Oracle Utilities Cloud Services
Activation Guide

For Supported Releases

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ORACLE®

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Contents

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Introduction

Welcome to the Oracle Utilities Cloud Services Activation Guide. This guide provides guidelines that will help you activate your cloud service. It also provides recommendation that will help with some of the decisions during the activation process.

This document applies to all customers of the following Oracle Utilities Cloud Services:

- [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 Market Settlements Management Cloud Service](#)
- [Oracle Utilities Meter Solution Cloud Service](#)
- [Oracle Utilities Rate Cloud Service](#)
- [Oracle Utilities Work and Asset Cloud Service](#)

This guide does not attempt to cover all the possible scenarios related to service activation. Therefore, we recommend that you contact your Oracle Energy and Water Customer Successs Manager (CSM) before you activate your service to make sure you have all the information you need for the process and that you understand all the decisions you need to make during that process.

Before we cover the process, we should define some terminology that will help you with some of the decisions you need to make and will also help with the communication with your Oracle Energy and Water Customer Success Manager.

Term	Description
Cloud Account	An entity that groups together several cloud subscriptions.
Cloud Subscription	A right to use a cloud service for a given period.
Cloud Service	An application that you can use in the cloud based on your subscription.
Tenancy / OCI Tenancy	A technical name representing a cloud account and the Oracle Cloud Infrastructure services that are provided with every new cloud account. There is a 1:1 relationship between a tenancy and a cloud account.
Region	A geographical location where Oracle services can be provisioned and available to use. A cloud account (or tenancy) can use / subscribe to more than one region.
Home Region	The region designated to be the main region for your tenancy. This is where your default Identity and Access Management instance will reside and is where you would typically administer your services from.

Term	Description
Regional vs Global Services	Your cloud services, whether Software-as-a-Service (SaaS), Platform-as-a-Service (PaaS) or Infrastructure-as-a-Service (IaaS) can be regional or global. Most of the services you will use are regional, meaning they exist and can be used in a region. That also means that you can have multiple instances of a single service in several regions, and they will be different from each other and managed independently from each other.
	Global services will typically be managed from your home region and their features will be available to use in all the regions you subscribe to.
	Your Identity and Access Management (IAM) is a global service that is managed from your home region but is accessible and provides services to all the regions you subscribed to.
	Your IAM includes identity domains which are regional and created in a specific region. Your account default identity domain will always be created in your home region.

This document includes the following:

- [The Order Activation Process](#)

- [Cloud Account and OCI Tenancy Setup Considerations and Examples](#)

- [Frequently Asked Questions - Order Activation](#)

- [Self Service Provisioning](#)

- [Frequently Asked Questions - Self Service Provisioning](#)

2

The Order Activation Process

This chapter provides an overview of the order activation process, including:

- Order Activation Overview
- Process Starting Point
- Order Activation
- Provisioning Your New Cloud Service
- Services-Ready Notification (for Each Subscribed Service)

Order Activation Overview

The following diagram (see Figure 2.1) provides a high-level illustration and overview of the process of activating an order for a new cloud service.

Figure 2-1   Cloud Order Activation Process
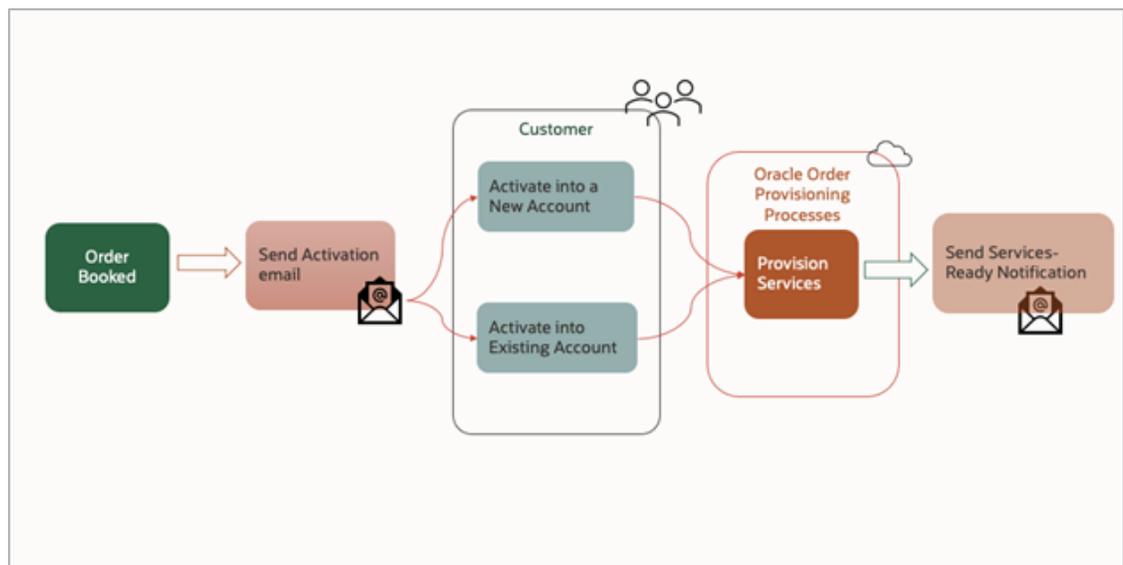
Process Starting Point

