Oracle® Cloud

Administering Oracle Mobile Hub

Release 20.2.3
F12555-09
August 2020

Oracle Cloud Administering Oracle Mobile Hub, Release 20.2.3

F12555-09

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Preface

Welcome to Oracle Mobile Hub.

Audience

This guide is intended for service administrators responsible for provisioning and maintaining Oracle Mobile Hub.

Conventions

The following text conventions are used in this guide:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	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.

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Get Started

Welcome to Oracle Mobile Hub. Let's go through what you need to do to set up an Oracle Mobile Hub instance.

About Oracle Mobile Hub

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

Mobile Hub is a suite of public cloud services that consists of 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.

Plan Your Work

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

1. If necessary, sign up for and activate a new Oracle Cloud account.
2. Sign in to Oracle Cloud and navigate to Mobile Hub in the Infrastructure Console.
3. Create your Mobile Hub service instance.
4. Create accounts for your users and assign them appropriate privileges and roles.
5. Launch the Mobile Hub application development page.

New Oracle Cloud Account

Follow these steps to create a new Oracle Cloud account.

Task	Description	More Information
Place an order for Mobile Hub 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 in *Getting Started with Oracle Cloud* Sign up for your Oracle Cloud Account in *Getting Started with Oracle Cloud*
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.	Activate Your Order from Your Welcome Email in *Getting Started with Oracle Cloud*
Sign in to Oracle Cloud for the first time	Click the **Get Started with Oracle Cloud** link in your welcome email and sign in. You're prompted to change your password.	Sign In to Oracle Cloud For the First Time

When you activate your Oracle 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 Mobile Hub setup and create other users. There's no need to delegate this responsibility, but if you want someone else to set up Mobile Hub, you can add more users and assign them to the required roles.

Existing Oracle Cloud Account

If you already have an Oracle Cloud account, sign in to it. See Sign In to Your Account From the Oracle Cloud Website.

Service Administrator Role

When you activate your Oracle Cloud account, Cloud Account Administrator role, *ServiceAdminstrator*. This role gives you full administration privileges on the cloud account, so you can complete all aspects of Mobile Hub setup and create other users. There's no need to delegate this responsibility, but if you want someone else to set up Mobile Hub, you can add more users and assign them to the required roles. See Next Steps.

Sign In to Your Cloud Account

If you don't already have an Oracle Cloud account there are a few more steps you have to go through.

If you've already got an Oracle Cloud account, skip to Sign In to Your Account From the Oracle Cloud Website.

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 **Access your Cloud Services**.
3. Enter the user name and temporary password from the welcome email and click **Sign In**.
4. When prompted, change your password.

Sign In to Your Account From the Oracle Cloud Website

If you don't have access to your Welcome email, or if you already have an Oracle Cloud account, you can sign in from the Oracle Cloud website.

To sign in via the Oracle Cloud website, you must have:

- The name of your Cloud Account, if you are signing in to a Cloud Account with Oracle Identity Cloud Service.
- The user name and password for your Cloud Account.

If you don’t have this information, then click **Account Details** on the right side of the Cloud Account sign-in page, and enter the email address associated with the Cloud Account. Oracle will send you an email with a summary of your account information.

To log in to your account from the Oracle Cloud website:

1. Point your browser to the following URL:

   ```
   http://cloud.oracle.com/
   ```

2. Click **Sign In** at the top of the page.
3. In the Cloud Account section, select **Cloud Account with Identity Cloud Service**.
4. enter the name of your Cloud Account. You’ll find the Cloud Account name in your welcome email.
5. Click **Next** to sign in.

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Create Your Service Instance

From the Infrastructure Console you can provision instances of Mobile Hub.

Create an Instance of Mobile Hub

1. Sign in to your Oracle Cloud account.
2. From the Infrastructure Console, click the navigation menu in the top left corner, expand **Platform Services**, then click **Mobile Hub**.
3. Click **Instances**.
4. Click **Create Instance**.
5. In the **Details** section of the **Instance** area, fill in the following details:
   - **Instance 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.
   - **Notification Email:** The notification email address comes from the log in account. Status reports are sent to this email.
   - **Region**: A region is a localized geographic area. Select the Oracle Cloud Infrastructure region in which you want to deploy the service, or keep the default if you don't have a preference.

     If **Region** is not visible it means that there isn't the capacity to create your instance. Contact Oracle Support who can help you get your Mobile Hub provisioned as soon as possible. See Get Support.
   - **Tags:** (Optional) Add tags and assign tags to this service.
6. If you have a placement tag from Oracle:
   a. In the **Special Instructions** section of the **Instance** area, select the **I have special instructions from Oracle** checkbox.
   b. Input your placement tag.
7. Click **Next**.
8. Review the instance details, then click **Create**.

