

Oracle Utilities Customer Care and Billing

Quick Install Guide

Release 2.8.0.0.0

F38887-01

April 2021

Oracle Utilities Customer Care and Billing Quick Install Guide, Release 2.8.0.0.0

Copyright © 2000, 2021 Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software" or "commercial computer software documentation" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

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

Preface

Welcome to the Oracle Utilities Customer Care and Billing Quick Install Guide.

This guide provides an overview about how to install Oracle Utilities Customer Care and Billing V2.8.0.0.0.

The preface includes:

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

Audience

This guide is intended for anyone interested in the installation process.

To complete installation you should have:

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

Related Documents

For more information, refer to these Oracle documents:

Installation Guides and Release Notes

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

Administrative and Business User Guides

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

Supplemental Documents

- *Oracle Utilities Customer Care and Billing Server Administration Guide*
- *Oracle Utilities Customer Care and Billing Security Guide*

Updates to Documentation

For additional and updated information about the product, refer to the **Knowledge Base** section on [My Oracle Support](#).

For the latest product documentation, refer to the [Oracle Technology Network](#) page.

Conventions

The following text conventions are used in this document:

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

Acronyms

The following acronyms and terms are used in this document:

Acronym	Definition
CCB	Oracle Utilities Customer Care and Billing
WLS	WebLogic Server
FW	Framework
OUIAF	Oracle Utilities Application Framework

Additional Resources

For more information and product support, visit the [Oracle Support](#) website.

Chapter 1

Oracle Utilities Customer Care and Billing Installation Overview

This chapter provides the high-level steps to install Oracle Utilities Customer Care and Billing V2.8.0.0.0, and also lists the additional software required for the installation to be successful. For more information, refer to the *Oracle Utilities Customer Care and Billing Installation Guide* included in this release.

The chapter focuses on the following:

- [Media Pack Contents](#)
- [Application Overview](#)
- [Supported Platforms](#)
- [Application Server Memory Requirements](#)
- [Support for Software Patches and Upgrades](#)
- [Installing Oracle Utilities Customer Care and Billing](#)

Media Pack Contents

The Oracle Utilities Customer Care and Billing Media Pack comprises the [Documentation Packages](#), [Installation Packages](#), and [Oracle Utilities Customer Care and Billing Components](#).

Documentation Packages

Below are the documentation packages included in the media pack.

- Oracle Utilities Customer Care and Billing V2.8.0.0.0 Release Notes
- Oracle Utilities Customer Care and Billing V2.8.0.0.0 Quick Install Guide
- Oracle Utilities Customer Care and Billing V2.8.0.0.0 Install Documentation
- Oracle Utilities Customer Care and Billing V2.8.0.0.0 User Documentation

Installation Packages

Below are the installation packages included in the media pack.

- Oracle Utilities Application Framework V4.4.0.3.0 Multiplatform
- Oracle Utilities Customer Care and Billing V2.8.0.0.0 Multiplatform
- Oracle Utilities Customer Care and Billing V2.8.0.0.0 Oracle Database
- Oracle Utilities Customer Care and Billing V2.8.0.0.0 Sample programs

Oracle Utilities Customer Care and Billing Components

The system includes the components listed below.

- All application processes and HTML/JSP pages that make up the user interface
- The Installation Guide, which describes the installation/upgrade process
- The latest user documentation
- Release Notes describing functional changes for this version
- Database installation with demo data
- Database upgrade scripts
- Data Dictionary
- System Table Guide
- XAI Client Software
- Conversion Tool
- Sample Reports

Application Overview

The application is split into multiple tiers:

Tier 1: Browser-Based Client

The web browsers listed below are supported when used on each of the operating systems indicated:

Browser	Windows Operating System
Firefox ESR 78.x ESR	Microsoft Windows 10 (64-bit)
Google Chrome Enterprise 81+	
Chromium Edge 81+	
Microsoft Edge for Business 81+ (Edge Chromium)	Microsoft Windows 10 Version x 64-bit
Mozilla Firefox ESR 78.x	Microsoft Windows 10 Version x 64-bit
Google Chrome Enterprise 81+	Microsoft Windows 10 Version x 64-bit
Apple Mobile Safari	Apple iPad iOS 12.x

Tier 2: Web Application Server

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

Tier 3: Database Server

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

Supported Platforms

The installation has been tested to operate on many operating system, application server, and database server combinations. For the software requirements for each of these combinations, refer to the *Oracle Utilities Customer Care and Billing Installation Guide*.

Operating Systems and Application Servers

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

Application Server Operating Systems

- Oracle Linux 7.x for x86_64*
- Oracle Linux 8.x for x86_64
- Oracle Solaris 11.4+ for SPARC (64-bit)
- IBM AIX 7.1 TL5 for POWER (64-bit)
- IBM AIX 7.2. TL3+ for POWER (64-bit)

* For Oracle Linux 7.x, refer to the [Oracle Lifetime Support Policy: Oracle and Sun System Software and Operating Systems](#) document for the applicable end of support dates.

Prerequisite Application Server Software

- Oracle Database Client 19c
- Oracle Java SE Development Kit 1.8.0_x261 (Windows, Solaris and Linux platforms only)
- IBM 64-bit SDK for AIX 8.0.0.x (IBM platforms only)
- Select jars from Hibernate ORM 4.1.0
- Oracle WebLogic Server 12c (Release 12.2.1.4) 64-bit

Notes

- Oracle Linux is 100% user space-compatible with Red Hat Enterprise Linux, therefore, Oracle Utilities Application Framework is also supported on Red Hat Enterprise Linux.
- Refer to the *Oracle Utilities Application Framework Database Administrator's Guide* for the Oracle database server requirements.

Refer to the *Certification Matrix for Oracle Utilities Products (Document ID 1454143.1)* document 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 8.x indicates that any version of Linux 8 (8.0, 8.1, 8.2 etc) will be supported.

Windows Server

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

WebLogic Server

- Oracle WebLogic Server (Fusion Middleware Infrastructure) 12.2.1.4 and any higher versions of Oracle are supported. Release 12.2.1.4
- 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 19c

- Oracle Database Server Standard Edition 2 19c

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

Oracle VM Support

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

Refer to [My Oracle Support](#) knowledge base article 249212.1 for Oracle's support policy on VMWare.

SDK - Supported Combinations

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

Application Server Memory Requirements

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

Location	Size	Usage
Install Dir ("\$SPLEBASE") Location	10 GB recommended 5 GB minimum	This is the location where the application and Framework get installed. Startup, shutdown and other online log files are stored here. The size and space that is used should be monitored because various debugging options can significantly affect the size of log files. Note: This does not include the size of the edge product.
Log Dir ("\$SPLOUTPUT") Location	10 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	10 GB minimum	The application gets installed from this location. You need enough space to uncompress the files and install the application.
Oracle Data Area	10 GB minimum	This location is where the Oracle database data files are stored. The size of this space should be based on the requirements of the production environment. For an initial or demo database install 4 GB should be sufficient.

Support for Software Patches and Upgrades

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

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

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

Installing Oracle Utilities Customer Care and Billing

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

To install Oracle Utilities Customer Care and Billing V2.8.0.0.0

1. Install all required third-party software.
2. Install database. Refer to *Oracle Utilities Customer Care and Billing Database Administrator's Guide* for complete details.
3. Install Oracle Utilities Application Framework V4.4.0.3.0.
4. Install Oracle Utilities Customer Care and Billing V2.8.0.0.0.

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

5. Perform the post-installation tasks described in *Oracle Utilities Customer Care and Billing Installation Guide*.
6. Generate the Application Viewer items (this includes the Data Dictionary).

Installation and Configuration Overview

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

