

# **Oracle Utilities Customer Care and Billing**

Quick Install Guide

Release 2.6.0.1.0

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Oracle Utilities Customer Care and Billing Quick Install Guide, Release 2.6.0.1.0

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# Contents

<b>Preface</b> .....	<b>i</b>
Related Documents .....	i
Updates to Documentation .....	ii
Conventions .....	ii
Acronyms .....	ii
Additional Resources .....	ii
<b>Chapter 1</b>	
<b>Oracle Utilities Customer Care and Billing Installation Overview</b> .....	<b>1-1</b>
Media Pack Contents .....	1-1
Documentation Packages.....	1-1
Installation Packages.....	1-1
Components for Oracle Utilities Customer Care and Billing.....	1-2
Application Overview .....	1-2
Supported Platforms .....	1-3
Operating Systems and Application Servers .....	1-3
Application Server Operating Systems .....	1-3
Prerequisite Application Server Software .....	1-3
SDK - Supported Combinations .....	1-4
Application Server Memory Requirements .....	1-5
Support for Software Patches and Upgrades .....	1-5
Installing Oracle Utilities Customer Care and Billing .....	1-6
Installation and Configuration Overview .....	1-7

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# Preface

This guide provides an overview of installing Oracle Utilities Customer Care and Billing and is intended for anyone interested in the installation process. This section includes:

- [Related Documents](#)
- [Updates to Documentation](#)
- [Conventions](#)
- [Acronyms](#)
- [Additional Resources](#)

To complete installation you should have:

- Administrative privileges on the host where you are installing the software.
- Experience installing and configuring application servers and other software.

## Related Documents

For more information, refer to these Oracle documents:

### Installation Guides and Release Notes

- *Oracle Utilities Customer Care and Billing V2.6.0.1.0 Release Notes*
- *Oracle Utilities Customer Care and Billing V2.6.0.1.0 Quick Install Guide*
- *Oracle Utilities Customer Care and Billing V2.6.0.1.0 Installation Guide*
- *Oracle Utilities Customer Care and Billing V2.6.0.1.0 Database Administrator's Guide*
- *Oracle Utilities Customer Care and Billing V2.6.0.1.0 Optional Products Installation Guide*
- *Oracle Utilities Customer Care and Billing V2.6.0.1.0 Licensing Information User Manual*

### Administrative and Business User Guides

- *Oracle Utilities Customer Care and Billing V2.6.0.1.0 Administrative User Guide*
- *Oracle Utilities Customer Care and Billing V2.6.0.1.0 Business User Guide*

### Supplemental Documents

- *Oracle Utilities Customer Care and Billing V2.6.0.1.0 Server Administration Guide*

## Updates to Documentation

Additional and updated information about 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.

Documentation updates are also posted on the Oracle Technology Network documentation page as they become available ([http://docs.oracle.com/cd/E72219\\_01/documentation.html](http://docs.oracle.com/cd/E72219_01/documentation.html)).

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<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.

## Acronyms

The following acronyms and terms are used in this document:

Acronym	Definition
CCB	Oracle Utilities Customer Care and Billing
C2M	Oracle Utilities Customer To Meter
WLS	WebLogic Server
FW	Framework
OAAF	Oracle Utilities Application Framework

## Additional Resources

For more information and support, visit the Oracle Support Web site at: <http://www.oracle.com/support/index.html>

# Chapter 1

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## 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) Release 2.6.0.1.0 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](#)
- [Application Server Memory Requirements](#)
- [Support for Software Patches and Upgrades](#)
- [Installing Oracle Utilities Customer Care and Billing](#)

### Media Pack Contents

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

#### Documentation Packages

- Oracle Utilities Customer Care and Billing 2.6.0.1.0 Release Notes
- Oracle Utilities Customer Care and Billing 2.6.0.1.0 Quick Install Guide
- Oracle Utilities Customer Care and Billing 2.6.0.1.0 Install Documentation
- Oracle Utilities Customer Care and Billing 2.6.0.1.0 User Documentation

#### Installation Packages

- Oracle Utilities Application Framework V4.3.0.5.0 Multiplatform
- Oracle Utilities Application Framework V4.3.0.5.0 Prerequisite Single Fixes
- Oracle Utilities Customer Care and Billing 2.6.0.1.0 Multiplatform
- Oracle Utilities Customer Care and Billing 2.6.0.1.0 Oracle Database

- Oracle Utilities Customer Care and Billing 2.6.0.1.0 Reports
- Oracle Utilities Customer Care and Billing 2.6.0.1.0 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 web browsers listed below are supported when used on each of the operating systems indicated:

Browser	Windows Operating System
Internet Explorer 11	Microsoft Windows 7, 8.1, 10 (64-bit)
Firefox ESR 52	Microsoft Windows 7, 8.1, 10 (64-bit)

### Tier 2: Web Application Server

Oracle Utilities Customer Care and Billing supports the Oracle WebLogic web application server.

