

Oracle Utilities Cloud Services

Implementation Guide

For 22C Releases

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Oracle Utilities Cloud Services 22C Implementation Guide

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Chapter 1

Cloud Services Implementation Guide

Welcome to the Oracle Utilities Cloud Services Implementation Guide. This guide provides information about implementation of Oracle Utilities cloud services, including:

- [Oracle Utilities Billing Cloud Service](#)
- [Oracle Utilities Customer Care and Billing Cloud Service](#)
- [Oracle Utilities Customer Cloud Service](#)
- [Oracle Utilities Digital Asset Cloud Service](#)
- [Oracle Utilities Generation Asset Manager Cloud Service](#)
- [Oracle Utilities Market Settlements Management Cloud Service](#)
- [Oracle Utilities Meter Solution Cloud Service](#)
- [Oracle Utilities Operational Device Cloud Service](#)
- [Oracle Utilities Rate Cloud Service](#)
- [Oracle Utilities Work and Asset Cloud Service](#)

This document includes:

- [Part One: Implementation Guidelines](#)
- [Part Two: Data Conversion and Migration](#)
- [Part Three: File-Based Integration](#)
- [Part Four: Oracle REST Data Services](#)
- [Part Five: Product-Specific Integrations](#)
- [Part Six: Web Services in Oracle Utilities Cloud Services](#)

Part One

Implementation Guidelines

This section describes global implementation guidelines that apply to all Oracle Utilities cloud services running on Oracle Cloud Infrastructure (OCI), which includes

- [Oracle Utilities Billing Cloud Service](#)
- [Oracle Utilities Customer Care and Billing Cloud Service](#)
- [Oracle Utilities Customer Cloud Service](#)
- [Oracle Utilities Digital Asset Cloud Service](#)
- [Oracle Utilities Generation Asset Manager Cloud Service](#)
- [Oracle Utilities Market Settlements Management Cloud Service](#)
- [Oracle Utilities Meter Solution Cloud Service](#)
- [Oracle Utilities Operational Device Cloud Service](#)
- [Oracle Utilities Rate Cloud Service](#)
- [Oracle Utilities Work and Asset Cloud Service](#)

Note that these cloud services are all based on the Oracle Utilities Application Framework (OUAF), which supports many different configuration and extension methods, almost all of which are available for use in the cloud. This section provides recommendations for many aspects of set-up and operation of the services. Note that it assumes familiarity with OUAF concepts and tools.

In a nutshell, the top cloud service implementation rules to be aware of are the following:

- Use Groovy code in Scripts (not Java)
- Use existing data structures to extend the base model - such as Characteristics and the Fact table
- Use plug-in driven batch can be used in many scenarios for data fixes - this will ensure proper data validation

The guidelines in this are intended to help implementers to configure and run their cloud services efficiently.

This section include the following chapters:

- [Chapter 2: Post-Provisioning Setup](#)
- [Chapter 3: Security and Access](#)
- [Chapter 4: Configuration Tools](#)

- [Chapter 11: Data Conversion Guidelines](#)
- [Chapter 5: Integration Guidelines](#)
- [Chapter 6: Data Access and Analytics](#)
- [Chapter 7: Information Lifecycle Management](#)
- [Chapter 8: Network Integration Guidelines for Integrating Oracle Utilities Cloud Services with External Applications](#)

Chapter 2

Post-Provisioning Setup

When a customer of one of the Oracle Utilities Cloud Services receives notification that their cloud service was provisioned, there are a number of tasks that have to be performed before they can start with normal implementation activities.

This chapter provides implementation guidelines related to post-provisioning setup, including:

- [Initial Identity Management Setup](#)
- [Initial Object Storage Setup](#)
- [Initial Cloud Service Setup](#)
- [Initial Cloud Service Setup - Adding a New Environment to an Existing Cloud Service](#)
- [Language Pack Setup \(Optional\)](#)

Initial Identity Management Setup

Initial set up related to Identity Management includes the following:

- Create a password for the cloud administrator and log in into each of the provisioned environments.
- Create a password for a special pre-defined user for the Process Automation Tool (user: K1IPROCESS).
- Define the initial set of user groups and assign appropriate access rights to each.
- Create Oracle Cloud Infrastructure Identity and Access Management (OCI IAM) Identity Domains user mapping configuration in each of the cloud service environments (optional).

Refer to **Identity and Access Management with Identity Domains** in the *Oracle Utilities Cloud Services Administration Guide* for more information.

Initial Object Storage Setup

Initial set up related to Object Storage includes the following:

- Create a password for the cloud administrator in the Oracle Cloud Infrastructure (OCI) account (that includes object storage) and login into the OCI console.
- Create the default structure in object storage for the cloud service:
 - Create default Users, Groups and Policies.
 - Create default Compartments and Buckets.
- Configure the cloud service connections to object storage:
 - Create key rings in each cloud service environment.
 - Generate API keys in each cloud service environment.
 - Create File Storage extendable lookup values in each environment for each object storage compartment (with necessary details for object storage).
 - Register the API keys in the appropriate OCI users for each of the cloud service environments.

Refer to **Object Storage Setup with Identity Domains** in the *Oracle Utilities Cloud Service Administration Guide* for more information.

Initial Cloud Service Setup

Initial set up for general cloud service use includes the following:

- Perform the process automation tool setup in each of the provisioned environments (see details below).
- Setup the security definitions for process automation in each of the environments. This is done by executing the Process Automation Security Setup BPA script and providing the following input:
 - Login ID of the Process Automation User: K1IPROCESS
 - Password of that user in IAM Identity Domains.
- Perform a Flush-All on the cloud service environments.

Refer to **Process Automation Tool** in the *Oracle Utilities Cloud Service Foundation Administrative User Guide* for more information.

Process Automation Tool Setup

In order to set up the Process Automation Tool for all of your provisioned environments (for example, Dev, Test, Prod), run the following batch job in each environment:

- **Batch Code:** K1-IP AIS
- **User ID:** SYS_INT
- **Parameters:**
 - **SCRIPT01:** K1InvokePAS
 - **SCRIPT01_DATA:** INIT,<Internal Service Code>,<Current Env Code>,file-storage://OS-SHARED/CMA-Files,file-storage://OS-SHARED/CMA-Files,<Env List>

where:

- <Internal Service Code> = CCB/CCS/MS/WAC (Please refer to the **Short Code** in the Process Automation Product extendable lookup for more details)
- <Current Env Code> = DEV/DEV01..20/TEST/TEST01..20/PROD
- <Env List> = environment codes separated by comma without spaces, for example: DEV,TEST,PROD

For example, when the job runs in the PROD environment for Customer Cloud Service (CCS) the parameters would be as follows:

```
SCRIPT01_DATA: INIT,CCS,PROD,file-storage://OS-SHARED/CMA-Files,file-storage://OS-SHARED/CMA-Files,DEV,TEST,PROD
```

In order to finalize the process automation tools setup, run the process automation security setup in each environment. Refer to **Process Automation Tool** in the *Oracle Utilities Cloud Service Foundation Administration User Guide* for more information.

Users must flush their browser cache after this security set up.

Initial Cloud Service Setup - Adding a New Environment to an Existing Cloud Service

In order to setup the newly provisioned environment, customers are required to follow the below mentioned steps:

- Identity Management Setup
 - Create User group(s) for the newly provisioned environment, if needed.
 - Assign roles to access the new environment to the new / existing groups.
 - Add Master Configuration (Identity and Access Management Integration Configuration) for mapping new or existing user groups to the template user(s) in the newly provisioned environment.

Refer to **Identity and Access Management with Identity Domains** in the *Oracle Utilities Cloud Services Administration Guide* for more information

- Object Storage Setup
 - Create a new System Account User in OCI IAM Identity Domain representing the new environment.
 - Create a key ring for object storage access
 - Generate key in the key ring value and activate it.
 - Update the extendable lookup (F1-FileStorage) by adding OS-SHARED and OS-APP values referring to respective object storage compartments (with OCIDs of System Account User, Tenancy, Compartment and Namespace)
 - Get the Public Key from the active generated key value and update to the System Account User in the OCI IAM Identity Domain.

Refer to **Object Storage Setup with Identity Domains** in the *Oracle Utilities Cloud Service Administration Guide* for more information.

Process Automation Tool Setup (for a newly provisioned environment)

In order to set up the Process Automation Tool for all of your newly provisioned environments (for example, DEV01), run the following batch job in the newly provisioned environment:

- **Batch Code:** K1-IPAIS
- **User ID:** SYS_INT
- **Parameters:**
 - **SCRIPT01:** K1InvokePAS
 - **SCRIPT01_DATA:** INIT,<Internal Service Code>,<Current Env Code>,file-storage://OS-SHARED/CMA-Files,file-storage://OS-SHARED/CMA-Files,<Env List>

where:

- <Internal Service Code> = CCB/CCS/MS/WAC (Please refer to the **Short Code** in the Process Automation Product extendable lookup for more details)

- <Current Env Code> = DEV/DEV01..20/TEST/TEST01..20/PROD
- <Env List> = environment codes separated by comma without spaces, for example: DEV,TEST,PROD

For example, when the job runs in the DEV01 environment for Customer Cloud Service (CCS) the parameters would be as follows:

```
SCRIPT01_DATA: INIT,CCS,DEV01,file-storage://OS-SHARED/CMA-Files,file-storage://OS-SHARED/CMA-Files,DEV,TEST,PROD
```

Process Automation Tool Setup (for existing cloud environments)

If you add a new environment to your cloud service (for example, DEV01), you must run a similar batch job in each existing environment.

For EXISTING environments (that existed before the addition of the new environments), run the following:

- **Batch Code:** K1-IP AIS
- **User ID:** SYS_INT
- **Parameters:**
 - **SCRIPT01:** K1InvokePAS
 - **SCRIPT01_DATA:** ADD,,<Current Env Code>,,,<Added Env List - for the current environment>

where:

- <Current Env Code> = DEV/DEV01..20/TEST/TEST01..20/PROD
- <Added Env List> = environment codes separated by comma without spaces, for example: DEV,TEST,PROD

For example, if you added a DEV01 environment, when the job runs in the PROD environment the parameters should be as follows:

```
SCRIPT01_DATA: ADD,,PROD,,,DEV01
```

Security Setup

In order to finalize the process automation tools setup, run the process automation security setup in each environment. Refer to **Process Automation Tool** in the *Oracle Utilities Cloud Service Foundation Administrative User Guide* for more information.

Users must flush their browser cache after this security set up.

Language Pack Setup (Optional)

English (with the locale en-US) is provided as the default language by the system and all system metadata is delivered with English descriptions and labels. The system provides support for defining other languages and supports multiple languages in a single environment.

System users can use the system in their preferred language, as long as a translation into that language has been provided. A user sees the system in the language defined on their user record. If enabled, users can use the **Switch Language** zone to switch to another supported language real time.

Available Languages with Cloud Services

The following table lists languages available with Oracle Utilities cloud services.

Product	Release	User Interface / Online Help	Language
Oracle Utilities Customer Cloud Service	22C	User Interface	Arabic, Latin American Spanish, and Brazilian Portuguese
Oracle Utilities Customer Cloud Service	22C	Online Help	Arabic
Oracle Utilities Customer Cloud Service	22B	User Interface	Arabic, Latin American Spanish, and Brazilian Portuguese
Oracle Utilities Customer Cloud Service	22B	Online Help	Arabic
Oracle Utilities Customer Cloud Service	22A	User Interface	Arabic and Latin American Spanish
Oracle Utilities Customer Cloud Service	22A	Online Help	Arabic
Oracle Utilities Customer Cloud Service	21C	User Interface	Arabic and Latin American Spanish
Oracle Utilities Customer Cloud Service	21C	Online Help	Arabic

Setup Instructions

Use the following procedure to set up a language on an Oracle Utilities cloud service.

1. Define the Language Code for the language to be added and indicate that it is enabled. For details on this procedure, see **Defining Languages** in the *Administrative User Guide*.

Note: Please use 'ARA', 'PTB', or 'ESA', as the Language Code for Arabic, Brazilian Portuguese, or Latin American Spanish, respectively, when defining language codes for those languages.

2. Confirm that the desired language code is listed in the [Available Languages with Cloud Services](#) section above.

3. Run the "F1-LANG" batch control.
 - This process copies descriptions of all language-enabled tables from an existing translation (e.g., English). The copied values act as placeholders while the strings are translated into the new language. It is necessary to do this as a first step in order to create records using the new language code created in the previous step.
 - The batch process also updates the new language rows with the translated metadata descriptions from the language pack, if installed.

Note: The language pack updates all language entries for base owned system data. If your implementation updates base owned labels and descriptions after applying a language pack, they will be overwritten the next time an updated language pack is applied. Note that most user facing labels and messages support defining an Override Label or Override Description. This information is not updated by the base product and should be utilized if your implementation desires a specific label or description.

Chapter 3

Security and Access

This chapter provides implementation guidelines related to security and access, including:

- [Identity Management](#)
- [Server Access](#)

Identity Management

Use of Identity Domains in OCI Identity and Access Management

In Oracle Cloud Infrastructure, cloud services are provisioned using Oracle Cloud Infrastructure Identity and Access Management (OCI IAM) Identity Domains to manage user creation, application access, passwords, etc. This service at the 'Oracle Apps' tier is included with the Oracle Utilities cloud service subscription. See [Identity and Access Management with Identity Domains](#) for more information on IAM.

By default Oracle Cloud Infrastructure Identity and Access Management allow access to the application front-end from any IP address. There are capabilities in IAM Identity Domains to add sign-on policies that allow or deny IP addresses through the use of allowlists (though some features may require higher tier licensing).

User Provisioning with Identity and Access Management

Application users are added through Oracle Cloud Infrastructure Identity and Access Management (IAM) which are used to manage the user lifecycle (i.e. you can disable a user, or reset a user's password in IAM). The access rights of the user within the application are controlled using the settings on the cloud service User record. Identity and Access Management uses Application Roles and Groups: a user must be linked to the Application Roles that they need access to. This linking can also be 'indirect' by linking a new user to a Group which has access. Creation of cloud service User records is done 'just-in-time' - upon the first login to the application, after authentication via Identity and Access Management, a call is made to verify access to the application, and using the returned information including the user's IAM Groups, a template user in the cloud service can be found and used as the 'copy from' source.

Instructions: The security administrator should create an initial User record with full access to the cloud service (including administration functionality). This user should be used to configure "Template Users" and mappings to or IAM Groups. See **Identity and Access Management with Identity Domains** in the *Oracle Utilities Cloud Services Administration Guide* for more information. Note that the Cloud Service Foundation also provides several Template Users that have necessary access for process automation.

Server Access

While server access is restricted exclusively to members of the Oracle Cloud Infrastructure and Oracle Utilities Development Operations (DevOps) teams, logs are available to users. See the Server Logs - Online and Batch section in [Chapter 7: Operational Guidelines](#) for more information.

Chapter 4

Configuration Tools

This chapter describes specific implementation guidelines related to use of Oracle Utilities Application Framework Configuration Tools, including:

- [Customization Tools Summary](#)
- [Algorithm Types and Algorithms](#)
- [Application Environments](#)
- [Creating Batch Processes](#)

Customization Tools Summary

While most of each cloud service application's customization options are supported, some are not and others may be limited in certain areas. The table below outlines configuration options and their availability when implementing Oracle Utilities cloud services.

Category	Option	Supported?	Comment
Business Entities	Add custom business objects for product maintenance objects.	Yes	Assuming the Maintenance Object supports Business Object functionality.
	Extend a product business object's structure and rules.	Yes	See the Algorithm Types and Algorithms section for more information.
	Add custom maintenance objects.	No	Creation of new tables is not supported. See the Database Access section for more information. Use of the SDK tool to generate Java artifacts is not supported. See the Algorithm Types and Algorithms section for more information.
User Interface	Add a custom portal.	Yes	
	Extend a product portal with custom zones.	Yes	
	Extend a product multi-query search with custom query options.	Yes	
	Customize a product menu. This includes adding new custom menu lines, hiding and reordering lines.	Yes	
	Add custom indexes to support custom queries	No	This is not supported, however in some special situations, customers can request this by submitting a service request (SR). Please note that this requires proper justification and exceptions can only be made if found justified.
Batch processes	Add a custom batch process.	Yes	The program cannot be written in Java. See the Creating Batch Processes section for more information. The process may only access designated locations in Object Storage. See the File Access - Cloud Object Storage section for more information.

Category	Option	Supported?	Comment
Web Services	Add custom inbound and outbound web services.	Yes	Use Outbound Messaging and Inbound Web Services. The services cannot rely on XSL transformations to occur in the cloud. See the File Access - Cloud Object Storage section for more information.
Reports	Add stored procedures to support custom reports.	No	See the Database Access section for more information.
	Run the high volume extract reports like Bill Print via Analytics Publisher.	No	See the <i>Oracle Utilities Cloud Services Frequently Asked Questions Guide</i> for more information.
	Load and extract data from external data sources (such as xml data models, and so on), and/or write to Oracle Cloud Object Storage.	No	Analytics Publisher can only access the primary database that is provisioned with the associated cloud service (such as CCS, MSCS, WACS, BCS, and so on).

Algorithm Types and Algorithms

New algorithm types and algorithms can be created during implementation using Scripts. Custom Java-based algorithm types are NOT permitted.

Write custom algorithm types using either Groovy or Oracle Utilities Application Framework's XML-based scripting. Refer to **Defining Algorithms, Plug-In Scripts, and Using Groovy within Scripts** in the *Administrative User Guide* or online help for information about creating algorithms using Groovy.

Key Guidelines of Groovy scripting are:

- Review the third party groovy allowlist (available within the application)
- Be careful with goto statements - it is easy to create endless loops
- Review SQL Function Allowlist (Refer to F1-SQLFunctionWhiteList Managed Content)
- Update/Delete SQL Statements are not allowed
- Explain Plan of the query(s) needs to be examined for all SQLs written in custom code.

When crafting custom SQL queries, you must consider performance. Run explain on all of your SQLs using rule hint before delivering code range scans and nested loops only. Plans with 'table access' are not acceptable. Use the SQL Developer Web toolset to check SQL.

Application Environments

Each cloud service by default comes with three environments designated as Development, Test, and Production. Test and Production are sized as full-sized environments based on the billable metric of the subscription, while Development is a smaller environment.

Customers can request additional non-production environments through the initial sales order or in a subsequent order for an additional subscription. When asking for more environments, the names of the base and additional environment are predefined and cannot be changed.

Environment Names and Codes

Cloud service environments have an environment code and name. The environment code is used to identify the environment and enable migration processes (such as configuration migrations) between the environments. The environment code is also used at installation/provisioning time. The table below lists all the possible environments that can be provisioned for each cloud service.

Environment Code	Name	Type	Default	Additional
DEV	Development	Development	Yes	No
TEST	Test	Test	Yes	No
PROD	Production	Production	Yes	No
DEV01..DEV20	Development 1 .. 20	Development	No	Yes
TEST01..TEST20	Test 1 .. 20	Test	No	Yes

Application / Environment Access and URL Tokens

When environment provisioning is complete, customers / implementers will receive a list of links to the various product environments included with their subscription. There are cases in which cloud service applications need to access other cloud service or on-premises applications or other environments, such as:

- Data/Configuration Migration
- Data Conversion
- Redirecting a user to another application as part of a business process transaction that is integrated across products
- Invoking web services of a different application (another cloud service or SOA for existing SOA-supported cloud integrations)
- Invoking a web service of the same application in a different environment. This type of communication is used to help automate inter-environment processes like configuration migrations. See the [Code and Configuration Migration](#) section in [Chapter 7: Operational Guidelines](#) for more information.

The following URL Tokens are available for direct navigation or web service calls for each cloud service.

Token	Description
EXT_PUB	Prefix token that should be used to reference external addresses in Message Senders. For example, to reference paymentcorp.payusa.com endpoint URL you would need to use the following notation: @EXT_PUB@paymentcorp.payusa.com. Note: The target URL must be on the allowlist.
CCS_WS CCS_ONLINE	Customer Cloud Service address for web service calls. Customer Cloud Service address for online access.
MSCS_WS MSCS_ONLINE	Meter Solution Cloud Service address for web service calls. Meter Solution Cloud Service address for online access.
WACS_WS WACS_ONLINE	Work and Asset Cloud Service address for web service calls. Work and Asset Cloud Service address for online access.
AICS_ONLINE	Analytics Insights Cloud Service (aka DataRaker) address for online access.
INT_WS	Invoke SOA web services (for integration via SOA)
BI_PUBLISHER_ADMIN	Analytics Publisher address for web services calls.
BI_PUBLISHER_ADMIN_INT	Used with Reporting Options with Analytics Publisher as "Reporting Server From App Server" for Batch reporting.
BIP_DEF_DIR	Used as soft parameter value ("Output Directory") to Analytics Publisher extract algorithm type.
BIP_DEF_PATH	Used as soft parameter value ("Report Absolutized Path") to Analytics Publisher extract algorithm type.
DEV_WS, DEV01_WS- DEV10_WS TEST_WS, TEST01_WS- TEST10_WS PROD_WS	Web service addresses for all possible environments. For example, DEV_WS can point to Customer Cloud Service in the DEV domain while PROD_WS will point to the same application but in the PROD domain.

Usage Examples:

- The outbound message sender on the Customer Cloud Service configured for invoking a Meter Solution Cloud Service Inbound Web Service service named "ABC" (in production) will have the URL definition of @MSCS_WS@abc.
- The value of @MSCS_WS@ will be different in each environment so that the same token can be used in all environments, and the runtime value translation will be based on the environment invoking the call.
- Internal-facing tokens such as DEV_WS can be used for inter-domain communications, such as the automation of configuration migration between product domains. These tokens are used by the Process Automation Tool within Cloud Service Foundation.

- External facing addresses will use the @EXT_PUB@ prefix, for example: @EXT_PUB@paymentcorp.payusa.com/api/int01/addPayment
- The port is not required in the URL definition when using EXT_PUB as all outbound calls from cloud services are sent via Https and port 443 is implied.

Creating Batch Processes

Custom batch jobs can be written using the plug-in driven batch job functionality supported by the Oracle Utilities Application Framework. There are three broad categories of batch jobs that may be implemented using plug-in driven batch.

- **Ad-hoc Processing.** This covers any batch job that should select records in the system and perform some type of logic for each record.
 - The system provides a Select Records plug-in for retrieving the records in the system based on criteria. This plug-in requires the selection SQL (properly tuned) to be defined as a parameter. Logic in the plug-in script may be used to set filter criteria if needed. The plug-in script may be written using XPath scripting.
 - The system also provides a Process Record plug-in where each record may be reviewed and some appropriate action may be performed. This plug-in may be written in either XPath or Groovy scripting.
 - See also [Chapter 5: Data Fix with Plug-In Driven Batch](#) in the *Oracle Utilities Cloud Service Live Operations Guide* for more information.
- **Extract a Batch of Records.** This covers any batch job that produces an extract of records. The same plug-in spots described for Ad-hoc processing are applicable here. The Select Records plug-in is used for selecting the records eligible for extraction, for example from a staging table. The Process Record plug-in is responsible for returning the data to be written to the extract for each record. This plug-in may be written in either XPath or Groovy scripting. However, because the output of the plug-in is one or more schema objects to include in the extract, XPath scripting may be better suited.
- **Upload Records from a File.** This covers any batch job that needs to read a file and create records in the system based on the content. The system provides a File Upload plug-in spot. This plug-in is responsible for calling appropriate APIs to read the content of the file and store the data in appropriate tables, for example a staging table. This type of plug-in must use Groovy as the APIs are not accessible using the XPath scripting language.

Chapter 5

Integration Guidelines

This chapter provides guidelines related to integration with Oracle Utilities cloud services including:

- [Integration Methods](#)
- [Integration Middleware](#)
- [Allowlisting](#)

Integration Methods

The primary integration methods supported with cloud services are (a) inbound and outbound files, and (b) inbound and outbound web services. Other protocols and methods (JMS, SQL Net, etc.) are not currently supported.

Besides standard Oracle Utilities Application Framework integration modules, no additional extract, transform, and load (ETL) capabilities or middleware are provided with cloud service offerings. Oracle Cloud middleware solutions—such as SOA Cloud Service (available via Platform-as-a-Service) or Integration Cloud Service—need to be licensed to address advanced integration requirements such as complex ETL, orchestration, etc. Alternatively an on-premise middleware solution could be used.

Integration Method: File-Based

Inbound File Processing: Files are uploaded to Object Storage and processed via scheduled batch jobs. Implementation-specific file parsing and processing logic can be introduced using browser-based Oracle Utilities Application Framework tools. Refer to **Uploading Records in the Plug-in Driven Background Processes** section in the *Administrative User Guide* or the online help for more information. Please also review the [File Access - Cloud Object Storage](#) section in [Chapter 6: Data Access and Analytics](#).

Outbound File Processing: File-based extracts can be generated and made available for download and further processing. Implementation-specific file processing and generation logic can be introduced using browser-based Oracle Utilities Application Framework tools. Refer to **Processing System Records in the Plug-in Driven Background Processes** section in the *Administrative User Guide* or the online help for more information.

Large-volume data conversion and loading is supported. See [Chapter 11: Data Conversion Guidelines](#) for more information.

Integration Method: Web Services

Web services are supported through Inbound Web Services (IWS) and Outbound Messages. All inbound and outbound web services communication must be HTTPS. Refer to **Inbound Web Services** and **Outbound Messages** in the *Administrative User Guide* or the online help for more information.

Note that in order to call Inbound Web Services, you must provide a user/password for authentication and authorization (the user must be defined in Identity and Access Management Identity Domains with the 'AppWebServices' Application Role and as an application User). Inbound Web Services support both SOAP and REST. Outbound Messages may only reference public IP addresses, and those addresses must be on an 'allowlist' (which can be provided to Cloud Operations via a service request ticket).

