

# Oracle® Cloud

## Administering Oracle Autonomous Mobile Cloud Enterprise



Release 18.2.5

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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 Administering Oracle Autonomous Mobile Cloud Enterprise, Release 18.2.5

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# Preface

Welcome to *Administering Oracle Mobile Cloud Enterprise in a Customer-Managed Environment*.

## Audience

This guide is intended for service administrators responsible for provisioning and maintaining Oracle Autonomous Mobile Cloud Enterprise.

## 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.

## Conventions

The following text conventions are used in this guide:

Convention	Meaning
<b>boldface</b>	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

## Getting Started

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

### About Oracle Autonomous Mobile Cloud Enterprise

Oracle Autonomous Mobile Cloud Enterprise (AMCe) is a cloud-based service that provides a unified hub for developing, deploying, maintaining, monitoring, and analyzing your mobile apps, intelligent bots, and the resources they rely on. As a service administrator, you can use this guide to provision, monitor, and maintain AMCe instances.

With AMCe, you complete some fast setup steps, and then Oracle takes care of service management, patching, backup and restore, and other service lifecycle tasks.

AMCe is a suite of public cloud services that consists of:

- Core – A set of integrated components that enables developers, managers, and mobile cloud administrators to develop, maintain, monitor, and export your mobile apps and the resources they rely on. The core also includes Oracle Mobile Application Accelerator (MAX), which lets you build an app from APIs and business objects.
- Intelligent Bots, or chatbots – In essence, a bot is a virtual personal assistant. Bots is a conversational computing platform that enables developers to build bots (that is, apps that run automated tasks) that engage users in natural language conversations and connects them to the enterprise.

### Typical Workflow for Administrators

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

With AMCe, you complete some fast setup steps, and then Oracle takes care of service management, patching, backup and restore, and other service lifecycle tasks.

Task	Description	More Information
Place an order for AMCe 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
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.	Signing In For the First Time

Task	Description	More Information
Sign in to Oracle Cloud for the first time	Click the <b>Get Started with Oracle Cloud</b> link in your welcome email and sign in. You're prompted to change your password. Explore My Service and customize your My Services dashboard.	<a href="#">Customizing Your Dashboard</a>
Create a service	Use Oracle Stack Manager to create a new AMCe service.	<a href="#">Creating a QuickStart Instance with a Single Click</a>
Verify your service	You receive an email when your service is ready. Check that you can sign in and that your service is up and running.	<a href="#">Adding Users and Assigning Roles</a>
Set up users	Set up users for AMCe in Oracle Identity Cloud Service and assign roles to them.	<a href="#">Adding Users and Assigning Roles</a>

## Planning Your Work

AMCe is available on Oracle Cloud Infrastructure (OCI). When you order AMCe through Oracle Universal Credits, you automatically get access to other required services, including Oracle Cloud Infrastructure Compute, Oracle Cloud Infrastructure Object Storage, and Oracle Identity Cloud Service.

When you activate your AMCe 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 AMCe setup and create other users. There's no need to delegate this responsibility, but if you want someone else to set up AMCe, 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 AMCe uses other services that you might find useful:

- Oracle Cloud Infrastructure Compute**  
 AMCe uses Oracle Cloud Infrastructure Compute to store product-related schemas, binary files, and logs.
- Oracle Cloud Infrastructure Object Storage**  
 AMCe uses buckets in Oracle Cloud Infrastructure Object Storage to store any *snapshots* that you take to back up your content.
- Oracle Identity Cloud Service**  
 Oracle Identity Cloud Service Foundation is automatically provided when you subscribe to AMCe through Oracle Universal Credits.

### About Required Services and Roles

These are the roles needed for each service.

Required Service	Service Name: Role	Required to...
AMCe	ServiceAdministrator	Create and manage the service

Required Service	Service Name: Role	Required to...
Oracle Identity Cloud Service	Identity Cloud: Identity Domain Administrator	Add new users and manage roles
Oracle Cloud Infrastructure Compute	Compute: OCI Integration	Access the Oracle Cloud Infrastructure Compute console
Oracle Cloud Infrastructure Object Storage	Storage: OCI Administrators	Create compartments and a bucket for the service

## Set Up Your AMCe Service

Here's how you sign up for AMCe and then set up your service:

1. Sign up for a free credit promotion or purchase a subscription. See [Requesting and Managing Free Oracle Cloud Promotions](#) or [Buying an Oracle Cloud Subscription](#) in *Getting Started with Oracle Cloud*.
2. Sign in to Oracle Cloud and navigate to AMCe in the My Services Dashboard. See [Signing In to Your Cloud Account](#) in *Getting Started with Oracle Cloud*.
3. Provision your service instance. See [Create Your Service Instance](#)
4. Create accounts for your users and assign them appropriate privileges and roles. See [Adding Users and Assigning Roles](#).

