

Oracle Utilities Mobile Workforce Management

Quick Install Guide

Release 2.3.0.3

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Oracle Utilities Mobile Workforce Management Quick Install Guide Release 2.3.0.3

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Preface

Welcome to the Oracle Utilities Mobile Workforce Management Quick Install Guide

This guide provides an overview of the Oracle Utilities Mobile Workforce Management. For complete installation instructions, refer to the *Oracle Utilities Mobile Workforce Management Server Application Installation Guide*.

The preface includes information about:

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

Audience

This guide is intended for anyone interested in the process of installing Oracle Utilities Mobile Workforce Management.

Related Documents

The following is the complete set of documentation available with this release.

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 Server Application Installation Guide*
- *Oracle Utilities Mobile Workforce Management Database Administrator Guide*
- *Oracle Utilities Mobile Workforce Management Hybrid Mobile Application Installation and Deployment Guide*

User Guides

- *Oracle Utilities Mobile Workforce Management Administrative User Guide*
- *Oracle Utilities Mobile Workforce Management Business User Guide*
- *Oracle Utilities Mobile Workforce Management Mobile Application User's Guide (Java-based)*
- *Oracle Utilities Mobile Workforce Management Hybrid Mobile Application User's Guide*
- *Oracle Utilities Mobile Workforce Management Hybrid Mobile Contractor 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*

Supplemental Documents

- *Oracle Utilities Mobile Workforce Management Server Administration Guide*
- *Oracle Utilities Mobile Workforce Management Security 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).

Additional Resources

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

Acronyms

The following acronyms and terms are used in this document:

Acronym	Definition
MWM	Oracle Utilities Mobile Workforce Management
OMS	Oracle Mobile Server
MOS	My Oracle Support
ORS	Oracle Real-Time Scheduler
OSG	Oracle Spatial Geocoder
OSDC	Oracle Software Delivery Cloud
OAAF	Oracle Utilities Application Framework

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.
<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.

Chapter 1

Overview

This chapter provides an overview of the Oracle Utilities Mobile Workforce Management product and installation process, including:

- [Installation Overview](#)
- [Installation Types](#)
- [Media Pack Components](#)
- [Contacting Oracle Support](#)

Installation Overview

This section provides a high-level overview of the installation steps for Oracle Utilities Mobile Workforce Management and selected additional software. For more information, refer to the *Oracle Utilities Mobile Workforce Management Server Application Installation Guide*.

Installing Oracle Utilities Mobile Workforce Management involves the following steps:

1. Review the different tiers of the application architecture as described in the **Application Architecture** section of the installation guide.
2. Understand the hardware requirements for installing the application and the supported platforms as described in the **Supported Platforms and Hardware Requirements** section of the installation guide.
3. Plan your installation as described in the **Planning the Installation** section of the installation guide.
4. Install all required third-party software as described in the **Installing Prerequisite Software** section of the installation guide.
5. Install the database as described in the *Oracle Utilities Mobile Workforce Management Database Administrator Guide*.
6. Install the framework for the application.
7. Install Oracle Utilities Mobile Workforce Management.
8. Complete the post installation tasks as described in the **Additional Tasks** section of the installation guide.

Installation Types

The first step in the installation procedure is to determine the installation type that meets your business requirements. The following are the possible installation types:

- **Initial Installation** - a base installation, typically used for a production environment for v2.3.0.3.
- **Upgrade Installation**- an upgrade installation to v2.3.0.3.
- **Demo Installation** - a base installation with pre-populated demo data, typically used for demonstration or training purposes for v2.3.0.3

For complete installation instructions pertinent to these installation types, refer to the *Oracle Utilities Mobile Workforce Management Server Application Installation Guide*.