   There will be a short wait before you receive an email confirming that your Mobile Hub is ready for you to sign into.

> **Note:**
>
> If you are having trouble provisioning an instance of Mobile Hub after following these instructions, contact Oracle Support who can help you get your Mobile Hub provisioned as soon as possible. See Get Support.

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Next Steps

Provision team members by creating user accounts with associated roles.

Launch Mobile Hub:

1. From the Infrastructure Console, click the navigation menu in the top left corner, expand **Platform Services**, then click **Mobile Hub**.
2. Click **Instances**.
3. Click the hyperlink for the Mobile Hub instance.
4. In the tile for the Mobile Hub instance, click Manage this instance and select **Access Service Instance**.

Navigate to Your Oracle Identity Cloud Service Application

Oracle Identity Cloud Service is provided as part of your Mobile Hub service stack, and you use it to add and edit users, groups, and roles. For each Mobile Hub instance, you have an IDCS application.

To navigate to the Oracle Identity Cloud Service application for an instance:

1. Sign in to your Oracle Cloud account.
2. From the Infrastructure Console, click the navigation menu in the top left corner, expand **Identity**, then click **Federation**.
3. In the Instance Overview that appears, click the **Oracle Identity Cloud Service Console** link.

Add Users

Add Mobile Hub team members by creating user accounts.

1. From Oracle Identity Cloud Service, click and select **Users**.
2. Click **Add**.
3. 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 5 to have the user log in with an email address.
4. 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.
5. 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.

6. 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 Mobile Hub.

Create Groups

Create groups to grant access to Mobile Hub services to multiple users.

1. From Oracle Identity Cloud Service, click and select **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 Mobile Hub services.

Roles

OMH 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 OMH UI.

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

Role Name	Team Member Role
• MOBILESTANDARD_ENTITLEMENT_ADMINISTRATOR	The OMH entitlement administrator role, assigned by default when you activate your Oracle Cloud account. This role gives full administration privileges on the cloud account so you can complete all aspects of Mobile Hub setup and create other users.There’s no need to delegate this responsibility, but if you want someone else to set up Mobile Hub, you can add more users and assign them to this role.

Role Name	Team Member Role
ServiceAdministrator	Administrator: Performs administrative actions, including managing and overseeing the OMH instance.
ServiceAnalyst	Analyst: Allows creation and review of analytics applications and reports.
ServiceDeveloper	Developer: Performs development and testing tasks, accesses MAX from within OMH.
ServiceDeployer	Deployer: Performs configuration tasks as well as artifact and metadata export and import tasks. Publishes apps from the MAX production environment.
ServiceBusinessUser	Business User: Creates apps only with Mobile Application Accelerator (MAX). **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 Mobile Hub. This role is used with Mobile Hub core.

Note:

Mobile Application Accelerator (MAX) is deprecated and may be desupported in a future release

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

Assign Roles

Use roles to grant permissions and capabilities to the users in your Mobile Hub instance.

1. Navigate back to the IDCS application for your Mobile Hub instance. From Oracle Identity Cloud Service, you can get there by clicking the Applications tab and then selecting the application.
2. From the IDCS application, click the Application Roles tab.
3. In the tile for the role you want to assign, click and select **Assign Users** or **Assign Group**.
4. Select the users or groups that you want to assign the role to and click **Assign**.

Access Mobile Hub

1. Navigate back to the Oracle Identity Cloud Service application for your Mobile Hub instance. From Oracle Identity Cloud Service, you can get there by clicking the **Applications** tab and then selecting the **Applications** tab.
2. Locate and click the Oracle Identity Cloud Service application for your Mobile Hub service.
3. Click the **Application Roles** tab.
4. Open the role menu ( ) for the role you want to assign and select **Assign Users** or **Assign Group**.
5. 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.

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Administrative Tasks

After an Mobile Hub service instance is created, an identity domain administrator assigns one or more users the Mobile Hub administrator role for the service instance.

Delete a Mobile Hub Instance

1. From the Infrastructure Console, click the navigation menu in the top left corner, expand **Platform Services**, then click **Mobile Hub**.
2. Click **Instances**.
3. In the tile for the Mobile Hub instance, click the action menu and select **Delete**.

Get Support

It's likely that at some point when you're creating and maintaining your Mobile Hub 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 Mobile Hub service by phone or using chat. On the Infrastructure Console, or from the Stack console or Service console, click to see the phone number and the Chat link.

What Information Do I Need

Before you contact Oracle Support, make sure you have your Customer Support Identifier (CSI) number, which is in the Welcome email. In addition, you should also have:

- The user name for Mobile Hub.
- The Mobile Hub stack name.