to be displayed in the Supervisor's Crew Status list. (The Crew Status Column Headers section defines all available columns and the Default Crew Status Display defines which columns will be displayed by default when the list first appears.) The # in the parameter name is a number starting with 0 and incremented for each additional column to be displayed. The parameter value must match a column header specified in the Crew Status Column Headers parameters. The user cannot change the column display for the Supervisor's Crew Status list.<br>Example: column1=Supervisor Indicator<br>In the example above, the Supervisor Indicator column is displayed in the second column of the Field Order list. "Supervisor Indicator" must match the value specified for one of the column# parameters in the Crew Status Column Headers section. |

The default display configuration for the Mobile Workstation Crew Status List is shown below:

| Table: DHTMWINI | Config Cd: CRW2_INI | Section: Default Crew Status Display |
|---|---|---|

| Parameter | Value |
|---|---|
| column0 | Crew |
| column1 | Tech Name |

| Table: DHTMWINI | Config Cd: CRW2_INI | Section: Default Crew Status Display |
|---|---|---|

| Parameter | Value |
|---|---|
| column2 | Status |
| column3 | Time |
| column4 | Zone |
| column5 | Appt Ind |
| column6 | Review Ind |
| column7 | #Assn |
| column8 | #Disp |
| column9 | #Cmpl |
| column10 | #Incmpl |
| column11 | #Ret |
| column12 | #Rec |
| column13 | #Realloc |
| column14 | #Alloc |
| column15 | Skills |
| column16 | Primary Function |

### Default Sort

| Table: DHTMWINI | Config Cd: CRW2_INI | Section: Default Crew Status Sort |
|---|---|---|

| Parameter | Description |
|---|---|
| column# | The parameters in this section specify the sort column(s) and sort order for the Supervisor's Crew Status list in Mobile Workstation. There is a column# parameter for each sort column. The # in the parameter name is a number starting with 0 and incremented for each additional sort column (column0=primary sort; column1=secondary sort). The parameter value is the column header name, followed by the sort direction. The parameter value must match a column header specified in the Crew Status Column Headers parameters. The sort direction value can be 'A' for ascending or 'D' for descending.<br>Default:<br>column 0: Crew, A<br>By default, the Supervisor's Crew Status list is sorted in ascending order by crew ID. |

### Crew Status Component

The parameters in this section are used to configure the Supervisor's Crew Status list in the Mobile Workstation application. The order of display columns cannot be changed; only the column width, sort field, and font size can be changed.

| Table: DHTMWINI | Config Cd: CRW2_DEF | Section: Crew Status Component |
|---|---|---|
| **Parameter** | **Description** | |
| COL_DISPLAY_# | The parameters in this section define which columns appear in the Supervisor's Crew Status List. The # in the parameter name is the column number, starting with 0 and incremented for each additional column to appear on the list. The parameter value is the number of the column in the internal Crew Status list (as defined in the Crew Status Column Headers section) that should appear in this column on the Supervisor's Crew Status list. The list contains 14 columns (0-13). The column display cannot be changed.<br>Example: COL_DISPLAY_0=0<br>In the example above, column 0 (CREW) in the Crew Status list appears in the first column on the Supervisor's Crew Status list. | |
| COL_SORT_# | The sort column(s) to use to sort the rows in the Supervisor's Crew Status list. There is a COL_SORT_# parameter for each sort column. COL_SORT_1 is the primary sort; COL_SORT_2 is the secondary sort. The value of the parameter is the number of the column in the internal Crew Status list (as defined in the Crew Status Column Maps section) by which to sort.<br>Example:<br>COL_SORT_1=0 | |
| COL_WIDTH_# | The width of the corresponding column on the Supervisor's Crew Status list. The # in the parameter name is the number of the crew list column, starting with 0 and incremented for each additional column to appear on the list. The value is the default width of this column when it is displayed on the screen.<br>Example: COL_WIDTH_0=80 | |
| FONT_SIZE | The size of the font to use when displaying the Supervisor's Crew Status list.<br>Default: SMALL | |

The default crew status display configuration is shown below:

| Table: DHTMWINI | Config Cd: CRW2_DEF | Section: Crew Status Component |
|---|---|---|
| **Parameter** | **Value** | |
| COL_DISPLAY_0 | 0 | |
| COL_DISPLAY_1 | 1 | |
| COL_DISPLAY_2 | 2 | |
| COL_DISPLAY_3 | 3 | |
| COL_DISPLAY_4 | 7 | |
| COL_DISPLAY_5 | 8 | |

| Table: DHTMWINI | Config Cd: CRW2_DEF | Section: Crew Status Component |
|---|---|---|
| **Parameter** | **Value** | |
| COL_DISPLAY_6 | 4 | |
| COL_DISPLAY_7 | 10 | |
| COL_DISPLAY_8 | 11 | |
| COL_DISPLAY_9 | 16 | |
| COL_DISPLAY_10 | 17 | |
| COL_DISPLAY_11 | 14 | |
| COL_DISPLAY_12 | 15 | |
| COL_DISPLAY_13 | 12 | |
| COL_WIDTH_0 | 900 | |
| COL_WIDTH_1 | 1600 | |
| COL_WIDTH_2 | 1200 | |
| COL_WIDTH_3 | 900 | |
| COL_WIDTH_4 | 900 | |
| COL_WIDTH_5 | 900 | |
| COL_WIDTH_6 | 900 | |
| COL_WIDTH_7 | 1000 | |
| COL_WIDTH_8 | 2500 | |
| COL_WIDTH_9 | 900 | |
| COL_WIDTH_10 | 900 | |
| COL_WIDTH_11 | 900 | |
| COL_WIDTH_12 | 900 | |
| COL_WIDTH_13 | 900 | |
| COL_WIDTH_14 | 900 | |
| COL_WIDTH_15 | 900 | |
| COL_WIDTH_16 | 900 | |
| COL_WIDTH_17 | 900 | |
| COL_WIDTH_18 | 900 | |
| COL_WIDTH_19 | 300 | |
| COL_WIDTH_20 | 2500 | |
| COL_WIDTH_21 | 600 | |
| COL_WIDTH_22 | 600 | |

| Table: DHTMWINI | Config Cd: CRW2_DEF | Section: Crew Status Component |
|---|---|---|
| **Parameter** | **Value** | |
| COL_SORT_0 | 0 | |
| FONT_SIZE | SMALL | |
| PRIMARY_COL | COL_DISPLAY_0 | |

## Crew Status Info

The parameters in this section are used to configure the Supervisor's Crew Status list. The project team/customer should not change the value of this parameter, as this would adversely affect the processing.

| Table: DHTMWINI | Config Cd: CRW2_DEF | Section: Crew Status Info |
|---|---|---|
| **Parameter** | **Description** | |
| CREW_STATUS | This parameter is used as a constant in the Oracle Utilities Mobile Workforce Management application. The project team/customer should not change the value of this parameter.<br>Default Crew_Status | |
| LOGGED_OFF | This parameter is used as a constant in the Oracle Utilities Mobile Workforce Management application. The project team/customer should not change the value of this parameter.<br>Default LOGGED_OFF | |
| LOGGED_ON | This parameter is used as a constant in the Oracle Utilities Mobile Workforce Management application. The project team/customer should not change the value of this parameter.<br>Default LOGGED_ON | |
| PRIMARY_COL | This parameter is used as a constant in the Oracle Utilities Mobile Workforce Management application. The project team/customer should not change the value of this parameter.<br>Default: COL_DISPLAY_0 | |

## Supervised Crew Selection Parameters

The parameters in the following sections comprise a default set of criteria that can be modified by the client/PS team to create each customer's supervised crew list in the Mobile Workstation application. Each section below corresponds to an option on the Crew Selection screen in Mobile Workstation.

### Selected Crew Selection

| Table: DHTMWINI | Config Cd: CRW2_INI | Section: Supervised Crew Selection |
|---|---|---|
| **Parameter** | **Description** | |
| SUPERVISED_CREW_SELECTION | This parameter specifies which crews to include on the Supervisor's Crew Status list. Valid values are:<br>0 - My Crews only<br>1 - All Distrcts<br>2 - Selected Districts (The districts to be included are listed in the Selected Supervised Districts section described below.)<br>3 - Selected District with multiple selected Crews (The district to be included is listed in the Selected Supervised Districts section described below and the crews are listed in the Selected Supervised Crews section described below.)<br>Default: null | |

### Selected Supervised Crews

| Table: DHTMWINI | Config Cd: CRW2_INI | Section: Selected Supervised Crews |
|---|---|---|
| **Parameter** | **Description** | |
| Crew# | This parameter specifies the crew(s) to be included in the Supervisor's Crew List. The # in the parameter name is a number starting at 1 and incremented for each additional crew selected. The parameter value is the ID of the selected crew. The Crew Selection screen in Mobile Workstation can be used to select specific crews to be included in the Supervisor's Crew Status list.<br>Default: null | |

### Selected Supervised Districts

| Table: DHTMWINI | Config Cd: CRW2_INI | Section: Selected Supervised Districts |
|---|---|---|
| **Parameter** | **Description** | |
| District# | This parameter specifies the district(s) to be included in the Supervisor's Crew List. The # in the parameter name is a number starting at 1 and incremented for each additional district selected. The parameter value is the ID of the selected district. The Crew Selection screen in Mobile Workstation can be used to select specific districts to be included in the Supervisor's Crew Status list.<br>Default: null | |

### Supervised Crew Display

| Table: DHTMWINI | Config Cd: CRW2 | Section: Supervised Crew Display |
|---|---|---|

| Parameter | Description |
|---|---|
| Display | This parameter specifies whether to display all crews or only logged-on crews on the Supervisor's Crew list. This Crew Selection screen in Mobile Workstation can be used to select which crews to display on the Supervisor's Crew Status list. Valid values are:<br>0 - All Crews<br>1 - Logged on Crews only<br>Default: null |

## Configuring the Supervisor's Crew Detail Screen in Mobile Workstation

This section describes how to configure the Field Order list that is displayed on the Crew Detail window in Mobile Workstation.

> **Note:** The user cannot change the display columns in the Supervisor's Crew Detail.

### Column Mapping

| Table: DHTMWINI | Config Cd: CRW2_DEF | Section: Supv Crew Detail Column Maps |
|---|---|---|

| Parameter | Description |
|---|---|
| KEY# | The parameters in this section define the internal data field that is mapped to each column in the Supervisor's Crew Detail. Column mapping parameters define all the data columns available for display in the on-screen list. The # in the parameter name is a number starting at 0 and incremented for each additional column. (KEY0 corresponds to column 0 in the list.) The parameter value is the name of the internal field mapped to this column. The default Crew Detail list contains 11 columns (KEY0-KEY10).<br>Example: KEY0=FO_TYPE<br>In the example above, the FO_TYPE data field is mapped to the first column in the Supervisor's Crew Detail. |

The default column mapping is shown below:

| Table: DHTMWINI | Config Cd: CRW2_DEF | Section: Supv Crew Detail Column Maps |
|---|---|---|

| Parameter | Value |
|---|---|
| KEY0 | FO_TYPE |
| KEY1 | FO_NUMBER |
| KEY2 | SUPERVISOR_REV_TXT |
| KEY3 | FO_TRACK_STATUS |
| KEY4 | CUST_ADDR_1 |
| KEY5 | APPT_START_DTTM |

| Table: DHTMWINI | Config Cd: CRW2_DEF | Section: Supv Crew Detail Column Maps |
|---|---|---|
| **Parameter** | **Value** | |
| KEY6 | APPT_END_DTTM | |
| KEY7 | GRID_NUMBER | |
| KEY8 | EARLY_START_DTTM | |
| KEY9 | DISTRICT | |
| KEY10 | FO_CMPL_STATUS | |

### Column Headers

| Table: DHTMWINI | Config Cd: CRW2_INI | Section: Supv Crew Detail Column Headers |
|---|---|---|
| **Parameter** | **Description** | |
| column# | The parameters in this section specify the headers to display in the Supervisor's Crew Detail in Mobile Workstation. The # in the parameter name is a number starting at 0 and incremented for each additional column. The parameter value is the header text to display for this column. Each column defined in the Supv Crew Detail Column Maps section must have a corresponding parameter in this section.<br>Example: column1=Order #<br>In the example above, the header for KEY1 in the Supv Crew Detail Column Maps is “Order #." | |

The default column headers are shown below:

| Table: DHTMWINI | Config Cd: CRW2_INI | Section: Supv Crew Detail Column Headers |
|---|---|---|
| **Parameter** | **Value** | |
| column0 | Order Type | |
| column1 | Order# | |
| column2 | Rvw | |
| column3 | Status | |
| column4 | Address | |
| column5 | Appt Start Time | |
| column6 | Appt End Time | |
| column7 | Grid# | |
| column8 | Status Time | |
| column9 | Zone | |
| column10 | Completing | |

### Supv Crew Detail Component

The parameters in this section are used to configure the Supervisor's Crew Detail in the Mobile Workstation. The order of display columns cannot be changed; only the column width, sort field, and font size can be changed.

| Table: DHTMWINI | Config Cd: CRW2_DEF | Section: Supv Crew Detail Component |
|---|---|---|
| **Parameter** | **Description** | |
| COL_DISPLAY_# | The number of the Crew Detail column to display in the corresponding column in the Supervisor's Crew Detail list. The '#' in the parameter name is the column number, starting with 0 and incremented for each additional column to appear on the order list. The parameter value is the number of the column in the internal Crew Detail list (as defined in the Crew Status Column Maps) that should appear in this column when the list appears on screen. The Crew Detail list has 10 columns (column0-column9). The user cannot change the display columns in this list.<br>Example: COL_DISPLAY_0=0<br>In the example above, column 0 from the internal Crew Status list appears in the first column when the list is displayed on screen. | |
| COL_WIDTH_# | The width of the corresponding column on the Supervisor's Crew Detail. The # in the parameter name is a number starting with 0 and incremented for each additional column to appear on the list. The value is the default width of this column when it is displayed on the screen.<br>Example: COL_WIDTH_1=80 | |

The column configuration is shown below:

| Table: DHTMWINI | Config Cd: CRW2_DEF | Section: Supv Crew Detail Component |
|---|---|---|
| **Parameter** | **Value** | |
| COL_DISPLAY_0 | 0 | |
| COL_DISPLAY_1 | 1 | |
| COL_DISPLAY_2 | 2 | |
| COL_DISPLAY_3 | 3 | |
| COL_DISPLAY_4 | 7 | |
| COL_DISPLAY_5 | 8 | |
| COL_DISPLAY_6 | 4 | |
| COL_DISPLAY_7 | 5 | |
| COL_DISPLAY_8 | 6 | |
| COL_DISPLAY_9 | 9 | |
| COL_WIDTH_0 | 2400 | |
| COL_WIDTH_1 | 1500 | |

| Table: DHTMWINI | Config Cd: CRW2_DEF | Section: Supv Crew Detail Component |
|---|---|---|
| **Parameter** | **Value** | |
| COL_WIDTH_2 | 900 | |
| COL_WIDTH_3 | 1000 | |
| COL_WIDTH_4 | 2400 | |
| COL_WIDTH_5 | 1100 | |
| COL_WIDTH_6 | 900 | |
| COL_WIDTH_7 | 900 | |
| COL_WIDTH_8 | 900 | |
| COL_WIDTH_9 | 900 | |

