

Oracle® Cloud

Help for Oracle Management Cloud Mobile Application



Release 9

E80780-12

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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

ORACLE®

Oracle Cloud Help for Oracle Management Cloud Mobile Application, Release 9

E80780-12

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A Third-Party License Details

Preface

The Oracle Management Cloud mobile application enables you to access your IT environment monitored by Oracle Management Cloud from your mobile device.

Topics

- [Audience](#)
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- [Conventions](#)

Audience

Help for Oracle Management Cloud Mobile Application is intended for subscribers to the different Oracle Management Cloud services, who use the mobile application to remotely monitor their IT environment.

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 Resources

Refer to the following for more information about the Oracle Management Cloud services.

- <http://cloud.oracle.com>
- [Overview of the Deployment Process](#)
- [About Application Performance Monitoring](#)
- [About Log Analytics](#)
- [Getting Started with Oracle Infrastructure Monitoring Cloud Service](#)

- About IT Analytics

Conventions

The following text conventions are used in this document:

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

1

About the Oracle Management Cloud Mobile Application

You can use the Oracle Management Cloud (OMC) mobile application for anywhere access to information about the entire IT infrastructure managed by OMC. The mobile application enables operational intelligence at your fingertips. You should have an OMC account to get started.

The OMC mobile application provides the following capabilities:

- Environment overview that works across OMC services
- Home page for alerts and resource environment overviews
- OMC environment inventory that highlights status information of entities
- Proactive mobile notifications of important alerts that is based on Alert rules
- Details about alerts, including alert properties and associated metrics
- Details about managed entities, including entity property details, availability, and entity topology relationship details

You can download the mobile application from the application store on your mobile device.

Note:

The Oracle Management Cloud mobile application is currently available only on devices that run the following OS versions:

- iOS version 9.0 or later
- Android version 5.1.1 or later

Updates to the application will be posted regularly to the App Store (for Apple) and on Google Play (for Android). Oracle recommends that you keep the application up-to-date at all times.

The Oracle Management Cloud mobile application uses push notifications to alert you of any issues with your IT environments.

The first time you use the application, you can opt to receive push notifications. Push notifications are displayed on your mobile device when there is new or updated content available in the application. Depending on your settings, you may receive push notifications on your lock screen. By default, if your application is running in the background and your screen is unlocked, then the notification is displayed as a splash screen. But, if you are using the application on your mobile device, then notifications are displayed in the header bar, within the application. If necessary, you can edit push notification settings from the Settings application on your mobile device.

 **Note:**

Push notifications are available in data centers that belong to the following regions:

- North America (non-government)
- EMEA (AMS and Slough)

If you log out of the application, you will no longer receive push notifications.

 **Note:**

If you are using an Apple mobile device, it must be directly connected to the Apple servers to receive notifications. Likewise, an Android mobile device must be connected to the Google servers. Notifications generated when you are outside network coverage will not be displayed on your mobile device after you return to an area with network coverage.

The Oracle Management Cloud mobile application supports device authentication. If you have a device that supports device authentication, you are presented with the option to enable it when you first access the mobile application. By enabling this option, you can log in to the application by using your registered fingerprint instead of entering the password.

 **Note:**

Device authentication is applicable only for devices that support the feature.

Topics

- [How do I set up my account?](#)
- [How do I add an account by using the QR code?](#)
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- [How do I configure OMC to create alerts?](#)
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- [How do I launch the app from the Oracle Management Cloud Welcome page on a mobile browser?](#)

How do I set up my account?

Note:

This is a one-time procedure which you need to follow to set up your mobile application.

To use the OMC mobile application, you need to have an Oracle Cloud account. If you don't already have an account, sign up for one on <http://cloud.oracle.com>.

Enter your credentials in the **Identity Domain**, **User Name**, and **Password** fields. If you are a new user, these values are available in the welcome email sent to you when you sign up for a new account.

For the **Server** field, choose a data center from the drop-down list. Alternatively, complete the following steps to get the value for the **Server** field.

1. Sign in to your Oracle account with the username and password. If you are a new user, your username and password are in the welcome email sent to you at the time of signing up for an Oracle Cloud account.
2. Click one of the Oracle Cloud Management service tiles.
You are directed to the Oracle Management Cloud home page.
3. From the address bar of your browser, copy the portion of the URL that includes your server address.