Media Pack Components

Documentation Packages

- Oracle Utilities Mobile Workforce Management v2.3.0.3 Release Notes
- Oracle Utilities Mobile Workforce Management v2.3.0.3 Quick Install Guide
- Oracle Utilities Mobile Workforce Management v2.3.0.3 Install Documentation
- Oracle Utilities Mobile Workforce Management v2.3.0.3 User Documentation
- Oracle Utilities Mobile Workforce Management v2.3.0.3 Supplemental Documentation

Installation Packages

- Oracle Utilities Application Framework v4.3.0.6
- Oracle Utilities Application Framework v4.3.0.6 Single Fix Prerequisite Rollup
- Oracle Real-Time Scheduler v2.3.0.3 Multiplatform

- Oracle Utilities Mobile Workforce Management v2.3.0.3 Multiplatform
- Mobile Communication Client v2.3.0.3 for Windows
- Mobile Communication Client v2.3.0.3 for Android
- Oracle Utilities Mobile Workforce Management v2.3.0.3 Oracle Database
- Oracle Utilities Mobile Workforce Management v2.3.0.3 MapEditor

Contacting Oracle Support

Follow this link <http://www.oracle.com/support/index.html> to contact Oracle Support.

For a list of available maintenance releases and patches, refer to article ID 1270044.1 on My Oracle Support.

Chapter 2

Application Architecture Overview

The Oracle Utilities Mobile Workforce Management application is deployed on multiple tiers.

Refer to the *Oracle Utilities Mobile Workforce Management Server Administration Guide* for a more detailed description of the application architecture and individual tiers.

Tier 1: Desktop/Client, or Presentation Tier

This tier is implemented in a browser-based client. Users use a desktop client web browser to log in to and use the Oracle Utilities Mobile Workforce Management application. Note also that a desktop machine running Microsoft Windows and the Oracle client is required to perform some of the product installation steps.

Tier 2: Mobile Client Tier

This tier is implemented on mobile computers such as laptops and handhelds. Users can install the mobile client software to use the mobile functionality of Oracle Utilities Mobile Workforce Management.

Tier 3: Web Application / Business Application Server, or Business Logic Tier

This tier is implemented in a web application or business application server. The business application component can be installed as part of the web application server, or as a separate component. Except where explicitly noted, most of the Oracle Utilities Mobile Workforce Management installation documentation assumes that the web application and business application servers reside together.

Tier 4: Database, or Persistence Tier

This tier is implemented in a database server. The database server stores data maintained by the Oracle Utilities Mobile Workforce Management application. More specifically, the database tier contains the data server files and database executables that physically store the tables, indexes, and other database objects for your system.

Chapter 3

Supported Platforms and Hardware Requirements

This chapter focuses on the supported platforms and application server requirements, including:

- [Operating Systems and Application Servers](#)
- [Hardware, Software, and Web Browser Requirements](#)
- [Application Server Memory Requirements](#)
- [Supported Platforms for Java-based Mobile Client](#)
- [Supported Platforms for Hybrid Mobile Client](#)
- [Support for Software Patches and Upgrades](#)

Operating Systems and Application Servers

This section details the operating system and application server combinations on which this version of Oracle Utilities Mobile Workforce Management is supported.

Application Server Operating Systems

- Oracle Linux 6.5+ 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_131+(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 Server 12c Release 2 (12.2.1.3+) 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 *Oracle Utilities Application Framework Database Administrator Guide* for the Oracle Database Server Requirements.

Refer to the *Product Support Matrix (Document ID 1454143.1)* on My 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.

Oracle Spatial and Graph

- Oracle Utilities Mobile Workforce Management and Oracle Real-Time Scheduler no longer requires the Oracle Spatial and Graph option to operate properly. While this release supports Oracle Spatial, additional installation steps have been added in the **Creating the Database** section in *Oracle Utilities Work and Asset Management or Oracle Utilities Operational Device Management Database Administrator Guide* to run against a database without this option, including Oracle Standard Edition. The Oracle Spatial Geocoder feature is available to the Oracle Utilities

Mobile Workforce Management or the Oracle Real-Time Scheduler application on a restricted use basis for any customer running without the Oracle Spatial and Graph option.

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) Release 2 (12.2.1.3+) and any higher versions of Oracle are supported. Starting from WebLogic 12.2.*, embedded installations are not supported. Only native installation is 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.
- Oracle Database Server Standard Edition 2 12.1.0.
- Oracle Database Server Enterprise Edition 12.2.0.x
- Oracle Database Server Standard Edition 2 12.2.0.x

Note: Oracle Database Enterprise Edition and the Partitioning and Advanced Compression options are strongly recommended in all situations.