# User-Defined Screens

| Table: DHTDWINI, DHTMWINI | Config Code: FO_DEF | Section: Field Order Info |
|---|---|---|
| **Parameter** | **Description** | |
| COMMON_INFO_DEFFILE | | |
| | The screen definition file (DEF) to use for the Common Information screen. This screen is displayed when an order is browsed. The file name is specified without the .def extension.<br>Default: Pacificorp_IDD_COMMON_INFO1 | |
| EMERGENCY_FO_DWREC_DEFFILE | | |
| | The name of the screen definition file (.DEF) in Dispatch Workstation to be loaded with information about the emergency order received from the external application and displayed to the user's desktop. The user can dismiss the screen by pressing the Close button on the 'X' in the top-right hand corner of the screen.<br>Default: EmergencyFoReceived | |
| EMERGENCY_FO_MWACK_DEFFILE | | |
| | The name of the screen definition file (.DEF) in Mobile Workstation used to acknowledge an emergency order. This screen is populated with information sent from the Server application. When an emergency order is received in the mobile device, this screen is displayed on top of any current screen. The user must close this screen before they continue with their current processing. If the user fails to acknowledge this screen within the specified time limit, the screen is automatically dismissed.<br>Default: EmergencyFoMwAck | |

| Table: DHTDWINI, DHTMWINI | Config Code: FO_INI | Section: Common Info |
|---|---|---|
| **Parameter** | **Description** | |
| ArchiveIncludeCriteriaDefName | The name of the screen definition file (.DEF) for the Archive Field Order Include Criteria screen in Dispatch Workstation.<br>Default: ArchiveIncludeCriteria | |
| AddFieldOrderDefName | The screen definition file (.DEF) for the Add Field Order screen in Dispatch Workstation and Mobile Workstation. This file is used to create the initial screen when the Add menu is selected in the Field Order subsystem. The file name is specified without the .def extension. This parameter occurs only in DHTDWINI and DHTMWINI.<br>Default: DwAddOrder (DHTDWINI) and MwAddOrder (DHTMWINI) | |
| AddPickupOrderDefName | The screen definition file (.DEF) used for the Add Pickup Order function in Mobile Workstation.<br>Default: PickupOrder | |
| ArchiveOrderSelectionDefName | The screen definition file (.DEF) for the Archive Field Order Selection screen in Dispatch Workstation. This file is used to create the initial screen when the Archive Field Order subsystem is started. The file name is specified without the .def extension. This parameter occurs only in DHTDWINI.<br>Default: ArchiveFoSelection | |
| ChangeFoPriorityDefName | The screen definition file (.DEF) for the Change Field Order Priority screen in Dispatch Workstation. The file name is specified without the .def extension.<br>Default: ChangeFoPriority | |
| FoDateSelectionDefName | The screen definition file (.DEF) for the Field Order Date Selection screen in Dispatch Workstation. This screen is displayed when the Select Field Order Dates menu item is selected. The file name is specified without the .def extension.<br>Default: FoDateSelection | |
| IncludeCriteriaDefName | The screen definition file (.DEF) for the Field Order Include Criteria screen in Dispatch Workstation. This screen is displayed when the user selects the Select Field Order Dates menu item. The file name is specified without the .def extension<br>Default: IncludeCriteria | |
| RoutineIncludeCriteriaDefName | The screen definition (.DEF) file for the Routine Field Order Include Criteria screen in the Routines subsystem of Dispatch Workstation.<br>Default: RoutineIncludeCriteria | |
| RoutineOrderSelectionDefName | The screen definition (.DEF) file for the Routine Field Order selection screen. This is used to create the initial screen that is displayed when the Dispatch Workstation Routines subsystem is started. The file name is specified without the .def extension.<br>Default: RoutineFoSelection | |

| Table: DHTDWINI, DHTMWINI | Config Code: FO_INI | Section: Common Info |
|---|---|---|
| **Parameter** | **Description** | |
| TimeEditDefName | The screen definition file (.DEF) to use for the Time Edit screen.<br>Default: TimeEdit | |

| Table: DHTMWINI | Config Code: FO_INI | Section: Common Info |
|---|---|---|
| **Parameter** | **Description** | |
| EnrouteDefName | The screen definition file (.DEF) for the Enroute screen in Mobile Workstation. This screen is used to create the Enroute screen when a crew goes enroute to an order. The file name is specified without the .def extension.<br>Default: Pacificorp_Enroute | |
| LSHouseCheckDefName | The screen definition file (.DEF) for the Leak Survey screen. The file name is specified without the .def extension.<br>Default: LeakSurvey | |
| MFConsumHistDefName | The screen definition file (.DEF) for the Account Billing History screen. The file name is specified without the .def extension. This parameter occurs only in DHTMWINI.<br>Default: MFBillingHist | |
| MFContactHistDefName | The screen definition file (.DEF) for the Customer Contact History screen. The file name is specified without the .def extension. This parameter occurs only in DHTMWINI.<br>Default: MFContactHist | |
| MFInqReqDefName | The screen definition file (.DEF) for the External Inquiry Request screen in Mobile Workstation. The file name is specified without the .def extension. This parameter occurs only in DHTMWINI.<br>Default: ExtInqReq | |
| MFOrderHistDefName | The screen definition file (.DEF) for the Field Order History External Inquiry screen. The file name is specified without the .def extension. This parameter occurs only in DHTMWINI.<br>Default: MFOrderHist | |

# Chapter 6

# CE Mobile Workstation Settings

CE Mobile Workstation configuration settings are stored in two different locations:

- **Startup Settings in Station.ini**.
- **CE Mobile Workstation Settings in DHTCEINI**

## Startup Settings in Station.ini

Startup settings for the CE Mobile Workstation are stored in the Station.ini file, located in the CEMobileStation directory within the Oracle Utilities Mobile Workforce Management installation directory.

The following table lists the settings in Station.ini. Many of these are also used to configure startup settings for Dispatch Workstation and Mobile Workstation. For those settings, a link is provided to the description from the previous section. For settings unique to CE Mobile Workstation, descriptions are provided.

| Table: Station.ini | Section: [Transport] |
|---|---|
| **Parameter** | **Description** |
| **ClientConnectionName** | Default: MobileClient |
| **RfServerConnectionName** | Default: RF Comms - Guarantd CMPR Connect |
| **FsmsServerConnectionName** | Default: ServerClient |
| **FsmsServerNodeName** | Example: JSOMERS-US |
| **FileWithMANNumber** | Default: LAN |
| **CommsChangeMessageLifeTime** | Default: 70 |
| **NumSecsForCommsChange** | Default: 200 |
| **NumSecsBetweenGuaranteedIcdSends** | Default: 180 |
| **NumSecsForMinimumMessageLifeTime** | Default: 400 |
| **UseCompression** | Default: TRUE |
| **ConnectDirectToServerRfTransport** | Default: TRUE |
| **QueueIcdsInStation** | Default: TRUE |

| Table: Station.ini | Section: [Transport] |
|---|---|
| **Parameter** | **Description** |
| **RetrySendSeconds** | Default: 60 |
| RfPriorityLogon | The priority level assigned to Mobile Logon transactions sent from the CE device to the Server. The RfTransport application uses this priority to determine which transactions are sent first.<br>Default: 1 |
| RfPriorityCrewStatus | The priority level assigned to Out of Service, Return to Service, and AVL transactions sent from the CE device to the Server. The RfTransport application uses this priority to determine which transactions are sent first.<br>Default: 6 |
| RfPriorityRfLogoff | The priority level assigned to Mobile Logoff transactions sent from the CE device to the Server. The RfTransport application uses this priority to determine which transactions are sent first.<br>Default: 3 |
| RfPriorityMail | The priority level assigned to Mail and Emergency Mail Ack transactions sent from the CE device to the Server. The RfTransport application uses this priority to determine which transactions are sent first.<br>Default: 7 |
| RfPriorityOrderAck | The priority level assigned to Order Data Ack and Emergency Order Ack transactions sent from the CE device to the Server. The RfTransport application uses this priority to determine which transactions are sent first.<br>Default: 3 |
| RfPriorityReturnFoAck | The priority level assigned to Order Data Ack and Emergency Order Ack transactions sent from the CE device to the Server. The RfTransport application uses this priority to determine which transactions are sent first.<br>Default: 3 |
| RfPriorityMiscellaneous | The priority level assigned to Enroute and Onsite transactions sent from the CE device to the Server. The RfTransport application uses this priority to determine which transactions are sent first.<br>Default: 7 |
| RfPriorityReturnFo | The priority level assigned to Return Field Order transactions sent from the CE device to the Server. The RfTransport application uses this priority to determine which transactions are sent first.<br>Default: 3 |

| Table: Station.ini | Section: [Transport] |
|---|---|
| **Parameter** | **Description** |
| NumSecsCrewStatus | The lifetime, in seconds, for Out of Service, Return to Service, and AVL transactions sent from the CE device to the Server. The RfTransport application uses the lifetime seconds to determine when this type of transaction will expire.<br>Default: 240 |
| NumSecsLogoff | The lifetime, in seconds, for Mobile Logoff transactions sent from the CE device to the Server. The RfTransport application uses the lifetime seconds to determine when this type of transaction will expire.<br>Default: 240 |
| NumSecsMail | The lifetime, in seconds, for Mail and Emergency Mail Ack transactions sent from the CE device to the Server. The RfTransport application uses the lifetime seconds to determine when this type of transaction will expire.<br>Default: 240 |
| NumSecsOrderAck | The lifetime, in seconds, for Order Data Ack and Emergency Order Ack transactions sent from the CE device to the Server. The RfTransport application uses the lifetime seconds to determine when this type of transaction will expire.<br>Default: 300 |
| NumSecsMiscellaneous | The lifetime, in seconds, for Enroute and Onsite transactions sent from the CE device to the Server. The RfTransport application uses the lifetime seconds to determine when this type of transaction will expire.<br>Default: 240 |
| NumSecsReturnFo | The lifetime, in seconds, for Return Field Order transactions sent from the CE device to the Server. The RfTransport application uses the lifetime seconds to determine when this type of transaction will expire.<br>Default: 300 |

| Table: Station.ini | Section: [App] |
|---|---|
| **Parameter** | **Description** |
| **Dispatcher** | Default: F |
| **InitialFieldOrderScreen** | Default: D |

| Table: Station.ini | Section: [App] |
|---|---|
| **Parameter** | **Description** |
| Disable_Mail | Specifies whether or not to disable the mail function on the CE Mobile Workstation. Valid values are True or False. If this is set to True, the Mail function is disabled on the CE. The default is False.<br>This setting does not apply to Mobile Workstation or Dispatch Workstation, both of which use a Disable_Mail parameter stored in the database table (DHTDWINI or DHTMWINI).<br>Default: Disable_Mail=F |
| **MaxErrorLogs** | Default: 5 |
| **MaxTraceLogs** | Default: 5 |
| **MaxAuditLogs** | Default: 5 |
| **UseErrorLog** | Default: No |
| **UseTraceLog** | Default: Yes |
| **UseAuditLog** | Default: No |
| **LogTraceInfo** | Default: Yes |
| **LogTraceWarn** | Default: No |
| **LogFileName** | Default: Logs\Station |
| **LogSize** | Default: 4000000 |
| **MINPASSWORD_LEN** | Default: 5 |
| **MAXPASSWORD_LEN** | Default: 12 |

| Table: Station.ini | Section: [MW] |
|---|---|
| **Parameter** | **Description** |
| NumSecsInitialOrderDispatch | The amount of time, in seconds, that the application will attempt to download orders. If the orders have not been received within this period of time, a message stating that all orders were not received is displayed on the user's handheld device.<br>Default: 300 |
| **NumSecsForLogonReply** | Default: 180 |
| **NumSecsForTableUpdate** | Default: 300 |
| **AllowLogoffWithPendingCompletions** | Default: TRUE |
| **MwHelp** or **DwHelp** | Default: Mobile Workstation Application.pdf or Dispatch Workstation Application.pdf |
| **NumSecsForOrderDownload** | Default: 300 |

| Table: Station.ini | Section: [MW] |
|---|---|
| **Parameter** | **Description** |
| ModelCheck | Specifies whether or not to get the name of the 802.11 adapter from the device I/O control. Different models use different names, so if this parameter is True, the application will retrieve the name of the adaptor for later use. If False, the application will use 'NETWLAN1' as the name of the 802.11 adapter.<br>Default: FALSE |
| Wired | If this parameter is present, the Wired radio button will be displayed on the CE logon screen. The parameter value will be used for the label of the radio button. If this parameter is missing or commented out, the wired radio button will be hidden on the screen.<br>Default: Online |
| Wireless | If this parameter is present, the Wireless radio button will be displayed on the CE logon screen. The parameter value will be used for the label of the radio button. If this parameter is missing or commented out, the wireless radio button will be hidden on the screen.<br>Default: EDACS |
| Offline | If this parameter is present, the Offline radio button will be displayed on the CE logon screen. The parameter value will be used for the label of the radio button. If this parameter is missing or commented out, the offline radio button will be hidden on the screen.<br>Default: Offline |

| Table: Station.ini | Section: [Customer Configuration] |
|---|---|
| **Parameter** | **Description** |
| **MobileVersion** | Default: 1 |
| CheckConnectSecs | Indicates how often the CE application should check to ensure that the device is connected. If the application determines that it is not connected, a disconnect notification is sent to the display.<br>Default: 60 |
| DefaultEOS | Indicates whether or not the "End of Shift" check box should be initially checked on the logoff screen. The valid values are True or False. If True, the check box is automatically checked when the logoff screen is displayed. If False, the check box is not automatically checked, but it can be checked by the user.<br>Default: F |

# CE Mobile Workstation Settings in DHTCEINI

CE Mobile Workstation settings not required at startup are stored in the **DHTCEINI** database table. The settings in DHTCEINI are used to configure the order list and other application functions.

**Configuring the Order List**

**Configuring the Appointments View**

**Configuring the Open, Worked, and Transfer Views**

**Miscellaneous Settings**

## Configuring the Order List

This section describes the parameters used to configure the CE Mobile Workstation order list. (For instructions on how to configure a list screen, see **Configuring List Screens**.

Note: The user cannot change the display columns in the CE order list.

### Column Mapping

| Table: DHTCEINI | Config Cd: FO_DEF | Section: Field Order Column Maps |
|---|---|---|
| **Parameter** | **Description** | |
| KEY# | The parameters in this section define the internal data field that is mapped to the corresponding column in the CE Field Order list. Column mapping parameters define all the data columns available for display in the on-screen list. The # in the parameter name is a number starting at 0 and incremented for each additional column. (KEY0 corresponds to column 0 in the list.) The parameter value is the name of the internal data field mapped to this column. The default Field Order list has 72 columns (KEY0 through KEY71).<br>Example: KEY0=FO_NUMBER<br>In the example above, the FO_NUMBER data field is mapped to column 0 in the CE order list. | |

### Column Headers

| Table: DHTCEINI | Config Cd: FO_DEF | Section: Field Order Column Headers |
|---|---|---|
| **Parameter** | **Description** | |
| column# | The parameters in this section define column headers to display for each column in the Field Order list. The '#' in the parameter name is the number of the column in the list, starting with 0 and incremented for each additional column. The value is the header text to display for the column. All columns defined in the Field Order Column Maps section list must have a column# parameter defined in this section.<br>Example: column0=Mobility Order #<br>In the example above, the header for KEY0 in the Field Order Column Maps is "Order #." | |

| Table: DHTCEINI | Config Cd: WS_INI | Section: App |
|---|---|---|
| **Parameter** | **Description** | |
| NumFoColHdrLines | The number of lines in the column header for the Field Order list. If not specified, the column header appears on a single line.<br>Default: 2 | |

## Configuring the Appointments View

The sections with this configuration code are used to configure the default CE Field Order list.

### Default Display

| Table: DHTCEINI | Config Cd: FO_INI | Section: Default Apps Field Order Display |
|---|---|---|
| **Parameter** | **Description** | |
| column# | The parameters in this section specify the default columns to display on the CE Field Order list appointments view. The # in the parameter name is the number of the column in the list, starting with 0 and incremented for each additional column. The parameter value must match a column header specified in the Field Order Column Headers parameters. The default list has 5 columns (column0-column4).<br>column0=Order Type<br>column1=Service Address<br>column2=Appt Start Time<br>column3=Appt Finish Time<br>column4=Mobility Order # | |

### Default Sort

| Table: DHTCEINI | Config Cd: FO_INI | Section: Default Apps Field Order Sort |
|---|---|---|
| **Parameter** | **Description** | |
| column# | The parameters in this section specify the field order column(s) to be used to sort the CE Field Order list (appointments view only). There is a column# parameter for each sort column. The # in the parameter name is a number starting with 0 and incremented for each additional sort column (column0=primary sort; column1=secondary sort). The parameter value is the column header name, followed by the sort direction. The parameter value must match a column header specified in the Field Order Column Headers parameters. The sort direction value can be 'A' for ascending or 'D' for descending.<br>Example: column 0: Appt Start Time, A<br>column 1: Mobility Order#, A<br>In the example above, the appointment list is sorted in ascending order by Appointment Start Time first, and then by order number. | |

### Appts Field Order Component

The parameters in this section are used to configure the order list displayed on the Appts tab in the CE Mobile Workstation application. The order of display columns cannot be changed; only the column width, sort field, and font size can be changed.

| Table: DHTCEINI | Config Cd: FO_INI | Section: Appt Field Order Component |
|---|---|---|

| Parameter | Description |
|---|---|
| COL_DISPLAY_# | The number of the internal field order column to display in the corresponding column of the CE Field Order list appointments view. The # in the parameter name is the column number, starting with 0 and incremented for each additional column on the order list. The parameter value is the number of the column in the internal Field Order list (as defined in the Field Order Column Maps section) that should appear in this column on the CE appointments order list. The default order list has 5 columns (column0-column4). The user cannot change the display columns in this list.<br>The default list is defined below:<br>COL_DISPLAY_0= 2 (order type)<br>COL_DISPLAY_1=27 (Service Address)<br>COL_DISPLAY_2=45 (Appt. Start Time)<br>COL_DISPLAY_3=47 (Appt Finish Time)<br>COL_DISPLAY_4=0 (Order number) |
| COL_WIDTH_# | The width of the corresponding column on the CE appointments Field Order list. The '#' in the parameter name is the number of the field order column, starting with 0 and incremented for each additional column on the Field Order list in the CE Mobile Workstation application. The value is the default width of this column when it is displayed on the CE Field Order list. The base CE Field Order list has 5 columns (column0-column4):<br>COL_WIDTH_0=80<br>COL_WIDTH_1=110<br>COL_WIDTH_2=80<br>COL_WIDTH_3=80<br>COL_WIDTH_4=110 |

