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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><em>italic</em></td>
<td>Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.</td>
</tr>
<tr>
<td><code>monospace</code></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, you specify the number of Oracle Compute Units (OCPUs) you want to deploy. With Oracle Analytics Cloud Subscription, you either specify the number of OCPUs you want to deploy or how many people you expect to use the service.

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>
</table>
| Place an order for Oracle Analytics Cloud or sign up for a free Oracle Cloud promotion | Signing up for the free Oracle Cloud promotion is as easy as creating a new Oracle Cloud account. | Sign up for free credits  
Sign up for your Oracle Cloud Account |
<p>| Activate your Oracle Cloud account | 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. | Sign In For the First Time |</p>
<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sign in to Oracle Cloud for the first time</td>
<td>Click the <strong>Get Started with Oracle Cloud</strong> 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>(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>Determine your service requirements</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>Create a service</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 Create a Service with Oracle Analytics Cloud Subscription</td>
</tr>
<tr>
<td>Verify your service</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>Set up 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. 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>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 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, 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</td>
<td>Oracle Analytics Cloud uses Oracle Cloud Infrastructure 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 analytics data sets that users upload and any snapshots 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 Models in Administering Oracle Identity Cloud Service.</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 Oracle Analytics Cloud.</td>
</tr>
<tr>
<td>Oracle Analytics Cloud Subscription</td>
<td>ANALYTICS_SUB_ServiceAdministrator</td>
<td>Create and manage services with Oracle Analytics Cloud Subscription.</td>
</tr>
<tr>
<td>Oracle Identity Cloud Service</td>
<td>Identity Domain Administrator</td>
<td>Add new users and manage roles.</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>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>
</tbody>
</table>

After creating your service
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?
- **Region**: Where do you want to deploy your service?
- **Deployment Size**: What sizing options are available to you?
  - **Size by Number of OCPUs**: How many OCPUs do you think you'll need?
  - **Size by Number of Users**: How many people do you expect to use the service?
- **Service Name**: What name do you want for your service?

**Which edition do you want to use?**

The editions available to you depend on how you subscribe to Oracle Analytics Cloud or Oracle Analytics Cloud Subscription. You need Enterprise Edition if you want to offer Business Intelligence (enterprise modeling and reporting features).

<table>
<thead>
<tr>
<th>Edition</th>
<th>Oracle Analytics Cloud</th>
<th>Oracle Analytics Cloud Subscription</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional</td>
<td>Data Visualization</td>
<td>Data Visualization</td>
</tr>
<tr>
<td>Essbase</td>
<td>Data Visualization</td>
<td>Essbase</td>
</tr>
<tr>
<td></td>
<td>Essbase</td>
<td></td>
</tr>
<tr>
<td>Enterprise</td>
<td>Data Visualization</td>
<td>Business Intelligence (with Data Visualization)</td>
</tr>
<tr>
<td></td>
<td>Essbase</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Business Intelligence</td>
<td></td>
</tr>
</tbody>
</table>

If you need more help to decide, see Professional, Essbase and Enterprise Editions in *Getting Started with Oracle Analytics Cloud*.

**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. For example:

- Phoenix
- Ashburn
- Frankfurt
- London
- Toronto

**What sizing options are available to you?**

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 subscribe (how you're billed) and how you determine the size of your service.
If you subscribe to Oracle Analytics Cloud, you specify the number of Oracle Compute Units (OCPUs) you want to deploy. If you subscribe to Oracle Analytics Cloud Subscription, you either specify how many people you expect to use the service or the number of OCPUs.

<table>
<thead>
<tr>
<th>Size Options</th>
<th>Oracle Analytics Cloud</th>
<th>Oracle Analytics Cloud Subscription</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of OCPUs</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Number of Users</td>
<td>-</td>
<td>Yes</td>
</tr>
</tbody>
</table>

How many OCPUs do you think you'll need for Business Intelligence and Data Visualization?

Oracle Analytics Cloud offers a range of compute sizes (OCPUs) to suit different scenarios. The larger the compute size, the greater the processing power. If you're not sure which size to use, contact your sales team to discuss sizing guidelines.

If you're planning a deployment with business intelligence and data visualization services, the compute size you select also determines some configuration limits for analyses and dashboards, such as the maximum number of rows you can return from any data source query or download from a report to a file (for example, when you export to a CSV file). There are different limits for formatted data and unformatted data.

- Unformatted data limits: formats such as CSV, Excel, XML, and Tab Delimited.
- Formatted data limits: formats such as PDF, Excel, PowerPoint, and Web Archive/HTML.

<table>
<thead>
<tr>
<th>Which compute size do you think you'll need?</th>
<th>Limits when visualizing, querying, or exporting data</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Max rows returned from data source queries</td>
</tr>
<tr>
<td></td>
<td>125,000</td>
</tr>
<tr>
<td>1 OCPU (trials only)</td>
<td>1,100,000</td>
</tr>
<tr>
<td>2 OCPU</td>
<td>1,100,000</td>
</tr>
<tr>
<td>4 OCPU</td>
<td>1,100,000</td>
</tr>
<tr>
<td>6 OCPU</td>
<td>1,100,000</td>
</tr>
<tr>
<td>8 OCPU</td>
<td>1,100,000</td>
</tr>
<tr>
<td>12 OCPU</td>
<td>1,100,000</td>
</tr>
<tr>
<td>16 OCPU</td>
<td>2,200,000</td>
</tr>
<tr>
<td>24 OCPU</td>
<td>2,200,000</td>
</tr>
<tr>
<td>32 OCPU</td>
<td>2,200,000</td>
</tr>
<tr>
<td>52 OCPU</td>
<td>2,200,000</td>
</tr>
</tbody>
</table>

The maximum number of records returned to a visualization, analysis, or dashboard also varies with the size of your deployment. Deployments with 2 - 12 OCPUs return up to 500,000 records and deployments with 16 - 52 OCPUs can return up to 1,000,000 records.

If you plan to generate pixel-perfect reports, the compute size determines several limits associated with report generation.
<table>
<thead>
<tr>
<th>Which compute size do you think you'll need?</th>
<th>Report data size limits when generating pixel-perfect reports</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Maximum data size for online reports</td>
</tr>
<tr>
<td>1 OCPU (trials only)</td>
<td>200MB</td>
</tr>
<tr>
<td>2 OCPU</td>
<td>300MB</td>
</tr>
<tr>
<td>4 OCPU</td>
<td>500MB</td>
</tr>
<tr>
<td>8 OCPU</td>
<td>500MB</td>
</tr>
<tr>
<td>16 OCPU</td>
<td>1GB</td>
</tr>
<tr>
<td>24 OCPU</td>
<td>1GB</td>
</tr>
<tr>
<td>32 OCPU</td>
<td>1GB</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Which compute size do you think you'll need?</th>
<th>Data model and processing thread limits when generating pixel-perfect reports</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>SQL Query timeout (seconds)</td>
</tr>
<tr>
<td>1 OCPU (trials only)</td>
<td>1,800</td>
</tr>
<tr>
<td>2 OCPU</td>
<td>1,800</td>
</tr>
<tr>
<td>4 OCPU</td>
<td>1,800</td>
</tr>
<tr>
<td>8 OCPU</td>
<td>3,600</td>
</tr>
<tr>
<td>16 OCPU</td>
<td>3,600</td>
</tr>
<tr>
<td>24 OCPU</td>
<td>3,600</td>
</tr>
<tr>
<td>32 OCPU</td>
<td>3,600</td>
</tr>
</tbody>
</table>

How many OCPUs do you think you'll need for Essbase?

Oracle Analytics Cloud offers a range of compute sizes (OCPUs) to suit different scenarios. The larger the compute size, the greater the processing power. If you're not sure which size to use, contact your sales team to discuss sizing guidelines.

Essbase can be Oracle Compute Unit (OCPU) intensive depending on your application. If you're planning a deployment with Essbase, the minimum number of OCPUs recommended for production deployments is 4 OCPUs, and the maximum is 52 OCPUs. To help you decide which compute size best suits your deployment, consider how many active users you expect to perform concurrent activities such as:

- Hybrid Block Storage (BSO) application type users running queries
- BSO users running calculations
- Aggregation Storage (ASO) users running reports or queries

Essbase provides you with standard storage for all compute sizes. Work with your sales team to verify that your storage requirements are met, based on the number of applications that you plan to deploy.
Which compute size do you think you'll need?

<table>
<thead>
<tr>
<th>Compute Size</th>
<th>Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 OCPU (trials or development services only)</td>
<td>Suitable only for trials or development services for outline design. Not recommended for production deployments because this compute size isn't enough to support concurrent operations.</td>
</tr>
<tr>
<td>4 OCPU (minimum for production services)</td>
<td>4 - 52 OCPUs suitable for production deployments.</td>
</tr>
<tr>
<td>6 OCPU</td>
<td></td>
</tr>
<tr>
<td>8 OCPU</td>
<td></td>
</tr>
<tr>
<td>12 OCPU</td>
<td>32 - 52 OCPUs available only in the Phoenix region. These larger sizes are dependent upon available capacity. Consult with Oracle Support if you have deployment issues.</td>
</tr>
<tr>
<td>16 OCPU</td>
<td></td>
</tr>
<tr>
<td>24 OCPU</td>
<td></td>
</tr>
<tr>
<td>32 OCPU (Phoenix region only)</td>
<td></td>
</tr>
<tr>
<td>52 OCPU (Phoenix region only)</td>
<td></td>
</tr>
</tbody>
</table>

How many people do you expect to use the service?

With Oracle Analytics Cloud Subscription, you can opt to specify how many people you expect to use the service. Typically, services have between 10 and 3000 users.

- **Business Intelligence or Data Visualization**
  Configuration limits are equivalent to those available with 4 OCPUs. For example, the maximum number of rows you can return from any data source query is 1,100,000 rows, the maximum number of rows you can export to a formatted report (such as PDF) is 25,000 rows, and so on.

- **Essbase**
  If you're planning a deployment with Essbase, consider:
  - Number of users concurrently accessing the service
  - Number of applications running on the service
  - Hybrid Block Storage (BSO) users running queries
  - BSO users running calculations
  - Aggregation Storage (ASO) users running reports or queries
  Work with your sales team to verify that your requirements are met, based on the number of users that you plan to deploy.

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.

Name restrictions:

- Must contain between 1 and 25 characters.
- Must start with an ASCII letter: a to z or A to Z.
- Must contain only ASCII letters or numbers.
- Mustn't contain any other special characters.
- Must be unique within the identity domain.
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 can either specify how many people you expect to use the service or the compute shape size you want to deploy. 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. Follow these steps if you have a Universal Credits subscription.

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. 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 and then enter the name of an existing user in this identity domain that you want to assign as the Service Administrator.
You don’t see these options 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 **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.

9. If multiple edition options are available to you, select the **Edition** that you want to use. The edition that you select determines the feature set that you can use. For example:

10. For **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.
   - Professional Edition: **Data Visualization**
   - Essbase Edition: **Essbase or Data Visualization**
   - Enterprise Edition: **Business Intelligence** (includes Data Visualization) or **Data Visualization**

11. For **Number of OCPUs**, select the number of Oracle Compute Units (OCPUs) for your environment.
For example:

![Analytics Cloud interface]

12. Click **Next**.
13. 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. Follow these steps if you have a non-metered 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 and then enter the name of an existing user in this
   identity domain that you want to assign as the Service Administrator.
   You don't see these options 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. If several edition options are available to you, select the Edition that matches the
   type of service you want to create.
   • Professional
     Data visualization. Self-service data visualization and data preparation.
     Explore and visualize business data from various data sources, including
     databases, spreadsheets, Oracle applications, big data, and more.
• **Essbase**
  Business modeling with the Essbase multidimensional OLAP (Online Analytical Processing) engine.

• **Enterprise**
  Enterprise-wide analytics. Build sophisticated data models to support enterprise business definitions and analysis. Includes data visualization.

9. Determine the size of your service.
   - To size your service based on how many users you're entitled to as part of your subscription, set **Subscription Type** to **Number of Users**, and then enter the number of users.
   - To size your service based on how many Oracle Compute Units (OCPUs) you're entitled to as part of your subscription, set **Subscription Type** to **Number of OCPUs**, and then select the number of OCPUs you want.

10. Click **Next**.

11. 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 You Create a Service**

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
• Scale a Service
• Pause and Resume a Service
• 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>Task</td>
<td>Description</td>
<td>More Information</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</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.</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>
<tr>
<td>Scale a service up or down</td>
<td>Increase or decrease the number of Oracle Compute Units (OCPUs) allocated to your service.</td>
<td>Scale a Service</td>
</tr>
<tr>
<td>Pause or resume a service</td>
<td>Pause a service to temporarily prevent users from accessing the service.</td>
<td>Pause and Resume a Service</td>
</tr>
<tr>
<td>Delete a service</td>
<td>Delete services that you don’t want anymore.</td>
<td>Delete a Service</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</td>
</tr>
<tr>
<td>Whitelist your Oracle Analytics Cloud</td>
<td>Configure your Oracle Cloud database to accept connections from Oracle Analytics Cloud.</td>
<td>Configure a Database on Oracle Cloud to Accept Connections from Oracle Analytics Cloud</td>
</tr>
<tr>
<td>Connect to Oracle Database Cloud Service</td>
<td>Connect to Oracle Database Cloud Service deployed on Oracle Cloud Infrastructure with a public IP address.</td>
<td>Connect to a Database Deployed on Oracle Cloud Infrastructure with a Public IP Address</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</td>
<td>Connect to Oracle Database Cloud Service deployed on Oracle Cloud Infrastructure Classic.</td>
<td>Connect to a Database Deployed on Oracle Cloud Infrastructure Classic with a Public IP Address</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>
<tr>
<td>Essbase</td>
<td>Manage Users and Roles</td>
<td>Using Oracle Analytics Cloud - Essbase</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 (ServiceAdminitrator, ServiceUser, ServiceViewer) that map to a set of predefined application roles in Oracle Analytics Cloud.
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>Book</td>
<td>Administrator Task List</td>
<td></td>
</tr>
<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>Administrator Task List</td>
<td>Using Oracle Analytics Cloud - Essbase</td>
</tr>
<tr>
<td>• Essbase</td>
<td>Administrator Task List</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 Migrating Oracle Analytics Cloud - Classic Instances to Oracle Cloud Infrastructure.  
• Essbase services  
See Migrating Essbase Instances from Oracle Analytics Cloud – Classic to Oracle Cloud Infrastructure. |
| Oracle Business Intelligence Cloud Service | • BI Enterprise Services  
See Migrating Oracle Business Intelligence Cloud Service Instances to Oracle Cloud Infrastructure. |
| Oracle Data Visualization Cloud Service | • Data Visualization Services  
See Migrating Oracle Data Visualization Cloud Service Instances to Oracle Cloud Infrastructure. |
<table>
<thead>
<tr>
<th>Migrate From...</th>
<th>More Information</th>
</tr>
</thead>
</table>
| 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*. |

### Scale a Service

Add more Oracle Compute Units (OCPUs) to improve performance (scale up) or scale down if your workload reduces.

**Topics:**
- About Scaling
- Scale Up or Down

### About Scaling

You can scale services within the OCPU range available to your service. Users don't experience any downtime when you scale a service up or down; your service stays up and running.

Scale options aren't available if you have a fixed Oracle Analytics Cloud Subscription. If you want to scale services created with Oracle Analytics Cloud Subscription, you must create a new service instance with the OCPUs (or users) that you want and migrate your existing content to the new service.

### Data Visualization and Business Intelligence Services

- **Scale the Number of OCPUs**
  You can either scale between 2 and 8 OCPUs or between 10 and 12 OCPUs. If you want to scale across these ranges (for example, scale up from 8 to 12 OCPUs or scale down from 12 to 6 OCPUs), you must create a service instance with the OCPUs that you want and migrate your content to the new service.
## Current OCPUs

<table>
<thead>
<tr>
<th>Current OCPUs</th>
<th>OCPU Range</th>
<th>Scale Up within Range? (Incremental + increase)</th>
<th>Scale Down within Range? (Incremental - decrease)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>No (not applicable for trials)</td>
<td>No (not applicable for trials)</td>
</tr>
<tr>
<td>2</td>
<td>2 - 8</td>
<td>Yes (+2, +4, +6)</td>
<td>No (minimum for this range)</td>
</tr>
<tr>
<td>4</td>
<td>2 - 8</td>
<td>Yes (+2, +4)</td>
<td>Yes (-2)</td>
</tr>
<tr>
<td>6</td>
<td>2 - 8</td>
<td>Yes (+2)</td>
<td>Yes (-2, -4)</td>
</tr>
<tr>
<td>8</td>
<td>2 - 8</td>
<td>No (maximum for this range)</td>
<td>Yes (-2, -4, -6)</td>
</tr>
<tr>
<td>10</td>
<td>10 - 12</td>
<td>Yes (+2)</td>
<td>No (minimum for this range)</td>
</tr>
<tr>
<td>12</td>
<td>10 - 12</td>
<td>No (maximum for this range)</td>
<td>Yes (-2)</td>
</tr>
<tr>
<td>16</td>
<td>16</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>24</td>
<td>24</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>36</td>
<td>36</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>52</td>
<td>52</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

## Essbase Services

**Scale the Number of OCPUs**

You can either scale between 6 and 8 OCPUs or between 10 and 16 OCPUs. If you want to scale across these ranges (for example, scale up from 8 to 16 OCPUs or scale down from 12 to 8 OCPUs), you must create a service instance with the OCPUs that you want and migrate your content to the new service.
Scale Up or Down

Scale options are available if you subscribe to Oracle Analytics Cloud through Universal Credits. If your service performs poorly, you can scale up the number of Oracle Compute Units (OCPUs) allocated to the service to improve performance. To save costs or if your workload is reduced, you might scale down.

**Note:**

Scale options aren't available if you have a fixed Oracle Analytics Cloud Subscription. If you want to scale services created with Oracle Analytics Cloud Subscription, you must create a new service instance with the OCPUs (or users) that you want and migrate your existing content to the new service.

To scale up or scale down:

1. In My Services, open the dashboard.
2. Navigate to the Analytics tile, click Action Menu, and then select Open Service Console.
3. Note how many OCPUs your service currently uses.
   The current OCPU value is displayed on the Instances page, next to the Created On date for your service.
4. Click Manage this instance for the service you want to scale, and then click Scale Instance.
   The Scale Instance menu displays if scale options are available for your environment (see tables).

You can scale services listed on the Analytics Cloud Instances page.

Services that you created with early versions of Oracle Analytics Cloud (18.2.1.xxxx or earlier) don't appear in the Instances list; you manage these services through Oracle Cloud Stack.
5. To scale up the service:
   a. For **Scale Up or Down**, select **Increase**.
      The **Increase** option isn't displayed if your service currently uses the maximum number of OCPUs available for your service (see table).
   b. For **Increase or Decrease OCPUs By**, select how many OCPUs you want to add.
      The values available to you depend on how many OCPUs your service currently uses. Remember, you can add OCPUs only within the OCPU range of your service (see table).
   c. Click **Scale Instance** to confirm.
      The scale-up operation takes a few minutes to complete. While in progress, the status of the service changes to **Service Maintenance**.

6. To scale down the service:
   a. For **Scale Up or Down**, select **Decrease**.
      The **Decrease** option isn't displayed if your service currently uses the minimum number of OCPUs available (see table).
   b. For **Increase or Decrease OCPUs By**, select how many OCPUs you want to remove.
      The values available to you depend on the number of OCPUs your service currently uses. Remember that you can reduce the number of OCPUs only within the OCPU range of your service (see table).
   c. Click **Scale Instance** to confirm.
      The scale-down operation takes a few minutes to complete. While in progress, the status of the service changes to **Service Maintenance**.
You can't scale up or down while your service is being backed up, restored, or undergoing similar administrative operations. If you see the message System is not in a READY state. Current state is CONFIGURING, wait a few minutes for the current operation to complete and try again.

Pause and Resume a Service

You can pause a service if you want to temporarily prevent anyone accessing the service. This option is available if you subscribe to Oracle Analytics Cloud through Universal Credits.

For information about metering and billing implications when you pause a service, see Oracle PaaS and IaaS Universal Credits Service Descriptions.

**Note:**

The pause option isn't available if you have a fixed Oracle Analytics Cloud Subscription. With Oracle Analytics Cloud Subscription, you're billed at a constant monthly rate irrespective of usage; it's not necessary to pause these services. See About Oracle Analytics Cloud Products.

1. In My Services, open the dashboard.
2. Navigate to the **Analytics** tile, click Action Menu, and then select **Open Service Console**.
3. To temporarily pause a service:
   a. Click **Manage this instance** for the service you want to pause, and then click **Stop**.

You can pause and resume services listed on the Analytics Cloud Instances page.

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 manage these services through Oracle Cloud Stack.
b. Click **OK** to confirm.

   After a few minutes, the service status changes to **Service Stopped**.

4. To resume the service, click **Manage this instance** for the service you want to resume, and then click **Start**.

   The resume operation takes a few minutes to complete. While in progress, the status of the service changes to **Service Maintenance**.

   When complete, users can sign in to the service and billing resumes.

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.xxxx 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.
   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.
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**.
The Oracle Cloud Infrastructure home page is displayed.

c. Click the navigation menu ☰, and then click Users.

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.

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 can manage access into and out from Oracle Analytics Cloud deployments on Oracle Cloud Infrastructure 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 data sources such as Oracle Autonomous Data Warehouse, and Oracle Cloud databases deployed on Oracle Cloud Infrastructure or 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 to, see Supported Data Sources.

Configure a Database on Oracle Cloud to Accept Connections from Oracle Analytics Cloud

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

Before you try to 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 must add a security rule on the target Oracle Cloud database that allows TCP/IP traffic from this region on a specific database port.

1. Make a note of the IP address (or addresses) of your Oracle Analytics Cloud instance that you or your database administrator must whitelist.
   
   See IP Ranges and Gateway IPs for Oracle Analytics Cloud Instances.

2. In your database on Oracle Cloud, whitelist the IP addresses that you made a note of in Step 1.
   
   The way you whitelist the IP address or CIDR address of your Oracle Analytics Cloud instance depends 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**
     - **a.** Add an ingress rule.
b. Specify the IP address that you want to whitelist in the **SOURCE CIDR** field.

- **Database on Oracle Cloud Infrastructure Classic**
  a. Add an access rule.
b. Specify the IP address that you want to whitelist in the field below the **Source** field

![Create Access Rule Interface]

The operation may take some time.

**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.
- OR
- 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 ca-toronto-1, and you want to whitelist IP Ranges, you whitelist `192.29.9.64/26` and `192.29.13.240/28`. Alternatively, if your Oracle Analytics Cloud instance is in ca-toronto-1, and you want to whitelist Gateway IPs, you whitelist `192.29.9.73` and `192.29.9.106` and `192.29.13.247`.

<table>
<thead>
<tr>
<th>Region</th>
<th>IP Ranges</th>
<th>Gateway IPs</th>
</tr>
</thead>
<tbody>
<tr>
<td>us-ashburn-1</td>
<td>130.35.100.240/28</td>
<td>130.35.100.247</td>
</tr>
<tr>
<td></td>
<td>130.35.200.160/28</td>
<td>130.35.200.170</td>
</tr>
<tr>
<td></td>
<td>147.154.18.112/28</td>
<td>147.154.18.118</td>
</tr>
<tr>
<td></td>
<td>147.154.24.0/28</td>
<td>147.154.24.13</td>
</tr>
<tr>
<td></td>
<td>147.154.4.160/28</td>
<td>147.154.4.164</td>
</tr>
<tr>
<td></td>
<td>147.154.7.240/28</td>
<td>147.154.7.253</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.

<table>
<thead>
<tr>
<th>Region</th>
<th>IP Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>us-ashburn-1</td>
<td>130.35.0.0/16</td>
</tr>
<tr>
<td>us-phoenix-1</td>
<td>130.35.0.0/16</td>
</tr>
<tr>
<td>eu-frankfurt-1</td>
<td>138.1.0.0/17</td>
</tr>
<tr>
<td>uk-london-1</td>
<td>138.1.0.0/17</td>
</tr>
<tr>
<td>ca-toronto-1</td>
<td>192.29.9.0/26</td>
</tr>
<tr>
<td></td>
<td>192.29.13.0/26</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.

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<td>us-phoenix-1</td>
<td>130.35.0.0/16</td>
</tr>
<tr>
<td>eu-frankfurt-1</td>
<td>138.1.0.0/17</td>
</tr>
<tr>
<td>uk-london-1</td>
<td>138.1.0.0/17</td>
</tr>
<tr>
<td>ca-toronto-1</td>
<td>192.29.9.0/26</td>
</tr>
<tr>
<td></td>
<td>192.29.13.0/26</td>
</tr>
</tbody>
</table>
Connect to a Database Deployed on Oracle Cloud Infrastructure with a Public IP Address

Configure Oracle Analytics Cloud to connect to a database 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
|                                              | Note: The VCN must be in the same Region and Availability Domain as Oracle Analytics Cloud. | Client Subnet
|                                              |                                                                            | Same:                                           |
|                                              |                                                                            | • Region                                        |
|                                              |                                                                            | • Availability Domain                           |
### Step Description

**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>**.

The Security List page is displayed.

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**.

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, Availability Domain</td>
</tr>
<tr>
<td>Step</td>
<td>Description</td>
<td>Note Important Information</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>----------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Set up Oracle Autonomous Data Warehouse</td>
<td>Deploy Autonomous Data Warehouse.</td>
<td>Host Name Port Number Service Name (Obtain these details from tnsnames.ora in the Autonomous Data Warehouse Client Credentials file.)</td>
</tr>
<tr>
<td></td>
<td>• Deploy Autonomous Data Warehouse on Oracle Cloud Infrastructure.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Populate Autonomous Data Warehouse with data.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Set up a database user with permissions to read database tables on Autonomous Data Warehouse</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 and click 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 visualization. See Create Connections to Oracle Autonomous Data Warehouse Cloud.

Create Connection dialog.

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`.
- **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\admin\tool\OAC18.2.1\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.

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 a Database Deployed on Oracle Cloud Infrastructure Classic with a Public IP Address

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>
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<tr>
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<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

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

(Bl 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 Connections.
4. Click Update Cloud Storage Password.
5. Enter the Storage Password.
6. 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.
<table>
<thead>
<tr>
<th>Instances</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary</td>
<td>2 instances</td>
</tr>
</tbody>
</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.