

Oracle Utilities Customer Care and Billing

Optional Products Installation Guide

Release 2.9.0.0.0

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Oracle Utilities Customer Care and Billing Optional Products Installation Guide, Release 2.9.0.0.0

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Contents

Preface	i
Audience	ii
Related Documents	ii
Updates to Documentation.....	ii
Conventions.....	ii
Acronyms	iii
Additional Resources	iii
 Chapter 1	
Overview	1-1
Optional Products for Oracle Utilities Customer Care and Billing	1-2
Using this Guide	1-2
 Chapter 2	
Configuring Reports for Oracle Analytics Publisher	2-1
Supported Analytics Publisher Versions	2-2
Installing Oracle Analytics Publisher Enterprise	2-2
Sample Reports Supplied with the Product.....	2-2
Oracle Functions and Packages	2-3
Unzipping Oracle Utilities Customer Care and Billing Report Files.....	2-4
Publishing Sample Reports in Oracle Analytics Publisher Enterprise.....	2-4
Preparing Oracle Analytics Publisher Enterprise Server For integration.....	2-4
Setting Up the Company Title and Logo	2-5
Oracle Utilities Customer Care and Billing User ID and Report Code.....	2-6
Adding Custom Layout to Existing Reports in Analytics Publisher.....	2-6
 Chapter 3	
Additional Products	3-1
Using Oracle Documaker.....	3-2
Using DOC1.....	3-10
 Chapter 4	
Receipt Printing	4-1
Oracle Utilities Customer Care and Billing Configuration.....	4-2
Configuring the Point of Sale Printer Integration Master Configuration.....	4-2
Configuring UI Maps and BPA Scripts	4-2
Printer Installation	4-3
Recommended Printer Preferences	4-4
Printer Preferences for Endorsements and Stubs	4-4
Printer Preferences for Payment Receipts.....	4-4
Browser Printer Settings.....	4-5

Preface

Welcome to the Oracle Utilities Customer Care and Billing Optional Products Installation Guide.

This guide provides the instructions for installing and configuring optional products that can be used with Oracle Utilities Customer Care and Billing V2.9.0.0.0.

The preface includes:

- [Audience](#)
- [Related Documents](#)
- [Updates to Documentation](#)
- [Conventions](#)
- [Acronyms](#)
- [Additional Resources](#)

Audience

This guide is intended for anyone interested in the installation process.

To complete installation you should have:

- Administrative privileges on the host where you are installing the software.
- Experience installing and configuring application servers and other software.

Related Documents

For more information, refer to these Oracle documents:

Installation Guides and Release Notes

- *Oracle Utilities Customer Care and Billing Release Notes*
- *Oracle Utilities Customer Care and Billing Quick Install Guide*
- *Oracle Utilities Customer Care and Billing Installation Guide*
- *Oracle Utilities Customer Care and Billing Database Administrator's Guide*
- *Oracle Utilities Customer Care and Billing Database Changes Guide*
- *Oracle Utilities Customer Care and Billing Optional Products Installation Guide*
- *Oracle Utilities Customer Care and Billing Licensing Information User Manual*

Administrative and Business User Guides

- *Oracle Utilities Customer Care and Billing Administrative User Guide*
- *Oracle Utilities Customer Care and Billing Business User Guide*

Supplemental Documents

- *Oracle Utilities Customer Care and Billing Server Administration Guide*
- *Oracle Utilities Customer Care and Billing Security Guide*

Updates to Documentation

The complete Oracle Utilities Customer Care and Billing documentation set is available from Oracle Help Center at <https://docs.oracle.com/en/industries/utilities/index.html>.

Visit [My Oracle Support](#) for additional and updated information about the product.

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.

Convention	Meaning
<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.

Acronyms

The following acronyms and terms are used in this document:

Acronym	Definition
CCB	Oracle Utilities Customer Care and Billing
WLS	WebLogic Server
FW	Framework
OUIAF	Oracle Utilities Application Framework

Additional Resources

For more information and product support, visit the [Oracle Support](#) website.

Chapter 1

Overview

This chapter provides an overview of the optional products available for Oracle Utilities Customer Care and Billing, including:

- [Optional Products for Oracle Utilities Customer Care and Billing](#)
- [Using this Guide](#)

Optional Products for Oracle Utilities Customer Care and Billing

The following optional products that can be used with Oracle Utilities Customer Care and Billing are described:

- Oracle Analytics Publisher
- Oracle Documaker

Using this Guide

The chapters below explain the installation and configuration of optional products for Oracle Utilities Customer Care and Billing:

- [Overview](#) (this chapter) provides an overview of the optional products used with Oracle Utilities Customer Care and Billing.
- [Configuring Reports for Oracle Analytics Publisher](#) discusses the reporting features of the Oracle Analytics Publisher software that can be used by Oracle Utilities Customer Care and Billing.
- [Additional Products](#) discusses other software products, including Oracle Documaker.
- [Receipt Printing](#) describes configuration steps necessary to integrate Oracle Utilities Customer Care and Billing with a Point of Sale (POS) printer.

Chapter 2

Configuring Reports for Oracle Analytics Publisher

This chapter focuses on the Oracle Utilities Customer Care and Billing and Oracle Analytics Publisher configuration to support a reporting solution that uses Oracle Analytics Publisher, including:

- [Supported Analytics Publisher Versions](#)
- [Installing Oracle Analytics Publisher Enterprise](#)
- [Sample Reports Supplied with the Product](#)

Supported Analytics Publisher Versions

At the time of this release, the supported versions for Oracle Utilities Customer Care and Billing are:

- **Windows:** Analytics Publisher 12c (12.2.1.4.0)
- **Unix:** Analytics Publisher 12c (12.2.1.4.0)

Installing Oracle Analytics Publisher Enterprise

Oracle Analytics Publisher Enterprise provides the tools for:

- Making reports available over the web (establishing the required report server processes)
- Integrating reports with the Oracle Utilities Customer Care and Billing system
- Scheduling reports to run on a regular basis
- Managing instances of the reports that have been created by a previous run
- Managing user access to the report instances

This section assumes that you have already installed Oracle Analytics Publisher Enterprise such that requests can be pointed to the Oracle Analytics Publisher Enterprise running on Windows or Unix.

