

# **Oracle Utilities Mobile Workforce Management**

Server Application Installation Guide

Release 2.3.0.3

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Oracle Utilities Mobile Workforce Management Installation Guide, Release 2.3.0.3

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# Preface

Welcome to the *Oracle Utilities Mobile Workforce Management Server Application Installation Guide*.

This guide describes the requirements and procedure to install Oracle Utilities Mobile Workforce Management.

The preface includes information about:

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

## Audience

This guide is intended for system administrators installing Oracle Utilities Mobile Workforce Management.

To complete this installation you should have:

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

## Related Documents

For more information, see these Oracle documents:

### 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*
- *Oracle Utilities Mobile Workforce Management GEOCODE Data Source Configuration Guide*
- *Oracle Utilities Mobile Workforce Management JMS Setup 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](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
<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.



# Chapter 2

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## 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 1

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## Overview

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

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

## Installation Overview

Installing Oracle Utilities Mobile Workforce Management involves:

1. Review the different tiers of the application architecture as described in [Chapter 2: Application Architecture Overview](#).
2. Understand the hardware requirements for installing the application and supported platforms for the application and database servers as described in [Chapter 2: Supported Platforms and Hardware Requirements](#).
 

**Note:** For information about installation and administration of the database server tier, refer to the *Oracle Utilities Mobile Workforce Management Database Administrator Guide*.
3. Plan your installation and install all required third-party software as described in [Chapter 3: Planning the Installation](#). The required software is listed for each supported combination of operating system and application server.
4. Install the database. For instructions refer to the *Oracle Utilities Mobile Workforce Management Database Administrator Guide*.
5. Determine the type of installation. Follow the instructions in the respective chapters corresponding to the types of installation.
6. Choose whether to install the Java-based or Hybrid mobile client.
  - To install Java-based Mobile Client for Oracle Utilities Mobile Workforce Management on mobile devices, refer to [Chapter 7: Installing the Java-based Mobile Client](#).
  - To install Hybrid mobile client, refer to the *Oracle Utilities Mobile Workforce Management Hybrid Mobile Application Installation and Deployment Guide*.
7. Follow the post-installation tasks described in [Chapter 8: Additional Tasks](#).

## 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

The following sections describe these installation types in detail.

### Initial Installation

This installation type is applicable when installing Oracle Utilities Mobile Workforce Management for the first time or from scratch. For an initial install, you must install all of the following components:

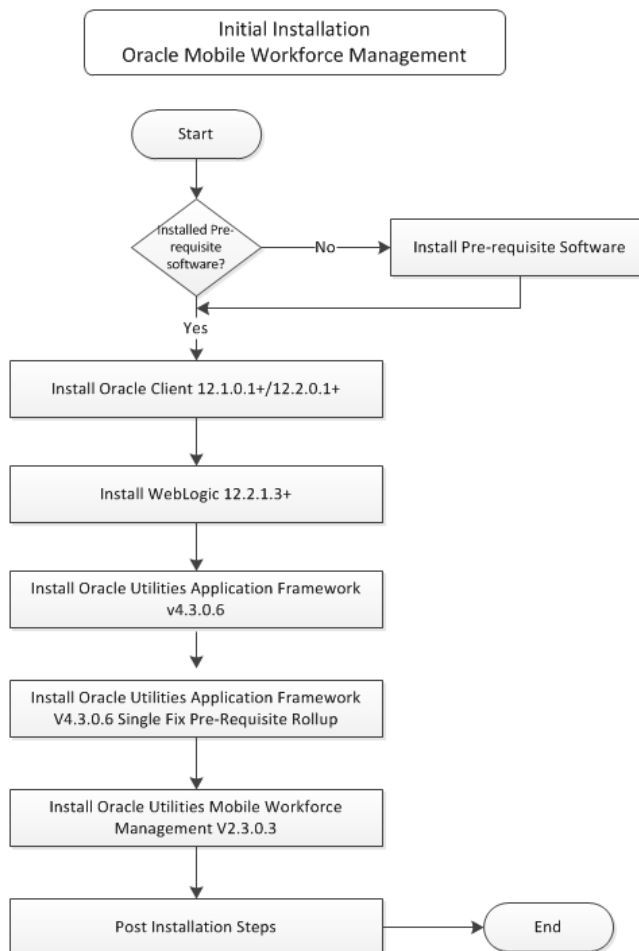
- Database components

Refer to the **Initial Install** section in the *Oracle Utilities Mobile Workforce Management Database Administrator Guide* for more information.

- Application components
  - Oracle Utilities Application Framework v4.3.0 Service Pack 6 (also referred to as v4.3.0.6)

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

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



Refer to [Chapter 4: Installing Oracle Utilities Mobile Workforce Management - Initial Installation](#) for detailed steps involved in installing each of these components.

## Upgrade Installation

This installation type is applicable when upgrading Oracle Utilities Mobile Workforce Management. The possible upgrade paths are:

- v2.2.0.3.13 to v2.3.0.3
- v2.3.0 to v2.3.0.3
- v2.3.0.1 to 2.3.0.2 then to 2.3.0.3
- v2.3.0.2 to v2.3.0.3

For an upgrade install, you must upgrade all of the following:

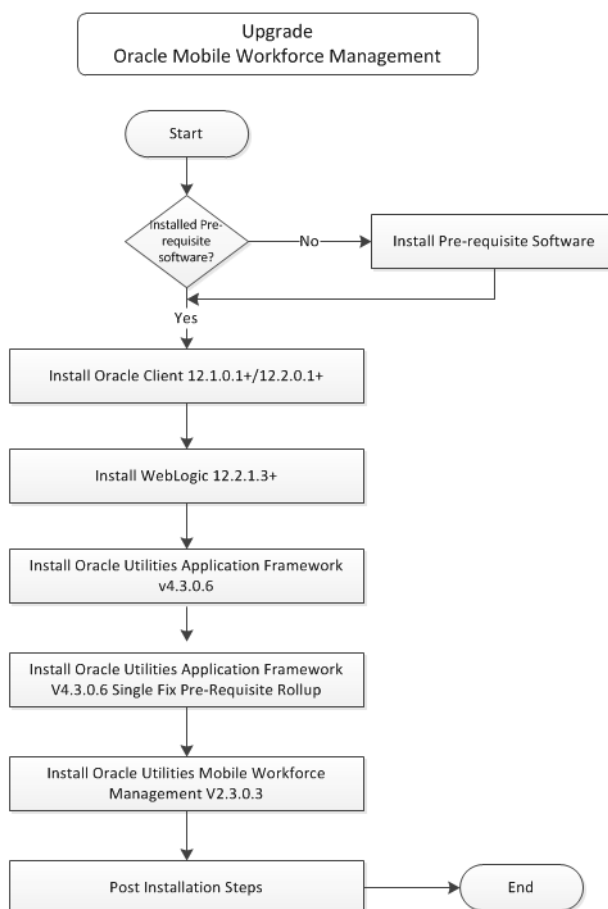
- Database components

Refer to **Upgrade Install** in the *Oracle Utilities Mobile Workforce Management Database Administrator Guide* for more information.

- Application components
  - Oracle Utilities Application Framework v4.3.0 Service Pack 6 (also referred to as v4.3.0.6)
  - Oracle Utilities Application Framework v4.3.0.6 Single Fix Pre-requisite Rollup
  - Oracle Real-Time Scheduler v2.3.0.3
  - Oracle Utilities Mobile Workforce Management v2.3.0.3

For application components, it is recommended to do a new installation to prevent issues such as conflicting application jar versions.

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



Refer to [Chapter 5: Upgrading Oracle Utilities Mobile Workforce Management](#) for steps involved in upgrading each of the above components.

## Demo Installation

This installation type is applicable when installing a demo application of Oracle Utilities Mobile Workforce Management for demonstration or training purposes.

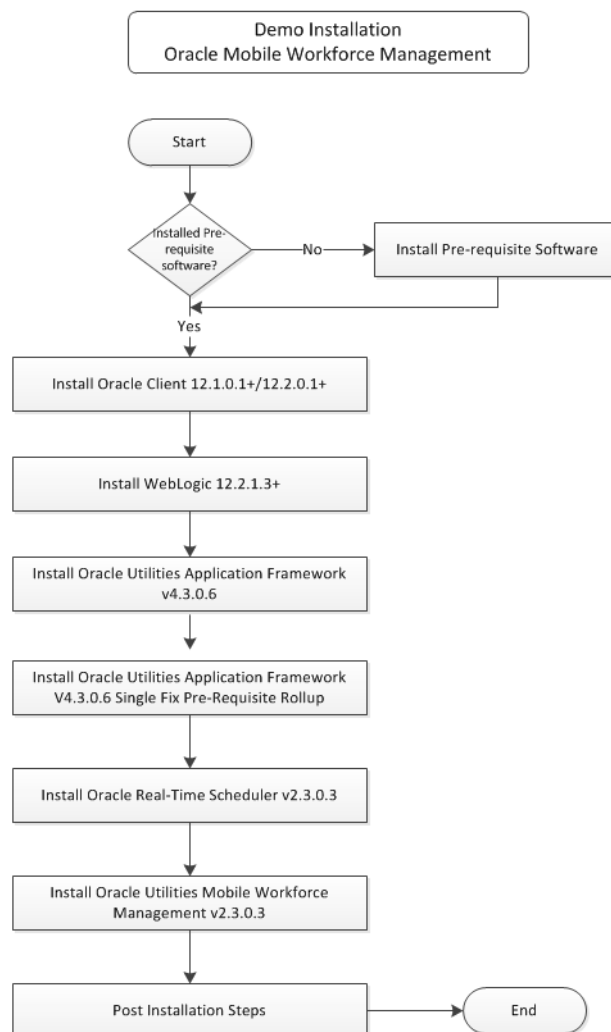
For a demo install, you must install all of the following:

- Database components

Refer to **Demo Install** in the *Oracle Utilities Mobile Workforce Management Database Administrator Guide* for more information.

- Application components
  - Oracle Utilities Application Framework v4.3.0 Service Pack 6 (also referred to as v4.3.0.6)
  - Oracle Utilities Application Framework v4.3.0.6 Single Fix Pre-requisite Rollup
  - Oracle Real-Time Scheduler v2.3.0.3
  - Oracle Utilities Mobile Workforce Management v2.3.0.3

The following diagram shows a typical work flow of the demo installation process:



Refer to [Chapter 6: Installing Oracle Utilities Mobile Workforce Management - Demo Installation](#) for the steps involved in installing each of the above components.

## 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

# Chapter 2

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## Supported Platforms and Hardware Requirements

This chapter includes information about the platforms and hardware requirements to install Oracle Utilities Mobile Workforce Management successfully.

- [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.  <b>Note:</b> 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"> <li>iOS 10.x, 11.x 12.x</li> <li>Safari on iPad</li> </ul>

## 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"> <li>Google Chrome v67.0.x on Windows 7, 8.1, 10 (64-bit)</li> <li>Firefox version 60.x ESR on Windows 7, 8.1, 10 (64-bit)</li> <li>Internet Explorer 11 on Windows 7, 8.1, 10 (64-bit)</li> </ul>

## 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 3

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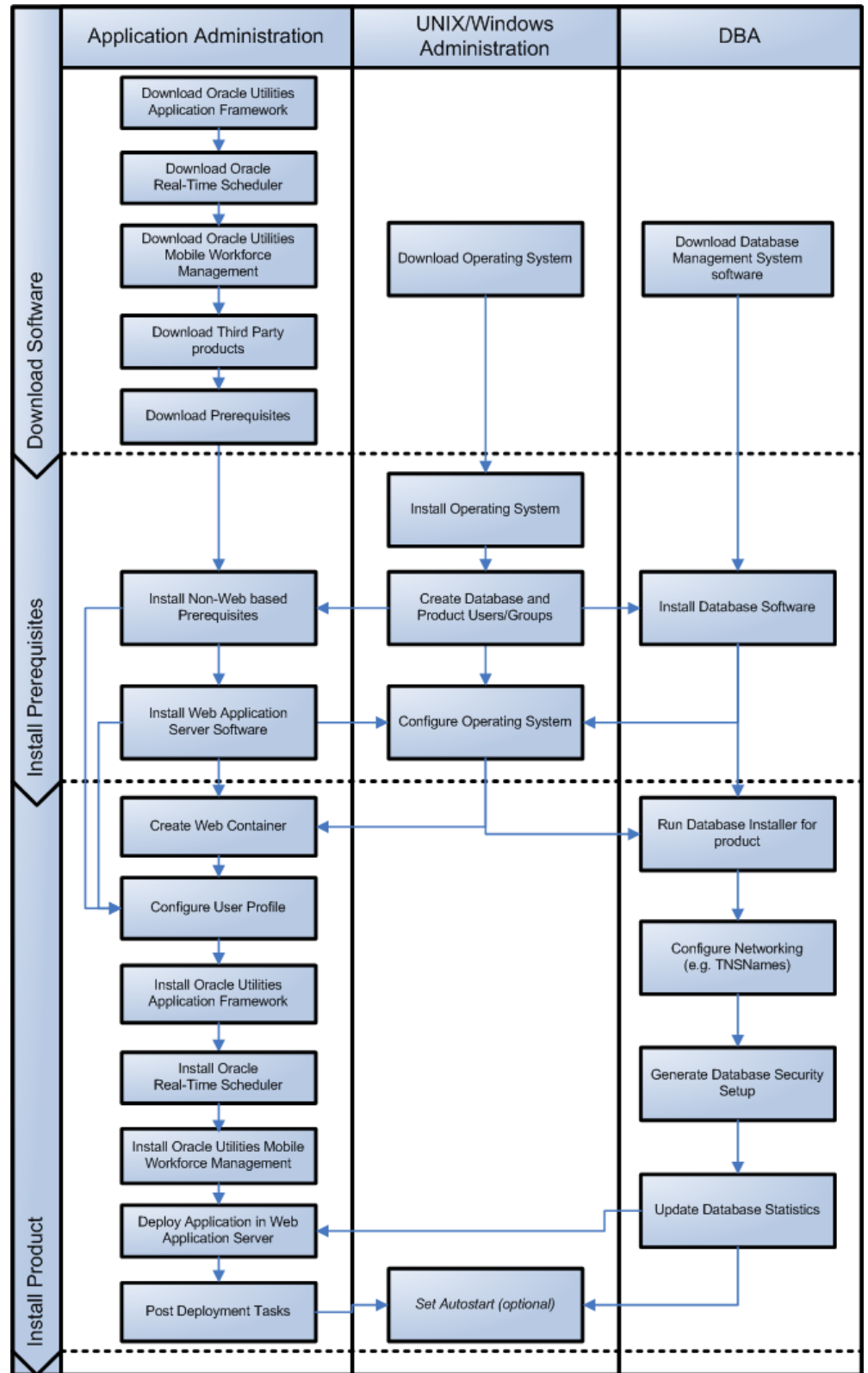
## Planning the Installation

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

- [Installation and Configuration Overview](#)
- [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 :



## Installing Prerequisite Third-Party Software

This section describes the software that needs to be installed for each of the supported operating system and application server combinations listed below.

- [AIX 7.1/ 7.2 Operating System](#)
- [Oracle Linux 7.x/6.5 or Red Hat Linux 7.x/6.5 Operating System](#)
- [Solaris 11 Operating System](#)
- [Windows 2012 Operating System](#)

## AIX 7.1/ 7.2 Operating System

This section describes the software requirements for operating the application using the AIX application server.

### Supported Application Servers

Operating System	Chipsets	Application Server
AIX 7.1 (64-bit) TL00	POWER 64-bit	Oracle WebLogic 12c (12.2.1.3+) 64-bit version

### Web/Application Server Tier

#### AIX 7.1 TL00 Operating System Running on Power5 and Power6 Architecture

##### UNIX Administrator User ID

The following user groups and accounts have to be created to install and administer the application:

Description	Default Value	Customer Defined Values
Oracle Real-Time Scheduler Administrator User ID	cissys	
Oracle Real-Time Scheduler User Group	cisusr	

**Note:** It is recommended that you change the default values for security reasons.

Throughout this document the administrator user ID is often referred to as the “cissys” user ID. You should substitute it with the customer defined user ID when not using the default value. After the initial install, the software should always be managed using that user ID.

By default, the cissys user ID is the only one given access to the installed files.

1. Create the cisusr (user group) group.
2. Create the cissys user. Primary group cisusr. Set the primary shell for the cissys user to Korn Shell.
3. Set the stack size limit to 50 MB or more in the user profile startup script for cissys user:

```
ulimit -s 51200
```

4. Set the desired hard/soft limit of the file handler to 4096 or higher.  
The shell scripts use the ">" to overwrite shell functionality. Your operating system may be configured to not allow this functionality by default in the users shell.

To avoid file access permission problems when executing scripts, consider placing the following command into cissys profile script:

```
set +o noclobber
```

Various options exist to secure a system. In this application all files will be created with the minimum permissions required to ensure that group-readable, group-writable and group-executable files will have the correct user groups and to restrict the permissions available to legitimate users. In this way, a low privileged end user cannot directly edit configuration files and thereby bypass application security controls.

The following users and group categories must be defined to implement this security. For demonstration purposes the following users and groups will be used. These users must be created according to industry standards (including password policies). All users should be created with a default umask of 077 to ensure files created during normal operation have the correct permissions.

Please replace these users and groups for your installation defaults:

User	Group	Description
cissys	cisusr	This user will be used to install the application and to apply patches. This user will own all the application files. The same care should be taken with this user ID as if it is 'root'. This user will be able to add, delete and modify and files within the application.
cisadm	cisusr	Administrative and Operation functions will be available to this user. This user will be able to stop and start the application and batch processes, but will not have access to modify any file other than generated log files

**Note:** The Oracle Client and WebLogic should be installed as the user who will stop and start the application. For example, if you plan to run the application as the install user these components must belong to cissys.

You must use the same user for starting and stopping a process. For example, if cissys is used to start the application server, the use cissys to stop it as well.

### Oracle Client 12c — Runtime Option

Install the Oracle Client as described in the Oracle Client installation documentation. Use the cissys account to install the Oracle Client. If another user installs the Oracle Client, make sure the cissys user ID has the proper execute permissions.

For the cissys user ID, ensure that the environment variable ORACLE\_CLIENT\_HOME is set up, and that ORACLE\_CLIENT\_HOME/perl/bin is the first Perl listed in the cissys account's PATH variable.

### IBM Java Software Development Kit v8 64-bit

Installation of Java is a prerequisite for using Oracle WebLogic as a web application server.

At the time of release, AIX Java packages could be obtained from:

<http://www.ibm.com/developerworks/java/jdk/aix/service.html>

The web server requires the 64-bit Java platform in order to function. The main prerequisite for the web server is the version of java mentioned above.

For the Administrator userid (cissys), ensure that the environment variable JAVA\_HOME is set up, and that "java" can be found in cissys' PATH variable.

## Hibernate

You must install Hibernate before installing the product.

To install Hibernate external jar files to the Hibernate 3rd party jars depot:

1. Create a Hibernate jar external depot:

```
export HIBERNATE_JAR_DIR=<Hibernate 3rd party jars depot>
```

2. Download the hibernate-release-4.1.0.Final.zip file from <http://sourceforge.net/projects/hibernate/files/hibernate4/>.

3. Click the "4.1.0.Final" link to download the zip file.

4. Extract the contents of the archive file:

```
unzip hibernate-release-4.1.0.Final.zip
```

**Note:** You must have Java JDK installed on the machine to use the jar command. Make sure you install the JDK supported for your platform.

5. Copy the jar files to your Hibernate jar directory (\$HIBERNATE\_JAR\_DIR) using the following commands:

```
cp hibernate-release-4.1.0.Final/lib/optional/ehcache/
hibernate-ehcache-4.1.0.Final.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/hibernate-
commons-annotations-4.0.1.Final.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/hibernate-core-
4.1.0.Final.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/hibernate-jpa-
2.0-api-1.0.1.Final.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/javassist-3.15.0-
GA.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/jboss-logging-
3.1.0.CR2.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/jboss-
transaction-api_1.1_spec-1.0.0.Final.jar $HIBERNATE_JAR_DIR
```

6. Download the hibernate-release-5.2.3.Final.zip file from the following link to get the jboss-logging-3.3.0.Final.jar.

<https://sourceforge.net/projects/hibernate/files/hibernate-orm>

7. Click the "5.2.3.Final" link to download the zip file.

8. Extract the contents of the archive file using the following command

```
unzip hibernate-release-5.2.3.Final.zip
```

9. Copy the jboss-logging-3.3.0.Final.jar file to your Hibernate jar directory (\$HIBERNATE\_JAR\_DIR) using the following command:

```
cp hibernate-release-5.2.3.Final/lib/required/jboss-logging-3.3.0.Final.jar to $HIBERNATE_JAR_DIR
```

### **Oracle WebLogic 12c (12.2.1.3+) 64-bit**

Oracle WebLogic software can be downloaded from the Oracle web site. This application server will run as a 64-bit application.

- Download and install 64-bit Java (as documented above) before installing WebLogic.
- Download and install WebLogic Fusion Middleware Infrastructure Installer.

### **Oracle MapViewer 12c (12.2.1.3)**

Oracle Fusion Middleware MapViewer 12c (12.2.1.3) is a tool that renders maps showing different kinds of spatial data. It can be downloaded from:

<http://www.oracle.com/technetwork/middleware/mapviewer/downloads/mv-downloads-archive-2173414.html>

### **GCC 4.2.4**

GCC 4.2.4 libraries need to be installed for the scheduler functionality to work properly. The following GCC runtime libraries are required to be installed:

- libgcc : GCC compiler dynamic runtime library
- libstdc++ : G++ compiler dynamic runtime library

After installing the GCC runtime libraries, copy the following libraries to <INSTALL\_DIR>/runtime directory:

- libstdc++.a
- libgcc\_s.a

Alternately, you can add these libraries to LD\_LIBRARY\_PATH environment variable.

# Oracle Linux 7.x/6.5 or Red Hat Linux 7.x/6.5 Operating System

This section describes the software requirements for operating the application using the Oracle Linux or Red Hat Linux application server.

## Supported Application Servers

Operating System	Chipsets	Application Server
Oracle Linux 7.0/6.5 (64-bit) Red Hat Enterprise Linux 7.0/6.5(64-bit)	x86_64	Oracle WebLogic 12c (12.2.1.3+) 64-bit version

## Web/Application Server Tier

### Oracle Linux 7.0/6.5 or Red Hat Enterprise Linux 7.0/6.5 Operating System Running on x86\_64 64-bit Architecture

#### UNIX Administrator User ID

The following user groups and accounts have to be created to install and administer the application:

Description	Default Value	Customer Defined Values
Oracle Real-Time Scheduler Administrator User ID	cissys	
Oracle Real-Time Scheduler User Group	cisusr	

Note: It is recommended that you change the default values for security reasons.

Throughout this document the administrator user ID is often referred to as the "cissys" user ID. You should substitute that with the customer defined user id when not using the default value. After the initial install, the software should always be managed using that user ID.

By default, the cissys userid is the only one given access to the files installed.

1. Create a group called cisusr (user group).
2. Create a user called cissys. Primary group cisusr. Set the primary shell for the cissys user to Korn Shell.
3. Set the stack size limit to 50 MB or more in the user profile startup script for cissys user:

```
ulimit -s 51200
```
4. Set the desired hard/soft limit of the file handler to 4096 or higher. The shell scripts use the ">" to overwrite shell functionality. Your operating system may be configured to not allow this functionality by default in the users shell

To avoid file access permission problems when executing scripts, consider placing the following command into cissys profile script:

```
set +o noclobber
```

Various options exist to secure a system. In this application all files will be created with the minimum permissions required to ensure that group-readable, group-writable and group-executable files will have the correct user groups and to restrict the permissions available to legitimate users. In this way, a low privileged end user cannot directly edit configuration files and thereby bypass application security controls.

The following users and group categories must be defined to implement this security. For demonstration purposes the following users and groups will be used. These users must be created according to industry standards (including password policies). All users should be created with a default umask of 077 to ensure files created during normal operation have the correct permissions.

Please replace these users and groups for your installation defaults:

User	Group	Description
cissys	cisusr	This user will be used to install the application and to apply patches. This user will own all the application files. The same care should be taken with this user ID as if it is 'root'. This user will be able to add, delete and modify and files within the application.
cisadm	cisusr	Administrative and Operation functions will be available to this user. This user will be able to stop and start the application and batch processes, but will not have access to modify any file other than generated log files

**Note:** The Oracle Client and WebLogic should be installed as the user who will stop and start the application. For example, if you plan to run the application as the install user these components must belong to cissys.

You must use the same user for starting and stopping a process. For example, if cissys is used to start the application server, the use cissys to stop it as well.

## Oracle Client 12c — Runtime Option

Install the Oracle Client as described in the Oracle Client installation documentation. Use the cissys account to install the Oracle Client. If another user installs the Oracle Client, make sure the cissys user ID has the proper execute permissions.

For the cissys user ID, ensure that the environment variable ORACLE\_CLIENT\_HOME is set up, and that ORACLE\_CLIENT\_HOME/perl/bin is the first Perl listed in the cissys account's PATH variable.

## Oracle Java Development Kit Version 8.0 Update 131+, 64-bit

At the time of release, the latest patch of the Oracle Java 8.0 package can be obtained from:

<http://www.oracle.com/technetwork/java/javase/downloads/jdk8-downloads-2133151.html>

The Oracle WebLogic Server requires the 64-bit version. The main prerequisite for the web server is the version of Java mentioned above.

