

# **Oracle Utilities Mobile Workforce Management**

Release Notes

Release 2.1.0 Service Pack 6

**E26612-07**

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Oracle Utilities Mobile Workforce Management, Release Notes, Release 2.1.0 Service Pack 6

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# Preface

These release notes provide an overview of the enhancements, known issues, and other changes in this release.

## Audience

This guide is intended for anyone installing or using Oracle Utilities Mobile Workforce Management 2.1.0 Service Pack 6.

## Related Documents

For more information, refer to these Oracle documents:

**Note:** Complete documentation for this release is available on the Oracle Utilities Documentation page at <http://www.oracle.com/technetwork/apps-tech/utilities/documentation/index.html>.

### Installation, Configuration and Release Notes

- *Oracle Utilities Mobile Workforce Management Release Notes*
- *Oracle Utilities Mobile Workforce Management Quick Install Guide*
- *Oracle Utilities Mobile Workforce Management Installation Guide*
- *Oracle Utilities Mobile Workforce Management DBA Guide*
- *Oracle Utilities Mobile Workforce Management Configuration Guide*

### User Guides

- *Oracle Utilities Mobile Workforce Management Server Application User's Guide*
- *Oracle Utilities Mobile Workforce Management Mobile Application User's Guide*

### Map Editor Installation and User Guides

- *Oracle Utilities Mobile Workforce Management Map Editor User's Guide*
- *Oracle Utilities Mobile Workforce Management Map Editor Installation Guide*

### Framework Guides

- *Oracle Utilities Application Framework V4.1.0.2 Business Process Guide*
- *Oracle Utilities Application Framework V4.1.0.2 Administration Guide*

### Supplemental Documents

- *Oracle Utilities Mobile Workforce Management Server Administration Guide*

- *Oracle Utilities Mobile Workforce Management Batch Server Administration Guide*

## Conventions

The following text conventions are used in this document:

<b>Convention</b>	<b>Meaning</b>
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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# Release Notes

This document provides general information about the Oracle Utilities Mobile Workforce Management 2.1.0 Service Pack 6 release including new functionality, known issues and other important information.

Refer to the quick install guide and installation guide for information regarding supported platforms and installation steps.

This guide includes the following:

- [Release Overview](#)
- [Integration Information](#)
- [New Functionality](#)
- [Known Issues](#)
- [End of Support Notices](#)
- [Demo Data Information](#)

## Release Overview

The release includes all the components and features previously released in earlier service packs, plus a number of fixes tested and released together. There are features introduced in this service pack which are highlighted in the [New Functionality](#) section.

This release includes the following components:

- Oracle Utilities Application Framework 4.1.0.2
- Oracle Utilities Mobile Workforce Management 2.1.0.6, or alternatively, 2.1.0 Service Pack 6

Refer to the release notes available with previous service packs for functionality delivered with those versions.

Please visit My Oracle Support (<http://support.oracle.com>) for the most recent service packs and patches for this release to ensure you have the most current version of this product.

## Relationship Between 2.1.0 Service Pack 6 and Prior Versions

This release supports the following update paths:

- If you are installing Oracle Utilities Mobile Workforce Management version 2.1.0 for the first time, you must install version 2.1.0.0, available on the Oracle Software Delivery Cloud, before installing version 2.1.0.6.

- If you have Oracle Utilities Mobile Workforce Management version 2.1.0.0 installed, or one of the 2.1.0 service packs, you can upgrade to version 2.1.0.6 directly.

Please ensure that you have installed Oracle Utilities Application Framework V4.1.0.2.0 and the Oracle Utilities Application Framework V4.1.0.2.0 Prerequisite Single Fixes before installing this release. Refer to the installation guide for more information.

## Supported Platforms Notice

See the Supported Platforms section of the *Oracle Utilities Mobile Workforce Management Quick Install Guide* included in this release for an updated list of supported platforms.

### Changes in Supported Platforms (Added Support)

- AIX 7.1 TL0
- Oracle Database Server 11.2.0.3 (64-bit)

## Documentation Information

There were no major documentation updates made for this release however, some modifications were made.

Complete documentation for this release is available on the Oracle Utilities Documentation page at <http://www.oracle.com/technetwork/apps-tech/utilities/documentation/index.html>.

## Integration Information

The following integrations are supported in this version of Oracle Utilities Mobile Workforce Management:

- **Oracle Utilities Advanced Spatial and Operational Analytics, 2.4.1**  
When using Oracle Utilities Mobile Workforce Management v2.1.0.6 with Oracle Business Intelligence for Utilities, you must upgrade to Oracle Utilities Advanced Spatial and Operational Analytics v2.4.0 Service Pack 4. This release is not compatible with previous releases of Oracle Utilities Advanced Spatial and Operational Analytics. For more information, see the release notes and installation documentation for Oracle Utilities Advanced Spatial and Operational Analytics, v2.4.0 Service Pack 4 available on the Oracle Technology Network.

Please note that in release 2.5 the product name for Oracle Utilities Advanced Spatial and Operational Analytics was updated to “Oracle Utilities Analytics”.

- **Oracle Integration Pack for Oracle Utilities Field Work 3.1**

## New Functionality

This service pack is to provide bug fixes and update the Oracle Utilities Application Framework version.

## Known Issues

This section describes known issues at the time of release. Single fixes for these issues will be released at a later date.

- 14760859 - When a user gets disconnected from the network during a device registration update, an incorrect error message is displayed. The incorrect error message displayed is for a subsequent stages (i.e. deployment download).

- 14771530 – When attempting to login with invalid credentials, the user will receive an incorrect error message (Error response received from the server) followed by the correct error message (Invalid username or password).
- 16987974 - Two of the delivered batch controls have incorrect default settings.
  - M1-DPLOY - DeploymentType = M1\_MOBILE\_APPLICATION. The correct setting is BLANK.  
Update the parameter for DeploymentType with an empty value and verify that the DeploymentLanguage parameter is set as ENG.
  - M1-RSIBP - Batch Control Type = TIMED. The correct setting is NOT TIMED.  
Update the parameter values as follows:
    - Batch Control Type = Timed
    - Timer Interval = 300
    - Timer Active = Yes
    - UserID = SYSUSER
    - Email ID = sendmail-test-discard@oracle.com.
- 18618202 - To load and display maps properly on a Windows Mobile device, the main MapViewer server must be configured on the same server port as the Mobility server. This is the only configuration that ensures that maps will be displayed when users attempt to access them on the mobile device.

## End of Support Notices

This section describes items that are no longer supported in this release:

- Windows XP

## Demo Data Information

The application delivers a demo database based on the application versions provided with the release, including Oracle Utilities Application Framework. Demo data provides sample configuration and data for key application features.

Demo data is posted separately and includes its own installation instructions.

Oracle recommends that you do not clone the demonstration environment as a basis for a new production environment. The demonstration environment typically includes transactional data that will be irrelevant to your production environment and can cause unexpected issues if it is not purged correctly. The recommended process is to start a new production environment from a new installation and migrate “clean” system data (such as business objects and algorithms) and administrative data (such as sample activity types or other administrative entities) from the demonstration and/or test or development environments as applicable.

Please refer to the configuration guide for more information or contact Oracle Support.