Note: Images Do Not Generate Properly Without X Server in Unix version of Analytics Publisher. If you are running the Analytics Publisher server on a Linux or Unix machine that does not have an X Server installed reports that contain images may not be properly generated. Workaround: Specify the following property at the java command line:

```
-Djava.awt.headless=true
```

Sample Reports Supplied with the Product

The system provides several sample reports that may be used by your organization as a starting point for creating a new report. The following sections provide instructions on how to set up your implementation environment to use the sample reports.

For a description of each sample report, refer to the **Reports** chapter of the Oracle Utilities Customer Care and Billing online documentation.

If you would like to use any of the sample reports, you need to perform some steps to be able to execute them in an implementation environment. This section walks you through the steps needed, including:

- [Oracle Functions and Packages](#)
- [Unzipping Oracle Utilities Customer Care and Billing Report Files](#)
- [Publishing Sample Reports in Oracle Analytics Publisher Enterprise](#)
- [Preparing Oracle Analytics Publisher Enterprise Server For integration](#)
- [Setting Up the Company Title and Logo](#)

- [Oracle Utilities Customer Care and Billing User ID and Report Code](#)
- [Adding Custom Layout to Existing Reports in Analytics Publisher](#)
- [Adding Custom Layout to Existing Reports in Analytics Publisher](#)

Oracle Functions and Packages

Each report has one or more corresponding database function, package that store the business logic to fetch the data from the database that is then presented in the report.

The prerequisite for Oracle Utilities Customer Care and Billing reports to work against the target database is setting up of a RPTUSER database user. This user should have read access to all Oracle Utilities Customer Care and Billing database objects and execution privilege on the stored procedures that the reports access.

The steps involved in setting up the RPTUSER are:

1. Create RPTUSER.

To create RPTUSER (it does not exist), navigate to the database\Oracle folder and edit the CDX_rptuser.sql file to match your requirements. The parameters in this file that need review are: password of the user, default and temporary tablespace names for the user.

Login to the target database as a DBA user using SQLPLUS and execute the script by entering following command at SQL prompt:

```
SQL> @CDX_rptuser.sql
```

2. Create or refresh the Oracle functions and packages.

Login to the target database as the user CISADM that owns Oracle Utilities Customer Care and Billing schema objects using SQLPLUS and run the CDX_rptfn.sql script by entering the following command at the SQL prompt:

```
SQL> @CDX_rptfn.sql
```

("SQL>" denotes the SQL prompt and doesn't need to be typed)

3. Compile the report function.

```
SQL> @CDX_compfn.sql
```

4. Configure security.

This involves generating synonyms in RPTUSER and granting it privileges to execute the stored procedures and read the Oracle Utilities Customer Care and Billing tables.

The utility prompts you to answer for the following questions:

- Enter the Oracle user that owns the schema (example: CISADM): **CISADM**
- Enter the password for the CISADM user: **CISADM**
- Enter the name of the Oracle Database: *Your_db*
- Enter a comma-separated list of Oracle users in which synonyms need to be created (example: cisuser,cisread): **RPTUSER**

The utility runs and configures security for the Oracle Utilities Customer Care and Billing objects.

Unzipping Oracle Utilities Customer Care and Billing Report Files

The Reports files/folders are included in the CCB V29000 Installer, CCB-V2.9.0.0.0-MultiPlatform.jar. After decompressing the jar file (refer to the *Oracle Utilities Customer Care and Billing Installation Guide* for steps to decompress), the Reports files/folders are extracted to CCB.V2.9.0.0.0/data/reports.

Note: By default, the reports provided are read only. Reset the permissions on the files before making any changes. Example: To configure the default data source.

Publishing Sample Reports in Oracle Analytics Publisher Enterprise

The installation media contains sample reports provided with the system. The report files are in the reports extract folder under ..\CCB.V2.9.0.0.0\data/reports/ BIPublisher11g/reportFiles.

Install Oracle Analytics Publisher Enterprise. This section assumes that you have already installed Oracle Analytics Publisher Enterprise.

Note: If you install Oracle Analytics Publisher Enterprise in a location other than the default installation directory, adjust the path descriptions to match your actual install directories.

The first step you need to take in order to use any of the samples is to publish the report in Oracle Analytics Publisher Enterprise. You need to create a folder in Oracle Analytics Publisher Enterprise named as defined in the Reporting Options table in Oracle Utilities Customer Care and Billing and publish the report extracted to the reports extract folder.

Create a folder named CCB in the *BI_Repository_Path*\Reports folder. Copy all Oracle Analytics Publisher sample reports into the CCB folder.

Note: To check for the location of your BI repository path, log in to the BI console as an Administrator and go to **Administration, Server Configuration**. If the repository type is File System, the path will be seen in the **Catalog** region. If the repository type is not File System, the sample reports cannot be loaded.

Refer to the Oracle Analytics Publisher Enterprise documentation for more information.

Preparing Oracle Analytics Publisher Enterprise Server For integration

The CCB Reporting Options Table should include the following information about Reporting Server and Folder:

Reporting Folder: CCB

Reporting Server: URL of reporting server. For example: http://<hostname>:9704

For a different name for your reporting folder, rename the CCB folder on the server and put the corresponding value on the Reporting options table. Do the following:

1. Access the Analytics Publisher Enterprise Server as Administrator.

2. On the **Admin** tab define a **JDBC Connection** section under **Data Sources**, and add a new data source using **Add Data Source**.
Create a new data source 'CCB' with connection details pointing to the CCB database using the RPTUSER credentials.
3. Test the connection to make sure the database connection is successful.
4. Click **Apply** to save the changes.

To configure a new group in WebLogic:

1. Configure the **BIConsumer** group within WebLogic for Authentication.
2. Create the **CCB Reports** Application Role to access the Analytics Publisher reports.
3. Associate the **BIConsumer** member with the **CCB Reports** Application Role. The role will now be visible from within the Analytics Publisher Enterprise.
4. Within Analytics Publisher Enterprise, for the Role Name CCB Reports you just created, click **Add Folders** to add the CCB sample reports to the Allowed Folders.
5. Repeat the same for Role Name CCB Reports.
6. Click **Add Data Sources** to add the CCB data source to Allowed Data Sources.
7. To include appropriate Roles for Role Name CCB Reports, click **Add Role**.