For the userid cissys, ensure that the environment variable JAVA\_HOME is setup, and that java\_home/bin and java\_home/lib can be found in cissys' PATH variable.



## Hibernate

You must install Hibernate before installing the product.

To install Hibernate external jar files to the Hibernate 3rd party jars depot:

1. Create a Hibernate jar external depot:

```
export HIBERNATE_JAR_DIR=<Hibernate 3rd party jars depot>
```

2. Download the hibernate-release-4.1.0.Final.zip file from <http://sourceforge.net/projects/hibernate/files/hibernate4/>.

3. Click the “4.1.0.Final” link to download the zip file.

4. Extract the contents of the archive file:

```
unzip hibernate-release-4.1.0.Final.zip
```

**Note:** You must have Java JDK installed on the machine to use the jar command. Make sure you install the JDK supported for your platform.

5. Copy the jar files to your Hibernate jar directory (\$HIBERNATE\_JAR\_DIR) using the following commands:

```
cp hibernate-release-4.1.0.Final/lib/optional/ehcache/hibernate-ehcache-4.1.0.Final.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/hibernate-commons-annotations-4.0.1.Final.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/hibernate-core-4.1.0.Final.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/hibernate-jpa-2.0-api-1.0.1.Final.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/javassist-3.15.0-GA.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/jboss-logging-3.1.0.CR2.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/jboss-transaction-api_1.1_spec-1.0.0.Final.jar $HIBERNATE_JAR_DIR
```

6. Download the hibernate-release-5.2.3.Final.zip file from the following link to get the jboss-logging-3.3.0.Final.jar.

<https://sourceforge.net/projects/hibernate/files/hibernate-orm>

7. Click the “5.2.3.Final” link to download the zip file.

8. Extract the contents of the archive file using the following command

```
unzip hibernate-release-5.2.3.Final.zip
```

9. Copy the jboss-logging-3.3.0.Final.jar file to your Hibernate jar directory (\$HIBERNATE\_JAR\_DIR) using the following command:

```
cp hibernate-release-5.2.3.Final/lib/required/jboss-logging-3.3.0.Final.jar to $HIBERNATE_JAR_DIR
```

### **Oracle WebLogic 12c (12.2.1.3+) 64-bit**

Oracle WebLogic software can be downloaded from the Oracle web site. This application server will run as a 64-bit application.

- Download and install 64-bit Java (as documented above) before installing WebLogic.
- Download and install WebLogic Fusion Middleware Infrastructure Installer.

### **Oracle MapViewer 12c (12.2.1.3)**

Oracle Fusion Middleware MapViewer 12c (12.2.1.3) is a tool that renders maps showing different kinds of spatial data. It can be downloaded from:

<http://www.oracle.com/technetwork/middleware/mapviewer/downloads/mv-downloads-archive-2173414.html>

# Solaris 11 Operating System

This section describes the software requirements for operating the application using the Sun Solaris application server.

## Supported Application Servers

Operating System	Chipsets	Application Server
Solaris 11(64-bit)	SPARC	Oracle WebLogic 12c (12.2.1.3+) 64-bit version

## Web/Application Server Tier

### Solaris 11 Operating System Running on SPARC-based 64-bit Architecture

#### UNIX Administrator User ID

The following user groups and accounts have to be created to install and administer the application:

Description	Default Value	Customer Defined Values
Oracle Real-Time Scheduler Administrator User ID	cissys	
Oracle Real-Time Scheduler User Group	cisusr	

Note: It is recommended that you change the default values for security reasons.

Throughout this document the administrator user ID is often referred to as the "cissys" user id. You should substitute that with the customer defined user id when not using the default value. After the initial install, the software should always be managed using that user id.

By default, the cissys userid is the only one given access to the files installed.

1. Create a group called cisusr (user group)
2. Create a user called cissys. Primary group cisusr. Set the primary shell for the cissys user to Korn Shell.
3. Set the stack size limit to 50 MB or more in the user profile startup script for cissys user:
 

```
ulimit -s 51200
```
4. Set the desired hard/soft limit of the file handler to 4096 or higher.

The shell scripts use the ">" to overwrite shell functionality. Your operating system may be configured to not allow this functionality by default in the users shell.

To avoid file access permission problems when executing scripts, consider placing the following command into cissys profile script:

```
set +o noclobber
```

Various options exist to secure a system. In this application all files will be created with the minimum permissions required to ensure that group-readable, group-writable and group-

executable files will have the correct user groups and to restrict the permissions available to legitimate users. In this way, a low privileged end user cannot directly edit configuration files and thereby bypass application security controls.

The following users and group categories must be defined to implement this security. For demonstration purposes the following users and groups will be used. These users must be created according to industry standards (including password policies). All users should be created with a default umask of 077 to ensure files created during normal operation have the correct permissions.

Please replace these users and groups for your installation defaults:

User	Group	Description
cissys	cisusr	This user will be used to install the application and to apply patches. This user will own all the application files. The same care should be taken with this user ID as if it is 'root'. This user will be able to add, delete and modify and files within the application.
cisadm	cisusr	Administrative and Operation functions will be available to this user. This user will be able to stop and start the application and batch processes, but will not have access to modify any file other than generated log files

**Note:** The Oracle Client and WebLogic should be installed as the user who will stop and start the application. For example, if you plan to run the application as the install user these components must belong to cissys.

You must use the same user for starting and stopping a process. For example, if cissys is used to start the application server, the use cissys to stop it as well.

## Oracle Client 12c — Runtime Option

Install the Oracle Client as described in the Oracle Client installation documentation. Use the cissys account to install the Oracle Client. If another user installs the Oracle Client, make sure the cissys user ID has the proper execute permissions.

For the cissys user ID, ensure that the environment variable ORACLE\_CLIENT\_HOME is set up, and that ORACLE\_CLIENT\_HOME/perl/bin is the first Perl listed in the cissys account's PATH variable.

## Oracle Java Development Kit Version 8.0 Update 131+, 64-bit

This software is only required for Oracle WebLogic installations.

At the time of release, the latest patch of the Oracle Java 8.0 package can be obtained from:

<http://www.oracle.com/technetwork/java/javase/downloads/jdk8-downloads-2133151.html>

The Oracle WebLogic Server requires the 64-bit version. The main prerequisite for the web server is the version of Java mentioned above.

For the userid cissys, ensure that the environment variable JAVA\_HOME is setup, and that java\_home/bin and java\_home/lib can be found in cissys' PATH variable.

## Hibernate

You must install Hibernate before installing the product. Follow the steps below to install Hibernate:

1. Create a Hibernate jar external depot:

```
export HIBERNATE_JAR_DIR=<Hibernate 3rd party jars depot>
```

2. Download the hibernate-release-4.1.0.Final.zip file from <http://sourceforge.net/projects/hibernate/files/hibernate4/>
3. Click the “4.1.0.Final” link to download the zip file.
4. Extract the contents of the archive file:

```
jar xvf hibernate-release-4.1.0.Final.zip
```

**Note:** You must have Java JDK installed on the machine to use the jar command. Make sure you install the JDK supported for your platform.

5. Copy the jar files to your Hibernate jar directory (\$HIBERNATE\_JAR\_DIR) using the following commands:

```
cp hibernate-release-4.1.0.Final/lib/optional/ehcache/ehcache-core-2.4.3.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/optional/ehcache/hibernate-ehcache-4.1.0.Final.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/hibernate-commons-annotations-4.0.1.Final.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/hibernate-core-4.1.0.Final.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/hibernate-jpa-2.0-api-1.0.1.Final.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/javassist-3.15.0-GA.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/jboss-logging-3.1.0.CR2.jar $HIBERNATE_JAR_DIR
```

```
cp hibernate-release-4.1.0.Final/lib/required/jboss-transaction-api_1.1_spec-1.0.0.Final.jar $HIBERNATE_JAR_DIR
```

6. Download the hibernate-search-5.5.4.Final-dist.zip file from <https://sourceforge.net/projects/hibernate/files/hibernate-search/>
7. Click the “5.5.4.Final” link to download the zip file.
8. Extract the contents of the archive file using the following command

```
jar xvf hibernate-search-5.5.4.Final-dist.zip
```

9. Copy the jboss-logging-3.3.0.Final.jar file to your Hibernate jar directory (\$HIBERNATE\_JAR\_DIR) using the following command:

```
cp hibernate-search-5.5.4.Final/dist/lib/required/jboss-logging-3.3.0.Final.jar to $HIBERNATE_JAR_DIR
```

**Oracle WebLogic 12c (12.2.1.3+) 64-bit**

Oracle WebLogic software can be downloaded from the Oracle web site. This application server will run as a 64-bit application.

- Download and install 64-bit Java (as documented above) before installing WebLogic.
- Download and install WebLogic Fusion Middleware Infrastructure Installer.

**Oracle MapViewer 12c (12.2.1.3)**

Oracle Fusion Middleware MapViewer 12c (12.2.1.3) is a tool that renders maps showing different kinds of spatial data. It can be downloaded from:

<http://www.oracle.com/technetwork/middleware/mapviewer/downloads/mv-downloads-archive-2173414.html>

# Windows 2012 Operating System

This section describes the software requirements for operating the application using the Windows application server.

## Supported Application Servers

Operating System	Chipsets	Application Server
Windows Server 2012 R2 (64-bit)	x86_64	Oracle WebLogic 12c (12.2.1.3+) 64-bit version

## Web/Application Server Tier

### Oracle Client 12.1.0.2 - Runtime Option

Install the Oracle Client as described in the Oracle Client installation documentation. Use the cissys account to install the Oracle Client. If another user installs the Oracle Client, make sure the cissys user ID has the proper execute permissions.

For the cissys user ID, ensure that the environment variable ORACLE\_CLIENT\_HOME is set up, and that ORACLE\_CLIENT\_HOME/perl/bin is the first Perl listed in the cissys account's PATH variable.

### Oracle Java Development Kit Version 8.0, 64-bit

This software is only required for Oracle WebLogic installations.

At the time of release, the latest patch of the Oracle Java 8.0 package can be obtained from:

<http://www.oracle.com/technetwork/java/javase/downloads/jdk8-downloads-2133151.html>

The Oracle WebLogic Server requires the 64-bit version. The main prerequisite for the web server is the version of Java mentioned above.

For the userid cissys, ensure that the environment variable JAVA\_HOME is setup, and that java\_home/bin and java\_home/lib can be found in cissys' PATH variable.

### Hibernate 4.1.0FINAL

You must install Hibernate before installing Oracle Real-Time Scheduler.

Follow the steps below to install Hibernate:

1. Create a Hibernate jar external depot:
 

```
set HIBERNATE_JAR_DIR=<Hibernate 3rd party jars depot>
```
2. Download the hibernate-release-4.1.0.Final.zip file from <http://sourceforge.net/projects/hibernate/files/hibernate4/>
3. Click the "4.1.0.Final" link to download the zip file.
4. Extract the contents of the archive file:
 

```
jar xvf hibernate-release-4.1.0.Final.zip
```

**Note:** You must have Java JDK installed on the machine to use the jar command. Make sure you install the JDK supported for your platform.

5. Copy the jar files to your Hibernate jar directory (%HIBERNATE\_JAR\_DIR%).

```
copy hibernate-release-4.1.0.Final/lib/optional/ehcache/ehcache-
core-2.4.3.jar %HIBERNATE_JAR_DIR%
```

```
copy hibernate-release-4.1.0.Final/lib/optional/ehcache/hibernate-
ehcache-4.1.0.Final.jar %HIBERNATE_JAR_DIR%
```

```
copy hibernate-release-4.1.0.Final/lib/required/hibernate-commons-
annotations-4.0.1.Final.jar %HIBERNATE_JAR_DIR%
```

```
copy hibernate-release-4.1.0.Final/lib/required/hibernate-core-
4.1.0.Final.jar %HIBERNATE_JAR_DIR%
```

```
copy hibernate-release-4.1.0.Final/lib/required/hibernate-jpa-2.0-
api-1.0.1.Final.jar %HIBERNATE_JAR_DIR%
```

```
copy hibernate-release-4.1.0.Final/lib/required/javassist-3.15.0-
GA.jar %HIBERNATE_JAR_DIR%
```

```
copy hibernate-release-4.1.0.Final/lib/required/jboss-logging-
3.1.0.CR2.jar %HIBERNATE_JAR_DIR%
```

```
copy hibernate-release-4.1.0.Final/lib/required/jboss-transaction-
api_1.1_spec-1.0.0.Final.jar %HIBERNATE_JAR_DIR%
```

6. Download the hibernate-search-5.2.3.Final-dist.zip file from [https:// sourceforge.net/ projects/hibernate/files/hibernate-search/](https://sourceforge.net/projects/hibernate/files/hibernate-search/).
7. Click the “5.2.3.Final” link to download the zip file.
8. Extract the contents of the archive file.

```
jar -xvf hibernate-release-5.2.3.Final.zip
```

9. Copy the jboss-logging-3.3.0.Final.jar file to your Hibernate jar directory (\$HIBERNATE\_JAR\_DIR).

```
cp hibernate-search-5.2.3.Final/lib/required/jboss-logging-
3.3.0.Final.jar to $HIBERNATE_JAR_DIR
```

### Oracle WebLogic 12c(12.2.1.3+) 64-bit

Oracle WebLogic software can be downloaded from the Oracle web site. This application server will run as a 64-bit application.

- Download and install 64-bit Java (as documented above) before installing WebLogic.
- Download and install WebLogic Server 12c (12.2.1.3+)

### Oracle MapViewer 12c (12.2.1.3)

Oracle Fusion Middleware MapViewer 12c (12.2.1.3) is a tool that renders maps showing different kinds of spatial data. It can be downloaded from:

<http://www.oracle.com/technetwork/middleware/mapviewer/downloads/mv-downloads-archive-2173414.html>



---

# Installation Readiness Checklist

Follow this checklist for a successful installation process of the application tier.

**Note:** Make sure to follow the order of the checklist.

1. Create Group/User ID.
2. Install prerequisite software.
  - Oracle Client 12.1.0.2 (for connecting to Oracle database)
  - Java 1.8
  - 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 Navteq as the provider of maps and location data. For instructions on installing geocoding and map related data, please contact your specific Navteq vendor. The disk space required for installation is around 60 GB.

Refer to [Installing Prerequisite Third-Party Software](#) for more information.

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 12c (12.2.1.3+).
9. Install Oracle Utilities Mobile Workforce Management.
10. Deploy the Oracle Utilities Mobile Workforce Management application.
11. Perform the post-installation tasks.

# Chapter 4

---

## Installing Oracle Utilities Mobile Workforce Management - Initial Installation

This chapter provides instructions to install Oracle Utilities Mobile Workforce Management from scratch, including:

- [Before You Install](#)
- [Initial Installation Procedure](#)
- [After the Installation](#)
- [Operating the Application](#)
- [Configuring WebLogic](#)
- [Creating JMS and GEOCODE DataSource in AdminConsole](#)
- [Installing Service Packs, Patchsets and Patches](#)

The software components required for an initial installation are available for download from Oracle Software Delivery Cloud.

## Before You Install

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

## Initial Installation Procedure

The initial installation procedure consists of:

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

## Installing the Database Component

The Oracle Utilities Mobile Workforce Management database component installation 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 on installing the database component.

## Installing Application Components

A successful installation consists of the following steps:

- [Installing Oracle Utilities Application Framework v4.3.0.6](#)
- [Installing Oracle Utilities Application Framework v4.3.0.6 Single Fix Pre-Requisite Rollup](#)
- [Installing Oracle Real-Time Scheduler v2.3.0.3](#)
- [Installing the Oracle Utilities Mobile Workforce Management Application Component v2.3.0.3](#)

### Installing Oracle Utilities Application Framework v4.3.0.6

This section describes the procedure to install the application framework component, including:

- [Copying and Decompressing Install Media](#)
- [Setting Permissions for the cistab file in UNIX](#)
- [Preparing for the Installation](#)

#### Copying and Decompressing Install Media

The installation file is delivered in jar format for both UNIX and Windows platforms. Download the installation package and proceed as follows:

1. Log in to the host server as the Oracle Utilities Application Framework administrator user ID. This is the same user ID that was used to install the Oracle Utilities Application Framework.
2. Create a <TEMPDIR> directory on the host server, which is independent of any current or other working Oracle Utilities Framework application environment. This can be the same <TEMPDIR> used during the installation of the Oracle Utilities Application Framework.

Note: This directory must be located outside any current or other working Oracle Utilities application environment. All files that are placed in this directory as a part of the installation may be deleted after a successful installation.

3. Copy the file FW-V4.3.0.6.0-MultiPlatform.jar in the delivered package to a <TEMPDIR> on your host server. If you are using FTP to transfer this file, remember to use the BINARY option for the FTP transfer.

## 4. Decompress the file:

```
cd <TEMPDIR>
jar -xvf FW-V4.3.0.6.0-MultiPlatform.jar
```

For Windows installations, include the location of the JDK in your path before you execute the jar command.

For both Unix and Windows platforms, a sub-directory named FW.V4.3.0.6.0 is created. The contents of the installation directory are identical for both platforms. The directory contains the install software for the application.

**Setting Permissions for the cistab file in UNIX**

Every Oracle Utilities Application Framework environment installed on a server must be registered in the /etc/cistab file located on that server. On UNIX servers, generally only the root user ID has write permissions to the /etc directory. Since the installation process is run by the Oracle administrator user ID (cissys), this user ID may not be able to write to /etc/cistab table.

The install utility checks permissions and if it identifies a lack of the necessary permissions, it generates a script in the <TEMPDIR>/FW.V4.3.0.6.0 directory named cistab\_<SPLENVIRON>.sh. Run the generated script using the root account before continuing with the installation process. The script initializes the cistab file in /etc directory (if it is the first Oracle Utilities Framework application environment on the server) and registers a new environment.

The generated script also changes the owner of /etc/cistab file to the Oracle Utilities Framework administrator user ID, so that the next time a new environment is created by the same Oracle Utilities Framework administrator user ID, you do not need to run the generated script with the root user ID. Instead the install utility itself proceeds with the registration.

If you are reinstalling an existing environment, only the validation of /etc/cistab entry is done by the install utility, no new registration occurs. The install utility interactively instructs you about every step that needs to occur in each specific case.

**Preparing for the Installation**

1. Login as an administrator (default cissys).
2. Change the directory to <TEMPDIR>/FW.V4.3.0.6.0.
3. Set the ORACLE\_CLIENT\_HOME and PATH variables as Oracle Client Perl is required to run the installer.

**UNIX:**

```
export ORACLE_CLIENT_HOME=<ORACLE CLIENT INSTALL LOCATION>
export PERL_HOME=${ORACLE_CLIENT_HOME}/perl
export PATH=${PERL_HOME}/bin:$PATH
export PERL5LIB=${PERL_HOME}/lib:${PERL_HOME}/lib/site_perl:<OUAF
    Installer Decompressed location/data/bin/perl>
export PERLLIB=${PERL_HOME}/lib:${PERL_HOME}/lib/site_perl:<OUAF
    Installer Decompressed location/data/bin/perl>
export LD_LIBRARY_PATH=${ORACLE_CLIENT_HOME}/lib:$LD_LIBRARY_PATH
```

**Windows:**

```
set ORACLE_CLIENT_HOME=<ORACLE CLIENT INSTALL LOCATION>
set PERL_HOME=%ORACLE_CLIENT_HOME%\perl
set PATH=%PERL_HOME%\bin;%PATH%
```

4. Start the application installation utility.

**UNIX:**

```
ksh ./install.sh
```

**Windows:**

```
install.cmd
```

The Oracle Utilities Application Framework specific menu appears.

5. Follow the messages and instructions provided by the application installation utility.
6. Select each menu item to configure the values.

For detailed description of the values, refer to [Appendix B: Installation and Configuration Worksheets](#).

7. Below are the mandatory list of configurable items along with descriptions for a few items. Where you see <Mandatory>, enter values suitable to your environment. You can assign default values to the rest of the menu items.

**Note:** The application has introduced a new feature to create a separate domain for threadpool worker. In the physical machine or virtual machine of the application, you can create a threadpool domain and through the admin console of that domain, you can deploy “Threadpoolworker.ear” to have independent control upon the threadpool worker.

Another option is to include the threadpool worker in the application domain so whenever the application is started, its corresponding threadpool worker is also started.

For ThreadPool Worker deployment through Admin console, configure “Web JDBC DataSource Name” as “TPWDatasource” through Admin Console and update the same in the Menu 4 options; also provide the credentials of “JDBC Database UserName/Password” to be the same as Application Server Database UserName/Password. Please see Menu 4 below for more information.

```
*****
* Environment Installation Options *
*****
```

1. Environment ID, Roles, Third Party Software Configuration

```
Environment ID:
Server Roles:                batch, online
Oracle Client Home Directory: <Mandatory for Initial Install>
Web Java Home Directory:     <Mandatory for Initial Install>
Hibernate JAR Directory:    <Mandatory for Initial Install>
ONS JAR Directory:          <Optional>
Web Application Server Home Directory: <Mandatory for Initial
                                Install>
Additional JAR Directory:    <Optional>
ADF Home Directory:          <Optional>
OIM OAM Enabled Environment: false
```

2. Keystore Options

```
Import Keystore Directory:    <Default>
Store Type:                   <Mandatory>
Alias:                         <Mandatory>
Alias Key Algorithm:          AES
Alias Key Size:                128
HMAC Alias:                    ouaf.system.hmac
Padding:                       PKCS5Padding
Mode:                           CBC
```

50. Environment Installation Options

```
Environment Mount Point: <Mandatory>
Log Files Mount Point: <Mandatory>
Environment Name: <Mandatory>
Install Application Viewer Module: true
```

```
Install Sample CM Source Code: true
```

Each item in the above list should be configured for a successful install.

Choose option (1,2,50, <P> Process, <X> Exit):

8. Once you enter 'P' after entering mandatory input values in the above menu, the system populates another configuration menu.

```
*****
* Environment Configuration *
*****
1. Environment Description
   Environment Description:    <Mandatory>

2. Business Application Server Configuration
   Business Server Host:      <Mandatory> > - Hostname on
                               which application being
                               installed
   Business Server Application Name: SPLService
   MPL Admin Port Number:     <Mandatory> Multipurpose Listener
                               Port
   MPL Automatic startup:     false

3. Web Application Server Configuration
   Web Server Host:           <Mandatory>
   Weblogic SSL Port Number:  <Mandatory>
   Weblogic Console Port Number: <Mandatory>
   Web Context Root:         ouaf
   WebLogic JNDI User ID:     <Mandatory>
   WebLogic JNDI Password:   <Mandatory>
   WebLogic Server Name:     <Mandatory>
   Web Server Application Name: SPLWeb
   Deploy Application Viewer Module: true
   Enable The Unsecured Health Check Service: false
   MDB RunAs User ID:        <Optional>
   Super User Ids:           <Mandatory>

4. Database Configuration
   Application Server Database User ID: <Mandatory>
   Application Server Database Password: <Mandatory>
   MPL Database User ID:                <Mandatory>
   MPL Database Password:               <Mandatory>
   XAI Database User ID:                <Mandatory>
   XAI Database Password:               <Mandatory>
   Batch Database User ID:              <Mandatory>
   Batch Database Password:             <Mandatory>
   Web JDBC DataSource Name:            <Optional>
   Database Name:                       <Mandatory>
   Database Server:                     <Mandatory>
   Database Port:                       1521
   ONS Server Configuration:
   Character Based Database:             false
   Database Override Connection String:
   Oracle Client Character Set NLS_LANG: AMERICAN_AMERICA.AL32
                                           UTF8

5. General Configuration Options
   Batch RMI Port: <Mandatory> - RMI port for batch
   RMI Port number for JMX Business: <optional>
   RMI Port number for JMX Web: <optional>
```

```

JMX Enablement System User ID: <optional>
JMX Enablement System Password: <optional>
Coherence Cluster Name:<Mandatory> - Unique name for batch
Coherence Cluster Address:<Mandatory> - Unique multicast
                                address
Coherence Cluster Port: <Mandatory>-Unique port for
                                batch cluster
Coherence Cluster Mode: <Mandatory> - prod

```

#### 6. OUAF TrustStore Options

```

Import TrustStore Directory:          <Mandatory> for Prod
Store Type                           JCEKS
Alias                                 ouaf.system
Alias Key Algorithm                    AES
Alias Key Size                         128
HMAC Alias                            ouaf.system.hmac

```

Each item in the above list should be configured for a successful install.

Choose option (1,2,3,4,5,6,7 <P> Process, <X> Exit):

9. When you are done with the parameter setup, proceed with the option P. The utility writes the configured parameters and their values into the configuration file.
10. Once the install has finished, the installation log location appears on the screen. If the log does not list any error messages, the installation of the application component of Oracle Utilities Application Framework is complete.

### Installing Oracle Utilities Application Framework v4.3.0.6 Single Fix Pre-Requisite Rollup

1. Create a <TEMPDIR> directory on the host server that is independent of any current or other working application environment.
2. Copy the file 'FW-V4.3.0.6.0-PREREQ-Multiplatform.zip' in the delivered package to <TEMPDIR>.

If you are using FTP to transfer this file, remember to use the BINARY option for the FTP transfer.

3. Upon extracting the zip file 'Application-Server-Multiplatform' sub-directory will be created.
4. Refer to the Readme.txt inside 'Application-Server-Multiplatform' to install Application related FW patch.

### Installing Oracle Real-Time Scheduler v2.3.0.3

This section describes how to install the application component of Oracle Real-Time Scheduler, including:

1. Create a <TEMPDIR> directory on the host server that is independent of any current or other working Oracle Real-Time Scheduler application environment.
2. Unzip 'Oracle Real-Time Scheduler v2.3.0.3 Multiplatform.zip' and copy the file ORS-V2.3.0.3.0-MultiPlatform.jar in the delivered package to <TEMPDIR>.

