

**Oracle Utilities Network Management
System Integration to Oracle Field
Service**

Configuration Guide

Release 21C

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Oracle Utilities Network Management System Integration to Oracle Field Service Configuration Guide,
Release 21C

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Preface

Welcome to the Oracle Utilities Network Management System Integration to Oracle Field Service Configuration Guide.

The preface includes the following:

- [Audience](#)
- [Documentation and Resources](#)
- [Documentation Accessibility](#)
- [Conventions](#)
- [Acronyms](#)

Audience

This document is intended for anyone implementing the Oracle Utilities Network Management System integration with Oracle Field Service.

Documentation and Resources

For more information regarding this integration, foundation technology and the edge applications, refer to the following documents:

Product Documentation

Topic	Location
Oracle Utilities Network Management System Integration to Oracle Field Service documentation	https://docs.oracle.com/en/industries/utilities/integrations-index.html
Oracle Utilities Network Management System documentation	https://docs.oracle.com/cd/E72219_01/documentation.html
Oracle Field Service documentation	https://docs.oracle.com/en/cloud/saas/field-service/21c/index.html

Additional Documentation

Resource	Location
Oracle Support	<p>Visit My Oracle Support at https://support.oracle.com regularly to stay informed about updates and patches.</p> <p>Refer to the <i>Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1)</i> on My Oracle Support to determine if support for newer versions of the listed products is included.</p> <p>For more information, refer to the Oracle Utilities Integrations page at http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm</p>
Oracle Technology Network (OTN) Latest versions of documents	http://www.oracle.com/technetwork/index.html
Oracle University for training opportunities	http://education.oracle.com/

Documentation 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>.

Access to Oracle Support

Oracle customers have access to electronic support for the hearing impaired. Visit: <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs>

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 terms are used in this document:

Term	Expanded Form
OFS	Oracle Field Service
OIC	Oracle Integration Cloud
ICS	Integration Cloud Service
DVM	Domain Value Map (Lookup)
OUNMS	Oracle Utilities Network Management System
ERT	Estimated Restoration Time
NMS	Network Management System

Chapter 1

Introduction

This chapter provides an overview about Oracle Utilities Network Management System Integration to Oracle Field Service using Oracle Integration Cloud. It focuses on software requirements, Oracle Integration Cloud, and business standpoint of the integration.

The chapter includes the following:

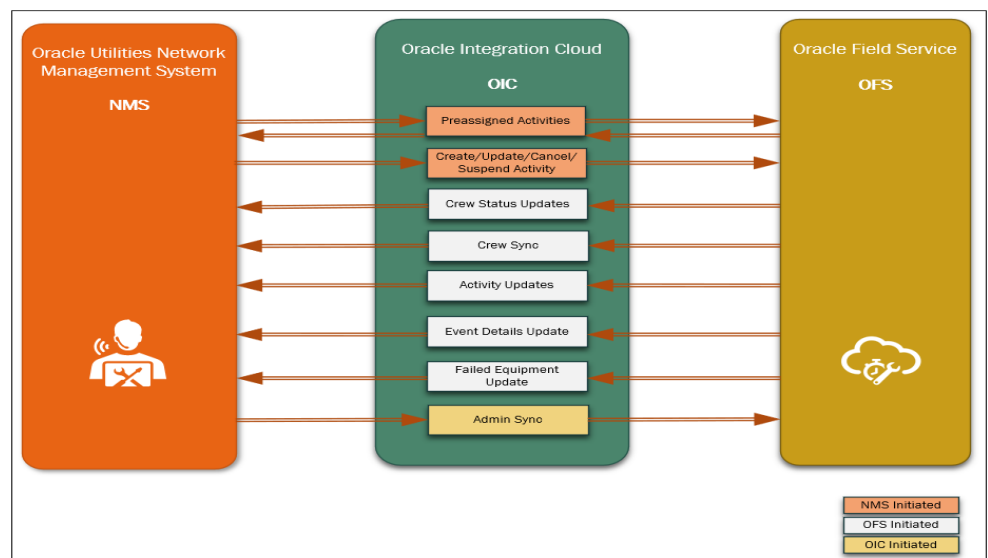
- [Overview of the Integration](#)
- [About Oracle Utilities Network Management System](#)
- [About Oracle Field Service](#)
- [About Oracle Integration Cloud](#)
- [Software Requirements](#)

Overview of the Integration

Oracle Utilities Network Management System Integration to Oracle Field Service manages fieldwork (activities between Oracle Utilities Network Management System and Oracle Field Service). This integration can be leveraged to create/update/cancel/complete activities in the field using the Oracle Field Service solution.

Major business flows revolve around activities. Activities are created in Oracle Utilities Network Management System and sent to Oracle Field Service for the mobile worker to perform the activity. The field activity completion information is returned from Oracle Field Service to Oracle Utilities Network Management System where it is processed by Oracle Utilities Network Management System. In addition, the integration has the ability to send interim statuses of a field activity to Oracle Utilities Network Management System and sync the admin data between the systems.

The following diagram illustrates the business processes supported in this integration.



About Oracle Utilities Network Management System

Oracle Utilities Network Management System processes the trouble calls from customers and analyzes those to determine the probable outage locations. It generates Estimated Restoration Times (ERTs) that can be provided back to the customers. Also, it keeps a history of all the customer calls that were entered in the system, as well as a history of all events that were known to affect a customer even if the customer did not call in.

In addition to responding to unplanned outages and non-outage problems, Oracle Utilities Network Management System assists the utility plan maintenance work or new construction that may impact existing customers. When Oracle Utilities Network Management System generates detailed switching plans, customers are informed about planned outages that might impact them.

About Oracle Field Service

Oracle Field Service is built on time-based, self-learning, and predictive technology, empowering to solve business problems while evolving the field service organization. It has various modules to choose, such as forecasting, routing, capacity, mobility, collaboration, core manage, smart location, customer communication, and more. It leverages the performance pattern profiles to create optimal daily routes and schedules and continues to learn as employee work patterns change over time.

About Oracle Integration Cloud

Oracle Integration Cloud is a cloud-based integration application designed to integrate cloud and on-premises applications, automate business processes, gain insight into your business processes, develop visual applications, process files, and exchange business documents with a B2B partner.

With the Process Builder business processes can be rapidly designed, automated, and managed in the cloud. Continuous business flows are quickly created by connecting and integrating applications that live in the cloud and/or on-premise.

Domain Value Map or lookups are available to match application specific codes between the applications.

Integration Insights and Stream Analytics help to simplify and extract business metrics and create custom dashboards.

Software Requirements

The following software is required for the integration to work:

- Oracle Utilities Network Management System
- Oracle Integration Cloud
- Oracle Field Service

For specific application versions, refer to the *Oracle Utilities Network Management System Integration to Oracle Field Service Release Notes* included in this release.

Chapter 2

Solution Architecture

This chapter provides an overview of the application architecture used by the integration, including:

- [Solution Diagram](#)
- [Business Flows](#)

Solution Diagram

The technical aspects involved in Oracle Utilities Network Management System Integration to Oracle Field Service are:

- An integration between Oracle Utilities Network Management System and Oracle Field Service.
- The integration layer is made of integration processes deployed on Oracle Integration Cloud.
- It uses web services and REST APIs to facilitate communication between the two applications.
- In the Oracle Utilities Network Management System initiated processes, outbound messages are sent and Oracle Field Service uses REST APIs to receive the messages.
- In the Oracle Field Service initiated processes, events are triggered and Oracle Utilities Network Management System uses inbound web services (IWS) to receive the messages.

The integration patterns used in this solution are:

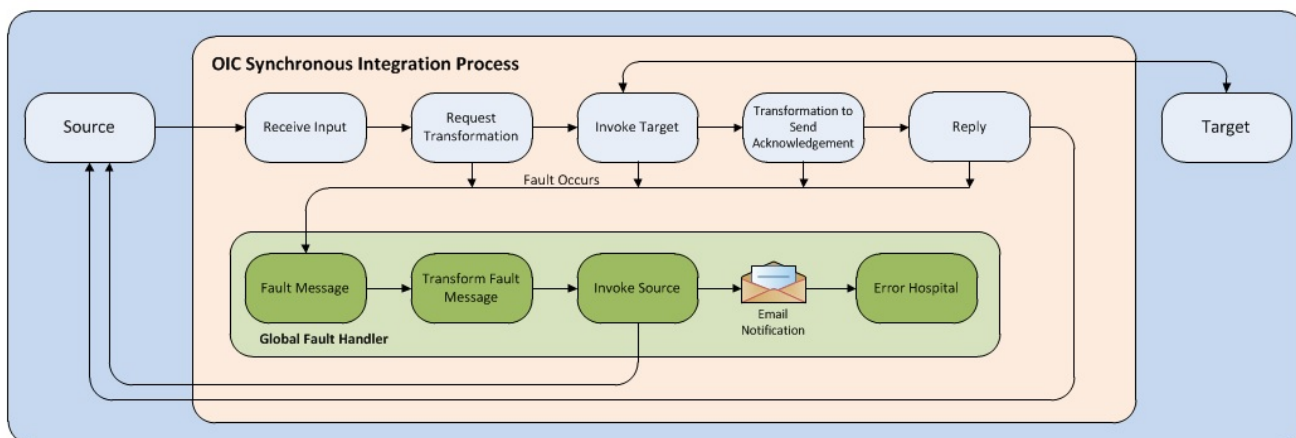
- [Synchronous](#)
- [One-way Asynchronous](#)

Synchronous

The synchronous integration process:

1. Receives request message from the source application.
2. Transforms the message from source format to the target format. Lookups are used for data translations.
3. Invokes the target application.
4. Transforms the message (after invoking the target application) from the target format back to the source format. It sends back an acknowledgment/synchronous response.
5. In case of any error, the global fault handler catches them and sends the transformed error message to the source application.

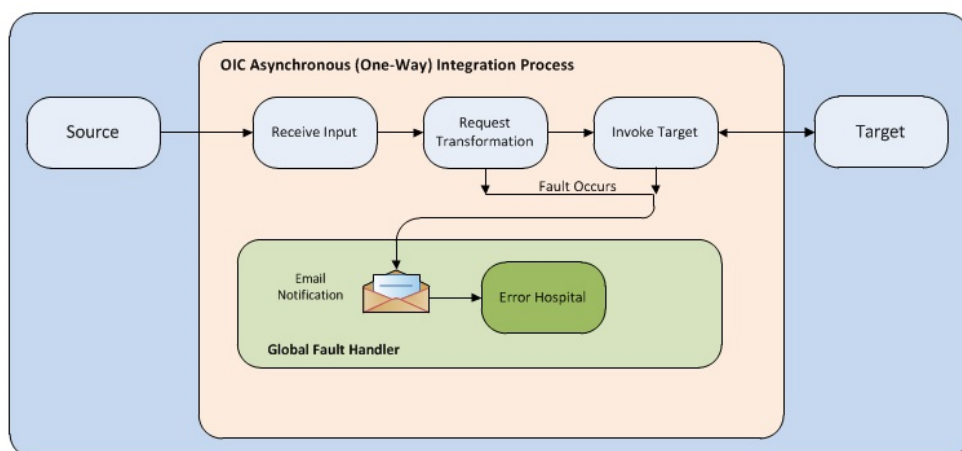
- An optional email notification is sent to the respective users as configured.



One-way Asynchronous

The one-way asynchronous integration process:

- Receives request message from the source application.
- Transforms message from the source to the target format. Lookups are used for data translations.
- Invokes target application to send the request message.
- In case of any error, the global fault handler catches them.
- The error instance can be re-submitted from Oracle Integration Cloud. Refer to the [Error Handling](#) section in **Appendix 6: Configuring Lookups, Error Handling, and Email Notifications** for more details.