To verify Sample Analytics Publisher reports on Server:

1. Login to Oracle Analytics Publisher Server as a user belonging to BIConsumers.
2. Verify that all sample reports provided appear in the CCB folder.

Single-sign-on and more sophisticated security would need to be tailored to the specific implementation.

Setting Up the Company Title and Logo

The sample reports provided by the system use the company title that is defined on the **Messages** tab of the **Installation Options - Framework** page in Oracle Utilities Customer Care and Billing.

The Company Logo should be set up according to the following procedure:

1. Store the logo on the server and make a note of the relative path to the image.
For example, you can store the logo in the BI Domain Home Directory. Check with your Analytics Publisher administrator for the location of that directory.
2. Open the report template in Microsoft Word and use the **Format Picture** dialog box to specify the alternative text for the image.

The alternative text should be the directory path to the image. For example, if your logo, `company_logo.gif`, is in the logo folder in the home directory, the alternative text should be:

`/CCB.V2.9.0.0.0/data/reports/BIPublisher11g/logo/company_logo.gif.`

Oracle Utilities Customer Care and Billing User ID and Report Code

The Oracle Utilities Customer Care and Billing user id and report Code are defined as the required parameter in every sample report. These parameters are hidden when report is submitted from Oracle Utilities Customer Care and Billing, but must be defined in the report.

Adding Custom Layout to Existing Reports in Analytics Publisher

The layout of the sample reports have been created in Microsoft Word using Analytics Publisher Desktop 11g plug-in. Custom Layouts can be created in Analytics Publisher. The name of the Custom layout can be specified in the Report Definition: Customer Specific Font/Layout. Analytics Publisher will then use this custom layout when the report is invoked from Oracle Utilities Customer Care and Billing.

Chapter 3

Additional Products

This chapter describes the procedure to install and integrate Oracle Utilities Customer Care and Billing with Oracle Documaker or DOC1.

- [Using Oracle Documaker](#)
- [Using DOC1](#)

Using Oracle Documaker

Oracle Documaker enables Adobe's Portable Document Format (PDF) to be used for on-line viewing and Internet delivery of on-line bills and other documents. This section describes how Oracle Utilities Customer Care and Billing can be integrated with Documaker to allow Bills, Letters, Statements, Field Orders and Quotes to be viewed online.

This facility requires that Documaker is already installed. Documaker can be licensed separately and downloaded from Oracle E-Delivery (<http://edelivery.oracle.com/>).

This section focuses on:

- [Supported Documaker Versions](#)
- [Supported Oracle Documaker Reports](#)
- [Installing and Integrating Documaker Templates with Customer Care and Billing](#)
- [Sample Directory Structure](#)
- [Sample Generated Ini File](#)
- [Documaker Integration](#)
- [Examples provided](#)

Supported Documaker Versions

At the time of release the supported versions for Customer Care and Billing Release 2.9.0.0.0 are:

Windows: Documaker 12.6

Linux: Documaker 12.6

Java Requirements for Documaker

Follow these steps to set up the required Java version for Documaker:

1. Make sure that the appropriate Java JRE 32-bit version 1.8 (Linux, AIX, Windows) or Java JRE 32-bit version 1.7 (Solaris) is installed on the target environment.
2. Add the directory path to the JRE directories in the server's library path environment variable.
 - The library path is LD_LIBRARY_PATH for Solaris and Linux, and LIBPATH for AIX.
 - The path should also contain the libjvm.so DSO specific path. You may need to use a very specific path. See the following example:

If your current LD_LIBRARY_PATH contains:

```
/a01/documaker/jre/jdk1.8.0_40/jre/lib
```

Add the additional values (in bold in the example below). The following order is important:

```
LD_LIBRARY_PATH=/a01/documaker/bin/lib:/a01/documaker/bin:/a01/documaker/jre/jdk1.8.0_40/jre/lib/i386/server:/a01/documaker/jre/jdk1.8.0_40/jre/lib:/a01/documaker/jre/jdk1.8.
```


Note: For native WebLogic setup, LD_LIBRARY_PATH should be added to the ENVIRON.INI file of the Oracle Utilities Customer Care and Billing application.

Supported Oracle Documaker Reports

The following Documaker online reports are supported for this Oracle Utilities Customer Care and Billing release:

- C1-BL-DISP - Creates a PDF of bill image by calling Documaker
- C1-QT-DISP - Creates a PDF of quote image by calling Documaker
- C1-LT-DISP - Creates a PDF of letter image by calling Documaker
- C1-ST-DISP - Creates a PDF of statement image by calling Documaker
- C1-FO-DISP - Creates a PDF of field order image by calling Documaker

Installing and Integrating Documaker Templates with Customer Care and Billing

Follow this process to integrate the supplied Documaker templates with your Oracle Utilities Customer Care and Billing installation and to configure your system:

1. Login to the target server hosting the environment that you are setting up for online image display.
2. Initialize the target environment:

UNIX

```
$SPLEBASE/bin/splenviron.sh -e <SPLENVIRON>
```

Windows

```
%SPLEBASE%\bin\splenviron.cmd -e <SPLENVIRON>
```

3. Edit template files to have the following exact values:

```
#> cat billdirfile.ini.template:
```

```
ONLINE BILL HOST=@ONLINE_DISPLAY_HOME@
ONLINE BILL TEMPLATE=@ONLINE_DISPLAY_HOME@@DIRSEP@CCB (Replace
AppFiles with CCB)
BILL EXTRACT PATH=@SPLOUTPUT@@DIRSEP@
BILL IMAGE PATH=@SPLEBASE@@DIRSEP@splapp@DIRSEP@billView@DIRSEP@
BILL IMAGE
SCRIPT=@ONLINE_DISPLAY_HOME@@DIRSEP@CCB@DIRSEP@@DOC1BILLSCRIPT@
URL PREFIX=/@WEB_CONTEXT_ROOT@/billView/
```

```
#> cat doc1dirfile.ini.template:
```

```
ONLINE DOC HOST=@ONLINE_DISPLAY_HOME@
ONLINE DOC TEMPLATE=@ONLINE_DISPLAY_HOME@@DIRSEP@CCB
DOC EXTRACT PATH=@SPLOUTPUT@@DIRSEP@
DOC IMAGE PATH=@SPLEBASE@@DIRSEP@splapp@DIRSEP@billView@DIRSEP@
DOC IMAGE
SCRIPT=@ONLINE_DISPLAY_HOME@@DIRSEP@CCB@DIRSEP@@DOC1SCRIPT@
URL PREFIX=/@WEB_CONTEXT_ROOT@/billView/
```