If you are using FTP to transfer this file, remember to use the BINARY option for the FTP transfer.

3. Decompress the file using following command:

```

cd <TEMPDIR>
jar -xvf ORS-V2.3.0.3.0-MultiPlatform.jar

```

**Note:** For Windows installations, include the location of the JDK in your path before executing the jar command.

For both Unix and Windows platforms, a sub-directory named ORS.V2.3.0.3.0 is created.

4. Initialize the Oracle Real-Time Scheduler environment that you want to install the product into.

**UNIX:**

```
<SPLEBASE>/bin/splenviron.sh -e <SPLENVIRON>
```

**Windows:**

```
<SPLEBASE>\bin\splenviron.cmd -e <SPLENVIRON>
```

5. Stop the application server instance if running.
6. Change to the <TEMPDIR>/ORS.V2.3.0.3.0 directory.
7. Execute the following command:

**Note:** On UNIX, ensure that you have the proper execute permission on install.sh

**UNIX:**

```
ksh ./install.sh
```

**Windows:**

```
install.cmd
```

The Oracle Utilities Mobile Workforce Management application specific menu opens.

8. Select the following menu items and enter mandatory fields.  
Refer to the [Appendix A: Oracle Real-Time Scheduler Installation and Configuration Worksheets](#) for more information.

8. JMS Configuration
  - Context Factory: <Mandatory> Weblogic
  - WebLogic Server URL: <Mandatory> Weblogic
  - Weblogic System User ID: <Mandatory> Weblogic
  - Weblogic System Password: <Mandatory>
  - Time Out: <Mandatory>
9. ORS Environment Description
  - ORS Scheduler Map Files Location: <Mandatory>
  - Schedule Manager Port Number: <Mandatory>
  - Minimum Requests: <Mandatory>
  - Maximum Time (seconds) Booking Requests: <Mandatory>
  - Unique identifier for the instance of the JVM: <Mandatory>
  - Registry cleanse timing in seconds: <Mandatory>
  - Scheduler connection timeout in milliseconds: <Mandatory>
  - Scheduler maintenance cycle time in seconds: <Mandatory>
10. Geocode Data Source Configuration
  - JDBC URL for the Geocode database: <Mandatory>
  - Database User Name: <Mandatory>
  - Database Password: <Mandatory>
  - JNDI name for the Geocode datasource: <Mandatory>
11. Mapviewer Configuration
  - Deploy mapviewer locally on this instance: <Mandatory>
  - Location of mapviewer ear file: <Mandatory>



## 12. Security Configuration

```

Deploy only mobility web application: <Mandatory>
Allow Self Signed SSL Certificates: <Mandatory>
Force Http Connection (Enable if load balancer is
configured for ssl-stripping) : <Mandatory>

```

9. Choose the options for configuration and enter P to proceed with the installation.
10. Execute the following command.

**Important:** In UNIX, ensure that you have the proper execute permission on ORS\_postinstall.sh. To run M1-BMCOM batch after starting the environment, execute the ant script.

**UNIX:**

```

cd <SPLEBASE>/runtime
ksh ./ORS_postinstall.sh
ant -f CopyMobileContents.xml

```

**Windows:**

```

cd %SPLEBASE%\runtime
ORS_postinstall.cmd
ant -f CopyMobileContents.xml

```

## Installing the Oracle Utilities Mobile Workforce Management Application Component v2.3.0.3

This section describes how to install the application component of Oracle Utilities Mobile Workforce Management, including:

- **Copying and Decompressing Install Media**
- **Installing the Application Component**
- **Performing Post-Installation Tasks**

### Copying and Decompressing Install Media

The Oracle Utilities Mobile Workforce Management installation file is delivered in jar format for both UNIX and Windows platforms.

To copy and decompress the install media, follow these steps:

1. Log in to the application server host as the administrator user ID (default cissys). This is the same user ID that was used to install the Oracle Utilities Application Framework.
2. Download the Oracle Utilities Mobile Workforce Management v2.3.0.3 Multiplatform from Oracle Software Delivery Cloud.
3. Create a <TEMPDIR> directory on the host server, which is independent of any current or other working Oracle Utilities Mobile Workforce Management application environment. This can be the same <TEMPDIR> used during the installation of the Oracle Utilities Application Framework.
4. Copy the file MWM-V2.3.0.3.0-MultiPlatform.jar in the delivered package to a <TEMPDIR> on your host server. If you are using FTP to transfer this file, remember to use the BINARY option for the FTP transfer.
5. Decompress the file:

```

cd <TEMPDIR>
jar -xvf MWM-V2.3.0.3.0-MultiPlatform.jar

```

For Windows installations, include the location of the JDK in your path before you execute the jar command.

For both Unix and Windows platforms, a sub-directory named `MWM.v2.3.0.3.0` is created. The contents of the installation directory are identical for both platforms. The directory contains the install software for the application product.

### Installing the Application Component

Follow the steps below to install Oracle Utilities Mobile Workforce Management application component:

1. Log in to the application server host as the administrator user ID (default `cissys`).
2. Change directory:

```
cd <install_dir>/bin
```

where `<install_dir>` is the location where the Oracle Utilities Mobile Workforce Management application component is installed.

3. Initialize the environment by running the appropriate command:

#### UNIX:

```
./splenviron.sh -e <ENV_NAME>
```

#### Windows:

```
splenviron.cmd -e <ENV_NAME>
```

4. Change to the `<TEMPDIR>/MWM.v2.3.0.3.0` directory.
5. Execute the install script:

**Note:** On UNIX, ensure that you have the proper execute permission on `install.sh`.

#### UNIX:

```
ksh ./install.sh
```

#### Windows:

```
install.cmd
```

Once the install has finished successfully, execute post installation steps as described in [Performing Post-Installation Tasks](#).

### Performing Post-Installation Tasks

1. Generate the Appviewer:
  - a. Change directory.

```
cd <install_dir>/bin
```

`<install_dir>` is the location where the Oracle Utilities Mobile Workforce Management application component is installed.

- b. Initialize the environment by running the appropriate command:

#### UNIX:

```
./splenviron.sh -e <ENV_NAME>
```

#### Windows:

```
splenviron.cmd -e <ENV_NAME>
```

- c. Generate the appviewer by following the steps below:

**UNIX:**

```
$cd $$SPLEBASE/bin
ksh ./genappvieweritems.sh
```

**Windows:**

```
C:\> cd %SPLEBASE%\bin
C:\> genappvieweritems.cmd
```

2. Deploy Inbound Web Services (IWS).

**Note:** This is an optional step for customers using IWS instead of XAI services.

To deploy IWS:

**UNIX:**

- a. Enable the Web Services Functionality.

1. Execute `cd $$SPLEBASE/bin`.
2. Execute `configureEnv.sh -a`.

Select option 50 and set the option "Enable Web Services Functionality" to true.

Enter "P" to process.

3. Execute `initialSetup.sh` as shown below:

```
cd $$SPLEBASE/bin
ksh ./initialSetup.sh
```

- b. Set the classpath as shown below:

```
$ CLASSPATH=$WL_HOME/server/lib/weblogic.jar:$CLASSPATH
$ export CLASSPATH
$ cd $$SPLEBASE/bin
```

- c. Execute the following command:

```
$ java weblogic.Admin -username <username> -password <password>
STOREUSERCONFIG -userconfigfile $$SPLEBASE/etc/.wlsuserconfig -
userkeyfile $$SPLEBASE/etc/.wlsuserkey
```

Select y.

- d. Run the following command:

```
initialSetup.sh -i
```

**Note:** For AIX, export this variable first if using IBM JAVA before running `initialSetup.sh -i`.

```
export IBM_JAVA_OPTIONS="-
Dcom.ibm.jsse2.overrideDefaultTLS=true"
```

- e. Execute the below step in `$$SPLEBASE/bin`. Note that the application server should be up before running the below command.

```
ksh ./iwsdeploy.sh
```

**WINDOWS:**

- a. Enable the Web Services functionality.

1. cd %SPLEBASE%\bin

2. Execute

```
configureEnv.cmd -a
Select option 50 and set the option "Enable Web Services
Functionality" to true.
Enter "P" to process.
```

3. Execute initialSetup.cmd as shown below:

```
cd %SPLEBASE%\bin
initialSetup.cmd
```

- b. Set the classpath.

```
set CLASSPATH=%WL_HOME%\server\lib\weblogic.jar;%CLASSPATH%
```

- c. Execute the following command.

```
java weblogic.Admin -username system -password ouafadmin
STOREUSERCONFIG -userconfigfile %SPLEBASE%\etc\wlsuserconfig -
userkeyfile %SPLEBASE%\etc\wlsuserkey
```

Select y.

- d. Run the following command:

```
initialSetup.cmd -i
```

- e. Execute the below step in %SPLEBASE%\bin. Please note that the application server should be up before running the below command.

```
iwsdeploy.cmd
```

**Note:** IWS request submission generates an error on AIX machine.

ERROR:

```
Type 'com/sun/xml/messaging/saaj/soap/SOAPDocumentImpl'
(current frame,
stack[2]) is not assignable to
'com/sun/org/apache/xerces/internal/dom/CoreDocumentImpl'
```

This is known issue. The workaround which is verified is given below. A fix is expected to be released for this Oracle Utilities Application Framework issue.

**Workaround:**

Please update the \$SPLEBASE/templates/startWLS.sh.template file with the below entries before the last JAVA\_OPTIONS.

```
JAVA_OPTIONS="$JAVA_OPTIONS -
Djavax.xml.soap.SOAPConnectionFactory=com.sun.xml.internal.mess
aging.saaj.client.p2p.HttpSOAPConnectionFactory"
JAVA_OPTIONS="$JAVA_OPTIONS -
Djavax.xml.soap.SOAPFactory=com.sun.xml.internal.messaging.saaj
.soap.ver1_1.SOAPFactory1_1Impl"
JAVA_OPTIONS="$JAVA_OPTIONS -
Djavax.xml.soap.MetaFactory=com.sun.xml.internal.messaging.saaj
.soap.SAAJMetaFactoryImpl"
```

Save the template and run `initialSetup.sh -t`. Then, restart the application environment.

3. Build the `wlfullclient.jar` file

**UNIX:**

```
cd $WL_HOME/server/lib
java -jar wljarbuilder.jar
```

**WINDOWS:**

```
cd %WL_HOME%\server\lib
java -jar wljarbuilder.jar
```

## After the Installation

After the installation is complete, do the following:

1. Verify installation logs created under decompressed installer location for any errors.
2. Confirm installation logs do not contain any errors.
3. Confirm all the configurations are correct. Refer to [Appendix B: Installation and Configuration Worksheets](#) for details.
4. Confirm that the database is ready.
5. Generate Appviewer.
6. Configure WebLogic.
7. Create JMS and GEOCODE DataSource in the WebLogic Admin console.
8. Start the application server.

For instructions, refer to [Appendix D: Common Maintenance Activities](#).

9. To operate the application, refer to [Operating the Application](#).

## Operating the Application

At this point your installation and custom integration process is complete. Be sure to read the *Oracle Utilities Mobile Workforce Management Administrative User Guide* for more information on further configuring and operating the system.

## Configuring WebLogic

Configure the WebLogic application server to deploy it. Refer to *Oracle WebLogic 12.2.1.x Configuration Guide for Oracle Utilities Framework (Doc ID 2413918.1)* on My Oracle Support for more details.

## Creating JMS and GEOCODE DataSource in AdminConsole

For information about creating JMS and GEOCODE datasource, refer to the *JMS Setup Guide* and *GEOCODE DataSource Setup Guide* included in the documentation package.

## Installing Service Packs, Patchsets and Patches

Periodically, Oracle Utilities releases a service pack of single fixes for its products.

A service pack is an update to an existing release that includes solutions to known problems and other product enhancements. A service pack is not a replacement for an installation, but a pack consisting of a collection of changes and additions for it. The service pack may include changes to be applied to the application server, the database, or both. The service pack includes all files necessary for installing the collection of changes, including installation instructions.

Between services packs, Oracle Utilities releases patchsets or patches (if required). For information on installing patchsets, refer to the Readme file included with each patchset. For information on installing patches, refer to knowledge base article ID 974985.1 on My Oracle Support.

Service packs, patchsets and patches can be downloaded from My Oracle Support (<https://support.oracle.com/>).

# Chapter 5

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## Upgrading Oracle Utilities Mobile Workforce Management

This chapter provides instructions for upgrading Oracle Utilities Mobile Workforce Management from an existing version to v2.3.0.3, including:

- [Before You Upgrade](#)
- [Upgrade Installation Procedure](#)
- [After the Installation](#)
- [Operating the Application](#)
- [Configuring WebLogic](#)
- [Creating JMS and GEOCODE DataSource in AdminConsole](#)
- [Installing Service Packs and Patches](#)

The software components required for an upgrade installation are available for download from Oracle Software Delivery Cloud.

## Before You Upgrade

### Java-Based Mobile Version Control Management

The Java-based 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 m1_srvr_status where status_lookup_flg =
'M1QU'
```

If running this query returns any records (count>0), those records 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.

## Upgrade Installation Procedure

The upgrade procedure consists of:

- [Upgrading the Database Component](#)
- [Upgrading the Application Components](#)
- [Upgrading the Java-Based 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 section “**Upgrade Install**” of the Oracle Utilities Mobile Workforce Management *Database Administrator’s Guide*, which provides instructions on installing the database component.

## Upgrading the Application Components

The following upgrade paths are supported:

- v2.2.0.3.13 to v2.3.0.3
- v2.3.0 to v2.3.0.3
- v2.3.0.1 to v2.3.0.2 then to v2.3.0.3
- v2.3.0.2 to v2.3.0.3

This section provides the steps to upgrade Oracle Utilities Mobile Workforce Management from v2.2.0.3.13, v2.3.0, (v2.3.0.1 to v2.3.0.2), v2.3.0.2 upgrade to v2.3.0.3.

**Note:** An upgrade from Oracle Utilities Mobile Workforce Management to v2.3.0.3 is equivalent to a fresh installation of Oracle Utilities Mobile Workforce Management on the application side.

A successful upgrade consists of:

- [Installing Oracle Utilities Application Framework v4.3.0.6](#)
- [Installing Oracle Utilities Application Framework v4.3.0.6 Single Fix Pre-requisite Rollup](#)
- [Installing Oracle Real-Time Scheduler Component v2.3.0.3](#)
- [Installing the Oracle Utilities Mobile Workforce Management Application Component v2.3.0.3](#)

### Installing Oracle Utilities Application Framework v4.3.0.6

This section describes how to install the application framework component, including:

- [Copying and Decompressing Install Media](#)
- [Setting Permissions for the cistab file in UNIX](#)
- [Preparing for the Installation](#)

### Copying and Decompressing Install Media

The installation file is delivered in jar format for both UNIX and Windows platforms. Download the installation package and proceed as follows:

1. Log in to the host server as the Oracle Utilities Application Framework administrator user ID. This is the same user ID that was used to install the Oracle Utilities Application Framework.
2. Create a <TEMPDIR> directory on the host server, which is independent of any current or other working Oracle Utilities Framework application environment. This can be the same <TEMPDIR> used during the installation of the Oracle Utilities Application Framework.
3. Copy the file FW-V4.3.0.6.0-MultiPlatform.jar in the delivered package to a <TEMPDIR> on your host server. If you are using FTP to transfer this file, remember to use the BINARY option for the FTP transfer.
4. Decompress the file:

```
cd <TEMPDIR>
jar -xvf FW-V4.3.0.6.0-MultiPlatform.jar
```

For Windows installations, include the location of the JDK in your path before you execute the jar command.

For both Unix and Windows platforms, a sub-directory named FW.V4.3.0.6.0 is created. The contents of the installation directory are identical for both platforms. The directory contains the install software for the application.

### Setting Permissions for the cistab file in UNIX

Every Oracle Utilities Application Framework environment installed on a server must be registered in the /etc/cistab file located on that server. On UNIX servers, generally only the root user ID has write permissions to the /etc directory. Since the installation process is run by the Oracle administrator user ID (cissys), this user ID may not be able to write to /etc/cistab table.

The install utility checks permissions and if it identifies a lack of the necessary permissions, it generates a script in the <TEMPDIR>/FW.V4.3.0.6.0 directory named cistab\_<SPLENVIRON>.sh. Run the generated script using the root account before continuing with the installation process. The script initializes the cistab file in /etc directory (if it is the first Oracle Utilities Framework application environment on the server) and registers a new environment.

The generated script also changes the owner of /etc/cistab file to the Oracle Utilities Framework administrator user ID, so that the next time a new environment is created by the same Oracle Utilities Framework administrator user ID, you do not need to run the generated script with the root user ID. Instead the install utility itself proceeds with the registration.

If you are reinstalling an existing environment, only the validation of /etc/cistab entry is done by the install utility, no new registration occurs. The install utility interactively instructs you about every step that needs to occur in each specific case.

If you are planning to upgrade an existing environment it is your responsibility to take a backup prior to the installation process. The installation utility does not create a backup of existing environment.

### Preparing for the Installation

1. Log on as the administrator (default cissys).
2. Change directory to <TEMPDIR>/FW.V4.3.0.6.0.
3. Set the ORACLE\_CLIENT\_HOME and PATH variables as Oracle Client Perl is required to run the installer.

#### UNIX:

```
export ORACLE_CLIENT_HOME=<ORACLE CLIENT INSTALL LOCATION>
export PERL_HOME=${ORACLE_CLIENT_HOME}/perl
export PATH=${PERL_HOME}/bin:$PATH
export PERL5LIB=${PERL_HOME}/lib:${PERL_HOME}/lib/site_perl:<OUAF
Installer Decompressed location/data/bin/perl>
```

```
export PERLLIB=${PERL_HOME}/lib:${PERL_HOME}/lib/site_perl:<OUAF
    Installer Decompressed location/data/bin/perl>
export LD_LIBRARY_PATH=${ORACLE_CLIENT_HOME}/lib:$LD_LIBRARY_PATH
```

**Windows:**

```
set ORACLE_CLIENT_HOME=<ORACLE CLIENT INSTALL LOCATION>
set PERL_HOME=%ORACLE_CLIENT_HOME%\perl
set PATH=%PERL_HOME%\bin;%PATH%
```

4. Start the application installation utility by executing the appropriate script:

**UNIX:**

```
ksh ./install.sh
```

**Windows:**

```
install.cmd
```

The Oracle Utilities Application Framework specific menu appears.

5. Follow the messages and instructions that are produced by the application installation utility.
6. Select each menu item to configure the values. For detailed description of the values, refer to Appendix [Installation and Configuration Worksheets](#).
7. Below are the mandatory list of configurable items along with descriptions for a few items. Where you see <Mandatory>, enter values suitable to your environment. You can assign default values to the rest of the menu items.

**Note:** The application has introduced a new feature to create a separate domain for threadpool worker. In the physical machine or virtual machine of the application, you can create a threadpool domain and through the admin console of that domain, you can deploy “Threadpoolworker.ear” to have independent control upon the threadpool worker.

Another option is to include the threadpool worker in the application domain so whenever the application is started, its corresponding threadpool worker is also started.

For ThreadPool Worker deployment through Admin console, configure “Web JDBC DataSource Name” as “TPWDatasource” through Admin Console and update the same in the Menu 4 options; also provide the credentials of “JDBC Database UserName/Password” to be the same as Application Server Database UserName/Password. Please see Menu 4 below for more information.

```
*****
* Environment Installation Options *
*****
1. Environment ID, Roles, Third Party Software Configuration
   Environment ID:
   Server Roles:           batch, online
   Oracle Client Home Directory:
   Web Java Home Directory:
   Hibernate JAR Directory:
   ONS JAR Directory:
   Web Application Server Home Directory:
   WebLogic Server Thin-Client JAR Directory:
   ADF Home Directory:
   OIM OAM Enabled Environment:
2. Keystore Options
   Import Keystore Directory:
   Store Type:                                     JCEKS
```

```

Key      Alias:                ouaf.system
        Alias Key Algorithm:    AES Alias
        Size:                  128
        HMAC Alias:            ouaf.system.hmac
        Padding:                PKCS5Padding
        Mode:                   CBC
50. Environment Installation Options
    Environment Mount Point:
    Log Files Mount Point:
    Environment Name:
    Web Application Server Type:
    Install Application Viewer Module:    true
    Install Demo Generation Cert Script:  true
    Install Sample CM Source Code:       true

```

Each item in the above list should be configured for a successful install.

Choose option (1,2,50, <P> Process, <X> Exit):

8. Once you enter 'P' after entering mandatory input values in the above menu, the system populates another configuration menu.

```

*****
* Environment Configuration *
*****

```

1. Environment Description

Environment Description: <Mandatory>

2. Business Application Server Configuration

```

Business Server Host:    <Mandatory>
WebLogic Server Name:   myserver
Business Server Application Name: SPLService
MPL Admin Port Number:  <Mandatory> - Multipurpose
                        Listener
                        Port
MPL Automatic startup:  false

```

3. Web Application Server Configuration

```

Web Server Host:        <Mandatory>
Weblogic SSL Port Number: <Mandatory>
Weblogic Console Port Number: <Mandatory>
WebLogic Additional Stop Arguments:
Web Context Root:      ouaf
WebLogic JNDI User ID:  <Mandatory>
WebLogic JNDI Password: <Mandatory>
WebLogic Admin System User ID: <Mandatory>
WebLogic Admin System Password: <Mandatory>
WebLogic Server Name:   myserver
Web Server Application Name: SPLWeb
Deploy using Archive Files:    true
Deploy Application Viewer Module: true
Enable The Unsecured Health Check Service: false
MDB RunAs User ID:
Super User Ids:

```

4. Database Configuration

```

Application Server Database User ID:  <Mandatory>
Application Server Database Password: <Mandatory>
MPL Database User ID:                 <Mandatory>
MPL Database Password:                <Mandatory>
XAI Database User ID:                 <Mandatory>

```

```
XAI Database Password: <Mandatory>
Batch Database User ID: <Mandatory>
Batch Database Password: <Mandatory>
Database Name: <Mandatory>
Database Server: <Mandatory>
Database Port: <Mandatory>
ONS Server Configuration:
Database Override Connection String:
Oracle Client Character Set NLS_LANG:
```

5. General Configuration Options

```
Batch RMI Port: <Mandatory> - RMI
port
for batch

RMI Port number for JMX Business:
RMI Port number for JMX Web:
JMX Enablement System User ID:
JMX Enablement System Password:
Coherence Cluster Name:<Mandatory> - Unique name for batch
Coherence Cluster Address:<Mandatory> - Unique multicast
address
Coherence Cluster Port: <Mandatory> - Unique port for batch
cluster
Coherence Cluster Mode: <Mandatory> - prod
```

6. OUAF TrustStore Options

```
Import TrustStore Directory:
Store Type JCEKS
Alias ouaf.system
Alias Key Algorithm AES
Alias Key Size 128
HMAC Alias ouaf.system.hmac
Padding PKCS5Padding
Mode CBC
```

Each item in the above list should be configured for a successful install.

Choose option (1,2,3,4,5,6 <P> Process, <X> Exit):

- When you are done with the parameter setup, proceed with the option P. The utility writes the configured parameters and their values into the configuration file.

Once the install has finished, the installation log location appears on the screen. If the log does not list any error messages, the installation of the application component of Oracle Utilities Application Framework is complete.

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

- Create a <TEMPDIR> directory on the host server that is independent of any current or other working application environment.
- Copy the FW-v4.3.0.6.0-PREREQ-Multiplatform.zip file in the delivered package to <TEMPDIR>.

If you are using FTP to transfer this file, remember to use the BINARY option for the FTP transfer.

After extracting the zip file, the **Application-Server-Multiplatform** sub-directory is created.

- Refer to the **Readme.txt** inside **Application-Server-Multiplatform** to install the application related Oracle Utilities Application Framework patch.

## Installing Oracle Real-Time Scheduler Component v2.3.0.3

To install the Oracle Real-Time Scheduler application component:

1. Create a <TEMPDIR> directory on the host server that is independent of any current or other working Oracle Real-Time Scheduler application environment.
2. Unzip **Oracle Real-Time Scheduler v2.3.0.3 Multiplatform.zip** and copy the **ORS-V2.3.0.3.0-MultiPlatform.jar** file in the delivered package to <TEMPDIR>.

If you are using FTP to transfer this file, remember to use the BINARY option for the FTP transfer.

3. Decompress the file.

