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Preface

This guide describes how to install and use Oracle Communications Order and Service Management (OSM) Reporting Interface to generate reports from order data.

Audience

Before reading this guide, you should have a basic understanding of OSM concepts. See OSM Concepts for more information.

If you are installing the Reporting Interface, you should be familiar with Windows, UNIX, and Oracle database management.

Accessing Oracle Communications Documentation

OSM documentation and additional Oracle documentation (such as database and WebLogic Server documentation) is available from the Oracle Help Center website:

http://docs.oracle.com

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at


Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit

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

http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Document Revision History

The following table lists the revision history for this guide:

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E79210-01</td>
<td>April 2017</td>
<td>Initial release</td>
</tr>
</tbody>
</table>
Use the Oracle Communications Order and Service Management (OSM) Reporting Interface to generate reports about orders, tasks, and notifications.

The OSM Reporting Interface provides a standard interface to OSM data that can be accessed using many third-party report generation applications. You can also use Ant to run reports and output data to comma-separated values (CSV) and XML files.

The Reporting Interface augments the reports that are available through the OSM web client.

About the OSM Reports

Using the reporting interface, you can generate the following reports:

- **Orders Report**: This report gives you an overview of pending and completed orders. You can filter the query to limit the number of responses. By specifying an OSM view mnemonic, you can display additional order information. See "About the Orders Report" for more information.

- **Order History Report**: This report returns order change information for a specified time interval. See "About the Order History Report" for more information.

- **Pending Order At Task Report**: This report gives you an overview of the pending orders and their related tasks information. See "About the Pending Order At Tasks Report" for more information.

- **Processes Report**: This report shows all completed and pending processes, including main processes, creation processes, and processes invoked by sub-processing. See "About the Processes Report" for more information.

- **Tasks Report**: This report creates a list of pending and completed tasks (excluding sub-process tasks). See "About the Tasks Report" for more information.

- **Notifications Report**: This report contains a list of order and non-order based notifications. See "About the Notifications Report" for more information.

How OSM Reports are Implemented

Reports are implemented in two ways:

- As Oracle database stored procedures.
- As Oracle database views.
You use a third-party reporting application to access the procedures and views, configure parameters, and output results. You can also run reports using Ant to export report data to CSV or XML files.

The following reports are implemented as Oracle database stored procedures:

- Orders (OMS_REPORT_ORDERS)
- Order History (OMS_REPORT_ORDERS_HISTORY)
- Pending Order At Task (OMS_REPORT_PENDING_AT_TASKS)

The following reports are implemented as Oracle database views:

- Processes
- Tasks
- Notifications

About the Orders Report

This report gives you an overview of pending and completed orders. You can filter the query to limit the number of responses. By specifying an OSM view mnemonic, you can display additional order information for those records that contain it.

When you run the Orders report:

- One row represents one order.
- When displaying order data, if there are multiple data items for the data, all instances are displayed.
- When viewing order-specific data, the mnemonic is used as the column name. The order of the columns is based on the view node position.
- The report shows both pending and completed orders. You can use the order completion date to distinguish pending orders and completed orders. A pending order does not have a value in these columns:
  - completion date
  - time

Calculating Duration in the Orders Report

In the Orders report, duration for completed orders is calculated as follows:

\[ \text{completion\_date} - \text{order\_start\_date} \]

**Note:** \text{order\_start\_date} is when the order was started, not when the order was created.

In the case of pending orders, the duration is calculated as follows:

\[ \text{sysdate} - \text{order\_start\_date} \]

Orders Report Contents

The Orders report displays the following data:

- Order ID
About the Pending Order At Tasks Report

- Reference number
- Order type description and mnemonic
- Order source description and mnemonic
- Process description and mnemonic
  
  This is the current process of an order. (This data is empty for completed orders.)
- Process status description and mnemonic (last process status)
- Order creation date and time
- Order start date and time
- Expected duration of the order in days
- Actual duration of the order in days
- Expected order completion date
- Completion date of the order
  
  This data is empty for pending orders
- Namespace description and mnemonic
- Version
- Order-specific data (specified by a view)

About the Order History Report

This report returns order delta information for a specified time interval. Order delta information is given on an order-by-order basis. For each order, the last known delta for each node in the view for the specified time interval is shown.

About the Pending Order At Tasks Report

This report gives you an overview of the pending orders and information about their tasks.