4. Add the following entries to the WebLogic script setDomainEnv.sh.

```
# Setup display bill ini file - DOCUMAKER 12.6
BILLDISPINI=$SPLEBASE/etc/billdirfile.ini; export BILLDISPINI
DOCDISPINI=$SPLEBASE/etc/docldirfile.ini; export DOCDISPINI
ENVFILE=$SPLEBASE/etc/ENVIRON.INI; export ENVFILE
```

5. Declare the documaker base folder in the environment's ini file, \$SPLEBASE/etc/ENVIRON.INI

```
ONLINE_DISPLAY_HOME=/spl/documaker12.6# Documaker 12.6 base folder
```

6. Edit the ENVIRON.INI file to add the location of the JRE 1.8 directories in the server's library path as described above in [Java Requirements for Documaker](#).
7. Initialize the environment to propagate the changes.

UNIX

```
$SPLEBASE/bin/initialSetup.sh
```

Windows

```
%SPLEBASE%\bin\initialSetup.cmd
```

8. Create the billView folder under \$SPLEBASE/splapp.

```
#> mkdir billView
#> chmod 777 billView
```

9. Select the environment in SPL Menu options or re-load the environment variables.

```
$SPLEBASE/bin/splenvron.sh -e $SPLENVIRON
```

10. Stop and start the environment.
11. Copy the templates jar file (CCB-Unix.jar or CCB-Windows.jar) to a temporary folder on the target server. This folder is referred to as <TEMPDIR> in the instructions below. If you are using FTP to transfer the file to a UNIX server, remember to use the BINARY option for the FTP transfer.
12. Decompress the jar file. The example below is for Unix. For Windows you will decompress CCB-Windows.jar.

```
cd <TEMPDIR>
jar -xvf CCB-Unix.jar
```

The CCB folder will be extracted.

Note: This release includes two Oracle Utilities Customer Care and Billing configurations for use with Documaker, one for flat file extracts and one for XML file extracts:

- **12.6 Flat** supports the flat format extract file for Bills and other extracts like Statement, Field Order, Quote and Letter.
- **12.6 XML** supports the XML format extract file for Bills, and flat files for the other extracts noted above.

13. If one does not already exist, create a folder CCB under the Documaker host directory <ONLINE_DISPLAY_HOME>.

Copy the contents of the appropriate CCB folder in the <TEMPDIR> to the CCB directory Documaker host directory on the target application server (see the **Software Requirements** section in the *Oracle Utilities Customer Care and Billing*

Installation Guide for installation location). It should be at the same level as FAP folder.

14. Make sure that the Oracle Utilities Customer Care and Billing Administrator user ID (typically cissys) has execute permissions to all files in the <ONLINE_DISPLAY_HOME>/FAP and <ONLINE_DISPLAY_HOME>/CCB folders.

Sample Directory Structure

Directory	Contents
<ONLINE_DISPLAY_HOME>/FAP	Documaker Binaries
<ONLINE_DISPLAY_HOME>/CCB	CCB templates and driver programs
<ONLINE_DISPLAY_HOME>/CCB/INPUT	CCB sample extracts
<ONLINE_DISPLAY_HOME>/CCB/DATA	CCB example PDFs

Sample Generated Ini File

The following files will be populated while running the initialSetup utility.

billfiledirectory.ini

```

ONLINE BILL HOST=<ONLINE_DISPLAY_HOME>
ONLINE BILL TEMPLATE=<ONLINE_DISPLAY_HOME>/CCB
BILL EXTRACT PATH=<SPLOUTPUT>
BILL IMAGE PATH=<SPLEBASE>/splapp/billView/
BILL IMAGE SCRIPT=<ONLINE_DISPLAY_HOME>/CCB/_ccbPrint.sh
URL PREFIX=/spl/billView/

```

docfiledirectory.ini

```

ONLINE DOC HOST=<ONLINE_DISPLAY_HOME>
ONLINE DOC TEMPLATE=<ONLINE_DISPLAY_HOME>/CCB/
DOC EXTRACT PATH=<SPLOUTPUT>
DOC IMAGE PATH=<SPLEBASE> /splapp/billView/
DOC IMAGE SCRIPT=<ONLINE_DISPLAY_HOME>CCB/_ccbPrintDoc.sh
URL PREFIX=/spl/billView/

```

Documaker Integration

This section describes using Oracle Documaker to display Bills, Letters, Statements, Field Orders and Quotes. This section includes:

- [On-line Bill Display Components](#)
- [On-line Quote Display Components](#)
- [On-line Letter Display Components](#)
- [Statement Display Components](#)
- [On-line Field Order Display Components](#)

On-line Bill Display Components

The on-line bill display process requires the following components:

-

Plug-in Spot: Installation - Online Bill Display

The plug-in spot is used to generate a Bill Image.

Algorithm Type: Create PDF of bill image by calling Documaker (C1-BL-DISP)

An algorithm based on algorithm type C1-BL-DISP (CIPBBLDX) for on-line bill display using Documaker is triggered when the Display Bill action button on the Bill Maintenance window is invoked. This algorithm is responsible for calling the bill extract program and passing the bill information flat file to the Bill Image Generator script to create a bill image in PDF format. The URL of this PDF file is then returned back to the client browser, which renders the bill image.

To make this program flexible, its configurable parameters are stored in an INI file. The full path of the INI file is defined by the BILLDISPINI environment variable.

This program utilizes the INI file to determine the target location for the bill extract program and the location of the bill image generator script (see below).

