

ORACLE UTILITIES CUSTOMER CLOUD
SERVICE INTEGRATION TO ORACLE
FIELD SERVICE CLOUD

(ALSO APPLICABLE TO ORACLE UTILITIES
CUSTOMER TO METER)

UPGRADE GUIDE

RELEASE 21A



Disclaimer

Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud Upgrade Guide, Release 21A

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Preface

Welcome to the Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud Upgrade Guide. This document guides you through the process of planning and executing the integration between Oracle Utilities Customer Cloud Service and Oracle Field Service Cloud.

The preface includes the following:

- [Audience](#)
- [Documentation and Accessibility](#)
- [Abbreviations](#)

Audience

This document is intended for anyone implementing the integration between Oracle Utilities Customer Cloud Service and Oracle Field Service Cloud.

Documentation and Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

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<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or
<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs>

Abbreviations

Term	Expanded Form
OFSC	Oracle Field Service Cloud
C2M	Oracle Utilities Customer to Meter
CCS	Oracle Utilities Customer Cloud Service

Chapter 1: Upgrade Overview

Please note that this document focuses only on Oracle Integration Cloud and Oracle Field Service Cloud **accelerator** upgrades and does not apply to Oracle Integration Cloud and Oracle Field Service Cloud **application** upgrades.

This chapter provides an overview of the required artifacts needed before upgrading the integration and merging the customizations to the latest version. It focuses on the prerequisites and upgrade matrix necessary for the integration.

Important! For all annual releases (an “A” release), upgrade the following packages:

- Oracle Field Service Cloud Accelerator
- Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud OIC Accelerator

Also, upgrade the following applications:

- Oracle Utilities Customer Cloud Service
- Oracle Field Service Cloud

For the other releases (“B” or “C”), you can choose to only upgrade the Oracle Utilities Customer Cloud Service application.

The chapter includes the following:

- [Prerequisites](#)
- [Upgrade Matrix](#)

Prerequisites

Download the following artifacts related to the version to which the product needs to be upgraded:



- Oracle Integration Cloud Prebuilt Integration Accelerator Package
- Oracle Field Service Cloud Accelerator Package

To upgrade the integration to 21A, download the 21A Prebuilt Integration and 21A Oracle Field Service Cloud Accelerator packages. It is applicable to other versions as well.

Note: Marketplace will include only the latest releases of Oracle Integration Cloud and Oracle Field Service Cloud Accelerator. To upgrade to earlier versions, raise a service request with My Oracle Support at <https://support.oracle.com/portal/>. The artifacts for the requested version are shared through the service request.

Upgrade Matrix

The following upgrade matrix provides details about the mandatory version upgrade, the supported and not supported integration package versions (which includes both Oracle Integration Cloud prebuilt and Oracle Field Service Cloud accelerator packages) with respect to the Oracle Utilities Customer Cloud Service application version.

App Versions / Package Versions	CCS-OFSC 20A	CCS-OFSC 20B	CCS-OFSC 20C	CCS-OFSC 21A
CCS 20A		×	×	×
CCS 20B	✓	✓	×	×
CCS 20C	✓	✓	✓	×
CCS 21A	×	×	×	
CCS 21B	×	×	×	✓

 Mandatory Upgrade

 Supported

 Not Supported

Chapter 2: Upgrading the Integration

This chapter focuses on the process to upgrade the product integration from other versions to 21A.

Before proceeding with the upgrade, please note that the best practice is to create a backup (including Oracle Field Service Cloud custom plugins) to retain all the previous customizations of Oracle Integration Cloud prebuilt integration/Oracle Field Service Cloud accelerator package).