When you run the Orders at Tasks report:

- If an order includes multiple rows, each row represents an instance of the order. If there are multiple data items for the data, all instances are displayed.
  
  Subprocess tasks are not included in the report.
- When viewing order-specific data, the mnemonic is used as the column name. The order of the columns is based on the view node position.
- The actual duration is calculated as follows:

  \[ \text{sysdate} - \text{order\_start\_date} \]

Order at Tasks Report Contents

The Order at Tasks report displays the following data:

- Order ID
- Reference number
- Process description and mnemonic
About the Processes Report

This report shows all completed and pending processes. It includes processes invoked by subprocessing, main processes, and creation processes.

For pending processes, the completion date and time fields are left blank.

Processes Report Contents

The Processes report displays the following data:

- Order sequence ID
- Order state
  Shows the current state the order is in, such as Suspended, Completed, or In Progress.
- Execution mode
- Process description and mnemonic
- process_originator_description and mnemonic
  A description of the process that took place before the current process.
- relationship_to_originator
The report returns a blank to indicate a normal completion and E for a process exception.

- Order type description and mnemonic
- Order source description and mnemonic
- Start date and time
  The date and time when the order enters the process.
- Start position
  This is the first task that an order undergoes after it enters the current process. This is a process position mnemonic. It might not be the first task of the process if there is a process exception.
- Completion date and time
  The date and time at which time the order exits the process.
- Last position
  This is a position mnemonic to indicate the current pending position for a pending process or last position for a completed process.
- Current position
  This is a position mnemonic to indicate the current pending position of a pending process and is empty for completed processes.
- Completion reason
  The report returns a blank to indicate a normal completion and E for a process exception.
- Expected duration of the process, in days
- Actual duration
  The real length of time to complete the process.
- Process status description and mnemonic
- Namespace description and mnemonic
- Version

**About the Tasks Report**

This report creates a list of pending and completed tasks (excluding subprocess tasks).

This report is grouped by order ID and sorted by start date.

**Tasks Report Contents**

The Tasks report displays the following data:

- Order sequence ID
- Process (invoking task) description and mnemonic
  Indicates in which process the current task is operating.
- Task description and mnemonic
- Task type and mnemonic
About the Notifications Report

This report contains a list of order and non-order based notifications.

For non-order based notifications, the order sequence ID, order type description, order type mnemonic, order source description, and order source mnemonic fields are left blank.

When a notification is sent to multiple users, the report returns multiple rows. Each row corresponds to one user. Only one user acknowledges the notification.

Notifications Report Contents

The Notifications report displays the following data:

- Notification description and mnemonic
- Order ID
- Order type description and mnemonic
- Order source description and mnemonic
- User name
- Date and time sent
- Date and time acknowledged
  This is empty if a notification is not acknowledged by the current user.
- Namespace description and mnemonic
- Version
This chapter describes how to configure the Oracle Communications Order and Service Management (OSM) Reporting Interface.

For more information about the OSM Reporting Interface, see "About the OSM Reporting Interface".

Overview

To configure the OSM Reporting Interface:

- Install required supporting software, such third-party reporting application.
- Connect the third-party reporting application to the OSM Oracle database.

Important: To configure a third-party reporting application, you need to have familiarity with database configuration. You need to know information such as the database schema names and passwords, and the OSM Reporting Interface views and procedures.

Prerequisites for Configuring the Reporting Interface

Before installing and configuring the OSM Reporting Interface, perform the following tasks on the target system in the order listed:

- Install the OSM application.
- Install a third-party reporting application.

Configuring the Reporting Interface Environment

Configure your third-party reporting application. This task may include creating users and creating database connections, assigning stored procedures, and defining parameters. Specifics depend on which reporting application you use.

Creating Users

Some reporting applications require you to create user accounts for each individual who needs to access the Reporting Interface. How you assign privileges to an individual account depends on the duties the individual performs and the policies of your organization.
Refer to the documentation of the your reporting application for instructions on creating users in that application.

**Creating Database Connections**

After you create users, you may have to configure your reporting application with the appropriate database connections to the OSM database.

**About Stored Procedures**

Stored procedures give you access to the following reports:

- Orders (through the OMS_REPORT_ORDERS stored procedure)
- Order History (through the OMS_REPORT_ORDERS_HISTORY stored procedure)
- Pending Order At Task (through the OMS_REPORT_PENDING_AT_TASKS stored procedure)

You may have to assign these stored procedures to individual users or groups of users. Refer to the documentation of your reporting application for instructions on how to use the provided stored procedures.