Business Flows

The integration scope supports the following business processes:

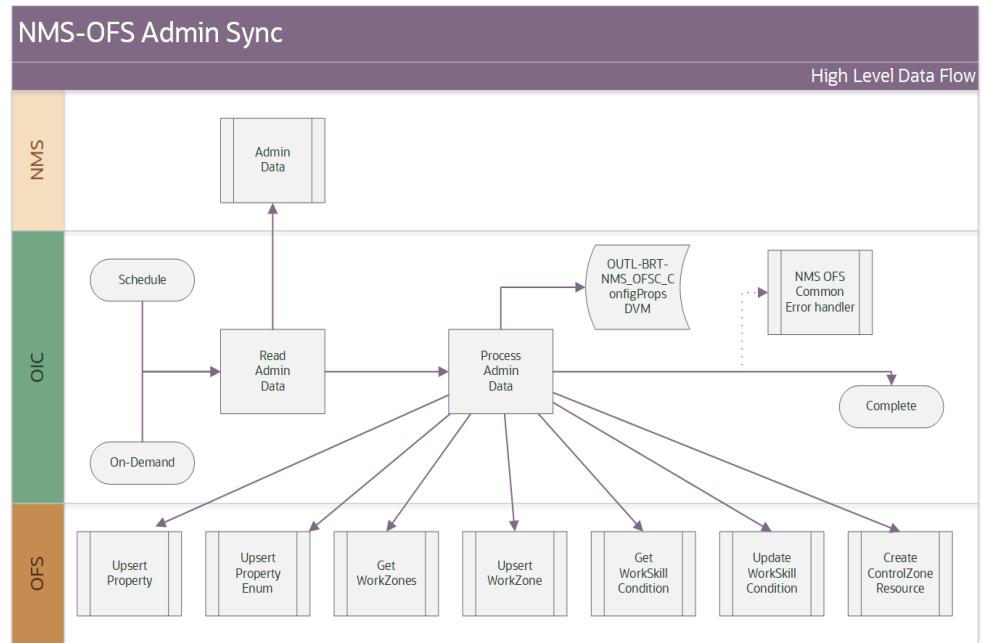
- Administration
 - [Admin Sync \(Oracle Utilities Network Management System Initiated\)](#)
 - [Resources 'Crew' Sync \(Oracle Field Service Initiated\)](#)
- Activities
 - [Activity Process \(Oracle Utilities Network Management System Initiated\)](#)
 - [Activity Async Processor \(Oracle Utilities Network Management System Initiated\)](#)
 - [Activity Created \(Oracle Field Service Initiated\)](#)
 - [Activity Update \(Oracle Field Service Initiated\)](#)
 - [Event Details Update \(Oracle Field Service Initiated\)](#)
 - [Failed Equipment Updates \(Oracle Field Service Initiated\)](#)
- Resources
 - [Resources 'Crew' Create/Update \(Oracle Field Service Initiated\)](#)
 - [Resources 'Crew' Route \(Oracle Field Service Initiated\)](#)
- Utilities
 - [Common Error Handler](#)
 - [Chat Notification](#)

Admin Sync (Oracle Utilities Network Management System Initiated)

This integration process is used to sync the Oracle Utilities Network Management System admin data to Oracle Field Service. The sync will ensure that both systems are using the same data when communicating.

The following diagram shows a graphical representation of the Admin Sync integration process. At a high-level, this Admin Sync process runs through 10 sub-processes to sync the following Oracle Field Service data:

- PickList
- FailedEquipment
- Phases
- Manufacturers
- CrewTypes - WorkSkills
- ControlZones
- WorkZones
- PickListEnv
- CustomerTypes



Business Processing

The integration process includes the following activities:

1. Integration process is triggered based on demand or schedule basis. Oracle Integration Cloud gets the Admin data from Oracle Utilities Network Management System and processes/transforms data in Oracle Integration Cloud, and then sends the create request to the Oracle Field Service via the integration process deployed on Oracle Integration Cloud.
2. If an error occurs during any of that above sub process, that error is captured and the process continues to the next sub process. After phases have been complete the common error handler will be called. Other errors are captured through the global fault handler.
3. An optional email notification with error details are sent via common error handler to the users configured in the OUTL-BRT-NMS_OFSC_Email_ID lookup.
4. Email notification is optional. Configure the property name email.flag in the OUTL-BRT-NMS_OFSC_ConfigProps lookup to true to receive email notification when errors are encountered.

Technical Details

The following table describes the integration processes and the respective Oracle Utilities Network Management System and Oracle Field Service artifacts used in this integration process.

Artifacts	Value
Integration Process Name	Oracle Utilities NMS OFSC Admin Sync
Integration Package Name	outl.ba.nms_ofsc_fieldwork.1_0_0

Artifacts	Value
OFSC BO/Operation	Resource/Create Resource
OFSC REST API(s)	<ul style="list-style-type: none"> • /ofscMetadata/v1/properties/{label} • /ofscMetadata/v1/properties/{enumProperty}/enumerationList • /ofscMetadata/v1/workSkillConditions • /ofscMetadata/v1/workSkills/{label} • /ofscMetadata/v1/workZones • /ofscMetadata/v1/workZones/{workZoneLabel}
NMS REST URI	/nms-ofs/rest/v1/admin/

Lookups Referenced

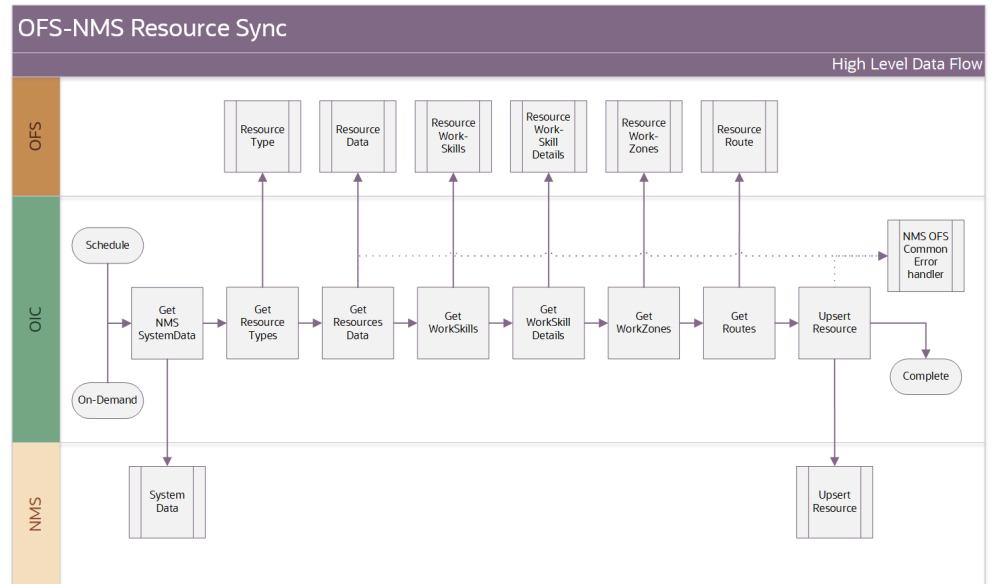
The following table describes the customized properties referenced in the integration. For more information about the lookup properties, refer to [Chapter 6: Configuring Lookups, Error Handling, and Email Notifications](#).

DVM	Property
OUTL-BRT-NMS_OFSC_ConfigProps	<ul style="list-style-type: none"> • failedEquipment.enumProps • failedEquipment.nms.tableName • ofsc.workZone.default.NMSnsgClass • ofsc.workZone.default.status • ofsc.workZone.default.travelArea • source.system • notification.type.email

Resources 'Crew' Sync (Oracle Field Service Initiated)

This integration process is used to sync Oracle Field Service resource data to Oracle Utilities Network Management System. The sync will ensure that both systems are using the same data when communicating.

The following diagram shows a graphical representation of the Resource Sync integration process.



Business Processing

The integration process includes the following activities:

1. Integration process is triggered based on demand or schedule basis. Oracle Integration Cloud traverses through all the Oracle Field Service resource and if these are applicable to Oracle Utilities Network Management System, it will retrieve all the necessary information, processes/transforms data in Oracle Integration Cloud and then update the respective resource in Oracle Utilities Network Management System.
2. If an error occurs processing a resource the error is captured, and the process continues to the next found resource. After all resources have been processed the common error handler will be called if needed. Other errors are captured through the global fault handler and the process is halted with an error.

Following is the special logic for setting Oracle Utilities Network Management System as 'active':

```
IF ofsc.active = true
THEN nms.timeActivated -> current time
ELSE nms.timeDeactivated -> current time
ENDIF
```

```
Special logic for setting NMS 'shift status'
IF ofsc.routeEndTime THEN
nms.timeOffShift = ofsc.routeEndTime
ELSE IF routeReactivationTime THEN
nms.timeOnShift = ofsc.routeReactivationTime
ELSE IF routeStartTime THEN
nms.timeOnShift = ofsc.routeStartTime
ELSE
nms.timeOffShift = current time
ENDIF
```

Note that all the above Oracle Utilities Network Management System time fields are in UTC Epoch times.

3. An optional email notification with error details are sent via common error handler to the users configured in the OUTL-BRT-NMS_OFSC_Email_ID lookup.
4. Email notification is optional. Configure the property name email.flag in the OUTL-BRT-NMS_OFSC_ConfigProps lookup to true to receive email notification when errors are encountered.

Technical Details

The following table describes the integration processes and the respective Oracle Utilities Network Management System and Oracle Field Service artifacts used in this integration process.

Artifacts	Value
Integration Process Name	Oracle Utilities OFSC NMS Resource Sync
Integration Package Name	outl.ba.nms_ofsc_fieldwork.1_0_0
OFSC BO/Operation	Resource/Get Resource Resource/Get Resource Work Zones
OFSC REST API(s)	<ul style="list-style-type: none"> • /ofscCore/v1/resources/{resourceId}/workSkills • /ofscMetadata/v1/workSkills/{workSkillId } • /ofscCore/v1/resources/{resourceId}/routes/{date}
NMS REST URI	/nms-ofs/rest/v1/admin /nms-ofs/rest/v1/resources/

Lookups Referenced

The following table describes the customized properties referenced in the integration. For more information about the lookup properties, refer to [Chapter 6: Configuring Lookups, Error Handling, and Email Notifications](#).

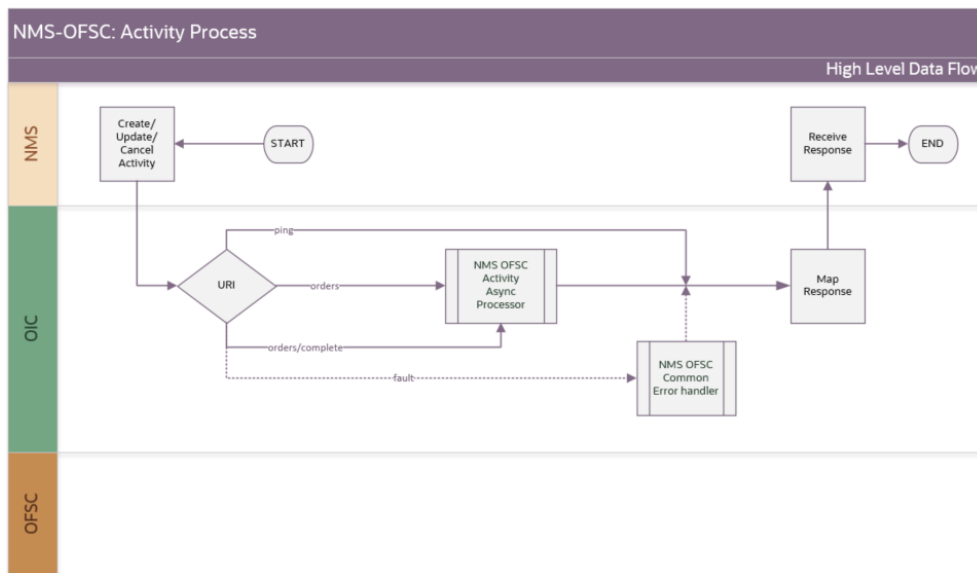
DVM	Property
OUTL-BRT-NMS_OFSC_ConfigProps	<ul style="list-style-type: none"> • notification.type.email • notification.type.chat • nms.crew.outOfRange • nms.crew.isAvailForOp • nms.crew.isMobileIntegrated • ofsc.resourceType.FieldResource

Activity Process (Oracle Utilities Network Management System Initiated)

This integration process is used to accept request from Oracle Utilities Network Management System to create, update, or cancel activities in Oracle Field Service. The information is sent from Oracle Utilities Network Management System, regardless of the activity type, and Oracle Integration Cloud responds with a the response back.

The request itself is processed by the Activity Async Processor integration described later in this chapter.

The following diagram shows a graphical representation of the Activity Process integration process.



Business Processing

The integration process includes the following activities:

1. Oracle Utilities Network Management System sends the create/update/cancel activity request to the Oracle Utilities NMS OFSC Activity Process integration process deployed on Oracle Integration Cloud.
2. The Oracle Utilities NMS OFSC Activity Process off-loads the request to the Oracle Utilities NMS OFSC Activity Async Processor.
3. The integration will respond with a “DEFERRED” to Oracle Utilities Network Management System if the async processor was successfully triggered.
4. Any errors are reported back with a “FAILURE” to Oracle Utilities Network Management System through the fault handler. An optional email notification with error details is sent to the users configured in the OUTL-BRT-NMS_OFSC_Email_ID lookup.

Technical Details

The following table describes the integration processes and the respective Oracle Utilities Network Management System and Oracle Field Service artifacts used in this integration process.