Oracle VM Support

This version of Oracle Utilities Mobile Workforce Management 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.

Hardware, Software, and Web Browser Requirements

The following section outlines client side hardware requirements for Oracle Utilities Mobile Workforce Management.

Client Side Hardware Requirements

Configuration	Processor	Memory (RAM)	Monitor (Display)
Minimum	1 GHz or faster 64-bit (x64) processor	2 GB	1280x1024
Recommended*	3 GHz or faster 64-bit (x64) processor	4 GB	1280X1024

* The recommended configuration supports better performance of the client.

Web Browser Requirements

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 60.x+ ESR (SP3+)	Microsoft Windows 7, 8.1, 10 (64-bit)
Google Chrome for Business 67	Microsoft Windows 7, 8.1, 10 (64-bit)

Java-Based Mobile Client Requirements

The following table provides the processor and memory details for each of the operating systems supported by the Java-based mobile client.

Operating System	Processor	Memory (RAM)
Windows 7 (64-bit)	Intel Core i5-2557M ULV processor	2048 MB
Windows 8.1 (64-bit)	Fourth-generation Intel® Core™ i5vPro™ Processor	2048 MB
Android 6.x, 7.x, 8.x	Quad-core 1.5 GHz Cortex-A53 & Quad-core 2.1 GHz Cortex-A57	3 GB

Hybrid Mobile Client Requirements

The following table provides the processor and memory details for each of the operating systems supported by the hybrid mobile client.

Operating System	Processor	Memory (RAM)
iOS 10.x, 11.x, 12.x	Three core 1.5 GHz Apple A8X	2 GB
Windows 10 (64-bit) version 1709+	6th Generation Intel® Core™ i5 processor	8 GB
Android 6.x, 7.x, 8.x	Quad-core 1.5 GHz Cortex-A53 & Quad-core 2.1 GHz Cortex-A57	3 GB

Web/Business Application Server Requirements

Refer to [Operating Systems and Application Servers](#) to determine which web application servers can be used with the operating system that will be hosting this tier.

The recommendations that follow are based on a standard installation with both the application and business servers on the same machine and the system running with the default values. The minimum resource requirements exclude third-party software installation requirements. Refer to the third-party vendors for specific requirements. The following sizing excludes the Oracle database server installation

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
Install Dir ("\$\$PLEBASE") Location	10 GB recommended 5 GB 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. Note: This does not include the size of the edge product.
Log Dir ("\$\$PLOUTPUT") Location	4 GB recommended 2 GB 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	Size	Usage
Location of the application web work files on the web servers	5 GB recommended 2 GB 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 minimum	The application gets installed from this location. You need enough space to uncompress 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.

Supported Platforms for Java-based Mobile Client

This section describes the devices, operating systems and features that are available with the Oracle Utilities Mobile Workforce Management mobile client application.

The mobile application can be used in a disconnected or connected mode. In **disconnected** mode the mobile application and data reside locally on the mobile device allowing the crew to work offline as needed. This means the physical device has to be compatible with the mobile application requirements it runs locally.

In **connected** mode the mobile application does not reside locally on the accessing mobile device. Instead the mobile application resides on the server and the user must be connected to the server at all times using their standard browser to access the mobile application.

Refer to the **About Connection Modes** section in the user guide for more information.

The following entities are supported on mobile devices. Note the distinction between attachments and captures:

- **Captures** are pictures or sound that are captured using native features on the device.
- **Attachments** are sent to the device with activities and require an application installed on the device to open them. Attachments can also be added to the assignments on the device.
- **GPS** pinpoints the exact location information of the crew using GPS services.
- **Maps** allow tracking the actual or planned route of the crew on a map.

Disconnected Mode

The following table lists the features supported in the **Disconnected** MCP mode.