## Configuring the Open, Worked, and Transfer Views

### Default Display

| Table: DHTCEINI | Config Cd: FO_INI | Section: Default Field Order Display |
|---|---|---|

| Parameter | Description |
|---|---|
| column# | The parameters in this section define the default columns to display in the CE Field Order list for the open, worked, and transfer views. The default list has 5 columns (column0-column4). The value of the parameter must match a column header specified in the Field Order Column Headers parameters.<br>column0=Order Type<br>column1=Priority Code<br>column2=Map Grid<br>column3=Service Address<br>column4=Mobility Order # |

### Default Sort

| Table: DHTCEINI | Config Cd: FO_INI | Section: Default Field Order Sort |
|---|---|---|

| Parameter | Description |
|---|---|
| column# | The parameters in this section specify the default sort column(s) and sort order for the Field Order list (open, worked, and transfer views only) in the CE Mobile Workstation application. There is a column# parameter for each sort column. The # in the parameter name is a number starting with 0 and incremented for each additional sort column (column0=primary sort; column1=secondary sort). The parameter value is the column header name, followed by the sort direction. The parameter value must match a column header specified in the Field Order Column Headers parameters. The sort direction value can be 'A' for ascending or 'D' for descending.<br><br>Example: column0: Priority Code, A<br>column1: Mobility Order #, A<br><br>In the example above, the order list is sorted in ascending order by Priority Code first, and then by order number. |

### Field Order Component Section

The parameters in this section are used to configure the order list displayed on the Open, Worked, and Transfer tabs in the CE Mobile Workstation application. The order of display columns cannot be changed; only the column width, sort field, and font size can be changed.

| Table: DHTCEINI | Config Cd: FO_INI | Section: Field Order Component Section |
|---|---|---|

| Parameter | Description |
|---|---|
| COL_DISPLAY_# | The number of the internal field order column to display in the corresponding column of the CE Open, Worked, and Transfer order lists. The '#' in the parameter name is the column number, starting with 0 and incremented for each additional column on the order list. The default order list has 5 columns (column0-column4). The parameter value is the number of the column in the internal Field Order list that should appear in this column on the CE Field Order list. For example, the order type column (column 2 in the Field Order list) appears in the first column on the CE Field Order list. The user cannot change the display columns in this list.<br><br>The default configuration is shown below:<br><br>COL_DISPLAY_0= 2 (order type)<br>COL_DISPLAY_1=7 (priority)<br>COL_DISPLAY_2=34 (grid)<br>COL_DISPLAY_3=27 (Service Address)<br>COL_DISPLAY_4=0 (Order number) |
| COL_WIDTH_# | The width of the corresponding column on the CE Open, Worked, and Transfer order lists. The '#' in the parameter name is the number of the field order column, starting with 0 and incremented for each additional column on the order. The value is the default width of this column when it is displayed on the CE Field Order list. The base CE Field Order list has 5 columns (column0-column4):<br><br>COL_WIDTH_0=80<br>COL_WIDTH_1=80<br>COL_WIDTH_2=90<br>COL_WIDTH_3=110<br>COL_WIDTH_4=110 |

### Miscellaneous Settings

| Table: DHTCEINI | Config Cd: WS_INISection: App |
|---|---|
| **Parameter** | **Description** |
| RightToLeftMeterReading | Specifies whether or not meter readings are entered from right to left. By default, meter readings are entered from left to right, the same as for any type of edit field. However, technicians actually read meters from right to left. If this is set to True, users can enter the numbers as they read them off the meter – from right to left. For example, assume that the meter reading is 1234. The user would enter 4-3-2-1, but the application would display the reading on the screen as 1234 and would store it in the database as 1234.<br>Default: False |

| Table: DHTCEINI | Config Cd: WS_INISection: App |
|---|---|
| **Parameter** | **Description** |
| EnableTimesheets | Enables or disables the timesheet subsystem. If this is set to True, the Time Sheet Summary screen is displayed automatically at end-of-shift logoff. If this is False, the Time Sheet Summary is not displayed.<br>Default: ON (TRUE) |
| NumFoColHdrLines | The number of lines in the column header for the Field Order list. If not specified, the column header appears on a single line.<br>Default: 2 |

# Chapter 7

# RfTransport Settings

All parameters required to start up and control the processing of the RfTransport application are stored in the RfTransport.ini file. This file is located in the RfTransport subdirectory of the Oracle Utilities Mobile Workforce Management installation directory.

RfTransport settings are covered in the following sections:

- **Configuring the Default Node**
- **Configuring the Remote Node**
- **Configuring the Listening Sockets**
- **Configuring Thread Processing**
- **Configuring the Log Files**
- **Configuring the Serial Files**

## Configuring the Default Node

The following parameters are contained within the [Default Node] section.

| File: RfTransport.ini | Section: [Default Node] |
|---|---|
| **Parameter** | **Description** |
| Node Name | The computer node name where the Server.exe resides. This parameter allows the RfTransport to set up a default destination node entry for the Server application. This provides a place for storing messages destined for the Server.exe before the Server.exe connects to the RfTransport application.<br>Example: Node Name=WFNTYGCAD1 |
| Transport Type# | The type of connection to the default node (Server application). This parameter allows the RfTransport to set up a default destination node entry for the Server application. This provides a place for storing messages destined for the Server.exe before the Server.exe connects to the RfTransport application. The "Transport Type" parameter specifies the transport type for the default node. These parameters are also used to set up the alternate transport types available in the RfTransport application. The valid values are: TCP, NETTECH, and TCPCMPR.<br>Example: Transport Type=TCP<br>Transport Type1=NETTECH |

The following parameters are contained within the [Default Node Information#] section. This section is used for the NETTECH transport type. The '#' in the section name will correspond to the number in the "Transport Type" parameter. If the "Transport Type" parameter does not have a number, its corresponding section will also not have a number.

| File: RfTransport.ini | Section: [Default Node Network Information#] |
|---|---|
| **Parameter** | **Description** |
| Hardware Address | The default hardware address used by the network application. This parameter is only used by the NMPC version of the Oracle Utilities Mobile Workforce Management product.<br>Example: Hardware Address=101227 |
| Network App Name | The default connection name where messages destined for the mobiles can be stored. This parameter allows the RfTransport to set up a default network destination node entry for the mobiles. This provides a place for storing messages destined for the mobiles before the appropriate network application connects to the RfTransport application.<br>Example: Network App Name=NetworkClient – Nettech |

The following parameters are contained within the [Default Node TCP Information#] section. This section is used for the TCP and TCPCMPR transport types. The '#' in the section name will correspond to the number in the "Transport Type" parameter. If the "Transport Type" parameter does not have a number, its corresponding section will also not have a number.

| File: RfTransport.ini | Section: [Default Node TCP Information#] |
|---|---|
| **Parameter** | **Description** |
| Location Type | The location of the default node connection where messages destined for the Server can be stored. The valid values are Local or Remote. The Server RfTransport would be set to Local and the client RfTransport would be set to Remote.<br>Example: Location Type=Local |

# Configuring the Remote Node

The following parameters are contained within the [Remote Node Information#] section. This section is used for the TCP and TCPCMPR transport types. The '#' in the section name will correspond to the number in the "Transport Type" parameter. If the "Transport Type" parameter does not have a number, its corresponding section will also not have a number.

| File: RfTransport.ini | Section: [Remote Node Information#] |
|---|---|
| **Parameter** | **Description** |
| Remote Client | The name of the client to use when connecting to the remote node.<br>Example: Remote Client=MobileClient |

# Configuring the Listening Sockets

The following parameters are contained within the [Listening Sockets] section.

| File: RfTransport.ini | Section: [Listening Sockets] |
|---|---|
| **Parameter** | **Description** |
| API | The name of the listening socket for the API connection. This listening socket is used by the mobile application.<br>Example: API=RF Comms – API Connections |
| Guaranteed API | The name of the listening socket for the Guaranteed API connection. This listening socket is used by the Server application.<br>Example: Guaranteed API=RF Comms – Guarantd API Connect |
| Guaranteed TCPCMPR | The name of the listening socket for the Guaranteed CMPR connection. This listening socket would be used by the mobile or CE application when the application is connected directly to the Server RfTransport and the transactions should be guaranteed. This is only needed if ICDs are going to be queued in the station (QueueIcdsInStation).<br>Example: Guaranteed TCPCMPR=RF Comms – Guarrantd CMPR Connect |
| Nettech Network | The name of the listening socket for the Nettech network connection. This listening socket is used by the Nettech network application to connect to the RfTransport.<br>Example: Remote Nettech Network=RF Comms – Nettech Connections |
| Remote API | The name of the listening socket for the Remote API connection. The client RfTransport uses this listening socket to connect to the Server RfTransport. The client RfTransport runs on the mobile laptop.<br>Example: Remote API=RF Comms – Remote API Connect |
| Remote TCPCMPR | The name of the listening socket for the Remote TCPCMPR connection. The client RfTransport uses this listening socket to connect to the Server RfTransport. The client RfTransport runs on the mobile laptop.<br>Default: Remote TCPCMPR=RF Comms – Remote CMPR Connect |
| TCPCMPR | The name of the listening socket for the TCPCMPR connection. This listening socket would be used by the mobile or CE application when the application is connected directly to the Server RfTransport and the transactions do not need to be guaranteed.<br>Example: TCPCMPR=RF Comms – Compressed Connect |
| Application Node Name | The node name of the computer where the API connected applications are running. This parameter is used to detect an erroneously bounced message that comes in from a network application with the Server node name as the source. If the RfTransport is running on the same node as the Server, this parameter does not need to be specified. If this parameter is commented out, the RfTransport will use the current node name. This is only used with the NETTECH transport type.<br>Example: Application Node Name=WFNTYGCAD1 |

# Configuring Thread Processing

The following parameters are contained within the [Thread Processing] section.

| File: RfTransport.ini | Section: [Remote Node Information#] |
|---|---|
| **Parameter** | **Description** |
| Check Processing Repeat Time | The amount of time the RfTransport Check thread waits before iterating through the list of messages looking for acknowledged or expired messages. This parameter is specified in seconds.<br>Example: Check Processing Repeat Time=15 |
| Default Transfer Rate | The default transfer rate of the messages sent to the mobiles. This parameter is used to determine the retry time of a message based on its size. If more than one transfer rate can be achieved, this parameter should specify the slowest transfer rate. This parameter is specified in bits per second.<br>Example: Default Transfer Rate=4800 |
| Destination Active Timeout | If the system does not hear from a vehicle within this number of minutes, the vehicle will be declared inactive and removed from the active list. |
| Min Retry Time | The minimum amount of time the RfTransport Send thread waits before retrying a message that was not successfully sent. A random number between 0 and 15 will be added to this value. This parameter is specified in seconds.<br>Example: Min Retry Time=50 |
| Minimum Message Life Time | The minimum amount of time the RfTransport will send a message before it expires. Regardless of the lifetime specified on the message, it will never be less than this parameter. This parameter is specified in seconds.<br>Example: Minimum Message Life Time=60 |
| Maximum Network Retry Time | The maximum amount of time the RfTransport allows a Network application to retry a message. This parameter is specified in seconds.<br>Example: Maximum Network Retry Time=30 |
| Output Processing Messages | Specifies whether or no output-processing messages should be written to the Audit list box on the RfTransport dialog. If the parameter is True (T), output processing messages will be written to the Audit list box and the audit log. If the parameter is False (F), not output processing messages will be written.<br>Example: Output Processing Messages=T |
| Send Processing Repeat Time | The amount of time the RfTransport Send thread waits before iterating through the list of messages to send. This parameter is specified in seconds.<br>Example: Send Processing Repeat Time=1 |
| Send Processing Sleep Time | Amount of time in milliseconds that the send thread sleeps after waiting through !the list of messages to send. Used in conjuction with Send Processing Repeat Time.<br>Default: Send Processing Sleep Time = 500 |

# Configuring the Log Files

The following parameters are contained within the [Log Files] section.

| File: RfTransport.ini | Section: [Log Files] |
|---|---|
| **Parameter** | **Description** |
| Audit Log Name | The file name of the audit logs written by the RfTransport application, in the format RfTransportAudit_@.log. The '@' in the file name is a letter starting with the letter 'A'. Each time a new audit log is created, the letter is incremented until the maximum number of audit logs have been created. Once the maximum number is reached, the letter in is reset to 'A'. A new audit log is created each time the RfTransport application is started or when the audit log reaches the maximum size.<br>Example: Audit Log Name=RfTransportAudit_A.log |
| Audit Log Max Size | The maximum size an audit log file can grow to before it is closed and a new audit log is started. Once the current audit log file reaches the specified size, the current audit log is closed and a new audit log file is opened.<br>Example: Audit Log Max Size=1000000 |
| Audit Log Max Number | The number of audit logs that are created before they are overwritten. Valid values are 1-26. Each audit log will contain a character starting with the letter 'A'. The letter is changed until the maximum number of audit logs have been created. Once the maximum number is reached, the letter in the file name will be reset to 'A'.<br>Example: Audit Log Max Number=26 |
| Error Log Name | The file name of the error logs written by the RfTransport application. The '@' in the file name is replaced with a letter starting with the letter 'A'. Each time a new error log is created, the letter is incremented until the maximum error logs have been created. Once the maximum number is reached, the letter is reset to 'A'. A new error log is created each time the RfTransport application is started or when the error log reaches the maximum size.<br>Example: Error Log Name=RfTransportError_A.log |
| Error Log Max Size | The maximum size an error log file can grow to before it is closed and a new error log is started. Once the current error log file reaches the specified size, the current error log is closed and a new error log file is opened.<br>Example: Error Log Max Size=1000000 |
| Error Log Max Number | The number of error logs that can be created before they are overwritten. Valid values are 1-26. Each error log filename ends with a letter, starting with 'A.' The letter is changed (incremented) until the maximum number of error logs have been created. Once the maximum number is reached, the letter in the file name is reset to 'A' and the existing log file with that name is overwritten.<br>Example: Error Log Max Number=26 |
| BeepOnErrorEnabled | Specifies whether or not the RfTransport application should sound a beep whenever an error occurs.<br>Example: BeepOnErrorEnabled=False |

| File: RfTransport.ini | Section: [Log Files] |
|---|---|
| **Parameter** | **Description** |
| Trace Log Enabled | Specifies whether or not trace logs will be written by the RfTransport application. The valid values are 'T' and 'F'. If the parameter is 'T' (TRUE), the RfTransport application will write trace logs. If the parameter is 'F' (FALSE), no trace logs will be written.<br>Example: Trace Log Enabled=T |
| Trace Log Name | The file name of the trace logs written by the RfTransport application, in the format: RfTransportTrace_@.log. The '@' in the file name is replaced with a letter, starting with 'A'. Each time a new trace log is created, the letter is changed (incremented) until the maximum number of trace logs have been created. Once the maximum number is reached, the letter in the file name is reset to 'A' and the existing log file with that name is overwritten. A new trace log is created each time the RfTransport application is started or when the trace log reaches the maximum size.<br>Example: Trace Log Name=RfTransportTrace_1.log |
| Trace Log Max Size | The maximum size a trace log file can grow to before it is closed and a new trace log is started. Once the current trace log file reaches the specified size, the current trace log is closed and a new trace log file is opened.<br>Example: Trace Log Max Size=1000000 |
| Trace Log Max Number | The number of trace logs that are created before they are overwritten. Valid values are 1-26. Each trace log filename ends with a letter, starting with 'A'. The letter is changed (incremented) until the maximum number of trace logs have been created. Once the maximum number is reached, the letter in the file name is reset to 'A' and the existing log file with that name is overwritten.<br>Example: Trace Log Max Number=26 |

# Configuring the Serial Files

The following parameter is contained within the [Serial Files] section.

| File: RfTransport.ini | Section: [Serial Files] |
|---|---|
| **Parameter** | **Description** |
| Destination Node Map | The file name of the destination node map. The destination node map is an internal list of connected nodes and messages destined to be delivered to the connected nodes. The RfTransport application periodically writes the map to a file on the hard drive so that the internal map can be restored in the event that the application is restarted.<br>Example: Destination Node Map=DestinationNodeMap.bin |

# Chapter 8

# TCP/IP Settings (Network Names)

All of the Oracle Utilities Mobile Workforce Management applications utilize the Networknames.ini file for creating TCP/IP sockets. TCP/IP sockets is the primary communication method used by the Oracle Utilities Mobile Workforce Management applications. All TCP/IP configuration settings are contained in the NetworkNames.ini file. There is no corresponding database table for the NetworkNames.ini file.

> **Note:** Each Oracle Utilities Mobile Workforce Management application (Server, Router, RfTransport, Dispatch Workstation, and Mobile Workstation) has its own copy of NetworkNames.ini in its application folder. For example, the Server application uses the NetworkNames.ini file in the Server subdirectory of the Oracle Utilities Mobile Workforce Management installation directory.