**About Views**

Oracle views allow you to create the Processes, Tasks, and Notifications reports.

You may have to configure the views through your reporting application, providing information such as a link to the Oracle client, and specifying the views used for OSM reporting. Views include:

- OMS_REPORT_NOTIFICATIONS
- OMS_REPORT_PROCESSES
- OMS_REPORT_TASKS

You may want to specify a parameter range for some of the table columns. For example, you may configure the **Start Date** parameter so that the column displays only the work that is scheduled to begin the day after the reporting date. Refer to the documentation of the your reporting application for instructions on specifying parameters for views.
This chapter describes how to generate reports by using the Oracle Communications Order and Service Management (OSM) Reporting Interface.

Guidelines for Running Reports

Note these guidelines for running reports:

- Columns that report on process duration times are structured to display in days. If the actual duration of a task is sufficiently short (seconds or minutes), the duration time may be reported incorrectly by misplacing the decimal point, which makes the duration appear longer than it really is.

- For the Orders report and the Pending Order At Tasks report, you must create a reporting view if you want the report to return order data. The number of nodes in this view is limited by the size of the database variable that contains the data (32760 bytes). Various factors can play a role in how quickly the view exceeds this limit, including the number of elements and structures in the view, having multiple instances of elements or structure in the view, or having elements and structures with long mnemonics. Given these factors, the view should not contain a large number of value nodes. For example, you might test between 6 to 90 value nodes. You can also split the reporting views into smaller chunks and collate the data at a later time. This applies to nodes with or without data.

  Note: Pending Order At Task reports support multi-instance nodes. Cardinality determines the number of nodes contained in it. For example, if the reporting view has two nodes with cardinality 1 then this will be equal to one multi instance node with cardinality 2.

- To reduce the impact of reporting on system performance, use filters to limit the scope of the report. For example, configure your report to return orders in a reduced, specific date range, or related to a specific cartridge. See "Using Report Parameters to Filter Results" for more information.

Generating Reports from Stored Procedures

You can generate the following reports:

- Orders (OMS_REPORT_ORDERS)
- Order History (OMS_REPORT_ORDERS_HISTORY)
- Pending Order At Task (OMS_REPORT_PENDING_AT_TASKS)
Refer to the documentation of your reporting application for instructions on generating reports from stored procedures. Typically, you will need to choose a report, a stored procedure, a database connection, and the configuration of any parameters to customize the report output.

**Using Report Parameters to Filter Results**

When generating reports from stored procedures, you can filter results by providing values for the following parameters:

- Use the **a_view_mnemonic** parameter to generate reports based on OSM views. See "Generating Reports Based on OSM Views" for more information.
- Use the **a_fixed_header_filter** parameter to generate reports based on order data. See "Generating Reports Based on Header Fields" for more information.
- Use the **a_order_data_filter** parameter to generate reports based on data values. See "Generating Reports Based on Order Data" for more information.
- Use the **a_history_start_time** and **a_history_end_time** parameters to generate reports based on their start and end times. Use this parameter only for the Order History report. See "Generating Order History Reports Based on Date" for more information.

**Generating Reports Based on OSM Views**

The **a_view_mnemonic** parameter is an Oracle Communications Order and Service Management (OSM) view mnemonic that contains a list of nodes that the report returns. Only value nodes are included in the report.

When you use the **a_view_mnemonic** parameter, the search is performed on all cartridges unless you use the **a_fixed_header_filter** parameter to restrict the search to certain cartridges. See "Generating Reports Based on Header Fields" for more information.

---

**Note:** If different cartridges have identical views, both with the same mnemonic, the views are amalgamated and subsequently the fields appear duplicated in the report.

---

**Generating Reports Based on Header Fields**

The **a_fixed_header_filter** parameter is a filter condition that you can apply to the search using the fixed header fields, such as order ID, task, and process status. See Table 3–1 for more information.

You can restrict the report to return data from a specific cartridge. If the cartridge contains the view, the corresponding values are returned, otherwise the report returns empty values. All order data is returned if the cartridge value is null.