For example, if your URL is `https://<server address>/emsaasui/`, you will need to copy only `https://<server_address>`.
4. On your mobile device, paste the copied environment in the **Server** field.

5. On your mobile device, tap **Save**.

The first time you access the application, you are prompted to:

- Accept the End User License Agreement. If you do not accept the agreement, then you will not be able to use the application.
- Opt to receive push notifications. You can later turn off push notification from the Settings on your mobile device, if required.
- Track usage logging. You can disable this from the application settings, if necessary.

 **Note:**

After you launch the OMC mobile application, you can begin to add accounts by scanning the QR code. See [How do I add an account by using the QR code?](#).

How do I add an account by using the QR code?

1. Sign in to the Oracle Management Cloud home page on your computer by providing the user name, password, and the tenant name.
2. On the Welcome to Oracle Management Cloud page, click the **Mobile Application** tile.

The QR code is displayed. This QR code is specific to the currently signed in user.

3. Launch the OMC mobile application. If you do not have any prior account information stored, you are directed to the Account Information screen. Tap the QR code icon on this screen.

 **Note:**

The QR code image appears only if you have clicked the **Mobile Application** tile on the Welcome to Oracle Management Cloud page.

The camera of your mobile device automatically scans the QR code. After scanning, the Account Information screen is populated with the following details (except the password):

- Account Nickname
 - Data Center
 - Identity Domain
4. Type a password for your new account.
 5. Tap **Save**.

You are directed to the login screen. You can sign in to the newly created account from this screen.

 **Note:**

You can also use the QR code to add more accounts after you have signed out of the OMC mobile application. In this case, tap the **Accounts** button on the login screen, and then tap **Add**. On the Add Account screen, tap the **Optionally scan QR code** link.

How do I store multiple account credentials?

The Oracle Management Cloud mobile application supports storing multiple account credentials. You can store up to 25 accounts.

Upon first launch of the OMC mobile application, if haven't already saved any account information, you will be directed to the Account Information screen. You can use this screen to add an account by entering the following details manually or by scanning the QR code. See [How do I add an account by using the QR code?](#)

- **Account Nickname:** This is a nickname for your account. It can be any user string.
- **Data Center:** This is the drop down list from where you can select the data center. If the data center that you are looking for, is not part of the list, then select **?Other**, and enter the URL of the data center in the format `https://tenant_name.itom.management.datacenter.oraclecloud.com`.
- **Login with Tenant ID:** This is the toggle that can be used to log in to the account using the tenant ID.

The **Tenant ID** field gets displayed only if the toggle is turned on. Switch the toggle on if you want to log in to your account using the tenant ID, and enter the tenant ID.

- **Username:** This the username of the account.
- **Password:** This is the password of the account.

After you enter the details, click **Save**. You will now be directed to the login screen. You can sign in to any account using this screen. Tap the **Accounts** button at the top right corner of the login screen to view the list of saved accounts.

To edit an account:

- Tap the **Accounts** button on the login screen.
- Select the account that you want to edit, and update the required field(s).
- Tap **Save**.

To add a new account:

- Tap the **Accounts** button on the login screen.
- Tap **Add** at the top right corner.
- Enter the following details:
 - **ACCOUNT NICKNAME:** Specify the nickname for the new account that you wish to add.

- **DATA CENTER:** Select the data center from the drop down list. If the data center that you are looking for is not on the list, select **?Other**, and enter the URL of the data center. If you choose to manually enter the URL of the data center, a toggle **Login with Tenant ID** is displayed, which can be used to log in to the account using the tenant ID.

The **Tenant ID** field gets displayed only if the toggle **Login with Tenant ID** is turned on. Switch the toggle on if you want to log in to your account using the tenant ID, and enter the tenant ID.
- **IDENTITY DOMAIN:** Specify the tenant name.
- **USER NAME:** Specify the user name.
- **PASSWORD:** Specify the password.
- Tap **Save**.

To delete an account from the saved accounts list:

- Tap the **Accounts** button on the login screen.
- Swipe left, on the account nickname that you want to delete, and then tap **Delete**.