For integrations that involve outbound synchronization to other systems driven by online activity, real-time synchronous outbound messages are not recommended. Rather use the business object batch monitor processing on a frequent basis to process queued messages. This involves using the deferred monitor batch set on the PENDING state of the Sync Request so that message processing occurs asynchronously.

SSL certificates must be created using certification authority. Self-signed SSL certificates are not supported. Also reference the How to access SOAP and REST Services in Oracle

Utilities Enterprise Cloud Services document on My Oracle Support (Document ID [2564697.1](#)).

Upload and attachment of implementation-specific xsl files to process xml payloads is supported through the **Managed Content** portal for relevant product or cloud service. Refer to **Maintaining Managed Content** in the *Administrative User Guide* or the online help for more information.

Integration Middleware

While file-based integration does not require middleware, often real-time integration benefits from the use of a middleware platform to facilitate message delivery, error handling, and data transformation. With Oracle Utilities cloud services, there are several different middleware options which may be useful, and in some cases prebuilt integrations are available to integrate Oracle applications. This section describes several middleware options (note: these are not included with your cloud service subscription).

Integration Middleware: Oracle Integration Cloud (OIC)

Oracle Integration Cloud Service (OIC) is an integration platform offered as Software-as-a-Service - it provides a modern web-based user interface to set up integration connection points, and uses application catalogs of available services provides data mapping capabilities and statistics on message flows. The Oracle Integration Cloud suite includes additional analytics and other tools. Oracle Utilities uses OIC as an integration platform to link with other Oracle applications such as Oracle Field Service, Fusion ERP, and others. OIC can also handle file-based integrations. As a cloud offering Oracle supports upgrades to the service, but note that Disaster Recovery is not currently part of the standard offering.

Integration Middleware: Oracle SOA Suite on Marketplace - Platform-as-a-Service

This option uses the Oracle SOA Suite on Marketplace hosted as a Platform-as-a-Service (PaaS) - thus allowing for full control and development capability. As a PaaS, the customer is responsible for managing the software, updates, etc.

Integration Middleware: Oracle SOA Suite On-Premises

This option uses the Oracle SOA Suite hosted on premises- thus allowing for full control and development capability. The customer is responsible for managing the software, updates, etc.

Allowlisting

Allowlisting is required to specify allowable access destinations on the public internet. There are networking scenarios documented in detail in [Chapter 8: Network Integration Guidelines for Integrating Oracle Utilities Cloud Services with External Applications](#)

IP Allowlisting

IP Allowlists enable customers to control how data flows into or out of their SaaS environments.

Outbound Traffic

Outbound traffic is controlled via allowlist of IP addresses. Only HTTPS traffic is allowed to port 443.

Configuring IP Allowlists

To configure IP allowlists, customers must log a service request and follow the steps outlined in the **Cloud Operations** section of the *Oracle Utilities Cloud Services Administration Guide* to provide configuration details.

Chapter 6

Data Access and Analytics

This chapter provides guidelines related to data access and analytics, including:

- [Analytics Publisher](#)
- [Database Access](#)
- [Reports and Queries](#)
- [File Access - Cloud Object Storage](#)

Analytics Publisher

Oracle Utilities Analytics Visualization is included in the cloud service subscription, available via a separate URL for each environment.

Analytics Publisher is available and included in the service as a reporting/query tool only.

Note: Analytics Publisher and Oracle Utilities Analytics Visualization extract and display data from the primary database only.

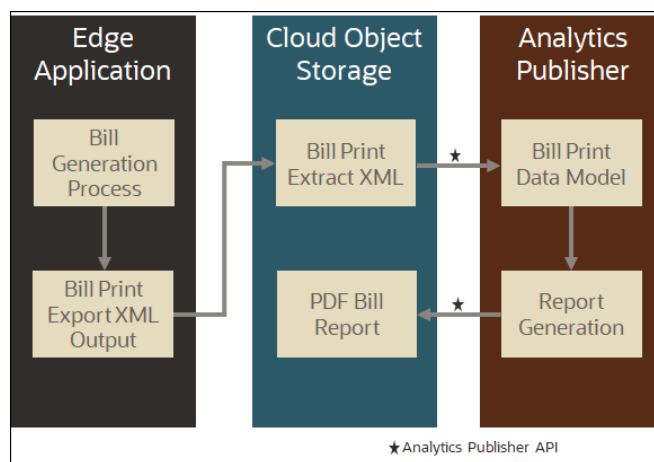
SQL Developer Web is also available and included in the service for querying the database (see **SQL Developer Web** in the *Oracle Utilities Cloud Services Implementation Guide* for more information).

Data extraction is supported via the Generalized Data Extract and Specialized Data Extract functionality, and/or DataConnect (CCS & MSCS only) may be a starting point for extraction of data for a BI/reporting tool such as Cognos.

Analytics Publisher can only access the primary database that is provisioned with the associated cloud service (such as CCS, MSCS, WACS, BCS, and so on). External data sources (such as xml data models, and so on) are currently NOT supported.

Analytics Publisher, as part of your cloud service, is not intended to be used directly as a bill/letter print system, however, it can be used to create reports based on extracted data. Billing/letter data can be extracted from Customer Cloud Service, Customer Care and Billing Cloud Service, and Billing Cloud Service via batch processing with target output files to be stored in Cloud Object Storage. The output file can then be uploaded into Analytics Publisher via an API for bill/letter data reporting. Once the report is generated within the Analytics Publisher database, it can be downloaded via the Analytics Publisher API and moved to Cloud Object Storage for further use.

The following diagram outlines this process:



Database Access

No direct access is permitted to the application database either through Toad, SQL Developer, or command line utilities. This also means that you **cannot** create new tables or related data including new Maintenance Objects, custom audit tables, and database links.

Query access is supported both in Analytics Publisher and SQL Developer Web (see **SQL Developer Web** in the *Oracle Utilities Cloud Services Implementation Guide*), which are available as part of the cloud deployment. For more information about Analytics Publisher, see <https://www.oracle.com/middleware/technologies/analytics-publisher.html>.

Analytics Publisher deployment includes a JDBC data source configured with credentials that allow access to read-only synonyms in the production schema.

Note that in some cases it may be feasible to create a custom zone in the application to provide online display to view data.

Reports and Queries

Reports and queries can be run using Analytics Publisher, which is included with the cloud service deployment. Analytics Publisher deployment includes a JDBC data source configured with credentials that allow access to read-only synonyms in the production schema. Note that there are several output formats, and we have found that PDF performs best for larger reports.

In order to configure reports within cloud services via Analytics Publisher, implementations are required to configure the **Reporting Options** and relevant reporting Algorithms (refer to [Application / Environment Access and URL Tokens](#) for parameter values for base algorithms types).

Reporting options with default configuration includes the following:

- Reporting Server from App Server = @BI_PUBLISHER_ADMIN_INT@
- Reporting Engine User ID = <use the user name having Analytics Publisher role assigned>
- Reporting Engine Password = <use the password for above mentioned user>
- Reporting folder = ccs <default reporting folder in Analytics Publisher but implementations can change it, if needed.>
- Reporting Server from Browser= @BI_PUBLISHER_ADMIN@

Oracle Utilities cloud services also offer the option of using SQL Developer Web and Oracle Utilities Analytics Visualization for reports and queries.

File Access - Cloud Object Storage

All inbound and outbound file-based data is staged in Oracle Cloud Object Storage (a separate service that the customer must license).

Cloud Object Storage involves creation of a set of compartments and buckets (each compartment can have many buckets, and have child compartments), and the compartments are represented within the application as values for the File Storage Configuration (F1-FileStorage) extendable lookup. If the customer creates a new compartment, a new value needs to be specified in the extendable lookup, with OCID references to the user/tenancy/compartment. Once that is set up, the application can reference particular buckets as needed.

The format for Object Storage paths is as follows:

```
file-storage://<Extendable Lookup value for Compartment>/<bucket>
- example: file-storage://OS-SHARED/CMA-Files
```

Typically there are a few places where a 'path' to an Object Storage bucket can be specified, such as on batch job parameters, and some Master Configurations. Refer to the **Object Storage Setup** in the *Oracle Utilities Cloud Services Administration Guide* for more information. Refer to the [Object Storage documentation](#) for more information about Oracle Cloud Object Storage.

Note: Moving files between object storage folders is not supported via Groovy scripting. Refer to [Could Not Move Files Around Using Groovy in Enterprise Applications](#) (Doc ID 2899317.1) on My Oracle Support for more information.

Uploading and Downloading File To and From Object Storage

There are two main options of exchanging files between Oracle Cloud Object Storage and the outside world.

- The Oracle Infrastructure Console User Interface which allows authorized users to upload or download files to and from object storage buckets.
- The object storage APIs which allow other applications to interact with object storage and exchange files as well as other actions.

When customers or implementers need to upload or download files in bulk, the option of the Oracle Infrastructure Console User Interface can be cumbersome.

There are Oracle and 3rd party tools that customers can install (for example, the [Oracle Storage Gateway](#)) that offer integration solutions for file exchange with object storage.

The Oracle Integration Cloud (OIC) offers an Object Storage 'adapter' which allows OIC to move files/objects in or out of Object Storage. This uses the [OIC REST Adapter](#).

Any other client that can make REST calls could also interact with Object Storage.

Chapter 7

Information Lifecycle Management

This chapter provides information about set up and configuration of Information Lifecycle Management (ILM) with cloud service implementations. This includes:

- [Information Lifecycle Management Overview](#)
- [Initial Configuration During Provisioning](#)
- [Configuration During Implementation](#)
 - [ILM Configuration](#)
 - [ILM Configuration - MDM Sub-Retention](#)
- [Recommendations](#)
- [Go-Live Checklist](#)

Information Lifecycle Management Overview

Information Lifecycle Management (ILM) is a set of techniques and technologies available from Oracle that assist in managing the lifecycle of data to support business needs and minimize storage costs. The key to Information Lifecycle Management is working with the business to ensure that data that the business regards as active is available on appropriate hardware whilst data that is less active or dormant, in terms of business activity, is managed in an effective way in terms of storage costs.

Data in the product is added and updated by the business on an ongoing basis. Over time, this data grows and the business activity on individual data will vary with its timeliness, business activity and data retention policies. As data becomes less active in terms of the business, it needs to be stored in a cost-effective way to ensure cost minimization whilst allowing the business to access the data as needed for analysis or auditing purposes.

As the Oracle Database stores and manages data on an ongoing basis, therefore it is logical that Information Lifecycle Management uses the built-in database processes and procedures to offer effective storage management solutions to manage that data.

Initial Configuration During Provisioning

Information Lifecycle Management (ILM) is delivered with some tables configured by default. As part of the Sales process, a sizing spreadsheet is filled out with customer to identify the Initial Partitioning for ILM, which is to plan for historical data (as part of Data Conversion activities) considered for loading into the cloud service application.

Based on the values provided, during the provision process, historical partitions are created to support the implementation, however once environments are provided to the customer, it is the customer's responsibility to make sure that Initial ILM Configuration is reviewed to ensure support for the project requirements, and that ILM batch controls are configured as part of monthly scheduler batch stream.

During provisioning, all historical partitions are created for all ILM enabled tables based on Hybrid Columnar Compression (HCC) type except for last month, current, future month and PMAX are created as Advance Compression type. For more information on Table compression types, refer to Oracle Advance Compression

Note: Despite the fact that ILM is available in all environments, Prod is the environment where ILM is applicable. Testing of ILM partitioning, and compression can ONLY be performed either in Prod or Prod equivalent sized environments.

Configuration During Implementation

As part of initial provisioning, default partitions are created for the following:

- Customer Care and Billing & Oracle Utilities Application Framework Objects: 48 months
- Meter Data Management Objects: 13 months, with exception of Initial Measurement Data, which is 3 months

Work and Asset Management and Operational Device Management do not yet support ILM (W1 prefixed tables are not partitioned).

Adjustments to the default partitioning can be made, ideally during implementation (before go-live). Changes after go-live can cause lengthy update periods (downtime), as data may have to be shifted between partitions.

Note: Based on these recommendations, PMax partitions should be empty. If this is the case the partition split will occur quickly. If there is data in the PMax partition because new partitions weren't created during implementation, when data is moved to one new partition, the split will occur quickly, but it will take time to build the index for the new partition, depending on how much data is moved. If a subset of records are moved out of the PMax partition, and some remain, the split could take hours, depending on how much data is present.

New historical partitions are created (as needed) by the split partition batch job (F1-ILMAD) based on retention period settings. Irrespective of creating partitions for current, future, or previous months, the F1-ILMAD batch process always creates the new partition in Advance Compression. Historical partitions created by F1-ILMAD can be changed to HCC by running the compression batch job.

Loading and/or processing of the data from HCC is slower than Advance compression (only applicable to non-Measurement tables) between 2% to 5%, however after go-live, compression jobs will run effectively.

As part of the implementation, customers are required to configure retention periods in two ILM-related Master Configurations and scheduler batch streams to enable ILM batches run monthly.

ILM-related Master Configurations include the following:

- ILM Configuration
- ILM Configuration - MDM Sub-retention

ILM Configuration

The ILM Configuration master configuration contains a **Default Retention Period** parameter as a global default value that will be used if not overridden at the maintenance object level. This configuration also includes ILM Eligibility Algorithms along with associated Crawler Batch controls for each maintenance object.

A **Retention Days** parameter can be set on individual ILM managed maintenance Objects, which override the **Default Retention Period**.

Oracle recommends setting the ILM Master Configuration **Default Retention Period** to 1461 days (or a value override by implementations), then setting the **Retention Period** for Meter Data Management maintenance objects to 400 days (just over 13 months).

For more details on Meter Data Management-specific guidelines, please refer to [Partitioning and Data Removal](#) in the *Oracle Utilities Meter Solution Administrative User* guide

ILM Configuration - MDM Sub-Retention

The ILM Configuration - MDM Sub-retention master configuration is provided for specific configuration related to three high-volume Meter Data Management objects: Initial Measurement Data, Activity, and Device Event. This master configuration support defining sub-retention periods in days for each object and further by 'type' to allow for early archive eligibility of non-critical data (by creating sub-partitions).

The ILM Configuration - MDM Sub Retention master configuration will actually set the ILM Retention Period in Days Maintenance Object Option for the three maintenance objects supported: Initial Measurement Data, Activity, and Device Event.

This optional feature allows you to differentiate retention of initial measurements by Interval vs. Scalar as well as by unit of measure (UOM) code, Device Events by Event Category, and Activities by Activity Type. For instance, you could choose to specify a sub-retention value of 90 days for Device Event Types that are not critical, and drop those subsets of records early - while the critical events could be kept for the full retention period of 13 months.

Initially installed partition defaults for sub-partitions are as follows:

- Initial Measurement Data: 30, 60, 90 days
- Activity / Device Event: 30, 60, 90, 400 days.

This is the default setup, but these sub-partitions will be dropped if not used.

Recommendations

Customer can set the retention period at the maintenance object level using the ILM Retention Period in Days Maintenance Object Option.

Oracle recommends using a value that aligns with the number of partitions. The formula is typically $30.1 * (\# \text{ of partitions} + \text{next month} + \text{max})$.

- Customer Care and Billing and Oracle Utilities Application Framework objects: 48 months (1461 days)
- Meter Data Management objects: 13 months (400 days)
- Initial Measurement Data: 3 months (90 days).

Note: If the customer desires longer retention periods, this may have an impact on total database storage needs.

Go-Live Checklist

The following items are things to consider as your implementation prepares for go-live:

- Make sure that you have current month and 1 future month partitions already created.
- The data conversion process has set the ILM_DT and ILM_ARCHIVE_SW as 'Y' for historical data.
- Make sure that all historical partitions excluding Measurement objects (D1-MSRMT and D1-MSRMT-Log, we do sorting based on MC_ID during compression for better application performance) should be in HCC.
- Cutover activities may include measurement compression batch run which will compress Historical Measurement (D1-MSRMT and D1-MSRMT-Log) partitions during cut-over period.
- Scheduler batch streams are configured to run ILM batch jobs on monthly basis.

Chapter 8

Network Integration Guidelines for Integrating Oracle Utilities Cloud Services with External Applications

This chapter includes guides for integrating Oracle Utilities Cloud Services with external applications. This chapter includes the following:

- [Introduction](#)
- [Integrate Oracle Utilities Cloud Services Using Web Services](#)
- [Network Scenarios](#)
- [Integrate Oracle Utilities Cloud Services using File Transfers](#)
- [Understanding Connection Technologies](#)
- [Understanding Connection Technologies](#)

Introduction

In order to integrate Oracle Utilities Cloud Services with an application hosted externally—either in your data center or in a third party data center—you need to understand the networking, authentication and protocol requirements for outbound and inbound communication from and to Oracle Utilities Cloud Services.

This chapter will help you understand the technical and networking requirements for sending and receiving requests from and to Oracle Utilities Cloud Services. It details some possible networking scenarios for integration and provides possible options for a solution.

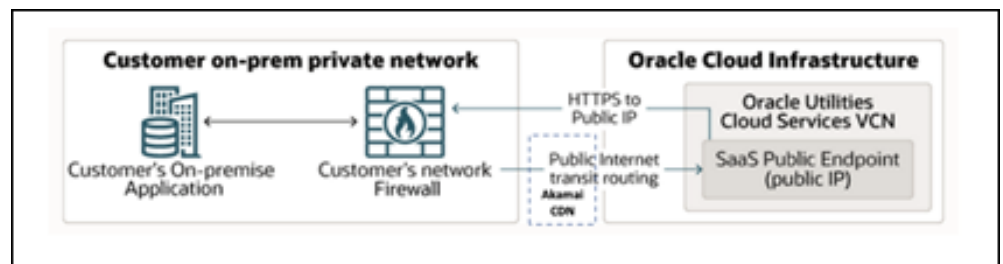
Note: You must have thorough understanding of general networking concepts along with appropriate Oracle Cloud Infrastructure (OCI) certification or equivalent experience, to make efficient use of this chapter, plan, and set up the required networking for integration with Oracle Utilities Cloud Services.

Integrate Oracle Utilities Cloud Services Using Web Services

This channel of integration uses web service APIs on both the Oracle Utilities Cloud services and the external applications. Industry standard best practices, protocol and authentication methods have to be used for integration using web services. In order to establish integration between an external application and Oracle Utilities Cloud Services, appropriate networking needs to be setup, so the applications can access each other's APIs securely. The subsequent sections detail various networking options that can be used for setting up the web service-based communication.

You can select any of three architectural options for integrating Oracle Utilities Cloud services with an application hosted in your data center or in a third-party data center. Each of the architecture options provide different levels of security and bandwidth, along with other variations. The below architecture options apply to forward flow - communication from external applications to Oracle Utilities Cloud Services, and reverse flow - communication from Oracle Utilities Cloud Services to external systems.

Architecture 1: Integrating Through Public (Internet) Web Service APIs



In its simplest form integration between application's hosted in your private/corporate network and Oracle Utilities Cloud services can be achieved over the public internet.

Forward Flow

The REST APIs on the Oracle Utilities Cloud services are exposed securely to the public internet through the Akamai content delivery network, so if an on-premise application needs to access the REST APIs, it can do so, as long as the application has access to the public internet, unless VPN Connect or FastConnect are being used.

Akamai is a content delivery network provider with geographically distributed servers that speed up the delivery of web content by bringing it closer to where users are. It currently handles 15-30% of the world's web traffic. Access to Oracle Utilities Cloud Services through Akamai networking adds a layer of security that thwarts malicious attacks such as Distributed Denial-of-Service (DDoS), at the edge, before they reach infrastructure. All communication coming into Oracle Utilities Cloud Services is automatically directed through Akamai network. The DNS of Oracle Utilities Cloud Services automatically resolve to the respective Akamai network end points through which the communication is routed. No additional setup if required in the external application to use Akamai and there is no additional cost to customers of Oracle Utilities Cloud Services, for using Akamai content delivery network.

In order to send communication to Oracle Utilities Cloud services application's web service APIs from an external system hosted outside Oracle Utilities Cloud services, the calling application/service needs to meet these criteria:

- **Access to the web service APIs of Oracle Utilities Cloud services applications**

The web service APIs of Oracle Utilities Cloud Services can be accessed via public internet. So, an external application trying to connect to Oracle Utilities Cloud Services should have access to the webservice APIs through public internet, unless VPN Connect or FastConnect are being used.

- **OCI IAM Identity Domain token-based authentication or basic Authentication over HTTPS**

The web service APIs of Oracle Utilities Cloud Services support OCI IAM Identity Domain token based and basic authentication over https to authenticate an incoming request from external applications. Either of the authentication methods can be used for sending a request to Oracle Utilities Cloud Service's web service APIs.

- **Inbound Allow Lists for Forward Flow Communications**

The allow-list option allows you to specify the sources from which communication is allowed into Oracle Utilities Cloud Services. By default communication is allowed from all sources with valid authentication information. You can change this behavior by adding sources to the allow list. The addition/removal of sources can be done by raising a support ticket to DevOps to update the allow-list (Please refer to DevOps guide for more information). Optionally, you can even specify the resources that one or more sources has access to.

- A source of forward flow request can be identified by:
 - IP address ranges defined as CIDR blocks
 - Both IP and VCN OCID; optionally, you can create and name groups of CIDR blocks and/or VCN OCID through the use of a support ticket.
- A resource to be accessed can be identified by:
 - Paths depending on the application. For example: /web for online web application; /sql for ORDS, /rest for rest services etc
 - Groups of paths that start with a particular subpath. For example: /rest/busSvc/K1 for all K1-owned rest service
 - Specific paths. For example: /rest/busSvc/F1-HealthCheck can be configured to be accessible by set of sources. Optionally, you can create and name groups of paths through the use of a support ticket.

DevOps define the inbound allow list based on the information provide as an Allow Rule. An allow rule would be a mapping between sources and paths i.e., which source/sources has access to which path/paths. Each rule is made up of a path group and one or more sources that can access it. Optionally, the customers can request to create and name groups of paths via support ticket.

Note: For creating, updating or removing an allow-list rule, a support ticket needs to be raised.

Important Note:

Errors that the Akamai content delivery network encounters, including traffic that was blocked, will be reported as follows:

An error occurred while processing your request.
Reference #97.3cf12817.1625758856.1366be8d

When Akamai content delivery network reports an error, you'll get a Reference ID in the following format:

18.4c96df17.1644609140.2a155db

If there is a need, a Service Request (SR) can be raised via My Oracle Support by providing the Reference ID as part of the SR Description.

The first digits before the period give the reason for the error. The most common of those are outlined in the table below:

Error Code	Description
1	Request timed out
18	Request was blocked by WAF
25	Max Redirect Chase. This happens if a request gets in a loop of 3xx redirects
30	Forward SSL Handshake. This happens when Akamai tries to go forward to the origin, but cannot complete the SSL handshake for some reason (usually the origin cert has expired or SNI isn't configured properly)
102	No good forward IP. This happens when Akamai is trying to go forward to the origin, but the origin isn't resolving in DNS

Reverse Flow

Similarly, Oracle Utilities Cloud services can access web service end points that are exposed to the public internet (public IP) i.e., if the on-premise application's web service end points are exposed to the public internet, then these can be consumed by Oracle Utilities Cloud services. A firewall in your corporate network may be configured to expose any application's end points to the public internet. Although this forms the simplest possible communication channel, transiting over the public internet requires close consideration of the security, availability, and reliability that the public internet can provide.

For Oracle Utilities Cloud services to make either an outbound call to an external system, the following criteria should be met by the web service APIs of the external system:

- **Accessible API**

For a request to be made from Oracle Utilities Cloud services to the web service APIs of the external system, those APIs should be accessible via public IP addresses. If your external application APIs are not yet public, the networking administrators on your IT team/partner/implementer should be able to set up and configure appropriate components so the private APIs are exposed through public IPs. Following are a couple of examples that can help expose the private web service APIs of an external system through public APIs:

- a. Expose the APIs of the external application to public internet, by setting up rules in the firewall.
- b. Use reverse proxy in the data center where the external application resides. A single reverse proxy can be used to expose multiple applications/APIs

- **Valid CA-signed Certificate**

The web service APIs of the external application should have valid CA issued TLS certificate. There is a TLS handshake to check that certificate matches what is on Oracle Utilities Cloud service's outbound allowlist, and if it meets the criteria then Oracle Utilities Cloud services can post outbound requests to the external application.

If the external application's web service APIs use self-signed certificates, then you need to configure the APIs to support CA-signed certificate. Following are some examples of how this can be done:

- a. Use valid CA-signed certificate
- b. Use a reverse proxy with a valid CA-signed certificate in the external application's data center, which can act as a gateway indirectly exposing the external application APIs. A single proxy may be used for multiple web services or applications, based on the configuration.
- c. A reverse proxy can be set up on OCI for the same purpose. In this case VPN Connect may be required depending on whether the external application's web service APIs are public or not.

- **Basic authentication/OAuth Client Credentials over HTTPS protocol**

Oracle Utilities Cloud Service can send requests to external applications that support either basic authentication or OAuth client based authentication over https. So, the external application's APIs need to support either of the authentication options for web services.

- **SSL Port Number 443**

If the API of the external application does not have 443 as the port number, then you might have to consider changing the port to 443 or in cases where the port number cannot be changed, you might consider adding additional infrastructure/software as a mediator; for example, adding a reverse proxy that listens on port 443. Oracle Utilities Cloud Service is designed to make calls ONLY to the port 443 as part of all web service reverse flow communication.

- **Outbound Allow Lists for Reverse Flow Communications**

The allow-list option allows you to specify the targets to which communication may be allowed from Oracle Utilities Cloud Services. By default, communication to external interfaces is disabled. You can change this behavior by adding targets to the allow list. The addition/removal of targets can be done by raising a support ticket for DevOps to update the outbound allow-list (Please refer to DevOps guide for more information).