You can combine fields using logical operators OR and AND, and use parenthesis to group information. You can also apply relational operators such as =, !=, <, <=, > and >=. However, the following fields can use only = and !=:

- Process
- Order type
- Order source
- Process status
Cartridge

You can also query on the following columns using *between* as an operator to specify a range of values:

- Order ID
- Order creation date
- Order start date
- Expected order completion date
- Order completion date

**Examples**

Completed orders only:

```
completion_date < sysdate
```

Orders completed in the last 30 days:

```
completion_date between sysdate-30 and sysdate
```

Pending orders:

```
completion_date > sysdate
```

Orders that were created between specified dates:

```
order_creation_date between to_date(2008.11.01:00:00:00) and to_date(2008.11.30:23:59:59)
```

Orders created in the last week:

```
completion_date between sysdate -7 and sysdate
```

Orders from multiple specified cartridges:

```
Cartridge=(dsl, *) OR cartridge=(default, 1.0) OR cartridge=(default, 2.0)
```

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>Orders/Order History Reports</th>
<th>Pending Order At Tasks Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>order_id</td>
<td>The order sequence ID number.</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>ref_num</td>
<td>The reference number.</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>process</td>
<td>The process mnemonic.</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>order_type</td>
<td>The order type mnemonic.</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>order_source</td>
<td>The order source mnemonic.</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>task</td>
<td>The task mnemonic.</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td>state</td>
<td>The state mnemonic.</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td>process_status</td>
<td>The process status mnemonic.</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td>Note: If N/A appears in the process_status, there is no process status for the order.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>user</td>
<td>The user name.</td>
<td>N</td>
<td>Y</td>
</tr>
</tbody>
</table>
### Generating Reports Based on Order Data

The `a_order_data_filter` parameter is a filter condition that you can apply to the search using one or more order data elements that match specific values. This enables orders to be matched based on their contents. You can combine these elements using the same logical and relational operators as `a_fixed_header_filter`.

When using `a_order_data_filter`, you must provide the full mnemonic path of the node to which you are referring.

In the following example, `textfield1` is a node in the `group1` group:

```
/group1/textfield1=some text
```

Multi-instance nodes can also be specified using the following notation:

```
/group1/multiinstancenode[2]
/multiinstancegroup[3]/textfield2
```

In this example, the number in the square brackets indicates the instance number to which you are referring. Instances are counted in the same order as they are added to the order (on screen from left to right and from top to bottom).
Generating Order History Reports Based on Date
The \texttt{a\_history\_start\_time} and \texttt{a\_history\_end\_time} parameters specify a time interval that you can apply to the search to return order data history for the time specified. These parameters are applicable only to the Order History Report. You can specify either a start time or an end time, or both.

The date format is dependent upon the third-party reporting application you are using.

Generating Reports from Views
You generate the following reports from views:

- Processes Report
- Tasks Report
- Notifications Report

Managing Performance When Generating Reports from Views
To reduce the impact of reporting on system performance, use filters to limit the scope of the report.

Filter Condition Examples for Processes Report
Use these filter conditions for the Processes report.

- Pending processes:
  \begin{verbatim}
  completion_time is NULL
  \end{verbatim}

- Completed processes:
  \begin{verbatim}
  completion_time is not NULL
  \end{verbatim}

- Processes that were completed between certain dates:
  \begin{verbatim}
  completion_time between
  to_date('2011.11.01.00:00:00','yyyy.mm.dd.hh.mi.ss') and to_date('2011.11.30.23:59:59','yyyy.mm.dd.hh.mi.ss')
  \end{verbatim}

Filter Conditions Examples for Tasks Report
Use these filter conditions for the Tasks report.

- Pending tasks:
  \begin{verbatim}
  timestamp_out is NULL
  \end{verbatim}

Note: The following conditions apply when filtering order data:

- Text values cannot contain apostrophes or quotation marks
- Dates must follow the format \texttt{yyyy.mm.dd.hh.mi.ss}
- Phone numbers cannot contain parenthesis or dashes (if stored using the Phone data type). For example, use 5556744004 instead of (555)674-4004.
Generating Reports from the Command Line

- Completed tasks:
  
  `timestamp_out` is not NULL

- Tasks that were completed between certain dates:

  ```
  timestamp_out between to_date('2011.11.01.00:00:00','yyyy.mm.dd.hh24:mi:ss')
  and to_date('2011.11.30.23:59:59','yyyy.mm.dd.hh24:mi:ss')
  ```

Filter Conditions Examples for Notifications Report

Use these filter conditions for the Notifications report.

