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<th>3-1</th>
</tr>
</thead>
<tbody>
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<td>3-2</td>
</tr>
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<td>3-3</td>
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</tbody>
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4  Frequently Asked Questions

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5  Troubleshoot
Preface

Learn how to create and delete services with Oracle Analytics Cloud.

Topics:
• Audience
• Documentation Accessibility
• Related Documents
• Conventions

Audience

Administering Oracle Analytics Cloud is intended for business intelligence analysts and administrators who set up and use Oracle Analytics Cloud.

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 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.

Related Documents

These related Oracle resources provide more information.
• Oracle Cloud http://cloud.oracle.com
• Getting Started with Oracle Cloud
• Managing and Monitoring Oracle Cloud
• Getting Started with Oracle Analytics Cloud
• Visualizing Data and Building Reports in Oracle Analytics Cloud
• Preparing Data in Oracle Analytics Cloud
• Using Oracle Analytics Cloud - Essbase
• Command Line Interface Reference
• Using Oracle Database Cloud Service

Conventions

Conventions used in this document are described in this topic.

Text Conventions

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

Videos and Images

Your company can use skins and styles to customize the look of the Oracle Analytics Cloud, dashboards, reports, and other objects. It is possible that the videos and images included in the product documentation look different than the skins and styles your company uses.

Even if your skins and styles are different than those shown in the videos and images, the product behavior and techniques shown and demonstrated are the same.
Get Started with Administration

Let's explore Oracle Analytics Cloud and what you need to know to get started with administration.

Topics

- About Oracle Analytics Cloud
- Typical Workflow for Administrators
- Before You Begin with Oracle Analytics Cloud
- Top Tasks

About Oracle Analytics Cloud

Oracle Analytics Cloud is a scalable and secure public cloud service that provides capabilities to explore and perform collaborative analytics for you, your workgroup, and your enterprise.

When you deploy Oracle Analytics Cloud on Oracle Cloud Infrastructure, you complete some initial setup steps, and then Oracle takes care of service management, patching, backup and restore, and other maintenance tasks.

Oracle offers two options on Oracle Cloud Infrastructure: Oracle Analytics Cloud and Oracle Analytics Cloud Subscription. The main difference between these two options is the way you determine the size of your service. With Oracle Analytics Cloud Subscription, you specify how many people you expect to use the service. With Oracle Analytics Cloud, you specify the number of Oracle Compute Units (OCPUs) you want to deploy.

For information about editions and features available, see Getting Started with Oracle Analytics Cloud.

Typical Workflow for Administrators

If you're setting up Oracle Analytics Cloud for the first time, follow these tasks as a guide.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place an order for Oracle Analytics Cloud or sign up for a free Oracle Cloud promotion</td>
<td>Signing up for the free Oracle Cloud promotion is as easy as creating a new Oracle Cloud account.</td>
<td>Sign up for free credits</td>
</tr>
<tr>
<td>Activate your Oracle Cloud account</td>
<td>You receive a welcome email when your account is ready. To activate your account, you must sign in with the credentials provided in the email.</td>
<td>Sign In For the First Time</td>
</tr>
</tbody>
</table>
### Before You Begin with Oracle Analytics Cloud

Oracle Analytics Cloud is available on Oracle Cloud Infrastructure. When you order Oracle Analytics Cloud you automatically get access to other required services, including Oracle Cloud Infrastructure Compute, and Oracle Identity Cloud Service.

When you activate your Oracle Analytics Cloud order, you get the *Cloud Account Administrator* role. This role gives you full administration privileges on the cloud account, so you can complete all aspects of Oracle Analytics Cloud setup and create other users. There’s no need to delegate this responsibility, but if you want someone else to set up Oracle Analytics Cloud, you can add more users and assign them to the required roles. The roles required for individual services are listed in the table.

### Initial Setup

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sign in to Oracle Cloud for the first time</strong></td>
<td>Click the <a href="#">Get Started with Oracle Cloud</a> link in your welcome email and sign in. You’re prompted to change your password. Explore My Service and customize your My Services dashboard. As Cloud Account Administrator, you can complete all the setup tasks for Oracle Analytics Cloud.</td>
<td>Customize Your Dashboard for Oracle Analytics Cloud</td>
</tr>
<tr>
<td><strong>(Optional) Enable other users to create Oracle Analytics Cloud services</strong></td>
<td>If you don’t want to set up Oracle Analytics Cloud yourself, give other users permissions to create services.</td>
<td>Give Another User Permission to Set Up Oracle Analytics Cloud</td>
</tr>
<tr>
<td><strong>Determine your service requirements</strong></td>
<td>Plan your Oracle Analytics Cloud deployment. Think about what you want before you start.</td>
<td>Plan Your Service</td>
</tr>
<tr>
<td><strong>Create a service</strong></td>
<td>Use My Services to deploy a new service with Oracle Analytics Cloud or Oracle Analytics Cloud Subscription.</td>
<td>Create Services with Oracle Analytics Cloud Subscription</td>
</tr>
<tr>
<td><strong>Verify your service</strong></td>
<td>You receive an email when your service is ready. Check that you can sign in and that your service is up and running.</td>
<td>Verify Your Service and Sign In</td>
</tr>
<tr>
<td><strong>Set up users</strong></td>
<td>Set up users for Oracle Analytics Cloud in Oracle Identity Cloud Service and assign roles to them.</td>
<td>Set Up Users and Application Roles</td>
</tr>
<tr>
<td><strong>Configure more options for your service</strong></td>
<td>Configure service-level options for everyone using your service. The options available depend on the features that you chose to deploy. <strong>Data Visualization</strong>  <strong>Business Intelligence — Enterprise Modeling</strong>  <strong>Essbase — Collaborative Data Collection, Scenarios, What If Analysis</strong></td>
<td>Configure Options for Your Service</td>
</tr>
<tr>
<td><strong>Migrate content</strong></td>
<td>Leverage your existing content in Oracle Analytics Cloud.</td>
<td>Migrate to Oracle Analytics Cloud from Other Environments</td>
</tr>
</tbody>
</table>

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Before You Begin with Oracle Analytics Cloud

Oracle Analytics Cloud is available on Oracle Cloud Infrastructure. When you order Oracle Analytics Cloud you automatically get access to other required services, including Oracle Cloud Infrastructure Compute, and Oracle Identity Cloud Service.

When you activate your Oracle Analytics Cloud order, you get the *Cloud Account Administrator* role. This role gives you full administration privileges on the cloud account, so you can complete all aspects of Oracle Analytics Cloud setup and create other users. There’s no need to delegate this responsibility, but if you want someone else to set up Oracle Analytics Cloud, you can add more users and assign them to the required roles. The roles required for individual services are listed in the table.
Here's some information about how Oracle Analytics Cloud uses other services and what you need to do if you're setting up Oracle Analytics Cloud for the first time.

<table>
<thead>
<tr>
<th>Service</th>
<th>What is it for</th>
<th>Do I need to do anything?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Cloud Infrastructure Compute</td>
<td>Oracle Analytics Cloud uses Oracle Cloud Infrastructure Compute to store product-related schemas, binary files, and logs.</td>
<td>No.</td>
</tr>
<tr>
<td>Oracle Cloud Infrastructure Object Storage</td>
<td>Oracle Analytics Cloud uses buckets in Oracle Cloud Infrastructure Object Storage to store <em>analytics data sets</em> that users upload and any <em>snapshots</em> that you take to back up your content.</td>
<td>No.</td>
</tr>
<tr>
<td>Oracle Identity Cloud Service</td>
<td>Oracle Identity Cloud Service Foundation is automatically provided when you subscribe to Oracle Analytics Cloud. Some additional features are available with Basic and Standard Editions. See About Oracle Identity Cloud Service Pricing Tiers and Features in <em>Administering Oracle Identity Cloud Service</em>.</td>
<td>Yes. You add users and give them access to Oracle Analytics Cloud.</td>
</tr>
</tbody>
</table>

About Required Services and Roles

These are the roles needed for each service.

See *Give Another User Permission to Set Up Oracle Analytics Cloud*.

<table>
<thead>
<tr>
<th>Required Service</th>
<th>Role in My Services</th>
<th>Required to...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Analytics Cloud</td>
<td>AUTONOMOUS_ANALYTICS_ServiceAdministrator</td>
<td>Create and manage services with</td>
</tr>
<tr>
<td>Oracle Analytics Cloud Subscription</td>
<td>ANALYTICS_SUB_ServiceAdministrator</td>
<td>Oracle Analytics Cloud.</td>
</tr>
<tr>
<td>Oracle Identity Cloud Service</td>
<td>Identity Domain Administrator</td>
<td>Create and manage services with</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Oracle Analytics Cloud Subscriptio</td>
</tr>
<tr>
<td></td>
<td></td>
<td>n.</td>
</tr>
</tbody>
</table>

Top Tasks

If you're an Oracle Analytics Cloud administrator, here are some of your top tasks.