This chapter contains the following topics:

- **Configuring Nodes**
- **Configuring Servers**
- **Configuring Client Applications**

## Configuring Nodes

The [Nodes] section of NetworkNames.ini contains one entry for the local computer and one for each computer that the Oracle Utilities Mobile Workforce Management applications running on this machine will connect to. For example, if the Networknames.ini file were used for the Dispatch Workstation application, the NODES section would have an entry for the local computer where the Dispatch Workstation application is running and an entry where the Server is running. If two applications are running on the same machine, only one entry is required.

| **File: NetworkNames.ini** | **Section: [Nodes]** |
|---|---|
| **Parameter** | **Description** |
| [NodeName] | This parameter is used to convert the computer name to an IP address. If a domain name server is in use, the value side of the parameter can be the computer name; the DNS will be used to resolve the name to an IP address.<br>Examples:<br>P2P24F01=159.108.160.79<br>WFNTYGCAD1=WFNTYGCAD1 |

# Configuring Servers

The [Servers] section should contain one entry for each listening socket that an Oracle Utilities Mobile Workforce Management application will connect to. For example, if the Networknames.ini file were used for the Dispatch Workstation application, the SERVERS section would have one entry for each of the Server application's listening sockets pointing to the machine where the Server application is running. If the file were used for the Server application, the SERVERS section would have an entry for each of the RfTransport's listening sockets pointing to the machine where the RfTransport is running.

| **File: NetworkNames.ini** | **Section: [Servers]** |
|---|---|
| **Parameter** | **Description** |
| [*listening socket*] | The first part of the parameter value (to the right of the equal sign) should be the computer name where the application will be running. Do not modify any part of the parameter name. You shouldn't have to modify any part of the parameter value, except the computer name, but the port number can be modified if needed. If the port number is changed, it must be changed in all NetworkNames.ini files, so that they match.<br>Below are examples for all possible entries in this section:<br>Server=JSOMERS-US, 6000<br>RF Comms - Remote API Connect= JSOMERS-US, 6005<br>RF Comms - API Connections= JSOMERS-US, 6001<br>RF Comms - DMP Connections= JSOMERS-US, 6002<br>RfComms= JSOMERS-US, 6003<br>RF Comms - Guarantd API Connect= JSOMERS-US, 6004<br>RF Comms - Nettech Connections=JSOMERS-US, 6006<br>RF Comms - Guarntd Nettech Conn=JSOMERS-US, 6007<br>RF Comms - Compressed Connect=JSOMERS-US, 6008<br>RF Comms - Remote CMPR Connect=JSOMERS-US, 6009<br>RF Comms - Guarantd CMPR Connect=JSOMERS-US, 6010 |

# Configuring Client Applications

The [Clients] section should contain one entry for each client Oracle Utilities Mobile Workforce Management application that will be running on the machine. For example, if the Networknames.ini file were used for the Dispatch Workstation application, the CLIENTS section would have one entry for the Dispatcher Workstation. If the file were used for the Server application, the CLIENTS section would have an entry for the Server Client, which is used to connect to the RfTransport's listening sockets.

| File: NetworkNames.ini | Section: [Clients] |
|---|---|
| **Parameter** | **Description** |
| [*client app name*] | The first part of the parameter value (to the right of the equal sign) should be the computer name where the application will be running. The only part of the parameters in this section that can be modified is the computer name, with one exception. The parameter name (left side of the equal sign) on the Dispatch Workstation entry must specify a unique name that identifies the Dispatch Workstation connection. This parameter is limited to 8 characters. A good practice is to use 8 characters of the computer name or 7 characters prefixed by the letter 'D'. This will help ensure the parameter will be unique for each machine where the Dispatch Workstation application will run.<br><br>The other possibility that can be used for the Dispatcher Workstation connection is to specify an environment variable. The parameter must be begin with an '*'. The remaining portion of the parameter must be an environment variable. The application will retrieve the value of the environment variable and use the right-most 8 characters for the connection name.<br><br>Below are examples for all possible entries in this section:<br><br>DP3P24F0=[computerName], 0, DW<br><br>DJSOMERS=JSOMERS-US, 0, DW<br><br>*CLIENTNAME=JSOMERS-US, 0, DW<br><br>ServerClient=JSOMERS-US, 0, ServerClient<br><br>MFInterface=JSOMERS-US, 0, MFInterface<br><br>NetworkClient - DataRadio=JSOMERS-US, 0, NetworkClient - DataRadio<br><br>NetworkClient - Nettech=JSOMERS-US, 0, NetworkClient - Nettech<br><br>MobileClient= JSOMERS-US, 0, MobileClient |

# Chapter 9

# AVL Settings

Automated Vehicle Location (AVL) functionality is configured using the parameters in the GpsSupport.ini file. This file resides in the MobileStation subdirectory of the Oracle Utilities Mobile Workforce Management installation directory.

GpsSupport.ini contains one section, named [Settings]. All parameters are contained within the [Settings] section.

| File: GpsSupport.ini | Section: [Settings] |
|---|---|
| **Parameter** | **Description** |
| CREW_ID | The ID of the crew whose AVL location is being tracked. This value is set when a crew logs on to the Mobile Workstation and is passed in the AVL ICDs.<br>Example: CREW_ID=CREW1 |
| TRUCK_ID | The ID of the vehicle being tracked using AVL. This value is set when a crew logs on to the Mobile Workstation and is passed in the AVL ICDs.<br>Example: TRUCK_ID=TRUCK1 |
| AUTOSTART | Specifies whether or not AVL ICDs should be sent to the server and whether or not the AVL ICDs will contain latitude/longitude coordinates. The valid values are Yes, No, Heartbeat. If the value is No, no AVL ICDs will be generated by the Mobile Station or CE application. If Yes, AVL ICDs containing the most current latitude/longitude coordinates will be generated based on the Interval parameter. If Heartbeat, the AVL ICDs with latitude/longitude coordinates of zero will be generated based on the interval parameter.<br>Default: AUTOSTART=NO |
| INTERVAL | The number of seconds between sending AVL ICDs to the server. The value of this parameter is sent to the Mobile Workstation and CE in the LogonReply ICD. The value will be used as the GPS interval if it is greater than 0. If the value from the server is zero, the interval parameter in the GPSSupport.ini file will be used.<br>Example: INTERVAL=30 |
| NUM_READS | Specifies the number of times the application will read from the COM port to get the latest coordinates. The application needs to read from the COM port several times to get all the most current coordinates.<br>Default: 5 |

| File: GpsSupport.ini | Section: [Settings] |
|---|---|
| **Parameter** | **Description** |
| DATAFILE | The name and location of the file containing the GPS locations from the GPS receiver. This file is updated automatically by the GPS receiver. The station application will access this file to get the current coordinates (longitude and latitude) to populate the AVL ICDs sent to the server.<br>Example: DATAFILE=GPS.DAT |
| DEVICE_TYPE | The type of GPS device being used. Currently, the valid values are '1', '2', and '3'. If the value is '1', the G8 GPS device is in use. This is the device being used by PEPCO. If the value is '2', the RSI GPS device is in use. This is the device being used at Yankee Gas. If the value is '3', the Sierra Wireless GPS device is in use. This device is also used at Yankee Gas.<br>Example: DEVICE_TYPE=2 |
| COM_PORT | If the GPS Device is attached to a serial port on the mobile computer, this specifies which serial port is being used.<br>Example: COM_PORT=3 |

# Chapter 10

# Batch Processing and Dispatcher Function Settings

This chapter describes the settings contained in the DB_Maint.ini file. These settings are used by the Dispatcher Functions and Batch Processing functions in the Dispatch Workstation. DB_Maint.ini is located in the DispatchStation subdirectory of your Oracle Utilities Mobile Workforce Management installation directory.

This chapter includes the following topics:

- **Batch Processing Configuration**
- **Dispatcher Functions Configuration**

## Batch Processing Configuration

Parameters defined in DB_Maint.ini specify the available functions in the Batch Processes Subsystem. Each batch processing function must be defined in the [TABLE_ID] section of DB_Maint.ini. The function definition consists of a unique table number, followed by the name to be displayed for the function in the Batch Subsystem initial selection screen.

In the example below, tables 1054, 1055, 1056, 1121, and 1064 are all Batch Processing functions. (The other tables are used for other functions, as described later in this document.)

```
[TABLE_ID]
1050=Assign
1052=Configuration
1053=Definition files
1054=Cancel Order Dispatch
1055=Initiate EOD Processing
1056=Validate Assigned Field Order
1121=Send Crew Data
1064=Force Logoff of All Mobiles
```

Each function defined in the [TABLE_ID] section must have a corresponding parameter in the [DATA_ID] section that defines the user-defined screen or transaction that will be performed when this function is selected.

```
[DATA_ID]
!* POPULATE THE DIALOG INSTEAD OF THE 2ND MAINT *
1050=DispAreaAssign.DEF
1052=DHTCONFG.DEF
1053=DHTDEFIL.TBL
1054=CancelOrderDisp.DEF
```

```
1055=EODInit.DEF
1056=MID_VALIDATE_ASSIGNFO
1064=MID_FORCE_ALL_MOBILE_LOGOFF
1121=MID_SEND_CREW_DATA
```

The [EOD_PROCESS] section is used by the end-of-day (EOD) processing when initiated from a dispatcher's workstation. These parameters must be present and should not be moved or altered.

```
[EOD_PROCESS]
DISPLAY_TEXT=Start......
EOD_RUNNING=F
```

Each batch processing function must also have a corresponding entry in the [BATCH_PROCESSES_MAINT] section, as shown in the following example. The COLUMN0 parameter contains the heading that will appear above the function list.

```
[BATCH_PROCESS_MAINT]
COLUMN0=Available Functions
TABLE0=1054
TABLE1=1055
TABLE2=1056
TABLE3=1064
TABLE4=1121
```

If you want to disable a function so that it is not available from the batch processing menu, you can remove the table ID for the function you want to disable. For example, to disable the Cancel Order Dispatch function, you would remove the "TABLE0=1054" entry from this section.

> **Note:** You can remove entries from this section, but you cannot add any new ones.

Finally, each function may also have its own section to define the data file used in the function. The section name corresponds to the unique table number specified in the [TABLE_ID] section, as shown in the following example:

```
[1054]
DataFile=orders\

[1055]
DataFile=DB_Maint.ini

[1064]
DataFile=DB_Maint.ini

[1121]
DataFile=DB_Maint.ini
```

# Dispatcher Functions Configuration

Parameters defined in DB_Maint.ini specify the available functions in the Dispatcher Functions subsystem. Each dispatcher function must be defined in the [TABLE_ID] section of DB_Maint.ini. The function definition consists of a unique table number, followed by the name to be displayed for the function in the Dispatcher Functions initial selection screen.

Currently, the Assign function is the only Dispatcher Function. (The other tables are used for other functions, as described later in this document.)

```
[TABLE_ID]
1050=Assign
1052=Configuration
```

Each dispatcher function defined in the [TABLE_ID] section must have a corresponding parameter in the [DATA_ID] section that the defines user-defined screen or transaction that will be performed when this function is selected.

```
[DATA_ID]

1050=DispAreaAssign.DEF
```

Each dispatcher function must also have a corresponding entry in the [DWFUNCTION_MAINT] section, as shown in the following example:

```
[DWFUNCTION_MAINT]
COLUMN0=Dw-Function Tables
TABLE0=1050
```

Finally, each function may also have its own section to define the data file used in the function. The section name corresponds the unique table number specified in the [TABLE_ID] section, as shown in the following example:

```
[1050]

DataFile=tables\Dhtlogon
```

# Chapter 11

# Configuring MapViewer Icons

This chapter describes how to configure the Oracle Utilities Mobile Workforce Management MapViewer to use custom crew/vehicle icons.

The vehicle/crew icon in MapViewer is composed of a base image and a gray-scale image mask that are loaded into Oracle Map Builder. A special servlet method called GetVehicleImage generates the icon at runtime, using the base image and colorizing the mask to reflect the crew status. For example, if the Crew Enroute marker color in MapViewer is set to yellow, then the vehicle icon will appear yellow when the crew is enroute. (The gray-scale image mask is filled with the color yellow.)

> **Note:** The Demo Data Script will create a vehicle icon for vehicle type TRK and a default vehicle icon to use when no icon has been defined for a given vehicle type.

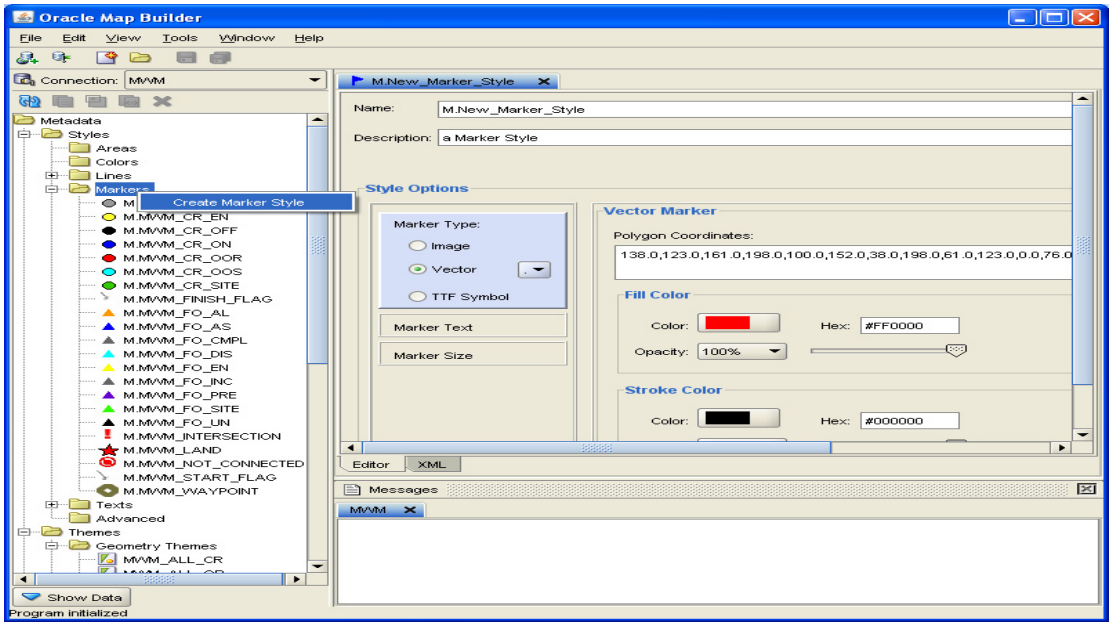
Follow these steps to configure MapViewer to use a custom vehicle icon:

1. Create a vehicle icon and a vehicle icon mask using a graphics editor, such as Photoshop, ImageReady, Image Composer, FreeHand, Illustrator, etc. Both icons should be saved in PNG format. Be sure to preserve the alpha channel and set the mode to RGB. A sample vehicle icon and vehicle mask are shown below:

TRK.png

TRK_MASK.png

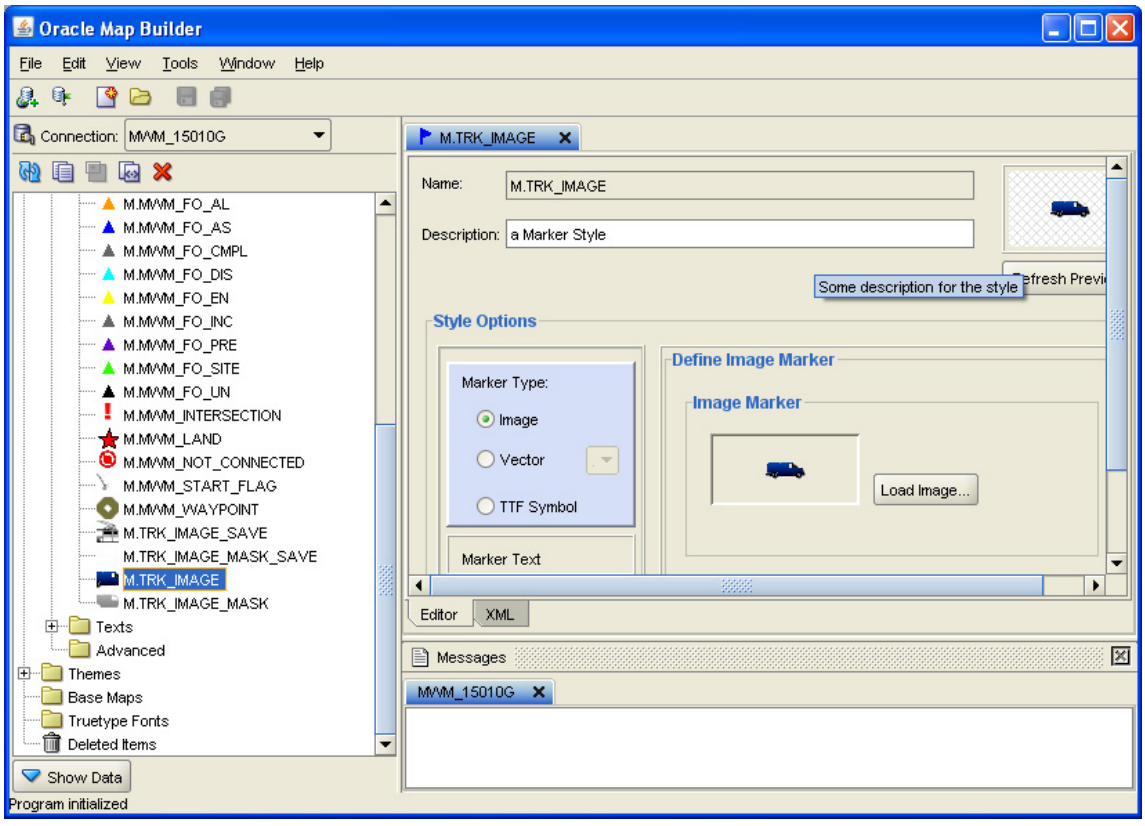
2. In Oracle Map Builder (mapbuilder.jar), create a Marker as shown in the following figure:



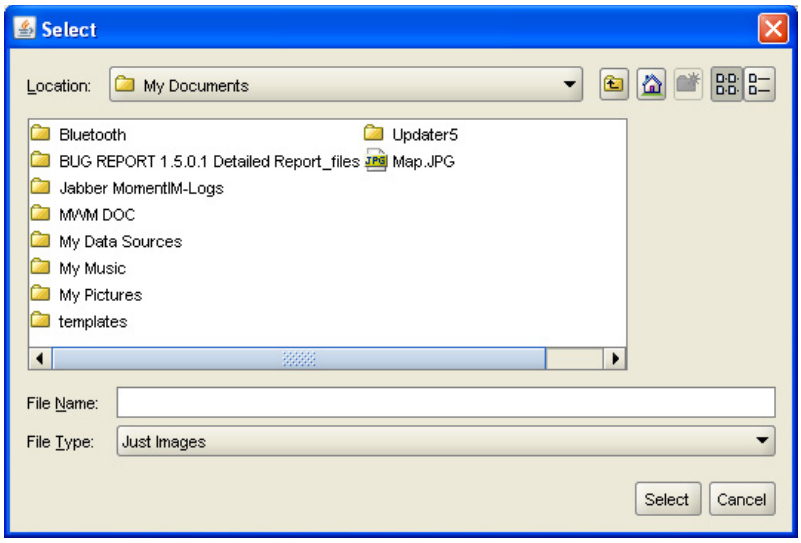

3. For the base image Name, enter "M.<*vehicle_type*>_IMAGE," where <vehicle_type> is the type of vehicle to be represented by this icon.