The following information needs to be made available in the support ticket:

- The named DNS OR URL along with the justification for its allowance.

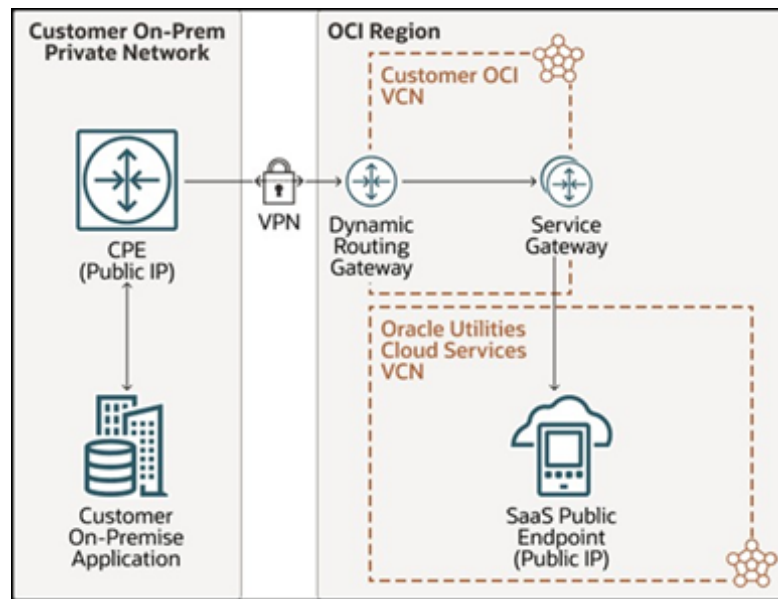
Architecture 2. Integrating Through VPN Connect

In this architecture, the external application makes web service API calls through the public internet, protected by an extended VPN, which creates a secured IPSec tunnel between your corporate private network and your VCN on Oracle Cloud Infrastructure (OCI). The same setup may be used for securely accessing Oracle Utilities Cloud services and to limit the Oracle Utilities Cloud services access via customer corporate network only.

Note: The end-to-end VPN and other requisite setups can be done by networking administrators in your IT team/partner/implementer.

Refer to [When to Use VPN Connect](#) for more information.

Forward Flow



For forward flows, VPN Connect requires setting up of CPE (Customer Premise Equipment), which interfaces with VPN DRG (Dynamic Routing Gateway) creating a IPSEC Encryption Tunnel over the internet, securing all information flowing through the tunnel. Once the VPN Connect is setup between the external application's data center and your VCN(Virtual Cloud Network) on OCI, communication is routed through the CPE device at the data center of the external application and through the Dynamic Routing Gateway(DRG). Your OCI VCN is not the same as the VCN that hosts Oracle Utilities Cloud Services. So, appropriate setup is required to establish networking between your VCN on OCI and Oracle Utilities Cloud Services VCN, which can be done using a service gateway. Service Gateway is one of the available gateways in OCI VCN that allows for traffic to be routed between two VCNs within OCI.

In order to send communication to Oracle Utilities Cloud services application's web service APIs from an external system hosted outside Oracle Utilities Cloud services, the calling application/service needs to meet the following criteria:

- **Access to the web service APIs of Oracle Utilities Cloud services applications**

The web service APIs of Oracle Utilities Cloud Services can be accessed via VPN Connect through the use of service gateway in your VCN. The DNS

resolution of service gateway should be set so that the service domain names resolve to home region IPs of Oracle Utilities Cloud Services and NOT that of Akamai content delivery network. The home region IP is the IP of the main data region selected for the tenancy in which the cloud service is deployed. When a cloud account is created, a Home Region is assigned to it. This is the main data region that is linked to that account. Customers are required to raise Service Request via My Oracle Support to get the Home Region IP addresses.

- **OCI IAM Identity Domain token-based authentication or basic authentication over HTTPS**

The web service APIs of Oracle Utilities Cloud Services support OCI IAM Identity Domain token based and basic authentication over https to authenticate an incoming request from external applications. Either of the authentication methods can be used for sending a request to Oracle Utilities Cloud Service's web service APIs.

- **Inbound Allow Lists for Forward Flow Communications**

The allow-list option allows you to specify the sources from which communication is allowed into Oracle Utilities Cloud Services. By default communication is allowed from all sources with valid authentication information. You can change this behavior by adding sources to the allow list. The addition/removal of sources can be done by raising a support ticket to update the allow-list. Optionally, you can even specify the resources that one or more sources has access to.

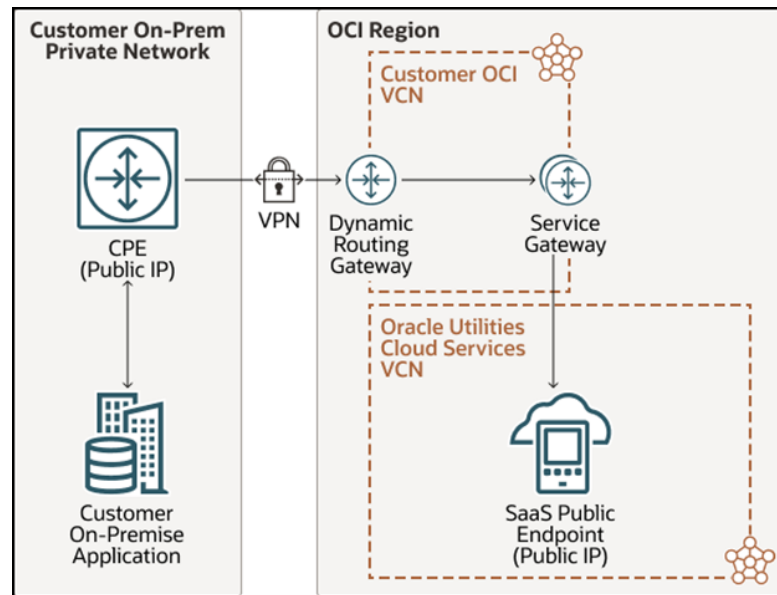
Create a support ticket for adding VCN OCID to the allow list of Oracle Utilities Cloud Service so that communication coming into Oracle Utilities Cloud Services from only your VCN's service gateway is allowed.

- A source of forward flow requests can be identified by:
 - IP address ranges defined as CIDR blocks (for access from, other than service gateway)
 - VCN OCID; which is used only for sources that access the resources via the OCI service gateway.
 - Both IP and VCN OCID; optionally, you can create and name groups of CIDR blocks and/or VCN OCID through the use of a support ticket.
- A resource to be accessed can be identified by:
 - Paths depending on the application. For example: /web for online web application; /sql for ORDS, /rest for rest services etc
 - Groups of paths that start with a particular subpath. For example: /rest/busSvc/K1 for all K1-owned rest service
 - Specific paths. For example: /rest/busSvc/F1-HealthCheck can be configured to be accessible by set of sources. Optionally, you can create and name groups of paths through the use of a support ticket.

The Cloud Operations team defines the inbound allow list based on the information provide as an Allow Rule. An allow rule would be a mapping between sources and paths i.e., which source/sources has access to which path/paths. Each rule is made up of a path group and one or more sources that can access it. Optionally, the customers can request to create and name groups of paths via support ticket.

Note: For creating, updating or removing an allow-list rule, a support ticket needs to be raised.

Reverse Flow



The Oracle Utilities Cloud service makes web service calls to the external application by using Oracle Utilities Cloud service supported authentication methods such as basic authentication/OAuth client credentials. Note that Oracle Utilities Cloud services can make API calls only to public IP addresses, if the external APIs are private, you need the appropriate set up to ensure that the external APIs have public IPs; for example: use of a reverse/customer proxy mentioned in the preceding architecture diagram to expose your private API end points through public IP.

If your external application's TLS certificates are not issued by a public certificate authority, you can use a single reverse proxy, with a valid CA signed TLS certificate, to proxy for multiple applications in your data center.

For Oracle Utilities Cloud services to make either an outbound call to an external system, the following criteria should be met by the web service APIs of the external system

- **Accessible API**

For a request to be made from Oracle Utilities Cloud services to the web service APIs of the external system through VPN Connect, those APIs should be accessible via public IP addresses. If your external application APIs are not yet public, the networking administrators on your IT team/partner/implementer should be able to set up and configure appropriate components so the private APIs are exposed through public IPs. Following are a couple of examples that can help expose the private web service APIs of an external system through public APIs:

- Use reverse proxy in the data center where the external application resides. A single reverse proxy can be used to expose multiple applications/APIs
- Use reverse proxy in your OCI VCN that routes requests to the external application through VPN Connect. A single reverse proxy can be used to

expose multiple applications/APIs. You can set up the proxy by using a separately provisioned OCI VM in your OCI VCN.

You can install and configure an appropriate reverse proxy software on this OCI VM so it can accept requests coming in from Oracle Utilities Cloud Services and then forward these to the external applications. The reverse proxy should be set up with a public IP address, so Oracle Utilities Cloud Service can send outbound communication to the reverse proxy.

Note: OCI VM is not included as standard offering of Oracle Utilities Cloud Services Subscription.

- **Valid CA-signed Certificate**

The web service APIs of the external application should have valid CA issued TLS certificate. There is a TLS handshake to check that certificate matches what is on Oracle Utilities Cloud service's outbound allowlist, and if it meets the criteria then Oracle Utilities Cloud services can post outbound requests to the external application.

If the external application's web service APIs use self-signed certificates, then you need to configure the APIs to support CA-signed certificate. Following are some examples of how this can be done:

- Use valid CA-signed certificate
- Use a reverse proxy with a valid CA-signed certificate in the external application's data center or in your OCI VCN, which can act as a gateway indirectly exposing the external application APIs. A single proxy may be used for multiple web services or applications, based on the configuration.
- A reverse proxy can be set up on OCI for the same purpose.

- **Basic authentication/OAuth Client Credentials over HTTPS protocol**

Oracle Utilities Cloud Service can send requests to external applications that support either basic authentication or OAuth client based authentication over https. So, the external application's APIs need to support either of the authentication options for web services.

- **SSL Port Number 443**

If the API of the external application does not have 443 as the port number, then you might have to consider changing the port to 443 or in cases where the port number cannot be changed, you might consider adding additional infrastructure/software as a mediator; for example, adding a reverse proxy that listens on port 443. Oracle Utilities Cloud Service is designed to make calls ONLY to the port 443 as part of all web service reverse flow communication.

- **Outbound Allow Lists for Reverse Flow Communications**

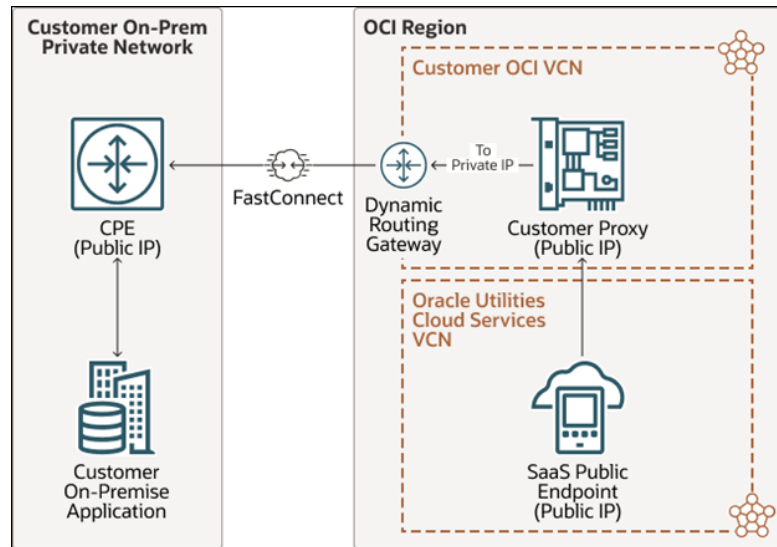
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The following information needs to be made available in the support ticket:

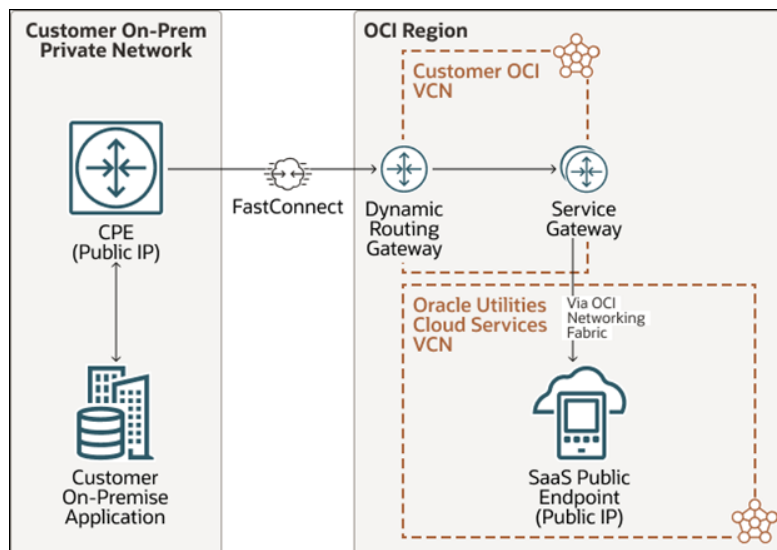
- The named DNS OR URL along with the justification for its allowance.

Architecture 3. Integrating Through FastConnect for Private Web Service APIs

Forward Flow



Reverse Flow



Another private routing option of FastConnect may also be used to connect your private/corporate network with OCI network(OCI VCN). FastConnect provides an entry point in to OCI for a dedicated private line between your data center and the OCI to enable high bandwidth data transfer over a highly secured channel. FastConnect communication requires FastConnect DRG to be setup on your OCI VCN along with a dedicated line that can connect the CPE with the FastConnect DRG to be set up, which in turn interfaces with the service gateway or the proxy (if available) within you VCN, depending on the direction of the communication. Within OCI networking, communication between Oracle Utilities Cloud Service's VCN (Virtual Cloud Network)

and your VCN uses the service gateway or your proxy depending on the direction of the API Call.

The requirements for connecting external application to Oracle Utilities Cloud Services through FastConnect remain the same as the ones mentioned under the architecture option using VPN Connect. To set up a FastConnect private line between an external data center and OCI, See [Understanding Oracle Cloud Infrastructure FastConnect](#).

Network Scenarios

This section describes four different networking scenarios, based on the above three networking architectures, any of which you might consider when integrating Oracle Utilities Cloud Services with an application hosted externally. To assist you in choosing the appropriate network topology, here we provide a description and pro/con discussion of each scenario.

Use the following table and associated topics to help you decide which networking option best fits your needs.

Scenario	Description	Security	High Availability	Throughput	Cost
1	Connectivity over public internet without VPN or FastConnect	TLS only	Relies on connectivity over the internet	Limited	Low setup cost; Low setup cost; OCI data transfer charges may apply
2	Connectivity over public internet with VPN Connect and without FastConnect	IPSec, Encrypted	Limited	Typically <250Mbps	Low setup cost; Low setup cost; OCI data transfer charges may apply
3	Connectivity over FastConnect without VPN (VPN may reduce the throughput)	TLS over dedicated private line - Not Encrypted	Redundancy supported - Refer to High Redundancy Best Practices	Port speeds in 1 Gbps, 10 Gbps or 100 Gbps increments	Prominent setup cost; OCI data transfer charges do not apply
4	Connectivity over public internet with VPN (as a fallback) and FastConnect	Depending on the path used for communication (Fast Connect -Not Encrypted; VPN - Encrypted)	Redundancy by Design - Refer to Redundancy Best Practices	Depending on the path used for data transfer	Prominent setup cost; OCI data transfer fees may apply, depending on the path of communication

Although connecting to Oracle Utilities Cloud Service via the internet is the cheaper option to setup, due to its limited security and availability, when transferring secured information as part of product integrations, it might also be the riskier option. Also, the OCI data transfer charges should be taken into consideration when evaluating the networking options. To ensure utmost security and availability, the FastConnect option with a redundant setup of VPN over public internet may be preferred.

The following sections discuss these options in greater detail.

Scenario 1: Connect Over Public Internet Without VPN or FastConnect

You can consider connecting over the public Internet without a VPN or FastConnect when the integration with on-premises application doesn't need high bandwidth or high levels of security. This is illustrated in the diagram in [Architecture 1: Integrating Through Public \(Internet\) Web Service APIs](#).

Note these considerations:

Pre-requisites (to be performed by the customer)	- On-premises application's APIs in customer's network should be publicly accessible through the internet. - Application's inside customer's network should have access to public internet.
Working	- Oracle Utilities Cloud Services REST APIs are exposed to the public internet, so on-premises applications can use these REST APIs for integrations. - Oracle Utilities Cloud Services can call on-premises public (internet facing) APIs for integration. - File transfers can be done by using Object Storage, which also has secured public (internet facing) REST APIs.
Pros	Simple setup, lower cost.
Cons	- Limited security of data in transit by using TLS, through public internet. - No guaranteed availability of connection; network outages between the on-premises data center and Oracle's OCI can occur. - Unpredictable throughput; moving large amounts of data can take substantial time - OCI data transfer charges may apply.

Scenario 2: Connect Over Public Internet With VPN but Without FastConnect

This scenario covers integration over the public internet with a VPN Connect but not using FastConnect. This is applicable when the integration with on-premises applications doesn't need high bandwidth but requires higher levels of security, with private APIs. This is explained in Architecture-2 diagram and used where additional cost is a factor but network throughput isn't.

Note these considerations:

Pre-requisite setup (to be performed by the customer)	• Appropriate setup needs to be done between the on-premises data center and OCI for the VPN Connect. • Service Gateway needs to be setup within customer's OCI VCN to route requests from customer's on-premises data center to Oracle Utilities Cloud Services through the VPN connect. • Appropriate setup/configuration needs to be set up to route requests from Oracle Utilities Cloud Services to the private APIs on customer's on-premises data center as Oracle Utilities Cloud Services can only send requests to public APIs. • Redundancy can be planned and the VPN setup should be done accordingly (this is a redundancy best practice).
Working	• Oracle Utilities Cloud services REST APIs can be accessed via the VPN Connect route through the service gateway, so customer's on-premises applications can use these REST APIs for integrations. • Oracle Utilities Cloud services can access the private APIs of customer's applications through an intermediary such as a reverse proxy and via the VPN. • File transfers can be done by using Object Storage, which also has secured public (internet facing) REST APIs.
Pros	• Easy to set up; more secure than public internet option. • Redundancy is supported by way of multiple connections and tunnels.
Cons	• Cost of setting up the intermediary, such as a proxy to expose the customer's on-premises applications' private APIs to Oracle Utilities Cloud services. • Service gateway setup. • Low throughput-typically <250Mbps; moving large amounts of data can take substantial time. • OCI data transfer charges may apply.

Scenario 3: Connect Over FastConnect Without VPN

Connect over FastConnect without a VPN when the integration with an on-premises application requires high bandwidth; for example, when you need to transfer large files. This is illustrated in the diagram in [Architecture 3. Integrating Through FastConnect for Private Web Service APIs](#).

Note these considerations:

Prerequisites setup (to be performed by the customer)	• A dedicated private line between a customer's on-premises data center and OCI. • Set up and configuration must be set up so that any private end points are exposed to Oracle Utilities Cloud services as public end points; for example, the use of a reverse proxy. • Service Gateway needs to be set up within customer's OCI VCN to route requests from customer's on-premises data center to Oracle Utilities Cloud services through the VPN connect. • Redundancy can be planned and the FastConnect setup should be done accordingly (Redundancy is a best practice).
Working	• Oracle Utilities Cloud services REST APIs can be accessed via the FastConnect and Service Gateway route, so customer's applications can use these REST APIs for integrations. • Oracle Utilities Cloud services can access the private APIs of customer's on-premises applications through the intermediary setup (such as a reverse proxy) and via FastConnect. • File transfers are done using Object Storage, which also has REST APIs.
Pros	• High bandwidth; secure line.
Cons	• Cost of setting up the FastConnect private line and the cost of setting up the intermediary (such as a proxy).

Scenario 4: Connect Over Public Internet with VPN and FASTConnect

Connect over the public internet with a VPN Connect and FASTConnect when the integration with an on-premises application requires not only high bandwidth, but also needs a fallback mechanism to ensure close to 100% availability. While the fallback mechanism in this case has a lower bandwidth, it ensures that connectivity persists. This is a combination of [Architecture 2. Integrating Through VPN Connect](#) and [Architecture 3. Integrating Through FastConnect for Private Web Service APIs](#).

Note these considerations:

Pre-requisites (to be performed by the customer)	• A dedicated private line between a customer's on-premises data center and OCI. • An appropriate setup and configuration that allows exposure of any private end points to Oracle Utilities Cloud Services as public end points. • Service Gateway needs to be set up within customer's OCI VCN to route requests from customer's on-premises data center to Oracle Utilities Cloud services through the VPN connect. • Redundancy can be planned and the FastConnect setup should be done accordingly (Redundancy is a best practice). • Redundancy can be planned and the VPN setup should be done accordingly (Redundancy is a best practice).
Working:	• Oracle Utilities Cloud services REST APIs can be accessed via the FastConnect or the VPN Connect route, so customer's applications can use these REST APIs for integrations. • Oracle Utilities Cloud services can access the private APIs of customer's on-premise through the proxy and via FastConnect or the VPN Connect • File transfers can be done using Object Storage's public(internet facing) REST APIs or by connecting to the Object Storage through FastConnect.
Pros	• High bandwidth, high availability, and secure.
Cons	• Cost of setting up the private line for FastConnect and the cost of setting up the intermediary process to expose the on-premises private end points to Oracle Utilities Cloud services. • Low throughput of VPN Connect in case FastConnect line becomes unavailable.

Integrate Oracle Utilities Cloud Services using File Transfers

Along with the web services-based integration, Oracle Utilities Cloud services applications also support integration by using file transfers; that is, you can also move data between the Oracle Utilities Cloud services application and the external application by transferring files.

Usually, the Oracle Utilities Cloud services applications process both inbound and outbound files by using batch programs via built-in file adapters to Oracle Object Storage Cloud Service. So, all inbound and outbound file transfers are supported only through Oracle Object Storage Cloud Service. An external application needing to integrate with Oracle Utilities Cloud services application using files should have the capability to push and pull files from the Oracle Object Storage Cloud Service.

Allowing Inbound-Outbound Communication by Using File Transfers

The criteria/methods for moving files to and from Oracle Utilities Cloud services application as part of an integration with external applications is more or less the same. Oracle Object Storage Cloud Service has to be used for pushing and pulling files to and from Oracle Utilities Cloud services application.

The external application needs to be able to integrate with the Oracle Object Storage Cloud Service. Oracle Object Storage Cloud Service has REST APIs available over public internet that can be used by the external application to pull or push files to Oracle Object Storage Cloud Service. If the external application does not support REST API based file transfers, then an intermediary setup needs to be done to push and pull files from Object Storage. Following are some sample setups for file-based integration, in the absence of REST API capability in the external application:

- If the external application supports SFTP based file transfers, then you can build a custom adapter between the SFTP storage being used by the external application and Oracle Object Storage Cloud Service. The custom adapter can use the Oracle Object Storage Cloud Service's REST APIs to move the files between Oracle Object Storage Cloud Service and the SFTP storage server.
- You can use the Managed File Transfer Cloud Service, which is part of SOA cloud service. Managed File Transfer Cloud Service has built in adapters to Oracle Object Storage Cloud Service. The external application can interface with Managed File Transfer Cloud Service using SFTP.
- Use Oracle Integration Cloud Service for file-based integrations

Understanding Connection Technologies

When integrating between an Oracle Utilities Cloud services application and an application hosted externally, either in your data center or in a third party data center, you can select between three different connectivity technologies, depending on your topology and integration requirements,

Understanding Akamai Networking Usage for Oracle Utilities Cloud Services

Akamai is a content delivery network provider with geographically distributed servers that speed up the delivery of web content by bringing it closer to where users are. It currently handles 15-30% of the world's web traffic. Access to Oracle Utilities Cloud Services through Akamai networking adds a layer of security that thwarts malicious attacks such as Distributed Denial-of-Service (DDoS), at the edge, before they reach infrastructure. All communication coming into Oracle Utilities Cloud Services is automatically directed through Akamai network. The DNS of Oracle Utilities Cloud Services automatically resolve to the respective Akamai network end points through which the communication is routed.

Understanding Oracle VPN Connect

You can use Oracle VPN Connect to connect your corporate/private network to Oracle Cloud Infrastructure (OCI) through public internet. It provides secure communication through a virtual private tunnel via the public internet between the Oracle Utilities Cloud services on OCI and the external application with which it integrates.

Separate VPNs should be setup for each of your data center and each third party data center that you may need to connect to OCI, for integrating external applications. Customers need to setup and configure VPN Connect. VPN Connect is a free service, with no port hour charges. Data transfer cost is covered under networking cloud pricing.

When to Use VPN Connect

You should consider using VPN Connect when the following conditions exist:

- When an external application that needs to be integrated with Oracle Utilities Cloud services is within your corporate private network and you do not plan to expose the APIs to public internet (outbound from Oracle Utilities Cloud services applications) from within your data center or if your application cannot access the public internet (inbound to Oracle Utilities Cloud services) but needs to be integrated with Oracle Utilities Cloud services.

While accessing private end points/APIs of external application, an intermediary on Oracle Cloud Infrastructure would be required along with VPN Connect. Oracle Utilities Cloud services cannot connect to private IP addresses for outbound communication from SaaS, they need a public IP address to connect to, for integration.

- When external applications don't use CA-issued certificates and you plan to use a reverse proxy set up within Oracle Cloud Infrastructure and the external application doesn't expose any APIs to public internet. VPN Connect may be required for the reverse proxy to be able to connect to the external application from Oracle Cloud Infrastructure.
- When you want a secured communication channel over public internet for integrating Oracle Utilities Cloud services with the applications in your data center or third party data center.

