Oracle Utilities Customer Cloud Service Integration to Oracle Field Service
(Also applicable to Oracle Utilities Customer to Meter)

Migration Guide

Release 22A

F58740-01

June 2022

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Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Migration Guide

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Chapter 1

Preface

Welcome to the Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Migration Guide.

The preface includes the following:

- Audience
- Documentation and Resources
- Updates to Documentation
- Documentation Accessibility
- Conventions
- Acronyms

Audience

This document is intended for anyone implementing the integration of the following products with Oracle Field Service:

- Oracle Utilities Customer Cloud Service
- Oracle Utilities Customer to Meter

Documentation and Resources

For more information regarding this integration, foundation technology and the edge applications, refer to the following documents:

Product Documentation

Resource	Location
Oracle Utilities Customer Cloud Service Integration to Oracle Field Service documentation	https://docs.oracle.com/en/industries/utilities/integrations-index.html
Oracle Utilities Customer to Meter documentation	https://docs.oracle.com/en/industries/energy-water/c2m/
Oracle Utilities Customer Cloud Service documentation	https://docs.oracle.com/en/industries/utilities/customer-cloud-service/
Oracle Field Service documentation	https://docs.oracle.com/en/cloud/saas/field-service/22a/index.html

Additional Documentation

Resource	Location
Oracle Integration Cloud Service documentation	Refer to the OIC documentation at: https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html
Oracle Support	Visit My Oracle Support at https://support.oracle.com regularly to stay informed about updates and patches. Access the support site for the Edge Application Certification Matrix for Oracle Utilities products (Doc ID 1454143.1).
Oracle Technology Network (OTN) Latest versions of documents	http://www.oracle.com/technetwork/index.html
Oracle University for training opportunities	http://education.oracle.com/

Updates to Documentation

The complete Oracle Utilities Customer Cloud Service Integration to Oracle Field Service 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.

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 have access to electronic support for the hearing impaired. Visit: http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs

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.
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.

Acronyms

The following terms are used in this document:

Term	Expanded Form
OUCCS	Oracle Utilities Customer Cloud Service
OFS	Oracle Field Service
OIC	Oracle Integration Cloud
OUC2M	Oracle Utilities Customer to Meter

Chapter 1

Migrating the Integration from Test to Production

This chapter focuses on how to promote the Oracle Utilities Customer Cloud Service Integration to Oracle Field Service 22A package from Test environment to Production.

> **Note**: The assumption is that the current Production environment code is same as that of the Test environment.

Make sure that all the test cases are executed without any issues in the Test environment and want to migrate the same code base to Production environment.

The following topics are included:

- Taking the Backup
- Cleaning Up
- Importing the OIC Package
- Migrating from OIC Test Environment to Production
- Migrating from OFS Test to Production Environment

Taking the Backup

It is important to take a back up of all the existing artifacts from the Production environment.

Take a backup of the following Oracle Integration Cloud artifacts:

- All lookups
- All connection values
- Integration package
- All integration flows

Take a backup of the following Oracle Field Service artifacts:

- Properties
- User types
- Plugins
- Glossary

Cleaning Up

Remove all the existing artifacts from the Oracle Integration Cloud environment:

- Lookups
- Connections
- Integration package
- Libraries

Importing the OIC Package

After a successful backup and clean up, download the Oracle Utilities Customer Cloud Service Integration to Oracle Field Service 22A Oracle Integration Cloud accelerator package from Marketplace and import it into the Oracle Integration Cloud environment.

After the package import is successful, re-import the backup lookups.

> **Note**: Do not re-import the SOMOFSC_ConfigProps lookup. However, update the properties with respective values.

Migrating from OIC Test Environment to Production

Make sure all Oracle Integration Cloud artifacts are imported successfully.

To import the customizations added in the Test environment to Production:

1. Export the **ccs_ofsc_fieldwork_custom_22A** package from the Test environment and import it into the Production environment.

> **Note**: For information about upgrading an older version of integration to 22A, please refer to the *Oracle Utilities Customer Cloud Service Integration to Oracle Field Service Upgrade Guide 22A* included in this release.

2. Configure all your connections.

3. Activate the base integrations and customized integrations, and configure the respective end point URL into the Oracle Utilities Customer Cloud Service Message Sender.

4. Deactivate the base integrations for which a cloned, customized integration copies were created.

Migrating from OFS Test to Production Environment

Migrate the following Oracle Field Service components from Test to Production environment:

- Properties
- Plugins
- User Types
- Glossary

Properties

To migrate properties from the Oracle Field Service Test environment to Production:

1. Export the properties that have names starting with "c2m_" from Test environment and import them into the Production environment.

2. Export the common_utilities_product_code property from Test environment and import it into the Production environment.

   > **Note**: Make sure that the properties added manually in the Test environment have been successfully imported in Production environment.

   > Example: c2m_deviceType, c2m_Service_type, c2m_ert_custom_move_act_types, c2m_device_verify_act_types

Plugins

To migrate plugins from the Oracle Field Service Test environment to Production:

1. Export the Device Verification plugin from Test environment and import it into Production environment. Configure the plugin secure parameters with Production Oracle Integration Cloud details.

2. Export the Attachments plugin from Test environment and import it into the Production environment.

3. Export the Unrelated Pickup plugin from Test environment and import it into the Production environment. Configure the plugin secure parameters with Oracle Integration Cloud production environment details.

4. Export the Service History plugin from Test environment and import it into the Production environment.

5. Export the Validate Completion plugin from Test environment and import it into the Production environment.

User Types

To migrate user types from the Oracle Field Service Test environment to Production, export the customized user types from the Test environment and import them into the Production environment.

Glossary

To migrate glossaries from the Oracle Field Service Test environment to Production, export them from the Test environment and import them into Production environment.