   Example: For vehicles of type TRK, use the name *M.TRK_IMAGE*

4. Under Style Options, set the Marker Type to **Image**, as shown below:

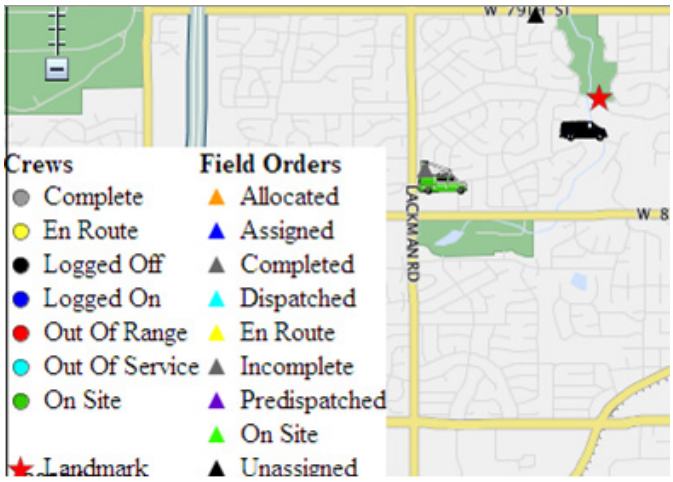



5. Click **Load Image.** The Select dialog is displayed.




6. Select the base image and then click **Select**.
7. Select **Save** from the File menu. The image is saved to the database.
8. Repeat steps 2 – 7 for the image mask. The mask image name should be "M.<*vehicle_type*>_IMAGE_MASK," such as *M.TRK_IMAGE_MASK*.
9. Exit Oracle Map Builder.

   After saving these images to the database, the new vehicle icon will be displayed on the map. The color of the vehicle icon will reflect the marker color associated with the crew's status. Crew marker colors are displayed under Crews in the map Legend.



# Appendix A

# Database Tables

This appendix lists the Oracle Utilities Mobile Workforce Management database tables that can be maintained using the Admin Tool.

> **Note:** The list of database tables that can be maintained in the Admin Tool is configurable. This appendix describes all database tables defined in the Admin Tool configuration file, **ResourceManager-en-US.xml**, as editable in the base system. The project team can modify this file as needed to restrict access to one or more tables. The accessLevel attribute is used to specify the user access levels that are authorized to edit each table. For example:

| | |
|---|---|
| accessLevel="0,1,2,6" | Only users with an access level of 0, 1, 2 and 6 can edit the table. |
| accessLevel='99' | The table cannot be edited. The table name will not appear in the Admin Tool table list. |

ResourceManager-en-US.xml is located in the following directory:

`<MWM Installation Directory>\DispatchStation\AdminTools`

This appendix describes the following types of database tables:

- **Table Maintenance**
- **Resource Maintenance**
- **Admin Tool Log**

## Table Maintenance

Tables maintained using the Admin Tool are categorized as follows:

**Generic** (G) - Simple lookup tables containing only string data. Validation comes entirely from the XML metadata. Generic tables are maintained using a dynamic form in the Admin Tool. No field-level documentation is provided in the Admin Tool Guide for these tables.

**Specialized** (S) - Tables containing various types of data (Boolean, date, numeric, etc.). Validation may be a combination of metadata directives and hard-coded business rules. Specialized tables are maintained using customized data entry forms in the Admin Tool; these forms may maintain data for multiple tables. Refer to the Admin Tool Guide or the Admin Tool online help for field descriptions of specialized tables.

| Table Name in Admin Tool | Database Table Name in MWM/ORS | Generic / Special | Fields |
|---|---|---|---|
| Account Codes | DHTACTCD | G | Account Code<br>Account Description |
| Account Type Codes | DHTACTTP | G | Account Type Code<br>Account Type |
| Action Taken Code | DHTACTN | S | Order Type<br>Action Taken Code<br>Action Reason Description<br>Payment Information (R/O/D)<br>Meter Reading (R/O/D)<br>Standard Remarks (R/O/D)<br>Incompletion (R/O/D) |
| Additional Problems | DHTADPRB | G | Problem Code<br>Problem Description |
| Affected Sections | DHTASECT | G | Section Code<br>Section Description |
| AMR Manufacturer Codes | DHTAMRMC | G | Manufacturer Code<br>Manufacturer Description |
| AMR Model Codes | DHTAMRMD | G | AMR Manufacturer Code<br>AMR Model Code<br>AMR Model Description |
| Appliance Names | DHTAPNM | G | Appliance Code<br>Appliance Name |
| Appointment Time Codes | DHTAPTCD | S | Appointment Code<br>Appointment Description<br>Start Time, End Time |
| Available Pickup Order Types | DHTPCKUP | G | Original FO Type<br>Pickup FO Type<br>Process Sequence<br>Meter Data Required (Y/N) |
| Bill To | DHTBILL | G | Bill To |
| Cable Codes | DHTCABLE | G | Cable Code , Cable Description |
| Cancel and Suspend Reasons | DHTUIRSN | G | Reason Type Code, FO Type, Reason Code, Reason Description |
| CE Device INI | DHTCEINI | G | Configuration Code, Section Name, Parameter, Value, Miscellaneous |
| Charge Rates | DHTCRCST | S | FO Type, Charge Type, Hourly Rate, Overtime Rate, Overhead Cost, Equipment Rate, Support Cost, Fix Price |
| Charge Type Profit | DHTCHTYP | G | Charge Type, Profit |
| Clue Priority | DHTCLUEPRIORITY | G | Clue Code, Clue Priority |

| Table Name in Admin Tool | Database Table Name in MWM/ORS | Generic / Special | Fields |
|---|---|---|---|
| Common Addresses | COMMON_ADDRESS (ORS) | S | Location ID, Address 1, Address 2, Address 3, City, ST/Province, Postal Code, Country, Geocoding Match Mode, Latitude, Longitude |
| Completion Remarks | DHTCREMK | G | FO Type, FO Type Index, Complete Remarks |
| Configure Engineer Hours | CONFIG (ORS) | S | All fields that are maintained in the Configure Engineer Hours screen have a corresponding record in the CONFIG table. |
| Construction Codes | DHTCNSTR | G | Construction Code, Construction Description |
| Contractor Codes | DHTCONTR | G | Contractor Code, Contractor Description |
| Control Zone Mapping | DHTCZMAP | G | DB Column Name, OMS Control Zone, MWM Value |
| Corporation Codes | DHTCORP | G | Corporation Code, Corporation Description, State Code |
| Cost Control | COST_CONTROL_PROFILE (ORS), COST_CONTROL_PROFILE_AUDIT (ORS), COST_CONTROL (ORS), REGION_COST (ORS) | S | Profile Info<br>Cost Profile ID, Description |
| | COST_CONTROL (ORS), COST_CONTROL_DEF (ORS) | | Cost Definition<br>Profile ID, Day of Week, Shift Cost, Overtime Cost. Time Cost, Cost Wait Shift, Reserve Capacity, Capacity Lead Time, Reserve Capacity Type |
| | REGION_COST_CONTROL (ORS), REGIONS (ORS) | | Region<br>Assigned/Available |
| Cost Profiles | COST_PROFILE (ORS) | S | Profile, Day of Week, Shift Cost Overtime Cost, Time Cost, Cost Wait Shift, Reserve Capacity %, Reserve Capacity Type, Reserve Capacity Lead Time |
| Credit Card Types | DHTCCTYP | G | Credit Card Type |
| Crew Type Codes | DHTTYPECREW | G | Crew Type Code, Type Description |
| Damage Assessment Parts | DHTDMPRT | G | Damage Assessment Part Code, Damage Assessment, Part Description |

| Table Name in Admin Tool | Database Table Name in MWM/ORS | Generic / Special | Fields |
|---|---|---|---|
| Damage Locations | DHTDMLOC | G | Damage Location Code<br>Damage Location Description |
| Damage Types | DHTDMTYP | G | Damage Type Code<br>Damage Type Description |
| Department Codes | DHTDEPT | G | Department Code<br>Department Description |
| Dispatch (DW) INI | DHTDWINI | G | Configuration Code. Section Name<br>Parameter, Value, Miscellaneous |
| Dispatch Areas | DHTDISP<br>DHTSERV | S | Dispatch Area Code, Description, Service Areas Assigned |
| Disposition Codes | DHTODIPT | G | FO Type, Disposition Code, Disposition Description |
| Districts | DHTDIST<br>Optionally, ZONE_DEFS (ORS) | S | Division, District Code, District Name |
| Divisions | DHTDIV | S | Division Code, Division Name |
| External Connections | DHTEXTCONN | G | External Connection Name, External Connection Description |
| External Message Configuration | DHTEXTMSGCFG | G | Internal Transaction ID, External Connection Name, External System (to send message to) |
| External Messages | DHTXALMSG | G | Message Code, External Connection Name, Message Text |
| Failed Equipment Manufacturer Codes | DHTFEMFG | G | Manufacturer Code, Manufacturer Description |

| Table Name in Admin Tool | Database Table Name in MWM/ORS | Generic / Special | Fields |
|---|---|---|---|
| Field Order Types | DHTFOTYP, RES_CAP_DEFS (ORS) | S | FO Type Tab<br>Order Type, Description, Reserve Capacity Type, Estimated Completion Time, Required Primary Function, Order Priority, Number of Crews Required, Able to Change Date or Time, Able to Change Priority, Can DW Complete Order, Uses Additional Skills, Available for Auto Dispatch, Available for Assist, Available for Create, Mobile ETA Required, Display Safety Check Screen, Can Order be Printed, Definition File, Meter Read Required, Remarks Required, |
| | DHTSREQ, DHTSKILL, DHTTVREQ, DHTCAPB | | Assignments Tab<br>Personnel Skills, Assigned/Available, Vehicle Capabilities, Assigned/Available, |
| | DHTFOTYP | | Other Tab<br>External Application, Mobile Code, CE Definition File |
| | DHTFOSSR, DHTCREMK | | Completion Remarks<br>Assigned/Available, Sorted Remarks Code |
| Fuse Codes | DHTFUSE | G | Fuse Code, Fuse Description |
| Gas Shutoff Locations | DHTGSLOC | G | Gas Meter Location Code<br>Gas Meter Location Description |
| ICD Priority | DHTICDPR | G | ICD ID, Guaranteed, RF Priority, Lifetime Seconds |
| Incompletion Reasons | DHTINRSN | S | Order Type, Incompletion Reason Code, Incompletion Reason Description, Standard Remarks, Review Required By |
| Irregular Test Codes | DHTIRTST | G | Meter Test Condition, Meter Test Description |
| Item Type Codes | DHTITTYP | G | Item Type Code, Item Type Description |
| Job Codes | DHTJOB | G | Job Code, Job Description |

| Table Name in Admin Tool | Database Table Name in MWM/ORS | Generic / Special | Fields |
|---|---|---|---|
| Leak Locations | DHTLKLOC | G | Leak Location Code,<br>Leak Location Description |
| Leak Odor Codes | DHTLKODR | G | Leak Odor Code,<br>Leak Odor Description |
| Leak Order Durations | DHTLKDUR | G | Leak Order Duration Code,<br>Leak Order Duration Description |
| Leak Priorities | DHTLKPRI | G | Leak Type, Leak Location,<br>Leak Duration, Leak Odor,<br>Priority |
| Load Affected Codes | DHTLDAFF | G | Load Affected Code,<br>Load Affected Description |
| Manhole Events | DHTMHEVT | G | Manhole Event Code,<br>Manhole Event Description |
| Meter Access Codes | DHTMTRRI | G | Meter Access Code,<br>Meter Access Description |
| Meter Action Codes | DHTMTRAC | G | Meter Action Code,<br>Meter Action Description |
| Meter Form Codes | DHTMTRFM | G | Meter Form Code,<br>Meter Form Description |
| Meter Location Codes | DHTMTRLO | G | Meter Location Code,<br>Meter Location Description |
| Meter Manufacturer Codes | DHTMTRMC | G | Meter Manufacturer Code,<br>Meter Manufacturer |
| Meter Model Codes | DHTMTRMD | G | Meter Manufacturer Code,<br>Meter Model Code,<br>Meter Model Description |
| Meter Phase Codes | DHTMTRPC | G | Meter Phase Code,<br>Meter Phase Description |
| Meter Point Type Codes | DHTMTRPT | G | Meter Point Type Code,<br>Meter Point Service Type,<br>Meter Point Type Description |
| Meter Remote Port Codes | DHTMTRRP | G | Meter Remote Port Code,<br>Meter Remote Port Description |
| Meter Status Codes | DHTMTRST | G | Meter Status Code, Meter Status |
| Meter Test Codes | DHTMTRTR | G | Meter Test Reason,<br>Meter Test Description |
| Miscellaneous Codes | DHTMISC | G | Code, Description |
| Miscellaneous Trouble Codes | DHTTMISC | G | Miscellaneous Trouble Code<br>Miscellaneous Trouble Description |

| Table Name in Admin Tool | Database Table Name in MWM/ORS | Generic / Special | Fields |
|---|---|---|---|
| Mobile (MW) INI | DHTMWINI | G | Configuration Code, Section Name, Parameter, Value, Miscellaneous |
| Municipal Codes | DHTMUNI | G | State Code, Municipal Code, Municipal Description |
| OMS Order Types | DHTOMSFOTYPE | G | Outage Type Code, Clue Code, FO Type |
| Outage Types | DHTOTTYP | G | Outage Type, Outage Type Description |
| Part Types | DHTPTTYP | G | Part Type |
| Parts | DHTPARTS | G | Part Type, Part Description, Unit Cost |
| Periods of Unavailability | POU_TEMPLATE (ORS)<br>POU (ORS)<br><br><br><br><br>DRV_POU (ORS),<br>DRIVERS (ORS), | S | POU Details<br>POU ID, Name, Template. Description, Location, Date, Time, Offset from Shift Start, Duration, Early Margin, Late Margin, Assigned crews<br>Crews<br>Assigned/Available |
| Phase Affected Codes | DHTPHAFF | G | Phase Affected Code, Phase Affected Description |
| Pilot Codes | DHTPILOT | G | Pilot Code, Pilot Description |
| Pole Codes | DHTPOLE | G | Pole Code, Pole Description |
| Position codes | DHTPOSIT | G | Position Code, Position Description |
| POU Templates | POU_TEMPLATE (ORS)<br><br><br><br><br><br>DRV_POU_TEMPLATE (ORS),<br>DRIVERS (ORS) | S | Template Details Tab<br>Name, Description, Location, Day of Week, Start Time, Duration, Start Date, Stop Date,<br>Status, Early Margin, Late Margin, Weeks, Offset from Shift Start, Perpetual<br>Crews Tab<br>Assigned /Available |
| Premise Description Codes | DHTPREMD | G | Premise Description Code, Premise Description |
| Premise Entrance Instruction Codes | DHTPEINT | G | Premise Entrance Instruction Code, Premise Entrance Instruction, Description |