Feature	Device Platform (Device Type)	
	Windows (Laptop)	Android (Tablet or Phone)
GPS	✓	✓
Capture Picture and Sound	✓	✓
Download Attachments from MDT	✓	✓
Upload Attachment from MDT to Server	✓	Partial Support*
Maps	✓	✓

Note: *For more information on the features and attachment types supported on Windows and Android, refer to the *Server Application User Guide*.

Connected Mode

The following table lists the features supported in the **Connected** MCP mode.

Feature	Device Platform (Device Type)		
	Windows (Laptop)	Android (Tablet or Phone)	iOS (Tablet or Phone)
GPS	X	X	X
Capture Picture and Sound	X	X	X
Download Attachments from MDT	X	X	X
Upload Attachment from MDT to Server	X	X	X
Maps	✓	✓	✓

The following browsers are supported by the device platforms in **Connected** MCP mode.

Device Platform	Browser Platforms
iOS	<ul style="list-style-type: none"> iOS 10.x, 11.x 12.x Safari on iPad

Supported Platforms for Hybrid Mobile Client

This section describes the devices, operating systems and features that are available with the Oracle Utilities Mobile Workforce Management hybrid mobile client application.

The following table lists the features supported by the Hybrid Mobile Client.

Feature	Device Platform (Device Type)			
	Android (Tablet or Phone)	iOS	Chrome Browser	Windows (Laptop)
GPS	✓	✓	✓	✓
Capture Picture	✓	✓	X	✓
Capture Sound	X	X	X	X
Attach File	X	X	X	X
View File (3rd party software must exist for viewing file)	✓	✓	X	✓
Barcode Scanning	✓	✓	X	✓
Signature	✓	✓	X	✓
Download Attachments from MDT	✓	✓	X	✓
Upload Images from Gallery	✓	✓	X	✓
Upload Files from MDT to Server	X	X	X	X
Maps	✓	✓	✓	✓

The following browser is supported by the device platforms in **Hybrid** mobile client.

Device Platform	Browser Platforms
Windows	<ul style="list-style-type: none"> Google Chrome v67.0.x on Windows 7, 8.1, 10 (64-bit) Firefox version 60.x ESR on Windows 7, 8.1, 10 (64-bit) Internet Explorer 11 on Windows 7, 8.1, 10 (64-bit)

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.