## Customizing Your Dashboard

1. Sign in to My Services.  
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 Oracle Autonomous Mobile Cloud Enterprise.

# 2

## Create Your Service Instance

After subscribing to AMCe, from the My Services Console you can provision instances of AMCe using QuickStart or using the Oracle Stack template.

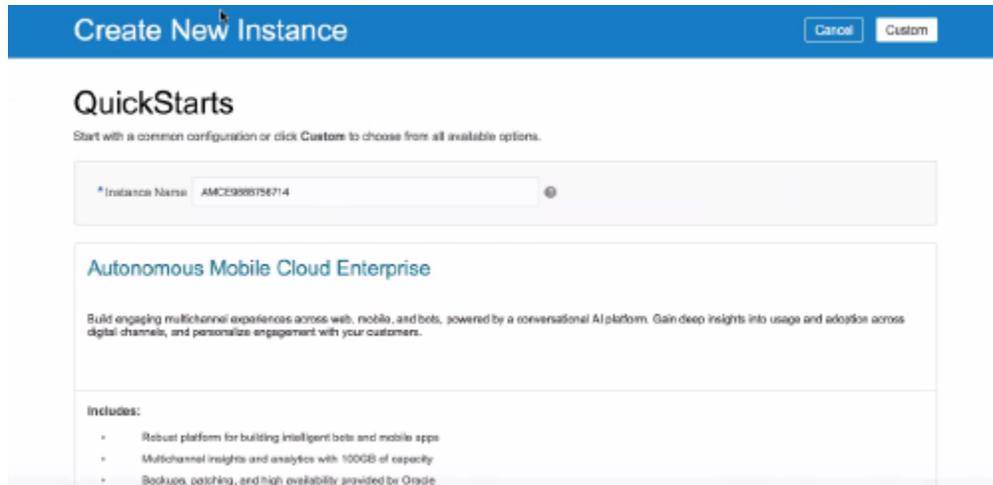
### Creating a QuickStart Instance with a Single Click

After subscribing to AMCe, from the My Services Console you can provision instances of AMCe using QuickStart.

You can create a QuickStart instance of AMCe with a single click. This installs AMCe and the services associated with it. Together, these instances are known as the stack. Oracle manages the stack for you.

QuickStart creates an instance of AMCe with a number of requests per hour set to 500, and you won't be able to change this. If you are creating a trial instance you should create the AMCe stack from a template and specify a lower figure. See [Creating an Instance with the Oracle Cloud Stack Template](#).

1. Sign in to your Oracle Cloud account.  
Follow the steps below based on the page that is displayed.
2. From the Guided Journey page.
  - a. Click the **Develop and Deploy Mobile Apps and Intelligent Bots** tile.  
You may have to wait for a minute or so for the page to completely display.
  - b. Click **Create Autonomous Mobile**.  
The Create New Instance page is displayed.
3. From the My Services Console Dashboard.
  - a. Click **Create Instance**.
  - b. Next to Autonomous Mobile, click **Create**.  
The Create New Instance page is displayed.
4. The Create New Instance page contains a field for the name of the new instance and a description of the features of the QuickStart instance.



5. In the Create New Instance page, accept the default instance name and click **Create**.

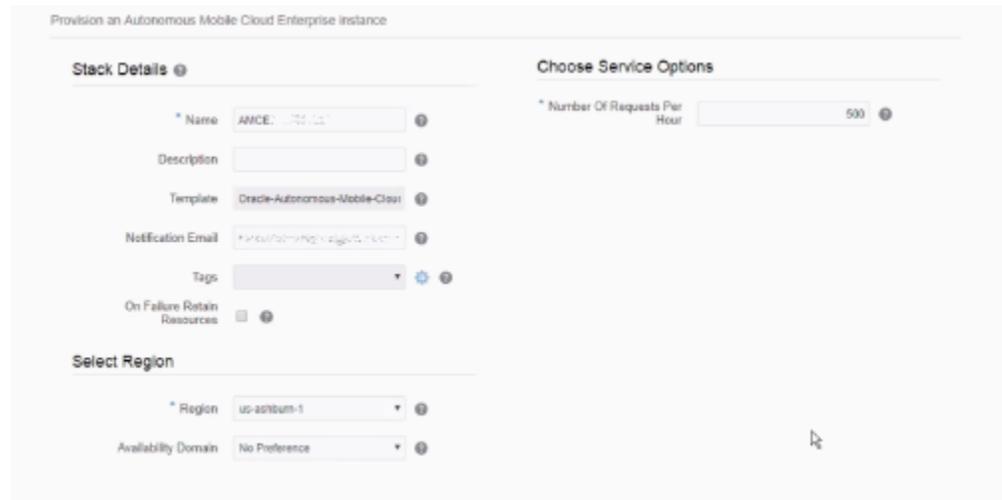
This QuickStart template automatically creates an AMCe instance. There will be a wait of an hour or two before you receive an email confirming that it is ready for you to sign into.