| Table Name in Admin Tool | Database Table Name in MWM/ORS | Generic / Special | Fields |
|---|---|---|---|
| Primary Function Codes | DHTPFUNC, DRV_ATTR_DEFS (ORS) | G | Primary Function Code, Primary Function Description |
| Priority Codes | DHTPRTY | S | Priority<br>Priority ID, Description, Priority Icon Code, Gantt Chart Image, Text Color, Back Color |
| | DHTPRIALLOC | | Allocation<br>Late Cost, Allocation Mode, Start Mode, Start Offset, Start Value, End Mode, End Offset, End Value |
| Problem Codes | DHTPRBLM | G | Problem Code, Construction Code, Problem Description |
| Program IDs | DHTPRGID | G | Meter Point Type, Program ID, Sequence Number, Read Use Code, Read Type Code, Dials, Precision |
| Program ID Descriptions | DHTPIDDS | G | Program ID, Program ID Description |
| Public Holidays | PUBLIC_HOLIDAYS (ORS) | S | Date, Name |
| Read Type Codes | DHTRTYPC | G | Read Type Code, Read Type Description |
| Read Use Codes | DHTRDUCD | G | Read Use Code, Read Use Code Description |
| Reason Codes | DHTREASN | G | Reason Code Type, Reason Code, Description |
| Refer to Codes | DHTREFER | G | Refer To Code, Refer To Description |
| Regions | REGIONS (ORS) | S | Region, Schedule Horizon, History, Protocol, Synch Port, Load Port, App Server Port, Remove Unknown Crews, Remove Unknown POUs, Remove Unknown Shifts, Remove Unknown Breaks, Remove Unknown Orders, Remove Unknown Depots, Remove Unknown Slots, Allow Order Updates from Planner, Allow New Orders from Planner |
| Register Group Codes | DHTREGGR | G | Registered Group, Sequence Number, Read Type Code Dials, Decimals |

| Table Name in Admin Tool | Database Table Name in MWM/ORS | Generic / Special | Fields |
|---|---|---|---|
| Registered Group Descriptions | DHTRGRDS | G | Registered Group Description Code, Registered Group Description |
| Removal Reason Codes | DHTRMRSN | G | Removal Reason Code, Removal Reason Code Description |
| Reserve Capacity Definitions | RES_CAP_DEFS (ORS) | G | Reserve Capacity Type |
| Response Center Codes | DHTRCN | G | Department Code, Response Center Code, Response Center Description |
| Review Required by Groups | DHTRVWRQ | G | Review Required by Groups Code, Review Required by Groups, Description |
| Router INI | DHTRTINI | G | Configuration Code, Section Name, Parameter, Value |
| Seal Codes | DHTSEALC | G | Seal Code Type, Seal Code ID, Description |
| Server INI | DHTSVINI | G | Configuration Code, Section Name<br>Parameter, Value, Miscellaneous |
| Service Areas | DHTSERV, Optionally, ZONE_DEFS (ORS) | S | Service Area ID, Description, Division, District, Dispatch Area. Auto Dispatch |
| Service Centers | DHTSVCTR | G | Service Center Code, Service Center Description |
| Service Point Disconnected Location Codes | DHTSPDLO | G | Service Point Disconnected, Location Code. Service Point, Disconnected Location |
| Service Point Types | DHTSERPT | G | Service Point Type Code, Service Point Type |
| Service Points | DHTSPTYP | S | Service Point Tab<br>Service Point Type, Description<br>Personnel Skills<br>Available/Assigned<br>Vehicle Capabilities<br>Available/Assigned |
| Service Profile Codes | DHTSVPRF | G | Service Profile Code, Service Profile Description |

| Table Name in Admin Tool | Database Table Name in MWM/ORS | Generic / Special | Fields |
|---|---|---|---|
| Shift Differential | DHTSHFTD | G | Shift Differential Code,<br>Shift Differential Description |
| Shift Template Profiles | SHIFT_TEMPLATE_PROFILES (ORS), | S | Profile fields:<br>Profile ID, Number of Weeks, Start Date |
| | SHIFT_TEMPLATES (ORS) | | Template Fields<br>Shift Type, Week Number, Day of Week, Order Limit, Max Shift Length, Fixed Start Time, Logon Location, Time, Delay, Logoff Location, Time, Delay |
| | SHIFT_TEMPLATE_BREAK (ORS) | | Shift Template Break<br>Break Number, Type, Length, Restrictions, Break From/To |

| Table Name in Admin Tool | Database Table Name in MWM/ORS | Generic / Special | Fields |
|---|---|---|---|
| Shifts | SHIFTS (ORS) | S | Shift Details<br>Shift Type, Shift Status, Shift is Unavailable, Shift is Closed, Region ID, Vehicle ID, Dynamic Working Area Centre, Relative Dynamic Working Area, Order Limit |
| | SHIFTS (ORS) | | Logon/Logoff<br>Max Shift Length, Fixed Start Time, Logon Location, Time, Delay Logoff Location, Time, Delay, Next Day |
| | SHIFTS (ORS) | | Shift Hours<br>Requested Start Time, Actual Start Time, Requested Completion Time, Actual Completion Time, Time Worked |
| | DRV_ATTRS (ORS) | | Personnel Skills<br>Assigned/Available |
| | SHIFTS (ORS) | | Zones<br>Required/Available, Can work in any zone? |
| | SHIFTS (ORS) | | Shift Cost<br>Shift Cost<br>Overtime Cost<br>Time Cost<br>Cost Wait Shift?<br>Reserve Capacity Type, Reserve Capacity %, Capacity Lead Time |
| | SHIFT_BREAK (ORS) | | Breaks<br>Break Num, From, To, Length, Restrictions, Break Type Started, Completed, Status |
| Skill Codes | DHTSKILL | S | Skill Code, Skill Description |
| Slot Profiles | SLOT_PROFILE (ORS) | S | Slot Group, Slot Name, Day of Week, Start Time, Finish Time |
| Special Handling | DHTSPHDL | G | Special Handling Code, Special Handling |
| States / Provinces | DHTSTATE | G | State / Province Code, State / Province Name |

| Table Name in Admin Tool | Database Table Name in MWM/ORS | Generic / Special | Fields |
|---|---|---|---|
| Step Action Codes for Partial Restoration | DHTSTEPACTN | G | Step Action Code,<br>Step Action Description |
| Stock Location Codes | DKTSTKLO | G | Stock Location Code,<br>Stock Location Description |
| Tax Table | DHTTAXTP | G | Tax Type, Tax Rate, Labor, Equipment, Material, Fixed |
| Tax Type for Order Types | DHTTAXTB | G | FO Type, Tax Type, Taxable Y/N |
| Town Codes | DHTTOWN | G | Town Code, Town Name |
| Transaction Control (Wireless) | DHTTRCTL | S | Order Type, Send Enroute Status, Send Onsite Status, Send Complete Status, Send Completion Data |
| Vehicle Capabilities | DHTVCAPC,<br>VEH_ATTR_DEFS (ORS) | G | Capability Code, Description |
| Vehicle Types | DHTVHTYP,<br>VEH_CLASSES (ORS)<br><br>DHTVTYPC | S | Vehicle Type Details<br>Vehicle Type, Description<br>Capabilities<br>Assigned/Available |
| Version Control | DHTVERS | G | Mobile ID, Time stamp, MW Version |
| WAM Component Category Codes | DHTWAMCOMPNTCAT | G | Component Category Code, Description |
| WAM Direct Charge Type | DHTWAMDIRCHRG | G | Charge Type, Units, Price |
| WAM Employee Codes | DHTWAMEMPL | G | Employee Code, Description |
| WAM Failure Codes | DHTWAMFAILURE | G | Failure Code, Description |
| WAM Failure Mode Codes | DHTWAMFAILMODE | G | Failure Code, Description |
| WAM Further Action Codes | DHTWAMFURTHERACT | G | Further Action Code, Description |
| WAM Premium Labor Earnings Type Codes | DHTWWAMPREMEARN | G | Earnings Code, Description |
| WAM Regular Labor Earnings Type Codes | DHTWAMREGEARN | G | Earnings Code, Description, Value |
| WAM Repair Codes | DHTWAMREPAIR | G | Repair Code, Description |
| WAM Shift Differential Codes | DHTWAMSHIFTDIFF | G | Shift Differential Code, Description |

| Table Name in Admin Tool | Database Table Name in MWM/ORS | Generic / Special | Fields |
|---|---|---|---|
| WAM Stock Codes | DHTWAMSTOCK | G | Stock Code, Description, Storeroom, Catalog |
| WAM Vendor Codes | DHTWAMVENDOR | G | Vendor Code, Description |
| WAM Work Codes | DHTWAMWORK | G | Work Code, Description |
| WAM Work Unit Codes | DHTWAMWKUNT | G | Work Unit Code, Description |
| Water Heater Sizes | DHTWHSZ | G | Water Heater Size |
| Work Skills | DHTWKSKL | G | CMS Order Type, Work Code. Skill Code |
| Work Table | DHTTWORK | G | Work Code, Work Description, Work Code Modification |

# Resource Maintenance

All resources are maintained in the Admin Tool using specialized data entry forms. Field descriptions are provided in the Admin Tool Guide.

| Resource Name in Admin Tool | Table Name in MWM/ORS | Fields |
|---|---|---|
| Crews | DHTCREW, DHTPTOC , DHTVEHCL, DRIVERS (ORS), DRV_ZONES (ORS) | Crew information:<br>Crew ID, Crew Status, Start Date, Finish Date, Supervisor, Supervisor 2, Phone, Mobile, Department, Response Center, External Connection, Address Info, Base Service Area info, Driver info<br>Assignments<br>Personnel, Vehicles |
| | DHTPTOC ,DHTPERS, DHTPDAY, DHTCREW, DHTVCAPB, DRV_ATTRS (ORS), DRIVERS (ORS) | Scheduling Info<br>Technician Name. Primary Function, Travel Speed, Overall Efficiency, MDT, Region, Shift, Cost, Engineers Travel Time, Max Start Travel, Max Finish Travel, Dynamic Working Area, Center Location, Relative Factor, Auto Direct Auto Enroute Auto Go Home. Auto Go Home Time, Job Horizon, Default Location, Logon, Logoff |
| | DHTCREW , DRIVERS (ORS) | Zones<br>Zone, Day of Week, Required, Preferred<br>Leave<br>Leave Type, Start & End Date, Notes |
| | DRV_ZONES (ORS) | |
| | DRV_LEAVE (ORS) | |
| Personnel | DHTPERS | Personnel Information:<br>User ID, Password, Last Name, First name, MI, Primary & Secondary Contact Number, Access level, Job Code, Position, Signature File, Last sign on Date/Time, Last signoff date/Time |
| | DHTSKILL, DHTCAPB, DHTPDAY, DRV_ATTR_DEFS (ORS) DRIVERS (ORS) | Skills<br>Assigned, Available, Certification Date, Certification Expiration Date, Efficiency, Day of Week |

| Resource Name in Admin Tool | Table Name in MWM/ORS | Fields |
|---|---|---|
| Vehicles | DHTVEHCL , VEHICLES (ORS) | Vehicle Information:<br>Vehicle ID, Description, Vehicle Type, Modern Address. Beginning & Ending Odometer, Crew, Status, Tag Number, Tag State, Tag Expiry, MDT ID, Make, Model |
| | DHTVCAPB, DHTVTYPC | Vehicle Capabilities:<br>Assigned, Available |

# Admin Tool Log

| Table Name in Admin Tool | Table Name in MWM or ORS | Fields |
|---|---|---|
| Audit Log | DHTATLOG | User ID, Log timestamp, Table name, Table Description, Action, Key 1,2,3 |

# Appendix B

# Transaction Processing Information

This appendix provides reference information about transaction processing in Oracle Utilities Mobile Workforce Management. It includes the following topics:

- **Transaction Processing Tables**
- **Message Priority Table**
- **Web Service Definition Table**
- **Transactions Sent to and from External Applications**
- **ICDs**

## Transaction Processing Tables

Transaction processing information for the Oracle Utilities Mobile Workforce Management interface component is stored in two database tables:

- DHTTXNCD
- DHTTXNPR

> **Note:** During the installation process, the transaction processing tables are pre-loaded with entries for all transactions currently supported by all installed components and interfaces.

| Database Table | Description |
|---|---|
| DHTTXNCD | This table maps external transaction codes (EXTTXND) to internal transaction IDs (INTTXNID) for processing purposes. If there is no entry in this table for a particular transaction or ICD, the external transaction ID is used for the internal transaction ID.<br>**Note:** Transactions in Oracle Utilities Mobile Workforce Management are also referred to as ICDs. An ICD is an Interface Control Document that uses an Oracle Utilities Mobile Workforce Management proprietary transaction format. |

| Database Table | Description |
|---|---|
| DHTTXNPR | This table describes which transactions are processed for each connection. The columns in the table are:<br>**INPUT_CONNECTION**: The name of the connection that generated the transaction/ICD.<br>**INTERNAL_TXN_ID**: This ID is derived from the DHTTXNCD table. If no internal transaction ID entry exists in the table for a transaction, the Router uses the external transaction id (transaction code of the ICD ID) as the internal transaction id.<br>**SEQUENCE_NBR**: This sequence number is used to ensure that multiple entries for the same INPUT_CONNECTION/INTERNAL_TXN_ID are unique. This sequence number is part of the key for this table.<br>**OUTPUT_CONNECTION**: The name of the connection that will receive this transaction.<br>**FUNCTION_ID**: The ID for the internal function within the Router that will process the transaction. Every internal ID can have one or more corresponding function Ids. The function ID tells the Router which code to execute for this particular input connection, internal ID, sequence number, and output connection. |

# Message Priority Table

The DHTICDPR table defines the priority associated with each ICD. All ICDs sent from the mobile station that affect the event status or crew status should have the same priority. This ensures that they will be sent in the order in which they are created. This is especially important when a crew is out of range and ICDs are queued up for delivery once communication is re-established.

### ICDs affecting event status:

| ICD | Description |
|---|---|
| 8 | Enroute |
| 9 | Onsite |
| 11 | Completion |
| 20 | Cancel status |
| 124 | Estimated Restoration Time |
| 203 | Event Update |

### ICDs affecting crew status:

| ICD | Description |
|---|---|
| 18 | Out of Service |
| 19 | Return to Service |
| 167 | AVL |

A complete list of ICDs is provided at the end of this appendix.

# Web Service Definition Table

The DHTWBCNG table contains an entry for each transaction that is sent to the any web service. For example, if your system is configured for Oracle Utilities Network Management System integration, this table will list all transactions sent the the NMS web service.

> **Note:** During the installation process, this table is loaded with the appropriate entries for each transaction supported by your configuration. This table should not need to be updated unless configuration information (such as the web service IP address/port for an integration component) was unknown at the time of installation or has changed since the installation.

The DHTWBCNG table contains many fields, and not all need to be described here. The following table lists and describes the key fields in this table:

| Field | Description |
|---|---|
| TRANSACTION_ID | The ID of the input transaction/ICD being processed (DHTTXNPR.INTERNAL_TXN_ID not DHTTXNPR_FUNCTION_ID). This is a required field. |
| TRANSACTION_NAME | The name of the transaction. This is for informational purposes only. |
| HOST_SYSTEM | The name of the external connection to receive the transaction. For example, if a transaction is being sent to Oracle Utilities Network Management System, this column should be set to 'OMS'. |
| XSL_PATH | The name and location of the XSL to be used to transform the output transaction before it is sent. For example, Oracle Utilities Mobile Workforce Management base transactions must be transformed before they are sent to the Oracle Utilities Network Management System web service. The path name where the XSLs are located is set when Oracle Utilities Mobile Workforce Management is installed and should not need to be modified. If for some reason the XSLs are to be read from another location, the XSL path name must be modified. |
| ENDPOINT_URL | The end-point URL where the transaction is sent. The URL is composed of the IP address/machine name where the web service is installed, the port used to communicate with the web service, and the name of the web service. The name of the web service should not need to be changed, but the IP address/ port might need to be configured. This parameter is set during the Oracle Utilities Mobile Workforce Management installation if the IP address and port are specified. |
| NAMESPACE_URL | The target namespace from the web service's WSDL file. This is required and should never need to be modified. |
| RESPONSE_XSL_PATH | The name and location of the XSL to be used to transform the Inquiry response into an input transaction (which will then be placed in the connection's input folder). This is only used for the Inquiry transaction; for all other transaction types, this field is null. This column should not need to be modified. |

| Field | Description |
|---|---|
| SEQUENCE_TAG | The name of the XML tag that defines the processing sequence for transactions of this type (e.g., CrewId) when using multiple web threads. The default tag is set when Oracle Utilities Mobile Workforce Management is installed, but can be changed. If this field is null, the transaction is not sequenced and can be sent by any web thread. To process all transactions sequentially and not use multiple threads, set this value to "NONE". This causes all transactions containing the same sequence value to be processed by a single thread. |
| VALIDATE_RESPONSE_XSL_PATH | |
| | The name and location of the XSL to be used to transform the response into a Success/Failure message. If for some reason the web service cannot process the transaction, it sends a response indicating that the transaction cannot be processed. The Oracle Utilities Mobile Workforce Management Router application interprets this response and, based on the RETRY_MESSAGE value, either queues the message to be retried or discards the transaction. For example, the Router will not retry a heartbeat because another will be created in a few minutes, but it will retry an order completion. This column should not need to be modified by the installation team. |
| RETRY_MESSAGE | Indicates whether or not the message should be retried following a failure to send. This column should not need to be modified by the installation team. |
| AUTH_SCHEME | Specifies the authentication scheme to use. The system uses Basic Authentication by default. To use the WinHTTPAuthScheme, set this value to "WinHTTP". If this column is blank or contains any value other than "WinHTTP," then Basic Authentication is used. |

# Transactions Sent to and from External Applications

This section identifies the XML transactions sent to and from Oracle Utilities Mobile Workforce Management. An XML Schema document, or XSD, is used to define the layout of most XML transaction. The table below lists the transactions and associated XSDs used in the base system.