Preparing to Use VPN Connect

Before you implement VPN Connect to integrate external applications with Oracle cloud services, do the following:

- Understand the requirements and tasks for setting it up.
- Configure the customer-provided equipment (CPE).
- Plan redundancies that will prevent costly system downtime.

Set Up IPsec VPN Connect:

Setting up an IPsec VPN Connect network between external applications and Oracle SaaS is a multistep process that can be complex unless you understand it thoroughly. This topic provides a basic overview of the required steps. For more details, refer to **Setting Up VPN Connect**, referenced in [Before Using VPN Connect](#).

1. Choose the routing type that works best for your implementation. IPsec VPN has two redundant IPsec tunnels and you should configure your customer-provided equipment (CPE) device to use both tunnels. You can select either of two routing types for these tunnels:

BGP dynamic routing, with which the available routes are learned dynamically through BGP.

Static routing, with which, when you set up the IPsec connection to the DRG, you specify to your on-premises network the particular routes that you want the VCN to know about.

Refer to **Routing for the Oracle IPsec VPN**, referenced in [Before Using VPN Connect](#) for more details on choosing the routing type.

2. Complete the questionnaire in Setting Up VPN Connect, referenced in [Before Using VPN Connect](#). These questions require such information as your VCN's CIDR, public IP address of your CPE device, the routing type you plan to use, and other pertinent details.
3. Set up the IPsec VPN components:
 - Create your VCN.
 - Create a DRG.
 - Attach the DRG to your VCN.
 - Create a route table and route rule for the DRG.
 - Create a security list and required rules.
 - Create a subnet in the VCN.
 - Create a CPE object and provide your CPE device's public IP address.
 - Create an IPsec connection to the CPE object and provide required routing information.
4. Use the CPE Configuration Helper, which will generate the information for your network engineer to use when configuring your CPE device. For more information, see [Using the CPE Configuration Helper](#) and also [CPE Configuration](#), referenced in [Before Using VPN Connect](#).
5. Have your network engineer configure your CPE device.
6. Validate connectivity.

Configure Customer-Provided Equipment

Network engineers require basic information about the inside and outside interfaces of your on-premises device; that is, your customer-provided equipment or CPE. This will allow them to configure these on-premises device at your end of the IPsec VPN so traffic can flow between your on-premises network and VCN.

Note: Oracle has verified specific software for use with VPN Connect; however, listing them here is beyond the scope of this chapter. You can see this list in Verified CPE Devices, referenced in [Before Using VPN Connect](#).

The network engineer will need to take the following steps:

1. Determine the routing requirements. Oracle uses asymmetric routing across the multiple tunnels that make up the IPsec VPN connection. Even if you configure one tunnel as primary and another as backup, traffic from your VCN to your on-premises network can use any tunnel that is "up" on your device.

Configure the firewalls accordingly. Otherwise, ping tests or application traffic across the connection will not reliably work. If you use BGP dynamic routing with your IPsec VPN, you can configure routing so that Oracle prefers one tunnel over the other.

2. Collect important information about VCN and an IPsec connections multiple IPsec tunnels. This information includes:
 - VCN OCID, which is a unique Oracle Cloud Infrastructure identifier that has a UUID at the end
 - VCN CIDR
 - VCN CIDR subnet mask
 - For each IPsec tunnel, the IP address of the Oracle IPsec tunnel endpoint (the VPN headend) and the shared secret
3. Collect basic information about the inside and outside interfaces of your on-premises device (your CPE).
4. Determine whether the Oracle VPN head ends use route-based tunnels or policy-based tunnels (note, too, that using policy-based tunnels comes with some caveats).
5. Observe these IPsec VPN best practices:
 - Configure all tunnels for every IPsec connection.
 - Have redundant CPEs in your on-premises locations.
 - Consider backup aggregate routes.
6. Test and confirm the connection status. After configuring the IPsec connection, test the connection by launching an instance into the VCN and then pinging it from your on-premises network.

Plan Redundancies

Redundancies in your IPsec VPN Connect implementation ensure reliable performance and minimize or eliminate costly downtime and other stresses on the system. When implementing redundancies, the key is to create backup paths built for efficiency, speed and availability.

To plan for redundancy, consider all the components (hardware, facilities, circuits, and power) between your on-premises network and Oracle Cloud Infrastructure. Also consider diversity, to ensure that facilities are not shared between the paths. Redundancy considerations are described here:

Component	Considerations
Internet service provider (ISP)	Not all ISPs are the same. Peering relationships from your ISP let your traffic route more efficiently, reducing the latency as it varies over the internet.
Hardware	Enable services with redundant hardware, and ensure that there's no single point of failure anywhere in the path. How will you handle infrastructure maintenance (by Oracle or your own IT department)? Can you tolerate downtime? How much downtime can you tolerate?
Facilities diversity	Do you have redundant power feeds? Do you have diverse telecommunication entry points into your building? Is your equipment in different racks or data centers?
Oracle FastConnect POP diversity	Do you want to terminate both FastConnect circuits into the same point of presence (POP) or into different locations? Note that POP diversity is available only in the Phoenix, Ashburn, Frankfurt, and London regions.
Circuit provider diversity	Are you planning to use diverse carriers? Are your WAN or internet circuits fully diverse, or do they share a POP? Note that having different carriers doesn't mean that the circuits are fully diverse.

To review some useful examples of redundancy planning, see **Redundancy Use Cases** in the *Connectivity Redundancy Guide*, referenced in [Before Using VPN Connect](#).

Before Using VPN Connect

The preceding VPN Connect best practices were culled from the Oracle Cloud Infrastructure documentation, which contains more detailed information on this service. Before using VPN Connect, you should review the following:

- For a VPN Connect prerequisite checklist, see [Before You Get Started](#).
- To understand the VPN Connect setup process, see [Setting Up VPN Connect](#).
- For a list of customer-provided equipment (CPE) devices and their configuration, see [Verified CPE Devices and CPE Configuration](#).
- For redundancy planning guidelines, see [Planning Redundancy](#).

Understanding Oracle Cloud Infrastructure FastConnect

Oracle FastConnect allows for a dedicated private line, to be installed by a telecommunications provider between an external data center and Oracle Cloud Infrastructure's (OCI) data center. This provides reliable and secured communication through a separate dedicated private line connecting the Oracle Cloud Infrastructure data center and external data center and provides communication capabilities outside the public internet.

Oracle FastConnect can be used with the data center belonging to Oracle Utilities Cloud services application's customer or with third party data center for integrating external applications. FastConnect capability with a third party data center may involve additional agreements/effort. If FastConnect capability is required, then it needs to be separately licensed and configured by the customer.

When to Use Oracle Cloud Infrastructure FastConnect

Use Oracle Cloud Infrastructure FastConnect whenever a high bandwidth dedicated private line between the data center hosting the external application and the Oracle Utilities Cloud services application is required.

Preparing to Use Oracle Cloud Infrastructure FastConnect

Before you implement Oracle Cloud Infrastructure FastConnect to integrate external applications with Oracle cloud services, do the following:

- [Review FastConnect Documentation](#)
- [Understand FastConnect Requirements](#)
- [Review FastConnect Design Options](#)
- [Plan Redundancies](#)

Review FastConnect Documentation

Oracle provides substantial and comprehensive documentation for implementing and using FastConnect which is beyond the scope of this chapter. Please refer to the links in [Before Using Oracle Cloud Infrastructure FastConnect](#) to locate this content.

Understand FastConnect Requirements

Before getting started with FastConnect, you need to address a set of implementation requirements.

At a minimum, meet these requirements:

- Have an Oracle Cloud Infrastructure account, with at least one user with appropriate Oracle Cloud Infrastructure Identity and Access Management (IAM) permissions.
- Have the proper Oracle Cloud Infrastructure Identity and Access Management (IAM) permissions (for example, a user in the Administrators group).
- Possess network equipment that supports Layer 3 routing using BGP.
- For colocation with Oracle: Ability to connect using single mode fiber in your selected FastConnect location. Also see Hardware and Routing Requirements.
- For connection to an Oracle partner, you need at least one physical network connection with the partner.
- For connection to a third-party provider, you need at least one physical connection with the provider.
- For private peering only, you need a least one existing DRG set up for your VCN.
- For public peering only, you need the list of public IP address prefixes that you want to use with the connection. Oracle will validate your ownership of each prefix.

You can find additional information on these requirements in the Hardware and Routing Requirements documentation, referenced in [Before Using Oracle Cloud Infrastructure FastConnect](#).

Review FastConnect Design Options

There are three FastConnect options to choose from: Oracle Provider, Third-Party Provider, and Colocation. This topic will help you to choose the best option for your implementation, based on consideration important points in the design.

You need to consider three main points when planning a FastConnect deployment:

- First, determine the Oracle location to which you want to connect.

Oracle has various locations around the globe, called Regions, where Oracle Cloud Infrastructure is deployed. Each region has one or two physical entry locations called FastConnect Data Centers (DC). The FastConnect DC is the entry point into the OCI region and is equipped with redundant hardware. The FastConnect DC is where the customer will establish connectivity to. You can find a complete list of FastConnect-enabled regions at Oracle's North America Network Provider and Exchange Partners website, referenced in [Before Using Oracle Cloud Infrastructure FastConnect](#).

- Next, identify the services to which you want to connect via FastConnect (also known as a virtual circuit).

FastConnect refers to the physical connection between on-prem and Oracle Cloud Infrastructure (OCI). Within FastConnect you will create a virtual circuit to connect to services within OCI. There are two types of virtual circuits (VC):

- Private peering, which is a virtual circuit when you want to connect on-prem to your Virtual Cloud Network (VCN) within OCI.
- Public peering, which is a virtual circuit you can use to connect your on-premises system to Oracle Services Network (OSN) and access public services without using the Internet.
- Finally, determine what kind of FastConnect to use:

Which of the three FastConnect options best meets your needs? To answer that question, you need to consider some different aspects of your design:

- Where is the customer's data center located?
- How many data centers the customer wants to connect to OCI
- What relation does the customer have with providers or carriers?
- Where can the provider deliver circuits or cross connects to
- How fast does the customer want FastConnect deployed? Cost Latency Bandwidth

These are key points to consider in the design and choosing the proper FastConnect option. For example, if the customer has a good relation with Provider A but Provider A is not an Oracle Provider, then the next option is to use Third-Party provider or Colocation option. If Provider A can deploy circuits to the FastConnect DC but can't deploy cross connect at the FastConnect DC then customer will have to look at a different provider. If the customer is not at the same address as the FastConnect DC then Colocation is not an option.

This is just a brief outline of how to address the design options for implementing OCI FastConnect. For a more detailed discussion of these design options, see the blog post [FastConnect Design](#), referenced in [Before Using Oracle Cloud Infrastructure FastConnect](#).

Plan Redundancies

Redundancies in your FastConnect implementation ensure reliable performance and minimize or eliminate costly downtime and other stresses on the system. When implementing redundancies, the key is to create backup paths built for efficiency, speed and availability.

While which redundancy best practices you should follow depend on which connectivity model you use, you should always design your network to achieve high availability (HA) and so that it's prepared for these types of disruptions:

- Regularly scheduled maintenance by your organization, your provider (if you're using one), or Oracle.
- Unexpected failures on the part of your networking components, your provider, or Oracle. Failures are rare, but you should plan for them.

For help ensure redundancy, Oracle provides:

- Multiple providers for each region
- Two FastConnect locations for each of the following regions (all other regions have a single FastConnect location)
 - Germany Central (Frankfurt)
 - UK South (London)
 - US East (Ashburn)
 - US West (Phoenix)
- Two routers in each FastConnect location
- Multiple physical connections between each Oracle partner and Oracle (for a given region)

You can find a more comprehensive discussion of best practices specific to a FastConnect connectivity model in [FastConnect Redundancy Best Practices](#), referenced in [Before Using Oracle Cloud Infrastructure FastConnect](#).

Before Using Oracle Cloud Infrastructure FastConnect

The preceding Oracle Cloud Infrastructure FastConnect best practices were culled from the OCI documentation, which contains more detailed information on this service.

Before using FastConnect, you should review the following documentation:

- For comprehensive FastConnect documentation, see [FastConnect](#).
- To understand the FastConnect prerequisites, see [FastConnect Requirements](#).
- For best practices when designing a FastConnect implementation, see [FastConnect Design](#) and [FastConnect Redundancy Best Practices](#).

Understanding Reverse Proxy Example

A reverse proxy is a type of proxy server that proxies one or more servers and retrieves resources from those servers on behalf of a client. The client sees its requests as being serviced by the reverse proxy and is oblivious to the servers that the reverse proxy abstracts. A reverse proxy can be used for exposing private end points/APIs to public internet and also to provide secure communications using signed certificates, if a server/application doesn't use signed certificates.

You can provision a reverse proxy in your data center-demilitarized zone that has access to your corporate/private network and expose specific end points of your application to public internet through the reverse proxy, for integration with Oracle Utilities Cloud services applications on OCI.

In the absence of CA-signed certificates in the external applications that have to be integrated with Oracle Utilities Cloud services applications (more specifically for outbound communication from Oracle Utilities Cloud services applications), you can setup a reverse proxy with CA-signed certificates to proxy for the external application/applications.

A single reverse proxy can be setup to proxy for multiple applications, subject to network setup. The reverse proxy can be setup on either the Oracle Cloud Infrastructure or within your data center's de-militarized network zone, based on applicability. You can use appropriate proxy software that needs VM and other resource subscriptions, setup and configuration as necessary, to have the reverse proxy setup on Oracle Cloud Infrastructure.

When to Use Reverse Proxy

External application's APIs are not exposed to public internet, so a reverse proxy that's setup in the data center of the external application or on Oracle Cloud Infrastructure can expose those end points to Oracle Utilities Cloud services applications.

In case the reverse proxy is setup on Oracle Cloud Infrastructure, then VPN Connect may be needed if the external application's APIs are not exposed to public internet. If the external applications don't use CA-signed certificates. Then a single reverse proxy with CA issued certificates can be set up to proxy one or more external applications.

Here is an example of setting up a Reverse Proxy on OCI:

1. To set up a reverse proxy on OCI, create a VM instance in your VCN.
2. If you're using Linux as the O/S for your VM, set up ingress rules in your VCN to allow SSH to the VM.
3. Download and install a reverse proxy software on the newly provisioned VM on OCI and configure it so it can receive communication from Oracle Utilities Cloud services and route it to the external application through the VPN.
4. Be sure to set up the reverse proxy with a public IP address so Oracle Utilities Cloud Service can send outbound communication to the reverse proxy.

See [Understanding Connection Technologies](#) for more information about the supported channels and additional requirements for integrating with external systems.

Understanding the Differences Between VPN Connect and OCI FastConnect

If you don't need to use a reverse proxy to implement integration between Oracle Utilities Cloud services application and an application hosted externally but still aren't sure whether to use IPSec VPN Connect or OCI FastConnect, understanding the differences between the two will help you make the correct determination.

An IPSec VPN establishes an encrypted network connection over the internet between the external application's data center and your Oracle Cloud Infrastructure virtual cloud network (VCN). It provides low or modest bandwidth and has the inherent variability in internet-based connections.

FastConnect bypasses the internet. Instead, it uses dedicated, private network connections between the external application's network or data center and your VCN.

Further comparisons are here:

	IPSec VPN Connect	OCI FastConnect
Use case	Development, test and small scale production workloads	Enterprise-class and mission critical workloads, Oracle Applications, Backup, DR
Supported Services	All OCI Services within VCN	All OCI Services within VCN
Typical Bandwidth	Typically < 250 Mbps aggregate	Higher bandwidth; increments of 1 Gbps and 10 Gbps ports
Internet	Internet Protocol Security (IPsec)	Border Gate Protocol (BGP)
Routing	Static Routing	Dynamic Routing
Connection Resiliency	active-active	active-active
Encryption	Yes, by default	No, can be achieved using virtual firewall
Pricing	Free for a managed service	Billable Port hours No data transfer charge between availability domains
Service Level Agreement	No Service Level Agreement	99.9% availability Service Level Agreement

Part Two

Data Conversion and Migration

This section provides data conversion, migration, and implementation information relevant to the products included in Oracle Utilities Cloud Services. Most of the information is generic and applies to functionality that is available in each of the products as part of the Cloud Service Foundation. There are also some conversion tools that are documented with each specific product. (The specific products are referred to in this document as “products” or “applications”).

This section includes:

- [Chapter 10: Overview](#)
- [Chapter 11: Data Conversion Guidelines](#)
- [Chapter 12: Data Conversion and Migration Scenarios](#)
- [Chapter 13: Data Conversion and Migration Design](#)
- [Chapter 14: Data Conversion and Migration Processes](#)
- [Chapter 15: Preparing for Conversion](#)
- [Chapter 16: Data Conversion and Migration Steps](#)
- [Chapter 17: Customizing Data Conversion and Migration](#)

Chapter 10

Overview

The chapters in this section provide guidelines for migrating and/or converting data between application environments, including moving data from existing applications into Oracle Utilities Customer Cloud Service or Oracle Utilities Meter Solution Cloud Service. Existing applications can include legacy applications as well as on-premises implementations of Oracle Utilities applications such as Oracle Utilities Customer Care and Billing and Oracle Utilities Meter Data Management.

See **Conversion** in the *Application Framework Administrative User Guide* for information about the general conversion process.

This overview chapter includes:

- [Data Conversion and Migration Overview](#)
- [Terms and Definitions](#)
- [Database Tables](#)
- [Additional Information](#)

Data Conversion and Migration Overview

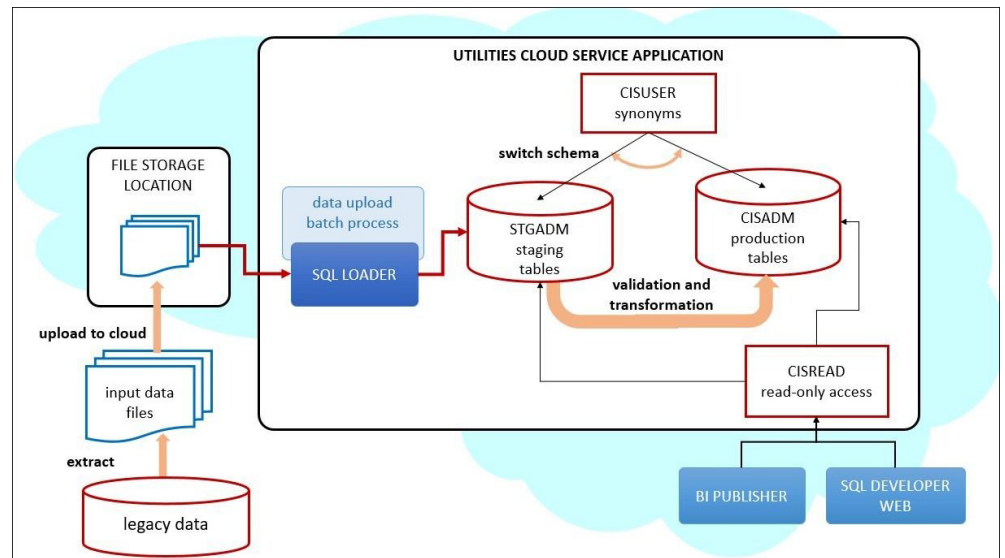
This section provides an overview of data conversion and migration, including:

- [Conversion Process Overview](#)
- [Implementation Effort](#)
- [What Is in the Newly Provisioned Environment?](#)
- [Data Conversion and Migration on Cloud](#)

Conversion Process Overview

The goal of the Conversion Process is to migrate data from a legacy application into a target environment, and to begin running the application in the cloud. Due to cloud-related technical restrictions, legacy data cannot be uploaded directly into the software-as-a-service (SaaS) database.

Legacy data must be extracted into file(s) and compressed. The data files are uploaded to the cloud file storage location and then loaded into the target "staging" tables using Oracle SQL Loader. The data is validated, transformed, and finally inserted into "production" tables. Oracle Utilities cloud services include various tools supporting ad hoc SQL inquiries and reconciliation reports on both staging and production data.



Implementation Effort

Implementers are expected to perform the following tasks for data conversion:

- Analyze the legacy data and decide what portion of it should be converted
- Map the legacy data to target Oracle Utilities Application Framework (OUAF) / Application data
- Develop legacy data extract process and produce input data files
- Adjust default data upload setup in OUAF / application, if needed
- Rehearse data upload and fine-tune configurations and/or legacy data extract, if needed

- Create reconciliation reports in Analytics Publisher
- Use uploaded data to try the subsequent conversion flow(s); bring the end-to-end conversion flow to perfection
- Execute the final conversion data upload run, a.k.a. cut-over
- Execute the application's data conversion processes.
- Disable conversion activities in the environment

What Is in the Newly Provisioned Environment?

The production instance is available for conversion.

Conversion activities do not co-exist well with the rest of the implementation. The massive data uploads, table truncation, and switching schema could disrupt business configurations development and testing. The production environment during project implementation is the best candidate for conversion.

In the newly provisioned instance, the staging area in the database is created according to application specifications. The Analytics Publisher instance and SQL Developer Web / Oracle REST Data Services are connected to production and staging data.

The environment contains pre-configured conversion data upload setup.

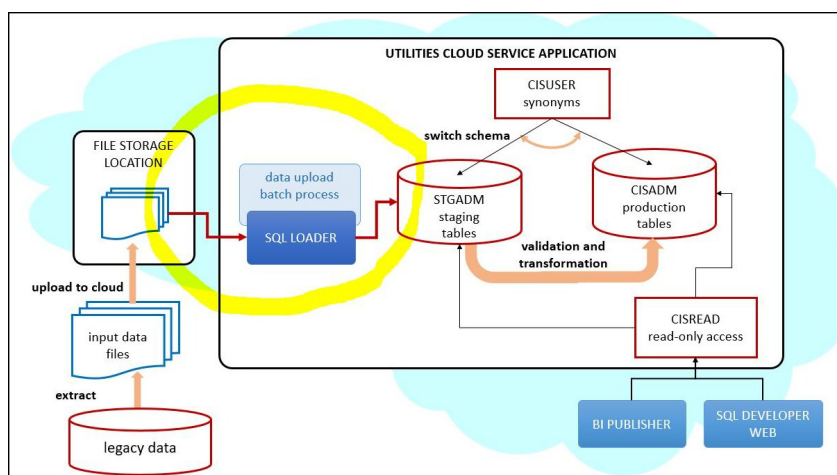
The default configurations are suitable for typical table volumes and common data formats. If your implementation does not include extremely large data volumes, special data formats, or other idiosyncratic requirements, the default setup can be used "as is".

Data Conversion and Migration on Cloud

This section provides an overview of data upload support in Oracle Utilities cloud services, including:

- [Provided by Cloud Service Foundation](#)
- [Provided by Applications](#)

The highlighted portion of the flow shown below is supported by Oracle Utilities Cloud Service Foundation (CSF). The legacy data extract and the input file creation belong to the implementation. The business application provides conversion validation and transformation processes, as well as the definition(s) of the staging area.



Provided by Cloud Service Foundation

Oracle Utilities Cloud Service Foundation (CSF) features metadata-driven configurable and customizable data upload with SQL Loader. It also provides support for basic database operations such as table clean-up (truncate), index enable/disable, and some others.

SQL Loader is an Oracle database utility that allows users to load data from external files into target DB tables. See Oracle DB SQL Loader Documentation for details.

The load of the Input Data File is performed according to the instructions recorded in a Control File. The Control File contains load options and parameters and also a list of data fields with formatting and parsing instructions.

For data upload on cloud, Control Files are pre-generated based on the metadata and conversion configurations and stored in the system.

Cloud Service Foundation allows users to generate control files, and it also provides a batch process that consumes the Input Data File(s), reads the pre-generated Control File and calls SQL Loader.

Cloud Service Foundation delivers the following:

- Batch processes. CSF batch controls are "generic", with no default value for the parameter that specifies target table or maintenance object (MO). These batch controls are used mostly for development and testing purposes. Applications are likely to supply "specific" batch controls for each target table or MO.
 - Batch Controls: Load Data into Table or Maintenance Object, Truncate Table or MO's Tables, Disable/Enable Indexes, Disable/Enable Triggers, Update Statistics, Populate Key Table, Cleanup Key Reference and XML resolution Tables, Generate Conversion Artifacts (bulk), and few others.
- Services accessible via online UI.
 - Switch Schema - executes the stored procedure that is re-directing the CISUSER synonyms between staging and production.
 - Generate Conversion Artifacts - creates input data file specifications and SQL Loader control files for specific converted objects. The artifacts are generated based on the metadata and according to the conversion data upload setup
- The instance of Analytics Publisher that is connected to the database with read-only access to the staging and production schema tables.
- The instance of SQL Developer Web that is connected to the database with read-only access to the staging and production schema tables.
- Predefined Configurations
 - Data delimiters and data format strings for date and date/time fields (Extendable Lookups)
 - Default Conversion Instructions (Conversion Task Types) for typical Table, MO and Key Table.
 - SQL Loader Control File fragments (Managed Content) for parallel and non-parallel load
 - Conversion Data Upload Master Configuration with default setup
 - User Groups and Template Users for conversion (suggested setup)

Provided by Applications

Each application comes with its own Conversion Accelerator that includes admin and system data for suggested upload configurations. Applications also provide a set of processes and tools to validate and transform the uploaded "staging" legacy data into real production form.

Application Conversion Tool

The Conversion Tool is usually comprised of processes, services, and configurations that support necessary legacy data validation and transformation.

The application connects to the `@application_user` schema in the database. This schema contains synonyms to the actual tables and views. Let's assume the legacy data has to be loaded into a table TABLEXXX. From the application perspective, the data upload process inserts the data into `@application_user.TABLEXXX`. The meaning of the synonym `@application_user.TABLEXXX` could be `@production_schema.TABLEXXX` or `@staging_schema.TABLEXXX`. Once the `switch_schema()` stored procedure is executed, the assumption is that the synonyms in `@application_user` schema are set to point to the "staging" tables, and the data upload may begin.

