

**Oracle Utilities Work and Asset Cloud
Service Integration to Oracle Field
Service**

Upgrade Guide

Release 22A

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Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Upgrade Guide
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Preface

Welcome to the Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Upgrade Guide. This document guides you through the process of planning and executing the integration between Oracle Utilities Work and Asset Cloud Service and Oracle Field Service.

Note that the screenshots and images provided in this document are sample references based on the current release of Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service. They may change based on changes in future releases.

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 between Oracle Utilities Work and Asset Cloud Service and Oracle Field Service.

Documentation and Resources

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

Product Documentation

Topic	Location
Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service documentation	https://docs.oracle.com/en/industries/utilities/integrations-index.html
Oracle Utilities Work and Asset Cloud Service documentation	https://docs.oracle.com/en/industries/energy-water/work-asset-cloud-service/index.html
Oracle Field Service documentation	https://docs.oracle.com/en/cloud/saas/field-service/22b/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	<p>Visit My Oracle Support at https://support.oracle.com regularly to stay informed about updates and patches.</p> <p>Refer to the <i>Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1)</i> on My Oracle Support to determine if support for newer versions of the listed products is included.</p> <p>For more information, refer to the Oracle Utilities Integrations page at http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm</p>
Oracle University for training opportunities	http://education.oracle.com/

Updates to Documentation

The complete Oracle Utilities Work and Asset 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.
<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 terms are used in this document:

Term	Expanded Form
OFS/OFSC	Oracle Field Service
OIC	Oracle Integration Cloud
ICS	Integration Cloud Service
DVM	Domain Value Map (Lookup)
WACS	Oracle Utilities Work and Asset Cloud Service

Chapter 1

Upgrade Overview

Note that this document focuses only on Oracle Integration Cloud and Oracle Field Service *accelerator* package upgrades and does not apply to Oracle Integration Cloud and Oracle Field Service *application* upgrades.

This chapter provides an overview of the artifacts required before upgrading the integration and merging the customizations to the latest version. It focuses on the prerequisites and upgrade matrix necessary for the integration.

Important! For all annual releases (an “A” release), upgrade the following packages:

- Oracle Field Service Accelerator
- Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service OIC Accelerator

Also, upgrade the following applications:

- Oracle Utilities Work and Asset Cloud Service
- Oracle Field Service

For the other releases (“B” or “C”), you can choose to only upgrade Oracle Utilities Work and Asset Cloud Service.

The chapter includes the following:

- [Prerequisites](#)
- [Upgrade Matrix](#)

Prerequisites

Download the following artifacts related to the version to which the product should be upgraded:

- Oracle Integration Cloud Pre-built Integration Accelerator Package
- Oracle Field Service Accelerator Package

To upgrade the integration to 22A, download the 22A Pre-built Integration and 22A Oracle Field Service Accelerator packages. It is applicable to other versions as well.

Note: Marketplace will include only the latest releases of Oracle Integration Cloud and Oracle Field Service Accelerator. To upgrade to earlier versions, raise a service request with My Oracle Support at <https://support.oracle.com/portal/>. Artifacts for the requested version will be shared through the service request.

Upgrade Matrix

The following upgrade matrix provides details about the mandatory version upgrade, the supported and not supported integration package versions (that include both Oracle Integration Cloud prebuilt and Oracle Field Service accelerator packages) with respect to the Oracle Utilities Work and Asset Cloud Service application version.

Application Version/ Package Version	WACS-OFS 21A	WACS-OFS 22A
WACS 21A	Ⓜ	✗
WACS 22A	✓	Ⓜ
WACS 22B	✓	✓

Ⓜ Mandatory ✓ Supported ✗ Not supported

Chapter 2

Upgrading the Integration

This chapter focuses on the process to upgrade the product integration from other versions to 22A.

Before proceeding with the upgrade, please note that the best practice is to create a backup (including Oracle Field Service custom plugins) to retain all the previous customizations of Oracle Integration Cloud pre-built integration/Oracle Field Service accelerator package).

The chapter includes the following:

- [Upgrade Process Overview](#)
- [Creating a Backup](#)
- [Removing Old References](#)
- [Integration Upgrade Process](#)

Upgrade Process Overview

The integration upgrade mainly consists of the following steps:

1. Make sure to take a backup of the integration, including Oracle Field Service custom plugins. For more details, see [Creating a Backup](#).
2. Remove all the references to the previous version available for lookups and libraries. See [Removing Old References](#) for more details.
3. After the integration package import is completed, validate the components for a successful upgrade. Refer to [Chapter 3: Validations](#) for more details.
4. Merge all customizations for which you have taken the backup. Refer to [Chapter 4: Merging the Customizations](#) for more information.

Creating a Backup

Take a backup of the following:

- **Oracle Integration Cloud Pre-built Integration:** Export the Oracle Integration Cloud package and integration flows from Oracle Integration Cloud and store them in the local folder.