## Transactions Sent to External Applications

The following transactions are generated by the Router and sent to external applications.

| Transaction | Tx Code | XSD |
|---|---|---|
| WAM Time Sheet | no code | SPLWFMWAMTimesheet.xsd |
| Unrelated Damage Assessment | no code | SPLOMSUnrelatedDamageAssessment |
| Mobile Time Report | 57 | SPLWFMMobileTimeReport.xsd |
| External Notification | 155 | SPLWFMExternalNotification.xsd |
| AVL | 167 | SPLWFMAvlLocation.xsd |
| Crew Update | 171 | SPLWFMCrewUpdate.xsd |
| OMS Inquiry Request | 200 | SPLOMSInquiryReq.xsd |
| OMS Event update | 203 | SPLOMSEventUpdate.xsd |

| Transaction | Tx Code | XSD |
|---|---|---|
| New (Created) Orders | 1001 | SPLWFMCreateUpdateOrder.xsd |
| Updated Orders | 1002 | SPLWFMCreateUpdateOrder.xsd |
| Order Completion | 1003 | SPLWFMOrderCompletion.xsd |
| Dispatch Status | 1004 | SPLWFMOrderStatus.xsd |
| Emergency Order Ack (manual acknowledgement) | 1005 | SPLWFMOrderStatus.xsd |
| Enroute Status | 1006 | SPLWFMOrderStatus.xsd |
| Onsite Status | 1007 | SPLWFMOrderStatus.xsd |
| Reassignment | 1008 | SPLWFMOrderStatus.xsd |
| Reschedule | 1009 | SPLWFMOrderStatus.xsd |
| Est. Restoration Time | 1010 | SPLWFMOrderStatus.xsd |
| Transaction Ack | 1013 | SPLWFMTransactionAck.xsd |
| Pickup Order Completion | 1014 | not currently supported |
| Meter/Item Validation Request | 1016 | SPLWFMValidationRequest.xsd |
| Generic Validation Request | Custom | Custom – based on map file |
| Generic External Inquiry Req | 1020 | Custom – based on map file |
| Crew Status | 1026 | SPLWFMCrewStatus.xsd |
| Heartbeat | 1999 | SPLWFMHeartbeat.xsd |

## Transactions Sent to the MWM Scheduler (ORS)

The following transactions are generated by the Router and sent to the Oracle Utilities Mobile Workforce Management Scheduler (ORS).

| Transaction | Tx Code | XSD |
|---|---|---|
| Reassignment | 1008 | SPLWFMOrderUpdate.xsd |
| Modify Order Duration | 1019 | SPLWFMModifyOrderDuration.xsd |
| Request for Updates | 1021 | SPLWFMRequestUpdates.xsd |
| Shift Update | 1022 | SPLWFMShiftUpdate.xsd |
| Crew Update | 1023 | SPLWFMCrewUpdate.xsd |
| Crew Status | 1026 | SPLWFMCrewStatus.xsd |
| Heartbeat | 1999 | SPLWFMHeartbeat.xsd |
| Create or Update Field Order | 3001 | SPLIMCreatedUpdatedOrder.xsd |
| Order Status Update | 3002 | SPLWFMOrderUpdate.xsd |

## Transactions Sent to the Click Scheduler

The following transactions are generated by the Router and sent to the Click Scheduler.

| Transaction | Tx Code | Transaction Format |
|---|---|---|
| Heartbeat | 3000 | Fixed-formatted record |
| MWM-Created Field Order | 3001 | SPLIMCreatedUpdatedOrder.xsd |
| MWM Order Status | 3002 | Fixed-Formatted record |
| Crew Insert/Update | 3004 | SPLIMCreatedUpdatedCrew.xsd |
| Crew Delete | 3005 | SPLIMCreatedUpdatedCrew.xsd |
| Division, District, Service Area Insert/ Update/Delete | No code | SPLIMCreateUpdateDictionaryItem |
| Reschedule Field Order From MWM | 3012 | Fixed-Formatted record |
| Get Available Appointments | 3014 | Fixed-Formatted record |
| Complete/Incomplete Order status | 3017 | Fixed-formatted record |
| MWM-Created Pickup Order | 3016 | SPLIMCreatedUpdatedOrder.xsd |

## Transactions Received from External Applications

The following transactions are received from external applications.

| Transaction | Tx Code | XSD |
|---|---|---|
| New (Created) Orders | 0001 | SPLWFMCreateUpdateOrder.xsd |
| Updated Orders | 0002 | SPLWFMCreateUpdateOrder.xsd |
| Complete / Cancelled Orders | 0003 | SPLWFMCancelOrder.xsd<br>(CancelledStatus="W" for completed orders and "V" for cancelled orders. |
| Meter/Item Validation Response | 0016 | SPLWFMValidationResponse.xsd |
| Generic Validation Response | 0017 | Custom – based on map file |
| Generic External Inquiry data | 0020 | Custom – based on map file |
| OMS External Inquiry data | 200 | SPLOMSInquiryData.xsd |
| Heartbeat | 1099 | SPLWFMHeartbeat.xsd |
| ERT Notification | 4005 | SPLWFMERTExpirationNotification.xsd |

## Transactions Received From the MWM Scheduler (ORS)

The following transactions are received from the Oracle Utilities Mobile Workforce Management Scheduler via the Integration Manager.

| Transaction | Tx Code | XSD |
|---|---|---|
| Shift Status Update from ORS | 0022 | SPLWFMShiftUpdate.xsd |
| Shift Details from ORS | 0023 | SPLWFMShiftDetails.xsd |
| Scheduled Order | 0024 | SPLWFMScheduledOrder.xsd |
| Incoming ORS Alert | 0025 | SPLWFMSchedAlertMsg.xsd |
| End of Synch Plan | 0026 | SPLWFMRequestUpdates.xsd |
| ERS POU and Break | 0027 | SPLWFMScheduledOrder.xsd |
| External Alerts | 0028 | SPLWFMExternalAlertMessage.xsd |
| Heartbeat | 1099 | SPLWFMHeartbeat.xsd |

## Transactions Received From the Click Scheduler

The following transactions are received from the Click Scheduler.

| Transaction | Tx Code | Transaction Format |
|---|---|---|
| Heartbeat | 2000 | Fixed-formatted record |
| Scheduled Field Order | 2001 | Fixed-formatted record |
| Order status | 2002 | Fixed-formatted record |
| Update Dictionary Item Result (Division/Region, District, or Service Area) | 2003 | SPLIMCreateUpdateDictionaryItemResults.xsd |
| Rule Violation | 2008 | Fixed-formatted record |
| Appointment | 2009 | Fixed-formatted record |

# ICDs

The table below identifies and describes all ICDs used in this version of Oracle Utilities Mobile Workforce Management.

| ICD# | ICD Name | Description |
|---|---|---|
| 1 | lXIcd_ID_DWLOGON | Dispatcher Workstation logon message. |
| 2 | lXIcd_ID_DWLOGON_REPLY | Dispatcher Workstation logon reply message. |
| 3 | lXIcd_ID_DWLOGOFF | Dispatcher Workstation logoff message. |

| ICD# | ICD Name | Description |
|---|---|---|
| 4 | lXIcd_ID_MAIL | Mail message. This ICD is no longer used; it has been replaced with lXIcd_ID_MAIL_MESSAGE (134). |
| 5 | lXIcd_ID_DISPATCH_ORDERS | Dispatcher Workstation logoff reply message. |
| 6 | lXIcd_ID_REASSIGNFO | Reassign field orders message. |
| 7 | lXIcd_ID_REASSIGN_CREW_ORDERS | Notification of Crew with orders being reassigned message. |
| 8 | lXIcd_ID_ENROUTE | Enroute Status message. |
| 9 | lXIcd_ID_ONSITE | Onsite Status message. |
| 10 | lXIcd_ID_ORDER_DATA | Dispatched order data to mobile message. |
| 11 | lXIcd_ID_ORDER_COMPLETE | Completion of field order message. |
| 12 | lXIcd_ID_FOSTATUS | Field Order Generic Status message (also used for signaling some MF misc updates and crew updates). |
| 13 | lXIcd_ID_NO_EMERGENCY_ACK | Emergency order was not manually acknowledged message. |
| 14 | lXIcd_ID_ADVISE_APPLICATION | Advise application generic message. Message displayed in the System Messages screen in Dispatch Workstation application. |
| 15 | lXIcd_ID_RFLOGON | Mobile application logon message. |
| 16 | lXIcd_ID_RFLOGON_REPLY | Mobile application logon reply message. |
| 17 | lXIcd_ID_RFLOGOFF | Mobile application logoff message. |
| 18 | lXIcd_ID_OUT_OF_SERVICE | Mobile crew out of service message. |
| 19 | lXIcd_ID_RETURN_TO_SERVICE | Mobile crew return to service message. |
| 20 | lXIcd_ID_CANCEL_STATUS | Mobile crew cancel status on field order message. |
| 21 | lXIcd_ID_EMERGENCY_ORDER_ACK | Manual acknowledgment of emergency order mesage. |
| 22 | lXIcd_ID_COMPLETION_ACK | This ICD is no longer used. |
| 23 | lXIcd_ID_ARRANGE_ROUTE | Crew's arranged route of field orders message. |
| 24 | lXIcd_ID_REFRESH_TABLE | This ICD is no longer used. |
| 25 | lXIcd_ID_UPDATE_TABLE | Request for updated table data from mobile message. |
| 26 | lXIcd_ID_UPDATE_TABLE_DATA | Updated table data message. |
| 27 | lXIcd_ID_CREW_STATUS | Request for Crew Status from mobile supervisor message. |

| ICD# | ICD Name | Description |
|---|---|---|
| 28 | lXIcd_ID_CREW_STATUS_DATA | Crew Status data for mobile supervisor message. |
| 29 | lXIcd_ID_CREW_DETAIL | Request for Crew Detail from mobile supervisor message. |
| 30 | lXIcd_ID_CREW_DETAIL_DATA | Crew Detail data for mobile supervisor message. |
| 31 | lXIcd_ID_MAIL_UPDATE | Mail Update (mail read or mail deleted) message. |
| 32 | lXIcd_ID_MAIL_RECEIPT | Notification that mail message was received message. |
| 33 | lXIcd_ID_EMERGENCY_MAIL_ACK | Manual acknowledgment of emergency mail message. |
| 34 | lXIcd_ID_UNDELIVERED_MAIL | Notification of undelivered mail message. |
| 35 | lXIcd_ID_MF_MISC_UPDATE | Notification of mobile crew/user logging on/off message. |
| 36 | lXIcd_ID_CREW_UPDATE | Notification that crew needs updating in Crew Status message. |
| 37 | lXIcd_ID_PARAMETER_UPDATE | This ICD is no longer used; it has been replaced with lXIcd_ID_CHANGE_AUTO_DISPATCH (112). |
| 38 | lXIcd_ID_CHANGE_MOBILE_ACCESS | This ICD is no longer used. |
| 39 | lXIcd_ID_REVIEW_FO | Request for field order to review from mobile supervisor message. |
| 40 | lXIcd_ID_REVIEW_FO_DATA | Field Order data for mobile supervisor to review message. |
| 41 | lXIcd_ID_MISSED_APPT_WARNING | Notification that orders appointment is being missed message. |
| 42 | lXIcd_ID_RESCHEDULEFO | Reschedule field orders message. |
| 43 | lXIcd_ID_RESCHEDULE_CREW_ORDERS | Notification of Crew with orders being rescheduled message. |
| 44 | lXIcd_ID_ASSIGN_FO | Notification that order was assigned to crew in mapping application |
| 45 | lXIcd_ID_CREW_CLEAR | Notification that the crew has no more unworked orders on their mobile unit |
| 46 | lXIcd_ID_FORCE_LOGOFF_USER | Force logoff Dispatch Workstation user message. |
| 47 | lXIcd_ID_FORCE_LOGOFF_CREW | Force Logoff mobile crew message. |
| 48 | lXIcd_ID_FORCE_LOGOFF_ALL | Force logoff all mobile crews message. |

| ICD# | ICD Name | Description |
|---|---|---|
| 49 | lXIcd_ID_DELETE_ORDER | Notify mobile to delete field order from mobile unit |
| 50 | lXIcd_ID_REASSIGNFO_ACK | This ICD is no longer used. |
| 51 | lXIcd_ID_FSMS_CREATED_FO | Field order created on FSMS message. |
| 52 | lXIcd_ID_FSMS_UPDATED_FO | Field order updated on FSMS message. |
| 53 | lXIcd_ID_FSMS_COMPLETED_FO | Field order completed on FSMS message. |
| 54 | lXIcd_ID_MF_CREATED_FO | Field order created on mainframe message. |
| 55 | lXIcd_ID_MF_UPDATED_FO | Field order updated on mainframe message. |
| 56 | lXIcd_ID_MF_COMPLETED_FO | Field order completed on mainframe message. |
| 57 | lXIcd_ID_MOBILE_TIME_REPORT | Time Reporting information from mobile crew message |
| 58 | lXIcd_ID_NO_DISPATCH | Unable to dispatch order message. |
| 59 | lXIcd_ID_DELIVER_MAIL | MVG specific to allow delivery of mail upon user logon |
| 60 | lXIcd_ID_ARRANGE_ROUTE_ACK | This ICD is no longer used. |
| 61 | lXIcd_ID_MFINQUIRY_REQ_CONSUMPTION | This ICD is no longer used. |
| 62 | lXIcd_ID_MFINQUIRY_REQ_TRANSACTION | This ICD is no longer used. |
| 63 | lXIcd_ID_MFINQUIRY_REQ_FIELDORDER | This ICD is no longer used. |
| 64 | lXIcd_ID_MFINQUIRY_REQ_PENDING | This ICD is no longer used. |
| 65 | lXIcd_ID_MFINQUIRY_REQ_NAMEBROWSE | This ICD is no longer used. |
| 66 | lXIcd_ID_MFINQUIRY_REQ_ADDRBROWSE | This ICD is no longer used. |
| 67 | lXIcd_ID_MFINQUIRY_REQ_WARRANTY | This ICD is no longer used. |
| 68 | lXIcd_ID_MFINQUIRY_REQ_MTRBROWSE | This ICD is no longer used. |
| 69 | lXIcd_ID_MFINQUIRY_REQ_MTRINFO | This ICD is no longer used. |
| 70 | lXIcd_ID_MFINQUIRY_DATA_CONSUMPTION | This ICD is no longer used. |
| 71 | lXIcd_ID_MFINQUIRY_DATA_TRANSACTION | This ICD is no longer used. |
| 72 | lXIcd_ID_MFINQUIRY_DATA_FIELDORDER | This ICD is no longer used. |
| 73 | lXIcd_ID_MFINQUIRY_DATA_PENDING | This ICD is no longer used. |
| 74 | lXIcd_ID_MFINQUIRY_DATA_NAMEBROWSE | This ICD is no longer used. |
| 75 | lXIcd_ID_MFINQUIRY_DATA_ADDRBROWSE | This ICD is no longer used. |
| 76 | lXIcd_ID_MFINQUIRY_DATA_WARRANTY | This ICD is no longer used. |
| 77 | lXIcd_ID_MFINQUIRY_DATA_MTRBROWSE | This ICD is no longer used. |
| 78 | lXIcd_ID_MFINQUIRY_DATA_MTRINFO | This ICD is no longer used. |