Possible approaches to the staging data upload into target tables are described below.

Approach: The legacy data is uploaded into a set of tables in the staging schema (STGADM).

Upon successful legacy data upload, the sequence of batch processes performs object-level validation and FK validation of the data in the staging tables, generates new keys and finally inserts the data into production tables.

Approach: The legacy data is extracted and loaded into Initial Sync table(s) in the production schema (CISADM). This approach is relevant under special circumstances such as extremely large data volume. Another reason for loading data directly into production could be a migration of existing Oracle Utilities application from on-premise to cloud, when the legacy data is actually a valid application data, conforming to target data formats and standards and there is no need for additional validations and key generation.

NOTE: the Switch Schema has to be performed anyway in order to set the internal system indicator to Staging and allow the data upload

A custom control file should be created in order to insert the data into production tables..

Upon successful legacy data upload, the data can be further processed using regular application processes.

Application Accelerators

The accelerator usually contains suggested configurations for data upload support. It may include:

- Conversion Instructions for tables/maintenance objects with special data requirements (Conversion Task Types)
- Alternative Control File fragments and custom Control Files (Managed Content)
- Conversion Master Configuration
- Specific Batch Controls for each converted Table or Maintenance Object, as well as suggested batch job/scheduler batch streams for suggested conversion activities orchestration

- Sample reconciliation reports
- Other system, admin, and/or configuration data

Terms and Definitions

The processes described in this section use the following terms:

Term	Definition
Upload	Data is uploaded directly into the database from a legacy application.
Bind	Direct relationships between records, such as between devices and assets, are created via batch processing. See Binding MDM Device ID and ODM Asset ID for more information.
Import	Data is imported from an existing Oracle Utilities application such as Oracle Utilities Customer Care and Billing and Oracle Utilities Meter Data Management.
Legacy CIS	A legacy customer information system from which data will be migrated/converted.
Legacy MDM	A legacy meter data management application from which data will be migrated/converted.
CCB (CC&B)	Oracle Utilities Customer Care and Billing
MDM	Oracle Utilities Meter Data Management
ODM	Oracle Utilities Operational Device Management

Database Tables

The processes described in this section reference a number of different types of database tables. These are described below.

Production Tables: Tables used by application when running in a production environment. Examples of production tables include CI_SP (Service Point - CCB), D1_SP (Service Point - MDM), W1_ASSET (Asset). Production tables are accessible through the Table portal in the Customer Cloud Service application.

Staging Tables: Tables used to facilitate import and migration into the product database. Staging tables are not accessible through the Customer Cloud Service application user interface.

Key Tables: Tables used to facilitate generation of keys. Examples of key tables include CI_SP_K (Service Point Key), D1_SP_K (Service Point - MDM), W1_ASSET_K (Asset Key). Key tables are accessible through the Table portal in the Customer Cloud Service application.

Scope and Assumptions

The processes described in this section are based on the following scope and assumptions:

Legacy data has been loaded to the staging tables. See **Data Conversion Support for Cloud Implementations** in the *Oracle Utilities Cloud Service Foundation Administrative User Guide* for information about loading data into staging tables.

The process described in this document covers Meter Data Management conversion delivered for converting legacy master data such as Contacts Devices, Device Configurations, Measuring Components, Service Points, Install Events, and Usage Subscriptions.

The process described in this document includes Operational Device Management conversion pertinent to deployments of Oracle Utilities Customer Cloud Service that include customer, meter and operational device (asset) functionality.

Additional Information

Refer to the following documentation for additional information about data conversion and migration with Oracle Utilities cloud services:

- *Oracle Utilities Cloud Service Foundation Administrative User Guide*

These documents can be found in the **Supporting Cloud Service Guides** section on the Oracle Utilities Customer Cloud Service or Oracle Utilities Meter Solution Cloud Service documentation website.

Chapter 11

Data Conversion Guidelines

This chapter provides general guidelines related to data conversion.

Data conversion refers to the migration of data from a client's legacy system (on-premise or cloud) to the application database(s) within Oracle Utilities cloud services. Since no direct access is permitted to the application database, data conversion support is provided to facilitate SQL Loader-based data upload via Cloud Service Foundation tools. Staging tables cleanup is also supported.

Refer to [Part Two: Data Conversion and Migration](#) in this guide for more detailed information about data conversion and migration.

Data Conversion Approach

The implementation project is expected to extract the legacy data into flat files and upload these files to a specific location on the cloud, and then to run a sequence of batch processes that moves the data into corresponding tables in the special Staging database schema. The subsequent processing of the staging data, along with its insertion into production tables, is specific for each cloud service. Refer to [Data Conversion and Migration](#) for more information about specific data conversion and migration scenarios. Sample upload files are also available from the [Oracle Utilities Documentation library](#) for the relevant cloud service.

It is recommended to start with small set of data covering most of the unique / critical scenarios, perform the object / FK validations and try to resolve the data quality conversion issues by comprehensive testing (both online and batches). Gradually increase the data volume to avoid running full scale of converted data early resulting in application errors (invalid data will often lead to a lot of 'noisy errors' that can be avoided with this approach).

In the data extract populate the ILM_ARCH_SW as follows:

- Set ILM_ARCH_SW with a value of “Y” for high-volume tables. In specific, the ILM_ARCH_SW field MUST be set to “Y” for the following tables used with Oracle Utilities Customer Cloud Service and Oracle Utilities Meter Solution Cloud Service:
 - D1_DVC_EVT (Device Event)
 - D1_INIT_MSRMT_DATA (Initial Measurement Data)
 - D1_USAGE (Usage Transaction)

- Set ILM_ARCH_SW with a value of “N” for all other tables

Data Conversion Tips

The following high-level tips are important for data conversion efforts:

1: Data Upload Indexes and Constraints

Data conversion is performed by processing legacy data extract files using SQL Loader. During the data upload, the indexes and constraints are disabled and duplicate keys are not validated. See [Oracle SQL Loader Documentation](#) for details.

Please ensure that you cleanse the data extract file and remove duplicates prior to the upload.

2: Key Tables in Staging Area

The Key tables in the staging area are not populated automatically. The Key Table data has to be created with the corresponding Environment ID and then uploaded as a separate extract. Refer to [Data Conversion and Migration](#) for more information.

3: CLOB Data Upload with Secondary Files

The CLOB data upload with secondary files is not supported when there are multiple CLOB columns in the table. Configure the conversion task type to include CLOB data in the main extract, amend Conversion Master Configuration, and regenerate Conversion Artifacts. Refer to [Data Conversion and Migration](#) for more information.

Chapter 12

Data Conversion and Migration Scenarios

This chapter outlines the ways in which specific types of data are migrated/converted in a number of specific application configurations, including:

- [Legacy Customer Information System to C2MO](#)
- [Legacy Customer Information System to C2M](#)
- [Legacy Meter Data Management to MDM/ODM](#)
- [Customer Care and Billing to C2M](#)
- [Customer Care and Billing to C2MO](#)
- [Customer Care & Billing and Meter Data Management to C2M](#)
- [Customer Care & Billing and Meter Data Management and Operational Device Management to C2MO](#)
- [Customer Care & Billing and Meter Data Management to C2MO](#)
- [Meter Data Management to MDM/ODM](#)

The following abbreviations are used in the scenarios described in this chapter.

Abbreviation	Description
C2MO	Customer Cloud Service including Customer Care and Billing, Meter Data Management, and Operational Device Management functionality.
C2M	Customer Cloud Service including Customer Care and Billing and Meter Data Management functionality.
MDM/ODM	Meter Solution Cloud Service including Meter Data Management and Operational Device Management functionality.

Notes:

- The tables following layout the data in each of the functional areas (Customer Care and Billing, Meter Data Management, and Operational Device Management) as appropriate.
- Data of corresponding types are aligned in the same row in each table. For example, Person data in CCB corresponds to Contact data in MDM.

Legacy Customer Information System to C2MO

Customer Care and Billing Data		Meter Data Management Data		Operational Device Data	
Person	Upload from Legacy CIS	Contact	Synchronize from CCB		
Account	Upload from Legacy CIS				
Service Agreement (SA)	Upload from Legacy CIS	Usage Subscription (US)	Synchronize from CCB		
Premise	Upload from Legacy CIS				
Service Point (SP)	Upload from Legacy CIS	Service Point (SP)	Synchronize from CCB	Node	Synchronize from MDM
		Device	Upload from Legacy CIS	Asset	Upload from Legacy CIS
			Bind Device IDs		Bind Device IDs
		Device Configuration	Upload from Legacy CIS		
		Measuring Component	Upload from Legacy CIS		
		Install Event	Upload from Legacy CIS Has Foreign Keys to Service Point that do not exist in staging because they were synchronized.	Asset Node	Synchronize from MDM

Legacy Customer Information System to C2M

Customer Care and Billing Data		Meter Data Management Data	
Person	Upload from Legacy CIS	Contact	Synchronize from CCB
Account	Upload from Legacy CIS		
Service Agreement (SA)	Upload from Legacy CIS	Usage Subscription (US)	Synchronize from CCB
Premise	Upload from Legacy CIS		
Service Point (SP)	Upload from Legacy CIS	Service Point (SP)	Synchronize from CCB
		Device	Upload from Legacy CIS
		Device Configuration	Upload from Legacy CIS
		Measuring Component	Upload from Legacy CIS
		Install Event	Upload from Legacy CIS

Legacy Meter Data Management to MDM/ODM

Meter Data Management Data		Operational Device Management Data	
Contact	Upload from Legacy MDM		
Usage Subscription (US)	Upload from Legacy MDM		
Service Point (SP)	Upload from Legacy MDM	Node	Synchronize from MDM
Device	Upload from Legacy MDM Bind Device IDs	Asset	Upload from Legacy MDM Bind Device IDs
Install Event	Upload from Legacy MDM	Asset Node	Synchronize from MDM

Customer Care and Billing to C2M

Customer Care and Billing Data		Meter Data Management Data	
Person	Import from CCB	Contact	Synchronize from CCB
Account	Import from CCB		
Service Agreement (SA)	Import from CCB	Usage Subscription (US)	Synchronize from CCB
Premise	Import from CCB		
Service Point (SP)	Import from CCB	Service Point (SP)	Synchronize from CCB
		Device	Upload from CCB
		Device Configuration	Upload from CCB
		Measuring Component	Upload from CCB
		Install Event	Upload from CCB

Customer Care and Billing to C2MO

Customer Care and Billing Data		Meter Data Management Data		Operational Device Management Data	
Person	Import from CCB	Contact	Synchronize from CCB		
Account	Import from CCB				
Service Agreement (SA)	Import from CCB	Usage Subscription (US)	Synchronize from CCB		
Premise	Import from CCB				
Service Point (SP)	Import from CCB	Service Point (SP)	Synchronize from CCB	Node	Synchronize from MDM
		Device	Upload from CCB Bind Device IDs	Asset	Upload from CCB Bind Device IDs
		Device	Upload from CCB		
		Measuring Component	Upload from CCB		
		Install Event	Upload from CCB	Asset Node	Synchronize from MDM

Customer Care & Billing and Meter Data Management to C2M

Customer Care and Billing Data		Meter Data Management Data	
Person	Import from CCB	Contact	Import from MDM
Account	Import from CCB		
Service Agreement (SA)	Import from CCB	Usage Subscription (US)	Import from MDM
Premise	Import from CCB		
Service Point (SP)	Import from CCB	Service Point (SP)	Import from MDM
		Device	Import from MDM
		Device Configuration	Import from MDM
		Measuring Component	Import from MDM
		Install Event	Import from MDM

Customer Care & Billing and Meter Data Management and Operational Device Management to C2MO

Customer Care and Billing Data		Meter Data Management Data		Operational Device Management Data	
Person	Import from CCB	Contact	Import from MDM		
Account	Import from CCB				
Service Agreement (SA)	Import from CCB	Usage Subscription (US)	Import from MDM		
Premise	Import from CCB				
Service Point (SP)	Import from CCB	Service Point (SP)	Import from MDM	Node	Import from ODM
		Device	Import from MDM	Asset	Import from ODM
		Device Configuration	Import from MDM		
		Measuring Component	Import from MDM		
		Install Event	Import from MDM	Asset Node	Import from ODM

Customer Care & Billing and Meter Data Management to C2MO

Customer Care and Billing Data		Meter Data Management Data		Operational Device Management Data	
Person	Import from CCB	Contact	Import from MDM		
Account	Import from CCB				
Service Agreement (SA)	Import from CCB	Usage Subscription (US)	Import from MDM		
Premise	Import from CCB				
Service Point (SP)	Import from CCB	Service Point (SP)	Import from MDM	Node	Synchronize from MDM
		Device	Import from MDM	Asset	Upload from MDM
		Device Configuration	Import from MDM		
		Measuring Component	Import from MDM		
		Install Event	Import from MDM	Asset Node	Synchronize from MDM

Meter Data Management to MDM/ODM

Meter Data Management Data		Operational Device Management Data	
Contact	Import from MDM		
Usage Subscription (US)	Import from MDM		
Service Point (SP)	Import from MDM	Node	Synchronize from MDM
Device	Import from MDM	Asset	Upload from Legacy MDM
Device Configuration	Import from MDM		
Measuring Component	Import from MDM		
Install Event	Import from MDM	Asset Node	Synchronize from MDM

Chapter 13

Data Conversion and Migration Design

There are several aspects implementation should consider when designing the legacy data extract processes and creating the Input Data Files. The data conversion process is very flexible and configurable, and can be fine-tuned to address both application and client data specifics.

This chapter provides information about designing extract processes, including:

- [Extract/Upload by Table or Maintenance Object](#)
- [CLOB Data in a Secondary File](#)
- [Multiple Data Files for Single Table or MO Upload](#)

Extract/Upload by Table or Maintenance Object

The SQL Loader allows users to insert data into one or multiple tables from a single input file. Choose the more convenient option, depending on the structure of the legacy data (source), data volumes, and extract technique:

- **Table-level.** Extract file contains data for the single table. The data is loaded into a table in the OUAF/ application database.
- **Maintenance Object-level.** Extract file contains data for the entire object. The data is loaded into a set of tables that represent the corresponding Maintenance Object in the OUAF/ application database.

Both options are supported in Cloud Service Foundation. Generate the artifacts and review the differences in the specifications.

The table below illustrates the difference between Table and Maintenance Object data file:

	Table: CI_PER	Maintenance Object PERSON:	
	Data file contains records for a single table.	Tables: CI_PER CI_PER_NAME CI_PER_IDetc	Data file contains records for multiple tables within Maintenance Object. Table name serves as “record type” qualifier.
Input Data File Layout	1234, IND, Doe,...	CI_PER	1234, IND, Doe,...
	5678, IND, Moon,...	CI_PER	5678, IND, Moon,...
	9063, BUS, ABC Corp,...	CI_PER	9063, BUS, ABC Corp,...
		CI_PER_ID	1234, SSN, 72346781
		CI_PER_ID	5678, SSN, 87635241
		CI_PER_ID	9063, EIN, 09182835
		CI_PER_ID	9063, TID, 82528555
		CI_PER_NAME	1234, Doe, Mary
		CI_PER_NAME	5678, Moon, Barry

CLOB Data in a Secondary File

CLOB data can be supplied as part of the record in the "main" data file or as a secondary file. Once again, the decision should be made based on the source data volumes, extract techniques, and the availability of the CLOB data in most records.

- If most of the records have CLOB column(s) populated, and/or the CLOB field often contains large amount of data, it may make sense to use a secondary file.
- Otherwise, if the CLOB column(s) are rarely populated and/or the CLOB field rarely contains large amount of data, you may choose to include the CLOB data in the record.

Note: If supplied as secondary file, the CLOB data file has to contain exactly as many records as the main file. This means that a line has to be added even for empty CLOB fields.

Both options are supported. The definition is controlled by the Conversion Instruction (Conversion Task Type).

Multiple Data Files for Single Table or MO Upload

The Cloud Service Foundation data upload process supports the upload into single target (table or maintenance object) from multiple data files. For example, instead of extracting a large Payment table into a single *payment.csv* file, you can split the extract into *payment1.csv*, *payment2.csv*, *payment3.csv*, and so on.

It is recommended to keep the file size under 2 gigabytes. The number of files is unlimited. Naming conventions apply. See the online help for more details.

Chapter 14

Data Conversion and Migration Processes

This chapter provides specifics regarding the processes used when migrating/converting customer data, meter data, and measurement data. This includes:

- Customer Data Migration
 - Legacy Customer Information System Upgrading to Oracle Utilities Cloud Service
 - Customer Care and Billing Upgrading to Oracle Utilities Cloud Service
 - Integrated Customer Care & Billing and Meter Data Management Upgrading to Oracle Utilities Cloud Service
 - Integrated Customer Care & Billing and Meter Data Management Upgrading to Oracle Utilities Cloud Service
 - Integrated Customer Care & Billing, Meter Data Management and Operational Device Management Upgrading to Oracle Utilities Cloud Service
 - Meter Data Management Install Event Migration
- Meter Data Migration
 - Legacy Meter Data Management Upgrading to Oracle Utilities Meter Solution Cloud Service
 - Meter Data Management Upgrading to Oracle Utilities Meter Solution Cloud Service
 - Integrated Meter Data Management and Operational Device Management Upgrading to Oracle Utilities Meter Solution Cloud Service
 - Meter Conversion
 - Binding Meter Data Management Device IDs and Operational Device Management Asset IDs
 - Asset Conversion
- Measurement Data Migration
 - Required Configuration for Measurement Upload

Customer Data Migration

This section outlines the steps for migrating customer data to an Oracle Utilities Customer Cloud Service implementation that includes Customer Care and Billing, Meter Data Management, and Operational Device Management functionality.

Legacy Customer Information System Upgrading to Oracle Utilities Cloud Service

In this scenario a new customer using a legacy CIS application is upgrading to Oracle Utilities Customer Cloud Service. This outline assumes that the legacy data has been loaded into staging tables.

Step	Description	Remarks
1	Convert legacy person, account, premise, service point and service agreement to CC&B person, account, premise, service point and service agreement.	
2	Convert legacy meter, meter configuration, register to MDM device, device configuration and measuring component.	See Meter Conversion .
3	Synchronize CC&B person, service point and service agreement to MDM contact, service point and usage subscription.	
4	Copy production MDM SP to staging MDM SP	See Meter Data Management Install Event Migration .
5	Build the staging MDM SP key mapping table.	
6	Convert legacy install event to MDM install event.	
7	Convert legacy meter to ODM asset.	The following steps only apply if ODM functionality is included.
8	Bind the MDM device to ODM asset.	See Binding Meter Data Management Device IDs and Operational Device Management Asset IDs .
9	Bind the ODM asset to MDM device.	See Binding Meter Data Management Device IDs and Operational Device Management Asset IDs .
10	Synchronize MDM service point to ODM service point.	
11	Synchronize MDM install event to ODM asset disposition	

Customer Care and Billing Upgrading to Oracle Utilities Cloud Service

In this scenario an existing Customer Care and Billing customer is upgrading to Oracle Utilities Customer Cloud Service. This outline assumes that the CC&B meter data has been loaded into the MDM and ODM meter and asset staging tables.

Step	Description	Remarks
1	Export CC&B database to single instance database.	
2	Convert CC&B meter, meter configuration and register to MDM device, device configuration and measuring component.	See Meter Conversion .
3	Synchronize CC&B person, service point and service agreement to MDM contact, service point and usage subscription.	
4	Build the staging CC&B SP key mapping table.	See Meter Data Management Install Event Migration .
5	Copy production MDM SP to staging MDM SP.	
6	Build the staging MDM SP key mapping table.	
7	Convert CC&B install events to MDM install events.	
8	Convert CC&B meters to ODM assets.	The following steps only apply if ODM functionality is included.
9	Bind the MDM devices to ODM assets.	See Binding Meter Data Management Device IDs and Operational Device Management Asset IDs .
10	Bind the ODM assets to MDM devices.	See Binding Meter Data Management Device IDs and Operational Device Management Asset IDs .
11	Synchronize MDM service points to ODM service points.	
12	Synchronize MDM install events to ODM asset dispositions.	

Integrated Customer Care & Billing and Meter Data Management Upgrading to Oracle Utilities Cloud Service

In this scenario an existing customer using integrated CC&B and MDM applications is upgrading to Oracle Utilities Customer Cloud Service. This outline assumes that the MDM meter data has been loaded into the ODM staging tables.

Step	Description	Remarks
1	Export CC&B database to database.	
2	Export MDM database to database.	
3	Convert MDM meters to ODM assets.	The following steps only apply if ODM functionality is included.
4	Synchronize MDM service points to ODM service points.	
5	Synchronize MDM install events to ODM asset dispositions.	
6	Create the MDM device identifiers from ODM asset identifiers.	

Integrated Customer Care & Billing and Meter Data Management Upgrading to Oracle Utilities Cloud Service

In this scenario an existing customer using integrated CC&B and MDM applications is upgrading to Oracle Utilities Customer Cloud Service. This outline assumes that the MDM meter data has been loaded into the ODM staging tables.

Step	Description	Remarks
1	Export CC&B database to database.	
2	Export MDM database to database.	
3	Convert MDM meters to ODM assets.	The following steps only apply if ODM functionality is included.
4	Synchronize MDM service points to ODM service points.	
5	Synchronize MDM install events to ODM asset dispositions.	
6	Create the MDM device identifiers from ODM asset identifiers.	

Integrated Customer Care & Billing, Meter Data Management and Operational Device Management Upgrading to Oracle Utilities Cloud Service

In this scenario an existing customer using integrated CC&B, MDM and ODM applications is upgrading to Oracle Utilities Customer Cloud Service.

Step	Description	Remarks
1	Export CC&B database to database.	
2	Export MDM database to database.	

Step	Description	Remarks
3	Export ODM database to database.	

Meter Data Management Install Event Migration

This section describes the issue when converting Meter Data Management install events into Oracle Utilities Customer Cloud Service using master data synchronization and other batch processes.

Install Event Conversion from Legacy CIS application

When migrating legacy data from a CIS application to Oracle Utilities Customer Cloud Service implementation that includes Customer Care and Billing, Meter Data Management, and Operational Device Management functionality, the approach is to stage the customer related legacy data to corresponding CC&B staging tables.

After customer-related data such as persons, service points, and service agreements are successfully converted in the CC&B production tables, the initial load batch jobs are submitted to synchronize this customer-related data to MDM as contacts, service points, and usage subscriptions.

Similarly, after meter-related data such as devices, device configurations, measuring components, and install events are loaded to corresponding MDM staging tables, conversion batch jobs should be submitted.

The conversion process works well for devices, device configurations, and measuring components but not for install events.

This is due to the fact that MDM service point production table is populated through a synchronization process which results in an empty staging MDM SP table (D1_SP) and MDM SP legacy and production key mapping table (DK_SP), which are used in the foreign key resolution when inserting records to production MDM SP table.

To fix this issue, the staging MDM SP table (D1_SP) and MDM SP legacy and production key mapping table (DK_SP) must be populated with data from production MDM SP and SP identifier tables.

The following batch jobs are required to be run to populate these tables before running the MDM install event conversion process.

Batch Control	Description	Remarks
X1CPSTSP	Copy To Staging D1_SP	Populates the staging MDM SP by copying the data from production SP with the legacy SP ID as the primary key
X1PODSPK	Copy To Staging DK_SP	Populates the MDM SP legacy and production key mapping table with the old key as legacy SP ID and with the new key as production SP ID

Install Event Conversion from Customer Care and Billing

When migrating legacy data from CC&B to Oracle Utilities Customer Cloud Service implementation that includes Customer Care and Billing, Meter Data Management, and Operational Device Management functionality, the approach is to re-use the existing customer-related data by porting these to the database using export/import or data pump database functions.

Customer-related data such as persons, service points, and service agreements are synchronized to MDM contacts, service points, and usage subscriptions through initial load batch jobs.

CC&B meter-related data such as meters, meter configurations, registers, and install events are loaded to corresponding MDM staging tables (devices, device configurations, measuring components, and install events) and conversion batch jobs should be submitted.

The same issue will be encountered regarding the install events conversion due to the empty staging MDM SP table (D1_SP) and MDM SP legacy and production key mapping table (DK_SP), used in the foreign key resolution when inserting records to production MDM SP table. In addition, the job that populates the MDM SP legacy and production key mapping table (DK_SP) will not work because it is dependent on the CC&B SP legacy and production key mapping table (CK_SP).

To fix this issue, the CC&B SP legacy and production key mapping table (CK_SP) will have to be populated with data from production CC&B SP.

The following batch jobs are required to be run to populate these tables before running the MDM install event conversion process.

Batch Control	Description	Remarks
X1POCSPK	Copy To Staging CK_SP	Populates the CC&B legacy and production key mapping table old and new keys with the production CC&B SP ID
X1CPSTSP	Copy To Staging D1_SP	Populates the staging MDM SP by copying the data from production SP with the legacy SP ID as the primary key
X1PODSPK	Copy To Staging DK_SP	Populates the MDM SP legacy and production key mapping table with the old key as legacy SP ID and with the new key as production SP ID

Meter Data Migration

This section outlines the steps for migrating customer data to an Oracle Utilities Meter Solution Cloud Service implementation that includes Meter Data Management, and Operational Device Management functionality.

Legacy Meter Data Management Upgrading to Oracle Utilities Meter Solution Cloud Service

In this scenario a new customer using a legacy MDM application is upgrading to Oracle Utilities Meter Solution Cloud Service. This outline assumes that the legacy data has been loaded into the staging tables.