## Creating an Instance with the Oracle Cloud Stack Template

You can create an instance of AMCe from the `Oracle-Autonomous-Mobile-Cloud-Template` template by filling in a few details. This installs AMCe and the services associated with it. Together, these instances are known as the stack. Oracle manages the stack for you.

Use this when you want to provision AMCe to use values other than the QuickStart defaults, for example, if you are creating a trial instance and want to set a lower number of requests per hour so that you don't use up credit too quickly.

1. Sign in to your Oracle Cloud account.  
Follow the steps below based on the page that is displayed.
2. From the Guided Journey page.
  - a. Click the **Develop and Deploy Mobile Apps and Intelligent Bots** tile.  
You may have to wait for a minute or so for the page to completely display.
  - b. Click **Create Autonomous Mobile**.  
The Create New Instance page is displayed.
3. From the My Services Console Dashboard.
  - a. Click **Create Instance**.
  - b. Next to Autonomous Mobile, click **Create**.  
The Create New Instance page is displayed.
4. Click **Custom** in the top right corner to open the `Oracle-Autonomous-Mobile-Cloud` template page.



5. In the **Stack Details** area:

- **Name:** Enter a name that reflects usage of the environment, for example, for a development environment, call it `dev1`.  
 You can use a name of up to 20 characters. It must start with a letter, and can contain only letters, numbers and hyphens (-). It cannot end with a hyphen (-).  
 Use a different name for each environment you create.
- **Description:** (Optional) Enter a brief description of the stack that describes what the stack is used for.
- **Template:** The template cannot be changed.
- **Notification Email:** The notification email address comes from the login account. Status reports are sent to this email.
- **Tags:** (Optional) Add tags and assign tags to this service.
- **On Failure Retain Resources:** Controls whether to rollback resource creation on failure or not. It is recommended that you **check** this, as it will allow you to resume a partially completely provisioning process, which could greatly speed up reattempts to reprovisio.

6. In the **Select Region** area:

- **Region:** A region is a localized geographic area. Select the Oracle Cloud Infrastructure region in which you want to deploy the service.
- **Availability Domain:** An availability domain is one or more data centers located within a region. Select one of the domains from the list. *Don't select No Preference.*

7. In the **Choose Service Options** area:

- **Number of Requests Per Hour:** The number of requests per hour you want your AMCe environment to handle. If you are creating a trial instance you will want to keep this number low, for example between 10 and 50, so as not to run out of credit too quickly.

You can't change the number of requests per hour after the service is provisioned.

8. Click **Next**.

9. Review the instance details, then click **Create**.

There will be a wait of a couple of hours before you receive an email confirming that your instance of AMCe is ready for you to sign into.

# 3

## Adding Users and Assigning Roles

User roles define the privileges available to a user and the tasks that the user can perform. You can grant users various roles to enable them to access, administer, and use AMCe.

### AMCe Team Member Roles

AMCe team member roles are predefined and can't be created or customized. These roles determine which team members can develop backends, custom APIs, and use built-in services, such as Notification, Storage, and more. You can give team members wide access to features and user information or restrict them to a small set of permissions.

 **Note:**

Team members must be assigned at least one of the roles in the table below to access the AMCe UI.

The common roles performed by team members in an AMCe instance are Administrator, Developer, Deployer, and Business User.

Role Name	Team Member Role
Service Administrators	Performs administrative actions, including managing and overseeing the AMCe instance. This role is used with AMCe core and Bots. A specific type of administrator is the Entitlement Administrator. This role is assigned to the administrator when AMCe is first ordered, and it is the role used by the service administrator to create and manage AMCe.
AMCe Developer	Performs development and testing tasks, accesses MAX from within AMCe. This role is used with AMCe core.
Deployer	Performs configuration tasks as well as artifact and metadata export and import tasks. Publishes apps from the MAX production environment. This role is used with AMCe core.

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Role Name	Team Member Role
Business User	Creates apps only with Mobile Application Accelerator (MAX).