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

Chapter 4

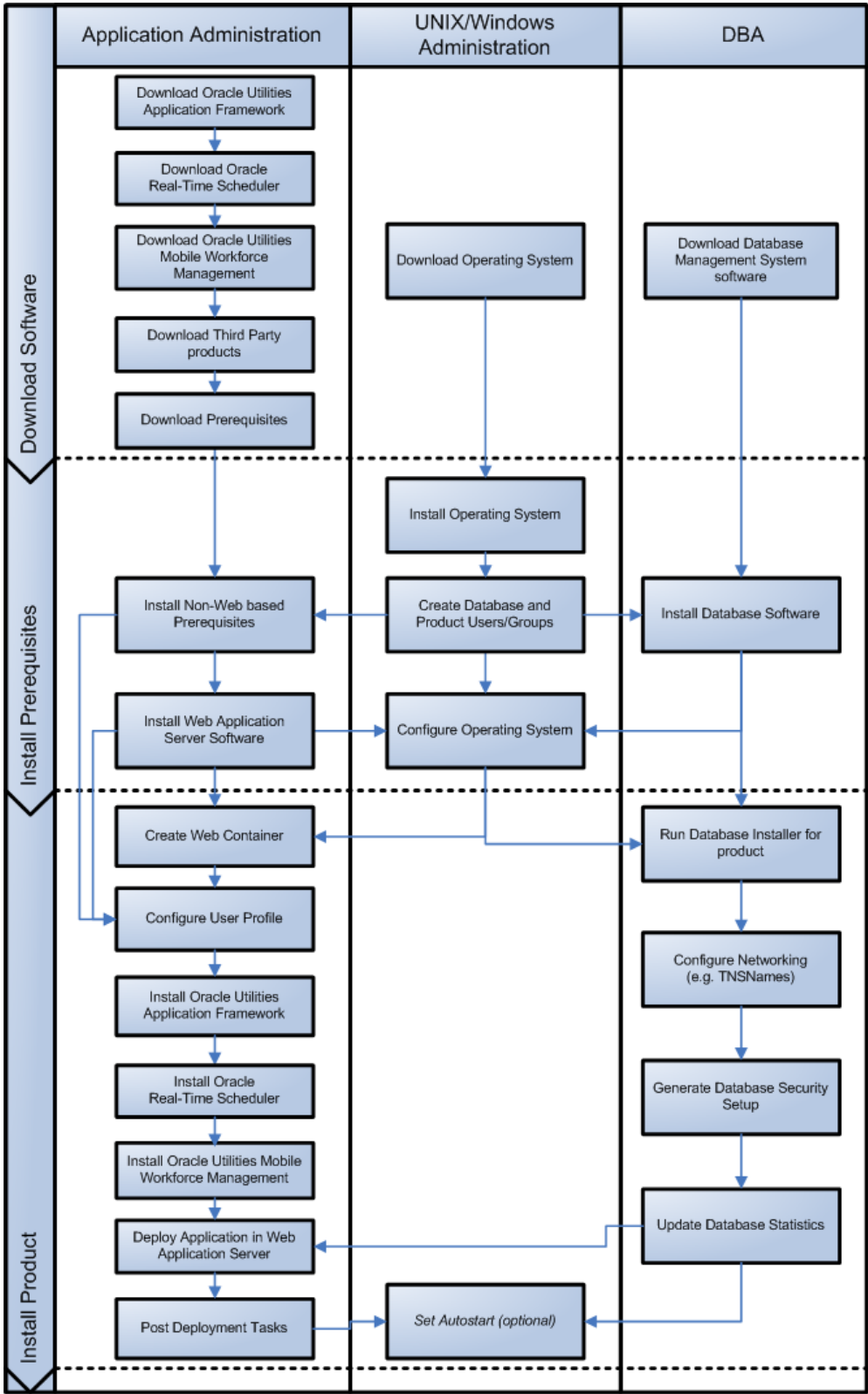
Planning the Installation

This chapter provides information for planning an Oracle Utilities Mobile Workforce Management installation, including:

- [Installation and Configuration Overview](#)
- [Before You Install](#)
- [WebLogic Native Installation](#)
- [Before You Upgrade](#)
- [Installing Prerequisite Third-Party Software](#)
- [Installation Readiness Checklist](#)

Installation and Configuration Overview

The following diagram provides an overview of the steps that need to be taken to install and configure Oracle Utilities Mobile Workforce Management :



Before You Install

Refer to My Oracle Support for up-to-date additional information about installing Oracle Utilities Mobile Workforce Management.

WebLogic Native Installation

With Oracle Utilities Application Framework 4.3.0.6.0, a WebLogic native installation is required. Refer to the *Oracle WebLogic 12.2.1.x Configuration Guide for Oracle Utilities Application Framework* (Doc ID 2413918.1) on My Oracle Support.

Before You Upgrade

Java-Based Mobile Version Control Management

The Java-based mobile version control enhancement requires that a certain upgrade process be followed to ensure that no data is lost and no incompatible version issues arise.

The upgrade process includes:

1. All mobile devices should end their shifts and log off.
2. Upgrade the server and all MDTs.
3. Regenerate all deployments.

For more information about this enhancement and upgrade considerations, refer to the **Deploying the Application to Mobile Devices** chapter in the *Oracle Utilities Mobile Workforce Management Server Application User Guide*.

Hybrid Mobile Version Control Management

The Hybrid MCP version control management requires the following upgrade steps to ensure that no data is lost and no incompatible version issues arise.

The upgrade process includes:

1. All mobile devices should end their shifts and log off.
2. Upgrade the server and all MDTs.
3. Execute M1-BMCOM batch to create a new Mobile Application Bundle.
4. Regenerate all deployments.

For more information about this enhancement and upgrade considerations, refer to the **Deploying the Application to Mobile Devices** chapter in the *Oracle Utilities Mobile Workforce Management Server Application User Guide*.