Topics
- *Give Another User Permission to Set Up Oracle Analytics Cloud*
- *Create a Service with Oracle Analytics Cloud*
- *Create a Service with Oracle Analytics Cloud Subscription*
- *Set Up Users and Application Roles*
• Delete a Service
• Raise a Service Request with Oracle Support
Create Services with Oracle Analytics Cloud

As Cloud Account Administrator, you can create and set up services in Oracle Analytics Cloud for your organization.

Topics

• Typical Workflow to Create a Service
• Before You Create a Service
• Create a Trial Service with a Single Click
• Create a Service with Oracle Analytics Cloud
• Create a Service with Oracle Analytics Cloud Subscription
• After You Create a Service

Typical Workflow to Create a Service

If you’re about to create a service with Oracle Analytics Cloud for the first time, follow these tasks as a guide.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Before you start</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activate your order and sign in to My Services</td>
<td>As Cloud Account Administrator, you can complete all setup tasks for Oracle Analytics Cloud.</td>
<td>Customize Your Dashboard for Oracle Analytics Cloud</td>
</tr>
<tr>
<td>(Optional) Enable other users to create Oracle Analytics Cloud services</td>
<td>If you don’t want to set up Oracle Analytics Cloud yourself, give other users permissions to create services.</td>
<td>Give Another User Permission to Set Up Oracle Analytics Cloud</td>
</tr>
<tr>
<td>Decide on your service requirements</td>
<td>Plan your Oracle Analytics Cloud service. Think about what you want before you start.</td>
<td>Plan Your Service</td>
</tr>
<tr>
<td><strong>Create the service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create a service</td>
<td>Use My Services to deploy a new service with one or more Oracle Analytics Cloud components.</td>
<td>Create a Trial Service with a Single Click</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Create a Service with Oracle Analytics Cloud</td>
</tr>
<tr>
<td>Complete the setup</td>
<td>Verify that your service is up and running and that you can sign in.</td>
<td>Verify Your Service and Sign In</td>
</tr>
<tr>
<td><strong>After creating your service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Task</td>
<td>Description</td>
<td>More Information</td>
</tr>
<tr>
<td>---------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>Manage users</td>
<td>Set up users for Oracle Analytics Cloud in Oracle Identity Cloud Service and assign roles to them.</td>
<td>Set Up Users and Application Roles</td>
</tr>
<tr>
<td>Configure more options for your service</td>
<td>Configure service-level options for everyone using your service. The options available depend on the features that you chose to deploy.</td>
<td>Configure Options for Your Service</td>
</tr>
<tr>
<td>Migrate content</td>
<td>Leverage your existing content in Oracle Analytics Cloud.</td>
<td>Migrate to Oracle Analytics Cloud from Other Environments</td>
</tr>
</tbody>
</table>

## Before You Create a Service

Before you set up Oracle Analytics Cloud, Oracle recommends that you take some time to set up your My Services dashboard and plan your service.

- Customize Your Dashboard for Oracle Analytics Cloud
- Give Another User Permission to Set Up Oracle Analytics Cloud
- Plan Your Service

## Customize Your Dashboard for Oracle Analytics Cloud

You’ll find it easier to set up Oracle Analytics Cloud if you customize your My Services dashboard before you start. Show the services that you need on your dashboard so it’s easy to access them.

   
   If you’re signing in for the first time, click **My Services URL** in your welcome email and change your password when prompted.

2. Click **Customize Dashboard**.

3. Select **Show** for the services required to set up Oracle Analytics Cloud.
   
   - Analytics (or Analytics Subscription)
   - Identity Cloud

Notice that each service has an **Action Menu**. As you follow the setup steps for Oracle Analytics Cloud you’ll be directed to this menu.
Give Another User Permission to Set Up Oracle Analytics Cloud

When you activate your Oracle Analytics Cloud order you get the *Cloud Account Administrator* role. This role gives you full administration privileges on the cloud account so you can complete all aspects of Oracle Analytics Cloud setup. There’s no need to delegate this responsibility but, if you want someone else to set up Oracle Analytics Cloud, you can add more users and assign them to the required roles in My Services.

1. In My Services, open the dashboard.
2. Add the user.
   a. On the dashboard, click *Users*, and then click *Add*.
   b. Enter information about the user.
3. Give the user permissions to set up any Oracle Cloud service (including Oracle Analytics Cloud) or only Oracle Analytics Cloud.
   a. On the *Add User* page, click *Next*.
   b. To give the user permissions to set up any Oracle Cloud service, click the *Cloud Account* text box, and select the *Cloud Account Administrator* role.
   c. To give the user permission to set up only Oracle Analytics Cloud on Oracle Cloud Infrastructure:
      • To grant permissions to create and manage services with Oracle Analytics Cloud, navigate to the *Analytics* text box, and select the *AUTONOMOUS_ANALYTICS_ServiceAdministrator* role.
      • To grant permissions to create and manage services with Oracle Analytics Cloud Subscription, navigate to the *Analytics Subscription* text box, and select the *ANALYTICSSUB_ServiceAdministrator* role.

The user you just added receives an email inviting them to activate their account and provide a password. When they sign in to My Services they have all the required permissions to set up Oracle Analytics Cloud.
Plan Your Service

Take some time to plan your Oracle Analytics Cloud service before you create it. Think about the questions outlined here and decide what you want to do, before you start.

- **Edition**: Which edition do you want to use?
- **Compute Shape**: Which compute shape do you think you'll need?
- **Number of Users**: How many people do you expect to use the service?
- **Region**: Where do you want to deploy your service?
- **Service Name**: What name do you want for your service?

### Edition

Which edition do you want to use?

<table>
<thead>
<tr>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Edition</td>
</tr>
<tr>
<td>Essbase Edition</td>
</tr>
<tr>
<td>Enterprise Edition</td>
</tr>
</tbody>
</table>

You need the Enterprise Edition if you want to offer enterprise modeling and reporting features available in Oracle Analytics Cloud. If you need more help to decide, see Standard, Essbase and Enterprise Editions in *Getting Started with Oracle Analytics Cloud*.

### Deployment Size

Oracle offers two deployment options on Oracle Cloud Infrastructure: Oracle Analytics Cloud and Oracle Analytics Cloud Subscription. The main difference between these two options is the way you determine the size of your service. With Oracle Analytics Cloud, you specify the number of Oracle Compute Units (OCPUs) you want to deploy. With Oracle Analytics Cloud Subscription, you specify how many people you expect to use the service.

<table>
<thead>
<tr>
<th>Which compute shape do you think you'll need?</th>
<th>Shape Options</th>
<th>Maximum Row Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle Analytics Cloud offers a set of compute shapes that are optimized for different scenarios. The larger the compute shape, the greater the processing power. If you're not sure which shape to use, contact your sales team to discuss sizing guidelines. The compute shape you select also determines configuration limits, such as the maximum number of rows you can return from any data source query or download from a report to CSV file.</td>
<td>1 OCPU (for trials)</td>
<td>125,000 rows</td>
</tr>
<tr>
<td></td>
<td>2 OCPU</td>
<td>500,000 rows</td>
</tr>
<tr>
<td></td>
<td>4 OCPU</td>
<td>500,000 rows</td>
</tr>
<tr>
<td></td>
<td>6 OCPU</td>
<td>500,000 rows</td>
</tr>
<tr>
<td></td>
<td>8 OCPU</td>
<td>500,000 rows</td>
</tr>
<tr>
<td></td>
<td>12 OCPU</td>
<td>500,000 rows</td>
</tr>
<tr>
<td></td>
<td>16 OCPU</td>
<td>750,000 rows</td>
</tr>
<tr>
<td></td>
<td>24 OCPU</td>
<td>750,000 rows</td>
</tr>
<tr>
<td></td>
<td>32 OCPU</td>
<td>750,000 rows</td>
</tr>
<tr>
<td></td>
<td>52 OCPU</td>
<td>750,000 rows</td>
</tr>
</tbody>
</table>
How many users?  

With Oracle Analytics Cloud Subscription, you specify how many people you expect to use the service.

<table>
<thead>
<tr>
<th>Number of Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>typically, between 10 and 3000 users.</td>
</tr>
</tbody>
</table>

Region

Where do you want to deploy your service?

Oracle Cloud Infrastructure is hosted in several different geographic areas, called regions. If multiple regions are available to you, decide where you want to deploy Oracle Analytics Cloud.

<table>
<thead>
<tr>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phoenix</td>
</tr>
<tr>
<td>Ashburn</td>
</tr>
<tr>
<td>Frankfurt</td>
</tr>
<tr>
<td>London</td>
</tr>
<tr>
<td>Toronto</td>
</tr>
</tbody>
</table>

Service Name

What name do you want for your service?

Think about a suitable name for your service. The name that you specify is displayed in My Services and the URL for your service.