```
cd <TEMPDIR>
jar -xvf ORS-V2.3.0.3.0-MultiPlatform.jar
```

**Note:** For Windows installations, include the location of the JDK in your path before executing the jar command.

For both Unix and Windows platforms, a sub-directory named **ORS.V2.3.0.3.0** is created.

4. Initialize the Oracle Real-Time Scheduler environment that you want to install the product into.

### UNIX:

```
<SPLEBASE>/bin/splenvirom.sh -e <SPLENVIRON>
```

### Windows:

```
<SPLEBASE>\bin\splenvirom.cmd -e <SPLENVIRON>
```

5. Stop the application server instance if running.
6. Change to the <TEMPDIR>/ORS.V2.3.0.3.0 directory.
7. Execute the following command:

**Note:** On UNIX, ensure that you have the proper execute permission on install.sh

### UNIX:

```
ksh ./install.sh
```

### Windows:

```
install.cmd
```

The application specific menu opens.

8. Select the following menu items and enter mandatory fields.  
Refer to **Appendix A: Oracle Real-Time Scheduler Installation and Configuration Worksheets** in the *Oracle Real-Time Scheduler Server Application Installation Guide* for more information.

#### 8. JMS Configuration

```
Context Factory: <Mandatory> Weblogic
WebLogic Server URL: <Mandatory> Weblogic
Weblogic System User ID: <Mandatory> Weblogic
Weblogic System Password: <Mandatory>
Time Out: <Mandatory>
```

#### 9. ORS Environment Description

```
ORS Scheduler Map Files Location: <Mandatory>
Schedule Manager Port Number: <Mandatory>
```

Minimum Requests: <Mandatory>  
 Maximum Time (seconds) Booking Requests: <Mandatory>  
 Unique identifier for the instance of the JVM:  
 <Mandatory>  
 Registry cleanse timing in seconds: <Mandatory>  
 Scheduler connection timeout in milliseconds:  
 <Mandatory>  
 Scheduler maintenance cycle time in seconds: <Mandatory>

10. Geocode Data Source Configuration

JDBC URL for the Geocode database: <Mandatory>  
 Database User Name: <Mandatory>  
 Database Password: <Mandatory>  
 JNDI name for the Geocode datasource: <Mandatory>

11. Mapviewer Configuration

Deploy mapviewer locally on this instance: <Mandatory>  
 Location of mapviewer ear file: <Mandatory>

12. Security Configuration

Deploy only mobility web application: <Mandatory>  
 Allow Self Signed SSL Certificates: <Mandatory>  
 Force Http Connection (Enable if load balancer is  
 configured for ssl-stripping): <Mandatory>

9. Choose the options for configuration and enter P to proceed with the installation.

10. Execute the following command:

**Important:** In UNIX, ensure that you have the proper execute permission on ORS\_postinstall.sh. To run M1-BMCOM batch after starting the environment, execute the ant script.

**UNIX:**

```
cd <SPLEBASE>/runtime
ksh ./ORS_postinstall.sh
ant -f CopyMobileContents.xml
```

**Windows:**

```
cd %SPLEBASE%\runtime
ORS_postinstall.cmd
ant -f CopyMobileContents.xml
```

## Installing the Oracle Utilities Mobile Workforce Management Application Component v2.3.0.3

This section describes how to install the Oracle Utilities Mobile Workforce Management application component, including:

- **Copying and Decompressing Install Media**
- **Installing the Application Component**
- **Performing Post-Installation Tasks**

### Copying and Decompressing Install Media

The Oracle Utilities Mobile Workforce Management installation file is delivered in jar format for both UNIX and Windows platforms.

To copy and decompress the install media:

1. Login to the application server host with the administrator user ID (default cissys). This is the same user ID that was used to install the Oracle Utilities Application Framework.

2. Download the Oracle Utilities Mobile Workforce Management v2.3.0.3 Multiplatform from Oracle Software Delivery Cloud.
3. Create a <TEMPDIR> directory on the host server, which is independent of any current or other working Oracle Utilities Mobile Workforce Management application environment. This can be the same <TEMPDIR> used during the installation of the Oracle Utilities Application Framework.
4. Copy the **MWM-V2.3.0.3.0-MultiPlatform.jar** file in the delivered package to a <TEMPDIR> on your host server.

If you are using FTP to transfer this file, remember to use the BINARY option for the FTP transfer.

5. Decompress the file.

```
cd <TEMPDIR>
jar -xvf MWM-V2.3.0.3.0-MultiPlatform.jar
```

For Windows installations, include the location of the JDK in your path before you execute the jar command.

For both Unix and Windows platforms, a sub-directory named **MWM.V2.3.0.3.0** is created. The contents of the installation directory are identical for both platforms. The directory contains the install software for the application product.

### Installing the Application Component

To install the Oracle Utilities Mobile Workforce Management application component:

1. Log in to the application server host as the administrator user ID (default cissys).
2. Change directory:

```
cd <install_dir>/bin
```

where <install\_dir> is the location where the Oracle Utilities Mobile Workforce Management application component is installed.

3. Initialize the environment by running the appropriate command:

#### UNIX:

```
./splenviron.sh -e <ENV NAME>
```

#### Windows:

```
splenviron.cmd -e <ENV NAME>
```

4. Change to the <TEMPDIR>/MWM.V2.3.0.3.0 Directory.
5. Execute the install script:

**Note:** On UNIX, ensure that you have the proper execute permission on install.sh.

#### UNIX:

```
ksh ./install.sh
```

#### Windows:

```
install.cmd
```

Once the install has finished successfully, execute post installation steps as described in the [Performing Post-Installation Tasks](#) section.



## Performing Post-Installation Tasks

1. Generate the appviewer.

- a. Change the directory.

```
cd <install_dir>/bin
```

where <install\_dir> is the location where the Oracle Utilities Mobile Workforce Management application component is installed.

- b. Initialize the environment.

### UNIX:

```
./splenviron.sh -e <ENV NAME>
```

### Windows:

```
splenviron.cmd -e <ENV NAME>
```

- a. Generate the appviewer.

### UNIX:

```
$cd $SPLEBASE/bin
ksh ./genappvieweritems.sh
```

### Windows:

```
C:\> cd %SPLEBASE%\bin
C:\> genappvieweritems.cmd
```

2. Deploy Inbound Web Services (IWS).

**Note:** This is an optional step for customers using IWS instead of XAI services.

To deploy IWS:

### UNIX:

- a. Enable the Web Services functionality.

- a. `cd $SPLEBASE/bin`
- b. Execute `configureEnv.sh -a`

Select option 50 and set the option “Enable Web Services Functionality” to true. Enter "P" to process.

- c. Execute `initialSetup.sh`.

```
cd $SPLEBASE/bin
ksh ./initialSetup.sh
```

- b. Set the classpath.

```
$ CLASSPATH=$WL_HOME/server/lib/weblogic.jar:$CLASSPATH
$ export CLASSPATH
$ cd $SPLEBASE/bin
```

- c. Execute the following command:

```
$ java weblogic.Admin -username <username> -password <password>
STOREUSERCONFIG -userconfigfile $SPLEBASE/etc/.wlsuserconfig -
userkeyfile $SPLEBASE/etc/.wlsuserkey
```

Select y.

- d. Run the following command:

```
initialSetup.sh -i
```

**Note:** For AIX, export this variable first if using IBM JAVA before running initialSetup.sh -i.

```
export IBM_JAVA_OPTIONS="-Dcom.ibm.jsse2.overrideDefaultTLS=true"
```

- e. Execute the below step in \$SPLEBASE/bin. Note that the application server should be up before running the below command.

```
ksh ./iwsdeploy.sh
```

#### WINDOWS:

- a. Enable the Web Services functionality.

a. `cd %SPLEBASE%\bin`

b. Execute `configureEnv.cmd -a`

Select option 50 and set the option "Enable Web Services Functionality" to true.

Enter "P" to process.

- c. Execute `initialSetup.cmd` as shown below:

```
cd %SPLEBASE%\bin
initialSetup.cmd
```

- b. Set the classpath.

```
set CLASSPATH=%WL_HOME%\server\lib\weblogic.jar;%CLASSPATH%
```

- c. Execute the following command:

```
java weblogic.Admin -username system -password ouafadmin
STOREUSERCONFIG -userconfigfile %SPLEBASE%\etc\wlsuserconfig -
userkeyfile %SPLEBASE%\etc\wlsuserkey
```

Select y.

- d. Run the following command:

```
initialSetup.cmd -i
```

- e. Execute the following step in %SPLEBASE%\bin.

Note that the application server should be up before running the command.

```
iwsdeploy.cmd
```

**Note:** IWS request submission generates an error on AIX machine.

ERROR:

```
Type 'com/sun/xml/messaging/saaj/soap/SOAPDocumentImpl'
(current frame,
stack[2]) is not assignable to
'com/sun/org/apache/xerces/internal/dom/CoreDocumentImpl'
```

This is known issue. The workaround which is verified is given below. A fix is expected to be released for this Oracle Utilities Application Framework issue.

#### Workaround:

Please update the `$$SPLEBASE/templates/startWLS.sh.template` file with the below entries before the last `JAVA_OPTIONS`.

```
JAVA_OPTIONS="$JAVA_OPTIONS -
Djavax.xml.soap.SOAPConnectionFactory=com.sun.xml.internal.mess
aging.saaj.client.p2p.HttpSOAPConnectionFactory"
JAVA_OPTIONS="$JAVA_OPTIONS -
Djavax.xml.soap.SOAPFactory=com.sun.xml.internal.messaging.saaj
.soap.ver1_1.SOAPFactory1_1Impl"
JAVA_OPTIONS="$JAVA_OPTIONS -
Djavax.xml.soap.MetaFactory=com.sun.xml.internal.messaging.saaj
.soap.SAAJMetaFactoryImpl"
```

Save the template and run `initialSetup.sh -t`. Then, restart the application environment.

3. Build the `wlfullclient.jar` file.

#### UNIX:

```
cd $WL_HOME/server/lib
java -jar wljarbuilder.jar
```

#### WINDOWS:

```
cd %WL_HOME%\server\lib
java -jar wljarbuilder.jar
```

## Upgrading the Java-Based Mobile Client

This section describes the upgrade for the Java-based mobile client. Refer to the Oracle Utilities Mobile Workforce Management *Hybrid Mobile Application Installation and Deployment Guide* for information about upgrading the Hybrid mobile client.

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

- [Upgrading the Mobile Client on Windows](#)
- [Upgrading the Mobile Client on Android](#)
- [Registering the Mobile Device](#)

### Upgrading the Mobile Client on Windows

To upgrade the mobile client on Windows 7 using the GUI:

1. Extract `OracleMWM.msi` from `ORS-V2.3.0.3.0-Mobile-Client-Win.zip` and copy it to a temporary directory.
2. Double-click the `OracleMWM.msi` file to start the installation process.
3. Click **Next** to proceed with the upgrade of Oracle Utilities Mobile Workforce Management 2.3.0.3 Mobile Client on your machine.
4. Select a folder/hard drive location (specify the same location as that of already installed version) to upgrade the application to.
5. Click **Next** to proceed with the upgrade process.
6. Click **Close** after the upgrade is successful.

The mobile client application is now accessible from shortcuts created on the Desktop or Start Menu.

## Upgrading the Mobile Client on Android

To upgrade the mobile client on an Android device, you must first un-install the installed APK and then install the new APK. You can choose to perform this using the [Command-line option](#) or through the [GUI option](#).

### Command-line option

To un-install and then re-install the APK using the command-line option:

```
adb uninstall com.splwg.base.android
adb install <path of apk>
```

### GUI option

To un-install and then re-install the APK using the GUI:

#### Un-installing the Mobile Client

1. Navigate to **Settings > Applications > Manage Applications** and click the Oracle Utilities Mobile Workforce Management application.
2. Click **Uninstall** to remove Android MCP from the device. Do not select **Clear data**.

#### Installing the Mobile Client

1. Extract **OracleMWM.apk** from the **ORS-V2.3.0.3.0-Mobile-Client-Android.zip** file and copy it to a temporary directory.
2. Connect the device to the desktop or laptop.
3. Copy the **OracleMWM.apk** file to the removable disk (select My Computer for the drive letter).
4. Verify that non-Market applications can be installed.
5. Navigate to **Settings > Applications** and select **Unknown sources**.
6. Use a file explorer on the device (such as MyFiles) to locate the APK file on the SD card.
7. Launch the file.
8. Confirm the installation by clicking **Install**. The application will now be installed.
9. After the application is installed, click **Done**. You have successfully installed the mobile client.

## Registering the Mobile Device

The mobile device needs to be registered with the Oracle Utilities Mobile Workforce Management application server before it can start using the application features. Ensure that the Oracle Utilities Mobile Workforce Management application is installed and running before registering the mobile device.

Please refer to the *Oracle Utilities Mobile Workforce Management Mobile Application User Guide* for the steps to register a device with the server.

**Note:** After installing the mobile client for this release, an MCP Backup properties file (titled BackupMDT.properties) gets created.

For Android devices, this file gets created inside “mcpbackup” folder inside the SD card. For Windows devices, this file gets created inside “\MWMApp\data” directory. This properties file stores information related to the previous device registration (if any).

When the mobile client is un-installed at a later point in time, the **BackupMDT.properties** file does not get deleted as part of the un-installation process. As a workaround, the

---

BackupMDT.properties must be deleted manually or through scripting for any changes to the MDT Tag or MDT URL.

## After the Installation

After you complete the installation, do the following:

1. Verify installation logs created under decompressed installer location for any errors.
2. Confirm installation logs do not contain any errors.
3. Confirm all the configurations are correct. Refer to [Appendix B: Installation and Configuration Worksheets](#) for details.
4. Confirm that the database is ready.
5. Generate appviewer.
6. Start the application server. For instructions, refer to [Appendix D: Common Maintenance Activities](#).
7. To operate the application, refer to the [Operating the Application](#) section.

## Operating the Application

At this point your installation and custom integration process is complete. Be sure to read the *Oracle Utilities Mobile Workforce Management Administrative User Guide* for more information on further configuring and operating the system.

## Configuring WebLogic

Configure the WebLogic application server to deploy it. Refer to *Oracle WebLogic 12.2.1.x Configuration Guide for Oracle Utilities Framework (Doc ID 2413918.1)* on My Oracle Support for more details.

## Creating JMS and GEOCODE DataSource in AdminConsole

For information about creating JMS and GEOCODE datasource, refer to the *JMS Setup Guide* and *GEOCODE DataSource Setup Guide* included in the documentation package.

## Installing Service Packs and Patches

Periodically, Oracle Utilities releases a service pack of single fixes for its products.

A service pack is an update to an existing release that includes solutions to known problems and other product enhancements. A service pack is not a replacement for an installation, but a pack consisting of a collection of changes and additions for it. The service pack may include changes to be applied to the application server, the database, or both. The service pack includes all files necessary for installing the collection of changes, including installation instructions.

Between services packs, Oracle Utilities releases patchsets or patches (if required). For information on installing patchsets, refer to the Readme file included with each patchset. For information on installing patches, refer to knowledge base article ID 974985.1 on My Oracle Support.

Service packs, patchsets and patches can be downloaded from My Oracle Support (<https://support.oracle.com/>).

# Chapter 6

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## Installing Oracle Utilities Mobile Workforce Management - Demo Installation

This chapter provides instructions to install Oracle Utilities Mobile Workforce Management for demo purpose. It includes information on the following:

- [Before You Install](#)
- [Demo Installation Procedure](#)
- [After the Installation](#)
- [Operating the Application](#)
- [Configuring WebLogic](#)
- [Creating JMS and GEOCODE DataSource in AdminConsole](#)
- [Installing Service Packs and Patches](#)

The software components required for a demo installation are available for download from the Oracle Software Delivery Cloud.

## Before You Install

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

## Demo Installation Procedure

The initial installation procedure consists of:

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

## Installing the Database Component

Make sure the Oracle Utilities Mobile Workforce Management database component installation is complete before proceeding with the following sections.

Refer to the **Demo Install** section in the *Oracle Utilities Mobile Workforce Management Database Administrator Guide* for instructions to install the database component.

## Installing the Application Components

A successful installation consists of the following:

- [Installing Oracle Utilities Application Framework v4.3.0.6](#)
- [Installing Oracle Utilities Application Framework v4.3.0.6 Single Fix Pre-requisite Rollup](#)
- [Installing Oracle Real-Time Scheduler v2.3.0.3](#)
- [Installing the Oracle Utilities Mobile Workforce Management Application Component v2.3.0.3](#)

### Installing Oracle Utilities Application Framework v4.3.0.6

This section describes how to install the application framework component, including:

- [Copying and Decompressing Install Media](#)
- [Setting Permissions for the cistab file in UNIX](#)
- [Preparing for the Installation](#)

#### Copying and Decompressing Install Media

The installation file is delivered in jar format for both UNIX and Windows platforms. Download the installation package and proceed as follows:

1. Log in to the host server as the Oracle Utilities Application Framework administrator user ID. This is the same user ID that was used to install the Oracle Utilities Application Framework.
2. Create a <TEMPDIR> directory on the host server, which is independent of any current or other working Oracle Utilities Framework application environment. This can be the same <TEMPDIR> used during the installation of the Oracle Utilities Application Framework.

Note: This directory must be located outside any current or other working Oracle Utilities application environment. All files that are placed in this directory as a part of the installation may be deleted after a successful installation.

3. Copy the **FW-V4.3.0.6.0-MultiPlatform.jar** file in the delivered package to a <TEMPDIR> on your host server. If you are using FTP to transfer this file, remember to use the BINARY option for the FTP transfer.
4. Decompress the file.

```
cd <TEMPDIR>
jar -xvf FW-V4.3.0.6.0-MultiPlatform.jar
```

For Windows installations, include the location of the JDK in your path before you execute the jar command.

For both Unix and Windows platforms, a sub-directory named **FW.V4.3.0.6.0** is created. The contents of the installation directory are identical for both platforms. The directory contains the install software for the application.

### Setting Permissions for the cistab file in UNIX

Every Oracle Utilities Application Framework environment installed on a server must be registered in the /etc/cistab file located on that server. On UNIX servers, generally only the root user ID has write permissions to the /etc directory. Since the installation process is run by the Oracle administrator user ID (cissys), this user ID may not be able to write to /etc/cistab table.

The install utility checks permissions and if it identifies a lack of the necessary permissions, it generates a script in the <TEMPDIR>/FW.V4.3.0.6.0 directory named cistab\_<SPLENVIRON>.sh. Run the generated script using the root account before continuing with the installation process. The script initializes the cistab file in /etc directory (if it is the first Oracle Utilities Framework application environment on the server) and registers a new environment.

The generated script also changes the owner of /etc/cistab file to the Oracle Utilities Framework administrator user ID, so that the next time a new environment is created by the same Oracle Utilities Framework administrator user ID, you do not need to run the generated script with the root user ID. Instead the install utility itself proceeds with the registration.

If you are reinstalling an existing environment, only the validation of /etc/cistab entry is done by the install utility, no new registration occurs. The install utility interactively instructs you about every step that needs to occur in each specific case.

If you are planning to upgrade an existing environment it is your responsibility to take a backup prior to the installation process. The installation utility does not create a backup of existing environment.

### Preparing for the Installation

1. Login as an administrator (default cissys).
2. Change directory to the <TEMPDIR>/FW.V4.3.0.6.0.
3. Set the ORACLE\_CLIENT\_HOME and PATH variables as Oracle Client Perl is required to run the installer.

#### UNIX:

```
export ORACLE_CLIENT_HOME=<ORACLE CLIENT INSTALL LOCATION>
export PERL_HOME=${ORACLE_CLIENT_HOME}/perl
export PATH=${PERL_HOME}/bin:$PATH
export PERL5LIB=${PERL_HOME}/lib:${PERL_HOME}/lib/site_perl:<OUAF
    Installer Decompressed location/data/bin/perl>
export PERLLIB=${PERL_HOME}/lib:${PERL_HOME}/lib/site_perl:<OUAF
    Installer Decompressed location/data/bin/perl>
export LD_LIBRARY_PATH=${ORACLE_CLIENT_HOME}/lib:$LD_LIBRARY_PATH
```

#### Windows:

```
set ORACLE_CLIENT_HOME=<ORACLE CLIENT INSTALL LOCATION>
set PERL_HOME=%ORACLE_CLIENT_HOME%\perl
set PATH=%PERL_HOME%\bin;%PATH%
```

4. Start the application installation utility:



**UNIX:**

```
ksh ./install.sh
```

**Windows:**

```
install.cmd
```

The Oracle Utilities Application Framework specific menu appears.

5. Follow the messages and instructions that are produced by the application installation utility.
6. Select each menu item to configure the values. For detailed description of the values, refer to [Appendix B: Installation and Configuration Worksheets](#).
7. Once you enter 'P' after entering mandatory input values in the above menu, the system populates another configuration menu.

```
*****
* Environment Configuration *
*****
1. Environment Description
   Environment Description:    <Mandatory>

2. Business Application Server Configuration
   Business Server Host:      <Mandatory>
   WebLogic Server Name:      myserver
   Business Server Application Name: SPLService
   MPL Admin Port Number:     <Mandatory> - Multipurpose
Listener
                                     Port
   MPL Automatic startup:     false

3. Web Application Server Configuration
   Web Server Host:           <Mandatory>
   Weblogic SSL Port Number:  <Mandatory>
   Weblogic Console Port Number: <Mandatory>
   WebLogic Additional Stop Arguments:
   Web Context Root:         ouaf
   WebLogic JNDI User ID:    <Mandatory>
   WebLogic JNDI Password:   <Mandatory>
   WebLogic Admin System User ID: <Mandatory>
   WebLogic Admin System Password: <Mandatory>
   WebLogic Server Name:     myserver
   Web Server Application Name: SPLWeb
   Deploy using Archive Files: true
   Deploy Application Viewer Module: true
   Enable The Unsecured Health Check Service: false
   MDB RunAs User ID:
   Super User Ids:

4. Database Configuration
   Application Server Database User ID: <Mandatory>
   Application Server Database Password: <Mandatory>
   MPL Database User ID: <Mandatory>
   MPL Database Password: <Mandatory>
   XAI Database User ID: <Mandatory>
   XAI Database Password: <Mandatory>
   Batch Database User ID: <Mandatory>
   Batch Database Password: <Mandatory>
   Database Name: <Mandatory>
   Database Server: <Mandatory>
   Database Port: <Mandatory>
   ONS Server Configuration:
```

Database Override Connection String:  
Oracle Client Character Set NLS\_LANG:

#### 5. General Configuration Options

Batch RMI Port: <Mandatory> - RMI port for batch  
RMI Port number for JMX Business:  
RMI Port number for JMX Web:  
JMX Enablement System User ID:  
JMX Enablement System Password:  
Coherence Cluster Name:<Mandatory> - Unique name for batch  
Coherence Cluster Address:<Mandatory> - Unique multicast  
address  
Coherence Cluster Port: <Mandatory> - Unique port for batch  
cluster  
Coherence Cluster Mode: <Mandatory> - prod

#### 7. OUAF TrustStore Options

Import TrustStore Directory:  
Store Type JCEKS  
Alias ouaf.system  
Alias Key Algorithm AES  
Alias Key Size 128  
HMAC Alias ouaf.system.hmac

Each item in the above list should be configured for a successful install.

Choose option (1,2,3,4,5,6,7 <P> Process, <X> Exit):

8. When you are done with the parameter setup, proceed with the option P. The utility writes the configured parameters and their values into the configuration file.
9. Once the install has finished, the installation log location appears on the screen. If the log does not list any error messages, the installation of the application component of Oracle Utilities Application Framework is complete.

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

1. Create a <TEMPDIR> directory on the host server that is independent of any current or other working application environment.
2. Copy the FW-v4.3.0.6.0-PREREQ-Multiplatform.zip file in the delivered package to <TEMPDIR>.

If you are using FTP to transfer this file, remember to use the BINARY option for the FTP transfer.

3. After extracting the **Application-Server-Multiplatform** zip file, a sub-directory is created.
4. Refer to the **Readme.txt** inside **Application-Server-Multiplatform** to install the application related Oracle Utilities Application Framework patch.

### Installing Oracle Real-Time Scheduler v2.3.0.3

To install the Oracle Real-Time Scheduler application component:

1. Create a <TEMPDIR> directory on the host server that is independent of any current or other working Oracle Real-Time Scheduler application environment.
2. Unzip Oracle Real-Time Scheduler **v2.3.0.3 Multiplatform.zip** and copy the **ORS-V2.3.0.3.0-MultiPlatform.jar** file in the delivered package to <TEMPDIR>.

If you are using FTP to transfer this file, remember to use the BINARY option for the FTP transfer.

- Decompress the file.