- Notifications that were sent between certain dates:

  ```
  datetime_sent between to_date('2011.11.01.00:00:00','yyyy.mm.dd.hh24:mi:ss')
  and to_date('2011.11.30.23:59:59','yyyy.mm.dd.hh24:mi:ss')
  ```

- Notifications that were acknowledged between certain dates:

  ```
  datetime_acknowledged between to_date('2011.11.01.00:00:00','yyyy.mm.dd.hh24:mi:ss')
  and to_date('2011.11.30.23:59:59','yyyy.mm.dd.hh24:mi:ss')
  ```

Generating Reports from the Command Line

The command-line utility is implemented as an Ant task that calls a reporting procedure or accesses a view, and then exports the resulting data to a comma-separated values (CSV) file. The data can also be saved directly as an XML file. To assist you in configuring the Ant build file, use the `provReport.xml` file in the `OSM_home/SDK/Reporting/ant` directory (where `OSM_home` is the directory in which the OSM software is installed).

To generate reports from the command line:

1. Edit the `provReport.xml` file in the `OSM_home/SDK/Reporting/ant` directory using the parameters described in Table 3–2.

---

**Note:** Normal XML character restrictions apply to the contents of the `provReport.xml` file. For example, rather than using

```
completion_date < sysdate
```

to indicate completed orders, in the XML file this would be written

```
completion_date &lt; sysdate
```

to conform with XML formatting rules.

---
### Table 3–2 Reporting Interface Ant Command-Line Parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Usage</th>
</tr>
</thead>
</table>
| report    | The legal name of the report. Options are:  
- Orders  
- Pending_AT_Tasks  
- Orders_History  
- Tasks  
- Notifications  
- Processes  
For example:  
report="PROCESSES"  
Names are not case sensitive. | Mandatory |
| view      | The mnemonic for the OSM view (not Oracle view) that is the basis for the order data returned.  
For example:  
view="Amend_A_Task" | Optional, applicable only to reports implemented as stored procedures:  
- Orders  
- Pending_AT_Tasks  
- Orders_History |
| destfile  | The destination file for the output data.  
For example:  
destfile="/myosm73/SDK/Reporting/processesfile"  
If a full path is not provided, the report is created in OSM_home/SDK/Reporting/ant. | Mandatory |
| outputtype| The format of the output. Valid values are CSV or XML.  
For example:  
outputtype="CSV" | Mandatory |
2. Type the following command to encrypt the OSM Reporting Interface schema password:

   EncryptPasswords.sh

   The **Enter user name for database connection** prompt appears.

3. Enter the user name for the OSM Reporting Interface schema.
The Enter password for database connection prompt appears.

4. Enter the password for the OSM Reporting Interface schema.

Note: The prompt does not display any characters as you type.

The Enter Path to ant xml file prompt appears.

5. Enter the full path including the provReport.xml file. For example:
   /myosm73folder/SDK/Reporting/ant/provReport.xml

6. At the command line, go to directory OSM_home/SDK/reporting/ant and type the following command:
   ant -f provReport.xml

   The system displays a successful build message and generates the specified report in the OSM_home/SDK/reporting/ant directory.

Error Messages

Table 3–3 describes some of the errors you may receive when running reports.

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SQL error ORA-01789 query block has incorrect number of result columns.</td>
<td>The views have different node structures.</td>
</tr>
<tr>
<td>SQL error ORA-01790 expression must have same data type as corresponding expression:</td>
<td>The view has the same node type and structure but in a different position.</td>
</tr>
<tr>
<td>SQL error ORA-20901 cannot find view:</td>
<td>View mnemonic supplied cannot be found in any cartridge.</td>
</tr>
<tr>
<td>SQL error ORA-20902 errors in executing the reports, please check your search condition.</td>
<td>Search conditions are not valid.</td>
</tr>
<tr>
<td>SQL error ORA-20903 cannot find metadata condition supplied:</td>
<td>Search condition contains metadata, for example, process = customer_contact, however process customer_contact cannot be found in metadata.</td>
</tr>
<tr>
<td>SQL error ORA-20904 search condition contains syntax errors:</td>
<td>The search condition supplied is not valid, for example, it is missing a closing bracket.</td>
</tr>
</tbody>
</table>