<table>
<thead>
<tr>
<th>Restrictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Must contain between 1 and 25 characters.</td>
</tr>
<tr>
<td>Must start with an ASCII letter: a to z or A to Z.</td>
</tr>
<tr>
<td>Must contain only ASCII letters or numbers.</td>
</tr>
<tr>
<td>Must not contain any other special characters.</td>
</tr>
<tr>
<td>Must be unique within the identity domain.</td>
</tr>
</tbody>
</table>

Create Services

When you create a service with Oracle Analytics Cloud you can choose which compute shape and features you want to deploy. When you create a service with Oracle Analytics Cloud Subscription, you just specify how many people you expect to use the service. The options available to you depend on which product and edition you’re subscribed to. If you’re new to Oracle Analytics Cloud, you can set up a trial service using the QuickStart option.

Topics:

- Create a Trial Service with a Single Click
- Create a Service with Oracle Analytics Cloud
- Create a Service with Oracle Analytics Cloud Subscription

Create a Trial Service with a Single Click

QuickStart instances offer a quick and easy way to trial Oracle Cloud services. You can create a QuickStart instance of Oracle Analytics Cloud with a single click.

1. In My Services, open the dashboard.
2. Navigate to the **Analytics** tile, click the **Action Menu**, and then select **Open Service Console**.

3. Click **QuickStarts**.

4. Navigate to **Analytics Cloud**, and click **Create**.

5. Enter a name for your trial instance.

6. Decide which type of service you want to create (Self-Service Analytics, Enterprise Analytics, or Essbase), and click **Create**.

   It takes about 20 minutes to create the service. Oracle sends you an email when your service is ready. Go to the Activity page if you want to check the current status.

### Create a Service with Oracle Analytics Cloud

You use My Services to set up a service with Oracle Analytics Cloud.

1. In My Services, open the dashboard.

2. Navigate to the **Analytics** tile, click the **Action Menu**, and then select **Open Service Console**.

3. Click **Create Instance**.
4. In the **Details** area:

- **Instance Name**: Enter a name for your service instance. The name must start with a letter and can contain only letters and numbers.

- **Notification Email**: Enter the email address of the person you want to notify when this service is ready to use and receive other status updates about this service in the future. This person is usually you, the Cloud Account Administrator who’s setting up the service.

- **Identity Domain**: If multiple identity domains are available to you, select the identity domain that you want this service to use. You don't see this option if only one identity domain is available.

- **Region**: A region is a localized geographic area. If several regions are available to you, select the region where you want to deploy Oracle Analytics Cloud. For example, uk-london–1.

- **License Type**: Select whether you want to use your on-premises license with Oracle Analytics Cloud and to be charged the Bring Your Own License (BYOL) rate or subscribe to a new license for Oracle Analytics Cloud.

- **Edition**: Select the edition of Oracle Analytics Cloud that you want to use. The edition that you select determines the feature set that you can use.

For example:
5. In the **Analytics Cloud** area:

   - **Feature Set**: Select the features that you want to deploy. The options available to you depend on the edition you're subscribed to. If you select **Business Intelligence**, you automatically have access to Data Visualization.
     - Standard Edition: **Data Visualization**
     - Essbase Edition: **Essbase** or **Data Visualization**
     - Enterprise Edition: **Business Intelligence** (includes Data Visualization) or **Essbase** or **Data Visualization**

   - **Number of OCPUs**: Select the number of Oracle Compute Units (OCPUs) for your environment.

For example:
6. Click **Next**.

7. Verify that the details are correct, and click **Create**.

It takes about 20 minutes to create the service. Oracle sends an email to the designated email address when your service is ready. Display the Activity page to check the current status.

---

### Create a Service with Oracle Analytics Cloud Subscription

You use My Services to set up a service with Oracle Analytics Cloud Subscription.

1. In My Services, open the dashboard.

2. Navigate to the **Analytics Subscription** tile, click the **Action Menu**, and then select **Open Service Console**.

3. Click **Create Instance**.
4. For **Instance Name**, enter a name for your service instance. The name must start with a letter and can contain only letters and numbers.

5. For **Notification Email**, enter the email address of the person you want to notify when this service is ready to use and receive other status updates about this service in the future.

   This person is usually you, the Cloud Account Administrator who’s setting up the service.

6. If multiple identity domains are available to you, select the **Identity Domain** that you want this service to use.

   You don't see this option if only one identity domain is available.

7. If several geographical regions are available to you, select the **Region** where you want to deploy Oracle Analytics Cloud. For example, uk-london–1.

8. For **Number of Users**, specify how many users you expect to use this service.

9. Click **Next**.

10. Verify that the details are correct, and click **Create**.

   It takes about 20 minutes to create the service. Oracle sends an email to the designated email address when your service is ready. Display the Activity page to check the current status.
After creating a service with Oracle Analytics Cloud, you must set up your users and configure options for your service. If you're migrating to Oracle Analytics Cloud from on-premises or another cloud service you might want to migrate your existing content now.

- Verify Your Service and Sign In
- Set Up Users and Application Roles
- Configure Options for Your Service
- Migrate to Oracle Analytics Cloud from Other Environments

Verify Your Service and Sign In

Oracle sends an email to the designated email address when your Oracle Analytics Cloud service is ready. Navigate to your service in My Services, obtain the service URL, and then sign in to verify your Oracle Analytics Cloud service is up and running.

1. In My Services, open the dashboard.
2. Navigate to the Analytics tile (or Analytics Subscription), click the Action Menu, and then select Open Service Console.
3. Click Manage this instance for your service and then click Oracle Analytics Cloud URL.
4. Sign in with your administrator credentials.
Administer Services with Oracle Analytics Cloud

As Cloud Account Administrator, you can administer all aspects of Oracle Analytics Cloud for your organization.

Topics
- Typical Workflow to Administer a Service
- Set Up Users and Application Roles
- Configure Options for Your Service
- Migrate to Oracle Analytics Cloud from Other Environments
- Delete a Service
- Give Another User Permission to Set Up Oracle Analytics Cloud
- Manage Credentials
- Manage Access to Oracle Analytics Cloud

Typical Workflow to Administer a Service

After you create a service with Oracle Analytics Cloud for the first time, follow these tasks as a guide.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete the set up</td>
<td>Verify that your service is up and running and that you can sign in.</td>
<td>Verify Your Service and Sign In</td>
</tr>
<tr>
<td>Manage users and application roles</td>
<td>Add users for Oracle Analytics Cloud in Oracle Identity Cloud Service and assign them to groups. Give users permissions in your service through application roles.</td>
<td>Set Up Users and Application Roles</td>
</tr>
<tr>
<td>Enable other users to create Oracle Analytics Cloud services</td>
<td>Give other users permissions to create services and access to Oracle Cloud Infrastructure.</td>
<td>Give Another User Permission to Set Up Oracle Analytics Cloud</td>
</tr>
<tr>
<td>Configure more options for your service</td>
<td>Configure service-level options for your service. The options available depend on the features that you chose to deploy. • Data Visualization • Business Intelligence — Enterprise Modeling • Essbase — Collaborative Data Collection, Scenarios, What If Analysis</td>
<td>Configure Options for Your Service</td>
</tr>
<tr>
<td>Task</td>
<td>Description</td>
<td>More Information</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>Migrate content</td>
<td>Leverage your existing content in Oracle Analytics Cloud.</td>
<td>Migrate to Oracle Analytics Cloud from Other Environments</td>
</tr>
<tr>
<td>Delete a service</td>
<td>Delete services that you don’t want anymore.</td>
<td>Delete a Service&lt;br&gt;Delete a Service with Oracle Cloud Stack</td>
</tr>
<tr>
<td>Whitelist Oracle Analytics Cloud</td>
<td>Determine the IP address of your Oracle Analytics Cloud instance.</td>
<td>For Oracle Analytics Cloud Instances Created After 9/8/18&lt;br&gt;For Oracle Analytics Cloud Instances Created Before 9/8/18</td>
</tr>
<tr>
<td>Give your database access to Oracle Analytics Cloud</td>
<td>In your database, whitelist the IP addresses for any Oracle Analytics Cloud instances you want to connect to.</td>
<td>Configure Your Database to Accept Connections from Oracle Analytics Cloud</td>
</tr>
<tr>
<td>Whitelist your Oracle Analytics Cloud instance in your Oracle Cloud database</td>
<td>Configure your Oracle Cloud database to accept connections from Oracle Analytics Cloud.</td>
<td>Configure Your Database to Accept Connections from Oracle Analytics Cloud</td>
</tr>
<tr>
<td>Connect to Oracle Database Cloud Service deployed on Oracle Cloud Infrastructure</td>
<td>Connect to Oracle Database Cloud Service deployed on Oracle Cloud Infrastructure with a public IP address.</td>
<td>Connect to Oracle Database Cloud Service Deployed on Oracle Cloud Infrastructure</td>
</tr>
<tr>
<td>Connect to Oracle Autonomous Data Warehouse</td>
<td>Connect to Oracle Autonomous Data Warehouse with a public IP address.</td>
<td>Connect to Oracle Autonomous Data Warehouse with a Public IP Address</td>
</tr>
<tr>
<td>Connect to Oracle Database Cloud Service deployed on Oracle Cloud Infrastructure Classic</td>
<td>Connect to Oracle Database Cloud Service deployed on Oracle Cloud Infrastructure Classic.</td>
<td>Connect to Oracle Database Cloud Service Deployed on Oracle Cloud Infrastructure Classic</td>
</tr>
<tr>
<td>Reset credentials</td>
<td>Reset credentials and passwords for services and databases, for example, Oracle Cloud Storage.</td>
<td>Manage Credentials</td>
</tr>
</tbody>
</table>

### Set Up Users and Application Roles

One of the first jobs you do after setting up a service with Oracle Analytics Cloud is to add user accounts in Oracle Identity Cloud Service for everyone you expect to use the service and assign them suitable permissions in the service (also known as application roles).

