

**Oracle Utilities Customer To Meter
Integration to Oracle Utilities Network
Management System**

Release Notes

Release 12.1

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Oracle Utilities Customer To Meter Integration to Oracle Utilities Network Management System Release Notes, Release 12.1

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Preface

Welcome to the Oracle Utilities Customer To Meter Integration to Oracle Utilities Network Management System Release Notes.

The preface includes the following:

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

Audience

This document is intended for anyone implementing the Oracle Utilities Customer to Meter Integration to Oracle Utilities Network Management System. It can also be used as a reference for anyone implementing Oracle Utilities Customer Cloud Service Integration to Oracle Utilities Network Management System, or Oracle Utilities Customer Care and Billing and Oracle Utilities Meter Data Management (separate instance) Integration to Oracle Utilities Network Management System.

Important! For Oracle Utilities Customer Care and Billing and Oracle Utilities Meter Data Management (separate instance) implementations, this document assumes that the direct integration has been configured.

Documentation and Resources

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

Product Documentation

Topic	Description
Oracle Utilities Customer To Meter Integration to Oracle Utilities Network Management System documentation	
Oracle Utilities Customer To Meter documentation	Refer to the Oracle Utilities applications documentation page: http://docs.oracle.com/cd/E72219_01/documentation.html
Oracle Utilities Network Management System documentation	
Oracle Utilities Customer Cloud Service documentation	

Additional Documentation

Resource	Location
SOA Suite 12c (12.2.1.4.0) documentation	Refer to the SOA documentation at: http://www.oracle.com/technetwork/middleware/soasuite/documentation/index.html https://docs.oracle.com/en/middleware/soa-suite/soa/12.2.1.4/
Oracle Support	Visit My Oracle Support at https://support.oracle.com regularly to stay informed about updates and patches. Access the support site for the Edge Application Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1) or refer to the Oracle Utilities Integrations page at http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm
Oracle Technology Network (OTN) Latest versions of documents	http://www.oracle.com/technetwork/index.html
Oracle University for training opportunities	http://education.oracle.com/
Web Services Security	For more information about Web services security using Oracle Fusion Middleware 12c refer to https://docs.oracle.com/middleware/12211/cross/webservicetasks.htm .
Oracle Fusion Middleware 12c (12.2.1.4.0) documentation	Refer to the Oracle applications documentation page: https://docs.oracle.com/en/middleware/soa-suite/soa/12.2.1.4/
Oracle Fusion Middleware “What's New In Oracle WebLogic Server” Section: Standards Support, Supported Configurations and WebLogic Server Compatibility, Database Interoperability For additional information on the type of database to use.	http://docs.oracle.com/middleware/1221/wls/NOTES/toc.htm
Instructions on installing this integration on non-Windows/ Linux platforms	Refer to Oracle Support Knowledge Article ID 1349320.1

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.

Abbreviations

The following terms and acronyms are used throughout this guide.

Application Names

Term	Expanded Form
C2M	Oracle Utilities Customer To Meter
NMS	Oracle Utilities Network Management System
SOA	Service-Oriented Architecture - Software modules that are provided as services can be integrated or used by several applications using SOA, even if their respective architectures are substantially different. Rather than defining an API, SOA defines the interface in terms of protocols and functionality.
UI	User Interface

Release Notes

This release notes outlines the following topics:

- [Integration Overview](#)
- [Supported Source Applications](#)
- [About Oracle Utilities Customer To Meter](#)
- [About Oracle Utilities Network Management System](#)
- [New Features Summary](#)
- [Known Issues](#)

Integration Overview

Oracle Utilities Customer To Meter integration to Oracle Utilities Network Management System helps to manage outage business process between customer information and outage management systems.

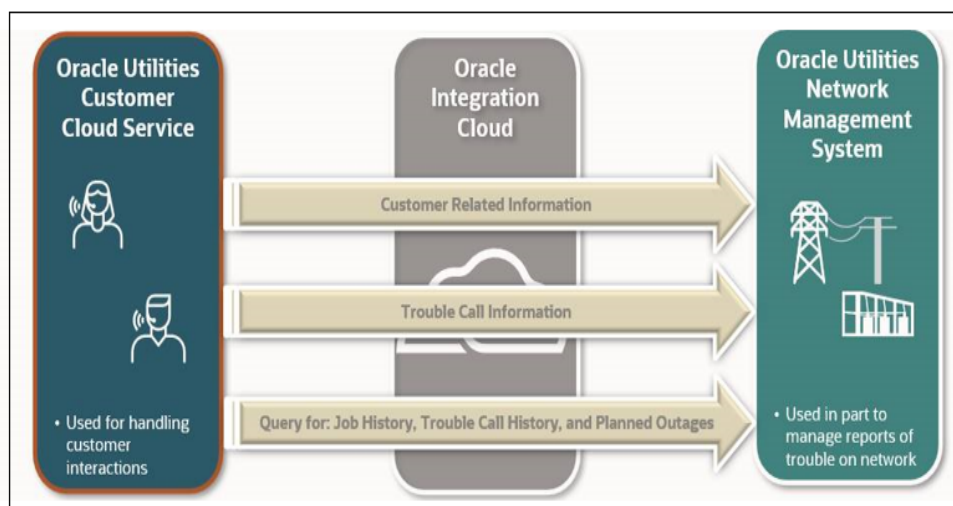
This pre-built integration between the leading applications makes sure the seamless automated flow of outage information. It also makes relevant outage information visible from a single application. Key business processes automated by this integration include synchronization of customer data and trouble calls from Oracle Utilities Customer To Meter to Oracle Utilities Network Management System. It also supports the ability to query job history, trouble call history, and planned outages from Oracle Utilities Customer To Meter.