Note: Currently, business accelerator packages cannot be exported. If there are no changes to the base “outl.ba.wacs_ofsc.1_0_0” package, make sure to take a backup of the Oracle Integration Cloud lookups. If the base package is cloned and customizations are included in the cloned flows or if an older version package existed before consuming Oracle Integration Cloud accelerator (oracle.util.wamofsc.par), take a backup of the Oracle Integration Cloud package.

To export the package and integration flows:

- a. Login to Oracle Integration Cloud.
 - b. Navigate to **Packages** from integrations.
 - c. Select the required package to be exported.
 - d. Browse to the path where the package should be exported to and click **Export**.
- **Oracle Field Service Properties:** Export the Oracle Field Service properties that start with “wam_” and store/save them in the local folder.
 - **Oracle Field Service User Type:** Export the user type file from the Oracle Field Service environment.
 - **Oracle Field Service Plugin:** Export the Oracle Field Service plugin from the Oracle Field Service environment.

For detailed steps to create a backup, refer to the *Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Configuration Guide* included in this release. The documentation is available on Oracle Help Center at:

<https://docs.oracle.com/en/industries/utilities/integrations-index.html>

Removing Old References

After creating a backup of the required items, remove all the references to lookups and libraries related to the older/previous version.

Important! Make sure to perform this step accurately since merging the changes from one version to another version for lookups and libraries is not taken care in the upgrade process.

Deleting References to Lookups

To remove references to lookups related to the older integration version:

1. Login to Oracle Integration Cloud.
2. Navigate to **Integrations > Lookups**.
3. Select all lookups related to the integration.
4. From the **Options** menu, click **Delete** to delete the selected lookups.

For a list of lookups in the integration, refer to Lookups in [Chapter 3: Validations](#).

Note: The current integration version might not include the same list of lookups as the previous integration version. A few of them might be included or deprecated. To get a list of lookups, refer to the respective documentation for the integration version that you are running.

Deleting References to Libraries

To remove the references to libraries related to the older version of integration:

1. Login to Oracle Integration Cloud.
2. Navigate to **Integrations > Libraries**.
3. Select all libraries related to the integration.
4. From the **Options** menu, click **Delete** to delete the selected libraries.

For a list of libraries in the integration, refer to Libraries in [Chapter 3: Validations](#).

Note: The current integration version might not include the same list of libraries as the previous integration version. A few of them might be included or deprecated. To get a list of libraries, refer to the respective documentation for the integration version that you are running.

Deleting References to Libraries

To remove references to libraries related to the older version of integration:

1. Login to Oracle Integration Cloud.
2. Navigate to **Integrations > Libraries**.
3. Select all libraries related to the integration.
4. From the **Options** menu, click **Delete** to delete the selected libraries.

For a list of libraries in the integration, refer to Libraries in [Chapter 3: Validations](#).

Note: The current integration version might not include the same list of libraries as the previous integration version. A few of them might be included or deprecated. To get a list of libraries, refer to the respective documentation for the integration version that you are running.

Integration Upgrade Process

The integration between Oracle Utilities Work and Asset Cloud Service and Oracle Field Service can happen in any of the following ways.

Upgrading the edge applications (WACS/OFS) and using the Oracle Integration Cloud accelerator

In this scenario, edge applications are upgraded and Oracle Integration Cloud accelerator is used as it is. Since the Oracle Integration Cloud accelerator is on the lower version, enhancements released as part of the edge application will not be supported.

For information about supported features, refer to the version specific release notes. The documentation is available on Oracle Help Center at:

<https://docs.oracle.com/en/industries/utilities/index.html>

Upgrading Oracle Utilities Work and Asset Cloud Service only

In this scenario, only Oracle Utilities Work and Asset Cloud Service is upgraded. New features released as part of Oracle Utilities Work and Asset Cloud Service will not be supported, as it requires both Oracle Integration Cloud and Oracle Field Service accelerator upgrades.

For information about supported features, refer to the version specific release notes. The documentation is available on Oracle Help Center at:

<https://docs.oracle.com/en/industries/utilities/index.html>

Upgrading Oracle Field Service accelerator only

In this scenario, Oracle Field Service is upgraded to the latest version.

Caution! There will be a loss of functionality/errors in the situation where:

- Oracle Field Service accelerator has the latest version.
- Oracle Integration Cloud accelerator and Oracle Utilities Work and Asset Cloud Service have lower versions.
- Refer to the [Upgrade Matrix](#) for more details.

Recommendation: Make sure both Oracle Integration Cloud and Oracle Field Service accelerator are on the same version.

Upgrading Oracle Integration Cloud accelerator and using the edge applications (WACS/OFS)

Note that this is not a recommended approach. When you upgrade Oracle Integration Cloud accelerator and use the end-point application as is, some of the features or flows released as part of the Oracle Integration Cloud accelerator will not be supported. It needs edge application enhancements.