Processing Stale RSI messages

RSI messages are messages that are sent from the MCP device to the server. After a system upgrade, due to serialization issues, older RSI messages may not be recoverable. Therefore, RSI messages must be processed before an upgrade.

To process stale RSI messages:

1. To check for RSI messages which are in a non-finalized state (stale RSI messages), run the SQL query:

```
select count(*) from m1_srvr_status where status_lookup_flg = 'M1QU'
```
2. If this query returns any records (count >0), run the RSI Batch Process job (Batch Name: M1-RSIBP).

3. This batch job processes queued RSI messages.
 - If the record executed successfully, the status of the record is changed to Delivered (M1DE).
 - If any application error occurred, the status of the record is changed to Error (M1ER).
 4. After completion of batch process, run the following SQL query:


```
select count(*) from ml_srvr_status where status_lookup_flg = 'M1QU'
```

If this query returns any records (count > 0), those may not be recoverable.
 5. Continue with the system upgrade.
- In addition, refer to My Oracle Support for up-to-date additional information on Oracle Utilities Mobile Workforce Management.

Installing Prerequisite Third-Party Software

For information about the third-party software that needs to be installed for each of the supported operating system and application server combinations, refer to the *Oracle Utilities Mobile Workforce Management Server Application Installation Guide*.

Installation Readiness Checklist

The following checklist guides you through the installation process of the application tier. The detailed instructions for each step are presented as chapters in the *Oracle Utilities Mobile Workforce Management Server Application Installation Guide*.

Note: Make sure that you follow the order listed in the checklist.

1. Create Group/User ID.
2. Install prerequisite software.
 - Oracle Client 12.1.0.2 (for connecting to Oracle database)
 - JDK 1.8.0_181+ (64-bit)
 - Hibernate 4.1.0 FINAL and hibernate-search-5.2.3Final-dist
 - Geocoding and Map related data - Currently, Oracle Utilities Mobile Workforce Management only supports HERE as the provider of maps and location data. For instructions on installing geocoding and map related data, please contact your specific HERE vendor. The disk space required for installation is around 60 GB.
3. Install application server.

Oracle WebLogic 12c (12.2.1.3+)
4. Verify that all software is installed.
5. Set up environment variables.
6. Install Oracle Utilities Application Framework.
7. Install Oracle Real-Time Scheduler.
8. Install MapViewer 12.2.1.3.
9. Install Oracle Utilities Mobile Workforce Management.
10. Deploy Oracle Utilities Mobile Workforce Management.
11. Perform the post-installation tasks.

Chapter 5

Initial Installation Overview

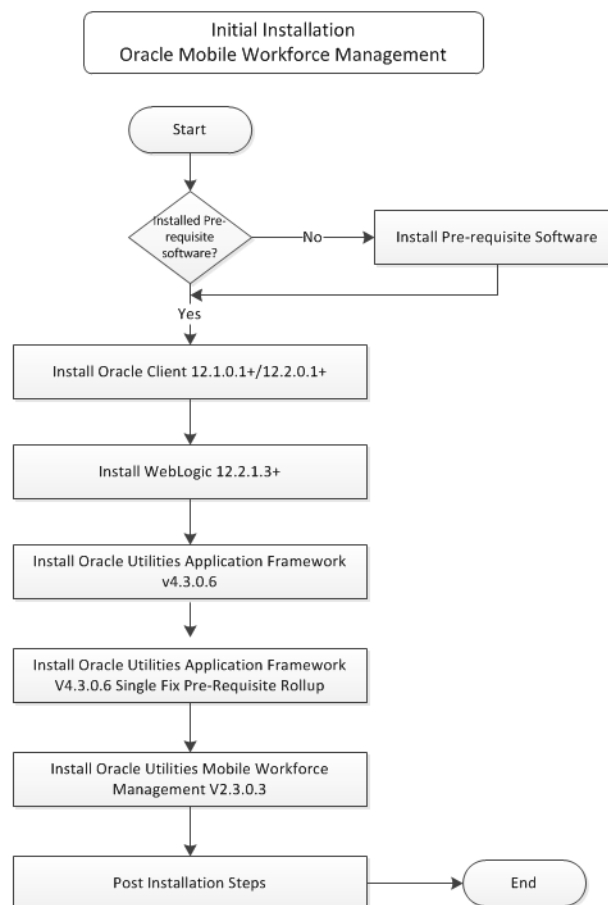
This chapter provides an overview of the initial installation of Oracle Utilities Mobile Workforce Management.