To activate this algorithm, within the application the following steps have to be executed by someone having access to the admin tables, that knows how to set-up and define algorithms. (See also the Business Process Guide on Algorithms)

1. Create an algorithm with the following values:
 - Algorithm code: CM-BL-DISP
 - Description: Online Bill Display
 - Algorithm Type: C1-BL-DISP
 - Parameter
 - Bill Route Type
2. In the Oracle Customer Care and Billing Application, navigate to the **Installation Algorithm** screen and add an Installation Algorithm with the following values (this will create a row on the CI_INSTALL_ALG table).
 - INS_ALG_ENTITY_FLG: ONBD
 - SEQ_NUM: 1
 - ALG_CD: CM-BL-DISP
 - VERSION: 1

Bill Image Generator Script

The Bill Image Generator script _ccbPrint.sh or _ccbPrint.cmd is invoked by the bill print extract algorithm. The call parameters are based on the contents of the billfiledirectory.ini file identified through the BILLDISPINI environment variable. This script validates the input parameters passed to it, sets the environment variables for input file, output file and log file and calls the main driver BillRun.sh /BillRun.cmd. The driver file will in turn call the Oracle Documaker scripts. The output from this process as well as the PDF file are placed in the appropriate directory from the billfiledirectory.ini file where it can be picked up by the application and displayed in the user's browser (usually \$SPLEBASE/splapp/billView or %SPLEBASE%\splapp\billView folder).

The path for the input and output files is specified in the fsisys.ini file and Documaker reads the INI file option values in lower case. There will be an error in UNIX if the path for the input/output files has directory/file names not in lower case. To avoid this error, the input file will be copied to an intermediate file with the input file name in lower case in documaker/12.6/12.6-Flat/CCB/data folder and documaker/12.6/12.6-XML/CCB/data folder, and the output file from the same data folder will be copied to the original output directory specified in the billfiledirectory.ini file.

BILLDISPINI environment variable

The full path location of the billfiledirectory.ini is contained in the BILLDISPINI environment variable (typically <SPLEBASE>/etc directory).

The billfiledirectory.ini File

The billfiledirectory.ini file is used by the Bill Print Algorithm to render the bill image.

The INI file contains the following externalized parameters:

- ONLINE BILL HOST=<Oracle Documaker Host Path> - This parameter defines where Oracle Documaker is installed. Value typically <DOCHOSTDIR> (note that FAP will be a subfolder)
- ONLINE BILL TEMPLATE=<Oracle Documaker Template Path> - This parameter defines the location of Oracle Documaker's template. Value typically <DOCHOSTDIR>/CCB
- BILL EXTRACT PATH=<Bill Extract Output Path> - This parameter defines the location where the bill print extract program creates its flat file output. Value Typically <SPLOUTPUT>
- BILL IMAGE PATH=<Full PDF Path> - This parameter defines the location where Documaker creates the bill image PDF file. Value typically <SPLEBASE>/splapp/billView The Documaker log files for a specific report is also in this directory.
- BILL IMAGE SCRIPT= <Bill Image Generator Script with full path> - This parameter defines the location of the script that invokes Oracle Documaker to generate the PDF file from the extract file. <DOCHOSTDIR>/CCB/_ccbPrint.sh or _ccbPrint.cmd
- URL PREFIX=<URL Prefix> - This parameter defines the prefix that will be affixed to the PDF filename in order to compose its full URL when displayed. This value dependant on the application middleware (WebLogic, WebSphere)

On-line Quote Display Components

Plug-in Spot: Installation - Online Quote Display

The plug-in spot is used to generate a Quote Image.

Algorithm Type: Create PDF of Quote image by calling Documaker (C1-QT-DISP)

An algorithm based on algorithm type C1-QT-DISP (CIPCQTDX) for on-line quote display using Documaker is triggered when the Display Quote button on the Quote Maintenance window is invoked. This algorithm is responsible for calling the quote extract program and passing the quote information flat file to the Document Image Generator script to create a quote image in PDF format. The URL of this PDF file is then returned back to the client browser, which renders the quote image.

To make this program flexible, its configurable parameters are stored in an INI file. The full path of the INI file is defined by the DOCDISPINI environment variable.

This program utilizes the INI file to determine the target location for the quote extract program and the location of the document image generator script (see below).

To activate this, a new algorithm of this type should be created and should be plugged from the Installation Options.

Document Image Generator Script

The Document Image Generator script `_ccbPrintDoc.sh` or `_ccbPrintDoc.cmd` is invoked by the various document extract algorithms. The call parameters are based on the contents of the `docfiledirectory.ini` file identified through the `DOCDISPINI` environment variable. This script validates the input parameters passed to it, sets the environment variables for input file, output file and log file and calls the main driver depending on the document type. The driver file will in turn call the Oracle Documaker scripts. The output from this process as well as the PDF file are placed in the appropriate directory from the `docfiledirectory.ini` file where it can be picked up by the application and displayed in the user's browser (usually `$SPLBASE/splapp/billView` or `%SPLBASE%\splapp\billView` folder).

The path for the input and output files is specified in the `fsisys.ini` file and Documaker reads the INI file option values in lower case. There will be an error in UNIX if the path for the input/output files has directory/file names not in lower case. To avoid this error, the input file will be copied to an intermediate file with the input file name in lower case in `documaker/12.6/12.6-Flat/CCB/data` folder and `documaker/12.6/12.6-XML/CCB/data` folder, and the output file from the same data folder will be copied to the original output directory specified in the `docfiledirectory.ini` file.

DOCDISPINI environment variable

The full path location of the `docfiledirectory.ini` is contained in the `DOCDISPINI` environment variable (typically `<SPLBASE>/etc` directory).

The docfiledirectory.ini File

The `docfiledirectory.ini` file is used by the various Document Print Algorithms to render the document image.