For more information about the product functionality, refer to the *Oracle Utilities Customer To Meter Integration to Oracle Utilities Network Management System Implementation Guide* included in this release.

The integration supports the following flows:

- Synchronize data
- Send trouble calls to Oracle Utilities Network Management System with a customer or device.
- Query trouble calls
- Query job history
- Query planned outages

The following diagram shows the business processes that are supported in this integration product:



The integration uses Oracle SOA Suite and Oracle BPEL Process Manager (an Oracle Fusion middleware product) to coordinate the data flow and data mapping. Oracle BPEL Process Manager provides a comprehensive solution to create, deploy and manage cross-application business processes with both automated and manual workflow steps.

This is a bi-directional integration. Data is sent from Oracle Utilities Customer To Meter to Oracle Utilities Network Management System and vice versa to support trouble/fuzzy calls, job/call history and customer information synchronization.

Supported Source Applications

This integration supports the following product versions:

- Oracle Utilities Customer To Meter (C2M)
- Oracle Utilities Network Management Service (NMS)
- Service Oriented Architecture (SOA)

Refer to the *Certification Matrix for Oracle Utilities Products* (Document ID 1454143.1) on My Oracle Support for current/supported application version details.

About Oracle Utilities Customer To Meter

Oracle Utilities Customer Cloud Service is a central repository for customer information (such as name, address, and phone number) that manages all aspects of the utility customer lifecycle, including service connections, trouble calls and outages.

About Oracle Utilities Network Management System

Oracle Utilities Network Management System processes trouble calls from customers and analyzes them to determine probable outage locations. It can generate estimated restoration times (ERTs) that can then be provided back to customers.

Oracle Utilities Network Management System also keeps a history of all of 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 can help a utility plan maintenance work or new construction that may impact existing customers. When the detailed switching plans are generated in Oracle Utilities Network Management System, information can be provided to customers about planned outages that will impact them.

New Features Summary

This integration release includes the following new features:

- [Customer Data Sync](#)
- [Trouble Calls](#)
- [Query Trouble Calls](#)
- [Query Job History](#)
- [Query Planned Outages](#)

Customer Data Sync

Customer data is synchronized between Oracle Utilities Customer To Meter and Oracle Utilities Network Management System. To view customer information in the Oracle Utilities Network Management System application, only current information is required to associate customers with service location and supply nodes in the network data model.

Trouble Calls

Trouble calls created/updated in Oracle Utilities Customer To Meter can be captured and sent to Oracle Utilities Network Management System. The integration handles both trouble calls created for a particular customer with known service point, as well as “fuzzy” calls which are not initially associated with a customer or device.

Query Trouble Calls

The results for query trouble calls that were placed by a particular customer or caller in Oracle Utilities Network Management System can be displayed in Oracle Utilities Customer To Meter.

Query Job History

You can query the current/recent Oracle Utilities Network Management System jobs that impact a particular customer and display the results in Oracle Utilities Customer To Meter.

Query Planned Outages

You can query the planned outage jobs in Oracle Utilities Network Management System impacting a particular customer and display the results in Oracle Utilities Customer To Meter.

Known Issues

The known issues in this integration are:

Bug Number	Description
33584789	CCS displays a full error in customer UI when a connection/technical failure occur.
33590296	CCS sends requests to NMS real time without using the BO Monitor.
33618348	C2M-NMS Call History Search by Location Street Segment - Block Number should not be mandatory
33590207	When creating a new trouble call from C2M, the datetime displayed is in GMT while user and instance is in PST causing the call to be made in the future.

Bug Number	Description
UGBUPD-9948	Update action in C2M triggers creation of a new record in NMS Cancel action cancels a record in C2M only. Error messages should be improved to show specific rather than generic error.