Oracle Identity Cloud Service is available with your Oracle Analytics Cloud account.

- **Users and Group** — Use Oracle Identity Cloud Service to add users and groups.
  Alternatively, use Oracle Identity Cloud Service to integrate directly with your existing directories and identity management systems. See About Oracle Identity Cloud Service in *Administering Oracle Identity Cloud Service*.

- **Application Roles** — The way you assign users to application roles depends on the feature profile you chose when you set up your service.

<table>
<thead>
<tr>
<th>Feature Profile</th>
<th>Assigning Application Roles</th>
<th>Book</th>
</tr>
</thead>
<tbody>
<tr>
<td>– Business Intelligence</td>
<td>Manage What Users Can See and Do</td>
<td>Preparing Data in Oracle Analytics Cloud</td>
</tr>
<tr>
<td>– Data Visualization</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Assign Users to Application Roles with Oracle Identity Cloud Service

As administrator, you can assign users certain permissions in Oracle Analytics Cloud through Oracle Identity Cloud Service.

Topics

• About Application Role Assignment with Oracle Identity Cloud Service
• Grant Application Roles with Oracle Identity Cloud Service

About Application Role Assignment with Oracle Identity Cloud Service

When you set up an Oracle Analytics Cloud instance, an application dedicated to that instance is automatically created in Oracle Identity Cloud Service.

If you want to, you can assign user permissions through this application.

Note:

You don’t have to use Oracle Identity Cloud Service. You might prefer to assign user permissions to application roles through the Console. See Configure What Users Can See and Do Using the Console.

The Oracle Identity Cloud Service application for your Oracle Analytics Cloud instance includes several predefined application roles (ServiceAdministrator, ServiceUser, ServiceViewer) that map to a set of predefined application roles in Oracle Analytics Cloud.

To understand more about the predefined Oracle Analytics Cloud application roles, see About Application Roles.
Grant Application Roles with Oracle Identity Cloud Service

As an administrator, you can grant application roles to users with Oracle Identity Cloud Service.

1. In My Services, open the dashboard.

2. Navigate to the Analytics tile (or Analytics Subscription), click Action Menu, and then select Open Service Console.

3. On the Instances page, click the name of the instance you want to manage.

4. On the Instance Overview page, click the name of the IDCS Application that is associated with this Oracle Analytics Cloud instance.

5. On the Oracle Identity Cloud Service application page, click Application Roles.

6. Select an application role, and click the Menu for the specific role.

7. From the menu list, select Assign Users.

8. On the Assign Users page, select the users, and click OK.

Configure Options for Your Service

Administrators have many critical duties; they control user permissions and amend accounts, set up database connections for data modelers, manage data storage to avoid exceeding storage limits, taking regular snapshots so users don't risk losing their work, authorize access to external content by whitelisting safe domains, troubleshoot user queries, and so much more. After setting up a service with Oracle Analytics Cloud, you can review typical administrator tasks for your service.

Administration tasks depend on the feature profile you chose when you set up your service.

<table>
<thead>
<tr>
<th>Feature Profile</th>
<th>Tasks Performed by Administrators</th>
<th>Book</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Intelligence</td>
<td>Administrator Task List</td>
<td>Preparing Data in Oracle Analytics Cloud</td>
</tr>
<tr>
<td>Data Visualization</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Migrate to Oracle Analytics Cloud from Other Environments

Do you have content in your existing on-premises system or another cloud service that you want to leverage in Oracle Analytics Cloud? After setting up your service, you can migrate the content to the new environment.

<table>
<thead>
<tr>
<th>Migrate From...</th>
<th>More Information</th>
</tr>
</thead>
</table>
| Oracle Analytics Cloud deployed on Oracle Cloud Infrastructure | **BI Enterprise and Data Visualization services**: See Migrate Oracle Analytics Cloud Using Snapshots in *Preparing Data in Oracle Analytics Cloud*.  
**Essbase services**: See Migrate Cloud Service Applications in *Using Oracle Analytics Cloud - Essbase*. |
| Oracle Analytics Cloud - Classic deployed on Oracle Cloud Infrastructure Classic | **BI Enterprise and Data Visualization services**: See Migrate Oracle Analytics Cloud Using Snapshots in *Preparing Data in Oracle Analytics Cloud*.  
**Essbase services**: See Migrate Cloud Service Applications in *Using Oracle Analytics Cloud - Essbase*. |
| Oracle BI Enterprise Edition 12c | **BI Enterprise services**  
Migrate data models, dashboards and analyses, and application roles. See Migrate Snapshots from Oracle BI Enterprise Edition in *Preparing Data in Oracle Analytics Cloud*.  
Migrate data models. See Migrate Data Models from Oracle BI Enterprise Edition in *Preparing Data in Oracle Analytics Cloud*.  
Migrate catalog objects, such as dashboards and analyses. See Migrate Catalog Content from Oracle BI Enterprise Edition in *Visualizing Data and Building Reports in Oracle Analytics Cloud*. |
| Oracle BI Enterprise Edition 11g | **BI Enterprise services**: See Migrate From Oracle BI Enterprise Edition 11g in *Preparing Data in Oracle Analytics Cloud*. |
| Oracle Essbase | **Essbase services**: See Migrate On-Premises Applications in *Using Oracle Analytics Cloud - Essbase*. |

### Delete a Service

You can delete services you created but don't need anymore.

1. (Business Intelligence and Data Visualization services only) Take a snapshot of your content and download the snapshot to your local system in case you want to restore the content in the future.

   See Take a Snapshot and Download a Snapshot.
2. In My Services, open the dashboard.
3. Navigate to the Analytics tile (or Analytics Subscription), click Action Menu, and then select Open Service Console.
4. Click Manage this instance for the service you want to delete, and then click Delete.

Services that you created with early versions of Oracle Analytics Cloud (18.2.1.xxx or earlier) don't appear in the Instances list. You must use Oracle Cloud Stack to delete these services.

5. Enter your administrator credentials, and then click Delete again to confirm. Select Force service deletion if you want to delete a service, regardless of whether there are processes running and any other warnings and messages you might see.

Delete a Service with Oracle Cloud Stack

Early versions of Oracle Analytics Cloud used Oracle Cloud Stack to create and manage services. If you want to delete a service that was created using Oracle Cloud Stack, use the Oracle Cloud Stack console to delete it.

1. In My Services, open the dashboard.
2. Click the Navigation menu, and select Cloud Stack.
3. Select the Manage this stack icon for the service stack you want to delete.
4. Click Delete.
5. Select Force Service Deletion.
6. Click OK.

Give a User Permission to Access Oracle Cloud Infrastructure Console

Oracle Analytics Cloud is deployed on Oracle Cloud Infrastructure (OCI). Sometimes, administrators for Oracle Analytics Cloud might need access to Oracle Cloud Infrastructure Console.
1. In My Services, open the dashboard.

2. Add a user in Identity Cloud, and assign them the required permissions for Oracle Cloud Infrastructure.

   You must give the user access to the Oracle Cloud Infrastructure Console (*OCI Integration*) and add the user to the *OCI_Administrators* group.
   a. Click **Users**.

   ![User Management Interface](image1)

   b. Click **Identity Console**.

   c. Click **Add** and enter details about the user.

   d. Click **Access**, click **Assign Applications**, and then select **OCI Integration**. *OCI Integration* enables you to navigate from My Services dashboard to the Oracle Cloud Infrastructure Console. With this permission, if you navigate to the **Compute** service, click the **Action Menu**, and select **Open Service Console**, you can access the Oracle Cloud Infrastructure Console.

   ![Assign Applications Interface](image2)

   e. Click **Groups**, click **Assign Groups**, and then select **OCI_Administrators**. Users in the OCI Administrators group can configure options using Oracle Cloud Infrastructure Console.
3. Add the same user, as a local user in Oracle Cloud Infrastructure, and assign them to the Administrators group in Oracle Cloud Infrastructure.
   a. In My Services, open the dashboard.
   b. Navigate to the Compute service, click the Action Menu, and then select Open Service Console.

   ![Compute Service Console]

   The Oracle Cloud Infrastructure home page is displayed.
   c. Click the navigation menu, and then click Users.

   ![Navigation Menu]

   d. Click Create User and enter the same user information that you entered in My Services.
   e. Click Groups, click Administrators, and then click Add User to Group.
f. Select the user you just added, and click Add.