Once your sales order has been processed and booked in the system, an activation email will be sent to start the process.

The Activation Email

The email will be sent to the administrator, or the owner noted on the sales order. if your order contained multiple subscriptions, each subscription would have its own activation email and therefore its own activation process.

The activation email will be typically sent on the subscription start date or one day before that. This means that if your subscription starts in a future date, you will not see the activation email until that day or a day before that. If you order contains multiple subscription with a different start date, you will get multiple activation emails at different dates.

The email will be from "Oracle Cloud" and will a subject title of "Action Required: Welcome to New Oracle Cloud Service Subscription(s)"

> ⓘ **Note**
>
> Please note that this is subject to change and might not be the exact sender name or subject title.

Parallel Subscription Activation

If your order contains multiple subscriptions, all starting at the same time, and you plan to host them all in the same cloud account, it is highly recommended to go through each of the activation processes only after the previous one has been completed and fully provisioned. If, on the other hand, you are planning to host each of your subscriptions in a different account, you can activate them all at the same time.

> ⓘ **Note**
>
> In the process description below, we will assume that you are the administrator and therefore you received the email. If you are not the intended administrator for this subscription you can forward the email to whoever is the intended administrator to continue the process.

Order Activation

The activation email (see Figure 2.2) contains information about the subscription that needs activation. When you receive this email, you will need to decide if you want to create a new cloud account for this subscription or activate it into an existing account. You will see different links for each option that will redirect you to different web pages.

Figure 2-2   Activation Email Sample
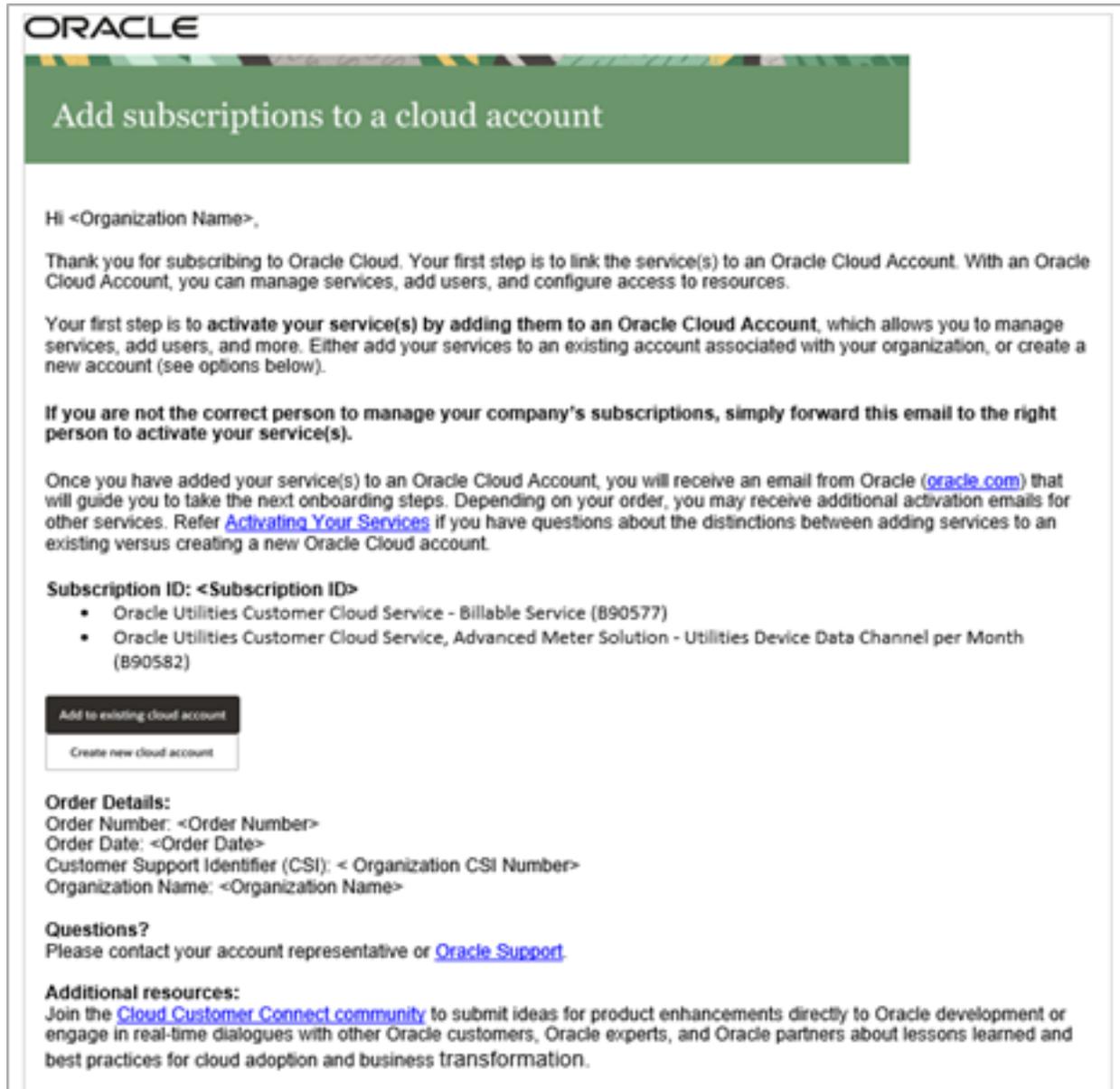
Selecting New or Existing Account

