Oracle Utilities Customer Care and Billing

Quick Install Guide

Release 2.5.0

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Preface

This guide provides an overview of installing Oracle Utilities Customer Care and Billing.

Audience

Oracle Utilities Customer Care and Billing Quick Install Guide is intended for anyone interested in the process of installing Oracle Utilities Customer Care and Billing.

Related Documents

For more information, refer to these Oracle documents:

Installation Guides and Release Notes

- *Oracle Utilities Customer Care and Billing V2.5.0 Release Notes*

- *Oracle Utilities Customer Care and Billing V2.5.0 Quick Install Guide*

- *Oracle Utilities Customer Care and Billing V2.5.0 Installation Guide*

- *Oracle Utilities Customer Care and Billing V2.5.0 Database Administrator's Guide*

- *Oracle Utilities Customer Care and Billing V2.5.0 Optional Product Installation Guide*

- *Oracle Utilities Application Framework V4.3.0.0 Release Notes*

Administration and Business Process Guides

- *Oracle Utilities Customer Care and Billing V2.5.0 Administration Guide*

- *Oracle Utilities Customer Care and Billing V2.5.0 Business Process Guide*

- *Oracle Utilities Application Framework V4.3.0.0 Administration Guide*

- *Oracle Utilities Application Framework V4.3.0.0 Business Process Guide*

Supplemental Documents

- *Oracle Utilities Customer Care and Billing V2.5.0 Server Administration Guide*

- *Oracle Utilities Customer Care and Billing V2.5.0 Security Guide*

Updates to this Documentation

This documentation is provided with the version of the product indicated. Additional and updated information about the operations and configuration of the product is available from the Knowledge Base section of My Oracle Support (http://support.oracle.com). Please refer to My Oracle Support for more information.

Conventions

The following text conventions are used in this document:

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

Chapter 1

Oracle Utilities Customer Care and Billing Installation Overview

This section provides a high-level overview of the installation steps for Oracle Utilities Customer Care and Billing (CCB) version 2.5.0 and selected additional software. For more information, see *Oracle Utilities Customer Care and Billing Installation Guide*.

This section includes the following topics:

- Media Pack Contents
- Application Overview
- Supported Platforms
- Installing Oracle Utilities Customer Care and Billing
- Installing Additional Software
- Contacting Oracle Support

Media Pack Contents

The Oracle Utilities Customer Care and Billing Media Pack consists of the following:

Documentation Packages

- Oracle Utilities Customer Care and Billing V2.5.0 Quick Install Guide
- Oracle Utilities Customer Care and Billing V2.5.0 Release Notes
- Oracle Utilities Customer Care and Billing V2.5.0 Install Documentation
- Oracle Utilities Customer Care and Billing V2.5.0 User Documentation

Installation Packages

- Oracle Utilities Application Framework V4.3.0.0.1 Multiplatform
- Oracle Utilities Application Framework V4.3.0.0.1 Prerequisite Single Fixes
- Oracle Utilities Customer Care and Billing V2.5.0 Multiplatform
- Oracle Utilities Customer Care and Billing V2.5.0 Oracle Database
- Oracle Utilities Customer Care and Billing V2.5.0 Reports
- Oracle Utilities Customer Care and Billing V2.5.0 Sample programs

Components for Oracle Utilities Customer Care and Billing

The system includes the following components:

- All application processes and HTML/JSP pages that make up the user interface

- The Installation Guide, which describes the installation/upgrade process

- The latest User Documentation

- Release Notes describing functional changes for this version

- Database installation with demo data

- Database upgrade scripts

- Data Dictionary

- System Table Guide

- XAI Client Software

- Conversion Tool

- Sample Reports

Application Overview

The application is split into multiple tiers:

Tier 1: Browser-Based Client

The following operating system and web browser combinations are supported:

- Windows 7, 8.1 (32-bit or 64-bit) with Internet Explorer 11, Firefox 31.x.x ESR

Tier 2: Web Application Server

Oracle Utilities Customer Care and Billing supports the following Web application servers:

- Oracle WebLogic

- IBM WebSphere Application Server

Tier 3: Database Server

Oracle Utilities Customer Care and Billing supports the Oracle database server.