- [Initial Installation Procedure](#)

For detailed instructions, pre-installation, and post-installation steps, refer to the *Oracle Utilities Mobile Workforce Management Server Application Installation Guide*.

Initial Installation Procedure

The following diagram shows a typical workflow of the initial installation process.



The initial installation procedure consists of:

- [Installing the Database Component](#)
- [Installing Application Components](#)

Installing the Database Component

Installation of the database component of Oracle Utilities Mobile Workforce Management must be complete before you can proceed with the following sections. Refer to the **Initial Install** section in the *Oracle Utilities Mobile Workforce Management Database Administrator Guide* for instructions to install the database component.

Installing Application Components

A successful installation consists of the following steps:

- Oracle Utilities Application Framework v4.3.0.6
- Oracle Utilities Application Framework v4.3.0.6 Single Fix Pre-requisite Rollup
- Oracle Real-Time Scheduler Component v2.3.0.3
- Oracle Utilities Mobile Workforce Management Application Component v2.3.0.3

Chapter 6

Upgrade Installation Overview

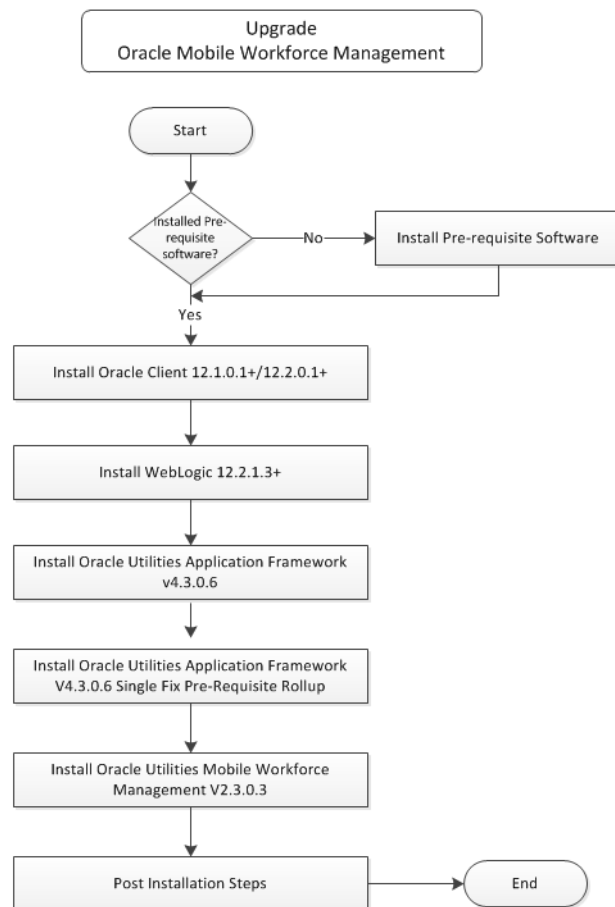
This chapter provides an overview for upgrading from the existing Oracle Utilities Mobile Workforce Management versions to 2.3.0.3.

- [Upgrade Installation Procedure](#)

For detailed instructions, pre-upgrade and post-upgrade steps, refer to the *Oracle Utilities Mobile Workforce Management Server Application Installation Guide*.

Upgrade Installation Procedure

The following diagram shows a typical workflow of the upgrade process:



The upgrade procedure consists of:

- [Upgrading the Database Component](#)
- [Upgrading Application Components](#)
- [Upgrading the Mobile Client](#)

Upgrading the Database Component

Upgrading of the database component of Oracle Utilities Mobile Workforce Management must be complete before you can proceed with the following sections. Refer to the **Upgrade Install** section in the *Oracle Utilities Mobile Workforce Management Database Administrator Guide* for instructions on installing the database component.