The INI file contains the following externalized parameters:

- `ONLINE DOC HOST=<Oracle Documaker Host Path>` - This parameter defines where Oracle Documaker is installed. Value typically `<DOCHOSTDIR>` (note that FAP will be a subfolder)
- `ONLINE DOC TEMPLATE=<Oracle Documaker Template Path>` - This parameter defines the location of Oracle Documaker's template. Value typically `<DOCHOSTDIR>/CCB`
- `DOC EXTRACT PATH=<Document Extract Output Path>` - This parameter defines the location where the various document print extract programs create their flat file output. Value Typically `<SPLOUTPUT>`
- `DOC IMAGE PATH=<Full PDF Path>` - This parameter defines the location where Documaker creates the document image PDF file. Value typically `<SPLBASE>/splapp/billView` The Documaker log files for a specific report is also in this directory.
- `DOC IMAGE SCRIPT= <Document Image Generator Script with full path>` - This parameter defines the location of the script that invokes Oracle Documaker to generate the PDF file from the extract file. `<DOCHOSTDIR>/CCB/_ccbPrintDoc.sh` or `_ccbPrintDoc.cmd`

- URL PREFIX=<URL Prefix> - This parameter defines the prefix that will be affixed to the PDF filename in order to compose its full URL when displayed. This value dependant on the application middleware (WebLogic, WebSphere)

On-line Letter Display Components

Plug-in Spot: Installation - Online Letter Image

The plug-in spot is used to generate a Letter Image.

Algorithm Type: Create PDF of Letter image by calling Documaker (C1-LT-DISP)

An algorithm based on algorithm type C1-LT-DISP (CIPCLTDX) on-line letter display using Documaker is triggered when the Display Letter action button on the Customer Contact Maintenance window is invoked. This algorithm is responsible for calling the letter extract program and passing the letter information flat file to the Document Image Generator script to create a letter image in PDF format. The URL of this PDF file is then returned back to the client browser, which renders the letter image.

To make this program flexible, its configurable parameters are stored in an INI file. The full path of the INI file is defined by the DOCDISPINI environment variable.

This program utilizes the INI file to determine the target location for the letter extract program and the location of the document image generator script.

To activate this, a new algorithm of this type should be created and should be plugged from the Installation Options.

Statement Display Components

Plug-in Spot: Installation - Online Statement Image

The plug-in spot is used to generate a Statement Image.

Algorithm Type: Create PDF of Statement image by calling Documaker (C1-ST-DISP)

An algorithm based on algorithm type C1-ST-DISP (CIPBSTDX) for on-line Statement display using Documaker is triggered when the Display Statement action button on the Statement Maintenance window is invoked. This algorithm is responsible for calling the Statement extract program and passing the Statement information flat file to the Document Image Generator script to create a Statement image in PDF format. The URL of this PDF file is then returned back to the client browser, which renders the Statement image.

To make this program flexible, its configurable parameters are stored in an INI file. The full path of the INI file is defined by the DOCDISPINI environment variable.

This program utilizes the INI file to determine the target location for the Statement extract program and the location of the document image generator script.

To activate this, a new algorithm of this type should be created and should be plugged from the Installation Options.

On-line Field Order Display Components

Plug-in Spot: Installation - Online Field Order Image

The plug-in spot is used to generate a Field Order Image.

Algorithm Type: Create PDF of Field Order image by calling Documaker (C1-FO-DISP)

An algorithm based on algorithm type C1-FO-DISP (CIPOFODX) for on-line Field Order display using Documaker is triggered when the Display Field Order action button

on the Field Order Maintenance window is invoked. This algorithm is responsible for calling the Field Order extract program and passing the Field Order information flat file to the Document Image Generator script to create a Field Order image in PDF format. The URL of this PDF file is then returned back to the client browser, which renders the Field Order image.

To make this program flexible, its configurable parameters are stored in an INI file. The full path of the INI file is defined by the DOCDISPINI environment variable.

This program utilizes the INI file to determine the target location for the Field Order extract program and the location of the document image generator script.

To activate this, a new algorithm of this type should be created and should be plugged from the Installation Options.

Examples provided

Examples to test the installation, infrastructure are provided in the following directory:

`/CCB/input/examples`

Review the sample scripts `samplebill.sh/.cmd` to generate an online bill without the GUI and `sampleletr.sh/.cmd` for online letters.

The generated PDF file will be created in `.../CCB/data` folder. The output from the Oracle Documaker generation process will also be copied to this directory.

Using DOC1

Oracle Utilities Customer Care and Billing provides support for Pitney Bowes DOC1 for online/batch printing and online display, viewing of bills, letters, field orders, statements and quotes.

Please note that implementations can use either Oracle Documaker or DOC1 for their printing and display needs.

Supported DOC1 Version

At the time of release the supported version for Oracle Utilities Customer Care and Billing Release 2.9.0.0.0 is:

Windows and Linux: DOC1 6.4.1.38

Prerequisite

Do not install DOC1 6.4.1.38 if Documaker 12.x already exists or installed on the same machine.

Configuring DOC1

1. Copy the Generate installer to DOC1 6.4.1.38 folder on the desired server.
Download the DOC1 software from the Piney Bowes website.
2. Uncompress the files to designated Generate folder.
Refer to folder hierarchy in UNIX

- <SPL_BASE_FOLDER>/doc1_v6.4 > AppFiles
- <SPL_BASE_FOLDER>/doc1_v6.4 > generate

Note: Make sure you uncompress the contents under generate folder.
Create the generate folder if does not exists.

Unix:

```
cd <CCB_BASE_FOLDER>/doc1_v6.4/
unzip Generate_6.4Maint-lnx64-6.4.1.38.zip
cd "Generate Windows and UNIX 6.4 Maintenance 6.4.1.38"/lnx64/
cp -rp doc1lnx64host.tar <CCB_BASE_FOLDER>/doc1_v6.4/generate
cd <CCB_BASE_FOLDER>/doc1_v6.4/generate
tar xvf doc1lnx64host.tar
```

3. Uncompress using WinZip or 7zip to C:\spl\DOC1\generate.
4. Download the CCB configuration files from SVN and save it under DOC1 6.4.1.38 folder.

AppFiles should be at the same folder level of generate folder.

For example:

Unix:

```
/scratch/CCB/doc1_v6.4/AppFiles
```

Windows:

```
C:\spl\DOC1\AppFiles
```

Note: For Unix, make sure that you rename the AppFiles-Unix to AppFiles.