Supported Platforms

This section includes:

- Operating Systems and Application Servers
- Oracle Database Servers
- SDK - Supported Combinations
- Oracle WebLogic Server Information
- Installing Oracle Utilities Customer Care and Billing

Operating Systems and Application Servers

The installation is supported on many operating system, application server, and database server combinations. For the software requirements for each of these combinations, see the *Oracle Utilities Customer Care and Billing Installation Guide.*

The following table details the operating system and application server combinations on which this version of Oracle Utilities Customer Care and Billing is supported.

Operating System and Web Browser (Client)	Operating System (Server)	Chipset	Application Server	Database
Windows 7, 8.1 (Internet Explorer 11, Firefox 31.x.x ESR	AIX 7.1 TL1	POWER 64-bit	WebLogic 12.1.3.0+* WebSphere (Basic)/ WebSphere (ND) 8.5.5	Oracle 12.1.0.1+
	Oracle Linux 6.5/7.0 (64-bit) or Red Hat Enterprise Linux** 6.5/7.0 (64-bit))	x86_64	WebLogic 12.1.3.0+*	Oracle 12.1.0.1+
	Oracle Solaris 11 (64-bit)	SPARC	WebLogic 12.1.3.0+*	Oracle 12.1.0.1+
	Windows Server 2012 (64-bit)	x86_64	WebLogic 12.1.3.0+*	Oracle 12.1.0.1+
	HP-UX 11.31 (64-bit)	ia64	WebLogic 12.1.3.0+*	Oracle 12.1.0.1+

* A plus sign (+) after the fourth digit in the version number indicates that this and all higher versions of WebLogic are supported. For example, 12.1.3.0+ means that 12.1.3.0 and any higher 12.1.3.x.x versions are supported.

** Oracle Utilities Customer Care and Billing is tested and supported on the versions of Oracle Linux specified. Because Oracle Linux is 100% userspace-compatible with Red Hat Enterprise Linux, Oracle Utilities Customer Care and Billing also is supported on Red Hat Enterprise Linux for this release.

- The platforms listed above are current at the time of release. For the most current supported platforms, please refer to Oracle Utilities Product Matrix on My Oracle Support (MOS) Knowledge Article (Doc ID 1454143.1).

Oracle Database Servers

Oracle Utilities Customer Care and Billing v2.5.0 is supported with Oracle Database Server 12.1.0.1+ on all of the operating systems listed above.

The following Oracle Database Server Editions are supported:

• Oracle Database Enterprise Edition

• Oracle Database Standard Edition

> **Note:** Oracle Database Enterprise Edition and the Partitioning and Advanced Compression options are not mandatory but recommended. Standard Edition should only be considered suitable for very small, pilot projects or development environments where scalability, performance, and database size-on-disk are not important considerations. Oracle Database Enterprise Edition, including the Advanced Compression and Partitioning options, is strongly recommended in all other situations.

The Oracle 12.1.0.1 client is required for this version of the database server.

SDK - Supported Combinations

Refer to the SDK documentation for supported platforms and installation instructions.

Oracle WebLogic Server Information

The following Oracle WebLogic Server Editions are supported:

• Oracle WebLogic Server Standard Edition 12.1.3.0+

• Oracle WebLogic Server Enterprise Edition 12.1.3.0+ (required if using application clustering)

Installing Oracle Utilities Customer Care and Billing

For additional information on installing Oracle Utilities Customer Care and Billing, see the *Oracle Utilities Customer Care and Billing Installation Guide*.

To install Oracle Utilities Customer Care and Billing V2.5.0:

1. Install all required third-party software.

2. Install database. See *Oracle Utilities Customer Care and Billing Database Administrator's Guide* for complete details.

3. Install Oracle Utilities Application Framework version 4.3.0.0.1.

4. Install Oracle Utilities Application Framework version 4.3.0.0.1 Single Fix Prerequisites.

5. Install Oracle Utilities Customer Care and Billing version 2.5.0.

   For instructions, see the *Oracle Utilities Customer Care and Billing Installation Guide* included with the package.