```
cd <TEMPDIR>
jar -xvf ORS-V2.3.0.3.0-MultiPlatform.jar
```

**Note:** For Windows installations, include the location of the JDK in your path before executing the jar command.

For both Unix and Windows platforms, a sub-directory ORS.V2.3.0.3.0 is created.

- Initialize the Oracle Real-Time Scheduler environment that you want to install the product into.

**UNIX:**

```
<SPLEBASE>/bin/splenviron.sh -e <SPLENVIRON>
```

**Windows:**

```
<SPLEBASE>\bin\splenviron.cmd -e <SPLENVIRON>
```

- Stop the application server instance if running.
- Change to the <TEMPDIR>/ORS.V2.3.0.3.0 directory.
- Execute the following command:

**Note:** On UNIX, ensure that you have the proper execute permission on install.sh.

**UNIX:**

```
ksh ./install.sh
```

**Windows:**

```
install.cmd
```

The Oracle Utilities Mobile Workforce Management application specific menu opens.

- Select the following menu items and enter mandatory fields.

Refer to the [Appendix A: Oracle Real-Time Scheduler Installation and Configuration Worksheets](#) in for more information.

8. JMS Configuration

```
Context Factory: <Mandatory> Weblogic
WebLogic Server URL: <Mandatory> Weblogic
Weblogic System User ID: <Mandatory> Weblogic
Weblogic System Password: <Mandatory>
Time Out: <Mandatory>
```

9. ORS Environment Description

```
ORS Scheduler Map Files Location: <Mandatory>
Schedule Manager Port Number: <Mandatory>
Minimum Requests: <Mandatory>
Maximum Time (seconds) Booking Requests: <Mandatory>
Unique identifier for the instance of the JVM:
<Mandatory>
Registry cleanse timing in seconds: <Mandatory>
Scheduler connection timeout in milliseconds:
<Mandatory>
Scheduler maintenance cycle time in seconds: <Mandatory>
```

10. Geocode Data Source Configuration

JDBC URL for the Geocode database: <Mandatory>  
 Database User Name: <Mandatory>  
 Database Password: <Mandatory>  
 JNDI name for the Geocode datasource: <Mandatory>

#### 11. Mapviewer Configuration

Deploy mapviewer locally on this instance: <Mandatory>  
 Location of mapviewer ear file: <Mandatory>

#### 12. Security Configuration

Deploy only mobility web application: <Mandatory>  
 Allow Self Signed SSL Certificates: <Mandatory>  
 Force Http Connection (Enable if load balancer is configured for ssl-stripping): <Mandatory>

9. Choose the options for configuration and enter P to proceed with the installation.

10. Execute the following command.

**Important:** In UNIX, ensure that you have the proper execute permission on ORS\_postinstall.sh. To run M1-BMCOM batch after starting the environment, execute the ant script.

#### UNIX:

```
cd <SPLEBASE>/runtime
ksh ./ORS_postinstall.sh
ant -f CopyMobileContents.xml
```

#### Windows:

```
cd %SPLEBASE%\runtime
ORS_postinstall.cmd
ant -f CopyMobileContents.xml
```

## Installing the Oracle Utilities Mobile Workforce Management Application Component v2.3.0.3

This section describes how to install the application component of Oracle Utilities Mobile Workforce Management, including:

- [Copying and Decompressing Install Media](#)
- [Installing the Application Component](#)
- [Performing Post-Installation Tasks](#)

### Copying and Decompressing Install Media

The Oracle Utilities Mobile Workforce Management installation file is delivered in jar format for both UNIX and Windows platforms.

To copy and decompress the install media:

1. Login to the application server host as the administrator user ID (default cissys). This is the same user ID that was used to install the Oracle Utilities Application Framework.
2. Download the Oracle Utilities Mobile Workforce Management v2.3.0.3 Multiplatform from Oracle Software Delivery Cloud.
3. Create a <TEMPDIR> directory on the host server, which is independent of any current or other working Oracle Utilities Mobile Workforce Management application environment. This can be the same <TEMPDIR> used during the installation of the Oracle Utilities Application Framework.

4. Copy the **MWM-V2.3.0.3.0-MultiPlatform.jar** file in the delivered package to a <TEMPDIR> on your host server. If you are using FTP to transfer this file, remember to use the BINARY option for the FTP transfer.

5. Decompress the file:

```
cd <TEMPDIR>
jar -xvf MWM-V2.3.0.3.0-MultiPlatform.jar
```

For Windows installations, include the location of the JDK in your path before you execute the jar command.

For both Unix and Windows platforms, a sub-directory named MWM.V2.3.0.3.0 is created. The contents of the installation directory are identical for both platforms. The directory contains the install software for the application product.

### Installing the Application Component

To install Oracle Utilities Mobile Workforce Management application component:

1. Login to the application server host as the administrator user ID (default cissys).
2. Change directory:

```
cd <install_dir>/bin
```

where <install\_dir> is the location where the Oracle Utilities Mobile Workforce Management application component is installed.

3. Initialize the environment.

#### UNIX:

```
./splenviron.sh -e <ENV_NAME>
```

#### Windows:

```
splenviron.cmd -e <ENV_NAME>
```

4. Change to the <TEMPDIR>/MWM.V2.3.0.3.0 directory.
5. Execute the install script:

**Note:** On UNIX, ensure that you have the proper execute permission on install.sh.

#### UNIX:

```
ksh ./install.sh
```

#### Windows:

```
install.cmd
```

Once the install has finished successfully, execute post installation steps as described in the [Performing Post-Installation Tasks](#) section.

### Performing Post-Installation Tasks

1. Generate the Appviewer.
  - a. Change directory.

```
cd <install_dir>/bin
```

where <install\_dir> is the location where the Oracle Utilities Mobile Workforce Management application component is installed.

- b. Initialize the environment.

**UNIX:**

```
./splenvron.sh -e <ENV NAME>
```

**Windows:**

```
splenvron.cmd -e <ENV NAME>
```

- c. Generate the Appviewer.

**UNIX:**

```
$cd $SPLEBASE/bin
ksh ./genappvieweritems.sh
```

**Windows:**

```
C:\> cd %SPLEBASE%\bin
C:\> genappvieweritems.cmd
```

2. Deploy Inbound Web Services (IWS).

**Note:** This is an optional step for customers using IWS instead of XAI services.

To deploy IWS:

**UNIX:**

- a. Enable the Web Services functionality.

1. Execute `cd $SPLEBASE/bin`.

2. Execute `configureEnv.sh -a`

Select option 50 and set the option "Enable Web Services Functionality" to true.

Enter "P" to process.

3. Execute `initialSetup.sh`.

```
cd $SPLEBASE/bin
ksh ./initialSetup.sh
```

- b. Set the classpath.

```
$ CLASSPATH=$WL_HOME/server/lib/weblogic.jar:$CLASSPATH
$ export CLASSPATH
$ cd $SPLEBASE/bin
```

- c. Execute the following command:

```
$ java weblogic.Admin -username <username> -password <password>
STOREUSERCONFIG -userconfigfile $SPLEBASE/etc/.wlsuserconfig -
userkeyfile $SPLEBASE/etc/.wlsuserkey
```

Select y.

- d. Run the following command:

```
initialSetup.sh -i
```

**Note:** For AIX, export this variable first if using IBM JAVA before running `initialSetup.sh -i`.

```
export IBM_JAVA_OPTIONS="-
Dcom.ibm.jsse2.overrideDefaultTLS=true"
```

- e. Execute the step below in `$$SPLEBASE/bin`. Note that the application server should be up before running the command.

```
ksh ./iwsdeploy.sh
```

**WINDOWS:**

- a. Enable the Web Services Functionality as shown below:

```
cd %SPLEBASE%\bin
```

- b. Execute `configureEnv.cmd -a`.

Select option 50 and set the option “Enable Web Services Functionality” to true.

Enter “P” to process.

- c. Execute `initialSetup.cmd`.

```
cd %SPLEBASE%\bin
initialSetup.cmd
```

- d. Set the classpath.

```
set CLASSPATH=%WL_HOME%\server\lib\weblogic.jar;%CLASSPATH%
```

- e. Execute the following command:

```
java weblogic.Admin -username system -password ouafadmin
STOREUSERCONFIG -userconfigfile %SPLEBASE%\etc\wlsuserconfig -
userkeyfile %SPLEBASE%\etc\wlsuserkey
```

Select y.

- f. Run the following command:

```
initialSetup.cmd -i
```

- g. Execute the step below in `%SPLEBASE%\bin`. Note that the application server should be up before running the below command.

```
iwsdeploy.cmd
```

**Note:** IWS request submission generates an error on AIX machine.

ERROR:

```
Type 'com/sun/xml/messaging/saaj/soap/SOAPDocumentImpl'
(current frame,
stack[2]) is not assignable to
'com/sun/org/apache/xerces/internal/dom/CoreDocumentImpl'
```

This is known issue. The workaround which is verified is given below. A fix is expected to be released for this Oracle Utilities Application Framework issue.

**Workaround:**

Update the `$$SPLEBASE/templates/startWLS.sh.template` file with the below entries before the last `JAVA_OPTIONS`.

```
JAVA_OPTIONS="$JAVA_OPTIONS -
Djavax.xml.soap.SOAPConnectionFactory=com.sun.xml.internal.mess
aging.saaj.client.p2p.HttpSOAPConnectionFactory"
JAVA_OPTIONS="$JAVA_OPTIONS -
Djavax.xml.soap.SOAPFactory=com.sun.xml.internal.messaging.saaj
.soap.ver1_1.SOAPFactory1_1Impl"
```

```
JAVA_OPTIONS="$JAVA_OPTIONS -
Djavax.xml.soap.MetaFactory=com.sun.xml.internal.messaging.saaj
.soap.SAAJMetaFactoryImpl"
```

Save the template and run `initialSetup.sh -t`. Restart the application environment.

3. Build the `wlfullclient.jar` file.

**UNIX:**

```
cd $WL_HOME/server/lib
java -jar wljarbuilder.jar
```

**WINDOWS:**

```
cd %WL_HOME%\server\lib
java -jar wljarbuilder.jar
```

## After the Installation

After you complete the installation, do the following:

1. Verify installation logs created under decompressed installer location for any errors.
2. Confirm installation logs do not contain any errors.
3. Confirm all the configurations are correct. Refer to [Appendix B: Installation and Configuration Worksheets](#) for details.
4. Confirm that the database is ready.
5. Generate appviewer.
6. Start the application server. For instructions, refer to [Appendix D: Common Maintenance Activities](#).
7. To operate the application, refer to the [Operating the Application](#) section.

## Operating the Application

At this point your installation and custom integration process is complete. Be sure to read the *Oracle Utilities Mobile Workforce Management Server Administration Guide* for more information on further configuring and operating the system.

## Configuring WebLogic

Configure the WebLogic application server to deploy it. Refer to *Oracle WebLogic 12.2.1.x Configuration Guide for Oracle Utilities Framework (Doc ID 2413918.1)* on My Oracle Support for more details.

## Creating JMS and GEOCODE DataSource in AdminConsole

For information about creating JMS and GEOCODE datasource, refer to the *JMS Setup Guide* and *GEOCODE DataSource Setup Guide* included in the documentation package.

## Installing Service Packs and Patches

Periodically, Oracle Utilities releases a service pack of single fixes for its products.

A service pack is an update to an existing release that includes solutions to known problems and other product enhancements. A service pack is not a replacement for an installation, but a pack



consisting of a collection of changes and additions for it. The service pack may include changes to be applied to the application server, the database, or both. The service pack includes all files necessary for installing the collection of changes, including installation instructions.

Between services packs, Oracle Utilities releases patchsets or patches (if required). For information on installing patchsets, refer to the Readme file included with each patchset. For information on installing patches, refer to knowledge base article ID 974985.1 on My Oracle Support.

Service packs, patchsets and patches can be downloaded from My Oracle Support (<https://support.oracle.com/>).

# Chapter 7

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## Installing the Java-based Mobile Client

This chapter describes how to install the mobile client for Oracle Utilities Mobile Workforce Management, including:

- [Installing the Mobile Client on Windows](#)
- [Installing the Mobile Client on Android](#)

It is intended for implementers and system administrators responsible for configuration and initial setup of the mobile application.

**Note:** For information about using the hybrid mobile client, refer to the *Oracle Utilities Mobile Workforce Management Hybrid Mobile Application Installation and Deployment Guide* for instructions on installing the mobile client.

## Installing the Mobile Client on Windows

This section describes how to install the mobile client runtime on Windows platforms. This section includes:

- [Installing on Windows 7](#)
- [Mobile Device Registration](#)
- [Uninstalling the Mobile Client](#)

### Installing on Windows 7

1. Extract OracleMWM.msi from ORS-V2.3.0.3.0-Mobile-Client-Win.zip and copy it to a temporary directory.
2. Double-click the OracleMWM.msi file to start the installation process.
3. Click **Next** to proceed with the installation of Oracle Utilities Mobile Workforce Management 2.3.0.3 Mobile Client on your machine.
4. Select a folder/hard drive location to install the application to.
5. Click **Next** to proceed with the installation.
6. Click **Close** after the installation is successful.

The mobile client application is now accessible from shortcuts created on the Desktop or Start Menu.

### Mobile Device Registration

The mobile device needs to be registered with the Oracle Utilities Mobile Workforce Management application server before it can start using the application features. Ensure that the Oracle Utilities Mobile Workforce Management application is installed and running before registering the mobile device.

Please refer to the *Mobile Application User Guide* for the steps to register a device with the server.

### Uninstalling the Mobile Client

To remove the mobile client from Windows 7:

1. Ensure that all the data is synchronized on the server.
2. Navigate to **Start Menu > Control Panel > Add or Remove Programs**.
3. Select Oracle Utilities Mobile Workforce Management 2.3.0.3 from the programs list and click **Remove**.
4. Click **Yes** to confirm the removal of the mobile client.
5. Click **Close** after the mobile client has been removed.

---

## Installing the Mobile Client on Android

This section describes how to install the Android Mobile Client Platform (Android MCP). It is intended for implementers and system administrators responsible for configuration and initial setup of the mobile application.

- [Overview of the Android MCP](#)
- [Installing the Android MCP](#)
- [Launching Android MCP](#)
- [Launching Android MCP Tools](#)
- [Uninstalling Android MCP](#)

### Overview of the Android MCP

Android MCP provides the same runtime functionality as the Windows MCP. This functionality includes:

- **RSI:** Communication between the device and the server
- **GPS:** GPS services such as location logging and transferring logs to the server
- **BO Processing:** Business Object Functionality
- **BS Processing:** Business Service Functionality
- **SS Processing:** Service Script Functionality
- **Authentication:** Login processing
- **UI Rendering:** User Interface Processing
- **Logging:** Log File Support

There may be differences in UI layout or JavaScript support due to the different browser component provided by the Android platform. There will also be normal differences in the user interface behavior that are specific to Android applications.

### Installing the Android MCP

The Android MCP is delivered as a standard Android APK file. This APK will need to be installed to the Android device in one of the following ways.

- Using SD Card
- Downloading the file from a hosted web server
- Using device management software for Android
- Using Android SDK (Advanced only)

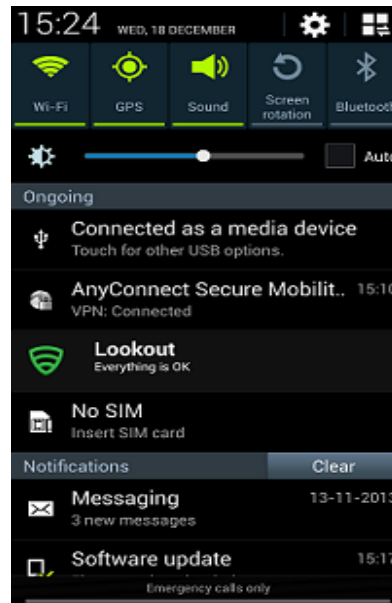
This section describes the SD Card method only.

**Note:** You should uninstall previous versions of the Android MCP before installing a new version.

## Installing the MCP Using the SD Card Method

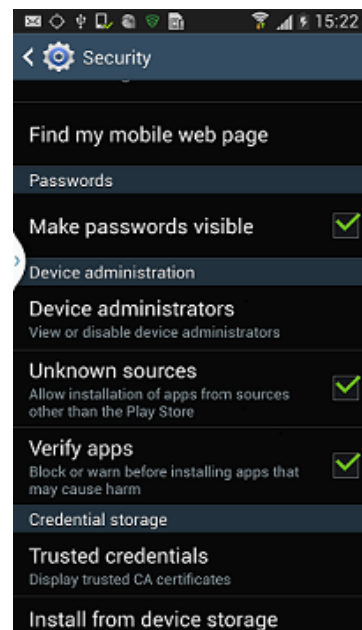
To install the Android MCP using the SD Card method:

1. Extract OracleMWM.apk from the ORS-V2.3.0.3.0-Mobile-Client-Android.zip file and copy it to a temporary directory.
2. Connect the Android device to a desktop or laptop computer as a Media Drive.

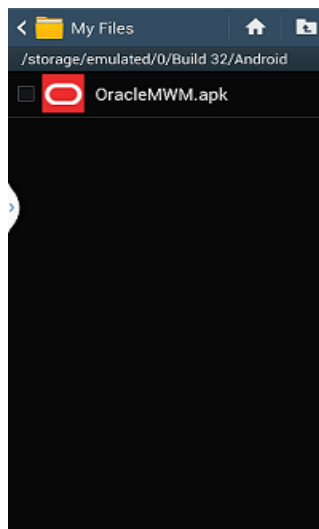


3. Copy the OracleMWM.apk file to the removable disk (select **My Computer** for the drive letter).
4. Disconnect the device from the desktop or laptop, or choose the **Charge only** connection type.
5. Verify that non-Market applications can be installed.

Navigate to **Settings > Applications** and select **Unknown sources**.



- Use a file explorer on the device such as ASTRO or File Expert (which can be downloaded from Android Market) to locate the APK file on the SD card. Launch the file.



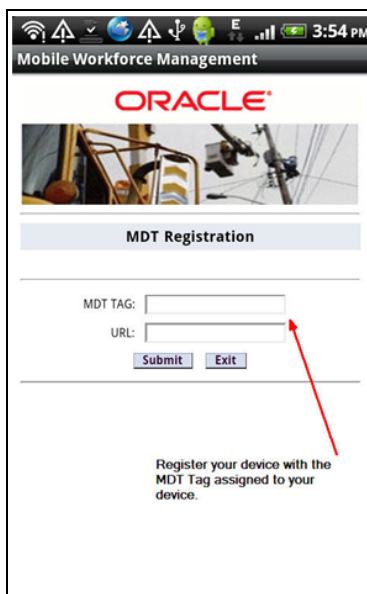
- Click **Install** to confirm the installation.
- After the application is installed, click **Done**.

## Launching Android MCP

To launch the Android MCP on your device:

- Under **All apps**, locate the **Oracle MWM** icon.
- Launch the application to register the device and download a deployment.

**Note:** Ensure that your device has data or WIFI connectivity.



## Launching Android MCP Tools

The MCP Tools application provides functionality to import and export the MCP data folder to and from the SD card on the Android device. This can be very useful in debugging issues or for loading test data to the device.

To launch the Android MCP Tools application on your device:

1. Under **All apps**, locate the Oracle MWM Tools icon.
2. Launch the application to access import and export functionality.
  - **Export Data** exports the application's data folder to SD Card.
  - **Import Data** imports data from SD card's /MWMApp/ folder into the application's data folder.

## Uninstalling Android MCP

To uninstall the Android MCP:

1. Navigate to **Settings > Applications > Manage Applications** and click the Oracle MWM application.
2. Click **Uninstall** to remove Android MCP from your device. Do not select **Clear data**.

# Chapter 8

---

## Additional Tasks

This chapter describes tasks that should be completed after installing Oracle Utilities Mobile Workforce Management including:

- [Configuring MapViewer](#)
- [Oracle Location Services \(eLocation\)](#)
- [Configuring the Scheduler](#)
- [Configuring the Batch Scheduler for Different Servers](#)
- [Importing Self-Signed Certificates](#)
- [Configuring Business Service SDK](#)
- [WebLogic Production Server Considerations](#)
- [Building Javadoc Indexes](#)
- [Configuring the Environment for Batch Processing](#)
- [Customizing Configuration Files](#)
- [Customizing the Logo](#)
- [Generating the Application Viewer](#)
- [Installation Verification Checklist](#)
- [Accessing the Application](#)



## Configuring MapViewer

This section describes how to configure a MapViewer data source.

Before configuring a MapViewer data source:

- Install Oracle Fusion Middleware MapViewer 12.2.1.3.
- Create and configure the database.

To configure a MapViewer data source:

1. Navigate to the MapViewer application.

Example: `http://<host>:<port>/mapviewer`

Where <host> is the host name or IP address of the system where MapViewer is deployed and <port> is the port of the WebLogic instance. If MapViewer is deployed on the same WebLogic instance then this is same as the application port.

2. Click **Admin** to log in as an administrator to MapViewer.
3. Click **Manage Map Viewer**, and then click **Configuration**.
4. Modify `mapViewerConfig.xml` using the Config text area.
  - a. Provide the data source details for the `cisadm` (application database) and `NAVTEQ_UTIL` (spatial mapping data) data sources. The following code sample contains example data sources. Change the properties according to your data sources:

```

<!--(Sample datasource configuration)
  <map_data_source name="mvdemo"
    jdbc_host="db1.my_corp.com"
    jdbc_sid="orcl"
    jdbc_port="1521"
    jdbc_user="scott"
    jdbc_password="!tiger"
    jdbc_mode="thin"
    number_of_mappers="3"
    allow_jdbc_theme_based_foi="false"
  />

<mds_config>

  <data_source name="mvdemo">
    <allow_predefined_themes>true</allow_predefined_themes>
    <allow_dynamic_themes>true</allow_dynamic_themes>
    <allow>
      <theme>*</theme>
    </allow>
  </data_source>
</mds_config>

```

Example:

```

<map_data_source name="NAVTEQ_UTIL"
  jdbc_host="dbserver.oracle.com"
  jdbc_sid="NAVTEQDB"
  jdbc_port="1521"
  jdbc_user="NAVTEQ_UTIL"
  jdbc_password="bjj2tfj+DtruluZDadxsgCSF/
qiJDk8aXEqIG+uQTk="
  jdbc_mode="thin"
  number_of_mappers="3"
  allow_jdbc_theme_based_foi="false"/>

<map_data_source name="cisadm2303QAM"

```

```

jdbc_host="dbserver.oracle.com"
jdbc_sid="APPDB"
jdbc_port="1521"
jdbc_user="CISADM"
jdbc_password="LwLi2A8GTiiVI2Liw3QqtDbR/4ZhoA2e"
jdbc_mode="thin"
number_of_mappers="3"
allow_jdbc_theme_based_foi="false"/>

```

- b. If the secure protocol (HTTPS) is enabled for the MapViewer URL, add the following to the **Map Image Settings** section of mapViewerConfig.xml:

```

<save_images_at file_prefix="omsmap"
  url="https:// <host>:<port>/mapviewer/images"
  path="../../images"
  life="0"
  recycle_interval="480"
/>

```

Where <host> is the host name or IP address of the system where MapViewer is deployed and <port> is the port of the WebLogic instance.

- c. If the application server is using the Mapviewer which is on a different host, the application server must trust the certificate of Mapviewer host.

Mapviewer on the application server (if deployed) should be configured to use proxy as shown below:

```

<MapperConfig>
<logging log_level="finest" log_thread_name="false"
  log_time="true">
  <log_output name="<<LOG_LOCATION>>" />
</logging>

<security_config>
  <proxy_enabled_hosts>MAPVIEWER_URL</proxy_enabled_hosts>
  (for e.g https://MAPVIEWER_HOST:MAPVIEWER_PORT/mapviewer)
  <certificates>
    <entry>
      <host_name>MAPVIEWER_HOST</host_name>
<keystore_file>LOCATION_TO_TRUST_KEYSTORE</keystore_file>
      <key>KEY_FOR_TRUST_KEYSTORE</key>
    </entry>
  </certificates>
</security_config>
</MapperConfig>

```

5. Click **Save and Restart**.
6. To refresh the list of data sources, click **Manage Map Viewer**, then **Data sources**.
7. To confirm that the configuration is correct, click **Manage Map Tile Layers**.
8. In the Application, navigate to Admin > F > Feature Configuration > Search and search for CM\_MAPCONF.
9. Modify the values of the following:
  - Application Datasource Name
  - Data Source
  - MapViewer JavaScript Library URL
  - MapViewer URL

Below is a sample screenshot of the Feature Configuration page.



## Configuring MapViewer Security

When MapViewer is deployed on the same WebLogic instance as the application, configure it to share the security credentials of the application.

1. Add the following entry in the weblogic.xml file under `<MAPVIEWER_EAR_DIR>/web.war/WEB-INF`:

```
<security-role-assignment>
  <role-name>cisusers</role-name>
  <principal-name>cisusers</principal-name>
</security-role-assignment>

<session-descriptor>
  <cookie-path>/mapviewer</cookie-path>
</session-descriptor>
```

2. Add the following entry in the web.xml file under `<MAPVIEWER_EAR_DIR>/web.war/WEB-INF`:

```
<security-role>
  <description>MapViewer users</description>
  <role-name>cisusers</role-name>
</security-role>
```

## Oracle Location Services (eLocation)

This section describes how to configure and deploy Oracle Location Services (eLocation) for use by Oracle Utilities Mobile Workforce Management. This is required if your implementation chooses to use eLocation for routing data instead of Oracle Real-Time Scheduler.

The installation of eLocation requires the following components

- eLocation Dispatcher Servlet (elocation.ear)
- Oracle RouteServer (routeserver.ear)
- Oracle Geocoder (geocoder.ear)

To configure eLocation:

1. Download the elocation.ear file.

To download the latest elocation.ear, log on to My Oracle Support at support.oracle.com and download Patch 13446793, “SPATIAL elocation for Mobile Workforce Management Release 12.”

Oracle RouteServer and Oracle Geocoder are included with the Oracle 11g database in the following directory: ORACLE\_HOME\md\jlib

2. When eLocation is deployed on the same WebLogic instance as the application, follow these steps to configure eLocation to share the security credentials of the application.

- a. Add the following entry in the weblogic.xml file, located under <ELOCATION\_EAR\_DIR>/web.war/WEB-INF:

```
<security-role-assignment>
<role-name>cisusers</role-name>
<principal-name>cisusers</principal-name>
</security-role-assignment>
```

- b. Add the following entry in the web.xml file, located under <ELOCATION\_EAR\_DIR>/web.war/ WEB-INF:

```
<security-role>
<description>SPL users</description>
<role-name>cisusers</role-name>
</security-role>
```

2. Deploy and configure the routing engine and the geocoding service as described in the Oracle Spatial Developer’s Guide 11g.
3. Deploy the eLocation EAR manually using the WebLogic console. Open the eLocation URL at: http://<environment>:<port>/elocation/admin.jsp

The application asks for login credentials because the web.xml and weblogic.xml files have changed. Once the login is successful, you will see the Oracle eLocation Administration page.

4. To modify the Mapper Cluster, click **Edit** on the component URL. Specify the following value:

```
<http://<environment>:<port>/mapviewer/omsserver>.
```

Make sure that MapViewer is also deployed in the environment.

5. To modify the Geocoder Cluster, click **Edit** on the component URL. Specify the following value:

```
< http://elocation.oracle.com/geocoder/gcserver>
```

6. To modify the Router Cluster, click **Edit** on the component URL. Specify the following value:

<http://elocation.oracle.com/routeserver/servlet/RouteServerServlet>

7. Click **Apply Changes**.

## Configuring the Scheduler

**Note:** From Oracle Utilities Mobile Workforce Management v2.2.0 onwards, the location of these scheduler log files can no longer be configured from the online application. The scheduler log files are now written in the same location as the TPW and the batch files, under \$SPLOUTPUT.

This section describes how to configure a scheduler as a standalone application on the TPW JVM.

After installing Oracle Utilities Mobile Workforce Management, please verify that the below step 1 and step 2 changes are available. If they are not available, follow the below steps:

1. If you enabled the WebLogic Console Port Number, then the WebLogic console is accessed by https admin channel by default. Specify “t3s://<host>:<admin channel port>” as the WebLogic Server URL in menu item 8, JMS Configurations. Otherwise, specify “t3://<host>:<web server port>”.

Refer to [Appendix B: Environment ID, Roles, Third Party Software Configuration](#) for more information.

2. Configure trust keystore as WebLogic Additional Stop Argument using menu item 52 Advanced Web Application Configuration.

Refer to [Appendix B: Environment ID, Roles, Third Party Software Configuration](#) for more information.

3. Run the initialSetup script.

### UNIX:

```
$ cd $SPLEBASE/bin
$ ksh ./initialSetup.sh
```

### Windows:

```
cd %SPLEBASE%\bin
initialSetup.cmd
```

4. Run the standalone batch script. For example

### UNIX:

```
$ cd $SPLEBASE/bin
$ nohup batchscheduler.sh <Node_ID> > /tmp/batchscheduler.log 2>&1
```

&

### Windows:

```
cd %SPLEBASE%\bin
batchscheduler.cmd <Node_ID>
```

### Notes:

- The application domain node ID must be unique value across the environment. This value is used for a scheduler running from Threadpoolworker.
- The scheduler should be disabled from the online application. The batch scheduler program invokes Threadpoolworker so there is no need to start Threadpoolworker separately.
- The NodeID is located in the threadpoolworker logs under \$SPLOUTPUT. You can locate this value by searching for “NODEID”.

- To locate the NodeID in the threadpoolworker process, search for the string “-Dspl.mwm.scheduler.nodeId=”

You will get multicast issues in an AIX environment if you start the batch scheduler and the multicast listener is not enabled. The workaround for this is to enable a unicast listener. Refer to the *Oracle Utilities Mobile Workforce Management Server Administration Guide* for more details.

To enable the Unicast Listener:

1. Copy the file `$$SPLEBASE/splapp/standalone/config/tangosol-coherence-override.xml` to `tangosol-coherence-override.xml.org`
2. Remove the following code in the `tangosol-coherence-override.xml` file:

```
<multicast-listener>
-----
-----
</multicast-listener>
```

3. Add the following code after the `</member-identity>` tag in the `tangosol-coherence-override.xml` file:

```
<unicast-listener>
<well-known-addresses>
<socket-address id="0">
<address system-property=
"tangosol.coherence.wka">COHERENCE_CLUSTER_HOSTNAME</address>
<port system-property=
"tangosol.coherence.wka.port">COHERENCE_CLUSTER_PORT</port>
</socket-address>
</well-known-addresses>
<address system- property=
"tangosol.coherence.localhost">COHERENCE_CLUSTER_HOSTNAME
</address>
<port system-property=
"tangosol.coherence.localport">COHERENCE_CLUSTER_PORT</port>
<port-auto-adjust system-property=
"tangosol.coherence.localport.adjust">true</port-auto-adjust>
</unicast-listener>
```

4. Select the menu item 5 and General Configuration Options. Use the completed General Configuration Options Worksheet to complete this step. Refer to [Appendix B: Environment ID, Roles, Third Party Software Configuration](#) for more information.
5. Run `initialSetup` and start the batch scheduler.

Refer to [Appendix D: Common Maintenance Activities](#) for additional information on common batch scheduler tasks.

## Configuring the Batch Scheduler for Different Servers

This section describes how to configure the batch scheduler to point to a different application server, or “target server”. The target server has to be installed following the same steps as described for installing Oracle Utilities Mobile Workforce Management. These steps can also be followed to run the batch scheduler(s) from a different server than the target server. In the following steps, substitute the appropriate values for the environment.

To configure the scheduler to point to a different target server:

1. Install Oracle Real-Time Scheduler application.
2. Stop the environment if running.

**UNIX:**

```
$SPLEBASE/bin/spl.sh stop
```

**Windows:**

```
%SPLEBASE%\bin\spl.cmd stop
```

3. In the application menu, select the menu item 8 to configure JMS settings. Enter the menu items for the target server. Use the completed JMS Configuration Worksheet to assist you with this step. Refer to [Appendix B: Environment ID, Roles, Third Party Software Configuration](#) for more information for more information.
4. Select the menu item 9 to specify ORS environment description and enter the menu items for the target server. Use the completed ORS Environment Description Worksheet to complete this step. Refer to [Appendix B: Environment ID, Roles, Third Party Software Configuration](#) for more information for more information.
5. Enter the WebLogic Console Port Number for the target server using menu item 52 Advanced Web Application Configuration. Refer to [Appendix B: Environment ID, Roles, Third Party Software Configuration](#) for more information for more information.
6. Run the initialSetup script:

**UNIX:**

```
$SPLEBASE/initialSetup.sh
```

**Windows:**

```
%SPLEBASE%\initialSetup.cmd
```

7. Run the standalone batch scheduler script, which now points to the target server. Refer to [Appendix D: Common Maintenance Activities](#) for details on how to start and stop the batch scheduler.

## Importing Self-Signed Certificates

To use self-signed certificate in the demo or non-production environments:

1. Download the certificate file (.crt, .pem) from the browser using Export with X.509.
2. Copy the crt file to the Linux or Windows virtual machine in which the environment is configured using WinScp.
3. Import the crt file into the Java security with the following command:

**UNIX:**

```
keytool -import -keystore $JAVA_HOME/jre/lib/security/cacerts -alias <dumyname> -file /tmp/<certificate>.crt -storepass changeit
```

**Windows:**

```
keytool -import -keystore %JAVA_HOME%\jre\lib\security\cacerts -alias <dumyname> -file C:\tmp\<certificate>.crt -storepass changeit
```

The self-signed certificates are imported into the environment.

## Configuring Business Service SDK

For details about configuring business service SDK, see the *Server Application User Guide*.

# WebLogic Production Server Considerations

By default, WebLogic Server is configured with two keystores, to be used for development only. These keystores should not be used in a production environment.

## Configuring Identity and Trust

Private keys, digital certificates, and trusted certificate authority certificates establish and verify identity and trust in the WebLogic Server environment. WebLogic Server is configured with a default identity keystore DemoIdentity.jks and a default trust keystore DemoTrust.jks. In addition, WebLogic Server trusts the certificate authorities in the cacerts file in the JDK. This default keystore configuration is appropriate for testing and development purposes. However, these keystores should not be used in a production environment.

To configure identity and trust for a server:

1. Obtain digital certificates, private keys, and trusted CA certificates from the CertGen utility, Sun Microsystem's keytool utility, or a reputable vendor such as Entrust or Verisign. You can also use the digital certificates, private keys, and trusted CA certificates provided by the WebLogic Server kit. The demonstration digital certificates, private keys, and trusted CA certificates should be used in a development environment only.
2. Store the private keys, digital certificates, and trusted CA certificates. Private keys and trusted CA certificates are stored in a keystore.
3. Configure the identity and trust keystores for a WebLogic Server instance on the Configuration: Keystores page.

For additional information on configuring keystores, refer to <https://docs.oracle.com/middleware/12213/wls/WLACH/taskhelp/security/ConfigureKeystoresAndSSL.html>.

For information about obtaining and storing certificates for production environments, refer to [https://docs.oracle.com/middleware/12213/wls/SECMG/identity\\_trust.htm#SECMG793](https://docs.oracle.com/middleware/12213/wls/SECMG/identity_trust.htm#SECMG793).

For information on configuring keystores with WebLogic servers, refer to [https://docs.oracle.com/middleware/12213/wls/SECMG/identity\\_trust.htm#SECMG794](https://docs.oracle.com/middleware/12213/wls/SECMG/identity_trust.htm#SECMG794).

By default, WebLogic Server is configured with two keystores to be used for development only.

- DemoIdentity.jks: Contains a demonstration private key for WebLogic Server. This keystore establishes an identity for WebLogic Server.
- DemoTrust.jks: Contains a list of certificate authorities trusted by WebLogic Server. This keystore establishes trust for WebLogic Server.

These keystores are located in the WL\_HOME\server\lib directory and the JAVA\_HOME\jre\lib\security directory. For testing and development purposes, the keystore configuration is complete.

Refer to the WebLogic documentation to configure identity and trust keystores for production use (Secure servers and resources > Configure identity and trust/Set up SSL)

**Note:** Depending on your choice of implementation you may need to change some configuration files. These files are managed by templates and will be overwritten if the procedures documented in [Customizing Configuration Files](#) are not followed.

## Enabling Self-Signed Certificates

If your implementation uses Demo or self-signed certificates, you must import those certificates in the cacerts file. This step is needed to enable the https protocol to work with mobility context of the application.



However if your implementation uses CA signed certificates, it is not required to import CA signed certificates into the cacerts file.

**Note:** All Hybrid runtime environments require CA signed certificates.

## Building Javadoc Indexes

The following script rebuilds the Javadocs indexes in the application viewer java module. This is necessary after customer modifications (CM) have been applied to an environment. You need to run this script only if the customer modification includes Java code.)

### Windows:

```
%SPLEBASE%\bin\buildJavadocsIndex.cmd
```

### UNIX:

```
ksh $$SPLEBASE/bin/buildJavadocsIndex.sh
```

## Configuring the Environment for Batch Processing

Refer to the *Oracle Utilities Mobile Workforce Management Server Administration Guide* for information on configuring the environment for batch processing.

## Customizing Configuration Files

You may wish to make customer modifications to various configuration files. To do so, you should locate the configuration file you want to customize and edit it manually.

Configuration files are generated from delivered templates in the Oracle Utilities installation and are populated by values entered by the installation utility during the configuration process. In future upgrades of Oracle Utilities application software versions, some templates may be changed to reflect new software version requirements. In this case, the upgrade process will back up your customized configuration file and will regenerate a configuration file based on a new template. You will need to review the new configuration file and apply your customized changes back if still applicable for the new version.

For configuration files that are located in a web application (for example, web.xml, hibernate.properties), of the web application during installation process, you will not be able to edit the configuration files directly.

You will need to follow the procedure:

- Locate the configuration file you want to customize in the directory \$SPLEBASE/etc/conf.
- Apply your changes.
- Update application war file with the latest changes by executing the following command:

### Unix:

```
$SPLEBASE/bin/initialSetup.sh
```

### Windows:

```
%SPLEBASE%\bin\initialSetup.cmd
```

## Customizing the Logo

To replace the Oracle Utilities logo on the main menu with another image, put the new image <customer\_logo\_file>.gif file into the directory \$SPLBASE/etc/conf/root/cm and create a new “External” Navigation Key called CM\_logoImage. To do that, run the Oracle Utilities application from the browser with the parameters: `http://<hostname>:<port>/cis.jsp?utilities=true&tools=true`. From the Admin menu, select Navigation Key. Add the above Navigation Key with its corresponding URL Override path. The syntax for the URL path is:

### Windows:

`http://<host name>:<port>/<Web Context>/cm/<customer_logo_file>.gif`

### UNIX:

`http://<host name>:<port>/<Web Context>/cm/<customer_logo_file>.gif.`

The root directory may be deployed in war file format for runtime environment (SPLApp.war). Use provided utilities to incorporate your cm directory into SPLApp.war file.

## Generating the Application Viewer

You may extend application viewer capabilities within an environment by generating additional items. The additional items that can be generated include algorithm type and related algorithm information, maintenance object information and data dictionary information.

To generate the additional items in Application Viewer:

1. Shut down the environment.
2. Initialize a command shell:

The scripts that are provided with the system need to be run from a shell prompt on the machine that you installed the application on. Before such scripts can be run the shell must be “initialized” by running the splenvron script provided with the system.

### UNIX:

Log in to your UNIX box as an Oracle Utilities Administrator (default cissys) and open a shell prompt.

In the following example, replace the variables as shown:

\$SPLBASE with the full directory name that you installed the application into

and

\$SPLENVIRON with the name you gave to the environment at installation time.

To initialize the environment enter:

```
$SPLBASE/bin/splenvron.sh -e $SPLENVIRON
```

For example:

```
/ouaf/TEST_ENVIRON1/bin/splenvron.sh -e TEST_ENVIRON1
```

### Windows:

The command window should be opened on the Windows server that you installed the application on.

In the below example replace the following variables:

- **%SPLBASE%** : The full directory name that you installed the application into.
- **%SPLENVIRON%**: The name you gave to the environment at installation time.

To initialize the environment type the following in your command prompt:

```
%SPLEBASE%\bin\splenviron.cmd -e %SPLENVIRON%
```

For example:

```
D:\ouaf\TEST_ENVIRON1\bin\splenviron.cmd -e TEST_ENVIRON1
```

- Execute the following script to generate all information.

**UNIX:**

```
ksh $SPLEBASE/bin/genappvieweritems.sh
```

**Windows:**

```
%SPLEBASE%\bin\genappvieweritems.cmd
```

- Restart the application.

## Installation Verification Checklist

After you complete the installation, do the following:

- Verify installation logs created under decompressed installer location for any errors.
- Confirm installation logs do not contain any errors.
- Confirm all the configurations are correct.

Refer to the [Appendix B: Installation and Configuration Worksheets](#) for more information.

- Confirm that the database is ready.
- Start the application server.

For instructions, refer to [Appendix D: Common Maintenance Activities](#).

- Verify the application deployment status.
  - Login to WebLogic console.
  - Click **Deployment**.
  - Verify that the following application deployments are 'active'.
    - SPLService
    - SPLWeb
    - SPLAdf
    - Mapviewer
- Verify the data source configuration.
- Confirm that the map file (mal) exists in the required location.
- Ensure that ulimit is set (applicable for non-Windows platforms).
- Ensure that the GEOCODE algorithm is set.
- To operate the application, refer to the [Accessing the Application](#) section.

---

## Accessing the Application

To start the WebLogic server:

1. Initialize the environment.
2. Navigate to the respective domain's bin folder.
3. Execute the WebLogic Domain Startup command.
4. Follow the messages on the screen along with the logs in \$SPLSYSTEMLOGS directory to ensure that the environment was started successfully.
5. If the startup failed, identify the problem by reviewing the log files. Resolve any issues before attempting to restart the environment.
6. Once the application is up and running (can be viewed from logs file) then try to access the application using the following URL:

`http://<host name>:<port name>/<WebContext>`

# Appendix A

---

## Installation Menu Functionality

This appendix focuses on the overview and details of the Installation Menu functionality.

- [Installation Menu Functionality Overview](#)
- [Installation Menu Functionality Details](#)

---

## Installation Menu Functionality Overview

The main configuration menu is structured so that related variables and/or options are grouped together and are associated by a menu item number. To access a particular group of variables and options, enter the menu item number associated with that group. Each option within that group is displayed in turn on the screen, along with a prompt so that you can type the desired value for the option, if it is not the same as the default or current value.

When performing the initial installation you need to go through all menu options. The menu options may have a default value, a list of valid values and a validation check.

On each option prompt you can keep the current value by simply leaving the input line empty. In order to erase a variable value you need to enter one dot (“.”). The leading spaces will be trimmed out on each values entered.

**Note:** When working with the menu you will see the following:

- **Valid Values: [ALFANUM].** This indicates you will need to enter an alphanumeric value in the prompt.
- **Valid Values: [NUM].** This indicates you will need to enter a numeric value in the prompt.

When all options are set, type <P> at the main menu prompt option. This will save the option values selected throughout the configuration.

During this processing the global variables are validated and the configuration file <SPLEBASE>/etc/ENVIRON.INI is created or updated. This file contains all the variables inputted and calculated. These are needed by the next part of the installation process.

To exit the configuration utility without saving any of the values entered, type <X> and 'Enter'

## Installation Menu Functionality Details

The Environment Installation Utility requires that Oracle Client Home is set in the path for the user performing the installation.

Prior to running the installation utility you will need to review the supported platforms document to ensure you have all of the Third Party software installed.

In this menu if the variables are set prior to execution, that value will be defaulted by the installation utility when performing the installation.

When the installation has been completed successfully, the values will be written to an ENVIRON.INI file. When splenviron.sh / cmd is executed, it will read from the ENVIRON.INI file to set the environment variables. Refer to the Oracle Utilities Application Framework Server Administration Guide for details about configuring these values.

Install the Oracle Client software specified in the section **Supported Platforms** prior to running any of the installation utilities.

The following prompt will appear when executing the installation utility:

```
Enter Oracle Client Home Directory (<ENTER> quit):
```

**Note:** If the environmental variable ORACLE\_CLIENT\_HOME is set, the install script will validate the variable. If it passes the validation you will not be prompted for it. This is needed in order to run Perl installation utilities.

## Encryption Methods

When the application server choice is Oracle WebLogic, the Oracle Utilities Application Framework installation uses the WebLogic API to encrypt the User ID and password that perform admin functions for the WebLogic application servers. Please refer to the WebLogic documentation for further information about the encryption.

---

The Oracle Utilities Application Framework installation also uses industry standard cryptography to encrypt passwords that are prompted within the installation.

In each case these passwords are entered in the command line but the inputted values are not reflected on the screen when performing the installation.





# Appendix B

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## Installation and Configuration Worksheets

This appendix includes the following:

- [Oracle Utilities Application Framework Configuration Worksheets](#)
- [Oracle Real-Time Scheduler Installation and Configuration Worksheets](#)

# Oracle Utilities Application Framework Configuration Worksheets

## Environment ID, Roles, Third Party Software Configuration

```

*****
* Environment Installation Options *
*****
1. Environment ID, Roles, Third Party Software Configuration
   Environment ID:
   Server Roles:
   Oracle Client Home Directory:
   Web Java Home Directory:
   Hibernate JAR Directory:
   ONS JAR Directory:
   Web Application Server Home Directory:
   WebLogic Server Thin-Client JAR Directory:
   ADF Home Directory:
   OIM OAM Enabled Environment: false

```

**Table 1:**

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Environment ID	ENVIRONMENT_ID	Identifier to associate different application servers as part of the same environment.  On a new installation, the default is a random 8 digit number.	
Server Roles	SERVER_ROLES	The type of role the server performs whether for batch or online.  A server may be configured to have an online and/or batch role. Only the menu items appropriate to the role will appear on the menus, and only the appropriate scripts will be executable in the application server.	
Oracle Client Home Directory	ORACLE_CLIENT_HOME	The home directory of the Oracle Client. The application will use the Perl included under this Oracle Client.  Example Location: /oracle/client/product/12.1.0.2.0	
Web Java Home Directory	JAVA_HOME	Java home that will be used by the web application server.  Example Location: /ouaf/java/jdk1.8.0_31	
Hibernate JAR Directory	HIBERNATE_JAR_DIR	Location on the disk where the hibernate jar files are installed.	
**ONS JAR Directory	ONS_JAR_DIR	Location on the disk where the ons-12.1.0.1.jar file is installed.  **Required for Oracle RAC installation. See the <i>Server Administration Guide</i> for more information.	

Table 1:

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Web Application Server Home Directory	WEB_SERVER_HOME	Location on the disk where the application server is installed.  Example Location: WebLogic: /ouaf/middleware/wlserver_12.1.3  To validate the home directory, check if the following jar files exist in the appropriate path: \$WEB_SERVER_HOME/server/lib/weblogic.jar %WEB_SERVER_HOME%\server\lib\weblogic.jar	
WebLogic Server Thin-Client JAR Directory	WLTHINT3CLIENT_JAR_DIR	Location where wlhint3client.jar is located. Populate only if WEB_SERVER_HOME is empty and if the application needs to access JMS from a batch job.	
* ADF Home Directory	ADF_HOME	Location on the disk where ADF is installed.  Example Location: /ouaf/jdev11_1_1_8  Note: This is an optional value.	
OIM OAM Enabled Environment	OPEN_SPML_ENABLED_ENV	Denotes if an environment will be integrating with Oracle Identity Manager for user propagation.  <b>Valid values:</b> true false Defaulted value: false	

\* Denotes optional menu items that may be required for the product installation and variables.

\*\* In order to activate the RAC FCF, the application needs the external ons.jar file, from the ORACLE\_HOME path:

\$ORACLE\_HOME/opmn/lib/ons.jar

During the installation the relevant option should be populated with the folder location of the ons.jar.

## Keystore Options

The keystore is a set of files used for encryption, decryption and hash generation. The files reside in the following location:

```
<SPLEBASE>/ks/.ouaf_keystore
```

```
<SPLEBASE>/ks/.ouaf_storepass
```

In order to run the application correctly, data encryption, decryption and hash generation of data in the database and on the application server must be performed using the same keystore; otherwise, the application will fail.

Please review the *Security Guide* for more information on setting up keystores.

### 2. Keystore Options

```
Import Keystore Directory:
Store Type:                JCEKS
Alias:                     ouaf.system
Alias Key Algorithm:       AES
Alias Key Size:            128
HMAC Alias:                ouaf.system.hmac
Padding:                   PKCS5Padding
Mode:                      CBC
```

**Table 2:**

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Import Keystore Directory	KS_IMPORT_KEYSTORE_FOLDER	Specify this option if you want to import the keystore files from an external location or directory, during the installation process. This is needed when the customer has an existing environment that has a keystore and the database your new application server.  After installation is complete, to configure keystore options, perform the following sequence: configureEnv.sh   cmd -i (enter keystore options) initialSetup.sh   cmd -s (loads keystore) configureEnv.sh   cmd (reenter ouaf encrypted security information such as passwords) initialSetup.sh   cmd (distribute the encrypted data)  If this option is left empty, the install process creates a new keystore from scratch.	
Store Type	KS_STORETYPE	Value used for keytool option -storetype <b>Default value:</b> JCEKS	
Alias	KS_ALIAS	Value used for keytool option -alias <b>Default value:</b> ouaf.system	
Alias Key Algorithm	KS_ALIAS_KEYALG	Value used for keytool option -keyalg	
Alias Key Size	KS_ALIAS_KEYSIZE	Value used for keytool option -keysize	

**Table 2:**

Menu Option	Name Used in Documentation	Usage	Customer Install Value
HMAC Alias	KS_HMAC_ALIAS	Value used for keytool option -alias The following values are fixed: - HMAC Alias Key Algorithm: HmacSHA256 - HMAC Alias Key Size: 256  <b>Default value:</b> ouaf.system.hmac	
Padding	KS_PADDING	Value used for encryption/decryption <b>Default value:</b> PKCS5Padding	
Mode	KS_MODE	Value used for encryption/decryption Default Vaule: CBC	

## Environment Installation Options

### 50. Environment Installation Options

Environment Mount Point:

Log Files Mount Point:

Environment Name:

Web Application Server Type:

WLS

Install Application Viewer Module:

true

Install Demo Generation Cert Script:

true

Install Sample CM Source Code:

true

**Table 3:**

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Environment Mount Point	<SPLDIR>	The mount point into which the application is installed. For example: /ouaf for UNIX and C:\ouaf for Windows.  This mount point MUST exist and the administrator user ID MUST be able to write to this directory. (This is the user ID that is created specifically to administer the product environments; the default is cissys). The installation sets permissions on all subdirectories installed under this directory.  See <SPLENVIRON> below for more information on how this mount point is used.	

Table 3:

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Log File Mount Point	<SPLDIROUT>	<p>A mount point that will contain any application output or application logs. Example value is /ouaf/sploutput for UNIX installation or C:\ouaf\sploutput for Windows.</p> <p>This mount point MUST exist and the administrator user ID MUST be able to write to this directory. (This is the user ID that is created specifically to administer the product environments; the default is cissys).</p> <p>For each environment initialized, the application logs will be written to the directory &lt;SPLDIROUT&gt;/&lt;SPLENVIRON&gt;</p> <p>Note: Later in the installation the splenvron.sh (splenvron.cmd) script will set the \$SPLOUTPUT (%SPLOUTPUT%) environment variable to point to:&lt;SPLDIROUT&gt;/&lt;SPLENVIRON&gt;</p>	
Environment Name	<SPLENVIRON>	<p>A descriptive name to be used as both a directory name under the mount point &lt;SPLDIR&gt; and an environment descriptor. This value typically identifies the purpose of the environment. For example, DEV01 or CONV.</p> <p>On installation a directory &lt;SPLDIR&gt;/&lt;SPLENVIRON&gt; is created, under which the Oracle Utilities Application Framework and Oracle Real-Time Scheduler software resides.</p> <p>When multiple environments are set up on the machine you will typically have directories such as: /ouaf/DEV01/.... /ouaf/CONV/....</p> <p>Each of these contains a complete version of the Oracle Utilities Application Framework and Oracle Real-Time Scheduler.</p> <p>Note: Later in the installation process, the splenvron.sh (splenvron.cmd) script will set \$SPLEBASE (%SPLEBASE%) environment variable to point to &lt;SPLDIR&gt;/&lt;SPLENVIRON&gt;</p>	

Table 3:

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Web Application Server Type	<SPLWAS>	<p>A web application server for the environment to be used. The following value must be selected:</p> <p><b>Valid values:</b> WLS: WebLogic</p> <p>Note: Not all web application servers are supported on all platforms; refer to Supported Platforms section for details.</p>	
Installation Application Viewer Module	<WEB_ISAPVIEWER>	<p>Denotes if the Application Viewer Web Module will be installed in the environment. When this value is set to false the application viewer will not be accessible in the environment.</p> <p><b>Valid values:</b> true: Application Viewer module will be installed. false: Application Viewer module will not be installed.</p> <p><b>Default value:</b> true</p> <p>Note: When the value of false is selected, the Application Viewer will only be installed at a later date by a complete reinstall of the application.</p>	
Install Demo Generation Cert Script	CERT_INSTALL_SCRIPT	<p>You can install/uninstall later by executing the following script: perl [INSTALL_PACKAGE_FOLDER]/installAR.plx</p> <p><b>Valid values:</b> true: Demo Generation Cert Script will be installed. false: Demo Generation Cert Script will not be installed.</p> <p><b>Default value:</b> true</p>	
Install Sample CM Source Code	CM_INSTALL_SAMPLE	<p>You can install/uninstall later by executing the following script: perl [INSTALL_PACKAGE_FOLDER]/installAR.plx</p> <p><b>Valid values:</b> true: Sample CM Source Code will be installed. false: Sample CM Source Code will not be installed.</p> <p><b>Default value:</b> true</p>	

## Environment Description

### 1. Environment Description

Environment Description:

**Table 4:**

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Environment Description	DESC	This is a free form text field to describe the purpose of the environment.	

## WebLogic Business Application Server Configuration

The WebLogic parameters below and in the worksheet are for a WebLogic installation.

### 2. Business Application Server Configuration