How do I configure OMC to create alerts?

Use the Oracle Management Cloud desktop application to create alert rules. See *Setting an Alert for a Performance Metric in Managing and Monitoring Oracle Cloud*.

How do I view alert rules?

1. Tap **Settings** from the navigation bar of the Oracle Management Cloud mobile application home screen.
2. Tap **Notification Settings**.
3. From the list of alert rules, tap the alert rule whose details you want to view.

How do I view the details of an alert?

1. Tap **Alerts** from the navigation bar of the Oracle Management Cloud mobile application home screen.

 **Note:**

Accessing the alerts from the home screen directs you to a pre-filtered list of open alerts.

2. Tap the alert from the list to view the details in the **DETAILS** tab of the Alert screen.

 **Note:**

- You can also tap on a push notification to navigate directly to the alert details.
- The **ALERT INFORMATION** section displays the name of the alert rule that has triggered the alert.

How do I view an entity associated with an alert?

1. Tap **Alerts** from the navigation bar of the Oracle Management Cloud mobile application home screen.

 **Note:**

Accessing the alerts from the screen directs you to a pre-filtered list of alerts.

2. Tap the alert from the list to view the **DETAILS** tab of the **Alert** screen.
The **ASSOCIATED ENTITY** section of the screen lists the entities associated with the alert.

How do I view the annotation history for an alert?

1. Tap **Alerts** from the navigation bar of the Oracle Management Cloud mobile application home screen.

 **Note:**

Accessing the alerts from the home screen directs you to a pre-filtered list of open alerts.

2. Tap an alert from the list.
3. Tap the **HISTORY** tab of the Alert screen to view the annotation history details such as the alert creation date and time, the name of the person to whom the alert was sent, and so on.

How do I view the tickets associated with an alert?

1. Tap **Alerts** from the navigation bar of the Oracle Management Cloud mobile application home screen.

 **Note:**

Accessing the alerts from the home screen directs you to a pre-filtered list of open alerts.

2. Tap an alert from the list.
3. Tap the **TICKETS** tab of the Alert screen to view the associated ticket details.

 **Note:**

The **TICKETS** tab is displayed only if tickets are associated with an alert.

How do I view the list of entity groups?

1. Tap **Environment** from the navigation menu of the Oracle Management Cloud mobile application home screen or tap the **Groups** tile on the home screen.
2. From the list of entity groups, tap the entity group whose details you want to view.
The group entity details screen displays the number of members in the group. The **ALERTS** section of the screen displays the alerts associated with the group's members.
3. Tap the **Members** link to view the list of members in the selected entity group.

How do I view the details of an entity?

1. Tap **Environment** from the navigation bar of the Oracle Management Cloud mobile application home screen.

 **Note:**

Accessing the environments from the category tiles on the home screen directs you to a pre-filtered list of entities.

2. Tap the entity from the list.

From here, you can view information about the entity's resources, availability, and properties. You can also view associated entities and alerts.

How do I view the alerts associated with an entity?

1. Tap **Environment** from the navigation bar of the Oracle Management Cloud mobile application home screen.



Note:

Accessing the environments from the category tiles on the home screen directs you to a pre-filtered list of entities.

2. Tap the entity from the list.
3. Tap the associated entity.
4. Tap the number next to the Alerts icon.

How do I share alerts with other users?

You can share alerts from the Alerts list screen and the Alert details screen.

1. Tap **Alerts** from the navigation bar of the Oracle Management Cloud mobile application home screen.



Note:

Accessing the alerts from the home screen directs you to a pre-filtered list of open alerts.

2. To share an alert from the list, swipe an alert, and tap the Share button.

To share the alert from the details page, tap the alert from the list, and then tap the Share button displayed on the upper right corner of the Alert details screen.

The native device's (Android or iPhone) share window opens. The list of available share applications depends on the data you send and the applications you have installed on your device.

3. From the native device's share window, select the application you want to use to share the alert, for example the "Message" application.
4. Tap the application (from the share window). The selected application opens with the message/details populated within the application.
5. Specify the name of the recipient and tap **Send**.

The recipient receives the latest alert event message with link(s) below the message.

- On an Apple mobile device, if the recipient taps the first link (omc://open), the Oracle Management Cloud mobile application will open, showing the Alert details page.