The chapter includes the following:

- Upgrade Process Overview
- [Creating a Backup](#)
- [Removing Old References](#)
- [Upgrade Process](#)

Upgrade Process Overview

The integration upgrade mainly consists of the following steps:

1. Take a backup of the integration, including Oracle Field Service Cloud custom plugins. For more details, refer to the [Creating a Backup](#) section.
2. Remove all the references to the previous version available for lookups and libraries. Refer to the [Removing Old References](#) section for more details.
3. After the integration package import is completed, validate the components for successful upgrade. Refer to [Chapter 3: Validations](#) for more details.
4. Merge all the customizations for which a backup was created. Refer to [Chapter 4: Merging the Customizations](#) for more information.

Creating a Backup

Take a backup of the following:

- Oracle Integration Cloud Prebuilt Integration: Export the Oracle Integration Cloud package and integration flows from Oracle Integration Cloud and store them in the local folder.

Note: Business Accelerator packages cannot be exported currently. If there are no changes to the base “outl.ba.ccs_ofsc_fieldwork.1_0_0” package, make sure to take a backup of the Oracle Integration Cloud lookups. If the base package is cloned and the customizations are included in the cloned flows or if an older version package existed before consuming Oracle Integration Cloud accelerator (oracle.util.somofsc.fieldwork.par), take a backup of the Oracle Integration Cloud package.

To export the package and integration flows:

1. Login to Oracle Integration Cloud.
 2. Navigate to **Packages** from integrations.
 3. Select the required package to be exported.
 4. Browse to the path where the package should be exported and click **Export**.
- Oracle Field Service Cloud Properties: Export the Oracle Field Service Cloud properties which start with "c2m_" and store/save them in the local folder.
 - Oracle Field Service Cloud User Type: Export the user type file from the Oracle Field Service Cloud environment.
 - Oracle Field Service Cloud Plugin: Export the Oracle Field Service Cloud plugin from the Oracle Field Service Cloud environment.

Note: For detailed steps to take a backup of the process, refer to the *Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud Configuration Guide*.

Removing Old References

After creating a backup of the required items, remove all the lookups and libraries references related to the older/previous version. Make sure to perform this step accurately since merging the changes from one version to other version for the lookups and libraries is not taken care in the upgrade process.

Deleting References to Lookups

To remove the references to lookups related to the older version of integration:

1. Login to Oracle Integration Cloud.
2. Navigate to **Integrations > Lookups**.
3. Select all the lookups related to the integration.
4. From the **Options** menu, click **Delete** to delete the selected lookups.

For a list of lookups in the integration, refer to the [Lookups](#) section in [Chapter 4: Validations](#).

Note: The current integration version might not include the same list of lookups as the previous integration version. A few of them might be included or deprecated. Please refer to the specific integration version documentation that you are running to get the list of lookups.

Deleting References to Libraries

To remove the references to libraries related to the older version of integration:

1. Login to Oracle Integration Cloud.
2. Navigate to **Integrations > Libraries**.
3. Select all the libraries related to the integration.
4. From the **Options** menu, click **Delete** to delete the selected libraries.

For a list of libraries in the integration, refer to the [Libraries](#) section in [Chapter 4: Validations](#).

Note: The current integration version might not include the same list of libraries as the previous integration version. A few of them might be included or deprecated. Please refer to the specific integration version documentation that you are running to get the list of libraries.

Upgrade Process

The integration between Oracle Utilities Customer Cloud Service and Oracle Field Service Cloud can happen in the following ways:

- **Upgrading the edge applications (CCS/OFSC) and using the Oracle Integration Cloud accelerator**

In this scenario, the edge applications are upgraded and use the Oracle Integration Cloud accelerator as it is. Since the Oracle Integration Cloud accelerator is on the lower version, the enhancements released as part of the edge application will not be supported.

For information about supported features, refer to the version specific release notes.

- **Upgrading Oracle Utilities Customer Cloud Service only**

In this scenario, only Oracle Utilities Customer Cloud Service is upgraded. New features released as part of Oracle Utilities Customer Cloud Service will not be supported, as it requires both Oracle Integration Cloud and Oracle Field Service Cloud accelerator upgrades.