Artifacts	Value
Integration Process Name	Oracle Utilities NMS OFSC Activity Process
Integration Package Name	outl.ba.nms_ofsc_fieldwork.1_0_0
OFSC BO/Operation	N/A
OFSC API	N/A
Search Activity	

Artifacts	Value
Replace Activity Link	

Lookups Referenced

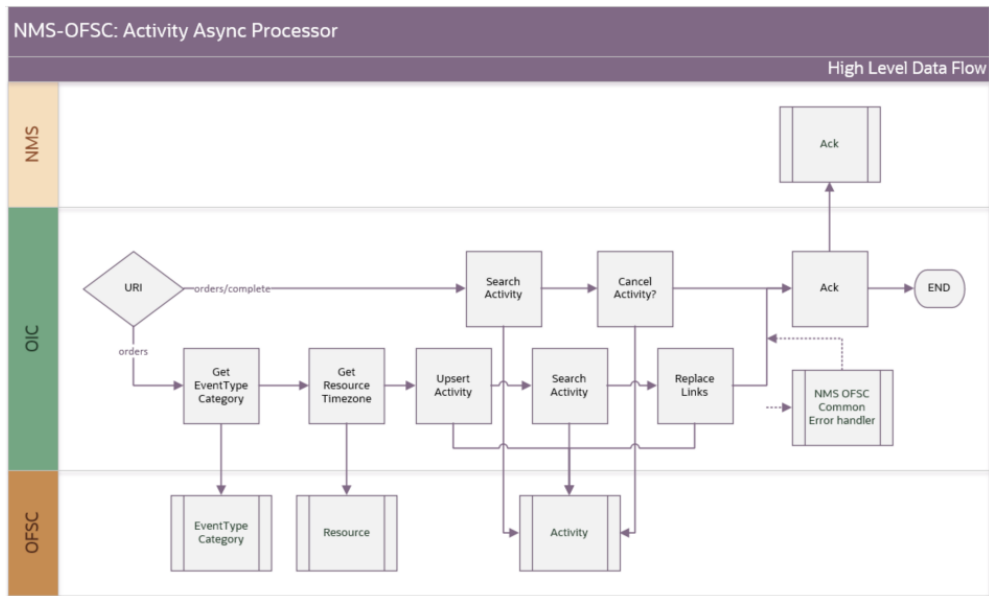
The following table describes the customized properties referenced in the integration. For more information about the lookup properties, refer to [Chapter 6: Configuring Lookups, Error Handling, and Email Notifications](#).

DVM	Property
OUTL-BRT-	• notification.type.email
NMS_OFSC_ConfigProps	• notification.type.chat

Activity Async Processor (Oracle Utilities Network Management System Initiated)

This asynchronous integration process accepts the Oracle Utilities Network Management System request from the Activity Process integration, completes the request to create, update, or cancel activities in Oracle Field Service. After the completion an acknowledgment is sent to Oracle Utilities Network Management System with a corresponding response.

The following diagram shows a graphical representation of the Activity Async Processor integration process.



Business Processing

The integration process includes the following activities:

1. Oracle Utilities Network Management System sends the create/update/cancel activity request to the Oracle Utilities NMS OFSC Activity Process integration

process deployed on Oracle Integration Cloud. This request is forwarded to this Oracle Utilities NMS OFSC Activity Async Processor integration.

2. This integration transforms the create/update/ cancel activity request message from Oracle Utilities Network Management System to the request message format in Oracle Field Service and invokes bulkUpdate API.

Following is the special logic for determining 'ResourceId':

```

IF crewId is passed from NMS THEN
use that to populate the resourceId
IF ofsc.isScheduledForPreAssignedCrew = true THEN
position = current date
ELSE ENDIF
ELSE
read the property isuseControlZoneFromNMS IF
isuseControlZoneFromNMS = true THEN
check 1-10
map the control zone level
(3 by default but read from config props)
to populate the resourceId using incoming event/ncg
ELSE
IF not in 1-10 THEN
use default bucket for resourceId
ELSE
use default bucket for resourceId
ENDIF
ENDIF
ENDIF

```

3. After completing the request within Oracle Field Service, an acknowledgment “SUCCESS” ack is sent to Oracle Utilities Network Management System including the original “messageId”.
4. Any errors are reported back with an “ERROR” ack to Oracle Utilities Network Management System through the fault handler. An optional email notification with error details is sent to the users configured in the OUTL-BRT-NMS_OFSC_Email_ID lookup.

Technical Details

The following table describes the integration processes and the respective Oracle Utilities Network Management System and Oracle Field Service artifacts used in this integration process.

Artifacts	Value
Integration Process Name	Oracle Utilities NMS OFSC Activity Async Processor
Integration Package Name	outl.ba.nms_ofsc_fieldwork.1_0_0
OFSC BO/Operation	Activity/Bulk Update Activity
OFSC REST API(s)	bulkUpdate
Search Activity	
Replace Activity Link	
Get Resource	Retrieve resource timezone

Artifacts	Value
Get EventTypeCategory	Retrieve eventType categories
NMS Ack	Returns the acknowledge response

Lookups Referenced

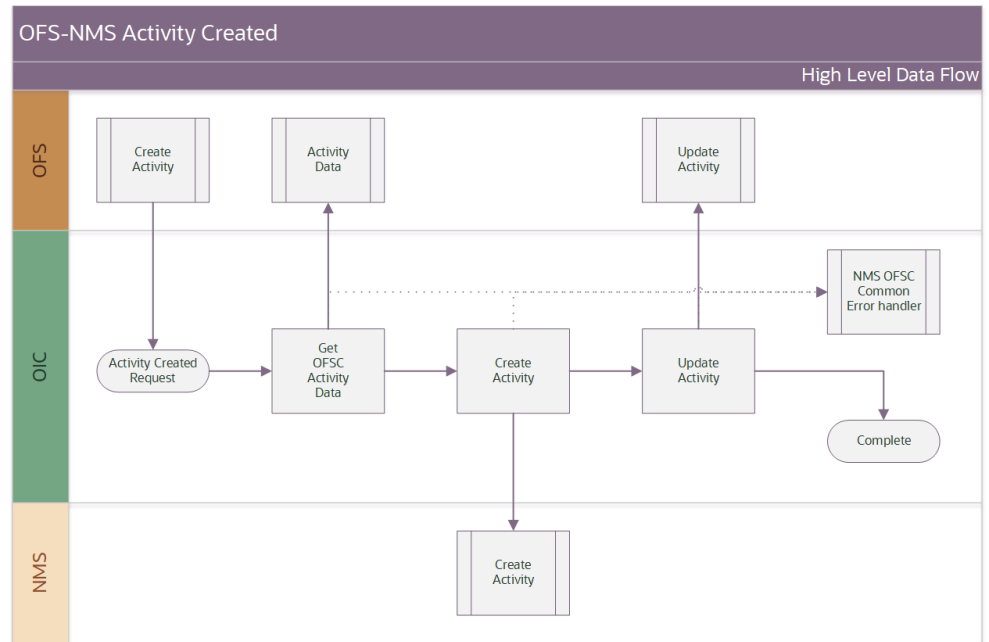
The following table describes the customized properties referenced in the integration. For more information about the lookup properties, refer to [Chapter 6: Configuring Lookups, Error Handling, and Email Notifications](#).

DVM	Property
OUTL-BRT-NMS_OFSC_ConfigProps	<ul style="list-style-type: none"> • notification.type.email • notification.type.chat • ofsc.controlZone • ofsc.useControlZoneFromNMS • ofsc.workZone.default.FuzzyType • source.system • activity.dateTimeFormat.default • activities.linktype • ofsc.isScheduledForPreAssignedCrew • ofsc.setPositionInRoute
OUTL-BRT-NMS_OFSC_InstanceIDToBucket	OFSC_BucketID
OUTL-BRT-NMS_OFSC_ActivityStatusChange	OFSC_ActivityStatusNew
OUTL-BRT-NMS_OFSC_ActivityType	OFSC_ActivityType

Activity Created (Oracle Field Service Initiated)

This integration process is used to send activity creations from Oracle Field Service to Oracle Utilities Network Management System.

The following diagram shows a graphical representation of the Activity Create integration process.



Business Processing

The integration process includes the following activities:

1. Oracle Field Service triggers the activity created request to the Oracle Utilities Network Management System via the Activity Create Integration process deployed on Oracle Integration Cloud.
2. Oracle Utilities OFSC NMS Activity Create reads the activity details from Oracle Field Service and send a create activity request message to Oracle Utilities Network Management System. Following a successful response it triggers an update activity in the Oracle Field Service.
3. Any errors are reported back to Oracle Field Service through the global fault handler.

Technical Details

The following table describes the integration processes and the respective Oracle Utilities Network Management System and Oracle Field Service artifacts used in this integration process.

Artifacts	Value
Integration Process Name	Oracle Utilities OFSC NMS Activity Create
Integration Package Name	outl.ba.nms_ofsc_fieldwork.1_0_0
OFSC Events	activityCreated
OFSC BO/Operation	<ul style="list-style-type: none"> • Activity/Activity Created • Activity/Get Activity
OFSC REST API	/ofscCore/v1/activities/{activityId }

Artifacts	Value
NMS REST API(s)	/nms-ofs/rest/v1/activities

Lookups Referenced

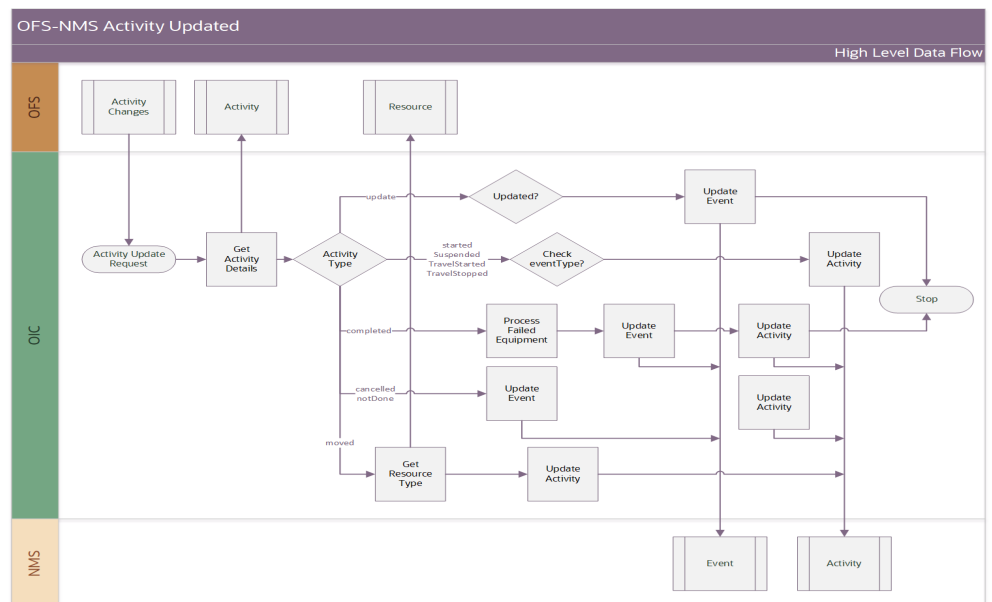
The following table describes the customized properties referenced in the integration. For more information about the lookup properties, refer to [Chapter 6: Configuring Lookups, Error Handling, and Email Notifications](#).

DVM	Property
OUTL-BRT-	• notification.type.email
NMS_OFSC_ConfigProps	• notification.type.chat

Activity Update (Oracle Field Service Initiated)

This integration process is used to send activity updates from Oracle Field Service to Oracle Utilities Network Management System.

The following diagram shows a graphical representation of the Activity Update integration process.



Business Processing

The integration process includes the following activities:

1. Oracle Field Service sends the update activity request to the Oracle Utilities Network Management System via the Activity Update Integration process deployed on Oracle Integration Cloud.
2. Oracle Utilities NMS OFSC Activity Update gets the details from Oracle Field Service when triggered and transforms the update activity request message from

Oracle Field Service to the request message format in Oracle Utilities Network Management System and invokes the Event Update API.

3. Oracle Utilities Network Management System sends the failure response to the integration transformed and sent to Oracle Field Service.
4. Any errors are reported back to Oracle Field Service through the global fault handler.
5. An optional email notification with error details is sent to the users configured in the OUTL-BRT-NMS_OFSC_Email_ID lookup.

Technical Details

The following table describes the integration processes and the respective Oracle Utilities Network Management System and Oracle Field Service artifacts used in this integration process.

Artifacts	Value
Integration Process Name	Oracle Utilities OFSC NMS Activity Update
Integration Package Name	outl.ba.nms_ofsc_fieldwork.1_0_0
OFSC Events	<ul style="list-style-type: none"> • Activity Update • Activity Started • Activity Suspended • Activity Completed • Activity Not Done • Activity Cancelled • Activity Moved
OFSC REST API	/ofscMetadata/v1/resourceTypes
NMS REST API(s)	/nms-ofs/rest/v1//events /nms-ofs/rest/v1/activities

Lookups Referenced

The following table describes the customized properties referenced in the integration. For more information about the lookup properties, refer to [Chapter 6: Configuring Lookups, Error Handling, and Email Notifications](#).