Upgrading the integration

To upgrade the integration between Oracle Utilities Work and Asset Cloud Service and Oracle Field Service:

1. Select the upgrade type.
2. For feature enhancements, do the following:
 - a. Select the desired integration package version.
 - b. Select the current edge application version and query the required component version to support the feature.
 - c. If the required component is not listed or if you experience an issue, contact [My Oracle Support](#) through a service request.
3. For required/planned upgrade, all components should be upgraded to version 'A'. Perform the following:
 - a. Select the current edge application version.
 - b. Select the current integration package.
 - c. If the new accelerator is available, proceed with the upgrade.
 - d. If you experience an issue, contact [My Oracle Support](#) through a service request.

Chapter 3

Validations

After the integration package import process is complete, validate the following components for a successful upgrade of the integration:

- [Connections](#)
- [Integrations](#)
- [Lookups](#)
- [Agents](#)
- [Libraries](#)

Connections

The following connections related to integration should be in “configured” state:

- Oracle Utilities REST for WACS-OFSC
- Oracle Utilities REST OFSC for WACS-OFSC
- Oracle Utilities OFSC for WACS-OFSC
- Oracle Utilities SOAP WACS for WACS-OFSC

Integrations

The following integrations should be in the “active” state:

- Oracle Utilities WACS OFSC Activity Process
- Oracle Utilities WACS OFSC Admin Data Sync
- Oracle Utilities OFSC WACS Activity Complete
- Oracle Utilities OFSC WACS Resource Usage Details
- Oracle Utilities OFSC WACS Asset Query
- Oracle Utilities OFSC WACS Activity Interim Status
- Oracle Utilities OFSC WACS Work Request
- Oracle Utilities OFSC WACS Work Order
- Oracle Utilities OFSC WACS Activity Pull Update
- Oracle Utilities OFSC WACS Route Activation
- Oracle Utilities OFSC WACS Storeroom Sync
- Oracle Utilities WACS OFSC Schedule Storeroom Sync
- Oracle Utilities WACS OFSC Storeroom Admin Sync

Lookups

The following lookups imported during the upgrade should in “configured” state:

- WAMOFSC_ActivityType
- WAMOFSC_Email_ID
- WAMOFSC_ConfigProps
- WAMOFSC_Language
- WAMOFSC_AttachmentBO
- WAMOFSC_ActivityStatus
- WAMOFSC_SegmentedActivityTypes
- WAMOFSC_ActivityTypeConfigProps

- WAMOFSC_ServiceArea
- WAMOFSC_Language

Agents

The agents should be in “configured” state. This is only applicable if you are using on-premises Oracle Utilities Work and Asset Management. Else, ignore this step.

Libraries

The following imported libraries related to integration should be in “configured” state:

- WAMOFSC_AddOffsetTo DateTime
- WAMOFSC_ConcatAddress

Chapter 4

Merging the Customizations

The current customizations are handled by placeholders in xslts.

After the integration upgrade is successful, merge all customizations for which a backup was created. See [Creating a Backup](#) in [Chapter 2: Upgrading the Integration](#) for more information.

This chapter focuses on the following:

- [Merging the Oracle Integration Cloud Pre-built Customizations](#)
- [Merging the Oracle Field Service Customizations](#)

Merging the Oracle Integration Cloud Pre-built Customizations

Note that since the Oracle Integration Cloud package is delivered as accelerator, it cannot be modified.

After Oracle Integration Cloud accelerator (20C or higher) is installed, do the following:

1. Clone the integration.
2. Export the respective cloned integration from Oracle Integration Cloud to your local machine.
3. Unzip the .jar file and identify the mapping/xsl file in which custom mappings should be added.
4. This integration has all mappers as import XSLs. To add a new mapping, edit the respective mapper/xsl file.

Note that mappings cannot be added using the Mapper Design view.

5. In all integration mappings, a template is added under every complex element. Any custom elements under that complex element can be added directly in the template provided.
6. Add the mapping under the respective customization template. Save the changes.
7. In Oracle Integration Cloud, click the integration to add mappings for an extra element. Select the respective map activity.
8. Click **Import** and upload the updated mapper/xsl file.
9. Save and close.
10. Activate the integration to reflect the custom mappings.

Merging the Oracle Field Service Customizations

After the successful upgrade, add the following customizations:

- [Properties](#)
- [User Type](#)

Properties

Re-import the properties that are not part of admin synchronization. The data will be synchronized to the admin sync properties.

User Type

Add your customization back to the user type file on top of the latest code line.

To add customization from UI:

1. Navigate to the UI section of the user type file.
2. Add the customization manually.

To add customization by editing the user type file directly:

1. Open the user type file in a text editor and search for the section where the customization should be added.
2. Copy the customization from the old backup file and paste it into the latest user type section.
3. Repeat step 2 for those sections where customizations can be added.

For more details about Oracle Field Service accelerator customization, refer to the **Customizations** chapter in *Oracle Field Service Configurations for Oracle Utilities Work and Asset Cloud Service Integration to Oracle Field Service Setup Guide* included in this release. The documentation is available on Oracle Help Center at:

<https://docs.oracle.com/en/industries/utilities/integrations-index.html>