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 **Note:**

This role limits the user to the MAX UI. Do not assign this role to app developers. The ServiceDeveloper role grants app developers access to MAX from within AMCe.

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This role is used with AMCe core.

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You might see some other predefined roles in the list for AMCe in Oracle Cloud, but they are for internal use and shouldn't be assigned to any team members.

## Add Users

Add AMCe team members by creating user accounts with Oracle Identity Cloud Service (IDCS). You can also use IDCS to provision mobile users of your apps and bots.

When you create an AMCe stack, an application is created in your identity domain for each service (AMCe core, Analytics, and Bots), and displayed on the IDCS Applications page. To enable a user to access a service, you must add the user to the associated application. For example, if a user needs to access AMCe core, Analytics, and Bots, then you must add the user to all three applications.

1. Log in to Oracle Identity Cloud Service (IDCS).  
You can do this from the Service Overview page of your AMCe instance, or you can use the URL for Oracle Identity Cloud Service which was provided in the Welcome email you received when you activated the AMCe account. In this case, use your AMCe credentials.
2. Click **Users**.
3. Click **Add**.
4. Enter the first name and last name of the user in the corresponding fields. Proceed to the next step to have the user log in with a user name or skip to Step 6 to have the user log in with an email address.
5. If the user is going to log in with a user name, enter the user name in the **User Name** field and enter the user's email address in the **Email** field.  
Be sure to clear the **Use the email address as the user name** option, which makes the user name the same as the user's email address.
6. If the user is going to log in using an email address, make sure the **Use the email address as the user name** option is checked and enter the email address for the user account in the **User Name/Email** field.

Don't use this option if the user name is currently in use or had been in use in the current domain. For existing (or previously existing) user names, a unique value will automatically be added to the email address to create a unique value for the user name.

7. Click **Next** if you want to assign the user to a group or click **Finish**.

To assign a group, just select the groups that you want to assign to this user account and click **Finish**.

The Details page is displayed for the user. An invitation email is sent to the user containing log in credentials to AMCe.

8. Assign the user to an AMCe application by clicking the **Access** tab on the Details page.
9. Search for the application to assign the user to and click **Assign**.
10. Repeat the previous step for each service that you want to assign to the user.

If you have many users to assign, a faster method is to use groups, described in [Create Groups](#).

After you've added users, you can create groups and assign a user to multiple groups. You or a service administrator can assign roles.

## Create Groups

Create groups to grant access to AMCe services to multiple users.

Use the IDCS console to create groups and assign users.

1. From the IDCS Admin Console, click **Groups**.
2. Click **Add**.
3. Enter a name and a brief description of the group.
4. Click **Next**.
5. Select each user that you want to assign to the group and click **Finish**. (Use the Search field to locate a specific individual.)

Next, assign roles to the group to grant access to AMCe services.

## Assign Roles

Use roles to grant permissions and capabilities to the users in your AMCe service. Roles are managed from Oracle Identity Cloud Service (IDCS).

The predefined [AMCe Team Member Roles](#) are used to grant permissions and capabilities to the team members in your AMCe service.

A service administrator can also assign AMCe roles to existing users. The identity domain administrator role is required to create new users and groups.

1. Log in to the IDCS console.
2. Click the **Applications** tab.
3. Locate and click the IDCS application for your AMCe service.
4. Click the **Application Roles** tab.

5. Open the role menu (☰) for the role you want to assign and select **Assign Users** or **Assign Group**.
6. Select the users or groups that you want to assign the role to and click **Assign**.

You can also use the role menu to revoke a role from a team member or group.

# 4

## Administrative Tasks

After an AMCe service instance is created, an identity domain administrator assigns one or more users the AMCe administrator role for the service instance. An AMCe Administrator can manage and set general options for applications in the service instance and create associations between other instances and services.

### Deleting a Service

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

1. In My Services, open the dashboard.
2. Navigate to the **Cloud Stack** service, click **Action Menu**, and then select **Open Service Console**.
3. Select the **Manage this stack icon** for the service stack you want to delete.
4. Select the **Manage this service** (☰) for the service stack you want to delete.
5. Click **Delete**.

Click **OK** in the confirmation dialog.

### Check Health

It's likely that at some point when you're creating and maintaining your AMCe service, you'll run into issues or just have questions about the proper way to proceed. Review the information presented here to see if solutions to your issues or questions are addressed and where to go to get help if they aren't.

#### Where Do I Get Help?

You can get assistance if you need help resolving an issue with your AMCe service by phone or using chat. On the Oracle Cloud My Service dashboard, or from the Stack console or Service console, click  to see the phone number and the Chat link.