```

Business Server Host:                <machine_name>
WebLogic Server Name:                myserver
Business Server Application Name:    SPLService
MPL Admin Port Number:
MPL Automatic startup:                false

```

**Table 5:**

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Business Server Host	BSN_WLHOST	The host name on which the business application server resides.  <b>Default value:</b> <current server name>	
WebLogic Server Name	BSN_WLS_SVRNAME	The name of the WebLogic server where the business application resides.  <b>Default value:</b> myserver  Note: If there is not a previously created WebLogic server, take the default value of "myserver".	
Business Server Application Name	BSN_APP	The name of the business application server.  <b>Default value:</b> SPLService	
MPL Admin Port number	MPLADMINPORT	The port number for the Multi Purpose Listener (MPL) Admin Server.  Example value: 6502	
MPL Automatic Startup	MPLSTART	Automatically starts the MPL Listener whenever environment starts.  <b>Default value:</b> false	



## WebLogic Web Application Server Configuration

The WebLogic parameters below and in the worksheet are for a WebLogic installation.

### 3. Web Application Server Configuration

```

Web Server Host: <machine_name>
Weblogic SSL Port Number:
Weblogic Console Port Number:
WebLogic Additional Stop Arguments:
Web Context Root:
WebLogic JNDI User ID:
WebLogic JNDI Password:
WebLogic Admin System User ID:
WebLogic Admin System Password:
WebLogic Server Name: myserver
Web Server Application Name: SPLWeb
Deploy Using Archive Files: true
Deploy Application Viewer Module: true
Enable The Unsecured Health Check Service: false
MDB RunAs User ID:
Super User Ids: SYSUSER
  
```

**Table 6:**

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Web Server Host	WEB_WLHOST	The host name on which the web application server resides.  <b>Default value:</b> <current server name>	
WebLogic SSL Port Number	WEB_WLSSLPORT	The port number assigned to WebLogic Secure Sockets connection. This is the port number that is used for Secure Sockets connecting to the WebLogic server.  For Production, additional actions are required. Do NOT run Production with Demo certificates  Example value: 6501	
WebLogic Console Port Number	WLS_ADMIN_PORT	The port number to access the WebLogic Console using https You will use this port when accessing the WebLogic Console  Example value: 6500	
WebLogic Additional Stop Arguments	ADDITIONAL_STOP_WEBLOGIC	This value will be needed when running the WebLogic Console using a different port number (e.g.) -Dweblogic.security.TrustKeyStore=DemoTrust -Dweblogic.security.TrustKeystoreType=CustomTrust	

Table 6:

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Web Context Root	WEB_CONTEXT_ROOT	<p>A context root name that allows customers to run multiple instances of web application on the same server.</p> <p><b>Default value:</b> ouaf</p>	
WebLogic JNDI User ID	WEB_WLSYSUSER	<p>The user ID the application uses to connect to the EJB component through JNDI. This is the EJB container user ID.</p> <p>Note: The required value for an initial installation is “ouafjndi”.</p> <p>This is a security value.</p>	
WebLogic JNDI Password	WEB_WLSYSPASS	<p>The password the application uses to connect to the EJB component through JNDI.</p> <p>Note: The required value for an initial installation is “jndiadmin”. This value will be saved in encrypted format.</p> <p>This is a security value; it will be encrypted with the Oracle Application Framework Encryption Algorithm.</p>	
WebLogic Admin System User ID	WLS_WEB_WLSYSUSER	<p>The user ID to log in to the Oracle WebLogic console and to administer Oracle WebLogic. The Oracle WebLogic startup and stop script also utilizes this user ID</p> <p>Note: The installation utility will prompt you to enter “Y” to encrypt. For an initial installation, enter Y/y and specify the required value “system”.</p> <p>This is a security value; it will be encrypted with the Weblogic Encryption Algorithm.</p>	
WebLogic Admin System Password	WLS_WEB_WLSYSPASS	<p>The password to login to Oracle WebLogic console and to administer Oracle WebLogic. The Oracle WebLogic startup and stop script also utilize this password.</p> <p>Note: The installation utility will prompt you to enter “Y” to encrypt. For an initial installation, enter Y/y, and specify the required value “ouafadmin”.</p> <p>This is a security value; it will be encrypted with the Weblogic Encryption Algorithm.</p>	

**Table 6:**

<b>Menu Option</b>	<b>Name Used in Documentation</b>	<b>Usage</b>	<b>Customer Install Value</b>
WebLogic Server Name	WEB_WLS_SVRNAME	<p>The name of the WebLogic server where the web application resides.</p> <p><b>Default value:</b> myserver</p> <p>Note: For an initial installation, use the default value of “myserver”.</p>	
Web Server Application Name	WEB_APP	<p>The name of the web application server.</p> <p><b>Default value:</b> SPLWeb</p> <p>Note: For an initial installation, use the default value of “SPLWeb”.</p>	
Deploy Using Archive Files	WEB_DEPLOY_EAR	<p>When the value is “false” the web application will be deployed in exploded directory format (no WAR/EAR files).</p> <p>When the value is “true”, the web application will be deployed in ear file format.</p> <p>Note: The expanded application folders will always exist under the application folder (&lt;SPLBASE&gt;/splapp/applications), regardless of the setting of this option.</p> <p><b>Valid values:</b> true (Deploy EAR files) false (Deploy expanded application folders)</p> <p><b>Default value:</b> true</p>	
Deploy Application Viewer Module	WEB_DEPLOY_APPVIEWER	<p>When the value is “true” the application viewer will be deployed to the web server. When the value is “false”, the application viewer will not be deployed to the web Server.</p> <p>Note: With either value the application viewer module will still be managed by the upgrade process.</p> <p>Note: When the ‘Install Application Viewer module’ value is set to false from the installation menu, you will not be able to change this value to true to deploy the application viewer.</p> <p><b>Valid values:</b> true: The application viewer module will be deployed to the web server false: The application viewer module will not be deployed to the web server</p> <p><b>Default value:</b> true</p>	

**Table 6:**

<b>Menu Option</b>	<b>Name Used in Documentation</b>	<b>Usage</b>	<b>Customer Install Value</b>
Enable The Unsecured Health Check Service	WEB_ENABLE_HEALTHCHECK	Enables the health check feature of the application	
MDB RunAs User ID	WEB_IWS_MDB_RUNAS_USER	The message drive Java Bean RunAs user.	
Super User IDs	WEB_IWS_SUPER_USERS	The application super users.  Enter the super users separating them by commas.	

## Database Configuration

The parameters below and in the worksheet are for the database configuration. Note that if changes are made to any of the database menu option items below, thus potentially connecting to a different schema, a warning will be displayed in the screen next to the actual option that has been changed:

### 4. Database Configuration

```

Application Server Database User ID:
Application Server Database Password:
MPL Database User ID:
MPL Database Password:
XAI Database User ID:
XAI Database Password:
Batch Database User ID:
Batch Database Password:
Web JDBC DataSource Name:
JDBC Database User ID:
JDBC Database Password:
Database Name
Database Server:
Database Port:
ONS Server Configuration:
Database Override Connection String:
Character Based Database:
Oracle Client Character Set NLS_LANG: AMERICAN_AMERICA.AL32UTF8

```

**Table 7:**

<b>Menu Option</b>	<b>Name Used in Documentation</b>	<b>Usage</b>	<b>Customer Install Value</b>
Application Server Database User ID	DBUSER	The database user ID that has been configured on the database for the application server connection.  This is a security value.	

**Table 7:**

<b>Menu Option</b>	<b>Name Used in Documentation</b>	<b>Usage</b>	<b>Customer Install Value</b>
Application Server Database Password	DBPASS	The database password that has been configured on the database for the application connection.  Note: This value will be saved in encrypted format.  This is a security value; it will be encrypted with the Oracle Utilities Framework Encryption Algorithm.	
MPL Database User ID	MPL_DBUSER	The database user ID that has been configured on the database for the MPL server connection.  This is a security value.	
MPL Database Password	MPL_DBPASS	The database password that has been configured on the database for the MPL server connection.  Note: This value will be saved in encrypted format.  This is a security value; it will be encrypted with the Oracle Utilities Application Framework Encryption Algorithm.	
XAI Database User ID	XAI_DBUSER	The database user ID that has been configured on the database for the XAI server connection.  This is a security value.	
XAI Database Password	XAI_DBPASS	The database password that has been configured on the database for the XAI server connection.  Note: This value will be saved in encrypted format.  This is a security value; it will be encrypted with the Oracle Utilities Application Framework Encryption Algorithm.	
Batch Database User ID	BATCH_DBUSER	The database user ID that has been configured on the database for the batch connection.  This is a security value.	
Batch Database Password	BATCH_DBPASS	The database password that has been configured on the database for the batch connection.  Note: This value will be saved in encrypted format.  This is a security value; it will be encrypted with the Oracle Utilities Application Framework Encryption Algorithm.	

Table 7:

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Web JDBC DataSource Name	JDBC_NAME	<p>Populate in order to activate JDBC data source for online.</p> <p>If this is specified, and the environment is native/clustered, make sure that the data source specified, is manually created before the application deployment. When on Weblogic, leave empty to use UCP connection pooling.</p> <p>Example: TPWDataSource</p>	
JDBC Database User ID	DBUSER_WLS	<p>The database user ID that has been configured for the JDBC connection.</p> <p>Set this to the proper value if the Web JDBC DataSource Name is entered.</p> <p>Generally this is set to be same as Application Server Database Login credentials, Username: xxxxxx</p>	
JDBC Database Password	DBPASS_WLS	<p>The database user password that has been configured for the JDBC connection.</p> <p>Set this to the proper value if the Web JDBC DataSource Name is entered.</p> <p>This is a security value; it will be encrypted with the WebLogic Encryption Algorithm.</p> <p>Generally this is set to be same as Application Server Database Login credentials, Password: xxxxxx</p>	
Database Name	DBNAME	The name of the database instance that the application will be connecting to.	
Database Server	DBSERVER	Host name of the server where database resides.	
Database Port	DBPORT	Database port number on the database server used for connecting to the database	
ONS Server Configuration	ONSCONFIG	<p>ONS Server Configuration is required for Oracle RAC FCF.</p> <p>See the Server Administration Guide for more information.</p> <p>This is an optional value.</p>	

**Table 7:**

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Database Override Connection String	DB_OVERRIDE_CONNECTION	This connection string can be used to override the database information entered above for RAC installation.  Set this string to override the standard database connection string, as entered above.  See the Server Administration Guide for more information.  This is an optional value.	
Character Based Database	CHAR_BASED_DB	Set to true if using a character based database.	
Oracle Client Character Set NLS_LANG	NLS_LANG	The Oracle Database Character Set.  Select the Language and Territory that are in use in your country.  <b>Default value:</b> AMERICAN_AMERICA.AL32UTF8	

## General Configuration Options

Refer to the *Server Administration Guide* for additional details on this configuration.

### 5. General Configuration Options

Batch RMI Port:

RMI Port number for JMX Business:

RMI Port number for JMX Web:

JMX Enablement System User ID:

JMX Enablement System Password:

Coherence Cluster Name:

Coherence Cluster Address:

Coherence Cluster Port:

Coherence Cluster Mode:

prod

**Table 8:**

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Batch RMI Port	BATCH_RMI_PORT	Unique port used by the Batch RMI  Example value: 6540	
RMI Port number for JMX Business	BSN_JMX_RMI_PORT_PERFORMANCE	Example value: 6550 Note: This is an optional value.	

Table 8:

Menu Option	Name Used in Documentation	Usage	Customer Install Value
RMI Port number for JMX Web	WEB_JMX_RMI_PORT_PERFORMANCE	Example value: 6570 Note: This is an optional value.	
JMX Enablement System User ID	BSN_JMX_SYSUSER	This is used to authenticate incoming JMX requests. Populate if RMI Port numbers are set. Note: This is an optional value.	
JMX Enablement System Password	BSN_JMX_SYSPASS	This is used to authenticate incoming JMX requests. Populate if RMI Port numbers are set.  This is a security value; it will be encrypted with the Oracle Utilities Application Framework Encryption Algorithm. Note: This is an optional value.	
Coherence Cluster Name	COHERENCE_CLUSTER_NAME	Unique name for the batch CLUSTER  Note: Value is required when batch mode is CLUSTERED.	
Coherence Cluster Address	COHERENCE_CLUSTER_ADDRESS	Unique multicast address.  Note: Value is required when batch mode is CLUSTERED.	
Coherence Cluster Port	COHERENCE_CLUSTER_PORT	Unique port for the batch CLUSTER  Note: Value is required when batch mode is CLUSTERED.	
Coherence Cluster Mode	COHERENCE_CLUSTER_MODE	<b>Valid values:</b> dev (Development) prod (Production)  <b>Default value:</b> dev	

## OAAF TrustStore Options

Refer to the *Server Administration Guide* for additional details on this configuration.

The OAAF truststore configuration is required for IWS.

### 7. OAAF TrustStore Options

```

Import TrustStore Directory:
Store Type:                JCEKS
Alias:                      ouaf.system
Alias Key Algorithm:       AES
Alias Key Size:            128
HMAC Alias:                ouaf.system.hmac
Padding:                   PKCS5Padding
Mode:                      CBC

```



**Table 9:**

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Import TrustStore Directory	TS_IMPORT_KEYSTORE_FOLDER	Populate this option if you want to import the TrustStore files from an external location. The import will happen only in case of initial install or initialSetup.sh   cmd -S	
Store Type	TS_STORETYPE	Mandatory if setting the ouaf truststore. Value used for keytool option –storetype when creating/using the truststore.	
Alias	TS_ALIAS	Mandatory if setting the ouaf truststore. Value used for keytool option –alias when creating/using the truststore.	
Alias Key Algorithm	TS_ALIAS_KEYALG	Mandatory if setting the ouaf truststore. Value used for keytool option -keyalg when creating/using the truststore.	
Alias Key Size	TS_ALIAS_KEYSIZE	Mandatory if setting the ouaf truststore. Value used for keytool option -keysize when creating/using the truststore.	
HMAC Alias	TS_HMAC_ALIAS	Mandatory if setting the ouaf truststore. Value used for keytool option -alias  For the HMAC alias, the following values are fixed: - HMAC Alias Key Algorithm: HmacSHA256 - HMAC Alias Key Size: 256	
Padding	TS_PADDING	Mandatory if setting the ouaf truststore. Value used for encryption/decryption	
Mode	TS_MODE	Mandatory if setting the ouaf truststore. Value used for encryption/decryption	

## Advanced Menu Options

The advanced menu options are not available during installation. These options can be accessed after installation using the following commands:

### Unix:

```
$SPLEBASE/bin/configureEnv.sh -a
```

### Windows

```
%SPLEBASE%\bin\configureEnv.cmd -a
```

## WebLogic Advanced Environment Miscellaneous Configuration

50. Advanced Environment Miscellaneous Configuration  
OUAF DBMS Scheduler User:

Online JVM Batch Server Enabled: false  
 Online JVM Batch Number of Threads:5  
 Online JVM Batch Scheduler Daemon Enabled: false  
 Enable Batch Edit Funtionality:false  
 Batch Online Log Directory:  
 Enable JMS Global Flush For Batch: false  
 Enable Web Services Functionality: false  
 IWS deployment target:  
 Web Admin Server Host:  
 GIS Service Running on the same Web Server:true  
 GIS Service URL:  
 GIS WebLogic System User ID:  
 GIS WebLogic System Password:  
 Online Display Software Home:  
 Max Queries To Hold In Cache Across All Threads:  
 Seconds Timeout Flush Cache Completely:

**Table 10:**

Menu Option	Name Used in Documentation	Usage	Customer Value Install
OUAF DBMS Scheduler User	OUAF_DBMS_SCHE DULER_USER	This is required for OUAF DBMS Scheduler user.	
Online JVM Batch Server Enabled	BATCHENABLED	When starting a web application server JVM, this property can be set to “true” to allow the on-line application server to also act as a batch worker in the grid.  <b>Default value:</b> false  Note: This functionality should only be used in low volume environments.	
Online JVM Batch Number of Threads	BATCHTHREADS	The maximum number of batch processing threads to be executed within a worker JVM when no explicit Distributed Thread Pool is specified. The “DEFAULT” distributed thread pool is used by the batch-scheduling daemon when it initiates processing on batch jobs (typically added via the online system) where no thread pool is specified).  <b>Default value:</b> 5  Note: This will be only used and activated when BATCHENABLED is set to true.	

Table 10:

Menu Option	Name Used in Documentation	Usage	Customer Value Install
Online JVM Batch Scheduler Daemon Enabled	BATCHDAEMON	<p>In a distributed batch environment, this property can be set to “true” to allow a worker JVM to host the batch scheduling daemon. The daemon accepts online batch submissions requests and automatically submits the work for them.</p> <p><b>Valid values:</b> true, false</p> <p><b>Default value:</b> false</p> <p>Note: This will be only used and activated when BATCHEENABLED is set to true.</p>	
Enable Batch Edit Functionality	BATCHEDIT_ENABLED	<p>Enable Batch Edit Functionality If enabled, use the bedit.sh  cmd script in order to configure the batch</p> <p><b>Valid values:</b> true, false</p> <p><b>Default value:</b> false</p>	
Batch Online Log Directory	BATCH_ONLINE_LOG_DIR	This is required for the online batch retrieval feature.	
Enable JMS Global Flush For Batch	ENABLE_JMS_GLOBAL_FLUSH	Enable JMS Global Flush for batch	false
Enable Web Services Functionality	WEBSERVICES_ENABLED	<p>If enabled, execute the following commands in order to allow the application to re-deploy the Webservices without prompting for the user and password:</p> <ul style="list-style-type: none"> <li>- Add weblogic.jar to the CLASSPATH</li> <li>- Execute: java weblogic.Admin -username [USERNAME] -password [PASSWORD] STOREUSERCONFIG -userconfigfile [SPLEBASE]/etc/.wlsuserconfig -userkeyfile [SPLEBASE]/etc/.wlsuserkey</li> </ul> <p><b>Valid values:</b> true, false</p> <p><b>Default value:</b> false</p>	
IWS deployment target	WLS_CLUSTER_NAME	This is needed for Web Services deployment and is typically the Weblogic Cluster name. It is mandatory only if Web Services is enabled and the application is running in Weblogic Native mode.	
Web Admin Server Host	WEB_ADMIN_SERVER	It is used for the Web Services deployment. It is also used for importing the certificate from the Web Admin Server (initialSetup.sh  cmd -i). If populated, it will override the Web Server Host.	

**Table 10:**

<b>Menu Option</b>	<b>Name Used in Documentation</b>	<b>Usage</b>	<b>Customer Value Install</b>
GIS Service Running on the same Web Server	GIS	Geographical information (GEOCODING) - GIS Service running on the same web application server  <b>Valid values:</b> true, false  This value is optional. This value will only appear for WebLogic.	
GIS Service URL	GIS_URL	This is the URL of the external web server.  Note: This value will be only be used when GIS is set to true.  This value is optional. This value will only appear for WebLogic.	
GIS WebLogic System User ID	GIS_WLSYSUSER	GIS WebLogic System User ID  Note: This value will be only be used when GIS is set to true.  This value is optional. This value will only appear for WebLogic.	
GIS WebLogic System Password	GIS_WLSYSPASS	GIS WebLogic System Password.  Note: This value will be only be used when GIS is set to true.  This is a security value; it will be encrypted with the Oracle Utilities Application Framework Encryption Algorithm. This value will only appear for WebLogic.	
Online Display Software Home	ONLINE_DISPLAY_HOME	The location of the Online Display Software installation directory. This value is optional.	
Max Queries To Hold In Cache Across All Threads	XQUERIES_TO_CACHE	Max number of queries to hold in the cache across all threads 0 = no cache -1 or [empty] = unlimited	
Seconds Timeout Flush Cache Completely	XQUERY_CACHE_FLUSH_TIMEOUT	Number of seconds before cache is flushed Completely 0 or [empty] = never auto-flush	

## WebLogic Advanced Environment Memory Configuration

### 51. Advanced Environment Memory Configuration

Web Application Java Initial Heap Size:	2048
Web Application Java Max Heap Size:	2048