5. Make sure that FW_template_structure.xml under \$SPLEBASE/structures has this entry.

```
<billdirfile.ini.template>
<dest_files>
<dest_file_1>@SPLEBASE@/etc/billdirfile.ini</dest_file_1>
</dest_files>
</billdirfile.ini.template>
<docldirfile.ini.template>
<dest_files>
<dest_file_1>@SPLEBASE@/etc/docldirfile.ini</dest_file_1>
</dest_files>
</docldirfile.ini.template>
```

6. Make sure that these two template files exists under \$SPLEBASE/etc folder.

```
billdirfile.ini.template
docldirfile.ini.template
```

7. Make sure that the above templates files have the exact value.

```
#> cat billdirfile.ini.template
ONLINE BILL HOST=@ONLINE_DISPLAY_HOME@
ONLINE BILL TEMPLATE=@ONLINE_DISPLAY_HOME@@DIRSEP@AppFiles
BILL EXTRACT PATH=@SPLOUTPUT@@DIRSEP@
BILL IMAGE PATH=@SPLEBASE@@DIRSEP@splapp@DIRSEP@billView@DIRSEP@
BILL IMAGE
SCRIPT=@ONLINE_DISPLAY_HOME@@DIRSEP@AppFiles@DIRSEP@DOC1BILLSCRIP
T@
```

```

URL_PREFIX=@WEB_CONTEXT_ROOT@/billView/

#> cat docldirfile.ini.template
ONLINE DOC HOST=@ONLINE_DISPLAY_HOME@
ONLINE DOC TEMPLATE=@ONLINE_DISPLAY_HOME@@DIRSEP@AppFiles
DOC EXTRACT PATH=@SPLOUTPUT@@DIRSEP@
DOC IMAGE PATH=@SPLEBASE@@DIRSEP@splapp@DIRSEP@billView@DIRSEP@
DOC IMAGE
SCRIPT=@ONLINE_DISPLAY_HOME@@DIRSEP@AppFiles@DIRSEP@@DOC1SCRIPT@
URL_PREFIX=@WEB_CONTEXT_ROOT@/billView/

```

8. Make sure that the entries below are added to the WebLogic script setDomainEnv.sh.

```

# Setup display bill ini file - DOC1
ONLINEBILLINI=$SPLEBASE/etc/billdirfile.ini; export ONLINEBILLINI
ONLINEDOCINI=$SPLEBASE/etc/docldirfile.ini; export ONLINEDOCINI
ENVFILE=$SPLEBASE/etc/ENVIRON.INI; export ENVFILE

```

9. Declare the DOC1 6.4.1.38 base folder in the environment's ini file, \$SPLEBASE/etc/ENVIRON.INI.

```

ONLINE_DISPLAY_HOME=/scratch/CCB/doc1_v6.4# DOC1 6.4.1.38 base
folder

```

10. Create the billView folder under \$SPLEBASE/splapp.

```

#> mkdir billView
#> chmod 777 billView

```

11. Update the license code of DOC1 6.4.1.38, keycode.ops, located under \$DOC1HOSTDIR/AppFiles, e.g. /scratch/CCB/doc1_v6.4/AppFiles.

```

Enter all necessary information.
#> vi keycode.ops

```

Note: License code is different for each OS platform.

12. Initialize the environment to propagate the changes.

```

#> $SPLEBASE/bin/initialSetup.sh
#> %SPLEBASE%\bin\initialSetup.cmd

```

13. Reselect the environment in SPL Menu options or re-load the environment variables.

```

#> $SPLEBASE/bin/splenvron.sh -e $SPLENVIRON

```

14. Restart the Oracle Utilities Customer Care and Billing application/environment.

Chapter 4

Receipt Printing

This chapter describes how to configure Oracle Utilities Customer Care and Billing to support integration with a Point Of Sale (POS) printer for printing of receipts related to the following payment transactions:

- Payment Event
- Payment Event Quick Add
- Payment Quick Add

Refer to the Oracle Utilities Customer Care and Billing *Business User Guide* for more information about these payment transactions.

Configuration to support this functionality includes:

- [Oracle Utilities Customer Care and Billing Configuration](#)
- [Printer Installation](#)
- [Recommended Printer Preferences](#)

Notes:

- The instructions in this document are based on a specific sample printer, the Epson TM-H6000IV USB POS printer.

Oracle Utilities Customer Care and Billing Configuration

Configuration of Oracle Utilities Customer Care and Billing includes the following:

- [Configuring the Point of Sale Printer Integration Master Configuration](#)
- [Configuring UI Maps and BPA Scripts](#)

Configuring the Point of Sale Printer Integration Master Configuration

To enable printing from the three payment transactions, you must define the following in the Point of Sale (POS) Printer Integration (C1-PointOfSaleIntegConfig) master configuration:

- **Company Name:** Printed at the top of payment receipts.
- **Company Premise:** Used as the source of the company address that is printed at the top of payment receipts.
- **Payment Receipt and Endorsement Messages:** Configure up to 20 payment receipt messages and 10 endorsement messages. Define the messages under an Implementer's Message message category - i.e. either 90000 or 80000.
- **BPA scripts** to launch the **Print** dialog from each type of transaction. The base product provides three sample BPA scripts (one for each payment transaction that supports printing) and corresponding sample BPA scripts:

Processing Type	Sample BPA Script
POS Printing - Payment Event	Payment Event Print (C1-PyEvtPrt)
POS Printing - Payment Event Quick Add	Payment Event Quick Add Print (C1-PyEvQAPrt)
POS Printing - Payment Quick Add	Payment Quick Add Print (C1-PyQAPrt)

Define a BPA script for each of the processing types you want to support.

Note: If your implementation has existing receipt and endorsements messages configured on the Installation record and/or Company Name defined in the override text of message (11,99901), the Update Point Of Sale Printer Configuration (C1-UPPSC) plugin-driven batch process can be run to copy this data into this master configuration. Refer to the C1-UPPSC batch control and its related algorithms for more information.

Configuring UI Maps and BPA Scripts

The BPA scripts referenced on the Master Configuration each reference a UI map that's used to define the print dialog box and to compose the information that is printed on the payment receipt, check endorsement and stub. The base product provides sample UI maps for each of the sample BPA scripts listed above:

Sample BPA Script	Sample UI Map
Payment Event Print (C1-PyEvtPrt)	Payment Event Print Control (C1-PaymentEventPrint)
Payment Event Quick Add Print (C1-PyEvQAPrt)	Payment Event Quick Add Print (C1-PaymentEventQuickAddPrint)
Payment Quick Add Print (C1-PyQAPrt)	Payment Quick Add Print (C1-PmtQuickAddPrint)

The above-mentioned UI maps are designed for local USB point-of-sale printers. This approach differs from previous base samples that were designed for network printing. Note that the prior sample UI maps and BPA scripts will no longer be enhanced starting with this release.