4. Give the user permission to create and manage Oracle Cloud services in My Services (including Oracle Analytics Cloud).
   a. Navigate to your My Services dashboard.
   b. Click Users, and then click the name of the user you added.
   c. Click Roles, and then click Add Admin Roles.

The user you just added receives an email inviting them to activate their account and provide a password. When they sign in to My Services they have all the required permissions to set up Oracle Analytics Cloud and access the Console for Oracle Cloud Infrastructure.

Manage Access to Oracle Analytics Cloud

You manage access into and out from Oracle Analytics Cloud through public IP addresses.

All incoming connections access Oracle Analytics Cloud over the public internet and any connections you set up in Oracle Analytics Cloud to your data sources must be accessible through the public internet.

For example, you can connect to Oracle Autonomous Data Warehouse, and Oracle Cloud databases deployed on Oracle Cloud Infrastructure and Oracle Cloud Infrastructure Classic through public IPs. If you're not familiar with setting up public IP access for these data sources, use the information here as a guide.

For a complete list of all the data sources that Oracle Analytics Cloud can connect too, see Supported Data Sources.
Configure Your Database to Accept Connections from Oracle Analytics Cloud

If you want to connect to Oracle Database Cloud Service, you must ensure that the instance has a public IP address and is configured to accept connections from your Oracle Analytics Cloud instance.

Before you connect, ask the database administrator to whitelist the IP address or addresses for the region where your Oracle Analytics Cloud instance is deployed. The database administrator adds security rules on the Oracle Database Cloud Service target that allows TCP/IP traffic from the region on a specific database port. The database administrator needs to know your service version and when your instance was created. To check this information, review your Oracle Analytics Cloud instance details in My Services.

1. Make a note of the IP addresses that you have to whitelist for your Oracle Analytics Cloud instance. See IP Ranges and Gateway IPs for Oracle Analytics Cloud Instances.

2. In your Oracle Database Cloud Service instance, whitelist the IP addresses that you made a note of in Step 1.

   The way you whitelist the CIDR address or IP address of your OAC depends on whether the database you’re trying to connect to is deployed on Oracle Cloud Infrastructure or Oracle Cloud Infrastructure Classic:

   • Database on Oracle Cloud Infrastructure: add an ingress rule.

   Specify the IP address that you want to whitelist in the SOURCE CIDR field.
• Database on Oracle Cloud Infrastructure Classic: add an access rule.

Specify the IP address that you want to whitelist in the field below the **Source** field.

### IP Ranges and Gateway IPs for Oracle Analytics Cloud Instances

If you want to connect to an Oracle Database Cloud Service instance, you whitelist the IP address, IP Ranges, or Gateway IPs for your Oracle Analytics Cloud instance.

#### For Oracle Analytics Cloud Instances Created After 9/8/18

If you want to connect to Oracle Database Cloud Service, you whitelist the IP Ranges or Gateway IPs of the Region where your Oracle Analytics Cloud instance is located.

To verify the created date and region of your instance, refer to the **Created On** and **Region** values in Service Details Menu in My Services.

Using this table, make a note of either:
- All IP addresses in the **IP Ranges** column for your region.
- All IP addresses in the **Gateway IPs** column for your region.

When deciding on whether to whitelist IP Ranges or Gateway IPs, choose whichever method satisfies the security policy enforced by your company or organization.

For example, if your Oracle Analytics Cloud instance is in us-phoenix-1, and you want to whitelist Gateway IPs, you whitelist 138.1.152.88, 130.35.241.50, 138.1.141.63, 130.35.129.125, and 147.154.96.171.
<table>
<thead>
<tr>
<th>Region</th>
<th>IP Ranges</th>
<th>Gateway IPs</th>
</tr>
</thead>
<tbody>
<tr>
<td>us-ashburn-1</td>
<td>130.35.0.0/16</td>
<td>130.35.77.108</td>
</tr>
<tr>
<td></td>
<td>147.154.7.240/28</td>
<td>130.35.50.107</td>
</tr>
<tr>
<td></td>
<td></td>
<td>130.35.212.131</td>
</tr>
<tr>
<td></td>
<td></td>
<td>130.35.200.170</td>
</tr>
<tr>
<td></td>
<td></td>
<td>147.154.7.253</td>
</tr>
<tr>
<td>us-phoenix-1</td>
<td>130.35.128.0/17</td>
<td>138.1.152.88</td>
</tr>
<tr>
<td></td>
<td>138.1.128.0/17</td>
<td>130.35.241.50</td>
</tr>
<tr>
<td></td>
<td>147.154.96.160/28</td>
<td>138.1.141.63</td>
</tr>
<tr>
<td></td>
<td></td>
<td>130.35.129.125</td>
</tr>
<tr>
<td></td>
<td></td>
<td>147.154.96.171</td>
</tr>
<tr>
<td>eu-frankfurt-1</td>
<td>138.1.128.0/17</td>
<td>138.1.182.148</td>
</tr>
<tr>
<td></td>
<td>147.154.138.0/24</td>
<td>138.1.163.12</td>
</tr>
<tr>
<td></td>
<td>138.1.65.0/26</td>
<td>138.1.202.36</td>
</tr>
<tr>
<td></td>
<td></td>
<td>147.154.138.198</td>
</tr>
<tr>
<td></td>
<td></td>
<td>138.1.65.32</td>
</tr>
<tr>
<td>uk-london-1</td>
<td>138.1.0.0/17</td>
<td>138.1.223.86</td>
</tr>
<tr>
<td></td>
<td>138.1.223.0/25</td>
<td>138.1.194.24</td>
</tr>
<tr>
<td></td>
<td>147.154.230.32/28</td>
<td>138.1.91.169</td>
</tr>
<tr>
<td></td>
<td></td>
<td>138.1.83.80</td>
</tr>
<tr>
<td></td>
<td></td>
<td>147.154.230.44</td>
</tr>
<tr>
<td>ca-toronto-1</td>
<td>192.29.9.0/25</td>
<td>192.29.9.73</td>
</tr>
</tbody>
</table>

For Oracle Analytics Cloud Instances Created Before 9/8/18

If you want to connect to an Oracle Database Cloud Service instance, you whitelist the IP Address of your Oracle Analytics Cloud instance.

To verify the creation date of your instance, refer to the Created On value in My Services.

Using this table, for your region, make a note of the IP address in the IP Addresses column.
Connect to Oracle Database Cloud Service Deployed on Oracle Cloud Infrastructure

Configure Oracle Analytics Cloud to connect to Oracle Database Cloud Service deployed on Oracle Cloud Infrastructure with a public IP address so that end users can analyze that data in visualizations, analyses, and BI Publisher reports.

Topics

• Typical Workflow to Connect to a Database Deployed on Oracle Cloud Infrastructure
• Prerequisites
• Record Database Information
• Enable Database Access Through Port 1521
• Connect to Your Database from Oracle Analytics Cloud

Typical Workflow to Connect to a Database Deployed on Oracle Cloud Infrastructure

If you’re connecting to an Oracle Database Cloud Service deployment on Oracle Cloud Infrastructure for the first time, follow these tasks as a guide.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verify the prerequisites</td>
<td>Verify that your environment satisfies the prerequisites required for this configuration.</td>
<td>Prerequisites</td>
</tr>
<tr>
<td>Record database information</td>
<td>Record connection information for Oracle Database Cloud Service.</td>
<td>Record Database Information</td>
</tr>
<tr>
<td>Enable database access</td>
<td>Add an ingress rule to enable Oracle Analytics Cloud access to the database.</td>
<td>Enable Database Access Through Port 1521</td>
</tr>
<tr>
<td>Connect to the database</td>
<td>Create and test your connections.</td>
<td>Connect to Your Database from Oracle Analytics Cloud</td>
</tr>
</tbody>
</table>

Prerequisites

Before you start, make sure you have the required environment.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Note Important Information</th>
</tr>
</thead>
</table>
| Set up Oracle Analytics Cloud           | Deploy Oracle Analytics Cloud.                                              | Region
|                                         |                                                                            | Availability Domain                           |
| Set up a VCN on Oracle Cloud Infrastructure | Set up a Virtual Cloud Network (VCN) for the database deployment on Oracle Cloud Infrastructure. | Virtual Cloud Network
|                                         |                                                                            | Client Subnet
|                                         |                                                                            | Same: Region
<p>|                                         |                                                                            | Availability Domain                           |
|                                         |                                                                            | Note: The VCN must be in the same Region and Availability Domain as Oracle Analytics Cloud. |</p>
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Note Important Information</th>
</tr>
</thead>
</table>
| Deploy Oracle Database Cloud Service | Deploy Oracle Database Cloud Service on the Virtual Cloud Network in Oracle Cloud Infrastructure.  
- Populate Oracle Database Cloud Service with data.  
- Set up a database user with permissions to read database tables. | Public IP  
Database Unique Name  
Host Domain Name  
Database User/Password  
Same:  
- Region  
- Availability Domain  
- Virtual Cloud Network  
- Client Subnet |

### Record Database Information

All the information you need to connect to Oracle Database Cloud Service is available in the Oracle Cloud Infrastructure Console. Record the information now, so you have the required details when you set up the connection in Oracle Analytics Cloud.

1. In My Services, open the dashboard.
2. Navigate to the Oracle Cloud Infrastructure Console. Do one of the following:
   - Navigate to the **Compute** service, click the **Action Menu**, and then select **Open Service Console**.
   - Navigate to Oracle Cloud Infrastructure, and click the tile. The Oracle Cloud Infrastructure home page is displayed.
3. **Click the navigation icon**, then under **Databases** click **DB Systems**.
4. Locate the database you want to connect to and record the **Public IP** address.
5. Click the name of the database you want to connect to and record the values in these fields: **Database Unique Name**, **Host Domain Name**, **Virtual Cloud Network**, **Client Subnet**, and **Port**.

6. Find out the username and password of a database user with permissions to read from this database, and make a note of these. For example, the user SYSTEM.

### Enable Database Access Through Port 1521

Add an ingress rule that enables Oracle Analytics Cloud to access the database through port 1521.

1. Make a note of the IP addresses that you have to whitelist for your Oracle Analytics Cloud instance. See **IP Ranges and Gateway IPs for Oracle Analytics Cloud Instances**.
2. In the Oracle Cloud Infrastructure home page, click the navigation icon 📦, then under **Databases** click **DB Systems**.
3. Click the database that you want to connect to.
4. Click the **Virtual Cloud Network** link.
5. Navigate to the appropriate subnet, and under Security Lists, click Default Security List For <Target Database>.

6. Click Edit All Rules.
7. For each IP address that you have to whitelist, add an ingress rule to allow any incoming traffic from the public internet to reach port 1521 on this database node, with the following settings:
   - **SOURCE CIDR**: Enter the IP address that you noted down in Step 1.
   - **IP PROTOCOL**: TCP
   - **SOURCE PORT RANGE**: All
   - **DESTINATION PORT RANGE**: 1521
   - **Allows**: TCP traffic for ports: 1521

Connect to Your Database from Oracle Analytics Cloud

After enabling access to the database, use the database connection information you recorded earlier to connect Oracle Analytics Cloud to the database. The way you connect to the database depends on what you want to do with the data.

- Visualize the data using Data Visualization.
- Model the data using Data Modeler, then generate analyses and dashboards.
- Model the data with Oracle Analytics Cloud Developer Client Tool, then generate analyses and dashboards.
- Publish the data in pixel perfect reports.

Connect to Your Database for Data Visualization

In Oracle Analytics Cloud, create an Oracle Database connection for data visualizations in the usual way. See Create Database Connections.
Use the database details you recorded earlier to fill in the Create Connection dialog.
Specify these values:

- **New Connection Name**: Any name to identify the Oracle Database Cloud Service you want to connect to.
- **Host**: The Public IP address for Oracle Database Cloud Service. For example, 123.213.85.123.
- **Port**: Port number that enables access to Oracle Database Cloud Service. For example, 1521.
- **Username**: The name of a user with read access to Oracle Database Cloud Service.
- **Password**: The password for the specified database user.
- **Service Name**: Concatenate **Database Unique Name** and **Host Domain Name** and separate the values with a period. For example, CustDB_iad1vm.sub05031027070.customervcnwith.oraclevcn.com.

**Connect to Your Database for Data Modeler**

In Oracle Analytics Cloud Console, create a connection in the usual way. See Connect to Data in an Oracle Cloud Database.

Use the database details you recorded earlier to fill in the New Connection dialog.
Specify these values:

- **Name** and **Description**: Any name to identify the Oracle Database Cloud Service you want to connect to.

- **Connect using**: Select Host, Port, and Service Name.

- **Host**: The **Public IP** address for Oracle Database Cloud Service. For example, 123.213.85.123.

- **Port**: Port number that enables access to Oracle Database Cloud Service. For example, 1521.

- **Service Name**: Concatenate **Database Unique Name** and **Host Domain Name** and separate the values with a period. For example, CustDB_iad1vm.sub05031027070.customervcnwith.oraclevcn.com.

- **Connect as**: The name of a user with read access to Oracle Database Cloud Service.

- **Password**: The password for the specified database user.
Connect to Your Database in Oracle Analytics Cloud Developer Client Tool

In Oracle Analytics Cloud Developer Client tool, click **File**, then **Open**, then **In the Cloud** to open your data model. See *Edit a Data Model in the Cloud*.

When you sign in, use connection information for your Oracle Analytics Cloud to fill in the Open in the Cloud dialog.

Create a connection pool for your database. In the Physical pane, expand the DBaaS node, right-click the database icon, and click **Properties** to display the Connection Pool dialog. Use the database details you recorded earlier to specify **Call Interface**, **Data Source Name**, **User Name**, and **Password**.

![Connection Pool dialog](image)

Specify these values:

- **Call interface**: Select **Default (Oracle Call Interface (OCI))**.
- **Data Source Name**: Specify the connection details. For example:

  (DESCRIPTION=(ADDRESS_LIST=(ADDRESS=(PROTOCOL=TCP)(HOST=129.213.85.177)(PORT=1521)))
  (CONNECT_DATA=(SERVICE_NAME=CustDB_iad1vm.sub05031027070.customervcnwith.oraclevcn.com)))

  For **SERVICE_NAME**, specify the concatenated **Database Unique Name** and **Host Domain Name** separated by a period, for example, db1_phx1tv.mycompany.com. To find both these names in the Console, click **Database**, then click **DB System** name for details.
Connect to Oracle Autonomous Data Warehouse with a Public IP Address

Configure Oracle Analytics Cloud to connect to Autonomous Data Warehouse over a public IP address so that end users can analyze that data in visualizations, analyses, and BI Publisher reports.

Topics
- Typical Workflow to Connect to Oracle Autonomous Data Warehouse with a Public IP Address
- Prerequisites
- Enable Access to Oracle Autonomous Data Warehouse
- Connect to Oracle Autonomous Data Warehouse

Typical Workflow to Connect to Oracle Autonomous Data Warehouse with a Public IP Address

If you’re connecting Oracle Analytics Cloud to Autonomous Data Warehouse over a public IP address for the first time, follow these tasks as a guide.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verify the prerequisites</td>
<td>Verify that your environment satisfies the prerequisites required for this configuration.</td>
<td>Prerequisites</td>
</tr>
<tr>
<td>Enable access to Autonomous Data Warehouse</td>
<td>Upload your Autonomous Data Warehouse Client Credentials file (wallet file) to Oracle Analytics Cloud.</td>
<td>Enable Access to Oracle Autonomous Data Warehouse</td>
</tr>
<tr>
<td>Connect to Autonomous Data Warehouse</td>
<td>Create and test your connections.</td>
<td>Connect to Oracle Autonomous Data Warehouse</td>
</tr>
</tbody>
</table>

Prerequisites

Before you start, make sure you have the required environment.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Note Important Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set up Oracle Analytics Cloud</td>
<td>Deploy Oracle Analytics Cloud.</td>
<td>Region</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Availability Domain</td>
</tr>
</tbody>
</table>
### Step Description

**Set up Oracle Autonomous Data Warehouse**
- Deploy Autonomous Data Warehouse on Oracle Cloud Infrastructure.
- Populate Autonomous Data Warehouse with data.
- Set up a database user with permissions to read database tables on Autonomous Data Warehouse

<table>
<thead>
<tr>
<th>Host Name</th>
<th>Port Number</th>
<th>Service Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obtain these details from tnsnames.ora in the Autonomous Data Warehouse Client Credentials file.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Enable Access to Oracle Autonomous Data Warehouse

To enable secure communication between Oracle Analytics Cloud and Autonomous Data Warehouse, you upload trusted SSL certificates to Oracle Analytics Cloud.

1. In Autonomous Data Warehouse Console, obtain the Client Credentials file.
   - The Client Credentials file is a ZIP file containing the files `cwallet.sso` and `tnsnames.ora`. See Download Client Credentials (Wallets) in Using Oracle Autonomous Data Warehouse Cloud.
2. Extract the `cwallet.sso` file from the Client Credentials file.
3. Upload the `cwallet.sso` file to Oracle Analytics Cloud.
   a. Sign in to Oracle Analytics Cloud, open the Console, click Service Administration, and then Connections.
   b. Click Upload Wallet to upload a wallet for the first time or Replace Wallet to update an existing wallet.
   c. Click Browse and locate the wallet file (`cwallet.sso`) you downloaded from Autonomous Data Warehouse.
   d. Select the file and click Open.
   e. Click Update and OK to update the existing wallet file.

### Connect to Oracle Autonomous Data Warehouse

After enabling access to Oracle Autonomous Data Warehouse, use the connection details you recorded earlier to connect Oracle Analytics Cloud to Autonomous Data Warehouse. The way you connect depends on what you want to do with the data.

- Visualize the data using Data Visualization.
- Model the data using Data Modeler, then generate analyses and dashboards.
- Model the data with Oracle Analytics Cloud Developer Client Tool, then generate analyses and dashboards.
- Publish the data in pixel perfect reports.
Connect to Autonomous Data Warehouse for Data Visualization

In Oracle Analytics Cloud, create an Autonomous Data Warehouse connection for data visualizations in the usual way. See Create Connections to Oracle Autonomous Data Warehouse Cloud.

Complete the Create Connection dialog.

Specify these values:

- **Client Credentials**: Drag and drop the Client Credentials wallet file (for example, wallet_ADWC1.zip) that you downloaded from your Oracle Autonomous Data Warehouse instance.

- **Username** and **Password**: Specify the login credentials of a user with read access to Autonomous Data Warehouse.

- **Service Name**: Select the service name displayed. For example, adwc1_high.adwc.oraclecloud.com.

  If more than one service name is displayed, ask your database administrator which one to select.
In Data Visualization, you can now create a new project and data set to visualize data from your Autonomous Data Warehouse.

Connect to Autonomous Data Warehouse for Data Modeler

In Oracle Analytics Cloud Console, create a connection in the usual way. See Connect to Data in an Oracle Cloud Database.

Use the database details you recorded earlier to fill in the New Connection dialog.

Specify these values:

- **Name** and **Description**: Specify a short name and description to identify this connection in Oracle Analytics Cloud.
- **Connect using**: Select **Host, Port, and Service Name**.
- **Host**: The hostname of the Autonomous Data Warehouse instance that you obtained from the downloaded `tnsnames.ora` file. For example, `adwc.example.oraclecloud.com`.

![Create Connection dialog](image)

### Create Connection

- **Name**: ADCW
- **Description**: Connect to ADWC
- **Connect Using**: Host, Port and Service Name
- **Host**: `adwc.example.oraclecloud.com`
- **Port**: 1522
- **Service Name**: `adwc1_high.adwc.oraclecloud.com`
- **Connect As**: ADMIN
- **Password**: *********
- **Enable SSL**: ✔

Use the database details you recorded earlier to fill in the New Connection dialog.

For example, `adwc.example.oraclecloud.com`.
• **Port**: The port number that you obtained from the downloaded `tnsnames.ora` file. For example, 1522.

• **Service Name**: The service name that you obtained from the downloaded `tnsnames.ora` file. For example, `adwc1_high.adwc.oraclecloud.com`.

• **Connect as**: The name of a user with read access to Autonomous Data Warehouse. For example, `ADMIN`.

• **Password**: The password for the specified database user.

• **Enable SSL**: Select this option.

In Data Modeler, you can now model data from your Autonomous Data Warehouse using this connection.

### Connect to Autonomous Data Warehouse in Oracle Analytics Cloud Developer Client Tool

You can use Oracle Analytics Cloud Client Tool to edit a data model connected to Autonomous Data Warehouse.

1. On the machine where you installed Oracle Analytics Cloud Developer Client Tool, copy the `cwallet.sso`, `sqlnet.ora`, and `tnsnames.ora` from the zip file that you downloaded from Autonomous Data Warehouse to the folder:

   `<Developer Client Tool installation folder>\domains\bi\config\fmwconfig\bienv\core`

2. Edit `sqlnet.ora` so that the wallet location points to:

   `<Developer Client Tool installation folder>\domains\bi\config\fmwconfig\bienv\core`

   For example:

   ```
   WALLET_LOCATION = (SOURCE = (METHOD = file) (METHOD_DATA = (DIRECTORY="C:\ade\admintoolOAC18.2.1\domains\bi\config\fmwconfig\bienv\core"))) SSL_SERVER_DN_MATCH=yes
   ```

3. In Oracle Analytics Cloud Developer Client tool, click **File**, then **Open**, then **In the Cloud** to open your data model. See Edit a Data Model in the Cloud.

   When you log in, use connection information for your Oracle Analytics Cloud to fill in the Open in the Cloud dialog.

   - For **Port**, specify 443.
   - For **Host name**, specify the Host Domain Name of your Oracle Analytics Cloud instance.
• Select SSL. For **Trust Store** and **Password**, point to a local JDK/JRE cacerts keystore that trusts certificates signed by well-known CAs.

4. Connect to Autonomous Data Warehouse Cloud.
   a. Click **File**, then **Import Metadata** to start the Import Metadata wizard, and follow the on-screen instructions.

   ![Import Metadata - Select Data Source](image)

   b. On the Select Data Source page, for the **Data Source Name** value, specify a long TNS connection string from the downloaded `tnsnames.ora` file. Include the entire description, enclosed in brackets.

   For example:

   ```
   (description=(address=(protocol=tcps)(port=1522)
   (host=adwc.example.oraclecloud.com))
   (connect_data=(service_name=adwc1_high.adwc.oraclecloud.com))
   (security=(ssl_server_cert_dn="CN=adwc.example.oraclecloud.com,OU=Oracle BMCS US,O=Oracle Corporation,L=Redwood City,ST=California,C=US"))
   ```

   c. For **User Name** and **Password**, enter the credentials for the ADMIN user or another suitably provisioned Autonomous Data Warehouse Cloud user.

You're now ready to model the data in Oracle Analytics Cloud Developer Client Tool, publish the data model to Oracle Analytics Cloud, and create analyses and data visualizations using data from Autonomous Data Warehouse.

Connect to Oracle Database Cloud Service Deployed on Oracle Cloud Infrastructure Classic

Configure Oracle Analytics Cloud to connect to Oracle Database Cloud Service deployed on Oracle Cloud Infrastructure Classic so that end users can analyze that data in visualizations, analyses, and BI Publisher reports.

Topics

• **Typical Workflow to Connect to a Database Deployed on Oracle Cloud Infrastructure Classic**

• **Prerequisites**

• **Record Database Information**

• **Enable Database Access Through Port 1521**

• **Connect to Your Database from Oracle Analytics Cloud**
Typical Workflow to Connect to a Database Deployed on Oracle Cloud Infrastructure Classic

If you're connecting Oracle Analytics Cloud to a database deployed on Oracle Cloud Infrastructure Classic for the first time, follow these tasks as a guide.

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verify the prerequisites</td>
<td>Verify that your environment satisfies the prerequisites required for this configuration.</td>
<td>Prerequisites</td>
</tr>
<tr>
<td>Record database information</td>
<td>Record connection information for Oracle Database Cloud Service.</td>
<td>Record Database Information</td>
</tr>
<tr>
<td>Enable database access</td>
<td>Add access rules to enable Oracle Analytics Cloud access to the database.</td>
<td>Enable Database Access Through Port 1521</td>
</tr>
<tr>
<td>Connect to the database</td>
<td>Create and test your connections.</td>
<td>Connect to Your Database from Oracle Analytics Cloud</td>
</tr>
</tbody>
</table>

Prerequisites

Before you start, make sure you have the required environment.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Note Important Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set up Oracle Analytics Cloud</td>
<td>Deploy Oracle Analytics Cloud.</td>
<td>Region</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Availability Domain</td>
</tr>
<tr>
<td>Deploy Oracle Database Cloud</td>
<td>Deploy Oracle Database Cloud Service on the Virtual Cloud Network in Oracle Cloud Infrastructure Classic.</td>
<td>Public IP</td>
</tr>
<tr>
<td>Service</td>
<td>Deploy Oracle Database Cloud Service with data.</td>
<td>Service Name</td>
</tr>
<tr>
<td></td>
<td>Set up a database user with permissions to read database tables.</td>
<td>Host Domain Name</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Database User/Password</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Same:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Region</td>
</tr>
</tbody>
</table>

Record Database Information

All the information you need to connect to Oracle Database Cloud Service is available in My Services. Record the information now, so you have the required details when you set up the connection in Oracle Analytics Cloud.

1. In My Services, open the dashboard.
2. Navigate to the Database Classic tile.
3. Click the Action Menu, and then select Open Service Console.
4. Click the name of the database you want to connect to and from the Instance Overview section, record the Service Name from the Connect String. For example, `ucmdb906:1521/PDB1.504988564.oraclecloud.internal`.

5. Extract and record the Service Name of the database from the connect string value. For example, `PDB1.504988564.oraclecloud.internal`.

6. Record the IP address of the database displayed in the Resources section.

7. Find out the user name and password of a database user with permissions to read from this database, and make a note of these. For example, the user `SYSTEM`.

### Enable Database Access Through Port 1521

Add an access rule that enables Oracle Analytics Cloud to access the database through port 1521.

1. In My Services, navigate to the Database Classic tile.
2. Click the Action Menu, and select Open Service Console.
3. Select the database you want to connect to.
4. Click the Manage service icon and select Access Rules.
5. For port 1521, click Actions and select Enable to enable the port for the default Oracle listener.

### Connect to Your Database from Oracle Analytics Cloud

After enabling access to the database, use the database connection information you recorded earlier to connect Oracle Analytics Cloud to the database deployed in Oracle.
Cloud Infrastructure Classic. The way you connect to the database depends on what you want to do with the data.