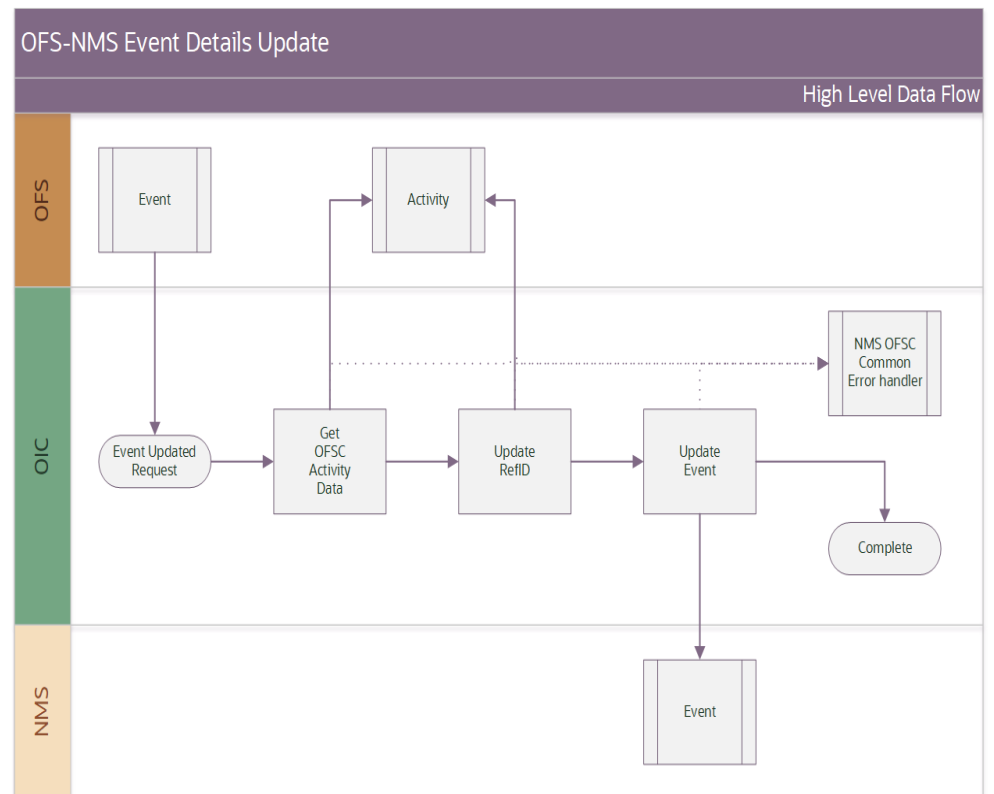
DVM	Property
OUTL-BRT-NMS_OFSC_ConfigProps	<ul style="list-style-type: none"> • failedEquipment.enumProps • failedEquipment.props • failedEquipment.dateProps • failedEquipment.nms.tableName • notification.type.email • notification.type.chat
OUTL-BRT-NMS_OFSC_InstanceIDToBucket	<ul style="list-style-type: none"> • OFSC_BucketID • NMS_InstanceURL

DVM	Property
OUTL-BRT-NMS_OFSC_ ActivityStatus	<ul style="list-style-type: none"> NMS_ActivityStatus NMS_ActionCode

Event Details Update (Oracle Field Service Initiated)

This integration process is used to send event details from Oracle Field Service to Oracle Utilities Network Management System.

The following diagram shows a graphical representation of the Event Details Update integration process.



Business Processing

The integration process includes the following activities:

1. Oracle Field Service sends the Update Event Details request to the Oracle Utilities OFSC NMS Event Details Update integration process deployed on Oracle Integration Cloud when the “Event details” form submitted event occurs.
2. The Oracle Utilities OFSC NMS Event Details Update process transforms the Event Details form data and get the activity details from Oracle Field Service by invoking Get Activity API.
3. This integration process updates the nms_REF-ID property in Oracle Field Service invoking the Update Activity Rest API.

4. This integration process invokes the /events REST Service URI in Oracle Utilities Network Management System to update the event details.
5. Any errors are captured through the global fault handler.
6. An optional email notification with error details are sent to the users configured in the OUTL-BRT-NMS_OFSC_Email_ID lookup.
7. Email notification is optional. Configure the property name email.flag in the OUTL-BRT-NMS_OFSC_ConfigProps Lookup to true to receive email notification when errors are encountered.

Technical Details

The following table describes the integration processes and the respective Oracle Utilities Network Management System and Oracle Field Service artifacts used in this integration process.

Artifacts	Value
Integration Process Name	Oracle Utilities OFSC NMS Event Details Update
Integration Package Name	outl.ba.nms_ofsc_fieldwork.1_0_0
OFSC BO/Operation	<ul style="list-style-type: none"> • Activity/ Get Activity • Activity/ Update Activity
OFSC Event	Forms/Form Submitted (Event Details)
NMS REST URI	/nms-ofs/rest/v1/events

Lookups Referenced

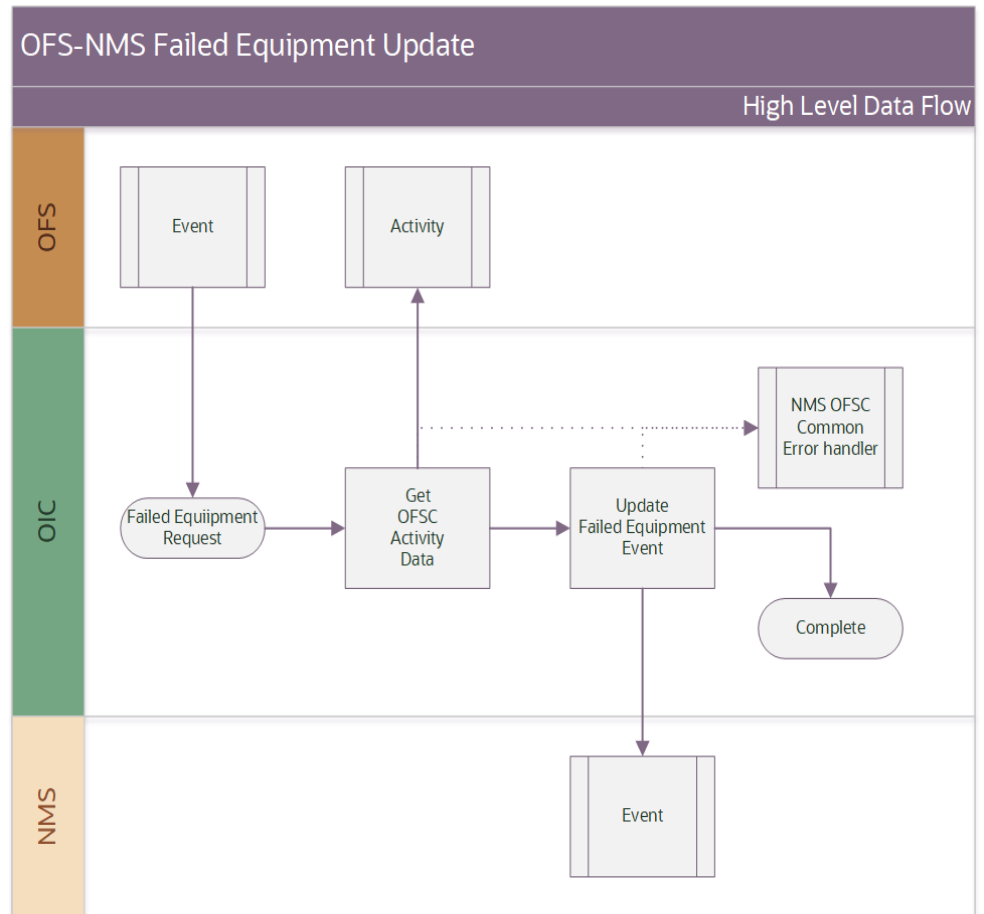
The following table describes the customized properties referenced in the integration. For more information about the lookup properties, refer to [Chapter 6: Configuring Lookups, Error Handling, and Email Notifications](#).

DVM	Property
OUTL-BRT-NMS_OFSC_ConfigProps	<ul style="list-style-type: none"> • notification.type.email • notification.type.chat
OUTL-BRT-NMS_OFSC_InstanceIDToBucket	<ul style="list-style-type: none"> • OFSC_BucketID • NMS_InstanceURL
OUTL-BRT-NMS_OFSC_ActivityStatus	<ul style="list-style-type: none"> • NMS_ActivityStatus • NMS_ActionCode

Failed Equipment Updates (Oracle Field Service Initiated)

This integration process is used to send the updated failed equipment details from Oracle Field Service to Oracle Utilities Network Management System.

The following diagram shows a graphical representation of the Failed Equipment Update integration process.



Business Processing

The integration process includes the following activities:

1. Oracle Field Service sends the Update Failed Equipment Details request to the Oracle Utilities OFSC NMS Failed Equipment Update integration process deployed on Oracle Integration Cloud when the “Failed Equipment” form submitted event occurs.
2. Oracle Utilities OFSC NMS Failed Equipment Update process transforms the Failed Equipment form data and get the activity details from Oracle Field Service by invoking Get Activity API.
3. This integration process invokes the /events REST Service URI in Oracle Utilities Network Management System to update the Failed Equipment details.
4. Any errors are captured through global fault handler.
5. An optional email notification with error details are sent to the users configured in the OUTIL-BRT-NMS_OFSC_Email_ID lookup.

6. Email notification is optional. Configure the property name email.flag in the OUTL-BRT-NMS_OFSC_ConfigProps Lookup to true to receive email notification when errors are encountered.

Technical Details

The following table describes the integration processes and the respective Oracle Utilities Network Management System and Oracle Field Service artifacts used in this integration process.

Artifacts	Value
Integration Process Name	Oracle Utilities OFSC NMS Failed Equipment Update
Integration Package Name	outl.ba.nms_ofsc_fieldwork.1_0_0
OFSC BO/Operation	Activity/ Get Activity
OFSC Event	Forms/Form Submitted (Failed Equipment)
NMS REST URI	/nms-ofs/rest/v1/events

Lookups Referenced

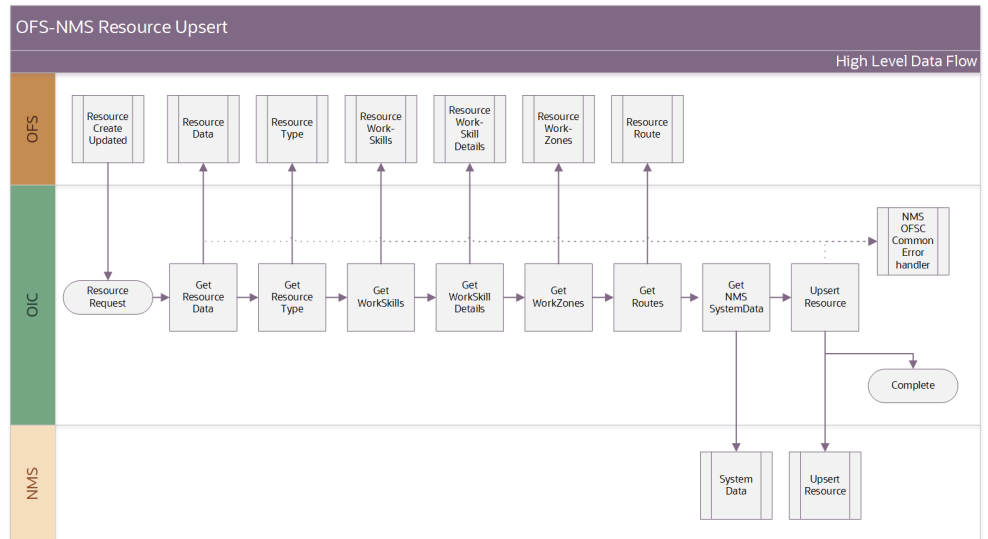
The following table describes the customized properties referenced in the integration. For more information about the lookup properties, refer to [Chapter 6: Configuring Lookups, Error Handling, and Email Notifications](#).

DVM	Property
OUTL-BRT-NMS_OFSC_ConfigProps	<ul style="list-style-type: none"> • notification.type.email • notification.type.chat

Resources 'Crew' Create/Update (Oracle Field Service Initiated)

This integration process is used to receive resource created or updates details from Oracle Field Service and update corresponding details to Oracle Utilities Network Management System.

The following diagram shows a graphical representation of the Resource Create/Update integration process.



Business Processing

The integration process includes the following activities:

1. Oracle Field Service sends the Resource Created or Updated Details request to the Oracle Utilities OFSC NMS Resource Create Update integration process deployed on Oracle Integration Cloud when the “Resource” form submitted event occurs.
2. Oracle Utilities OFSC NMS Resource Create Update process transforms the incoming resource data using resource details from Oracle Field Service and Oracle Utilities Network Management System.

Following is the special logic for setting Oracle Utilities Network Management System to 'active':

```
IF ofsc.active = true
THEN nms.timeActivated -> current time
ELSE nms.timeDeactivated -> current time
ENDIF
```

Following is the special logic for setting Oracle Utilities Network Management System to 'shift status':

```
IF ofsc.routeEndTime THEN
nms.timeOffShift = ofsc.routeEndTime
ELSE IF routeReactivationTime THEN
nms.timeOnShift = ofsc.routeReactivationTime
ELSE IF routeStartTime THEN
nms.timeOnShift = ofsc.routeStartTime
ELSE
nms.timeOffShift = current time
ENDIF
```

Note that all the above Oracle Utilities Network Management System time fields are in UTC Epoch time format.

3. Any errors are captured through global fault handler.

4. An optional email notification with error details are sent to the users configured in the OUTL-BRT-NMS_OFSC_Email_ID lookup.
5. Email notification is optional. Configure the property name email.flag in the OUTL-BRT-NMS_OFSC_ConfigProps Lookup to 'true' to receive email notification when errors are encountered.