| ICD# | ICD Name | Description |
|---|---|---|
| 79 | lXIcd_ID_ORDER_DATA_ACK | Acknowledgment of receipt from mobile of dispatched field orders. |
| 80 | lXIcd_ID_XICDRF_SEND | RF Comms send message ICD (between application and Transport layer). |
| 81 | lXIcd_ID_XICDRF_RECEIVEMESSAGE | RF Comms receive message ICD (between application and Transport layer). |
| 82 | lXIcd_ID_XICDRF_ACK | Rf Comms acknowledgment ICD (bewteen application and Transport layer). |
| 83 | lXIcd_ID_XICDRF_COMMAND | RF Comms command ICD (between application and Transport layer). |
| 84 | lXIcd_ID_XICDRF_STATUS | Rf Comms status ICD (between application and Transport layer). |
| 85 | lXIcd_ID_XICDRF_NETWORKMESSAGE | RF Network Message (between Transport layer and Network layer) |
| 86 | lXIcd_ID_XICDRF_MESSAGE | RF Message (between Transport layer and Transport layer) |
| 87 | lXIcd_ID_XICDRF_NETWORKACK | RF acknowledgement ICD (between Transport layer and network layer) |
| 88 | lXIcd_ID_XICDRF_NETWORKCOMMAND | RF Network Command (between Transport layer and network layer) |
| 89 | lXIcd_ID_XICDRF_NETWORKSTATUS | RF Network Status (between Transport layer and network layer) |
| 90 | lXIcd_ID_XICDIPC_CLIENTNOTIF | IPC internal message for client notification. |
| 91 | lXIcd_ID_XICDRF_TRANSPORTCOMMAND | RF Comms command ICD (between Two Transport layers). |
| 92 | lXIcd_ID_RTN_CREATED_FO | Routine field order created on message. Indicates a routine type order was moved from the routine db tables to the active FO db tables |
| 93 | lXIcd_ID_VALIDATE_METER_REQ | Validate Meter number to be set (Request). |
| 94 | lXIcd_ID_VALIDATE_METER_DATA | Validate Meter number to be set (Answer). |
| 95 | lXIcd_ID_PRINT_FO | This ICD is no longer used. |
| 96 | lXIcd_ID_ORDER_CANCEL | This ICD is no longer used. It has been replaced with MF_ORDER_COMPLETE. |
| 97 | lXIcd_ID_DEGREE_DAY | This ICD is no longer used. |
| 98 | lXIcd_ID_MF_ORDER_ACK | Server to Router Acknowledgement that ICD from Router was processed by the Server. |
| 99 | lXIcd_ID_CHAT | This ICD is no longer used. |
| 100 | lXIcd_ID_MFINQUIRY_REQ_ELECTRICINFO | This ICD is no longer used. |

| ICD# | ICD Name | Description |
|---|---|---|
| 101 | lXIcd_ID_MFINQUIRY_DATA_SUBSTATION | This ICD is no longer used. |
| 102 | lXIcd_ID_MFINQUIRY_DATA_CIRCUIT | This ICD is no longer used. |
| 103 | lXIcd_ID_MFINQUIRY_DATA_LINESEGMENT | This ICD is no longer used. |
| 104 | lXIcd_ID_MFINQUIRY_DATA_SWITCH | This ICD is no longer used. |
| 105 | lXIcd_ID_MFINQUIRY_DATA_TSTATIONEQUIP | This ICD is no longer used. |
| 106 | lXIcd_ID_MFINQUIRY_DATA_TSTATIONCUST | This ICD is no longer used. |
| 107 | lXIcd_ID_MFINQUIRY_DATA_INCIDENTLIST | This ICD is no longer used. |
| 108 | lXIcd_ID_EMERGENCY_FO_RETURNED | Notification to Dispatch Workstation that a crew returned an emergency order |
| 109 | lXIcd_ID_RETURNFO | Used to send list of field orders to the Server that the mobile user wants to return to unassigned. |
| 110 | lXIcd_ID_RETURNFO_ACK | Notification to the mobile that the Server successfully returned the requested orders to unassigned. |
| 111 | lXIcd_ID_CREW_STATISTIC_UPDATE | This ICD is no longer used. |
| 112 | lXIcd_ID_CHANGE_AUTO_DISPATCH | Notification to Server that the auto dispatch option was changed for a service area by a Dispatch Workstation user. |
| 113 | lXIcd_ID_EMERGENCY_REQ | Notification to Server that the crew has requested emergency assistance. |
| 114 | lXIcd_ID_MFINQUIRY_REQ_ACCTINFO | Used to send Mf Inquiry Request for Account Information. |
| 115 | lXIcd_ID_MFINQUIRY_REQ_CUSTCONTACTS | This ICD is no longer used. |
| 116 | lXIcd_ID_MFINQUIRY_REQ_CUSTCONTACTDTLS | This ICD is no longer used. |
| 117 | lXIcd_ID_MFINQUIRY_DATA_CUSTCONTACTS | This ICD is no longer used. |
| 118 | lXIcd_ID_MFINQUIRY_DATA_CUSTCONTACTDTLS | This ICD is no longer used. |
| 119 | lXIcd_ID_RESTORATION_DATA | This ICD is no longer used. |
| 120 | lXIcd_ID_PREMISE_RESTORATION_DATA | This ICD is no longer used. |
| 121 | lXIcd_ID_CLEARED_DEVICE | This ICD is no longer used. |
| 122 | lXIcd_ID_RESTORED_DEVICE | This ICD is no longer used. |
| 123 | lXIcd_ID_SUPPRESS_DEVICE | This ICD is no longer used. |
| 124 | lXIcd_ID_EST_RESTORATION_TIME | Used to update the estimated restoration time for a trouble order. |
| 125 | lXIcd_ID_EOD_PROCESSING | Internal Server notification to initiate Eod processing. |

| ICD# | ICD Name | Description |
|---|---|---|
| 126 | lXIcd_ID_EOD_PROCESSING_START_COUNTDOWN | Sent from Dispatch Workstation to the Server; used to Start Eod processing countdown. |
| 127 | lXIcd_ID_EOD_PROCESSING_STOP_COUNTDOWN | Sent from Dispatch Workstation to the Server; used to stop Eod processing countdown because EOD was cancelled by the Dispatch Workstaion user. |
| 128 | lXIcd_ID_EOD_STATUS | Sent from the Server to Dispatch Workstation; used for Eod Processing status update. |
| 129 | lXIcd_ID_EOD_STATUS_START | Sent from the Server to Dispatch Workstation; used to indicate that Eod Processing has begun. |
| 130 | lXIcd_ID_EOD_STATUS_STOP | Sent from the Server to Dispatch Workstation; used to indicate that Eod Processing has ended. |
| 131 | lXIcd_ID_EOD_STATUS_STOP_COUNTDOWN | Sent from the Server to Dispatch Workstation; used to indicate that Eod Processing countdown has stopped. |
| 132 | lXIcd_ID_FOSTATUSEX | Field Order status ICD sent from Server to Router; used to send status information to external applications, including the Scheduler. |
| 133 | lXIcd_ID_NOTIFY_USER_OF_UPDATE | Notification from the Server to Dispatch Workstation that an assigned/dispatched field order has been updated by external application. |
| 134 | lXIcd_ID_MAIL_MESSAGE | Mail message. |
| 135 | lXIcd_ID_RF_LOGON_UPDATE | Uszed to notify the Server of changes to Mobile Logon attributes (communication type or primary function). |
| 136 | lXIcd_ID_MF_MISC_UPDATE_EX | Used to send extended miscellaneous information to external apps. |
| 137 | lXIcd_ID_NON_MDT_CREW_LOGON | Used to send logon information for a non-MDT crew from Dispatch Workstation to the Server. |
| 138 | lXIcd_ID_ALARMS_MODIFIED | Used to send modified alarm settings from Dispatch Workstation to the Server. |
| 139 | lXIcd_ID_MFINQUIRY_DATA_TSTATION_BY_ADDR | This ICD is no longer used. |
| 140 | lXIcd_ID_CREWS_IN_AREA_REQ | Used to request location of crews in requesting crew's area. |
| 141 | lXIcd_ID_CREWS_IN_AREA_DATA | Used to send location of crews in requesting crew's area. |

| ICD# | ICD Name | Description |
|---|---|---|
| 142 | lXIcd_ID_DW_NOTIFICATION | Notificatino message to the Dispatch Workstation application from the Server. |
| 143 | lXIcd_ID_CREW_IN_RANGE | Internal Server ICD used to notify that a transaction was received from a mobile device, indicating the crew is in range. |
| 144 | lXIcd_ID_CANCEL_ORDER_DISPATCH | Used to request that the Server remove an order or orders from the dispatch process. If orders are being dispatched in blocks, all orders in the block are removed from the dispatch process. |
| 145 | lXIcd_ID_MF_COMPLETED_ELECTRIC_TROUBLE_FO | This ICD is no longer used. |
| 146 | lXIcd_ID_FSMS_CLEAR_DEVICE | This ICD is no longer used. |
| 147 | lXIcd_ID_UPDATE_FO_STATUS | This ICD is no longer used. |
| 148 | lXIcd_ID_TIMED_EVENT_START | Notification from Mobile Workstation to the Server to start a timed event |
| 149 | lXIcd_ID_TIMED_EVENT_STOP | Notification from Mobile Workstation to the Server to stop a timed event |
| 150 | lXIcd_ID_REASIGN_DISPATCH_ORDERS | This ICD is no longer used. |
| 151 | lXIcd_ID_FSMS_UPDATED_CREW | Internal Server ICD indicating a crew has been updated and the modified crew data must be sent to the Router |
| 152 | lXIcd_ID_EXTERNAL_ALERT_MESSAGE | Used to send External Alerts received from external systems to the Dispatch Workstation users |
| 153 | lXIcd_ID_FSMS_UPDATED_REGION | This ICD is no longer used. |
| 154 | lXIcd_ID_FSMS_UPDATED_DISTRICT | This ICD is no longer used. |
| 155 | lXIcd_ID_EXTERNAL_NOTIF | Oracle Utilities Mobile Workforce Management notifications to external systems when dispatching is being done from the external system. |
| 156 | lXIcd_ID_ERT_EXPIRATION_NOTIF | Estimated Restoration Time expiration message from Oracle Utilities Network Management System. |
| 157 | lXIcd_ID_SEND_CREW_DATA | Used to send crew data for selected crews to external application. |
| 158 | lXIcd_ID_WAM_TIME_SHEET | Used to send Oracle Utilities Work and Asset Management Time sheet data from mobile crew. |
| 159 | lXIcd_ID_DW_INTERNAL_NOTIFICATION | This ICD is no longer used. |
| 160 | lXIcd_ID_TRANSFORMER_CUSTOMER_REQ | This ICD is no longer used. |

| ICD# | ICD Name | Description |
|---|---|---|
| 161 | lXIcd_ID_TRANSFORMER_CUSTOMER_DATA | This ICD is no longer used. |
| 162 | lXIcd_ID_FSMS_CURRENT_TIME_REQ | Used by the Server to request the current date and time from an external application. |
| 163 | lXIcd_ID_MF_CURRENT_TIME_DATA | Used by the Server to request the current date and time from an external application. |
| 164 | lXIcd_ID_SCHED_UPDATED_FO | Indicates to the Server that the status or assignment of an order has changed via the Scheduler. |
| 165 | lXIcd_ID_RESEND_COMPLETIONS | This ICD is no longer used. |
| 166 | lXIcd_ID_EXTINQUIRY_DATA_METERINFO | This ICD is no longer used. |
| 167 | lXIcd_ID_AVL | Used to send GPS location from the Mobile Workstation to the Server and Dispatch Workstation. |
| 168 | lXIcd_ID_CREW_OUT_OF_RANGE | Used internally in the Server to change a crew status to Out of range. |
| 169 | lXIcd_ID_EST_ARRIVAL_TIME | Used to send an estimated arrival time from the Mobile to the Server. |
| 170 | lXIcd_ID_MOBILITY_SCHED_FO | Used to send created/updated order data to the Scheduler. |
| 171 | lXIcd_ID_MOBILITY_UPDATED_CREW | Used to send created/updated crew data to an external application. |
| 172 | lXIcd_ID_DICTIONARY_ITEM | Used to send Division, Districts, and Service Areas to the Click scheduling application. |
| 173 | lXIcd_ID_DICTIONARY_ITEM_RESULTS | Used to receive the key for divisions, districts, and service areas from the Click scheduling application. |
| 174 | lXIcd_ID_RECALCULATE_TRAVEL_TIME | This ICD is no longer used. |
| 175 | lXIcd_ID_UPDATED_TRAVEL_TIME | This ICD is no longer used. |
| 176 | lXIcd_ID_SCHED_CREATED_FO | Sent from the Scheduler to the Server to update the status/assignment/sched times of an order. |
| 177 | lXIcd_ID_BACKEND_FAIL | Sent from the Router to the Server to notify when completion failed backend on mf XicdMfBackendFailureFo. |
| 178 | lXIcd_ID_MOBILITY_RESCHEDULE_FO | Used to send assignment/schedule times from the Dispatch Workstation to the Click Scheduler. |
| 179 | lXIcd_ID_CLICK_RULE_VOILATION | This ICD is no longer used. |
| 180 | lXIcd_ID_MOBILITY_GETAPPOINT | This ICD is no longer used. |
| 181 | lXIcd_ID_CLICK_APPOINTMENTS | This ICD is no longer used. |

| ICD# | ICD Name | Description |
|---|---|---|
| 182 | lXIcd_ID_MISSED_COMMIT_WARNING | Notification that orders commitment is in danger of being missed. |
| 183 | lXIcd_ID_COMPLETE | Notification that order has been completed (status notification only until OrderComplete can be sent). |
| 184 | lXIcd_ID_MOBILITY_CREATED_FO | Notification to the Server of order created in Mobile Workstation or Dispatch Workstation. |
| 185 | lXIcd_ID_APPOINTMENT_SET | This ICD is no longer used. |
| 186 | lXIcd_ID_CHANGE_PASSWORD | Change Password message from Mobile Workstation to the Server. |
| 187 | lXIcd_ID_CHANGE_PASSWORD_ACK | Change Password acknowledgement from the Server to Mobile Workstation. |
| 188 | lXIcd_ID_DWCHANGE_OPERATOR | Dispatcher Workstation Change operator message. |
| 189 | lXIcd_ID_DWCHANGE_OPERATOR_REPLY | Dispatcher Workstation Change operator reply message. |
| 190 | lXIcd_ID_MFINQUIRY_DATA_BILLINGHISTORY | This ICD is no longer used. |
| 191 | lXIcd_ID_AVL_VEHICLE | GPS location information for a Vehicle. |
| 192 | lXIcd_ID_MFINQUIRY_DATA_SERVICEORDER | This ICD is no longer used. |
| 193 | lXIcd_ID_VALIDATE_AMR_REQ | Validate AMR number to be set (Request). |
| 194 | lXIcd_ID_VALIDATE_AMR_DATA | Validate AMR number to be set (Answer). |
| 195 | lXIcd_ID_MOBILITY_DEVICE_INQUIRY | This ICD is no longer used. |
| 196 | lXIcd_ID_MOBILITY_GAS_TAG_INQUIRY | This ICD is no longer used. |
| 197 | lXIcd_ID_MOBILITY_CUSTOMER_CONTACT_INQUIRY | This ICD is no longer used. |
| 198 | lXIcd_ID_MOBILITY_FO_HISTORY_INQUIRY | This ICD is no longer used. |
| 199 | lXIcd_ID_MOBILITY_CONSUMPTION_HISTORY_INQUIRY | This ICD is no longer used. |
| 200 | lXIcd_ID_MF_INQUIRY_REQ | External Inquiry Request message. |
| 201 | lXIcd_ID_MF_INQUIRY_REQ_DATA | External Inquiry Request data. |
| 202 | lXIcd_ID_MF_UPDATEFO_ACK | This ICD is no longer used. |
| 203 | lXIcd_ID_OMS_EVENTUPDATE_DATA | Event Update from mobile device to Oracle Utilities Network Management System. |
| 204 | lXIcd_ID_SUPERVISOR_REQUEST | Supervisor request from Mobile Workstation to the Server to reallocate an order or set the status of an order assigned to a non-MDT crew. |
| 205 | lXIcd_ID_NONMDTLOGON_REPLY | Reply to Non MDT logon request. |

| ICD# | ICD Name | Description |
|---|---|---|
| 206 | lXIcd_ID_SHOW_BEST_FIT | Show Best Fit message. |
| 207 | lXIcd_ID_PING | This ICD is no longer used. |
| 208 | lXIcd_ID_KEEP_ALIVE | Keep Alive message sent from Dispatch Workstation to the Server to indicate socket is still alive. |
| 209 | lXIcd_ID_GEN_INQUIRY | External application general inquiry transaction. Base transaction for all other inquiry transactions. |
| 210 | lXIcd_ID_MF_VAL_REQ | Generic validation request message. |
| 211 | lXIcd_ID_MF_VAL_REQ_DATA | Generic validation response message. |
| 212 | lXIcd_ID_UNRELATED_DMG_ASSESSMENT | Unrelated Damage Assessment message for damage assessment data not related to an existing field order. |
| 213 | lXIcd_ID_SHIFT_UPDATE | Used to update shift status from Server to Oracle Real-Time Scheduler. |
| 214 | lXIcd_ID_SHIFT_DETAILS | New/updated shift details from Oracle Real-Time Scheduler to the Oracle Utilities Mobile Workforce Management Server. |
| 215 | lXIcd_ID_RTS_SCHED_INCOMING_MSG | This ICD is no longer used. |
| 216 | lXIcd_ID_REQUEST_UPDATES | Sent from Server to Oracle Real-Time Scheduler to request updates. |
| 217 | lXIcd_ID_ERS_POU_BREAK | ICD from Oracle Real-Time Scheduler to the Oracle Utilities Mobile Workforce Management Server to create/update POU (periods of unavailability) and break orders. |
| 218 | lXIcd_ID_DW_ORDERDOWNLOAD | Internal ICD in Dispatch Workstation used to signal an order Download. |

# Index of Parameters

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## D

## G



## N



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## W