Step	Description	Remarks
1	Convert legacy contacts, service points, and usage subscriptions to MDM contacts, service points, and usage subscriptions.	See Meter Conversion .
2	Convert legacy devices, device configurations, measuring components to MDM devices, device configurations, and measuring components.	See Meter Conversion .
3	Convert legacy install events to MDM install events.	See Meter Conversion .
4	Convert legacy meters to ODM assets.	The following steps only apply if ODM functionality is included.
5	Bind the MDM devices to ODM assets.	See Binding Meter Data Management Device IDs and Operational Device Management Asset IDs .
6	Bind the ODM assets to MDM devices.	See Binding Meter Data Management Device IDs and Operational Device Management Asset IDs .
7	Synchronize MDM service points to ODM service points.	
8	Synchronize MDM install events to ODM asset dispositions.	

Meter Data Management Upgrading to Oracle Utilities Meter Solution Cloud Service

In this scenario an existing customer using the MDM application is upgrading to Oracle Utilities Meter Solution Cloud Service. This outline assumes that the MDM meter has been loaded into the ODM asset staging tables.

Step	Description	Remarks
1	Export MDM database to the database.	
2	Convert MDM meters to ODM assets.	The following steps only apply if ODM functionality is included.
3	Create MDM device identifiers from ODM asset identifiers.	
4	Synchronize MDM service point to ODM service point.	
5	Synchronize MDM install event to ODM asset disposition.	

Integrated Meter Data Management and Operational Device Management Upgrading to Oracle Utilities Meter Solution Cloud Service

In this scenario an existing customer using integrated MDM and ODM applications is upgrading to Oracle Utilities Meter Solution Cloud Service.

Step	Description	Remarks
1	Export MDM database to database.	
2	Export ODM database to database.	

Meter Conversion

The table below shows the logical sequence in running the meter conversion jobs implementing the framework conversion tools. This outline assumes that the legacy data has been loaded into the staging tables

	Contact	Device	Device Configuration	Measuring Component	Service Point	Usage Subscription	Install Event
Insertion	Insert D1_CONTACT (D1CNT00I)	Insert D1_DVC (D1DVC00I)	Insert D1_DVC_CFG (D1DC000I)	Insert D1_MEASR_COMP (D1MC000I)	Insert D1_SP (D1SP000I)	Insert D1_US (D1US000I)	Insert D1_INSTALL_EVENT (D1IE000I)
Key Generation	Generate Keys for D1_CONTACT (D1CNT00K)	Generate Keys for D1_DVC (D1DVC00K)	Generate Keys for D1_DVC_CFG (D1DC000K)	Generate Keys for D1_MEASR_COMP (D1MC000K)	Generate Keys for D1_SP (D1SP000K)	Generate Keys for D1_US (D1US000K)	Generate Keys for D1_INSTALL_EVENT (D1IE000K)

	Contact	Device	Device Configuration	Measuring Component	Service Point	Usage Subscription	Install Event
Legacy Data Validation	Validate D1-CONTACT (D1CNT00V)	Validate D1-DEVICE (D1DVC00V)	Validate D1-DVCCONFIG (D1DC000V)	Validate D1-MEASRCOMP (D1MC000V)	Validate D1-SP (D1SP000V)	Validate D1-US (D1US000V)	Validate D1-INSTLEVT (D1IE000V)
Production Data Validation	Validate D1-CONTACT (D1CNT00V)	Validate D1-DEVICE (D1DVC00V)	Validate D1-DVCCONFIG (D1DC000V)	Validate D1-MEASRCOMP (D1MC000V)	Validate D1-SP (D1SP000V)	Validate D1-US (D1US000V)	Validate D1-INSTLEVT (D1IE000V)
XML Resolution	Resolve XML for D1-CONTACT (D1CNT00R)	Resolve XML for D1-DEVICE (D1DVC00R)	Resolve XML for D1-DVCCONFIG (D1DC000R)	Resolve XML for D1-MEASRCOMP (D1MC000R)	Resolve XML for D1-SP (D1SP000R)	Resolve XML for D1-US (D1US000R)	Resolve XML for D1-INSTLEVT (D1IE000R)
	Insert D1_CONTACT_IDENTIFIER (D1CNTIDI)	Insert D1_DVC_IDENTIFIER (D1DVCIDI)	Insert D1_DVC_CFG_CHAR (D1DCCHRI)	Insert D1_MEASR_COMP_IDENTIFIER (D1MCIDTI)	Insert D1_SP_IDENTIFIER (D1SPIDTI)	Insert D1_US_IDENTIFIER (D1USIDTI)	Insert D1_INSTALL_EVT_CHAR (D1IECHRI)
	Insert D1_CONTACT_CHARACTER (D1CNTCHI)	Insert D1_DVC_CHARACTER (D1DVCCHI)		Insert D1_MEASR_COMP_CHARACTER (D1MCCHRI)	Insert D1_SP_CHARACTER (D1SPCHRI)	Insert D1_US_CHARACTER (D1USCHRI)	
	Insert D1_CONTACT_NAME (D1CNTNMI)			Insert D1_MEASR_COMP_REL (D1MCRELI)	Insert D1_SP_CONTACT (D1SPCNTI)	Insert D1_US_CONTACT (D1USCNTI)	
	Insert D1_CONTACT_PHONE (D1CNTPHI)				Insert D1_SP_EQPMNT (D1SPEQPI)	Insert D1_US_SP (D1USSP0I)	
						Insert D1_US_SP_CHARACTER (D1USSPCI)	

Binding Meter Data Management Device IDs and Operational Device Management Asset IDs

This section describes the batch jobs used to populate the device identifier and asset identifier tables to bind device and asset IDs.

Device and Asset are Loaded with Converted Data

This section applies to data migration scenarios where both device and asset tables are loaded with legacy data from either a CIS application or existing CC&B application upgrading to Oracle Utilities Customer To Meter.

The following batch jobs must be run to populate the both Device Identifier and Asset Identifier tables to bind both converted device and asset IDs.

Batch Control	Description	Remarks
X1-LIDAD	Populate Asset Identifier with Device from Legacy Device	
X1-LIDDA	Populate Device Identifier with Asset from Legacy Device	

Asset Loaded with Converted Data

This section applies to the following data migration scenario:

- Existing separate instances of CC&B and MDM applications upgrading to Oracle Utilities Customer Cloud Service
- Existing MDM application upgrading to Oracle Utilities Meter Solution Cloud Service

The following batch job must be run to populate the Device Identifier table with an entry that binds the device ID with the converted asset ID.

Batch Control	Description	Remarks
X1-IDATD	Populate Device Identifier from Asset	

Asset Conversion

Conversion Sequence

	Node	Asset
Legacy Data Validation	Validate W1-NODE (W1NOD00V)	Entity Validation for W1-ASSET (W1AST00V)
Key Generation	Generate Keys for W1_NODE (W1NOD00K)	Generate Keys for W1_ASSET (W1AST00K)
XML Resolution	Resolve XML for W1-NODE (W1NOD00R)	Resolve XML for W1_ASSET (W1AST00R)
Insertion	Insert W1_NODE (W1NOD00I)	Insert W1_ASSET (W1AST00I)
	Insert W1_NODE_CHAR (W1NODCHI)	Insert W1_ASSET_IDENTIFIER (W1ASTIDI)
	Insert W1_NODE_IDENTIFIER (W1NODIDI)	Insert W1_ASSET_NODE (W1ASTNDI)
		Insert W1_ASSET_CHAR (W1ASTCHI)
Production Data Validation	Validate W1-NODE (W1NOD00V)	Entity Validation for W1-ASSET (W1AST00V)

Measurement Data Migration

Migrating data from the Measurement table (D1_MSRMT) requires a special treatment because of the extremely large volume of data being migrated.

For cloud service implementations, the recommendation is to directly upload the legacy measurements into the production Measurement table using the Cloud Service Foundation tool. This is because the data conversion process will be much faster compares to staging the legacy data and running conversion jobs.

Implementations may opt to use the Oracle Utilities Application Framework conversion tool to stage measurement and then mass insert the staged data into production measurement table.

Caveats with this approach:

- It will be a slower process compared to directly loading the data.
- Insertion batch controls are not provided with MDM, however, implementation should be able to create custom batch controls based on templates provided with the OUAF.

On-premises implementations can also directly upload the legacy measurements to the production measurement table. The only difference is that the Cloud Service Foundation tool is not available, so the implementation will have to use SQL loader. Alternatively, they may opt for measurement staging approach using the OUAF conversion tool.

SQL Loader offers various performance improvement measures and supports default field values, date time caching, multiple record types (delimited, fixed length, binary)

The product supports the ability to create 100% custom control file for specific table.

Required Configuration for Measurement Upload

The following sections outline configuration tasks required for upload of measurement data.

Download Control File

The file for legacy measurement contains the legacy register or channel (measuring components) that need to be resolved before mass loading the data into the production database.

This process uses a specific control file to optimize the upload performance. This control file will be responsible for resolving or deriving the production measuring component key for the corresponding legacy key upon insertion to the production table.

This control file is called D1_MSRMT_CTL.ctl, and can be found in the *Data Upload Sample Data Files* zip file available in the **Supporting Cloud Service Guides** section on the [Oracle Utilities Customer Cloud Service](#) or [Oracle Utilities Meter Solution Cloud Service](#) documentation website.

Create Managed Content for the Control File

1. Select **Admin**, then **System**, then **Managed Content**, then **Add**.
2. Enter a code for the control file in the **Managed Content** field.

3. Select "XML" from the **Managed Content Type** drop-down list.
4. Enter a name for the control file in the **Description** field.
5. Click the **Schema** tab, and paste the D1_MSRMT_CTL.ctl control file text into the **Editor** area.
6. Click **Save**.

Create the Conversion Task Type for the Measurement Table (D1_MSRMT)

1. Select **Admin**, then **Conversion Support**, then **Conversion Task Type**, then **Add**.
2. Select "Conversion Instructions - General" from the **Service Task Type** drop-down list and click OK.
3. Enter a code and **Description** for the conversion task type.
4. Select "Conversion Artifacts - Table" from the **Related Transaction BO** drop-down list.
5. Select the managed content created from the previous step from the **Override Control File** drop-down list in the **Conversion Artifacts Instructions** section.
6. Click **Save**.

Refer to the *Oracle Utilities Cloud Service Foundation Administrative User Guide* for more information about Conversion Task Types.

Setup the Conversion Data Upload Master Configuration

1. Select **Admin**, then **General**, then **Master Configuration**.
2. Select and broadcast 'Conversion Data Upload Configuration' from the list
3. Click **Edit**.
4. Add an entry in the **Override Instructions - Table** section for the Measurement table (D1_MSRMT) and specify the Conversion Task Type created from the previous step.
5. Click **Save**.

Refer to the *Oracle Utilities Cloud Service Foundation Administrative User Guide* for more information about Conversion Data Upload Configuration master configuration.

Generate Conversion Artifacts for the Measurement Table (D1_MSRMT)

1. Select **Admin**, then **Conversion Support**, then **Generate Conversion Artifacts**.
2. Enter or search for D1_MSRMT in the **Table** field.
3. Click **Generate**.
4. A warning appears, click **OK** and then click **Continue** when prompted.

Refer to the *Oracle Utilities Cloud Service Foundation Administrative User Guide* for more information about using the Conversion Artifact Generator.

Run Conversion Batch Processing for the Measurement Table (D1_MSRMT)

1. Upload the file containing legacy data to an Object Storage location. This location should be defined as a value for the File Storage Configuration (F1-FileStorage) extendable lookup.
2. Run the Conversion - Load Data using SQL Loader batch process (K1-CNVLD) using the following parameters:
 - **Input File Storage:** The Object Storage location (defined as a value for the File Storage Configuration (F1- FileStorage) extendable lookup) that contains the file to be uploaded.
 - **Table:** D1_MSRMT
 - Other parameters as appropriate.

Refer to the *Oracle Utilities Cloud Service Foundation Administrative User Guide* for more information about running conversion batch controls with files in Object Storage locations.

Chapter 15

Preparing for Conversion

This chapter describes how to prepare an environment and legacy data for conversion with Oracle Utilities cloud services, including:

- [Preparing Environment for Conversion](#)
- [Preparing Legacy Data Extract for Upload](#)

Preparing Environment for Conversion

Preparing an environment for conversion involves the following:

- [Set Up Conversion Security](#)
- [Prepare Environment for Conversion](#)

Set Up Conversion Security

Conversion activities comprise massive data manipulations and database operations such as disabling / enabling indexes, truncating tables, and other operations. Whoever works on the conversion project deals with the real client's data and may have access to sensitive customer information. Therefore it is important to determine implementer's roles and responsibilities in advance, and to provide the user with the appropriate authorization level.

Use the pre-configured user groups *Conversion Administration*, *Conversion Development*, and *Conversion Operations*, along with the corresponding Template Users K1CNVADM, K1CNVDEV and K1CNVOPR. Alternatively, design and define your own conversion user authorization setup.

Prepare Environment for Conversion

- Enable conversion activities in the environment.
 - Run K1-CNVEN batch.
- Import the Conversion Data Upload Accelerator, if it was supplied by the application.
- Generate conversion artifacts.
 - To generate artifacts for all eligible tables and/or maintenance objects, submit a batch job for the K1-CNVGA batch control and use batch parameters to specify the scope for the generation: everything, Tables only or Maintenance Objects only.
 - As a result, new Conversion Task is generated for each Table and each Maintenance Object eligible for conversion. The artifacts are linked to the Conversion Tasks as attachments
 - To generate artifacts for an individual table or maintenance object, select **Admin**, select **Conversion Support**, and select **Generate Conversion Artifacts**. Choose "Table" or "Maintenance Object" and run the generator.
 - As a result, a new Conversion Task is generated for the selected table or maintenance object. The artifacts are linked to the Conversion Tasks as attachments.
- Query Conversion Tasks that were created for various Tables and Maintenance Objects and explore the generated artifacts:
 - **Input Data File Specifications.** This file contains the detailed field by field formatting instructions and other notes about the expected contents of the input data file. Use these instructions when preparing the legacy data extract.
 - **Control File.** This file is used by SQL Loader during the data upload

- **File List.** This file lists the name of the input files that has to be prepared for the data upload.
 - Multiple data files for a single object (Table or Maintenance Object) are expected if the data is being uploaded contains CLOB columns AND the upload is configured to load CLOB from secondary file.
- Switch schema to redirect the application to the staging data area.
 - Use the menu to navigate to the generator by selecting **Admin**, then selecting **Conversion Support**.
- Truncate tables in the staging data area to ensure that you will be uploading the data into clean empty tables.
- Disable indexes in the staging data area. This is required because SQL Loader is not capable of implicitly disabling partitioned indexes during the data upload
- Disable triggers in the staging data area.

The environment is now ready for the legacy data upload:

- Conversion is enabled
- SQL Loader Control Files have been generated, and
- Synonyms in the database schema point to the staging data area tables.

Notes:

- Conversion activities are possible as long as conversion is enabled in the environment. Once the legacy data is successfully migrated, you should disable conversion by running the K1-CNVDS batch. By doing this you set an internal indicator that is queried by conversion-related processes, such as switch schema, data upload, table cleanup, and index/statistics update. These processes will only run when conversion is enabled.

Important: The Disable Conversion process should be executed ONLY ONCE right before the system is ready for go live. It is one-time event and is irreversible. Once disabled, conversion activities cannot be fully re-enabled as the assumption is that the re-enabling is happening while the application is running live in production. Enabling conversion after it has been disabled will result in the application running in the Incremental Conversion mode with its limitations.

- Switching the schema sets an internal flag that indicates whether the synonyms are pointing to "staging" or "production" area. The data upload is only allowed when the application is running in a "staging" mode.
- It is recommended to perform truncate operations at the maintenance object level as it will prevent leaving orphan records in the database. When truncating tables one by one always truncate child tables first.

Preparing Legacy Data Extract for Upload

The legacy data mapping and extract will vary from one customer to another. The files created as a result of the extract process should conform to the specifications generated above. The resulting data extract files should be:

- Created according to the specifications
- Named according to the naming convention (see the online help and the specifications for more details)
- Optionally, the file might be compressed with gzip or zip (see the online help for details)

Special Data Considerations:

Oracle Utilities Cloud Services provide support for Information Lifecycle Management (ILM) and Data Archiving.

All ILM-enabled objects contain the following fields:

- ILM Date (ILM_DT)
- ILM Archive Switch (ILM_ARCH_SW).

The ILM and Data Archiving functionality is controlled by the combination of these two fields.

- The ILM Date field is used in conjunction with partitioning to group data by age.
- The ILM Archive Switch is set by a background process when a record meets the business rules specific to the record's Maintenance Object that indicates the record is eligible to be archived.

See **Information Lifecycle Management** in the application's *Administrative User Guide* for more information about how these fields are used.

When preparing the legacy data extract for a target table, perform the following steps:

- Access the Oracle Utilities application, search for a Conversion Instructions Conversion Task Type (see **Conversion Task Types** in the *Oracle Utilities Cloud Service Foundation Administrative User Guide*) for the target table or maintenance object and review the input data specifications. Determine if the field list contains the fields named ILM_DT and ILM_ARCH_SW.
- In the data extract, populate the ILM_ARCH_SW field as follows:
 - Set the field with a value of "Y" for high-volume tables. In specific, the ILM_ARCH_SW field MUST be set to "Y" for the following tables used with Oracle Utilities Customer Cloud Service and Oracle Utilities Meter Solution Cloud Service:
 - D1_DVC_EVT (Device Event)
 - D1_INIT_MSRMT_DATA (Initial Measurement Data)
 - D1_USAGE (Usage Transaction)
 - Set the field with a value of "N" for all other tables
- For the ILM_DT field, the [ILM Date Fields](#) table below lists the recommended column whose value should be used to populate the ILM_DT for conversion data upload.

- Locate your target table name in the list and determine how the ILM_DT field should be populated
- If the table is not listed, please contact Oracle Utilities support.

ILM Date Fields

Table Name	ILM DT Initial Load
CI_TD_ENTRY	CI_TD_ENTRY.CRE_DTTM
F1_SYNC_REQ_IN	F1_SYNC_REQ_IN.CRE_DTTM
F1_OUTMSG	F1_OUTMSG.CRE_DTTM
F1_SVC_TASK	F1_SVC_TASK.CRE_DTTM
F1_OBJ_REV	F1_OBJ_REV.STATUS_UPD_DTTM
F1_BUS_FLG	F1_BUS_FLG.CRE_DTTM
F1_REMOTE_MSG	F1_REMOTE_MSG.CRE_DTTM
F1_STATS_SNPST	F1_STATS_SNPST.CRE_DTTM
F1_ERASURE_SCHED	F1_ERASURE_SCHED.STATUS_UPD_DTTM
F1_PROC_STORE	F1_PROC_STORE.STATUS_UPD_DTTM
F1_GNRL_AUDIT	F1_GNRL_AUDIT.CRE_DTTM
D1_ACTIVITY	D1_ACTIVITY.CRE_DTTM
D1_COMM_IN	D1_COMM_IN.CRE_DTTM
D1_COMM_OUT	D1_COMM_OUT.CRE_DTTM
D1_DVC_EVT	D1_DVC_EVT.CRE_DTTM
D1_COMPL_EVT	D1_COMPL_EVT.CRE_DTTM
D1_INT_MSRMT_DATA	D1_INT_MSRMT_DATA.CRE_DTTM
D1_USAGE	D1_USAGE.CRE_DTTM
D1_USAGE_EXCP	D1_USAGE_EXCP.CRE_DTTM
D1_VEE_EXCP	D1_VEE_EXCP.CRE_DTTM
D1_ACTIVITY	D1_ACTIVITY.CRE_DTTM
CI_ADJ	CI_ADJ.CRE_DT
CI_APPR_REQ	MIN(LOG_DTTM) on CI_APPR_REQ_LOG for given APPR_REQ_ID
CI_BILL	CI_BILL.CRE_DTTM
CI_BSEG	CI_BSEG.CRE_DTTM
CI_STM	CI_STM.STM_DT
C1_OFFCYC_BGEN	C1_OFFCYC_BGEN.STATUS_UPD_DTTM
CI_BILL_CHG	CI_BILL_CHG.START_DT
CI_CASE	MIN(LOG_DTTM) on CI_CASE_LOG table for given CASE_ID
CI_FA	CI_FA.CRE_DTTM

Table Name	ILM DT Initial Load
CI_ENRL	CI_ENRL.START_DT
CI_PAY_EVENT	CI_PAY_EVENT.PAY_DT
CI_PAY	CI_PAY_EVENT.PAY_DT
CI_MATCH_EVT	CI_MATCH_EVT.CREATE_DT
C1_USAGE	C1_USAGE.CRE_DTTM
C1_CUST_REL_REQ	C1_CUST_REL_REQ.CRE_DTTM
CI_CC	CI_CC.CC_DTTM or CI_CC.LETTER_PRINT_DTTM
CI_MR	CI_MR.READ_DTTM
C1_PA_RQST	C1_PA_RQST.CRE_DTTM
C1_CS_RQST	C1_CS_RQST.CRE_DTTM
C1_CS_REQ_ACCT	C1_CS_REQ_ACCT.?
C1_CS_REQ_CONT	C1_CS_REQ_CONT.CRE_DTTM
C1_CS_RQST_CONT_PROD	C1_CS_RQST_CONT_PROD.CRE_DTTM
C1_CS_REQ_PER	C1_CS_REQ_PER.CRE_DTTM
C1_CS_REQ_CVS_LOC	C1_CS_REQ_CVS_LOC.CRE_DTTM
C1_CS_REQ_PREM	C1_CS_REQ_PREM.CRE_DTTM
C1_MKTMSG_CHG	C1_MKTMSG_CHG.MKT_CHG_DT
C1_MKTMSG_PAY	C1_MKTMSG_PAY.MKT_PAY_DT
C1_MKTMSG_USG	C1_MKTMSG_USG.MKT_USG_DT

Chapter 16

Data Conversion and Migration Steps

This chapter describes the steps involved in data conversion and migration, including:

- [Upload Data into a Table or Maintenance Object](#)
- [Data Upload Orchestration](#)

Upload Data into a Table or Maintenance Object

The data upload stage may begin only after conversion artifacts have been generated.

Review Input Data File Spec

- Retrieve the Conversion Task associated with the Table XXX
 - Navigate to **Admin**, then **Conversion Support**, then **Conversion Task Query** and select the "Table/Maintenance Object" **Query Option**.
 - Use search to populate either Table or Maintenance Object search criteria
 - From the search results, pick the latest entry.
- Load Conversion Task and locate a collection of Attachments.
- Find an attachment that represents *Input File Specification*.
- Click on the context menu to launch **Attachment** view the attachment contents.

Create Input Data File(s)

The specification defines the expected input data record format. The data fields are listed in the order it expected to appear in each record. For each field, the specification contains the data type, size and format. The specification also describes:

- Data delimiter
- Enclosing characters (to enclose a single blank that will represent empty non-nullable field)
- Date and date time formats
- CLOB data delimiter
- Expected name(s) for the secondary data file(s)

Extract the legacy data into a file according to the specification.

Each line in the file should represent a row in the target table. In the maintenance object-level extract, each record represents a row in one of the maintenance object tables and the first 30 characters in each line contains the table name.

If CLOB data is to be provided as secondary file, create CLOB data files.

Note: the SQL Loader treats invalid secondary file differently than a missing secondary file:

- If the secondary file is missing, the process will report an error.
- If the CLOB data in the secondary file is invalid, the CLOB field in the target table will be initiated into NULL or blank.

The input data file might be supplied uncompressed or compressed. Supported compressed formats include gzip and zip (See online help for details).

Switch Schema

Navigate to **Admin**, then **Conversion Support**, then **Switch Schema**, and select "Conversion" from the drop-down list and click **OK**.

Cleanup Target Table

Run the K1-SCLTB batch process, specifying the target table or maintenance object as a parameter.

Upload Data

Upload the input data file created above to the Object Storage location

Run the K1-CNVLD batch process, specifying the target table or maintenance object as a parameter. Detailed description of data upload parameters can be found in the online help.

Populate Key Table(s)

According to OUAF DB design standards, a corresponding Key Table exists for each table with system-generated or sequential primary key. Under normal circumstances, the key tables are populated when an application creates a "main" record. In a conversion situation, where the data is inserted directly into the database, there are two possibilities to populate the Key Table:

- Create an input data file for the Key Table and upload it using the same batch K1-CNVLD.
- Populate the key Table programmatically, by running K1-CPKTB after successful "main" table or MO data upload. This batch can be used for both Table and MO-level upload.

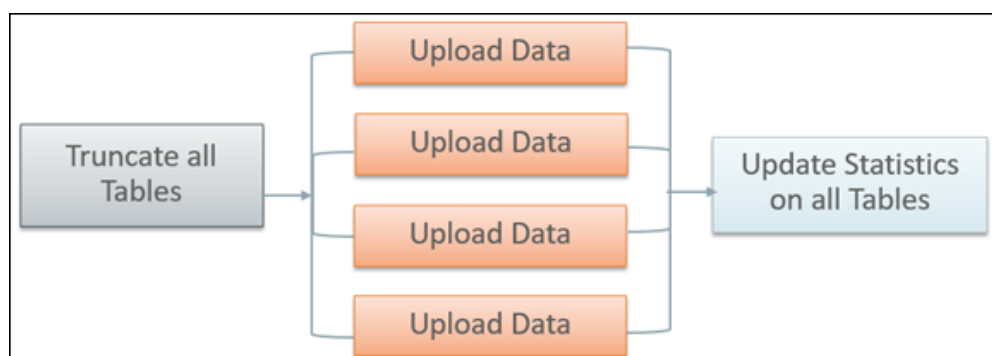
Data Upload Orchestration

The SQL Loader is running in multiple threads and therefore it is not performing table truncation before loading (command APPEND). Hence, the target tables should be truncated prior to the load. For better performance the indexes have to be disabled before the load and re-enabled/statistics updated after the load. The batch jobs can be organized into various chain structures, as shown in the examples below.