Note:

This feature is unavailable in Android mobile devices.

- If the recipient taps the second link, the mobile browser will open, showing the Alert details or the Alerts list page within the Oracle Management Cloud desktop application.

How do I filter the Alerts list?

1. Tap **Alerts** from the navigation bar of the Oracle Management Cloud mobile application home screen.

 **Note:**

Accessing the alerts from the home screen directs you to a pre-filtered list of alerts.

2. Tap **Filter** in the upper-left corner of your screen.
Alerts can be filtered by Severity, Entity Type, and Service Type.
3. Tap **Save**.

After the filters are applied to the list of alerts, an option to clear filters is available in the upper-left corner of the screen.

How do I filter the Entities list?

1. Tap **Environment** from the navigation bar of the Oracle Management Cloud mobile application home screen.

 **Note:**

Accessing the environments from the category tiles on the home screen directs you to a pre-filtered list of entities.

2. Tap **Filter** in the upper-left corner of your screen.
You can filter results by Status, Category, and Entity Type.
3. Tap **Save**.

After the filters are applied to the list of entities, an option to clear filters is available in the upper-left corner of the screen.

How do I clear the filters applied to lists?

When you access the environments or alerts from the home screen of the Oracle Management Cloud mobile application, there are filters automatically applied to the list of environments or alerts. Alternatively, you can manually apply filters to the list of environments and alerts.

After filters have been applied to your **Alerts** and **Environment** screens, an option to **Clear** filters is available in the upper-left corner of your application home screen.

How do I sort the Alerts list?

1. Tap **Alerts** from the navigation bar of the Oracle Management Cloud mobile application home screen.

 **Note:**

Accessing the alerts from the home screen directs you to a pre-filtered list of alerts.

2. Tap **Filter** in the upper-right corner of your screen.
3. Tap **Sort**.
4. Tap the value by which you want to sort the entries.
5. Tap **Save**.

You can sort Alerts by Last Updated, Created, Severity, or Entity Type.

How do I sort the Entities list?

1. Tap **Environment** from the navigation bar of the Oracle Management Cloud mobile application home screen.

 **Note:**

Accessing the environments from the category tiles on the home screen directs you to a pre-filtered list of entities.

2. Tap **Filter** in the upper-left corner of the screen.
3. Tap **Sort**.
4. Tap the value by which you want to sort the entries.
5. Tap **Save**.

You can sort entities by Status, Entity Name, or Entity Type.

How do I clear an alert?

1. Tap **Alerts** from the navigation bar of the Oracle Management Cloud mobile application home screen.

 **Note:**

Accessing the alerts from the home screen directs you to a pre-filtered list of alerts.

2. From the list, tap the alert that you want to clear.
3. Tap **Clear** to go to the **Clear Alert** screen.
4. Provide comments, if required.
5. Tap **Clear** to clear the alert.

 **Note:**

For some alerts, Oracle Management Cloud is unable to detect the changes in underlying condition and clear them automatically. You can manually clear such alerts from the console.

Example: In the case of a CPU utilization alert, the alert is set to automatically clear when the utilization level falls below a certain threshold, so the **Clear** option will not be available.

How do I change the sort order applied on lists?

The metric by which alerts or environments are sorted is displayed in the upper right corner of your screen. To change the sorting order, tap the arrow next to the metric.

How do I search the entities list?

You can search through the entities list either by the entity type or the entity name.

- Enter the type or the name of the entity in the **Search** field.

 **Note:**

Currently, you can't search the Alerts list.

How do I change the notification tone?

1. Tap **Settings** from either the navigation menu or the **Settings** section of the Oracle Management Cloud mobile application home screen.
2. Tap **Notification Sounds**.
3. Tap the sound you want to set.

How do I optimize data usage?

1. Tap **Settings** from either the navigation menu or the **Settings** section of the Oracle Management Cloud mobile application home screen.
2. Tap **Data Usage**.
3. Turn on the **Lower data usage** toggle switch.

The **Lower data usage** mode affects how content is displayed within the application. Visualizations or charts and other information that may increase network traffic or bandwidth will not be displayed by default. To view this type of content, you will have to manually tap the **Show** option.