Upgrading Application Components

A successful upgrade consists of installing the following components:

- Oracle Utilities Application Framework v4.3.0.6
- Oracle Utilities Application Framework v4.3.0.6 Single Fix Pre-requisite Rollup

- Oracle Real-Time Scheduler Component v2.3.0.3
- Oracle Utilities Mobile Workforce Management Application Component v2.3.0.3

For the application components, it is recommended to do a new installation instead of upgrading. It prevents issues such as conflicting application jar versions.

Upgrading the Mobile Client

Oracle Utilities supports a direct upgrade of the mobile client of Oracle Utilities Mobile Workforce Management from v2.2.0.3.13, v2.3.0, (v2.3.0.1 to v2.3.0.2), or v2.3.0.2 to v2.3.0.3.

Refer to the *Oracle Utilities Mobile Workforce Management Server Application Installation Guide* for details of upgrade applicable to your mobile operating system.

Chapter 7

Demo Installation Overview

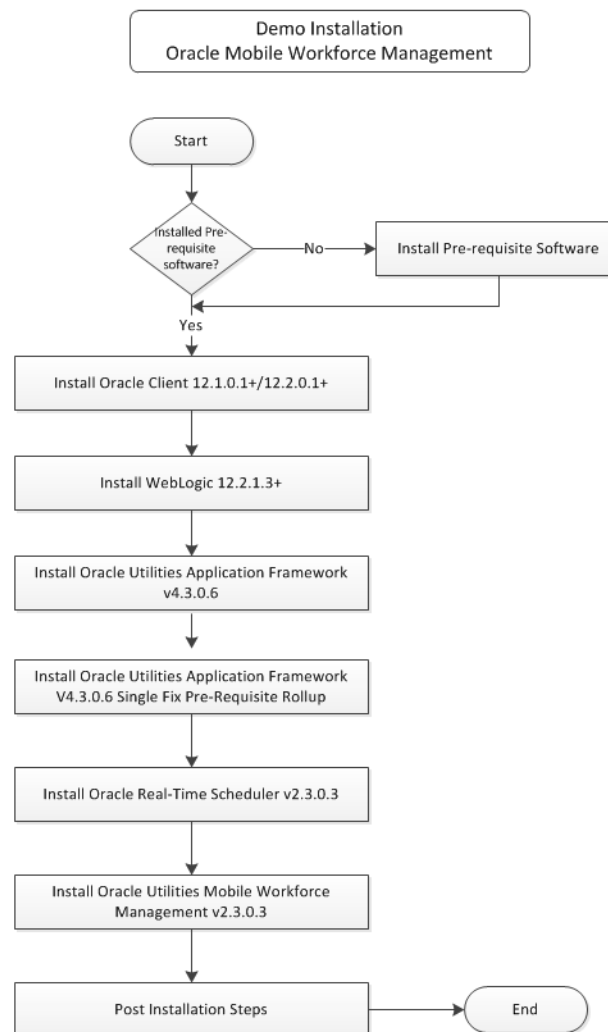
This chapter provides instructions to install Oracle Utilities Mobile Workforce Management for demo purposes.

- [Demo Installation Procedure](#)

For detailed instructions, pre-install and post-install steps, refer to the *Oracle Utilities Mobile Workforce Management Server Application Installation Guide*.

Demo Installation Procedure

The following diagram shows a typical workflow of the demo installation process.



The demo installation procedure consists of:

- [Installing Database Component](#)
- [Installing Application Components](#)

Installing Database Component

Installation of the database component of Oracle Utilities Mobile Workforce Management must be complete before you can proceed with the following sections. Refer to the **Demo Install** section in *Oracle Utilities Mobile Workforce Management Database Administrator Guide* for instructions on installing the database component.

Installing Application Components

A successful installation consists of installing the following components:

- Oracle Utilities Application Framework v4.3.0.6
- Oracle Utilities Application Framework v4.3.0.6 Single Fix Pre-requisite Rollup
- Oracle Real-Time Scheduler Component v2.3.0.3
- Oracle Utilities Mobile Workforce Management Application Component v2.3.0.3