Single Table Upload



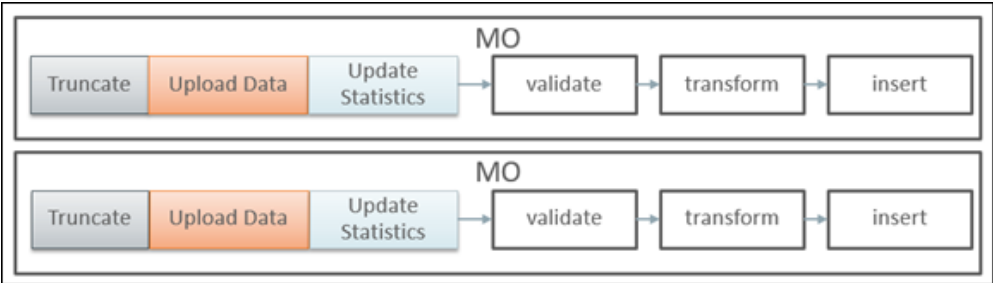
Multiple Tables or MOs Upload



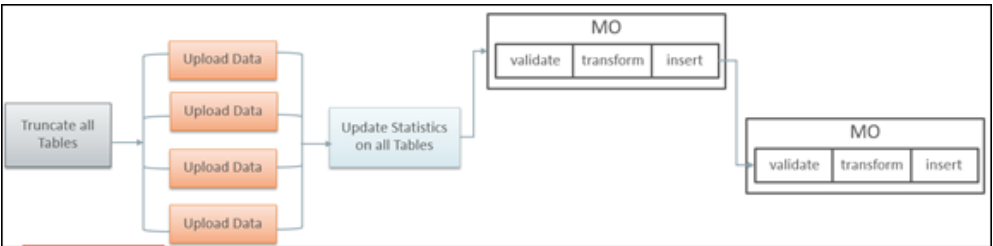
There are multiple strategies to orchestrate the entire conversion run and to build the optimal sequence of the conversion processes. Below are some of the many possibilities:

- upload all legacy data extract files simultaneously, then run the subsequent validation and transformation processes for the converted object in a certain order of precedence, to preserve referential integrity
- begin the upload of very large tables in advance, so all upload is finished simultaneously, then validate & transform
- include legacy data upload batch(es) in the batch job chain for the target object
- upload some of the data by maintenance object, some table by table
- process maintenance objects end-to-end simultaneously, if there are no inter-dependencies

Full Conversion Chain per MO, Parallel Run



Upload All + Subsequent Validate/Transform MOs



Chapter 17

Customizing Data Conversion and Migration

Conversion-related configurations define the expected extract file layout and the SQL Loader run-time upload options and parameters. SQL Loader's Control Files are generated based on these configurations.

The Batch Job/Batch Job Chain setup defines the overall orchestration of the conversion process flows.

This chapter describes customizations to the data upload process including:

- [Why Customize](#)
- [When to Customize](#)
- [What to Customize](#)
- [How to Customize](#)
- [Tips and Important Mistakes to Avoid](#)
- [Sample Artifacts and Data Files](#)

Why Customize

There are several reasons for customizing conversion configurations, including:

- fine-tuning data upload performance
- handling unusual data volumes
- marking additional table(s) as eligible for conversion
- reducing creation of unnecessary input files

When to Customize

The layout of the legacy extract files should be finalized as soon as possible, to provide enough time for the extract process development.

The setup of the batch job chains is less critical at the beginning of the project. The initial suggested setup is likely to be included in the application Conversion Accelerator. Adjust the initial setup after you've performed the trial uploads of the actual data, assessed the performance and figured the optimal flows.

What to Customize

Control File

The majority of the customizations affect the contents of the generated Control File and the corresponding input data file specifications. The configurations are stored on the Conversion Task Types that represent Conversion Instructions.

- Customizing the Control File's load options and parameters may improve upload performance
- Fully customized Control File allows you to use alternative record parsing and other advanced SQL Loader configuration techniques.
- When CLOB data is supplied as Secondary Files, the system is expecting the input data files to exist and be named following the specific naming convention.
- For example, if the table has multiple CLOB fields, for every CLOB field that was not excluded from conversion, the system is expecting the secondary file's name to be suffixed with `_<CLOB Field Name>`. See the online help for more details.

Data Delimiters and Enclosing Characters. Examine the default Conversion Instructions (Conversion Task Type) setup. Either select another delimiter from the existing list or add new value to the Extended Lookup.

CLOB as Secondary File? The indicator is defined on Conversion Instructions (Conversion Task Type).

Applicable when CLOB is supplied as Secondary File:

CLOB Columns Included in Conversion. By default, the control file is generated as if all CLOB fields are part of the converted data. The legacy data does not necessarily

contain data for all CLOB fields, hence there is no reason to create empty files. The list of excluded CLOB columns is defined on Conversion Instructions (Conversion Task Type). Create new Conversion Instructions (Conversion Task Type) for the Table or MO with multiple CLOB fields and specify the exclusion list.

Control File "Header" - Load Options. A text stored as Managed Content. Contains the control file's fragment with options and load parameters. You can amend the options according to SQL Loader documentation. Examine the entries delivered with the product.

Note: The text contains several substitution parameters prefixed with %. The substitution happens at generation time or at run time. Preserve them while creating a custom Control File header.

If you wish to amend the load options and parameters only, create a new Managed Content entry. Modify default Conversion Instructions (Conversion Task Types) or create new ones and add Override Instructions to Conversion Master Configuration. Run Conversion Artifact Generator and create new customized Control File. See the online help for more details.

Custom Control File. A text stored as Managed Content and representing the entire Control File, including load options, parameters and the field list.

Note: Preserve substitution parameters (see the note above). The input data file specifications are not generated when the Custom Control File is used. Make sure that the fields in the input data files correlates to the field's list in the custom Control File.

Additional Customization Items

Table's Conversion Eligibility. The table is considered eligible for conversion according to the indicator on the Metadata Table record. It is a system data and cannot be modified by the implementation. In order to make a non-converted Table eligible for Conversion, you should add an entry to the *Override Conversion Eligibility* list on the Conversion Master Configuration.

Conversion Orchestration. The suggested setup of the Batch Controls, Batch Jobs, and Chains is usually included in the application Conversion Accelerator. Adjust this setup by fine-tuning the number of threads, the chain structure(s) and other batch job parameters.

How to Customize

Configurations can be amended on several levels:

- To modify the configuration globally, amend the default Conversion Instructions (Conversion Task Type) that is referenced on *Conversion Data Upload* Master Configuration
- To modify the option globally for all tables, amend the default Conversion Instruction for Table (Conversion Task Type) that is referenced on *Conversion Data Upload* Master Configuration

- To modify the option globally for all maintenance objects, amend the default Conversion Instruction for MO (Conversion Task Type) that is referenced on *Conversion Data Upload* Master Configuration
- To modify the option for a specific table(s) or maintenance objects, create new Conversion Instruction (Conversion Task Type) and add the Override Instruction for Table or MO on *Conversion Data Upload* Master Configuration
- To make a non-converted table eligible for conversion, add it to the Override Conversion Eligibility list on *Conversion Data Upload* Master Configuration

IMPORTANT! Regenerate Conversion Artifacts to apply the configuration changes.
Download the updated input file specifications.

Tips and Important Mistakes to Avoid

Issue	Details
Run the process against the right target.	The data upload only runs if the environment is pointing to the STAGING schema. Navigate to Conversion Support ' Switch Schema. On the popup screen the current schema is displayed. Make sure the current schema is Staging.
Provide data files according to the specifications Regenerate the artifacts after modifying the data upload configurations	SQL Loader loads the data according to the Control File. Input Data File Specifications describe what is expected from the input data file: • Names of the data files • Data format for all fields • Data delimiters to be used in the input data file Every time the configuration has changed the artifacts must be regenerated in order to keep the configurations and the input data specifications in sync.
Provide input data files with CLOB data IF NECESSARY	Conversion Instruction defines whether CLOB data is provided as part of the main file or as a separate file. The system expects the data files to be provided according to this definition. Open the Input Data Specifications and read carefully. If the specification mentions that CLOB is to be provided as a secondary file, this is what Control File would inspect. If you wish to include CLOB data in the main file, verify that the Conversion Instruction is set correctly. If the configuration was modified you must regenerate the artifacts.

Issue	Details
Avoid creating unnecessary data files for CLOB columns	By default the system expects the data to be provided for all target table columns. If the table contains multiple CLOB columns AND the CLOB data is provided as a secondary file, it means one input data file per column. To exclude unnecessary CLOB columns for a table or maintenance object, configure Conversion Instructions using the <i>K1-ConvArtMultClobMOTaskType</i> or <i>K1-ConvArtMultClobTblTaskType</i> business object and specify the Override Conversion Instruction on the Master Configuration Regenerate conversion artifacts and examine the input data specifications after changing the configuration
Avoid truncating the entire staging data unintentionally	The K1-SCLTB batch process allows you to truncate a specific table or maintenance object in the STAGING schema. The K1-CLNTB batch process allows you to truncate a specific table or maintenance object in the PRODUCTION schema. If submitted without input parameter specifying a table or maintenance object, these batches will process all tables eligible for conversion. This means that all your staging data will be wiped out at once.
Clean up duplicate PK values before the data upload	Indexes and constraints are disabled during data upload in order to boost performance. De-duplication during the data upload is not supported out-of-the-box • SQL Loader direct path upload doesn't perform duplicate check • No direct database access means no possibility to modify data via direct SQL after the upload Keep track of the legacy data that has been already uploaded If you re-upload the same data again, always clean up the target table(s).

Issue	Details
The business configurations and admin data has to be finalized and populated in Production prior for legacy data upload Populate the legacy data extract with valid FK references to the admin/control data	Once uploaded, the staging data cannot be "massaged"/modified thru direct SQL (that because no database access is possible on cloud) Hence the overall conversion project steps are: • Design, test and complete business configurations. During this stage, multiple trial data uploads with dummy data could be performed • Populate admin data in Production • Create legacy data extract with valid admin data FK References • Upload data into staging tables
Key Tables are not populated implicitly	The Key Tables in the staging schema tables are not populated automatically when the legacy data is uploaded into "main" tables. Upload the data into Key Tables separately or use the batch program provided by Cloud Service Foundation.
Override Conversion Eligibility is supported on Table level only	The conversion eligibility is overridden for individual tables. Override the eligibility for all the tables that belong to the maintenance object if you decided to convert the entire maintenance object. Note: Overriding a table's conversion eligibility doesn't mean that the staging schema is automatically updated. It only means that the data upload processes will treat this table as a valid target table
Loading Data Directly into the Production (CISADM) Schema	The following configuration steps are required to load data directly into the Production (CISADM) schema tables: • Create a custom Control File for the target table. • Generate the control file with default conversion instructions and copy the contents. • Modify the INTO... clause to add 'CISADM.' in front of a target table name • Create a new Managed Content entry. Copy the entire control file text and save. • Create a new Conversion Task Type for the target Table • Specify the new Managed Content as an Override Control File. • In the Data Upload Support Master Configuration, create an Override Table Instruction entry. Specify the target table and the new Conversion Task Type. • Generate Conversion Artifacts for the table.

Issue	Details
Loading Very Large Data Volumes	Avoid SQL-based conditions in the control file when loading very large data volumes. The default values and SQL-based conditions will cause SQL Loader to switch to the conventional path load which performs row-by-row inserts. The best results are achieved with a direct path load. More threads doesn't necessarily mean better performance. The optimal overall data load performance is achieved when the threads (and their corresponding SQL Loader processes) are targeting different partitions. Additional guidelines: • Partitioning by month is required for best performance • Load multiple months in parallel for best performance & scalability • Start with ONE thread per month • Increment number of threads per month. If performance does not increase, try a smaller increment or stay with your last best. For example: loaded 12 months data with 48 threads, 4 threads/month • Large data files are preferable • Many small files have the overhead of spinning up new SQL*Loader process for each file • Set longer SQL timeout on the data upload batch process • Disable indexes before loading • Rebuild indexes after direct path load • Reduce or stop the activities in the environment when performing the massive data upload

Sample Artifacts and Data Files

To assist implementers with the conversion and data upload process, multiple sample artifacts and data files are available. The sample files are provided with your cloud service documentation. The samples illustrate various data upload scenarios for table- and MO-level upload. Within the master samples zip file, there are multiple zip archives, each of which contain the following:

- Control file, generated
- Input Data File Specification, generated
- Sample Data File, created according to the specification

The table below provides more details on each of the sample artifacts available.

Target Object	Sample Description
Interval Data Set (INT_DATA_SET)	Regular maintenance object, CLOB field as a secondary file. Configuration: Conversion Task Type K1-CNV-MO Multiple data files (3)
MO Customer Contact (CUST_CONTACT)	Regular maintenance object, CLOB fields in the main file. Configuration: same as Conversion Task Type K1-CNV-TABLE, but the <i>CLOB as Secondary File</i> indicator set to false.
Table Meter Read (CI_MR)	Regular table, CLOB field as a secondary file. Configuration: Conversion Task Type K1-CNV-TABLE.
Table Adjustment (CI_ADJ)	Regular table, CLOB field in the main file. Configuration: same as Conversion Task Type K1-CNV-TABLE, but the <i>CLOB as Secondary File</i> indicator set to false.
Table Initial Sync Request (F1_SYNC_REQ_IN)	Table with Multiple CLOBs as secondary files. Configuration: For table with multiple CLOBs, the special Conversion Task Type was created based on the K1-ConvArtMultClobTblTaskType business object. Override Control File (Managed Content) was created and used as a custom Control File. Review the sample and note that there is a conditional input data selection. Only records with BO = W1-CompositeSyncReqGISAsset would be uploaded. A custom Control File is necessary if you have a requirement to manipulate the data during upload. Input Data File Specification: Since the Control File is fully custom, including the field list, the generated specification is describing expected file name(s) only. The data field formats, delimiters, sizes, and any other information related to the Input Data File layout should be determined based on the custom Control File.

Part Three

File-Based Integration

The next three chapters describe how implementations can integrate and exchange information from Oracle Utilities Cloud Services to other applications and vice versa through file based integration. File upload and download processes are used by some implementation for data connect, payment upload, letters extract, financial extracts, other business processes.

Oracle Utilities Cloud Services can exchange data files from one application to another by:

- Directly accessing Oracle Cloud Object Storage
- Integrating with Oracle Integration Cloud.

For more information about this approach, refer to the Oracle Integration Cloud documentation at <https://docs.oracle.com/en/cloud/paas/integration-cloud/>

These chapters provides information on how Oracle Utilities Cloud Services, specifically Oracle Utilities Customer Cloud Service (CCS), access data files from Oracle Cloud Object Storage, including:

- [Chapter 17: Object Storage Connection Management](#)
- [Chapter 18: File Export Sample Implementation](#)
- [Chapter 19: File Import Sample Implementation](#)

Chapter 17

Object Storage Connection Management

This chapter outlines how to manage connections between Oracle Utilities cloud services and Oracle Object Storage, including:

- [Oracle Object Storage Setup](#)
- [Oracle Utilities Cloud Service Configuration for Object Storage Connection](#)
- [Register API Key to Oracle Cloud Object Storage](#)

Oracle Object Storage Setup

Before initiating a file transfer from an Oracle Utilities cloud service to Oracle Cloud Object storage or vice versa, you must first make sure that the basic administration tasks in Oracle Cloud Infrastructure related to Object Storage have been completed properly, and that the compartments and buckets where the import and export files are stored have been setup.

For more information on Oracle Cloud Object Storage setup for Oracle Utilities Cloud Services, including Oracle Utilities Customer Cloud Service (CCS), please see the *Oracle Utilities Cloud Services Object Storage Setup Guide*.

Oracle Utilities Cloud Service Configuration for Object Storage Connection

Authentication and connection between the Oracle Utilities cloud service and Object Storage enables batch processes to import and export files from and to Object Storage locations. Setting up this authentication requires the following in your Oracle Utilities cloud service:

- [Creating API Keys](#)
- [Creating An Object Storage Connection](#)

Refer to the *Oracle Utilities Cloud Services Object Storage Setup Guide* for details concerning setting up Keys and Key Rings, an object storage connection configuration, and registering the API key.

Note: You can use the same API Keys and Object Storage Connection setup for both import and export process.

Creating API Keys

Create a key ring for the cloud service environment. The key ring should be active and should have a set of private/public encryption key pairs. This key ring will be included in the Object Storage Connection Configuration.

Creating Key Rings and Pairs

Authentication between the Oracle Utilities cloud service and Oracle Object Storage requires an API signature key. See **API Key Management** in the *Oracle Utilities Cloud Services Object Storage Setup Guide* for more information.

API key rings and key pairs are maintained in the **Key Ring** portal in the cloud service. This portal contains the following zones:

- **Key Ring:** Displays basic information about the key ring
- **Key Pairs:** Displays a list of key pairs for the current key ring

Key rings are defined by the following:

- **Key Ring:** A unique code for the key ring
- **Key Ring Class:** Signature (default)

- **Status:** The current status of the key ring.

Note: Key pairs can only be generated for Active key rings. Once a key ring has been deactivated, you can no longer create key pairs for that ring.

- **Description:** A name for the key ring (this will be referenced in the File Location extendable lookup, see below)

Once the key ring is created, you need to generate and activate the key pair. Click **Generate Key** to generate a key pair for the key ring.

Key Pairs are defined by the following:

- **Sequence:** The sequence of the key pair (the order in which the key pair was created)
- **Creation Date/Time:** The date/time when the key pair was created
- **Key Status:** The current status of the key pair. Key pairs are inactive when first created.
- **Public Key:** Click **View** to open a dialog box containing the public key.
- **Action:** Click **Activate** to activate an inactive key pair.

Click **Activate** in the **Actions** column in the **Key Pairs** zone. A dialog box opens displaying the following message: “Warning(s): Activating a key assumes that you have already registered the public key with the appropriate third parties. Press **Cancel** to abort.” Click **OK** to activate the key. The **Key Status** column will change to “Active”.

Note: Be sure to register the API Key with Object Storage by copying the public key to Oracle Identification and Access Management. To copy the public key, click **View** in the **Actions** column in the **Key Pairs** zone, and select and copy the text in the **View Public Key** dialog box. Refer to [Register API Key to Oracle Cloud Object Storage](#) for more information.

Creating An Object Storage Connection

Create an object storage connection via the File Storage Configuration extendable lookup (F1-FileStorage). This defines the Object Storage location where the files will be stored.

Creating File Storage Extendable Lookup Values

Apart from the authentication, the cloud service also needs information about the Object Storage locations to be used. Object Storage locations are defined by values in the File Storage Configuration (F1-FileStorage) extendable lookup. These file storage configurations will be referenced by the batch processes that will import or export records.

Values for the File Storage Configuration extendable lookup are defined by the following:

- **Value:** A unique code for the extendable lookup value. This value will be referenced as a batch control parameter value.
- **Description:** A description of the extendable lookup value
- **Status:** The current status of the value. Select “Active”.
- **File Storage Details:** This section defines details for the object storage location, including:

- **File Adapter:** The type of file adapter for the location. Select “Oracle Cloud Object Storage”.
- **User:** The user Oracle Cloud ID (ODIC) for the object storage location
- **Tenancy:** The tenancy Oracle Cloud ID (ODIC) for the object storage location
- **Compartment:** The compartment Oracle Cloud ID (ODIC) for the object storage location
- **Namespace:** The namespace for the object storage location
- **Key Ring:** The Key Ring you created earlier
- **Region:** The region of the object storage tenancy for the connection (Values for this field are defined in the F1_REGION_FLG lookup).

Refer to **External File Storage** in the *Oracle Utilities Application Framework Administrative User Guide* and the *Oracle Utilities Cloud Services Object Storage Setup Guide* for more information.

Register API Key to Oracle Cloud Object Storage

Once the key ring and key pair have been created in the Oracle Utilities cloud service, copy the public key from the key pair and add the public key to the **User API Key** in Oracle Identification and Access Management (IAM). See the **User API Keys** section in the **Security and Access Management** section of the **Managing Object Storage** chapter in the *Oracle Cloud Infrastructure Services* documentation.

Chapter 18

File Export Sample Implementation

This chapter provides an example of implementing a file export process, which includes:

- [Creating a File Export Batch Process](#)
- [Configuring the Export Process](#)

Creating a File Export Batch Process

Oracle Utilities cloud services provide a way to extract system information into a file using a file-export batch process. This process can be configured to export and store extracted files in an Object storage location.

Oracle Utilities cloud services provide a sample Batch Control (F1-PDBEX) which supports file export functionality and which can be used as 'template' to implement custom file export functionality as needed by specific implementations. Along with this out of the box batch control, cloud services also provide related objects (such as scripts.) that also can be used as templates while creating custom export processes.

Please note that the main data extraction logic lies within the script as described below. Customer can look at and copy the F1-GenProcEx script to implement their own data extraction logic.

This guide will follow a "bottom up" approach regarding the creation and configuration of cloud service data and objects to facilitate the file export process. The first step is to create a data area and script using that data area. Other objects for the file export will be created next.

For this sample implementation, we will export Premise information from Customer Cloud Service to Object Storage. This involves creating two algorithms (one for file export and one for selecting records to export) and a batch control.

To create a File Export Algorithm:

1. Create a data area that defines the schema for holding premise information.
2. Create a Plug-in script with the *Batch Control - Process Record* Algorithm Entity. This script may be based on the F1-GenProcEx script and modified as needed. Make sure to use the data area created above to hold premise information.

The script will be used by the algorithm that will perform the file export.

3. Create an Algorithm Type similar to F1-GENPROCEX, based on the plug-in script created in the last step.
4. Create an algorithm based on the algorithm type.

To create a record selection algorithm:

1. Duplicate the F1-GENPROCSR algorithm to create a custom algorithm that will be used for selecting records.
2. Update the algorithm's parameters.
 - Use the **SQL** parameter name to define the new query for retrieving records from the cloud service database.
 - Keep the **Batch Strategy** parameter as *THDS*.
 - Define the key field on the query under the **Key Field** parameter.

To create a batch control:

1. Duplicate the F1-PDBEX batch control to create a new batch control. Navigate to **Algorithms** tab on the batch control and replace the existing algorithms with the file export and record selection algorithms created above.
2. This newly created batch control contains parameters for file storage that must be modified as described in the following section.

Configuring the Export Process

This section describes the setup needed to enable export processing, including establishing communication between the Oracle Utilities cloud service and Object Storage, configuring batch parameters, and testing the export process.

- [Setting Up Communication Between Cloud Service and Object Storage](#)
- [Configuring File Export Batch Parameters](#)
- [Testing the Export Process](#)

Setting Up Communication Between Cloud Service and Object Storage

The export process requires authentication and communication between the Oracle Utilities cloud service and Object Storage. See [Chapter 17: Object Storage Connection Management](#) for more information about setting up this communication and authentication.

Configuring File Export Batch Parameters

The next step is to configure the following parameters of the file export batch control created earlier:

- **File Name:** the name of the exported file
- **File Path:** the path to file location in Object Storage. The format for the path is as follows:

file-storage://<File Location>/<Bucket>

where:

- **<File-Location>:** The File Storage Configuration extendable lookup value defined for that file. This will include the compartment identification.
- **<Bucket>:** The object storage bucket in the compartment that is defined as part of the File Storage Configuration extendable lookup value.

For example, the "File-Export" bucket in a compartment that is referenced in the "AB-Export" File Storage Configuration extendable lookup value can be referenced as:

"file-storage://AB-Export/File-Export"

- **Other Parameters:** The batch control supports other optional parameters, including:
 - **XML Root Name:** used to declare the name of root-node in generated xml (when exporting files in xml format)
 - **File Delimiter:** used to define the delimiter used in delimited files

Refer to the batch control for information about other parameters.

Testing the Export Process

The last step is to test the export process.

To test the export process:

1. Run the file export batch process.
2. Navigate to the **Batch Run Tree** portal to verify the job has run successfully.
3. Navigate to targeted bucket inside Object Storage and verify the exported file.

Chapter 19

File Import Sample Implementation

Oracle Utilities cloud services include a batch control that can be used as a template for creating batch controls to import data from a file to the application. This template batch control is called Plug-in Driven File Upload Template (F1-PDUPL).

To use this template, an implementation can duplicate the F1-PDUPL batch control and provide the required algorithm for the "File Upload" system event. The algorithm associated with the batch control is responsible for using provided APIs to read the content of the file and store the data in appropriate table(s) such as a staging table or the FACT table. (we will use the FACT table in this sample).

The plug-in scripts written to implement this type of algorithm must use the Groovy script engine version as the APIs are not accessible using the XPath scripting language. The sample plug-in scripts provided illustrate using the various available APIs to upload a flat file, xml file or a delimited file. Implementation can write their own plug-in scripts to handle their specific file upload needs.

The following steps summarize how to implement a new file import background process:

- [Identifying Upload File Content Data](#)
- [Uploading File to Oracle Cloud Object Storage](#)
- [Creating a File Import Batch Process](#)
- [Configuring the Import Process](#)

For more information on how to use Plug-in Driven background processing for import and upload, refer to the following section in the *Oracle Utilities Application Framework Administrative User Guide*:

Background Processes

Understanding Background Processes

Plug-in Driven Background Processes

Uploading Records

Creating a File Import Batch Process

Creating a file import process involves creating the following components in the Oracle Utilities cloud service:

- [Plug-In Script](#)
- [Algorithm Type and Algorithm](#)
- [File Upload Batch Control](#)

Plug-In Script

The first step is to create a plug-in script that will process the data in the upload file. This plug-in script should be created for the "Batch Control - File Upload" **Algorithm Entity**.

You can use sample plug-in scripts provided or create a new plug-in script with logic required for reading the record and identifying each record detail to properly create the insert statements for storing the data in the appropriate application tables.

The sample plug-in scripts provided illustrate how to call the supplied APIs for processing different types of source data including fixed position, comma delimited, and XML formats.