The latest UI map samples print additional payment receipt information related to the: company, cashiering station, payment, tender and the payee. Refer to the UI map in the application for more details.

If your implementation requires additional information to be printed and/or certain information to be composed/printed differently, the sample UI maps and the referencing BPA scripts should be copied and configured accordingly.

Printer Installation

The following printer installation instructions are specific to the Epson TM-H6000IV USB printer that was used to code and test the sample UI maps. If using a different printer brand or model, refer to your printer's installation instructions.

1. Download the printer driver from the manufacturer's site.
For Epson TM-H6000IV, the location is: https://epson.com/Support/Point-of-Sale/Hybrid-Printers/Epson-TM-H6000IV-with-Validation/s/SPT_C31CB25A8791?review-filter=Windows+10+64-bit
2. In the **InstallShield Wizard**, click **Next**.
3. Accept the terms of the license agreement and click **Next**.
4. Select **Minimum** install and click **Next**.
5. Add the drivers for **Receipt and Endorsement**. Click **Add** for each driver.
6. The available drivers are shown. Look for the **TM-6000IV Receipt** driver to add and click **Next**.
7. Click **Add** again and search for the **TM-6000IV Endorsement** driver. Click **Next**.
8. The download begins. After the drivers are installed and configured successfully, click **Finish**.

Recommended Printer Preferences

To get the best print quality on check endorsements, stubs and payment receipts, the following browser printer preferences are recommended.

- [Printer Preferences for Endorsements and Stubs](#)
- [Printer Preferences for Payment Receipts](#)
- [Browser Printer Settings](#)

Printer Preferences for Endorsements and Stubs

The paper size and font should be reset as follows:

1. From **Settings**, navigate to **Printers and Scanners**. Select the **Endorsement** printer and click **Manage**.
2. Select **Printing Preferences**.
3. On the **Main** tab, set **Resolution** to the highest setting of 160 x 144.
4. Navigate to the **Layout** tab to change the paper size. The default size is 230 x 297 mm. From the **Paper Size** drop-down list, select **User Defined Paper Size**.
5. On the **User Defined Paper Size** window, change the **Paper Size Name** to '80 x 100 mm'. Set **Paper Width** to 80.00 and **Paper Length** to 100.00. Click **Save Paper Size** and click **OK**.
6. The **Layout** tab is displayed with **Paper Size** defaulting to the new paper size, 80 x 100 mm.
7. Navigate to the **Printer Settings** tab to change the font. Select the **True Font Type Substitution** which then displays the **Substitution** options.
8. Select **Substitute** and click **Advanced Settings**.
9. On the **Font Substitution** page, select **Substitute All**.
10. Click **Device Font Name** where the list of available fonts is shown. Select **FontA** and click **OK**.
11. Click **Apply** and then click **OK**.

Printer Preferences for Payment Receipts

No changes are need for the Receipt Printer.

To verify the proper paper size and resolution settings are set:

1. Navigate to **Settings**. Select **Receipt Printer** and click **Manage**.
2. Select **Printing Preferences**.
3. On the **Main** tab, verify that the **Resolution** is set to “180 x 180”. This is set by default.
4. Navigate to **Layout** tab and check that the paper size is set to “Roll Paper 80 x 297”.

Browser Printer Settings

The following is an example of a browser's **Print** dialog. Note that printer settings may slightly vary by browser.

- [Firefox Print Settings](#)
- [Chrome Print Settings](#)
- [Edge Print Settings](#)

Firefox Print Settings

Receipts

Printer Destination: EPSON TM-H6000IV Receipt

Orientation: Portrait

Paper Size: Roll Paper 80 x 297 mm

Scale: Fit to Page

Margins: Minimum

Options: Do not select Print headers and footers or backgrounds. Leave both blank.

Endorsements

Printer Destination: EPSON TM-H6000IV Endorse

Orientation: Portrait (Endorsements) - Landscape (Stubs)

Paper Size: 80 x 100 mm

Scale: Fit to Page

Margins: Minimum

Options: Do not select Print headers and footers or backgrounds. Leave both blank.

Note: Firefox has no print control setting for Quality as does Chrome and Edge. This makes a difference in the accuracy and quality of the print. There is still some information missing from the endorsement and stub and this is made worse by multiple endorsement messages defined on POS Master Configuration. The more endorsement messages to print on the endorsement, the more likelihood of the endorsement detail being either missing or garbled.

Chrome Print Settings

Receipts

Printer Destination: EPSON TM-H6000IV Receipt

Layout: Portrait

Paper Size: Roll Paper 80 x 297 mm

Scale: Fit to Page

Margins: Minimum

Options: Do not select Print headers and footers or backgrounds. Leave both blank.

Endorsements

Printer Destination: EPSON TM-H6000IV Endorse

Layout: Portrait (Endorsements) - Landscape (Stubs)

Paper Size: 80 x 100 mm

Quality: 160 x 144 dpi (Endorsements/Stubs only)

Scale: Fit to Page

Margins: Minimum

Options: Do not select Print headers and footers or backgrounds. Leave both blank.

Edge Print Settings**Receipts**

Printer Destination: EPSON TM-H6000IV Receipt

Layout: Portrait

Paper Size: Roll Paper 80 x 297 mm

Scale: Actual Size 100

Margins: Minimum

Options: Do not select Print headers and footers or backgrounds. Leave both blank.

Endorsements

Printer Destination: EPSON TM-H6000IV Endorse

Layout: Portrait (Endorsements) - Landscape (Stubs)

Paper Size: 80 x 100 mm

Quality: 160 x 144 dpi (Endorsements/Stubs only)

Scale: Actual Size 100

Margins: Minimum

Options: Do not select Print headers and footers or backgrounds. Leave both blank.

When you are ready to print a receipt, endorsement or stub, select the appropriate printer from the **Print** drop-down list.

Also, pay close attention to **Orientation/Layout** depending on printing Receipts, Endorsement and Stubs.

- Select the **Receipt** printer to print long, short and duplicate receipts.
- Select the **Endorse** printer to print endorsements and stubs