For information about supported features, refer to the version specific release notes.

- **Upgrades Oracle Field Service Cloud Only**

In this scenario, Oracle Field Service Cloud is upgraded to the latest version.

Caution: There will be a loss of functionality/errors in the following situations:


- Oracle Field Service Cloud accelerator carries the latest version and Oracle Integration Cloud accelerator and Oracle Utilities Customer Cloud Service have lower versions. Refer to the [Upgrade Matrix](#) for more details.

Recommendation:

- Make sure both Oracle Integration Cloud and Oracle Field Service Cloud accelerator are on same version.

- **Upgrading Oracle Integration Cloud accelerator and using the edge applications (CCS/OFSC)**

This is not the recommended approach. When you upgrade Oracle Integration Cloud accelerator and use the end-point application as is, some of the features or flows released as



part of the Oracle Integration Cloud accelerator will not be supported. It needs edge application enhancements.

To upgrade the integration between Oracle Utilities Customer Cloud Service and Oracle Field Service Cloud:

1. Select the upgrade type.
2. For feature enhancements, do the following:
 - a. Select the desired integration package version.
 - b. Select the current edge application version and query the required component version to support the feature.
 - c. If the required component is not listed or if you experience an issue, contact My Oracle Support through a service request.
3. For required/planned upgrade, all components should be upgraded to version 'A'. Do the following:
 - a. Select the current edge application version.
 - b. Select the current integration package.
 - c. If the new accelerator is available, proceed with the upgrade.
 - d. If you experience an issue, contact My Oracle Support through a service request.

Chapter 3: Validations

After completing the integration package import, validate the following components for successful upgrade of the integration.

This chapter focuses on the validation of the following components:

- [Connections](#)
- [Integrations](#)
- [Lookups](#)
- [Agents](#)
- [Libraries](#)

Connections

The following connections related the integration should be in the “configured” state:

- Oracle Utilities SOAP CCS for CCS-OFSC
- Oracle Utilities OFSC for CCS-OFSC
- Oracle Utilities REST OFSC Admin Sync for CCS-OFSC
- Oracle Utilities REST OFSC Appmt for CCS-OFSC
- Oracle Utilities REST for CCS-OFSC

Integrations

The following integrations should be in the “active” state:

- Oracle Utilities CCS OFSC Activity Process (1.0)
- Oracle Utilities CCS OFSC Activity Get Status (1.0)
- Oracle Utilities CCS OFSC Admin Sync (1.0)
- Oracle Utilities CCS OFSC Appointment Get (1.0)
- Oracle Utilities OFSC CCS Device Verification (1.0)
- Oracle Utilities OFSC CCS ServicePoint Query (1.0)
- Oracle Utilities OFSC CCS Activity Complete (1.0)
- Oracle Utilities OFSC CCS Activity Create (1.0)

Lookups

The following lookups imported during the upgrade should in “configured” state:

- SOMOFSC_ConfigProps
- OFSCSOM_Appt_Timeslots
- SOMOFSC_CountryCode
- SOMOFSC_LifeSupport

- SOMOFSC_MeasurementCondition
- SOMOFSC_Key
- SOMOFSC_DeviceLocation
- SOMOFSC_Email_ID
- SOMOFSC_TimeZone
- SOMOFSC_MeterLocation
- SOMOFSC_ActivityType
- SOMOFSC_InterimStatus
- SOMOFSC_Sync_RegisterTOUData
- SOMOFSC_Sync_ServicePointData
- SOMOFSC_Sync_DeviceModelData
- SOMOFSC_Sync_ActivityData
- SOMOFSC_Sync_DeviceManufacturerData
- SOMOFSC_ActivityTypeConfigProps
- SOMOFSC_Sync_DeviceHeadEndSystemData
- SOMOFSC_Sync_DeviceConfigurationData
- SOMOFSC_LanguageCode
- SOMOFSC_Sync_DeviceTypesData
- SOMOFSC_Sync_RegisterSQIData
- SOMOFSC_Sync_RegisterUOMData
- OFSCSOM_Dials
- OFSCSOM_ReadSequence
- OFSCSOM_Decimal
- SOMOFSC_MeterConfigurationType
- OFSCSOM_ActionCode
- OFSCSOM_MeterStatus
- SOMOFSC_AttachmentBO

Agents

The agents should be in “configured” state. This is only applicable if you are using On-premise C2M application. Else please ignore this step.