6. Perform post-installation tasks as described in *Oracle Utilities Customer Care and Billing Installation Guide*.

7. Generate Application Viewer items (this includes the Data Dictionary).

Oracle VM Support

Oracle Utilities Customer Care and Billing version 2.5.0 is supported on Oracle VM Server for x86 for supported releases of Oracle Enterprise Linux and Microsoft Windows operating systems.

Oracle Support Policy Regarding VMware

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

Installation and Configuration Overview

The following diagram provides an overview of the steps that need to be taken to install and configure Oracle Utilities Customer Care and Billing:
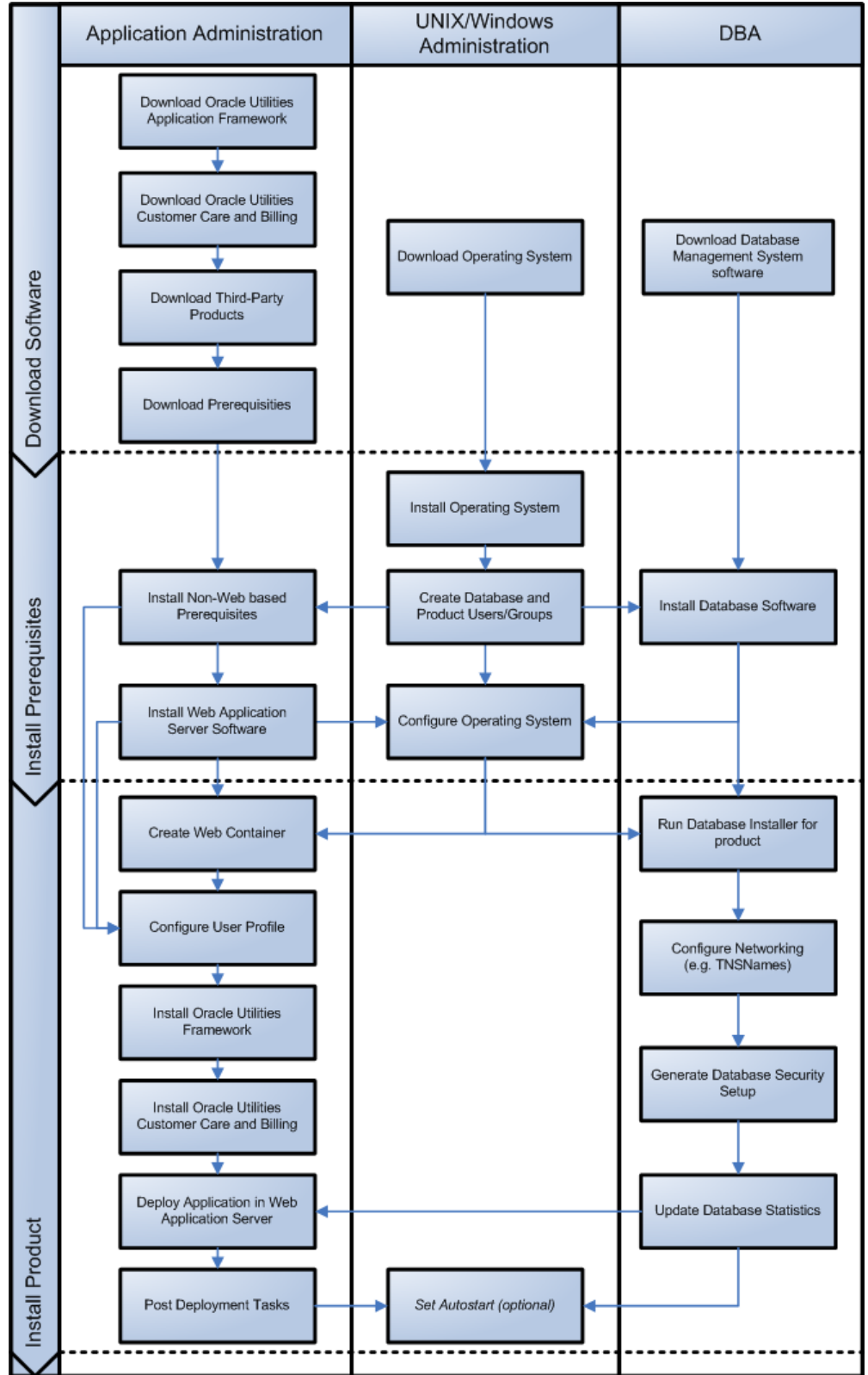
Installing Additional Software