### Tier 3: Database Server

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

# Supported Platforms

The installation has been tested to operate on many operating system, application server, and database server combinations. For the software requirements for each of these combinations, see [Chapter 5: Installing Application Server Prerequisite Software](#) for more information.

## Operating Systems and Application Servers

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

### Application Server Operating Systems

- Oracle Linux 6.x for x86\_64
- Oracle Linux 7.x for x86\_64
- Oracle Solaris 11.x for SPARC (64-bit)
- IBM AIX 7.1/7.2 TLx for POWER (64-bit)

### Prerequisite Application Server Software

- Oracle Database Client 12.1.0.x
- Oracle Java SE Development Kit 1.8.0\_121+ (Oracle platforms only)
- IBM 64-bit SDK for AIX 8.0.0.x (IBM platforms only)
- Hibernate ORM 4.1.0 and Hibernate 5.2.3 jars
- Oracle WebLogic 12c (v12.2.1.1+) 64-bit

#### Notes

- Oracle Linux is 100% user space-compatible with Red Hat Enterprise Linux, therefore, OUAF is also supported on Red Hat Enterprise Linux.
- Refer to the Framework DBA Guide for the Oracle Database Server Requirements.

Refer to the [Product Support Matrix \(Doc ID 1454143.1\)](#) on Oracle Support to determine if support for newer versions of the listed products have been added.

Please note the following:

- Version numbers marked with a "+" are the MINIMUM version supported. That version and all future 4th digit updates will be supported.

**Example:** Oracle 12.1.0.2+ means that 12.1.0.2 and any higher 12.1.0.x versions of Oracle are supported.

\* An "x" indicates that any version of the digit designed by the "x" is supported.



**Example:** Linux 7.x indicates that any version of Linux 7 (7.0, 7.1, 7.2 etc) will be supported.

#### **Windows Server**

- Windows Server is **not** supported for Production environments. Wherever Windows Server is referenced within this guide, it is supported for Test or Development environments **only**.

#### **WebLogic Server**

- Oracle WebLogic Server (Fusion Middleware Infrastructure) 12.2.1.1+

WebLogic Server 12.2.1.1 and any higher versions of Oracle are supported.

- Customers must download Oracle WebLogic Server from the Oracle Software Delivery Cloud.

#### **Oracle Database Server**

Prerequisite Database Server Software (on any vendor supported platform where x is vendor supported version):

- Oracle Database Server Enterprise Edition 12.1.0.2+
- Oracle Database Server Standard Edition 2 12.1.0.2+
- Oracle Database Server Enterprise Edition 12.2.0.2+
- Oracle Database Server Standard Edition 2 12.2.0.2+

**Note:** Oracle Database Enterprise Edition and the Partitioning and Advanced Compression options are not mandatory but are 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.

#### **Oracle VM Support**

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

Refer to My Oracle Support knowledge base article 249212.1 for Oracle's support policy on VMWare.

## **SDK - Supported Combinations**

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

# Application Server Memory Requirements

For each application server environment a minimum of 4 GB of real memory is required, plus 6 GB of swap space. The approximate disk space requirements in a standard installation are as follows (the size represents the MINIMUM required):

Location	Size	Usage
\$SPLEBASE	minimum	This is the location where the application and Framework get installed. Startup, shutdown and other online log files are stored here. The size and space that is used should be monitored because various debugging options can significantly affect the size of log files.  <b>Note:</b> This does not include the size of the edge product.
\$SPLAPP	minimum	This location is used for storing batch log files and output from batch jobs. The size of this space should be influenced by which batches are run and how often, and the amount of debugging information that is collected.
Location of the application web work files on the web servers	minimum	This location is used by various web server vendors to expand the application. It should be considered when installing these products. Refer to the individual web server documentation to determine the location of the temporary files.
Installation Temporary Area	4 GB	The application gets installed from this location. You need enough space to un-compress the files and install the application.
Oracle Data Area	4 GB minimum	This location is where the Oracle database data files are stored. The size of this space should be based on the requirements of the production environment. For an initial or demo database install 4 GB should be sufficient.

## Support for Software Patches and Upgrades

Due to the ongoing nature of software improvement, vendors will periodically issue patches and service packs for the operating systems, application servers and database servers on top of specific versions that Oracle products have already been tested against.

If it is necessary to apply an upgrade, please do so in a test environment that is running on the same platform as your production environment prior to updating the production environment itself. The exception to this is Hibernate software 4.1.0 which should not be upgraded.

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Always contact Oracle Support prior to applying vendor updates that do not guarantee backward compatibility.

## 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 Release 2.6.0.1.0**

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 4.3.0.5.0.
4. Install Oracle Utilities Application Framework version 4.3.0.5.0 Single Fix Prerequisites.
5. Install Oracle Utilities Customer Care and Billing 2.6.0.1.0.

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

# 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:

