Oracle® Cloud
Administering Oracle Internet of Things Cloud Service
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Preface

Administering Oracle Internet of Things Cloud Service provides information and procedures for implementing Oracle Internet of Things Cloud Service. Oracle Internet of Things Cloud Service lets you connect, analyze, and integrate device data into your business processes and applications, enabling your business to deliver innovative new services faster and with less risk.

Topics:

• Audience
• Documentation Accessibility
• Diversity and Inclusion
• Related Documents
• Conventions

Audience

Administering Oracle Internet of Things Cloud Service is intended for system administrators who are responsible for implementing Oracle Internet of Things Cloud Service.

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.

Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.
Related Documents

For more information, see these Oracle resources:

- Oracle Cloud at http://cloud.oracle.com
- Getting Started with Oracle Cloud
- Using Oracle Business Intelligence Cloud Service
- Getting Started with Oracle Stream Explorer

Conventions

The following text conventions are used in this document:

<table>
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<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>
Get Started with Oracle IoT Intelligent Applications Cloud

After you sign up for an Oracle Cloud Account and log in to the Service Management Console, you can start using your Oracle Cloud services.

For detailed information on getting started with Oracle Cloud, refer to Getting Started with Oracle Cloud.

This chapter covers the following topics:

- Order Oracle IoT Intelligent Applications Cloud
- Activate Your Order from Your Welcome Email
- Sign In to Oracle Cloud For the First Time
- Access Your Oracle IoT Intelligent Applications

Order Oracle IoT Intelligent Applications Cloud

You can order Oracle IoT Intelligent Applications Cloud by contacting Oracle Sales. After your order is processed, you can then activate your services.

To order a subscription to Oracle IoT Intelligent Applications:

1. Go to the Oracle Cloud website and browse the Oracle Cloud Applications.
   For example, select **Supply Chain Management** under Applications, and then select **Oracle IoT Intelligent Applications** under Products.

2. Review the features and capabilities of the service.
   The following IoT application are available:
   - **Oracle IoT Asset Monitoring Cloud Service**
   - **Oracle IoT Fleet Monitoring Cloud Service**
   - **Oracle IoT Production Monitoring Cloud Service**
   - **Oracle IoT Connected Worker Cloud Service**

3. When you’re ready to order, select the **Pricing** tab.
   The website provides some basic pricing information.

4. Click **Contact or Call** or **Start Chat** to contact Oracle Sales.

Later, after you have worked with Oracle Sales to order the Oracle IoT Intelligent Application cloud, you will receive an email, which contains a link you can use to activate the service you’ve ordered.
Activate Your Order from Your Welcome Email

If you are a new Oracle Cloud Applications user, you’ll likely receive a Welcome email after your order is processed.

When an Oracle Sales representative purchases Oracle Cloud services on your behalf, you’ll receive a welcome email and you’ll be designated as an activator of the services. To activate your services, you must provide your details and set up your account with us. Review the instructions in the email to create an account and start using your services.

1. Open the email you received from Oracle Cloud.
2. Review the information about your service in the email.
3. Click **Activate My Services**.
4. Fill out the form to sign up for your new Oracle Cloud Account.
   
   You will be asked to:
   
   - Create a new account name, which will be used to identify your Cloud Account.
   - Provide your email address if prompted. You must provide the same email address at which you received your welcome email. Instructions for logging in to your new Cloud Account will be sent to this address. You’ll be prompted for the email ID only if you don’t already have a Cloud Account.
   - Provide Cloud Account Administrator details. The person you specify here will be both a Cloud Account Administrator and a Service Administrator and can create other users as required. This person will manage and monitor services in the specified Cloud Account.
   - When you have entered all the required information, click **Create Account** to submit your request for an Oracle Cloud Account.

After successful provisioning and activation, you’ll receive another email with your login credentials. Use this information to sign into your account and change your password on initial login.

Sign In to Oracle Cloud For the First Time

After you sign up for the free Oracle Cloud promotion or sign up for a paid account, you’ll get a welcome email. The email provides you with your cloud account details and sign in credentials.

1. Open the welcome email and scroll down to the **Access Details** section.
2. Note the user name and password, and then click the application URL.
3. Enter the user name and temporary password from the welcome email, and then click **Sign In**. The temporary password is valid only for 60 days.
4. You’ll be prompted to change your password the first time you sign in.

You’re directed to the Service Management Console dashboard. You can customize the dashboard to view your services. See Discover Oracle Cloud Applications on Applications Console in the *Getting Started with Oracle Cloud* guide for more information.
Next: Complete all the tasks mentioned in the Service Administrator Action List. See https://download.oracle.com/tutorials/docs/Service-Administrator-Action-List.pdf.

Access Your Oracle IoT Intelligent Applications

Access your Oracle Internet of Things Intelligent Application from the Service Management Console dashboard.

As an administrator when you sign in to the Service Management Console, you are redirected to a single window to access all the Oracle IoT Applications.

1. Sign in to your Oracle Cloud URL.
2. From the Service Management Console dashboard, click the name of the Oracle Internet of Things Cloud Service application that you wish to access.

The following Oracle IoT applications are available:

- **Oracle Internet of Things (IoT) Asset Monitoring Cloud Service**
  The URL format used by this application is: `<iot instance name>.<domain name>/am`
  For example: https://myiotcs.mydomain.oraclecloud.com/am or https://myiotcs.mydomain.oracleiotcloud.com/am.

- **Oracle Internet of Things (IoT) Fleet Monitoring Cloud Service**
  The URL format used by this application is: `<iot instance name>.<domain name>/fm`
  For example: https://myiotcs.mydomain.oraclecloud.com/fm or https://myiotcs.mydomain.oracleiotcloud.com/fm.

- **Oracle Internet of Things (IoT) Production Monitoring Cloud Service**
The URL format used by this application is: `<iot instance name>..<domain name>/pm`.

For example: https://myiotcs.mydomain.oraclecloud.com/pm or https://myiotcs.mydomain.oracleiotcloud.com/pm.

- **Oracle Internet of Things (IoT) Connected Worker Cloud Service**
  
The URL format used by this application is: `<iot instance name>..<domain name>/cw`.


The URL format to access the IoT management console is: `<iot instance name>..<domain name>/ui`.


About the Service Instances Dashboard:

- By default an administrator can view a **Production** instance and a **Test** instance. If a customer has purchased additional test instances, they are displayed on the service management console.

- The administrator can share the URL of the IoT Applications with the users, for them to access the instance.

- The **Scheduled Maintenance Window** area displays the next scheduled downtime for maintenance, which occurs once every quarter. Customers can raise a service request (SR) to provide their preferred month for upgrade. The test instances are upgraded on the first Friday and the production instance is upgraded on the third Friday of the specified month of a quarter.

- Currently Europe and North America are supported for **Region**, which is automatically determined from the order booked by the sales personnel.

- The **Quota Usage** is updated in real-time. Refresh the page to view the latest quota usage.

- The dashboard also displays the current version, the online/offline status, the 3D digital twin feature enabled if selected, and a link to the device management page for the instances.
Manage Users

Add user accounts to assign access privileges to your Oracle Internet of Things Cloud Service instance and reset the password. Edit, search or remove a user account as required.

Topics

• Supported Browsers and Languages
• Understand Oracle Internet of Things Cloud Service User Roles
• Add a User Account
• Edit a User Account
• Reset a User Password
• Search for a User Account
• Remove a User Account

Supported Browsers and Languages

Supported Browsers

Oracle Internet of Things Cloud Service supports the following web browsers:

• Google Chrome
• Microsoft Edge
• Mozilla Firefox
• Apple Safari

See Oracle Software Web Browser Support Policy for more information

Supported Languages

Besides English, Oracle Internet of Things Cloud Service supports the following languages:

• Arabic
• Chinese (Simplified)
• Chinese (Traditional)
• Dutch
• Finnish
• French
• German
• Hebrew
• Italian
Understand Oracle Internet of Things Cloud Service User Roles

Access to Oracle Internet of Things Cloud Service functionality is determined by roles. To let users access specific functionality, assign the user to a role that allows access to this functionality. For example, a user cannot create device models unless they are assigned an Administrator (IoTAdministrator) role.

Currently, there are three roles available to restrict access to Oracle Internet of Things Cloud Service functionality. The Administrator (IoTAdministrator) role is automatically assigned to the user who created the Oracle Internet of Things Cloud Service instance. The Operator role (IoTOperator) is assigned to users after the Oracle Internet of Things Cloud Service instance is created and provides the user with operator privileges. The User (IotUsers) role is assigned to users after the Oracle Internet of Things Cloud Service instance is created and provides the user with user privileges.

<table>
<thead>
<tr>
<th>Role Name</th>
<th>Description</th>
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<tr>
<td>Administrator (IoTAdministrator)</td>
<td>A ‘super-user’ role that grants access to all Oracle Internet of Things Cloud Service management console functionality including create, view, edit, and delete operations.</td>
</tr>
<tr>
<td>Operator (IoTOperator)</td>
<td>Grants access to most Oracle Internet of Things Cloud Service management console functionality including view, edit, and delete operations.</td>
</tr>
<tr>
<td>User (IotUsers)</td>
<td>Grants limited access to Oracle Internet of Things Cloud Service management console functionality. Users are typically restricted to view operations.</td>
</tr>
</tbody>
</table>

Add a User Account

Add a user account to assign a user Oracle Internet of Things Cloud Service access privileges.

1. In a web browser, find your Oracle Internet of Things Cloud Service instance. Typically, the URL format is http://server host name/ui/login/login.html.
2. Enter your user name and password and click **Sign In**.

3. Click **Menu** and click **Users**.

4. Click **Create User**.

5. Select one or more of these roles in the **ROLES** area:
   - **Administrator**: Grants access to all Oracle Internet of Things Cloud Service management console functionality including create, view, edit, and delete operations.
   - **Operator**: Grants access to most Oracle Internet of Things Cloud Service management console functionality including view, edit, and delete operations.
   - **User**: Grants limited access to Oracle Internet of Things Cloud Service management console functionality. Users are typically restricted to view operations.

6. Complete these fields in the **NAME** area:
   - **First Name**: Enter the first name of the user.
   - **Last Name**: Enter the last name of the user.
   - **Username**: Enter a user name for the user account.

7. Complete these fields in the **EMAIL** area:
   - **Work**: Enter the work email address for the user.
   - **Home**: (Optional) Enter the home email address for the user.
   - **Recovery**: (Optional) Enter the recovery email address for the user. This email address is used to help the user regain access to their account if they forget their password or are locked out.
   - **Other**: (Optional) Enter an additional email address for the user.

8. (Optional) Complete these fields in the **TELEPHONE** area:
   - **Work**: Enter the work phone number for the user.
   - **Home**: Enter the home phone number for the user.
   - **Recovery**: Enter the recovery phone number for the user. This phone number is used to help the user regain access to their account if they forget their password or are locked out.
   - **Other**: Enter an additional phone number for the user.
   - **Mobile**: Enter the mobile phone number for the user.

9. Click **Save**.

10. Click **Back** to return to the **Users** list.

### Edit a User Account

Edit a user account to add or change the account description, change the account password, or add or remove access or privileges.

1. In a web browser, find your Oracle Internet of Things Cloud Service instance. Typically, the URL format is `http://server host name/ui/login/login.html`.

2. Enter your user name and password and click **Sign In**.
3. Click **Menu** and click **Users**.

4. Select a user in the **Users** list and click **Edit**.

5. (Optional) Select one or more of these roles in the **ROLES** area:
   - **Administrator**: Select this role to assign the user administrator privileges.
   - **Driver**: Select this role to assign the user driver privileges.
   - **Shipper**: Select this role to assign the user shipper privileges.
   - **Integrator**: Select this role to assign the user integrator privileges.

6. (Optional) Edit these fields in the **NAME** area:
   - **First Name**: Enter the first name of the user.
   - **Last Name**: Enter the last name of the user.
   - **Username**: Enter a user name for the user account.

7. (Optional) Edit these fields in the **EMAIL** area:
   - **Work**: Enter the work email address for the user.
   - **Home**: (Optional) Enter the home email address for the user.
   - **Recovery**: (Optional) Enter the recovery email address for the user. This email address is used to help the user regain access to their account if they forget their password or are locked out.
   - **Other**: (Optional) Enter an additional email address for the user.

8. (Optional) Edit these fields in the **TELEPHONE** area:
   - **Work**: Enter the work phone number for the user.
   - **Home**: Enter the home phone number for the user.
   - **Recovery**: Enter the recovery phone number for the user. This phone number is used to help the user regain access to their account if they forget their password or are locked out.
   - **Other**: Enter an additional phone number for the user.
   - **Mobile**: Enter the mobile phone number for the user.

9. Click **Save**.

10. Click **Back** to return to the **Users** list.

---

**Reset a User Password**

Reset a user password when a user forgets their password or you think their account has been compromised.

1. In a web browser, find your Oracle Internet of Things Cloud Service instance. Typically, the URL format is `http://server host name/ui/login/login.html`.

2. Enter your user name and password and click **Sign In**.

3. Click **Menu** and click **Users**.

4. Select a user in the **Users** list and click **Reset Password**.

5. Click **Yes**.
Search for a User Account

Use the search function to locate a specific user account or user accounts matching specific search criteria.

1. In a web browser, find your Oracle Internet of Things Cloud Service instance. Typically, the URL format is http://server host name/ui/login/login.html.
2. Enter your user name and password and click Sign In.
3. Click Menu≡ and click Users.
4. Click Filter List 🕵️.
5. Select one of these options in the Show All Users list:
   • First Name: Select this option to search for a user account by the user’s first name.
   • Last Name: Select this option to search for a user account by the user’s last name.
   • Username: Select this option to search for a user account by user name.
   • Email: Select this option to search for a user account by email address.
   • Roles: Select this option to search for a user account by role(s).
6. Select one of these options in the second list:
   • contains text: Select this option to search for a user account using a full or partial search phrase. For example, you can locate the user Tom Jones by searching for T, To, or Tom.
   • matches: Select this option to search for a user account using an exact match. For example, to locate the user Tom Jones, enter Tom Jones in the search field.
   • does not match: Select this option to search for a user account by excluding the search criteria you enter. For example, entering Tom Jones returns all users except Tom Jones.
7. Enter your search criteria in the field and press Enter.
8. (Optional) Click Add + to add additional search criteria.
9. (Optional) Click Remove ⌅ to remove search criteria.
10. (Optional) Click Clear Filter to clear your search criteria.

Remove a User Account

Remove a user when you no longer want them to have Oracle Internet of Things Cloud Service access or privileges.

1. In a web browser, find your Oracle Internet of Things Cloud Service instance. Typically, the URL format is http://server host name/ui/login/login.html.
2. Enter your user name and password and click Sign In.
3. Click Menu≡ and click Users.
4. Select a user in the Users list and click Delete 🗑.
5. Click Yes.
Manage Cloud Service Settings

Use the Settings tab in the Oracle Internet of Things Cloud Service Management Console to set the storage configuration for all the messages, how long the OAuth access token is valid for the devices, and what date and time display format to use system wide, including for messages.

Topics

• Set the Date and Time Display to UTC
• Set the Command Notification Timeout Value
• Set the Storage Retention Period for Messages and Data
• Remove Messages from Message Storage
• Set the Management Console Timeout Interval
• Set the OAuth Access Token Lifetime
• Set the Cross Origin Resource Sharing Value
• Add a Defined Host Name Suffix
• Add an Allowed Host for Syndicated Widgets
• Delegate Device Management to a Third Party
• Manage Analytics Resource Allocation

Set the Date and Time Display to UTC

By default, the Oracle IoT Cloud Service Management Console uses local time for the system's date and time format. This includes the timestamps of the messages and alerts that are being displayed in the Data page.

1. Open the Oracle Internet of Things Cloud Service Management Console. See Accessing the Cloud Service.
2. Click the Menu (≡) icon, and then click Settings.
3. Select UTC in the Date & Time Display list in the UI area.

Set the Command Notification Timeout Value

Change the command notification timeout value to change the display duration for successful command execution notifications. The default is 5 seconds.

1. Open the Oracle Internet of Things Cloud Service Management Console. See Accessing the Cloud Service.
2. Click the Menu (≡) icon, and then click Settings.
3. Select a duration in the Dismiss Notification Banner list in the UI area.
Set the Storage Retention Period for Messages and Data

The message storage retention period defines how long messages and data are retained before deletion. A longer retention period requires additional storage space. Messages older than the specified storage period are automatically deleted.

1. Open the Oracle Internet of Things Cloud Service Management Console. See Accessing the Cloud Service.
2. Click Menu and Settings.
3. Set these retention periods in the Retention Period area:
   - **Data Message**: Select a retention period for data messages or select Custom and create a custom retention period.
   - **Alert Message**: Expand Alert Message, select Set duration per severity to set the retention period for alert messages by severity, and then select a retention period for data messages or select Custom and create a custom retention period.
   - **Analyzed Message**: Select a retention period for analyzed messages or select Custom and create a custom retention period.
   - **Request/Response Message**: Select a retention period for request and response messages or select Custom and create a custom retention period.
   - **Other Message**: Select a retention period for other messages or select Custom: and create a custom retention period.
   - **User Data**: Select a retention period for user data or select Custom and create a custom retention period.
   - **Metric Data**: Select a retention period for metric data or select Custom and create a custom retention period.
   - **Sensor Data**: Select a retention period for metric data or select Custom and create a custom retention period.

Remove Messages from Message Storage

If the Storage Usage indicator on the Settings dashboard is indicating 90% or greater, remove messages from message storage to create additional storage space.

1. Open the Oracle Internet of Things Cloud Service Management Console. See Accessing the Cloud Service.
2. Click the Menu icon, and then click Settings.
3. Expand Storage Cleanup.
4. In the Date Range list, select a date range for stored messages or select Custom and specify a custom date range.
5. Select one of these options in the Message Selection field:
   - **All Messages**: Select this option to remove all messages for the selected period from message storage.
• **Messages for specific IoT Application**: Select this option and select an application to remove specific application messages for the selected period from message storage.

6. Click **Start Cleanup Process** and click **Yes**.

## Set the Management Console Timeout Interval

You can set the duration that the Management Console remains connected. The default is an hour. If your devices send messages every few seconds, consider setting the timeout interval to an hour. If your devices send messages every few hours and sending the message takes a few seconds, consider setting the timeout interval to a minute.

1. Open the Oracle Internet of Things Cloud Service Management Console. See Accessing the Cloud Service.
2. Click the **Menu (≡)** icon, and then click **Settings**.
3. Select a duration in the **Device Connectivity Timeout** list in the **Communication** area.

## Set the OAuth Access Token Lifetime

By default, the OAuth access token that is assigned to any activated device or enterprise application expires after one hour of inactivity.

1. Open the Oracle Internet of Things Cloud Service Management Console. See Accessing the Cloud Service.
2. Click the **Menu (≡)** icon, and then click **Settings**.
3. Select a duration in the **Device OAuth Access Token Lifetime** list in the **Security** area.

## Set the Cross Origin Resource Sharing Value

The cross origin resource sharing setting specifies if the system that is hosting a web application is allowed to access Oracle IoT Cloud Service resources. The assumption is that the web application is running in a browser that is also implementing the CORS specification. Any browser based JavaScript client running on the specified host can access Oracle IoT REST APIs. However they will need to follow the Oracle IoT REST API authorization process to run any operations.

For more information about cross origin resource sharing, see [Cross-Origin Resource Sharing](#).

1. Open the Oracle Internet of Things Cloud Service Management Console. See Accessing the Cloud Service.
2. Click the **Menu (≡)** icon, and then click **Settings**.
3. Enter the host name in the **Allowed Hosts for Cross-Origin Resource Sharing** field in the **Security** area.

## Add a Defined Host Name Suffix

Add a host name suffix to identify the suffix that can be accepted when an external application submits a WildCard SSL certificate.
1. Open the Oracle Internet of Things Cloud Service Management Console. See Accessing the Cloud Service.

2. Click the Menu (☰) icon, and then click Settings.

3. Enter the host name in the Trusted CN field in the Security area.

**Add an Allowed Host for Syndicated Widgets**

The host name identifies the URL used by Oracle Internet of Things Cloud Service to access an external syndicated widget.

1. Open the Oracle Internet of Things Cloud Service Management Console. See Accessing the Cloud Service.

2. Click the Menu (☰) icon, and then click Settings.

3. Enter the syndicated widget URL in the Allowed Hosts for Syndicated Widgets field in the Security area and press Enter.

**Delegate Device Management to a Third Party**

Delegate device management to a third party when you want to allow external applications to create and manage devices.

1. Open the Oracle Internet of Things Cloud Service Management Console. See Accessing the Cloud Service.

2. Click the Menu (☰) icon, and then click Settings.

3. Select Enable Device Management through a Third Party in the Security area and then complete the entries in the Third Party Device Management table.

**Manage Analytics Resource Allocation**

To conserve computational resources, you can reduce the amount of resources that are allocated to application or worksheet analytic calculations.

1. Open the Oracle Internet of Things Cloud Service Management Console. See Accessing the Cloud Service.

2. Click the Menu (☰) icon, and then click Settings.

3. Move the slider in the Adjust column for applications or worksheets in the Analytics Resource Allocation area.