Oracle WebLogic

Customers must download Oracle WebLogic Server from the Oracle Software Delivery Cloud. The supported version of Oracle WebLogic Server is listed in Operating Systems and Application Servers.

Contacting Oracle Support

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

Appendix A

Oracle Utilities Customer Care and Billing Licensing Restrictions

This guide outlines licensing restrictions related to Oracle Utilities Customer Care and Billing, including:

- License Restrictions Matrix
- Oracle Utilities Customer Care and Billing Functionality

License Restrictions Matrix

Oracle Utilities Customer Care and Billing provides functionality used by multiple Oracle Utilities products, including Oracle Utilities Customer Self Service. Some of the functionality provided with Oracle Utilities Customer Care and Billing is restricted, and can only be used if specific products have been licensed. The table below indicates the specific functional areas included with Oracle Utilities Customer Care and Billing.

- "✓" indicates that the functional area is included with the product.

- "✓∗" indicates that the functional area is included with the product, but in order to use the functionality customers must license additional products. For example, a customer licensing Oracle Utilities Customer Care and Billing Base who wishes to use credit and collections and customer self service must also license Customer Care and Billing Credit and Collections and Oracle Utilities Customer Self Service.

Functionality	Oracle Utilities Customer Care and Billing	Oracle Utilities Customer Self Service
Base	✓	X
Cashiering	✓∗	X
Credit and Collections	✓∗	X
Customer Program Management	✓∗	X
Rating and Billing	✓∗	X
Task Optimization Tools	✓∗	X
Customer Self Service	✓∗	✓
Archiving	✓∗	X

Oracle Utilities Customer Care and Billing Functionality

The table below describes the functional areas provided with Oracle Utilities Customer Care and Billing.

Functional Area	Description
Base	Oracle Utilities Customer Care and Billing Base provides the core functionality for customer and financial data management, CRM functionality, and field operations capabilities.
Cashiering	Oracle Utilities Customer Care and Billing Cashiering includes advanced online payment features to support the process of accepting different types of payments, such as CIS and Non CIS payments, and payments in alternate or multiple currencies.
Credit and Collections	Oracle Utilities Customer Care and Billing Credit and Collections supports payments and collection activities by helping to segment the customer base and respond when payments are not forthcoming.
Customer Program Management	Customer Program Management provides the ability to implement a variety of initiatives to encourage targeted customers to participate in a specific program or programs. It allows a structured marketing effort for each initiative to be configured, an initiative's individual leads to be assigned and managed by a dedicated group of specialized users, and specific business processing to be applied based on the customer's specific response to an initiative.
Rating and Billing	Oracle Utilities Customer Care and Billing Rating and Billing includes engines that can perform complex calculations to produce bills with various sets of charges.
Task Optimization Tools	Oracle Utilities Customer Care and Billing Task Optimization Tools is a set of browser-based tools used to develop custom user interfaces and extend the application without the need for database changes or complex programming.
Customer Self Service	Oracle Utilities Customer Care and Billing includes web services to access data via the Oracle Utilities Customer Self Service application.
Archiving	Oracle Utilities Customer Care and Billing Archiving contains a set of processes to support Information Lifecycle Management (ILM) for a number of high volume transactional data objects. The processes identify eligible historical records to facilitate the migration of data to lower cost storage or archived database. **Note:** Oracle Database Enterprise Edition and the Partitioning option are prerequisites for the licensable Archiving option. Information Lifecycle Management (ILM) is a methodology designed to manage data with a combination of processes, policies, software and hardware so that the appropriate technology can be used for each phase of the lifecycle of the data.