```

Web Application Java Max Perm Size:          1024
Web Application Additional Options:
Global JVM Arguments:
Ant Min Heap Size:                          200
Ant Max Heap Size:                           800
Ant Additional Options:
Thread Pool Worker Java Min Heap Size:      512
Thread Pool Worker Java Max Heap Size:      1024
Thread Pool Worker Java Max Perm Size:      512
Thread Pool Worker Additional Options:
Additional Runtime Classpath:

```

**Table 11:**

<b>Menu Option</b>	<b>Name Used in Documentation</b>	<b>Usage</b>	<b>Customer Install Value</b>
Web Application Java Initial Heap Size	WEB_MEMORY_OPT_MIN	Initial heap size for the application server.  <b>Default value:</b> 1024  Note: For WebLogic installation only. Recommended value is 2048.	
Web Application Java Max Heap Size	WEB_MEMORY_OPT_MAX	Maximum heap size for the application server.  <b>Default value:</b> 1024  Note: For WebLogic installation only. Recommended value is 2048.	
Web Application Java Max Perm Size	WEB_MEMORY_OPT_MAXPERMSIZE	Maximum Perm Size for the application server.  <b>Default value:</b> 700MB (Linux, Solaris) 700MB (Windows)  Note: For WebLogic installation only.	

Table 11:

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Web Application Additional Options	WEB_ADDITIONAL_OPT	<p>Additional options that will be passed in to the web application server JVM.</p> <p>Replace the value of SPLEBASE with the actual value.</p> <p>UNIX:  -Xrs -XX:+ShowMessageBoxOnError -  XX:+UseGCOverheadLimit -  Ddomain.home=SPLBASE/splapp  Doracle.domain.config.dir=SPLBASE/splapp/config  -Doracle.security.jps.config=SPLBASE/splapp/config/jps-config.xml</p> <p>Windows:  -Xrs -XX:+ShowMessageBoxOnError -  XX:+UseGCOverheadLimit -  Ddomain.home=SPLBASE/splapp  Doracle.domain.config.dir=SPLBASE\splapp/config  -Doracle.security.jps.config=SPLBASE\splapp\config\jps-config.xml</p> <p>AIX:  -Xrs -XX:+ShowMessageBoxOnError -  XX:+UseGCOverheadLimit -  Ddomain.home=SPLBASE/splapp -  Djava.awt.headless=true</p>	
Global JVM Arguments	GLOBAL_JVMARGS	<p>JVM arguments that are passed to all Java server processes such as Weblogic Server, Threadpoolworkers and jobs.</p> <p>Arguments added to all jvms</p> <p>Defaults to -XX:+HeapDumpOnOutOfMemoryError  -XX:HeapDumpPath=&lt;TEMPDIR&gt;</p> <p>For AIX environment, please add the following argument for SSL communication-  -Dcom.ibm.jsse2.overrideDefaultTLS=true</p>	
Ant Min Heap Size	ANT_OPT_MIN	<p>Minimum Heap Size passed to ANT JVM.</p> <p><b>Default value:</b> 200</p>	
Ant Max Heap Size	ANT_OPT_MAX	<p>Maximum Heap Size passed to ANT JVM.</p> <p><b>Default value:</b> 800</p>	
Ant Additional Options	ANT_ADDITIONAL_OPT	<p>Additional options that are passed into the ANT JVM.</p>	

Table 11:

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Thread Pool Worker Java Min Heap Size	BATCH_MEMORY_OPT_MIN	Minimum heap size passed to the Thread Pool Worker.  <b>Default value:</b> 512 Recommended value is 1024.	
Thread Pool Worker Java Max Heap Size	BATCH_MEMORY_OPT_MAX	Maximum heap size passed to the Thread Pool Worker.  <b>Default value:</b> 1024 Recommended value is 2048.	
Thread Pool Worker Java Max Perm Size	BATCH_MEMORY_OPT_MAXPERMSIZE	Maximum perm size passed to the Thread Pool Worker  <b>Default value:</b> 768	

Table 11:

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Thread Pool Worker Additional Options	BATCH_MEMORY_ADDITIONAL_OPT	<p>Additional Memory Options passed into the Thread Pool Worker.</p> <p>Unix:</p> <pre>-verbose:gc -Xrs -XX:+ShowMessageBoxOnError - Djava.compiler=NONE -XX:+UseGCOverheadLimit - Dweblogic.configuration.schemaValidationEnabled=false - Dweblogic.security.SSL.ignoreHostnameVerification=true - Dweblogic.security.CustomTrustKeyStoreFileName=&lt; Location of TRUST keystore file&gt; - Dweblogic.security.TrustKeyStore=CustomTrust - Dweblogic.security.CustomTrustKeyStorePassPhrase= &lt;passphrase&gt; - Dweblogic.security.CustomTrustKeyStoreType=jks Ddomain.home=&lt;SPLEBASE directory location&gt;/ splapp -Doracle.domain.config.dir=&lt;SPLEBASE directory location&gt;/splapp/config Dweblogic.security.SSL.protocolVersion=TLS1</pre> <p>AIX:</p> <pre>-verbose:gc -Xrs -XX:+ShowMessageBoxOnError - Djava.compiler=NONE -XX:+UseGCOverheadLimit - Dweblogic.configuration.schemaValidationEnabled=false - Dweblogic.security.SSL.ignoreHostnameVerification=true - Dweblogic.security.CustomTrustKeyStoreFileName=&lt; Location of TRUST keystore file&gt; - Dweblogic.security.TrustKeyStore=CustomTrust - Dweblogic.security.CustomTrustKeyStorePassPhrase= &lt;passphrase&gt; - Dweblogic.security.CustomTrustKeyStoreType=jks - Ddomain.home=&lt;SPLEBASE directory location&gt;/ splapp -Doracle.domain.config.dir=&lt;SPLEBASE directory location&gt;/splapp/config - Dcom.ibm.jsse2.overrideDefaultTLS=true Dweblogic.security.SSL.protocolVersion=TLS1</pre> <p><b>Note:</b> Setting <code>Dcom.ibm.jsse2.overrideDefaultTLS</code> to true forces the system to use TLSv1.2 instead of TLSv1 for the communication.</p>	



Table 11:

Menu Option	Name Used in Documentation	Usage	Customer Install Value
		<p>Windows:</p> <pre>-verbose:gc -Xrs -XX:+ShowMessageBoxOnError - Djava.compiler=NONE -XX:+UseGCOverheadLimit - Dweblogic.configuration.schemaValidationEnabled=false - Dweblogic.security.SSL.ignoreHostnameVerification=true - Dweblogic.security.CustomTrustKeyStoreFileName=&lt; Location of TRUST keystore file&gt; - Dweblogic.security.TrustKeyStore=CustomTrust - Dweblogic.security.CustomTrustKeyStorePassPhrase= &lt;passphrase&gt; - Dweblogic.security.CustomTrustKeyStoreType=jks - Ddomain.home=&lt;SPLEBASE directory location&gt;\splapp - Doracle.domain.config.dir=&lt;SPLEBASE directory location&gt;\splapp\config Dweblogic.security.SSL.protocolVersion=TLS1</pre>	
Additional Runtime Classpath	ADDITIONAL_RUNTIME_CLASSPATH	<p>Additional Classpath Options passed in when starting the WebLogic JVM</p> <p>Note: For WebLogic installation only.</p> <p>Replace the value of SPLEBASE with the actual value.</p> <p>Unix:</p> <pre>\$SPLEBASE/splapp/standalone/lib/jakarta-regexp-1.5.jar:\$SPLEBASE/splapp/standalone/lib/commons-cli-1.1.jar:\$SPLEBASE/splapp/standalone/lib/log4j-1.2.15.jar:\$SPLEBASE/etc/lib</pre> <p>Windows:</p> <pre>SPLEBASE/splapp/standalone/lib/jakarta-regexp-1.5.jar;SPLEBASE/splapp/standalone/lib/commons-cli-1.1.jar;SPLEBASE/splapp/standalone/lib/log4j-1.2.15.jar;SPLEBASE/etc/lib/xalan-2.7.2.jar;SPLEBASE/etc/lib/serializer-2.7.2.jar</pre>	

## Advanced Web Application Configuration

### 52. Advanced Web Application Configuration

```

Web Application Cache Settings:                off
Web Server Port Number:
WebLogic Overload Protection:                 system-exit
CSRF Protection For REST Services:           true
OWSM Protection For REST Services:           false
Domain Home Location:
Batch Cluster URL:
Strip HTML Comments:                          false
Authentication Login Page Type:              FORM
Web Form Login Page:                          /loginPage.jsp
Web Form Login Error Page:                    /formLoginError.jsp
Application Viewer Form Login Page:          /loginPage.jsp
Application Viewer Form Login Error Page:    /formLoginError.jsp
Help Form Login Page:                        /loginPage.jsp
Help Form Login Error Page:                  /formLoginError.jsp
Web Security Role:                           cisusers
Web Principal Name:                          cisusers
Application Viewer Security Role:            cisusers
Application Viewer Principal Name:           cisusers
This is a development environment:           false
Preload All Pages on Startup:                 false
Maximum Age of a Cache Entry for Text:       28800
Maximum Age of a Cache Entry for Images:     28800
JSP Recompile Interval (s):                  43200

```

**Table 12:**

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Web Application Cache Settings	WEB_L2_CACHE_MODE	<b>Default value:</b> off <b>Valid values:</b> off read_write read_only	
Web Server Port Number	WEB_WLPORT	The port number assigned to WebLogic connection. Set this port if the environment is not configured as SSL. Note: For WebLogic installation only. This value is optional.  Example Value: 6500	
WebLogic Overload Protection	WLS_OVERRIDE_PROTECT	The overload protection allows for a WebLogic server to be “stopped / exited” when there is an out of memory exception  <b>Valid values:</b> system-exit (Exit the server process) no-action (Ignore take no action)  <b>Default value:</b> system-exit Note: For WebLogic installation only.	

Table 12:

Menu Option	Name Used in Documentation	Usage	Customer Install Value
CSRF Protection For REST Services	CSRF_PROTECTION	The CSRF protection for REST services.	true
OWSM Protection For REST Services	OWSM_PROTECTION_FOR_REST_SERVICES	The OWSM protection for REST services.	false
Domain Home Location	WLS_DOMAIN_HOME	The WebLogic Domain Home location, when this parameter is populated you will need to use the native WebLogic tools for maintenance (starting, stopping, deployment, and undeployment).  Note: For WebLogic installation only  This value is optional	
Batch Cluster URL	WEB_BATCH_CLUSTER_URL	Example: service:jmx:rmi:///jndi/rmi://[host]:[JMX port]/oracle/ouaf/batchConnector	
StripHTMLComments: false	STRIP_HTML_COMMENTS	Stripping HTML (and JavaScript) comments will increase the security of the system.  <b>Default value:</b> false  <b>Valid values:</b> true, false	
Authentication Login Page Type	WEB_WLAUTHMETHOD	Specifies which authentication mode should be used. To switch off OUAF Login Page enter: BASIC.  <b>Valid values:</b> FORM, BASIC  <b>Default value:</b> FORM	
Web Form Login Page	WEB_FORM_LOGIN_PAGE	Specify the jsp file used to login into the application.  <b>Default value:</b> /loginPage.jsp	
Web Form Login Error Page	WEB_FORM_LOGIN_ERROR_PAGE	Specify the jsp file used when there is an error when logging into the application.  <b>Default value:</b> /formLoginError.jsp	
Application Viewer Form Login Page	WEB_APPVIEWER_FORM_LOGIN_PAGE	Specify the jsp file used to login into the application viewer application.  <b>Default value:</b> /loginPage.jsp	
Application Viewer Form Login Error Page	WEB_APPVIEWER_FORM_LOGIN_ERROR_PAGE	Specify the jsp file used when there is an error when logging into the application viewer application.	

Table 12:

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Help Form Login Page	WEB_HELP_FORM_LOGIN_PAGE	Specify the jsp file used to login into the help application.  <b>Default value:</b> /loginPage.jsp	
Help Form Login Error Page	WEB_HELP_FORM_LOGIN_ERROR_PAGE	Specify the jsp file used when there is an error when logging into the help application.  <b>Default value:</b> /formLoginError.jsp	
Web Security Role	WEB_PRINCIPAL_NAME	Specify the name of the security role.  <b>Default value:</b> cisusers	
Web Principal Name	WEB_PRINCIPAL_NAME	Specify the name of a principal that is defined in the security realm.  <b>Default value:</b> cisusers	
Application Viewer Security Role	WEB_APPVIEWER_ROLE_NAME	Specify the name of the security role.  <b>Default value:</b> cisusers	
Application Viewer Principal Name	WEB_APPVIEWER_PRINCIPAL_NAME	Specify the name of a principal that is defined in the security realm.  <b>Default value:</b> cisusers	
This is a development environment	WEB_ISDEVELOPMENT	If the value is “true”, the web application may be used for application development, which will trigger certain generation processes. If the value is “false” the environment will be used as a runtime environment.  When you choose “true” (development environment) the startup preload pages will be disabled, and the application security will be less strict. This value also controls the amount of logging information written to the application log files.  <b>Valid values:</b> true, false  <b>Default value:</b> false	
Preload All Pages on Startup	WEB_PRELOADALL	This controls if the pages should be preloaded during the startup of the application or not.  <b>Valid values:</b> true, false  <b>Default value:</b> false	
Maximum Age of a Cache Entry for Text	WEB_MAXAGE	<b>Default value:</b> 28800	

Table 12:

<b>Menu Option</b>	<b>Name Used in Documentation</b>	<b>Usage</b>	<b>Customer Install Value</b>
Maximum Age of a Cache Entry for Images	WEB_MAXAGEI	<b>Default value:</b> 28800	
JSP Recompile Interval (s)	WEB_wlpageCheckSeconds	<b>Default value:</b> 43200  Note: For WebLogic installation only.	

## OIM Configuration Settings

53. OIM Configuration Settings

SPML SOAP Trace Setting:	false
SPML IDM Schema Name:	F1-IDMUser
SPML OIM Name Space:	http://xmlns.oracle.com/OIM/provisioning
SPML OIM Enclosing Element:	sOAPElement

**Table 13:**

Menu Option	Name Used in Documentation	Usage	Customer Install Value
SPML SOAP Trace Setting	OIM_SPML_SOAP_DEBUG_SETTING	Name of Oracle Identity Manager library for debug  <b>Default value:</b> false  <b>Valid values:</b> true, false	
SPML IDM Schema Name	OIM_SPML_UBER_SCHEMA_NAME	Name of Oracle Identity Manager library for schema  Defaultt value: F1-IDMUser	
SPML OIM Name Space	OIM_SPML_NAME_SPACE	Default Namespace for Oracle Identity Manager integration  <b>Default value:</b> http://xmlns.oracle.com/OIM/provisioning	
SPML OIM Enclosing Element	OIM_SPML_SOAP_ELEMENT	Default top level SOAP Element name for Oracle Identity Manager integration  <b>Default value:</b> sOAPElement	

## WebLogic Diagnostics

54. WebLogic Diagnostics

Diagnostic Context Enabled:	false
Diagnostic Volume:	Off
Built-in Module:	None

**Table 14:**

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Diagnostic Context Enabled	WLS_DIAGNOSTIC_CONTEXT_ENABLE D	Enable or disable diagnostic context for the WebLogic Server (WLDF or the weblogic diagnostic framework)  Default value: false  Valid values: true, false	

**Table 14:**

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Diagnostic Volume	WLS_DIAGNOSTIC_VOLUME	Specifies the volume of diagnostic data that is automatically produced by WebLogic Server at run time Default value: Off Valid values: Off,Low,Medium,High	
Built-in Module	WLS_DIAGNOSTIC_BUILT_IN_MODULE	Specifies the WLDF built-in system resource type to use. If not specified will use the weblogic default.	

## URI, File and URL Related Options

### 55. URI, File and URL Related Options

```

Restriction URLs Enable:
Custom SQL Security: false
White List Full Path:
Custom White List Full Path:
File Parameter Validation:
Substitution Variable List File Location:
Directory For Variable F1_MIGR_ASSISTANT_FILES:
Directory For Variable F1_BI_EXTRACT:
Directory For Variable F1_PROD_INTER_FILES:
Directory For Variable F1_CUST_APP_BASE:
Directory For Variable F1_PROCESS_DIR:
Directory For Variable F1_SVC_CATALOG_WSDL_DIR:

```

**Table 15:**

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Restriction URLs Enable	CLOUD_RESTRICTI ON_URLS_ENABLE	Default value: false	
Custom SQL Security	CUSTOM_SQL_ SECURITY	Custom SQL security	false
White List Full Path	CLOUD_WHITE_LIS T_PATH	Full path name of whiteList.xml	
Custom White List Full Path	CLOUD_CUSTOM_ WHITE_LIST_PATH	Full path name of CM_whiteList.xml	
File Parameter Validation	CLOUD_FILE_ PARAMETER_ VALIDATION	For cloud installations it must be set to true. Default value: false	

Table 15:

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Substitution Variable List File Location	CLOUD_SUBSTITUTION_VARIABLE_LIST _FILE_LOCATION	Full path to the xml file that contains the list of allowed directories and their corresponding substitution variables.  Default value: <SPLEBASE>/etc/substitutionVariableList.xml	
Directory For Variable F1_MIGR_ASSISTANT_FILES	CLOUD_LOCATION _F1_MIGR_ASSISTANT_FILES	Default value: <SPLOUTPUT>/F1_MIGR_ASSISTANT_FILES	
Directory For Variable F1_BI_EXTRACT	CLOUD_LOCATION _F1_BI_EXTRACT	Default value: <SPLOUTPUT>/F1_BI_EXTRACT	
Directory For Variable F1_PROD_INTER_FILES	CLOUD_LOCATION _F1_PROD_INTER_FILES	Default value: <SPLOUTPUT>/F1_PROD_INTER_FILES	
Directory For Variable F1_CUST_APP_BASE	CLOUD_LOCATION _F1_CUST_APP_BASE	Default value: <SPLOUTPUT>/F1_CUST_APP_BASE	
Directory For Variable F1_PROCESS_DIR	CLOUD_LOCATION _F1_PROCESS_DIR	Default value: <SPLOUTPUT>/F1_PROCESS_DIR	
Directory For Variable F1_SVC_CATALOG_WSDL_DIR	CLOUD_LOCATION _F1_SVC_CATALOG_WSDL_DIR	Default value: <SPLOUTPUT>/F1_SVC_CATALOG_WSDL_DIR	

### Advanced Configurations for Open LDAP Authentication provider

```

65. Advanced Configurations for Open LDAP Authentication provider
Enable Open LDAP Authentication provider: true
LDAP server Host: xyz.ldapserver.com
LDAP Server Port Number: 389
The LDAP object class that stores users: inetOrgPerson
The LDAP object class that stores static groups: groupOfUniqueNames
The Distinguished Name (DN)
of the LDAP Principal: cn=Manager,dc=bu,dc=org
LDAP PRINCIPAL Password: {3DES}l0qtUz1/ukc=
User Base DN: ou=person,dc=bu,dc=org
Group Base DN: ou=groups,dc=bu,dc=org
User From Name Filter: (&cn=%u)(objectclass=inetOrgPerson)
Group From Name Filter: ((cn=%g)(objectclass=groupOfUniqueNames))
Static Member DN Attribute: uniqueMember
Static Group DNS From Member
DN Filter: ((uniqueMember=%M)(objectclass=groupOfUniqueNames))

```



Specifies how this Open LDAP Authentication provider fits into the login sequence: SUFFICIENT  
 Specifies how Default Authentication provider fits into the login sequence: SUFFICIENT

Menu Option	Name Used in Documentation	Usage	Customer Install Value
Enable Open LDAP Authentication provider	Enable_OpenLDAP	Enable Open LDAP Authentication provider	
LDAP server Host	LDAP_HOST	LDAP server Host	
LDAP Server Port Number	LDAP_PORT	LDAP Server Port Number	
The LDAP object class that stores users	USER_OBJECT_CLASSES	The LDAP object class that stores users	
The LDAP object class that stores static groups	STATIC_GROUP_OBJECT_CLASS	The LDAP object class that stores static groups	
The Distinguished Name (DN) of the LDAP Principal	PRINCIPAL	The Distinguished Name (DN) of the LDAP Principal	
LDAP PRINCIPAL Password	PRINCIPAL_PASS	LDAP PRINCIPAL Password	
User Base DN	USER_BASE_DN	User Base DN	
Group Base DN	GROUP_BASE_DN	Group Base DN	
User From Name Filter	USER_FROM_NAME_FILTER	User From Name Filter	
Group From Name Filter	GROUP_FROM_NAME_FILTER	Group from Name Filter	
Static Member DN Attribute	STATIC_MEMBER_DN_ATTRIBUTE	Static Member DN Attribute	
Static Group DNS From Member DN Filter	STATIC_GROUP_DNS_FROM_MEMBER_DN_FILTER	Static Group DNS From Member DN Filter	
Specifies how this Open LDAP Authentication provider fits into the login sequence	CONTROL_FLAG_OPENLDAP	Specifies how this Open LDAP Authentication provider fits into the login sequence	
Specifies how Default Authentication provider fits into the login sequence	CONTROL_FLAG_DEFAULT	Specifies how Default Authentication provider fits into the login sequence	

# Oracle Real-Time Scheduler Installation and Configuration Worksheets

During the installation and configuration of the application provide a variety of system values. These worksheets help you in providing that information. No Customer Install Value fields should be left blank.

**Note:** Some web application server information will not be available until the software installation steps have been completed as described in the previous chapter dealing with installing application server pre-requisite software.

## JMS Configuration

```
8. JMS Configuration
Context Factory: weblogic.jndi.WLInitialContextFactory
WebLogic Server URL:
Weblogic System User ID:
Weblogic System Password:
Time Out: 120000
```

Menu Option	Name Used In Documentation	Usage	Customer Install Value
Context Factory	CONTEXTFACTORY* **	JNDI Name attribute field when the Connection Factory object is created. When the Connection Factory object is loaded, JNDI provides a path to the object.  Default: weblogic.jndi.WLInitialContextFactory	
WebLogic Server URL	URL***	Specify weblogic server URL in below format:  t3://<host>:<web server port no>  Note: This is the port number that is used as a part of the client URL request to connect to the host.	
Weblogic System User ID	WLS_USERID***	User ID to login to Admin WebLogic console.  Default user ID: system	
Weblogic System Password	WLS_PASSWORD***	On the configuration step of Oracle Utilities Mobile Workforce Management install process you have to provide the same password given during Oracle Utilities Application Framework installation. This should only be done if you have changed the password on an existing system following the Oracle WebLogic instructions.	

Menu Option	Name Used In Documentation	Usage	Customer Install Value
Time Out	TIMEOUT***	JMS Configuration Timeout, in milliseconds.  Default: 120000	

## ORS Environment Description

### 9. ORS Environment Description

```

ORS Scheduler Map Files Location:
Schedule Manager Port Number:
Minimum Requests:                               1
Maximum Time (seconds) Booking Requests:        5
Unique identifier for
the instance of the JVM:
Registry cleanse timing in seconds:              900
Scheduler connection timeout in milliseconds    300000
Scheduler maintenance cycle time in seconds     300

```

Menu Option	Name Used In Documentation	Usage	Customer Install Value
ORS Scheduler Map Files Location	MAPDIR***	Location for Map files from where scheduler will read the maps.  For example:  <b>Unix:</b> /ouaf/mapdir <b>Windows:</b> C:\ouaf\mapdir	
Schedule Manager Port Number	IPCSTARTPORT***	Specify the starting port number on which the application will communicate with the scheduler processes. The application will look for any available port above this number.  Default: 9100	
Minimum Requests	MINREQUESTS***	Minimum request that scheduler can handle.  Default: 1	
Maximum Time (seconds) Booking Requests	MAXPROCESSINGTIME***	Maximum request that scheduler can handle.  Default: 5	

Menu Option	Name Used In Documentation	Usage	Customer Install Value
Unique identifier for the instance of the JVM	NODEID***	Unique id for JVM instance. For Example: Node1  Note: This has to be same as the Node ID configured in the Scheduler table in the Oracle Utilities Mobile Workforce Management application. This should be left empty if scheduler is going to be run from the standalone batch program.	
Registry cleanse timing in seconds	CLEANSE_INTERVAL***	This is the registry cleanse interval.  Default: 900	
Scheduler connection timeout in milliseconds	SCHED_CONN_TIMEOUT***	Scheduler connection timeout in milliseconds. Default: 300000	
Scheduler maintenance cycle time in seconds	SCHED_CYCLE_TIMEOUT	Scheduler maintenance cycle time in seconds. Default:300	

## Geocode Data Source Configuration

### 10. Geocode Data Source Configuration

JDBC URL for the Geocode database:

Database User Name:

Database Password:

JNDI name for the Geocode datasource:

Menu Option	Name used in this Documentation	Usage	Customer Install Value
JDBC URL for Geocode Database	DBURL_GEOCODE**	Geocode database information details.  For example: jdbc:oracle:thin:@localhost:1521:GEODB	
Database User Name	DBUSER_GEOCODE***	Geocode database user ID.	
Database Password	DBPASS_GEOCODE**	Geocode database password.	
JNDI name for the Geocode datasource	JNDI_GEOCODE***	JNDI name for accessing the database.  For example: GEOSAMPLE	

## Mapviewer Configuration

### 11. Mapviewer Configuration

```
Deploy mapviewer locally on this instance: true
Location of mapviewer ear file:
```

Menu Option	Name used in this Documentation	Usage	Customer Install Value
Deploy mapviewer locally on this instance	MAPVIEWER_ISLOC AL***	Set this value to true for deploying mapviewer on the same WebLogic instance.  Default: true	
Location of mapviewer ear file	MAPVIEWER_EAR** *	This needs to point to the location of the exploded mapviewer ear directory in case mapviewer is deployed locally on the same Weblogic instance.  For example: /ouaf/mapviewer/ mapviewer.ear	

## Security Configuration

### 12. Security Configuration

```
Deploy only mobility web application: false
Allow self signed SSL certificates: false
Force Http Connection
(Enable if load balancer is configured for ssl-stripping): false
```

Menu Option	Name used in this Documentation	Usage	Customer Install Value
Deploy only mobility web application	MOBILITY_APP_ON LY***	Set this value to true to deploy only the mobility web application. This option can be used to expose just the mobility web application to the Internet while the rest of the application runs inside a secured environment.  Default: true	
Allow Self Signed SSL Certificates	ALLOW_SELFSIGNED_SSL***	Set this value to true to allow self-signed SSL certificates. Default: false	
Force Http Connection (Enable if load balancer is configured for ssl-stripping)	FORCE_HTTP	Enable if load balancer is configured for SSL-stripping Default: false	

**Note:** \*\*\* denotes mandatory field options that are required for the product installation.

# Appendix C

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## Application Framework Prerequisite Patches

Oracle Utilities Application Framework patches must be installed prior to installing Oracle Utilities Mobile Workforce Management v2.3.0.3.0. The patches listed below are included as a convenience rollup, FW-v4.3.0.6.0-PREREQ-Multiplatform.zip, which is included in the downloaded Media Pack. Please refer to the instructions inside the rollup directory for steps to install the patch.

<b>Bug No.</b>	<b>Description</b>
28451591	SERVICE NAME F1CLUSTP IS MISSING
28456608	MWM F1_GETCLUSTERINFO SCHEMA REFERENCES NON EXISTENT JAVA FIELDS CLUSTER_ACTION
28641673	4.3.0.6.0 OUAFPATCH.JAR ERRORS WITH INCOMPATIBLE DATABASE TOOLS PATCHING UTILITY

# Appendix D

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## Common Maintenance Activities

This appendix lists frequently-used commands that you use to perform common maintenance activities, such as starting and stopping the environment and thread pool worker, modifying the configuration items.

### To Initialize the Environment

1. Go the directory <install\_dir>/bin.
2. Run the following command:

#### UNIX:

```
./splenviron.sh -e <Env_Name>
```

#### Windows:

```
splenviron.cmd -e <Env_Name>
```

### To Start the WebLogic Server

1. Initialize the environment.
2. Navigate to the respective domain's bin folder.
3. Execute the WebLogic Domain Startup command.

### To Stop the Batch Server

1. Initialize the environment.
2. Navigate to the respective domain's bin folder.
3. Execute the WebLogic Domain Stop command.

### To Start the Thread Pool Worker

1. Initialize the environment.
2. Run the following command:

#### UNIX

```
./spl.sh -b start
```

#### Windows

```
spl.cmd -b start
```

---

### To Stop the Thread Pool Worker

1. Initialize the environment.
2. Run the following command:

#### UNIX

```
./spl.sh -b stop
```

#### Windows

```
spl.cmd -b stop
```

### To Modify the Configuration Values

1. Initialize the environment.
2. Run the following command:

#### UNIX:

```
ConfigureEnv.sh
```

#### Windows:

```
configureEnv.cmd
```

The configuration utility launches menu items. Select any Menu option.

3. Change the menu values.
4. After you change the menu values, press P to write the changes to the configuration file.
5. To apply the changes to the environment, run the initial setup script:

```
InitialSetup.sh
```

### To Modify the Advanced Menu Option Values

1. Initialize the environment.

The configuration utility launches menu items.

2. Run the following command:

#### UNIX:

```
ConfigureEnv.sh -a
```

#### Windows:

```
configureEnv.cmd -a
```

3. Select any menu option.
4. Change the menu values.
5. To apply the changes to the environment, run initial setup script:

```
InitialSetup.sh
```