Technical Details

The following table describes the integration processes and the respective Oracle Utilities Network Management System and Oracle Field Service artifacts used in this integration process.

Artifacts	Value
Integration Process Name	Oracle Utilities OFSC NMS Resource Create Update
Integration Package Name	outl.ba.nms_ofsc_fieldwork.1_0_0
OFSC Event	<ul style="list-style-type: none"> • resourceCreated • resourceUpdated
OFSC BO/Operation	<ul style="list-style-type: none"> • Resource/Get Resource • Resource/Get Resource Work Zones
OFSC REST API	<ul style="list-style-type: none"> • /ofscCore/v1/resources/{resourceId}/workSkills • /ofscMetadata/v1/workSkills/{workSkillId } • /ofscCore/v1/resources/{resourceId}/routes/{date}
NMS REST URI	<ul style="list-style-type: none"> • /nms-ofs/rest/v1/admin • /nms-ofs/rest/v1/resources/

Lookups Referenced

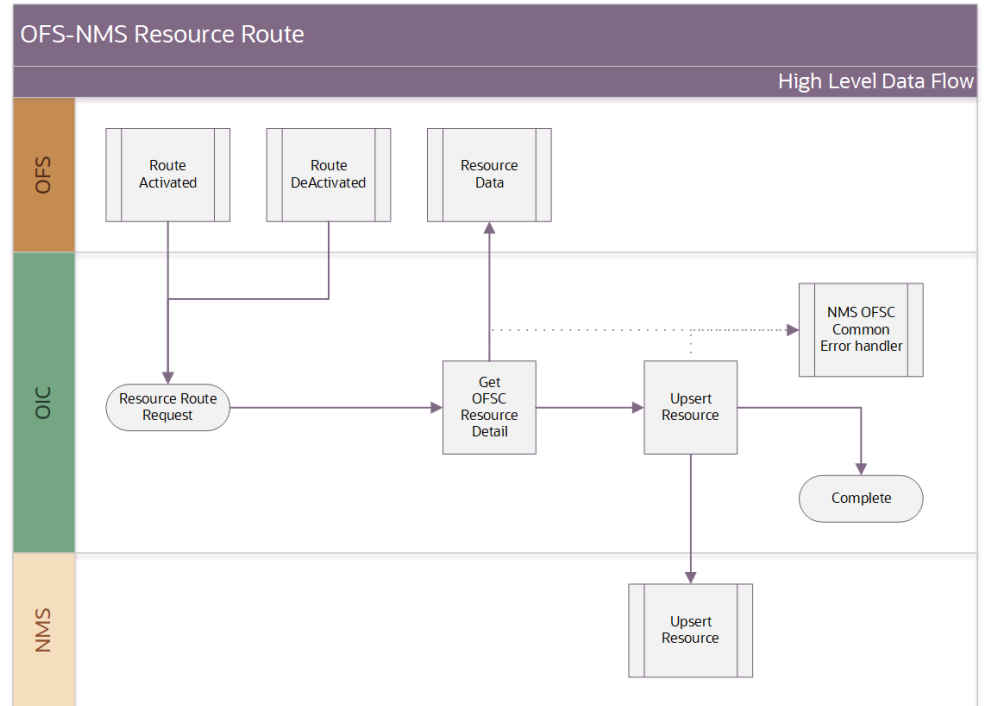
The following table describes the customized properties referenced in the integration. For more information about the lookup properties, refer to [Chapter 6: Configuring Lookups, Error Handling, and Email Notifications](#).

DVM	Property
OUTL-BRT-NMS_OFSC_ConfigProps	<ul style="list-style-type: none"> • notification.type.email • notification.type.chat • nms.crew.outOfRange • nms.crew.isAvailForOp • nms.crew.isMobileIntegrated • ofsc.resourceType.FieldResource

Resources 'Crew' Route (Oracle Field Service Initiated)

This integration process is used to receive resource activate or deactivated details from Oracle Field Service and update corresponding details to Oracle Utilities Network Management System.

The following diagram shows a graphical representation of the Resource Activated/Deactivated integration process.



Business Processing

The integration process includes the following activities:

1. Oracle Field Service sends the Resource Activated/Deactivated Details request to the Oracle Utilities OFSC NMS Resource Route integration process deployed on Oracle Integration Cloud.
2. Oracle Utilities OFSC NMS Resource Route process transforms the incoming resource data using resource details from Oracle Field Service for Oracle Utilities Network Management System.
3. Any errors are captured through global fault handler.
4. An optional email notification with error details are sent to the users configured in the OUTL-BRT-NMS_OFSC_Email_ID lookup.
5. Email notification is optional. Configure the property name email.flag in the OUTL-BRT-NMS_OFSC_ConfigProps Lookup to 'true' to receive email notification when errors are encountered.

Technical Details

The following table describes the integration processes and the respective Oracle Utilities Network Management System and Oracle Field Service artifacts used in this integration process.

Artifacts	Value
Integration Process Name	Oracle Utilities OFSC NMS Resource Route
Integration Package Name	outl.ba.nms_ofsc_fieldwork.1_0_0
OFSC Event	<ul style="list-style-type: none"> routeActivated routeDeactivated
OFSC BO/Operation	Resource/Get Resource
NMS REST URI	/nms-ofs/rest/v1/crews/{crewId}/shift

Lookups Referenced

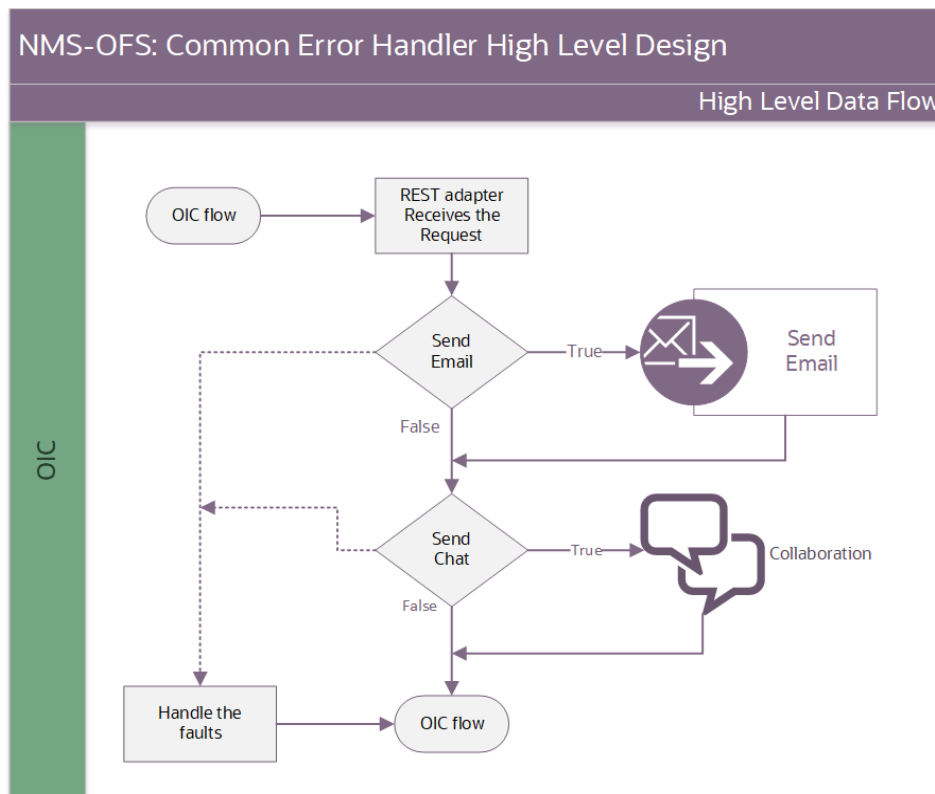
The following table describes the customized properties referenced in the integration. For more information about the lookup properties, refer to [Chapter 6: Configuring Lookups, Error Handling, and Email Notifications](#).

DVM	Property
OUTL-BRT-NMS_OFSC_ConfigProps	<ul style="list-style-type: none"> notification.type.email notification.type.chat source.system

Common Error Handler

This integration process is used to send email notification in case of errors in Oracle Integration Cloud.

The following diagram shows a graphical representation of the Common Error Handler integration process.



Business Processing

The integration process includes the following activities:

1. This process is invoked from other Oracle Integration Cloud flows internally when an error occurs in any of the integration process from global error handler. Common Error Handler flow is triggered.
2. Rest adapter receives the request and processes it based the property name email.flag in the OUTL- BRT-NMS_OFSC_ConfigProps lookup. Email notification will be sent.

Technical Details

The following table describes the integration processes and the respective Oracle Utilities Network Management System and Oracle Field Service artifacts used in this integration process.

Artifacts	Value
Integration Process Name	Oracle Utilities NMS OFSC Common Error Handler
Integration Package Name	outl.ba.nms_ofsc_fieldwork.1_0_0

Lookups Referenced

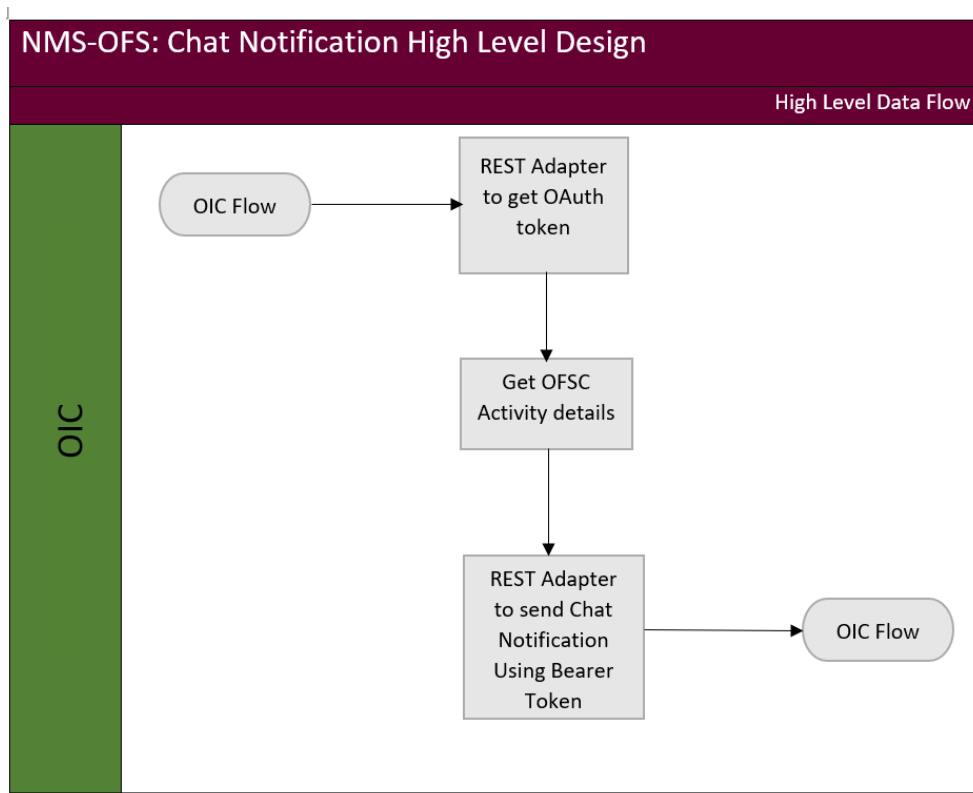
The following table describes the customized properties referenced in the integration. For more information about the lookup properties, refer to [Chapter 6: Configuring Lookups, Error Handling, and Email Notifications](#).

DVM	Property
OUTL-BRT-NMS_OFSC_ConfigProps	<ul style="list-style-type: none"> notification.type.email notification.type.chat notification.email.flag notification.chat.flag

Chat Notification

This integration process is used to send chat notification in case of errors in Async Oracle Integration Cloud flows.

The following diagram shows a graphical representation of the Chat Notification integration process.



Business Processing

The integration process includes the following activities:

1. This process is invoked from Common Error Handler flow internally when an error occurs in any of the Async integration process in Common Error Handler flow based the property name `asyncErrorChatNotification.flag` in the OUTL- BRT- NMS_OFSC_ConfigProps lookup Chat Notification flow is triggered.

2. In Chat Notification flow, Rest adapter receives the request and processes it to get OAuth token.
3. Resource ID is fetched using GetActivityDetailsFromOFSC is triggered based on activityId from input.
4. Rest Adapter receives the request and uses the Bearer token from the OAuth response and triggers the chat API.

Technical Details

The following table describes the integration processes and the respective Oracle Utilities Network Management System and Oracle Field Service artifacts used in this integration process.

Artifacts	Value
Integration Process Name	Oracle Utilities NMS OFSC Chat Notification
Integration Package Name	outl.ba.nms_ofsc_fieldwork.1_0_0

Lookups Referenced

The following table describes the customized properties referenced in the integration. For more information about the lookup properties, refer to [Chapter 6: Configuring Lookups, Error Handling, and Email Notifications](#).