Libraries

The imported libraries related to the integration should be in “configured” state:

- SOMOFSC_AddressFormat
- SOMOFSC_AppointmentSlots
- SOMOFSC_AddOffsetToDateTime
- SOMOFSC_NoOfOccurrences

Chapter 4: Merging the Customizations

The current customizations are handled by place holders in xslts.

After the integration is successfully upgraded, merge all the customizations for which a backup was created. Refer to the [Creating a Backup](#) section in [Chapter 2: Upgrading the Integration](#) for more details.

This chapter includes the following:

- [Merging Oracle Integration Cloud Prebuilt Customizations](#)
- [Merging Oracle Field Service Cloud Customizations](#)

Merging the Oracle Integration Cloud Prebuilt Customizations

The Oracle Integration Cloud prebuilt customizations can be merged in the following scenarios:

- Oracle Integration Cloud version 20B or lower is installed
- Oracle Integration Cloud accelerator version 21A or higher is installed

If Oracle Integration Cloud version 20B or lower is installed, to add the customization on top of the out-of-the-box XSLT file, do the following:

1. Edit the integration.
2. In all integration mappings, add the template to all complex elements.

Any custom elements under that complex element can be added directly to the template provided by editing the xslt.

3. Add the mapping under the respective customization template.
4. Save the changes.
5. Activate the integration to reflect the custom mappings.

If Oracle Integration Cloud accelerator version 21A or higher is installed, do the following:

Note that since the Oracle Integration Cloud package is delivered as accelerator, it cannot be modified.

1. Clone the integration.
2. Export the respective cloned integration from Oracle Integration Cloud to your local machine.
3. Unzip the .jar file and identify the mapping/xsl file in which the custom mappings need to be added.
4. This integration has all mappers as import xsls. To add any new mapping, edit the respective mapper/xsl file.

Note that mappings cannot be added using the Mapper Design view.

5. In all integration mappings, a template is added under every complex element. Any custom elements under that complex element can be added directly in the template provided.

6. Add the mapping under the respective customization template. Save the changes.
7. In Oracle Integration Cloud, click the integration to add the mapping for an extra element. Select the respective map activity.
8. Click **Import** and upload the updated mapper/xsl file.
9. Save and close.
10. Activate the integration to reflect the custom mappings.

Merging the Oracle Field Service Cloud Customizations

The following customizations have to be added after the upgrade.

- [Properties](#)
- [User Type](#)

Properties

- If Oracle Field Service Cloud accelerator 20C or a lower version is installed, **re-import** the properties for which a backup was created on the latest import of the plugins.
- If Oracle Field Service Cloud accelerator 21A or a higher version is installed, **re-import** the properties that are not part of admin sync. The admin sync will synchronize the data to the admin sync properties.

User Type

Add your customization back to the user type file on top of the latest code line.

- **Adding customization from UI:** Navigate to the section of UI in the user type file and add the customization manually.
- **Adding customization by editing the user type file directly:**
 1. Open the user type file in a text editor and search for the section where the customization should be added.
 2. Copy the customization from the old backup file and paste it into the latest user type section.
 3. Repeat step 2 for those sections where customizations can be added.

For more details about the Oracle Field Service Cloud accelerator customization, refer to the **Customizations** chapter in *Oracle Field Service Cloud Setup Guide for Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Cloud*.