- Visualize the data using Data Visualization.
- Model the data using Data Modeler, then generate analyses and dashboards.
- Model the data with Oracle Analytics Cloud Developer Client Tool, then generate analyses and dashboards.

Connect to Your Database for Data Visualization

In Oracle Analytics Cloud, create an Oracle Database connection for data visualizations in the usual way. See Create Database Connections.

Use the database details you recorded earlier to fill in the Create Connection dialog.
Specify these values:

- **Connection Name**: Any name to identify the Oracle Database Cloud Service you want to connect to.
- **Host**: The Public IP address for Oracle Database Cloud Service. For example, 123.213.85.123.
- **Port**: Port number that enables access to Oracle Database Cloud Service. For example, 1521.
- **Username**: The name of a user with read access to Oracle Database Cloud Service.
- **Password**: The password for the specified database user.
- **Service Name**: In My Services, use the Database Classic tile to locate the service name. For example, PDB1.587075508.oraclecloud.internal.

**Connect to Your Database for Data Modeler**

In Oracle Analytics Cloud Console, create a connection in the usual way. See Connect to Data in an Oracle Cloud Database.

Use the database details you recorded earlier to fill in the Create Connection dialog.
Specify these values:

- **Name** and **Description**: Any name to identify the Oracle Database Cloud Service you want to connect to.
- **Connect Using**: Select Host, Port, and Service Name.
- **Host**: The Public IP address for Oracle Database Cloud Service. For example, 123.213.85.123.
- **Port**: Port number that enables access to Oracle Database Cloud Service. For example, 1521.
- **Service Name**: In My Services, use the Database Classic tile to locate the service name. For example, PDB1.587075508.oraclecloud.internal. For example, PDB1.587075508.oraclecloud.internal.
- **Connect As**: The name of a user with read access to Oracle Database Cloud Service.
- **Password**: The password for the specified database user.

Connect to Your Database in Oracle Analytics Cloud Developer Client Tool

In Oracle Analytics Cloud Developer Client tool, click **File**, **Open**, and then **In the Cloud** to open your data model in the usual way. See Edit a Data Model in the Cloud.
When you sign in, use connection information for your Oracle Analytics Cloud to fill in the Open in the Cloud dialog.

Create a connection pool for your database. In the Physical pane, expand the database node, right-click the database icon, and click Properties to display the Connection Pool dialog. Use the database details you recorded earlier to specify Call Interface, Data Source Name, User Name, and Password.

Specify these values:

- **Call interface**: Select Default (Oracle Call Interface (OCI)).
- **Data Source Name**: Specify the connection details. For example:

  (DESCRIPTION=(ADDRESS_LIST=(ADDRESS=(PROTOCOL=TCP)
  (HOST=123.213.85.123) (PORT=1521)))
  (CONNECT_DATA=(SERVICE_NAME=PDB1.587075508.oraclecloud.internal))

  For SERVICE_NAME, use the Database Classic tile in My Services to locate the service name. For example, PDB1.587075508.oraclecloud.internal.

You're now ready to model the data in Oracle Analytics Cloud Developer Client Tool, publish the data model to Oracle Analytics Cloud, and create analyses and data visualizations using data from Autonomous Data Warehouse.

**Manage Credentials**

From time to time, you might need to update credentials for storage services used by Oracle Analytics Cloud.
Update the Cloud Storage Password

(BI and Data Visualization services only). You can update the cloud storage password for a particular service through the Console.

1. Sign in to your service.
2. Click Console.
3. Click Service Administration.
4. Click Manage Connections.
5. Click Update Cloud Storage Password.
6. Enter the Storage Password.
7. Click Save.
Frequently Asked Questions

Here are answers to common questions asked by administrators creating and managing services for Oracle Analytics Cloud.

Topics

• What do I use the Service Console in My Services for? Is this the same as the Console I see in the service?
• What is an OCPU?
• How can I determine the right compute size for my initial deployment?
• How do I access my service once it is created?
• How do I patch or upgrade my service?
• I want to connect to the database where my organization’s analytics data is stored? Do I do this from the Service Console in My Services?
• What network options can I use to manage access into and out from my service?
• How do I configure VPN connectivity for my service to my network?
• Is IPv6 supported?
• How do I get support for Oracle Analytics Cloud?
• Is there a charge for Oracle Support in addition to my subscription fee?
• Do I have direct access to the file system associated with my service?
• I can't see my services listed on the Instances tab in My Services. I see the message "Service type not found. Make sure the instance was properly registered". What does this mean?
• How do I access services I created with Oracle Analytics Cloud 18.2.1.xxxx or earlier?

Top FAQs for Administration and Configuration

The top FAQs for Oracle Analytics Cloud administration and configuration are identified in this topic.

What do I use the Service Console in My Services for? Is this the same as the Console I see in the service?

• **Service Console** — You use the Service Console in My Services to access and monitor your service.

To access the Service Console, sign in to My Services, open the Dashboard, and navigate to Oracle Analytics Cloud. If you can't see Oracle Analytics Cloud, click **Customize Dashboard**, find Oracle Analytics Cloud, and select **Show**.
• **Console** — When you sign in to a particular service, you see a different administrative console where you manage the environment for that service only. To access the Console for a service, sign in to the service, open the **Navigator**, and then click **Console**.

**What is an OCPU?**

An OCPU provides CPU capacity equivalent of one physical core of an Intel Xeon processor with hyper-threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPU.

**How can I determine the right compute size for my initial deployment?**

A good starting point is to pick a size that closely matches your on-premises hardware for business intelligence.

For more sizing guidelines, see [http://support.oracle.com](http://support.oracle.com).

**How do I access my service once it is created?**

It’s accessible from My Services. Navigate to **Analytics** (or **Analytics Subscription**), click **Manage this instance** for the service you want to access, and then click **Oracle Analytics Cloud URL**.

**How do I patch or upgrade my service?**

You don’t need to patch or upgrade your service. Oracle takes care of patching for you.

I want to connect to the database where my organization’s analytics data is stored? Do I do this from the Service Console in My Services?

No. You connect to the data you want to analyze within a given service that you created. See **How do I access my service once it is created?**.

**What network options can I use to manage access into and out from my service?**

Public IP access only. Oracle Analytics Cloud is an Oracle Managed service, so you don’t have access to Virtual Cloud Network (VCN) network settings described in Oracle Cloud Infrastructure documentation. You use public IP addresses to manage connections to and from Oracle Analytics Cloud. See Managing Access to Oracle Analytics Cloud.

**How do I configure VPN connectivity for my service to my network?**

VPN is a separate feature from your service and is available to use with some Oracle Cloud services. Contact your Oracle representative for more information.

**Is IPv6 supported?**

No, not currently.

**How do I get support for Oracle Analytics Cloud?**

You create a service request in the same way as for on-premises software.
Is there a charge for Oracle Support in addition to my subscription fee?

No. Support is included in your subscription fee.

Do I have direct access to the file system associated with my service?

No. You can't access the file system for your service. Your service is managed by Oracle.

I can't see my services listed on the Instances tab in My Services. I see the message "Service type not found. Make sure the instance was properly registered". What does this mean?

This message is due to a security change in Oracle Analytics Cloud 18.3.3.xxxx and later. Ask your account administrator to give you the role AUTONOMOUS_ANALYTICS_ServiceAdministrator. See Give Another User Permission to Set Up Oracle Analytics Cloud.

How do I access services I created with Oracle Analytics Cloud 18.2.1.xxxx or earlier?

1. Sign in to My Services and open the dashboard.
2. Navigate to the Analytics tile, click the Action Menu, and then select Open Service Console.

3. Click the link text to see your existing services.
## Chapter 4
Top FAQs for Administration and Configuration

![Oracle Cloud My Services](image)

### Analytics Cloud

<table>
<thead>
<tr>
<th>Instances</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Summary</strong></td>
<td>2 instances</td>
</tr>
</tbody>
</table>

### Instances

<table>
<thead>
<tr>
<th>Instance Name</th>
<th>Search by instance name or tags</th>
<th>Create Instance</th>
</tr>
</thead>
</table>

*Important*: Some of your instances are not viewable in the list below. Click here to view them.
Troubleshoot

This topic describes common problems that you might encounter administering services in Oracle Analytics Cloud and explains how to solve them.

Topics

• I'm having problems creating a service
• How do I diagnose other issues?
• When do I contact Oracle Support?

I'm having problems creating a service

On the Oracle Analytics Cloud dashboard, open the Instance Create and Delete History pane. Click Details to see why provisioning failed. If you're not sure what to do, contact Oracle Support for assistance.

How do I diagnose other issues?

If you experience issues with your service, contact Oracle Support for assistance.

When do I contact Oracle Support?

If you encounter a problem creating a service, record any error messages you see in the user interface, and contact Oracle Support for assistance.

Contact Oracle Support if you want help with your service:

• You experience performance issues.
• Your service isn't available.