DVM	Property
OUTL-BRT-NMS_OFSC_ConfigProps	<ul style="list-style-type: none"> • notification.chat.assertion • notification.chat.grantType

Chapter 3

Configuring Oracle Utilities Network Management System

This chapter elaborates about the configuration of about various data, messages and catalog for the integration used by Oracle Utilities Network Management System. It includes the following sections:

- [Configuring Admin Data in Network Management System](#)
- [Adding Oracle Integration Cloud Certificates](#)

Configuring Admin Data in Network Management System

To configure the Oracle Utilities Network Management System setup for the integration:

1. Login to Oracle Utilities Network Management System.
2. Generate the certificates. Refer to the [Adding Oracle Integration Cloud Certificates](#) section for more details.
3. To establish the communication from Oracle Utilities Network Management System to Oracle Integration Cloud, update the NMS DB table with Oracle Integration Cloud details.

Table Name: ces_parameters	Update the value with OIC flow end point url <https://hostname:port/ic/api/integration/v1/flows/rest/OUTL-BA-NMS_OFSC_ACTIVITY_PROCES/1.0> where the app like MWM%' and attrib='mwm.url'
	Update the value with <oic username> where the app like 'MWM%' and attrib=' mwm.username'
	Update the value with <oic password> where the app like 'MWM%' and attrib=' mwm.password'
	Update the value as <>false> where the app like 'MWM%' and attrib=' config.suppress_ws_errors'

4. Update the NMS DB table to send more call details from Oracle Utilities Network Management System.

Table Name: ces_parameters	Update the value with '<max number of call to send from NMS>'where the app like 'MsWM%' and attrib=' config.call_send_limit'
----------------------------	------------------------------------------------------------------------------------------------------------------------------

Note that the nms-ofs package should be deployed in the Oracle Utilities Network Management System environment to access the NMS REST APIs.

Adding Oracle Integration Cloud Certificates

Add the Oracle Integration for Cloud certificate to the Oracle Utilities Network Management System stores wherever applicable to send transactions to the Oracle Integration Cloud layer.

For more information about configuration, refer to the Oracle Utilities Network Management System documentation at:

https://docs.oracle.com/cd/E72219_01/documentation.html

Chapter 4

Configuring Oracle Field Service

This chapter includes information about the following:

- [Configuring Oracle Field Service](#)
- [Configuring Network Management System Priority](#)

Configuring Oracle Field Service

The necessary Oracle Field Service configuration information is available in *Oracle Field Service Configurations for Oracle Utilities Network Management System Integration to Oracle Field Service Setup Guide* at:

<https://docs.oracle.com/en/industries/utilities/integrations-index.html>

Configuring Network Management System Priority

Priority is mapped from Oracle Utilities Network Management System to Oracle Field Service in the `nms_priority` property.

For information about configuring Activity Priority to assign an urgent activity, refer to the Oracle Field Service documentation.

Chapter 5

Importing, Configuring, and Testing Integration Connections

This chapter explains in detail the process for importing the connections, packages, and files needed for the integration and the configuration of these connections imported through the packages. After a successful import and configuration the chapter lists out steps to help test the connections. It includes the following sections:

- [Importing the Oracle Integration Cloud Package from Oracle Cloud Marketplace](#)
- [Verifying the Package Import](#)
- [Configuring Connections in Oracle Integration Cloud](#)
- [Configuring Agent \(if applicable\)](#)
- [Setting up Certificates for Security](#)

Importing the Oracle Integration Cloud Package from Oracle Cloud Marketplace

All integration points are shipped as part of single package (.par) file.

To import a pre-built integration from Oracle Cloud Marketplace:

1. Launch the Oracle Cloud Marketplace portal.

https://cloudmarketplace.oracle.com/marketplace/en_US/homePage.jspx

2. Click **Applications**.
3. Search for “Oracle Utilities Network Management System”.
4. Browse through the list of applications and select the pre-built integration package to import.
5. Click **GetApp**.
6. Review and accept “Oracle Standard Terms and Restrictions”.
7. Click **Next**. My Oracle Support portal opens.
8. Download the integration package from My Oracle Support.
9. When prompted, select the server where the pre-built integration file should be uploaded.

The pre-built integration is imported as a package file that is visible on the **Packages** page in Oracle Integration Cloud.

10. On the **Integrations** page, the individual integrations of the imported package file that are designated with a BUILT BY ORACLE message are displayed.

Important! This note is applicable only for existing customers. Make sure to take a backup of the existing package and lookups and perform the cleanup before proceeding with the new package import. The cleanup includes deactivating the existing flows in this package and deleting the package, connections, lookups and libraries used in the integration.

To import a package in Oracle Integration Cloud:

1. Login to Oracle Integration Cloud.
2. Navigate to **Integrations > Designer > Packages**.
3. Click **Import**.
4. Select the .par file downloaded from Oracle Cloud Marketplace.
5. Verify if the package is imported is successfully.

Verifying the Package Import

To verify the package import was successful:

1. Verify whether the following integrations are imported successfully.
 - Oracle Utilities NMS OFSC Activity Process
 - Oracle Utilities OFSC NMS Activity Update

- Oracle Utilities OFSC NMS Event Details Update
 - Oracle Utilities OFSC NMS Failed Equipment Update
 - Oracle Utilities NMS OFSC Admin Sync
 - Oracle Utilities OFSC NMS Resources Sync
 - Oracle Utilities OFSC NMS Resource Create Update
 - Oracle Utilities OFSC NMS Resource Route
 - Oracle Utilities NMS OFSC Common Error Handler
 - Oracle Utilities NMS OFSC Chat Notification
2. Verify if the following connections are in place.
 - Oracle Utilities REST NMS Outbound for NMS-OFSC
 - Oracle Utilities REST OFSC for NMS-OFSC
 - Oracle Utilities OFSC for NMS-OFSC
 - Oracle Utilities REST NMS for NMS-OFSC
 - Oracle Utilities REST Error Handler for NMS-OFSC
 - Oracle Utilities REST OFSC Chat for NMS-OFSC
 3. Make sure that the following look ups are imported successfully.
 - OUTL-BRT-NMS_OFSC_Email_ID
 - OUTL-BRT-NMS_OFSC_ConfigProps
 - OUTL-BRT-NMS_OFSC_InstanceIDToBucket
 - OUTL-BRT-NMS_OFSC_ActivityType
 - OUTL-BRT-NMS_OFSC_ActivityStatus
 - OUTL-BRT-NMS_OFSC_ActivityStatusChange

Configuring Connections in Oracle Integration Cloud

After the packages are imported and verified, configure the respective connections.

This section describes the procedure to set up the following connections:

- Oracle Utilities REST NMS Outbound for NMS-OFSC
- Oracle Utilities REST OFSC for NMS-OFSC
- Oracle Utilities OFSC for NMS-OFSC
- Oracle Utilities REST NMS for NMS-OFSC
- Oracle Utilities REST Error Handler for NMS-OFSC
- Oracle Utilities REST OFSC Chat for NMS-OFSC

Configuring the Oracle Utilities REST NMS Outbound for NMS-OFSC Connection

This connection is used to communicate with Oracle Utilities Network Management System using the REST adapter.

To configure the Oracle Utilities REST NMS Outbound for NMS-OFSC connection:

1. Login to Oracle Utilities Network Management System.
2. On the **Security policy** tab, select the **Basic Authentication** token policy.

Note: Since REST is configured as a trigger role, do not configure any URL.

Configuring Oracle Utilities REST OFSC for NMS-OFSC

This connection is used to sync invoke OFSC API using the REST adapter. It is used in the Admin Sync flow inbound to Oracle Field Service.

Configure the Oracle Utilities REST OFSC for NMS-OFSC connection with required details:

1. From the **Connection Type** drop-down list, select **REST API Base URL**.
2. Select the TLS Version as **TLSV1.2**.
3. Enter “https://api.etadirect.com/rest” in the **Connection URL** field.
4. From the **Security Policy** drop-down list, select **Basic Authentication**.
5. Configure the client ID and client secret in the **Username** and **Password** fields respectively from the Oracle Field Service application.

Username should be in the following format: Client_id@instance id

6. On the **Connection** page, enter the **username** and **password**. Click **Test**.
7. After the connection is tested successfully, click **Save**.

Configuring Oracle Utilities OFSC for NMS-OFSC

This connection is used to communicate with Oracle Field Service using the Oracle Field Service adapter.

Configure the Oracle Field Service connection with the required details:

1. Enter the API URL in the Oracle Field Service **API URL** field.
2. Enter the **Instance ID**.
3. From the **Security Policy** drop-down list, select **Basic Authentication**.
4. On the **Connection** page, enter the **username** and **password**. Click **Test**.

Note: Make sure to configure the client and client secret part of the username and password. Retrieve them by logging into Oracle Field Service.

5. After the connection is tested successfully, click **Save**.

Configuring Oracle Utilities REST NMS for NMS-OFSC

This connection is used to communicate with Oracle Field Service using REST adapter.

Configure the Oracle Field Service connection with the required details:

1. Enter the API URL in the Oracle Field Service **API URL** field.
2. Enter the **Instance ID**.
3. From the **Security Policy** drop-down list, select **Basic Authentication**.
4. On the **Connection** page, enter the **username** and **password**. Click **Test**.

Note: Make sure to configure the client and client secret part of the username and password. Retrieve them by logging into the Oracle Field Service application.

5. After the connection is tested successfully, click **Save**.

Configuring Oracle Utilities REST Error Handler for NMS-OFSC

This connection is used to as trigger within Oracle Integration Cloud using the REST adapter.

To configure the connection:

1. Select **Basic Authentication and Role** as **Trigger**.
2. Click **Save**.

Configuring Oracle Utilities REST OFSC Chat for NMS-OFSC

This connection is used to as trigger within Oracle Integration Cloud using the REST adapter.

To configure the connection:

1. From the **Connection Type** drop-down list, select **REST API Base URL**.
2. Select the **TLS Version** as “TLSV1.2”.
3. Enter “https://api.etadirect.com” in the **Connection URL** field.
4. From the **Security Policy** drop-down list, select **Basic Authentication**.
5. Configure the client ID and client secret in the **Username** and **Password** fields respectively from the Oracle Field Service application.

Username should be in the following format: Client_id@instance id

6. On the **Connection** page, enter the **username** and **password**. Click **Test**.
7. After the connection is tested successfully, click **Save**.

Configuring Agent (if applicable)

Create an agent group in Oracle Integration Cloud and install agent on the on-premises server before creating/activating an integration in which messages are exchanged between the on-premises applications and Oracle Integration Cloud. The agent related configurations are needed only if the server points to an on-premises application.

This section includes:

- [Possible Combinations](#)
- [Creating an Agent Group](#)
- [Downloading Agent Installer](#)
- [Installing On-Premises Agent](#)

Possible Combinations

The possible combination of an agent group is:

- Oracle Field Service on-premises and Oracle Field Service

Creating an Agent Group

Create an agent group in Oracle Integration Cloud before running the agent installer. When the on-premises agent is installed in the environment, the on-premises agent is associated with the agent group identifier. Only one on-premises agent can be associated with an agent group.

For a single Oracle Integration Cloud instance, you can create up to five agent groups. Creating the agent group also creates the necessary queues required for message exchange.

To create an agent group:

1. Login to Oracle Integration Cloud.
 2. On the **Home** page, click **Agents**.
 3. Click **Create Agent Group**.
 4. Enter the following information:
 - Agent Group Name
 - Identifier
- Note:** The agent group name and identifier must be same.
- Agent Type: “Connectivity Agent”
 - Description
5. Click **Create**.

Downloading Agent Installer

Download the agent installer from Oracle Integration Cloud and run the installer to install the on-premises agent in your local environment. During the installation, associate the agent with the Agent Group Identifier generated when creating an agent group in Oracle Integration Cloud.

For more information on agent installer, see:

<https://docs.oracle.com/en/cloud/paas/integration-cloud/integrations-user/downloading-and-running-premises-agentinstaller.html>

Installing On-Premises Agent

To install an on-premises agent:

1. Login to Oracle Integration Cloud.
2. On the **Home** page, click **Agents**.
3. Click **Download**.
4. Select **Connectivity Agent**.
5. Select **Save File** when prompted to save the file to a directory location on your on-premises host.
6. Navigate to that directory and unzip **oic_connectivity_agent.zip**.
7. Change the file permissions to be executable.
8. Download the Oracle Utilities Network Management System certificate and upload by running the below command from agent home directory.


```
keytool -import -file directoryPath/sample.crt -alias SampleCert -keystore <Agent_Home>/agenthome/agent/cert/keystore.jks
```
9. Modify **InstallerProfile.cfg** to include the following information.
 - a. Provide the oic_URL value with the OIC SSL host name.

For example: `https://OIC_host:OIC_port`

- b. Provide the agent_GROUP_IDENTIFIER. It should be the agent group created in Oracle Integration Cloud.
- c. Set the proxy parameters if the connectivity agent is used with a proxy in the on-premises environment.
- d. Set the JAVA_HOME property to the directory/folder where JDK is installed.

Note: Before running the connectivity agent installer, perform the steps in the link below.