4. To further optimize data usage, turn on the toggle switch to **Upload logs only when connected to WiFi**.

How do I stop receiving push notifications on my device?

To stop receiving push notification on your device, sign out of the Oracle Management Cloud mobile application.

Alternatively, you can disable push notifications for the application from your device settings.

Note:

Oracle recommends that you set up and use a passcode to keep your device secure.

How do I reset my password?

Use the Oracle Management Cloud desktop application to reset your password.

How do I sign out?

1. Tap **Settings** from the navigation menu of the Oracle Management Cloud mobile application home screen.
2. Tap **Sign out**.

Note:

You're kept signed in on your device until you sign out.

How do I launch the app from the Oracle Management Cloud Welcome page on a mobile browser?

1. Log in to the Oracle Management Cloud desktop application from a supported mobile browser (Safari browser on an iOS device and Chrome browser on an Android device).
2. **iOS device:** Tap **View** to install the app from the Apple Store, or tap **Open** to launch the Oracle Management Cloud mobile application.
Android device: Tap **View**. The Oracle Management Cloud mobile application opens if it is installed on your device or you are taken to the Google Play Store to install the app.

After you have installed the application on your device:

- **Set up the first account:** Tap **Open**. The Account Information screen displays account details such as Oracle Management Cloud server name, tenant id,

and user name. Provide the password and click **Save**. Now, login using these credentials.

- **Add a new account:** If you have accessed an account from the Oracle Management Cloud desktop application and the account does not exist in the mobile app, tap **Open**. The Add Account screen displays the account details. Provide the password and click **Save**. Review the account details in the Accounts screen, tap the Back button, and then select the account to log in to the app.
- **Switch between Oracle Management Cloud accounts:**
 - If the account does not exist in the app: Log out of your current account. Click **Continue**. The Add Account screen displays the new account details. Provide the password and click **Save**.
 - If the account exists in the app: Log out of your current account and log in to the account you've used from the desktop application. Click **Continue**.

A

Third-Party License Details

This section provides the license details for third-party software.

Oracle JavaScript Extension Toolkit License

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List of third party code and license attributions:

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js/libs/knockout/knockout-mapping-latest.js	MIT 2.4.1
js/libs/require/require.js	MIT 2.3.2
js/libs/require/text.js	MIT 2.0.15
js/libs/js-signals/signals.js	MIT 1.0.0
js/libs/jquery/jquery-3.1.1.js	MIT 3.1.1
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js/libs/jquery/jqueryui-amd-1.12.0/position.js	MIT 1.12.0
js/libs/jquery/jqueryui-amd-1.12.0/sortable.js	MIT 1.12.0
js/libs/jquery/jqueryui-amd-1.12.0/widget.js	MIT 1.12.0
js/libs/history/history.iegte8.js	MIT 4.1.0
js/libs/es6-promise/es6-promise.js	MIT 4.0.5
js/libs/crossroads/crossroads.js	MIT 0.12.0
js/libs/oj/v3.1.0/min/ojselectcombobox.js (Select2.js)	Apache 2. 1.0
js/libs/oj/v3.1.0/min/ojtree.js (jsTree.js)	MIT 1.0
js/libs/oj/v3.1.0/ojL10n.js (requireJS i18n)	MIT 2.0.2
js/libs/hammer/hammer-2.0.8.js	MIT 2.0.8
js/libs/require-css/css.js (require-css)	MIT 0.1.8
js/libs/proj4js/dist/proj4.js	Proj4js 2.3.14
scss/oj/v3.1.0/3rdparty/normalize/normalize.scss	MIT 1.0

=== Knockout.js 3.4.0 ===

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=== knockout-amd-helpers 0.7.3 ===

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=== Normalize.css ===

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=== RequireJS i18n 2.0.2 ===

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=== jsTree 1.0-rc3 ===

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===== Select2.js =====

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=== ES6-Promise v1.0.0 ===

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=== jQuery UI - v1.11.4 ===

Includes: core.js, widget.js, mouse.js, position.js, draggable.js, sortable.js

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=== RequireJS text 2.0.12 ===

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/*! Hammer.JS - v2.0.4 - 2014-09-28

*<http://hammerjs.github.io/>

*

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