Sample Plug-in Scripts for Algorithm Entity: Batch Control - File Upload

Plug-In Script	Description
F1UplSmplFlt	Sample Flat File Upload Script
F1UplSmplDlm	Sample Delimited File Upload
F1UplSmplXML	Sample XML File Upload

Note: The F1UplSmplFlt sample script is designed to work with the sample data above.

Algorithm Type and Algorithm

The next step is to create an Algorithm Type and Algorithm that use the plug-in script you created above. In this sample file import implementation, the source data uses the fixed position format, so the Algorithm Type and Algorithm should use the F1UplSmplFlt script.

To create a new algorithm:

- Create an Algorithm Type using the F1UplSmplFlt plug-in script.
- Create a corresponding Algorithm for the Algorithm Type created above.

File Upload Batch Control

The last part of the cloud service configuration is to create a batch control that will use the new algorithm to import the data. You can create a new batch control by duplicating a template batch control and reference the new algorithm. The base product includes the Plug-in Driven File Upload (F1-PDUPL) batch control which can be used as a template.

To create a new batch control:

1. Duplicate the F1-PDUPL sample batch control to create your own batch control.
2. In the **Algorithms** tab, define the algorithm created above for the "File Upload" **System Event**.
3. Define default parameters for the batch control, if required.

Configuring the Import Process

This section describes the setup needed to enable file import processing, including establishing communication between the Oracle Utilities cloud service and Object Storage, configuring batch parameters, and testing the process.

The following steps will enable file import batch processing to run and import the data from the import file to the appropriate application tables in the Oracle Utilities cloud service:

- [Setting Up Communication Between Cloud Service and Object Storage](#)
- [Configuring File Import Batch Controls](#)
- [Testing the Import Process](#)

Setting Up Communication Between Cloud Service and Object Storage

The export process requires authentication and communication between the Oracle Utilities cloud service and Object Storage. See [Chapter 17: Object Storage Connection Management](#) for more information about setting up this communication and authentication.

Configuring File Import Batch Controls

The next step is to configure the following parameters of the file import batch control created earlier:

- **File Name:** The name of the file to import.
- **File Path:** the path to the file location in Object Storage where import files will be located. The format for the path is as follows:

file-storage://<File Location>/<Bucket>

where:

- **<File-Location>:** The File Storage Configuration extendable lookup value defined for that file location. This will include the compartment identification.
- **<Bucket>:** The object storage bucket in the compartment that is defined as part of the File Storage Configuration extendable lookup value.

For example, the "File-Import" bucket in a compartment that is referenced in the "INT-UPLOAD" File Storage Configuration extendable lookup value can be referenced as:

file-storage://INT-UPLOAD/File-Import

- Refer to the batch control for information about other parameters.

Testing the Import Process

The last step is to test the import process using the sample data.

To test the import process:

1. Run the file import batch process.
2. Navigate to the **Batch Run Tree** portal and make sure the batch process ran successfully.
3. Check that the records have been added to the FACT table.

Part Four

Oracle REST Data Services

This section describes how to use Oracle REST Data Services with Oracle Utilities cloud services. This includes

- [Chapter 20: SQL Developer Web](#)
- [Chapter 21: REST APIs](#)

Refer to the [Oracle REST Data Services documentation](#) for more information about Oracle REST Data Services.

Chapter 20

SQL Developer Web

Oracle SQL Developer Web is a part of Oracle REST Data Services (ORDS), and is the web-based version of Oracle SQL Developer that enables you to connect to an Oracle database and execute queries and scripts, create database objects, build data models, and monitor database activity.

Oracle Utilities cloud services use Oracle SQL Developer Web to connect to a cloud service database to execute read-only queries on various database schema objects.

Please refer the [Oracle REST Data Services documentation](#) for more information about using Oracle SQL Developer Web.

Users must be assigned to the “SQL Developer Web Online User” application role in order to use SQL Developer Web with Oracle Utilities cloud services. See **Pre-Defined Application Roles** in the *Oracle Utilities Cloud Services Administration Guide* for more information about application roles used with Oracle Utilities cloud services.

Access is provided to both CISREAD and STGADM database schemas to perform select/read-only queries.

- The CISREAD schema can be used to perform select and read-only queries of the production schema.
- The STGADM schema can be used to perform select and read-only queries of the staging schema (used with data migration and conversion).
- Oracle REST Data Services can access the production and staging schemas in both production and non-production environments.

Chapter 21

REST APIs

Oracle REST Data Services also provides REST APIs that can be invoked via cURL to connect to an Oracle database and perform operations.

Users must be assigned to the "REST Enabled SQL" application role in order to use REST APIs with Oracle Utilities cloud services. See **Pre-Defined Application Roles** in the *Oracle Utilities Cloud Services Administration Guide* for more information about application roles used with Oracle Utilities cloud services.

The service runs the SQL statements against Oracle Database and returns the result to the client in a JSON format. You can use the HTTPS POST method to access the REST-Enabled SQL service.

The following is an example syntax for cURL command.

```
curl -i -X POST --user <username>:<password> --data-binary "<SQL statement>" -H "Content-Type: application/sql" -k <Oracle REST URL>
```

Contact your system administrator for Oracle SQL Developer Web and REST service URLs.

No additional configuration is required to use Oracle SQL Developer Web or REST services.

Use of this feature is subject to the following:

- Only Basic Authentication is Supported
- Read Only Access
- Supports Data Access Language (DAL) that includes retrieval of Performance Hub Report etc.
- Only supports retrieval of small sets of data
- SQL Query timeout limit is 5 minutes
- Output will be in JSON format

Part Five

Product-Specific Integrations

This section describes product-specific integrations available for use with Oracle Utilities Cloud Services. This includes:

- [Chapter 22: Customer Cloud Service Receipt Printing](#)

Chapter 22

Customer Cloud Service Receipt Printing

This chapter describes how to configure Oracle Utilities Cloud Services 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 To Meter Business User Guide* for more information about these payment transactions.

Configuration to support this functionality includes:

- [Oracle Utilities Customer To Meter 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 To Meter Configuration

Configuration of Oracle Utilities Cloud Services 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 - 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 UI maps mentioned in the table above 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

Part Six

Web Services

This section describes how to use web services with Oracle Utilities Cloud Services. This includes:

- [Chapter 23: Web Services in Oracle Utilities Cloud Services](#)

Chapter 23

Web Services in Oracle Utilities Cloud Services

This chapter describes how to access SOAP and REST web services in the Oracle Utilities Cloud Services. This includes:

- [Inbound Web Services](#)
- [Outbound Messages](#)
- [Web Service Catalog on Cloud Services](#)
- [Web Service Catalog on On-Premises Applications](#)
- [User Rights](#)
- [Debugging & Tracing Options](#)

Inbound Web Services

In Oracle Utilities cloud services, inbound web services do not need to be deployed to be accessible. Once an inbound web service is set to active, it is ready to be used and accessed.

Oracle Utilities cloud services support both SOAP and REST services. Implementations can create custom inbound web services but no XSLs can be referenced by the inbound web service.

SOAP Inbound Web Services

This section provides information related to SOAP-based inbound web services.

Accessing a Web Service WSDL on Cloud

You can access and view the WSDL (Web Service Definition Language) of a SOAP service through the cloud service application or by executing a curl command. The WSDL file contains the structure, the schema and security specification for the desired web service.

All WSDLs are secured in Oracle Utilities cloud services. The WSDL URL must include some form of authentication to be accessed, such as a basic username and password.

Users cannot access the WSDL by providing the WSDL URL from a browser or from SOAPUI or any web service testing application. They must use the cloud service application or a curl command.

Cloud Service Application:

Use the following procedure to access a web service WSDL using an Oracle Utilities cloud service application:

1. Select **Admin**, then **Integration**, then **Inbound Web Service**, and then **Search** to access the **Inbound Web Service Query** portal.
2. Search for the SOAP service you wish to access (select "SOAP" from the **Web Service Class** drop-down list)
3. Once the SOAP web service is displayed in the **Inbound Web Service** portal, click the **WSDL** link in the **View WSDL** field.

Curl Command:

Use the following procedure to access a web service WSDL using a curl command:

The curl command format:

```
curl -k -X GET https://{host}:{port}/{tenant}/{domain}/{appName}/  
soap/api/iws/{IWSServiceName}?WSDL -u username:password
```

where:

https://{host}:{port}/{tenant}/{domain}/{appName}	Product Application URL
	Example of Customer Cloud Service Application URL: https://cloudenv:port/ tenant/prod/ccs
/soap/api/iws/	Fixed text part of the URL
IWSServiceName	SOAP Inbound Web Service Name
username	User name to login to the application
password	Password to login to the application

Getting the Endpoint URL on Cloud

You can obtain the endpoint URL for a SOAP service from the WSDL. Go to the service name part of the WSDL and you get the address location which is the endpoint URL.

The endpoint URL follows this format:

```
https://{host}:{port}/{tenant}/{domain}/{appName}/soap/api/iws/  
IWSServiceName
```

Testing and Using the SOAP Inbound Web Service

There are several resources to use when testing SOAP-based inbound web services.

This is an example of using SOAPUI to test an inbound web service.

1. Access the secured WSDL from the cloud service application or by executing the curl command as described above.

2. Save the WSDL file locally.
3. Create a new SOAP project using the saved local WSDL.
4. Provide the necessary information in the request message.
5. Provide basic authorization information.
 - Select "Basic" from the **Authorization** drop-down list.
 - Enter appropriate values in the **Username** and **Password** fields.
 - Select the **Authenticate pre-emptively** option.

The screenshot shows a configuration window for authorization. At the top, there's a label 'Authorization:' followed by a dropdown menu currently showing 'Basic'. Below this, there are four input fields: 'Username:' with the text 'username', 'Password:' with a series of dots, 'Domain:' which is empty, and 'Pre-emptive auth:' which has two radio buttons. The first radio button is labeled 'Use global preference' and is unselected. The second radio button is labeled 'Authenticate pre-emptively' and is selected.

6. Test the service as appropriate to your requirements.

REST Inbound Web Services

This section provides information related to REST-based inbound web services.

Accessing REST API Specification

REST API specifications define or describe the reference endpoints in an API. You can access and view the API Specification of a REST inbound web service through the utilities cloud application or by making a REST call.

Cloud Service Application:

Use the following procedure to access a REST API specification using an Oracle Utilities cloud service application:

1. Select **Admin**, then **Integration**, then **Inbound Web Service**, and then **Search** to access the **Inbound Web Service Query** portal.
2. Search for the REST service you wish to access (select "REST" from the **Web Service Class** drop-down list)
3. Once the REST web service is displayed in the **Inbound Web Service** portal, click the **View Specification** link in the **API Specification** field.

REST Call - Cloud Service:

Use the following procedure to access a REST API specification using a REST call with a cloud service:

The endpoint URL to use to make the REST call uses the following format:

```
https://{host}:{port}/{tenant}/{domain}/{appName}/rest/openapi/{IWSServiceName}
```

The endpoint URL to use to make the REST call to get a v2 Swagger Specification follows this format:

```
https://{host}:{port}/{tenant}/{domain}/{appName}/rest/openapi/v2/{IWSServiceName}
```

When making the REST call, use the Get method. Refer to the sample URL below.

Method: GET

URL: `https://host:port/tenant/domain/appName/rest/ouaf/openapi/F1-GetIWSWSDL`

REST Call - On-Premises Application:

Use the following procedure to access a REST API specification using a REST call with a on-premises application:

The endpoint URL to use to make the REST call to get an Open API Specification follows this format:

```
https://{host}:{port}/{context}/rest/ouaf/openapi/{IWSServiceName}
```

The endpoint URL to use to make the REST call to get a v2 Swagger Specification follows this format:

```
https://{host}:{port}/{context}/rest/ouaf/openapi/v2/{IWSServiceName}
```

When making the REST call, use the Get method. Refer to the sample URL below.

Method: GET

URL: `https://host:port/ouaf/rest/ouaf/openapi/v2/F1-GetIWSWSDL`

Getting the Endpoint URL

A REST inbound web service can have multiple reference endpoints to access the resource and multiple methods for each endpoint. An endpoint URL points to a unique inbound web service name and an Operation name and shows the whole path to the resource.

The REST endpoint URL is obtained from the API Specification. It is a combination of the Computed URL and the URI Component.

The endpoint URL follows this format:

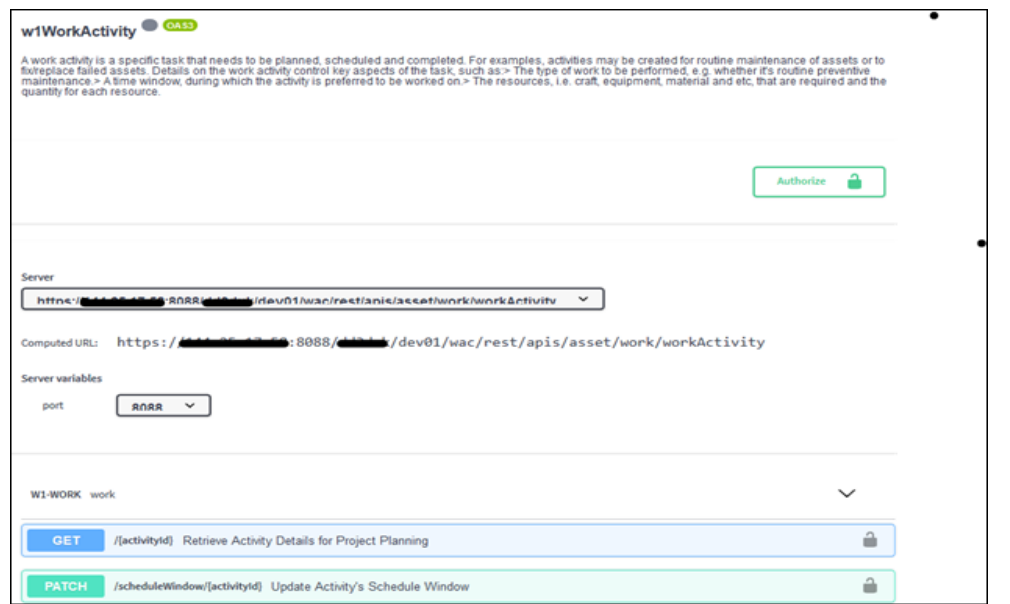
```
{ComputedURL}/{iwsOperationURLComponent}
```

where:

ComputedURL	Base URL referring to the common path for the API. The value is obtained from the REST API Specification of the REST inbound web service.
iwsOperationURLComponent	Reference a URI Component. The value is obtained from the REST API Specification -Method and URI collection or in the URI Component of the Inbound Web Service - Operations Collection.

Example:

The w1WorkActivity REST inbound web service API Specification has two resource URI Components:



The endpoint URLs for this service are:

```
https://{hostname}:{port}/{tenant}/dev01/wacs/rest/apis/asset/work/workActivity/{activityId}

https://{hostname}:{port}/{tenant}/dev01/wacs/rest/apis/asset/work/workActivity/scheduleWindow/{activityId}
```

About the Computed URL

The Computed URL is the base URL used by the endpoints. A part of the URL is populated in a System Variable called F1_REST_BASE_URL. The F1_REST_BASE_URL system variable would only contain the configuration up to the 'apis' portion of the URL, and the remaining components of the URL would be derived by the application. The system variable supports the difference between formats used with on-premises applications and cloud services.

The Computed URL follows the format below:

For Cloud Applications:

```
https://{host}:{port}/{tenant}/{domain}/{appName}/rest/apis/
{ownerURLComponent}/{resourceCategoryURLComponent}/
{iwsURLComponent}
```

For On-Premises Applications:

```
https://{host}:{port}/{context}/rest/apis/{ownerURLComponent}/
{resourceCategoryURLComponent}/{iwsURLComponent}
```

where:

https://{host}:{port}/{tenant}/ {domain}/{appName}	Cloud Product Application URL Example of Customer Cloud Service Application URL: https://cloudenv:port/ tenant/prod/ccs
https://{host}:{port}/{context}	On-Premises Application URL Example of Customer Care and Billing Application URL: https://hostname:port/ouaf
/rest/apis	Fixed text part of the URL
ownerURLComponent	The value is obtained from URI COMPONENT in Owner Configuration for REST services extendable lookup (F1- RESTOwnerURLComponent) where there is an entry for each owner flag. Examples: F1 (Framework): /common C1 (Customer): /customer
resourceCategoryURLComponent	The value is obtained from URI COMPONENT in Resource Category for REST services extendable lookup (F1-RESTResourceCategory) where there is an entry for each resource category. Example: F1-SYSTEM (System): /system

Note: The Computed URL for cloud applications may not always be the same as the application URL. Always get the value from the API Specification of the REST Service.

Methods and Parameters

REST inbound web services support the following HTTP Methods:

- Get

- Patch
- Post
- Put

The method is defined in the **HTTP Method** drop-down list in the **Operations** section of the **Inbound Web Service** portal.

	OPERATION NAME	SCHEMA TYPE	SCHEMA NAME	HTTP METHOD	URI COMPONENT
+ -				Get Patch Post Put	

Save Cancel

For the Get, Put and Patch HTTP Methods, "Query" or "Path" parameters can be passed with the endpoint. This is specified using the **Parameter Type** drop-down list in the **Parameters** columns in the **Operations** section of the **Inbound Web Service** portal

	EXTERNAL REFERENCE	PARAMETER TYPE	SCHEMA XPATH
+ -	activityId	Path	input/activityId
+ -	activityId	Query	activityId

Save Cancel

- **Path parameters:** These are parameters that are part of the endpoint and are required. Usually they are represented in the endpoint with curly braces.
- **Query parameters:** These parameters are often optional. They are not part of the endpoint but rather are included in the endpoint URL after a question mark, followed by name value pairs.

Example:

```
'../getAccountBills/  
{accountId}?startDate=20190101&endDate=20190630'.
```

Testing and Using the REST Inbound Web Service

There are several resources to use when testing REST inbound web services.

This is an example of using POSTMAN to test an inbound web service.

1. Go to the REST API Specification to get the endpoint URL and the HTTP Method for the web service you wish to test.
2. Open POSTMAN and populate the necessary information.
 - a. Provide the HTTP Methods and the Request URL
 - b. On the **Authorization** tab, choose "Basic Auth Type" and provide the user name and password

- c. On the **Header** tab, provide the following key value pair to send and accept json messages.

Key	Value	Description
Accept	application/json	Indicate the response media type that is acceptable
Content-Type	application/json	Indicate the media type of the resource. To send and accept xml messages change the value to "application/xml".

- d. On the **Body** tab, provide the request message. Sample request and response messages can also be found on the REST API Specification by expanding each resource URI.

Outbound Messages

This section describes the setup of components used to send outbound messages by invoking the SOAP or REST service of the target application. The information below assumes outbound message types have been created for each web service.

Make sure the target environment you are accessing is allowlisted in the Oracle Cloud Utilities Entitlement. This is requested by opening a service request for the Oracle Utilities Cloud Operations team.

Using SOAP Services

Setup Message Senders

Invoking a SOAP-based service involves creating one or more new real-time Message Senders.

Use the following procedure to create a Message Sender:

- From the **Admin** menu, select **Integration**, then **Message Sender**, then **Add**.
- Enter a unique code and **Description** for the Message Sender.
- Populate the following values:
 - Invocation Type:** Real-time
 - Message Class:** SOAPSNDNR (Sender for real-time HTTP/SOAP messages)
 - Active:** Select the check box
 - MSG Encoding:** UTF-8 message encoding

4. Select the **Context** tab and set the values for the following context types:

Context Type	Context Value (Sample Values)	Description
HTTP Header	soapAction="process"	Get the value from the soap:operation in the WSDL Example: <pre><wsdl:operation name="Get_APPT_SVC"> <soap:operation soapAction="process"/></pre>
HTTP Login User	Username	User ID to access the service
HTTP Login Password	Password	Password to access the service
HTTP Method	POST	
HTTP Timeout	60	
HTTP Transport Method	SendReceive	
Message Namespace URI	http://oracle.com/GetApptMessage	Get the value from the schema namespace in the WSDL. This entry should be defined when the External System - Outbound Message Type - Namespace Option is set to Configured on the Message Sender

Context Type	Context Value (Sample Values)	Description
HTTP URL 1	@EXT_PUB@ server:port/ servicename	The value should follow the format below: @EXT_PUB@server:port/ servicename where: @EXT_PUB@ refers to the outbound proxy and append the endpoint url without the https:// protocol. Get the endpoint url value from the soap:address location in the WSDL Example: <wsdl:service name="receiveApptReq_Por tType"> <wsdl:port name="receiveApptReq_Por tType_pt" binding="receiveApptReq_ PortType_binding"> <soap:address location="https:// server:port/ servicename"/>
SOAP Insert Timestamp (Y/N)	Y	This is only needed when the wsdl policy of the service being invoked is wss_username_token_service policy or any policy that require a timestamp.

5. Click **Save**.

Setup the External System

Associate the outbound message types to their corresponding message senders in an external system.

Define the following details for each outbound message type:

- **Outbound Message Type:** The outbound message type created for the outbound message.
- **Processing Method:** Real-time.
- **Message Sender:** The Message Sender to invoke the SOAP web service.
- **Date/Time Format:** XSD
- **Namespace Option:** Configured on Sender

Note: For Message Senders using the SOAPSNDNR message class, message xsl do not need to be defined just to add the SOAP Envelope.

The SOAPSNDR message class will add the SOAP Envelope before sending the message out.

Using REST Services

Setup Message Senders

Invoking a REST-based service involves creating one or more new real-time Message Senders.

Use the following procedure to create a Message Sender:

1. From the **Admin** menu, select **Integration**, then **Message Sender**, then **Add**.
2. Enter a unique code and **Description** for the Message Sender.
3. Populate the following values:
 - **Invocation Type:** Real-time
 - **Message Class:** RTJSONSNDR (Sender for real-time JSON messages)
 - **Active:** Select the check box
 - **MSG Encoding:** UTF-8 message encoding
4. Select the **Context** tab and set the values for the following context types:

Context Type	Context Value (Sample Values)	Description
HTTP Login User	Username	User ID to access the service
HTTP Login Password	Password	Password to access the service
HTTP Method	POST	
HTTP Timeout	60	
HTTP URL 1	@EXT_PUB@RESTEndpointURL	The value should follow the format below: @EXT_PUB@RESTEndpointURL where" @EXT_PUB@ refers to the outbound proxy and append the REST endpoint url without the https:// protocol.

5. Click **Save**.

Setup the External System

Associate the outbound message types to their corresponding message senders in an external system.

Define the following details for each outbound message type:

- **Outbound Message Type:** The outbound message type created for the outbound message.

- **Processing Method:** Real-time.
- **Message Sender:** The Message Sender to invoke the REST web service.
- **Date/Time Format:** XSD
- **JSON Conversion Method:** Base JSON Conversion

Note: For Message Senders using the SOAPSNDNR message class, message xsl do not need to be defined. SOAPSNDNR message class will add the SOAP Envelope before sending the message out.

Web Service Catalog on Cloud Services

For Oracle Integration Cloud to retrieve the REST catalog or SOAP catalog from Oracle Utilities cloud service applications, use the following endpoint URLs.

The endpoint URL for the REST Catalog Service can be obtained by following this format:

```
https://{host}:{port}/{tenant}/{domain}/{appName}/rest/openapi/iws/catalog
```

The endpoint URL for the SOAP Catalog Service can be obtained by following this format:

```
https://{host}:{port}/{tenant}/{domain}/{appName}/soap/api/iws/ServiceCatalog
```

Web Service Catalog on On-Premises Applications

For Oracle Integration Cloud to retrieve the REST catalog or SOAP catalog from Oracle Utilities on-premises applications, use the following endpoint URLs.

The endpoint URL for the REST Catalog Service can be obtained by following this format:

```
https://{host}:{port}/{context}/rest/ouaf/openapi/iws/catalog
```

The endpoint URL for the SOAP Catalog Service can be obtained by following this format:

```
https://{host}:{port}/{context}/webservices/builtin/ServiceCatalog?WSDL
```

User Rights

Web service calls must be authorized for the calling user. In other words, the user must exist as an OUAF User with adequate application services for the underlying services called by the inbound web service, and the debug services. The debug Application Services are F1DEBUG to enable a url with the debug=true setting, and F1USERLOG to view user logs in the online system. Also note that the 'Integration Suite API' has a separate Application Service (C1-INTG-SUITE-API) which is required (when licensed).

You will probably not want to grant any more access to the inbound web service calling user than they absolutely need, so Oracle recommends creating a separate User Group as needed to support very specific access. Check the User Group and Application Services settings for the user.

For example: if the inbound web service is reading an Account, then the user will need read rights on the Account service (CILCACCP).

Debugging & Tracing Options

This section outlines options for tracing and debugging issues when accessing inbound web services.

REST Inbound Web Services

The following debugging and tracing options apply when using REST services:

- REST calls can be made within the application using the **View Specification** link, which will show the curl format of the call, response, etc.
- REST services can be invoked with a debug parameter (`http:<cloud url>//restapi?debug=true`) to show all the debug logs when checking via the application.

Using the debug parameter will provide additional information in the kibana logs (tech log information) about execution of each step of the scripts.

- To see the user log, the 'calling user' must log into the online application and view User Logs.
- If the **Trace** flag checked on inbound web service, requests and responses are written to the user log.

SOAP Inbound Web Services

The following debugging and tracing options apply when using SOAP services:

- SOAP requests with trace enabled on the inbound web service shows the request message and response message in the user logs, but not in Kibana.
- Using the Debug flag in the soap envelope enables debug mode, but does not enable tracing. The debug flag in soap header can be passed as `<debug>` or `<Debug>` and values can be true or yes. For example: `<debug>true</debug>`.
- If the **Trace** flag checked on the inbound web service, requests and responses are written to user log.