<https://docs.oracle.com/en/cloud/paas/integration-cloud/utilities-adapters/you-begin-setting-oracle-utilities-adapter.html#GUID-7F770AD1-5B87-4C62-968A-3AB30D043835>

- e. Run the connectivity agent installer from the command prompt.

```
java -jar connectivityagent.jar
```

- f. Provide the Oracle Integration Cloud credentials when prompted.
- g. Wait for a successful installation message to appear.

After the installation is complete, an agent instance is created to interact with Oracle Integration Cloud.

To verify if the agent instance was created:

1. Navigate to the **Agents** page in Oracle Integration Cloud.
2. Check if the agent count for your **Agent Group** is increased by one.
3. Click the number to view the agent details.

For more details, refer to Oracle Integration Cloud documentation at <https://docs.oracle.com/en/cloud/paas/integration-cloud-service/index.html>.

Setting up Certificates for Security

Important! Skip this section if there are valid CA certificates for the integration.

If there no valid certificates for this integration, download the Oracle Field Service/Oracle Utilities Network Management System certificates and upload them to Oracle Integration Cloud to handshake with Oracle Field Service/Oracle Utilities Network Management System.

To download the Oracle Field Service/Oracle Utilities Network Management System certificate:

1. Login to Oracle Utilities Network Management System/Oracle Field Service.
2. Click the URL on the top-left corner.
3. On the **Security** tab, click **View Certificate**.
4. On the **Details** tab, click **Export**.
5. Save the certificate.

To upload the certificate to Oracle Integration Cloud:

1. Login to Oracle Integration Cloud with Admin credentials.
2. Navigate to **Settings > Certificates**.
3. On the **Certificate** window, click **Upload**.
4. Select **Certificate Type** as **Trust Certificate**.
5. Provide the **Certificate Alias Name**.
6. Select the certificate to upload.
7. Click **Upload**.

Chapter 6

Configuring Lookups, Error Handling, and Email Notifications

This chapter focuses on the lookups configuration, handling business and technical errors, sending email notifications, and customizations in this integration. It includes the following sections:

- [Configuring Lookups](#)
- [Error Handling](#)
- [Email Notifications](#)

Configuring Lookups

The following table lists the lookups that are part of this integration.

Lookup Name	Integration Name	Purpose
OUTL-BRT-NMS_OFSC_Email_ID	Oracle Utilities NMS OFSC Common Error Handler (1.0)	Provide the email information to send the error
OUTL-BRT-NMS_OFSC_ConfigProps	<ul style="list-style-type: none"> Oracle Utilities NMS OFSC Activity Process Oracle Utilities NMS OFSC Admin Sync Oracle Utilities NMS OFSC Chat Notification Oracle Utilities NMS OFSC Common Error Handler Oracle Utilities OFSC NMS Activity Create Oracle Utilities OFSC NMS Activity Update Oracle Utilities OFSC NMS Resource Create Update Oracle Utilities OFSC NMS Resource Route Oracle Utilities OFSC NMS Resources Sync 	Generic properties used in the integrations business logic and mappings
OUTL-BRT-NMS_OFSC_InstanceIDToBucket	<ul style="list-style-type: none"> Oracle Utilities NMS OFSC Activity Process Oracle Utilities OFSC NMS Activity Update 	Name of the corresponding NMS and OFS instance
OUTL-BRT-NMS_OFSC_ActivityType	Oracle Utilities NMS OFSC Activity Process	Activity type in value match in NMS and OFS instance
OUTL-BRT-NMS_OFSC_ActivityStatus	Oracle Utilities OFSC NMS Activity Update	OFS EventType in regards to NMS Activity Status and action required
OUTL-BRT-NMS_OFSC_ActivityStatusChange	Oracle Utilities NMS OFSC Activity Process	NMS Activity and Event Status translations to OFSC new activity status

Editing Lookups

To edit a lookup:

1. Login to Oracle Integration for Cloud.
2. Navigate to **Integrations > Designer > Lookups**.
3. Select the lookup to edit.
4. Make the necessary changes.
5. Click **Save** and **Close**.

Configuration Properties

Below are the lookup properties that can be defaulted in the integration.

Lookup: OUTL-BRT-NMS_OFSC_Email_ID

Property Name	Value	Description
from	nms-ofsc-administrator@yourdomain.com	Specify where the error email will be sent from.
to	mailID@yourdomain.com	Specify where the error email will be sent to.

Lookup: OUTL-BRT-NMS_OFSC_ConfigProps

Property Name	Value	Description
ofsc.bucket	OHMeter	Default value
source.system	NMS	Used in several integrations to denote where the request is coming or going to.
activities.linkType	related_activity2	Default value
failedEquipment.props	ITEM_TEXT SERIAL_TEXT VOLT_TEXT RATING_TEXT TYPE_TEXT SECONDARY_VOLTAGE	The form formats of the failedEquipment in OFSC. This property is phased out with NMS Admin data in the next release.
failedEquipment.enumProps	MANUF_TEXT RATING_UNITS_OM THREE_PH_TOGGLE SINGLE_PH_TOGGLE	Denote what properties require extra processing in OFSC to complete the form format.
failedEquipment.dateProps		Property is not used in current release.
ofs.language	en	Default value of OFSC request for language.
workSkill.sharing.default	summary	Default value
workSkillProperty.type.default	string	Default value
workSkillProperty.entity.default	activity	Default value
workSkillProperty.gui.default	text	Default value
workSkillProperty.nameSuffix.default	needed	Default value
workSkillCond.actvtySameSkillMaxWorker.default	1	Default value
workSkillCond.function.default	in	Default value

Property Name	Value	Description
activeFlag.default	true	Default value
bucket.timeZone.default	America/New_York	Default time zone in OFS
parentBucket.default	UGBU	Default value
activity.dateTimeFormat.default	[Y0001]-[M01]-[D01] [h1]:[m01] [PN]	Default datetime format in OFS
ofsc.controlZone	3	Default value
ofsc.useControlZoneFromNMS	true	Default value
ofsc.resourceDetail.loopLimit	100	The amount of OFS resource read at once during traversing all resources.
ofsc.workZone.default.NMSncg Class	4802	Default work bucket value in NMS
ofsc.workZone.default.status	true	Default value for a work zone status
ofsc.workZone.default.travelArea	sunrise_enterprise	Default value for a work zone travel area
ofsc.workZone.default.Fuzzy Type	NO_OUTAGE	NMS value for work zone during sync process
failedEquipment.nms.tableName	PICKLIST_INFO_EQ_FAIL	Failed Equipment schema name in NMS Admin data
nms.crew.outOfRange	false	Default flag during crew updates in NMS
nms.crew.isAvailForOp	true	Default flag during crew updates in NMS
nms.crew.isMobileIntegrated	true	Default flag during crew updates in NMS
.notification.chat.assertion	{JWT_Token}	jwt token received from creating assertion and used to request an OFS Access Token
notification.chat.grant_type	urn:ietf:params:oauth:grant-type:jwt-bearer	Grant Type used in conjunction with jwt token to request and OFS Access Token
ofsc.resourceType.FieldResource	field_resource	Value of OFS ResourceType used when sending to NMS
aysncErrorChatNotification.flag	false	Denotes if chat notification to be sent.

Property Name	Value	Description
notification.type.chat	chat	Default value
notification.type.email	email	Default value
notification email.flag	true	Denotes if the error email will be sent.
notification chat.flag	true	Denotes if a chat will be initiated upon an error.
ofsc.isScheduledForPreAssigned Crew	true	Default value
ofsc.setPositionInRoute	notOrdered	Default value

Lookup: OUTL-BRT-NMS_OFSC_InstanceIDToBucket

NMS_InstanceID	OFSC_BucketID	NMS_InstanceURL	Description
NMS	OHMeter	https:// msp52366.us.oracle.c om:7202/nms-ofs/ rest/v1	

Lookup: OUTL-BRT-NMS_OFSC_ActivityType

NMS_ActivityType	OFSC_ActivityType	Description
NMS_Trouble	NMS_Trouble	Default value

Lookup: OUTL-BRT-NMS_OFSC_ActivityStatus

OFSC_EventType	NMS_ActivityStatus	NMS_ActionCode	Description
activityCreated	Initial	CREATE	
activityStarted	STARTED	UPDATE	
activitySuspended	SUSPENDED	UPDATE	
activityNotDone	CANCELLED	UPDATE	
activityCompleted	COMPLETE	UPDATE	
activityCanceled	CANCELLED	UPDATE	
activityUpdated		UPDATE	
activityMoved	DISPATCHED	UPDATE	
activityTravelStarted	EN_ROUTE	UPDATE	

OFSC_EventType	NMS_ActivityStatus	NMS_ActionCode	Description
activityTravel Stopped	DISPATCHED	UPDATE	

Lookup: OUTL-BRT-NMS_OFSC_ActivityStatusChange

NMS_Activity EventStatus	NMS-OFSC ActivityStatus	OFSC_ ActivityStatusNew	Description
STARTED:SUS		suspended	
SUSPENDED:SUS		suspended	
	CANCELLED: started	notdone	
	CANCELLED: enroute	notdone	
	CANCELLED: cancelled	ERROR:Activity already in cancelled status in OFS	
	CANCELLED: notdone	ERROR:Activity already in notdone status in OFS	
	CANCELLED: completed	ERROR:Activity already in completed status in OFS	
	CANCELLED:	ERROR:No matching OFS activity status found	
	CANCELLED: pending	cancelled	

Error Handling

This section provides information about the different ways used to handle errors in the integration and also resubmitting the instances after rectifying the errors.

- [Error Handling Ways](#)
- [Resubmitting the Error Instances in Oracle Integration Cloud](#)

Error Handling Ways

In this integration, the errors are handled in different ways due to the limitation of Oracle Integration Cloud.

- [Synchronous Flow Error Handling](#)
- [Asynchronous Flow Error Handling](#)

Synchronous Flow Error Handling

As part this error handler the errors are sent back to global fault handler and the respective system via Common Error Handler flow.

Technical Fault

This fault occurs when there is a data mismatch or any Xpath related error. On this error, the flow immediately goes to global fault handler and the fault is sent back to the respective system.

Remote Fault

This fault occurs when the target system is down. When this error occurs the flow immediately goes to global fault handler and the fault is sent back to the respective system.

Business Fault

This fault occurs only when the business fault occurs in the target system due to invalid data. When this error occurs, the fault is sent back to the respective system as part of immediate response.

Asynchronous Flow Error Handling

Technical Fault

This fault occurs when there is a data mismatch or any Xpath related error. When this error occurs, the flow immediately goes to global fault handler and an optional email to the respective user is sent via Common Error Handler flow.

Remote Fault

This fault occurs when the target system is down. When this error occurs, the flow immediately goes to global fault handler and an optional email is sent to the respective user.

Business Fault

This fault occurs only when the business fault occurs in the target system due to invalid data. When this error occurs the flow immediately goes to global fault handler and an optional email is sent to the respective user.

Resubmitting the Error Instances in Oracle Integration Cloud

In this integration, the flows initiated are asynchronous flows. The **Resubmit** option is available only for asynchronous flows.

To resubmit the error instances in Oracle Integration Cloud:

1. Login to Oracle Integration Cloud.
2. Navigate to **Integrations > Monitoring > Errors**.
3. Select the integration to resubmit.
4. Click the **Resubmit** icon.

Email Notifications

This pre-built integration includes a configurable email notification.

To receive an email notification:

1. Login to Oracle Integration Cloud.
2. Navigate to **Integrations > Designer > Lookups**.
3. Edit the **OUTL-BRT-NMS_OFSC_ConfigProps** lookup.

Change the **email.flag** property value to 'true'.

4. Edit the **OUTL-BRT-NMS_OFSC_Email_ID** lookup.
 - a. In the **from** field, enter the email ID to receive an email from.
 - b. In the **to** field, enter the email ID to send the email to.
 - c. In the **Email_Id** field, provide the comma separated email IDs.

Note: In the **OUTL-BRT-NMS_OFSC_Email_ID** lookup, do not edit the values provided in the **Recipient** column.

Chapter 7

Customizations

This chapter describes options for customizing the integration to meet specific business requirements, including:

- [Adding New Mappings](#)

Adding New Mappings

To add a new mapping for the elements available in the Oracle Integration Cloud application schema, the pre-built integration provides a customization template for all the integration flows.

As the Integration is delivered as business accelerator, the base integration flow cannot be edited and they need to clone the existing integration flow to add any customizations to the existing xsl mapper files.

The supported cases are:

- Case1: In the Oracle Utilities Network Management System application schema, elements exist but are not mapped in the Oracle Integration Cloud pre-built integration.
- Case2: In Oracle Utilities Network Management System, properties exist but are not mapped in the Oracle Integration Cloud pre-built integration.

This section provides the steps to add a new mapping using the import xsl.

In this integration, Oracle Utilities Network Management System is the source and Oracle Field Service is the target.

To add custom mappings in Oracle Integration Cloud layer:

1. Login to Oracle Integration Cloud.
2. Identify the integration to add custom mappings.
3. Clone the integration.

For instructions to clone the integration, refer to the **Customizations** section in *Oracle Field Service Configurations for Oracle Utilities Network Management System Integration to Oracle Field Service Setup Guide* included in this release.

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

Note: Mappings cannot be added using the Mapper Design view.

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

Following is the list of integrations and the respective mappers/xsls with customization templates defined.

Every integration process (.iar) file has a folder structure after exporting and unzipping it. Mappings/xsls are found under the **Resources** folder.

For example:

```
<integration_process_identifier_name>\icspackage\project\<integration_process_identifier_name>\resources\<processor_xxx>\<resourcegroup_xxx>\<req_xxx.xsl>
```

Integration process folder path/ mapping name	XSL file relative path
OUTL-BA- NMS_OFSC_ACTIVITY_PROCES _01.00.0000\icspackage\project\ OUTL-BA- NMS_OFSC_ACTIVITY_PROCES _01.00.0000\resources\ Request mapping	processor_1112\resourcegroup_1115\req_78ab74e7 888f46eb93788b05eb5ea8cd.xsl
Request mapping	processor_133\resourcegroup_136\req_3d207c2451 b54ddf885bcb644deba343.xsl
handleFaultAndSendNotification	processor_1609\resourcegroup_1612\req_b0ed7a49 26a74e3f8d23079ecb932e91.xsl
OUTL-BA- NMS_OFSC_ADMIN_SYNC_01.00 .0000\ icspackage\project\ OUTL- BA- NMS_OFSC_ADMIN_SYNC_01.00 .0000\resources\ Request mapping	processor_10299\resourcegroup_10302\req_942e19 a5fc514e7188808fc3bd3c72e0.xsl processor_7286\resourcegroup_7289\req_22b6e115 51db406faec94d1b1d4fe9cc.xsl processor_7325\resourcegroup_7328\req_45629722 57e94cfba040ab798d29eb33.xsl processor_7827\resourcegroup_7830\req_8e17a0b8 12914b969220ab79d16b050e.xsl processor_8152\resourcegroup_8155\req_b18fb0fd 308d48f0855b55583a69c1fe.xsl processor_8169\resourcegroup_8172\req_fe16fb26 683646cba0aa83c016bdf80e.xsl processor_8592\resourcegroup_8595\req_d79c49dc 2d0b43d7adabeaf763f6818d.xsl

Integration process folder path/ mapping name	XSL file relative path
	processor_8609\resourcegroup_8612\req_13cd570be5db41be8cb4765dd6ae8ffe.xsl processor_9156\resourcegroup_9159\req_b4e59a15b54b4f6284a83e7945b7a128.xsl processor_9323\resourcegroup_9326\req_345c183ca57941a5a2e409cea18ac197.xsl processor_9500\resourcegroup_9503\req_ee644c89241642f9b028ede63eab76c9.xsl processor_9517\resourcegroup_9520\req_90fdc13b26cd442fa425e510dd666abd.xsl processor_9550\resourcegroup_9553\req_46096ce7cf8642959ea57e494102d4cd.xsl processor_9582\resourcegroup_9585\req_66368481b79c462b9c4a11198e8cae61.xsl processor_9758\resourcegroup_9761\req_1c15f390a7ec4b148c29d4426f86f149.xsl processor_9837\resourcegroup_9840\req_8c5241ffbcf74639b8a4c329e780bab4.xsl processor_9989\resourcegroup_9992\req_3ec9a1ae791349b9be4ca56347bfd45c.xsl
Response mapping	processor_7366\resourcegroup_7369\req_988749f53fd645609bbd720262ad765d.xsl
Business fault	processor_7442\resourcegroup_7445\req_b60537ad8a404a4782c48cc5d362f39e.xsl
Remote fault	processor_7465\resourcegroup_7468\req_e9104632c06f4905a1854c6be75de64a.xsl
Unhandled faults	processor_213\resourcegroup_216\req_909e2462e3b04d9dbbc4f24
OUTL-BA- OFSC_NMS_ACT_EVTDTLUPD_ 01.00.0000\icspackage\project\OUTL-BA- OFSC_NMS_ACT_EVTDTLUPD_ 01.00.0000\resources\	
Request mapping	processor_186\resourcegroup_189\req_b6237f32b45b45e1a98a179ce0149205.xsl processor_225\resourcegroup_228\req_9a72ba4e84754573976a7c26c9935916.xsl
Response mapping	processor_362\resourcegroup_365\req_12b1619975c64c83afa0a4dea6c82ff1.xsl processor_89\resourcegroup_92\req_cacb8837003448ddbe40d581f051b1a3.xsl
OUTL-BA- OFSC_NMS_ACT_FEUPD_01.00.0 000\icspackage\project\OUTL-BA- OFSC_NMS_ACT_FEUPD_01.00.0 000\resources	

Integration process folder path/ mapping name	XSL file relative path
Request mapping	processor_350\resourcegroup_353\req_0586fa616bc0418ea4ff52f963d76be5.xsl processor_523\resourcegroup_526\req_297d83d038f746c4bc4fcd8a88310cbd.xsl
OUTL-BA- OFSC_NMS_ACTIVITY_CREATE _01.00.0000\icspackage\project\OU TL-BA- OFSC_NMS_ACTIVITY_CREATE _01.00.0000\resources	
Request Mapping	processor_4372\resourcegroup_4375\req_a577caa08cad40148595b6242af57c24.xsl processor_5513\resourcegroup_5516\req_9eec160ebb324fabbb73c74d70060f81.xsl processor_5642\resourcegroup_5645\req_c995a53273044c79a38ea919a139d3dd.xsl processor_5680\resourcegroup_5683\req_f280cfa358f240b8aceea4accab5fc26.xsl
OUTL-BA- OFSC_NMS_ACTIVITY_UPD_01. 00.0000\icspackage\project\OUTL- BA- OFSC_NMS_ACTIVITY_UPD_01. 00.0000\resources	
Request Mapping	processor_1171\resourcegroup_1174\req_3ff2b3b097cd489280e11b8b242e7a69.xsl processor_1486\resourcegroup_1489\req_b16f1ce83fcb43ddb81473b75e595970.xsl processor_1582\resourcegroup_1585\req_23b0082af16c422eae128390272f669b.xsl processor_2064\resourcegroup_2067\req_2b67dfe5ca0c45508c7a73c1bc7ba0c7.xsl processor_2092\resourcegroup_2095\req_d992905833f64dc2a157bec9eac6531d.xsl processor_2197\resourcegroup_2200\req_67359005faa145a9a70248954be9048d.xsl processor_2696\resourcegroup_2699\req_602d1b1fb93549f9a793ac8ab36e4816.xsl processor_3044\resourcegroup_3047\req_e7830d87d63b4d2499a976466178e832.xsl processor_4372\resourcegroup_4375\req_a577caa08cad40148595b6242af57c24.xsl processor_4656\resourcegroup_4659\req_88a367ac0ea945a7917f4c435698cb8d.xsl processor_4734\resourcegroup_4737\req_bab5d691aa05469eb0e9f31c51ab7605.xsl

Integration process folder path/ mapping name	XSL file relative path
	processor_4960\resourcegroup_4963\req_135727e27f204fb1891764e9f8b5fa91.xsl
	processor_4987\resourcegroup_4990\req_07013418eb8d4814bdb23e21efb78ed0.xsl
	processor_5098\resourcegroup_5101\req_ec248d88007c4cf1b9d191f66ef08cc3.xsl

Chapter 8

Activating and Testing the Integration Flows

This section provides an overview of how integration flows are activated and tested. It includes the following sections:

- [Activating Integration Flows](#)
- [Testing the Integration Flows](#)

Activating Integration Flows

To activate the integration flows:

1. Navigate to the integration to activate.
2. Drag the slider for that integration. When prompted to enable tracing, click **Yes** to view the instances.
3. Click **Activate**.

The integration takes time to get activated. The activated integration appears at the top of the integrations list.

Testing the Integration Flows

The following table lists the end point URLs for respective applications in which these endpoints need to be configured. Configure the same and perform an end-to-end testing.

Integration Name	End Point URL to be Configured	Application to be Configured
Oracle Utilities OFSC NMS Activity Update	https://OICHost:port/ic/api/integration/v1/flows/ofsccloudadapter/OUTL-BA-OFSC_NMS_ACTIVITY_UPD/1.0/notify	As OFS is event based, there is no need to configure the integration endpoint URLs. Subscription for the event will be created once the respective integration is activated.
Oracle Utilities NMS OFSC Admin Sync	https://OICHost:Port/ic/api/integration/v1/integrations/OUTL-BA-NMS_OFSC_ADMIN_SYNC%7C01.00.0000/schedule/jobs	Scheduled base from OIC
Oracle Utilities OFSC NMS Event Details Update	https://OICHost:port/ic/api/integration/v1/flows/ofsccloudadapter/OUTL-BA-OFSC_NMS_ACT_EVTDTLUPD/1.0/notify	As OFS is event based, there is no need to configure the integration endpoint URLs. Subscription for the event will be created once the respective integration is activated.
Oracle Utilities OFSC NMS Failed Equipment Update	https://OICHost:port/ic/api/integration/v1/flows/ofsccloudadapter/OUTL-BA-OFSC_NMS_ACT_FEUPD/1.0/notify	As OFS is event based, there is no need to configure the integration endpoint URLs. Subscription for the event will be created once the respective integration is activated.

Integration Name	End Point URL to be Configured	Application to be Configured
Oracle Utilities OFSC NMS Activity Create	https://OICHost:port/ic/api/integration/v1/flows/ofsccloudadapter/OUTL-BA-OFSC_NMS_ACTIVITY_CREATE/1.0/notify	As OFS is event based, there is no need to configure the integration endpoint URLs. Subscription for the event will be created once the respective integration is activated.
Oracle Utilities OFSC NMS Activity Update	https://OICHost:port/ic/api/integration/v1/flows/ofsccloudadapter/OUTL-BA-OFSC_NMS_ACTIVITY_UPD/1.0/notify	As OFS is event based, there is no need to configure the integration endpoint URLs. Subscription for the event will be created once the respective integration is activated.

Chapter 9

Monitoring and Troubleshooting

This section provides information about monitoring and troubleshooting the integration. It includes the following:

- [Oracle Utilities Network Management System](#)
- [Oracle Integration Cloud](#)

Oracle Utilities Network Management System

This section provides information about monitoring Oracle Utilities Network Management System.

Oracle Utilities Network Management System Error Logs

Monitoring the error logs is possible only in on-premises applications. Applications on cloud cannot access the error logs.

The following error logs can be monitored for Oracle Utilities Network Management System:

- Errors related to the online integration invocation from Oracle Utilities Network Management System are stored in the NMS_ENVIRONMENT_NAME/logs/ or NMS_ENVIRONMENT_NAME/logs/system folder.

For example: V27_NMS_ORA_WLS/logs/system\

For more information about errors and notifications, see the Oracle Utilities Network Management System documentation.

Oracle Integration Cloud

This section focuses on the monitoring Oracle Integration Cloud and troubleshooting any issues that occur during the integration activation.

Monitoring Integration Flows

Integration flows are monitored using the following:

- Dashboard
- Cloud Logs

To monitor the integration flows from the Oracle Integration Cloud dashboard:

1. Login to Oracle Integration Cloud.
2. On the **Home** page, click **Monitoring**.
3. Select any of the following as required:
 - **Dashboards** - To monitor the complete dashboard of integration.
 - **Integrations** - To monitor each integration.
 - **Tracking** - To monitor instance and flow trace/activity stream of the integration.
 - **Error** - To monitor the integrations in 'error' state. Re-submit the asynchronous integration flows.

To monitor the integration flows using Oracle Integration Cloud logs:

1. Login to Oracle Integration Cloud.
2. On the **Home** page, click **Monitoring**.
3. On the navigation pane, click **Dashboards** to view the overall success/failure rate of the integration.
4. Navigate to the **Logs** menu.
5. In the right pane, click the link to show options for downloading the Oracle Integration Cloud logs or diagnostics logs.
6. In case of any issues, attach the diagnostic logs to a service request for help.

Troubleshooting

If an activation fails, the Integrations page displays an error message.

To troubleshoot the activation error:

1. Click **Download Diagnostic Logs** to download the logs for diagnosing the issue.
2. Select **Enable Tracing**.

TRACE ENABLED is displayed next to ACTIVE.

A few sample cases are as follows:

- For any connectivity errors while activating the integration, make sure the trigger connection is successful. Test the connection and refresh the metadata, and then activate the integration.
- If the integration (Oracle Utilities Network Management System initiated flows) is activated for the first time, make sure the Oracle Utilities Network Management System catalog is configured accurately.

Appendix A

Limitations and Workarounds

This appendix focuses on the limitations and workarounds in this integration and in the respective applications.

- [Oracle Field Service](#)
- [Oracle Utilities Network Management System](#)

Oracle Field Service

The known issues pertaining to in this integration are:

- While trying to update the datetime from Oracle Utilities Network Management System after moving an activity to a resource in Oracle Field Service, the activity is still with resource and not moved to bucket. It should be moved back to the bucket and is a known limitation in this integration.

Oracle Utilities Network Management System

For the list of known issues in Oracle Utilities Network Management System, refer to the *Oracle Utilities Network Management System Integration to Oracle Field Service Release Notes* included in this release.