The decision whether to create a new account or to add this subscription into an existing account cannot be changed after the fact and therefore must be considered carefully.

If your organization doesn't have other Oracle services, you'll need to **create a new account**.

If your organization has other Oracle services, we recommend **adding your new service to the existing account** if the following is true:

- It's OK for the Cloud Administrator of the existing tenancy to have access to the new service

- There are no business or regulatory requirements to separate the new service from existing services, users, and/or resources

- The existing tenancy's home region is complying with your company's data residency requirements*
- The planned provisioning region of the new service is meeting business and/or technical requirements of the existing account**

Use the table below to help determine the best option for your organization.

Create a New Account	Add to an Existing Account
- Do not have other Oracle services, **or** - Do not want the Cloud Administrator of the existing tenancy to have access to the new service, **or** - Services, users, and or/resources are required or preferred to be separate from other existing services, **or** - Data must be stored within specific geographical boundaries that are not within the home region of the existing tenancy*, **or** - The planned provisioning region of the new service is not meeting business and/or technical requirements of the existing account**	- Have other Oracle services, **and** - Cloud Administrator of existing tenancy can access new service, **and** - No business or regulatory requirements to separate the new service from existing services, **and** - Existing tenancy's home region is complying with your company's data residency requirements*, **and** - The planned provisioning region of the new service is meeting business and/or technical requirements of the existing account**, **and** - Prefer ability to share setup for applicable users, object storage, or any other resources with the new service

*You can subscribe the new service to a different region, but the service will be tied to the existing home region of the tenancy.

**If all of your other services use the existing tenancy's home region per specific business or technical requirements, you may want to consider creating a new account.

Activation to a New Cloud Account

If you decide to create a new cloud account for your new subscription, you will need to enter certain details in the activation page about your new cloud account (see Figure 2.3).

You will also have to determine who will be the initial administrator. After providing these details and confirming the activation, the system will process your information and

start the process of creating the services you subscribed to. This process is called Provisioning.

The provisioning process can take a few days and at the end of it you will get one or more email notifications that your services are ready. At that point you will be able to login into your services and start using them.

Figure 2-3   Create a new cloud account page

Refer to Creating a New Cloud Account for additional information about creating a new cloud account.

Activation into an Existing Cloud Account

If you decide to add the new subscription to an existing cloud account, you will be redirected to login into the account that you want to add the subscriptions to. Once you login into that account, you'll be able to select the new subscriptions (one or more) and they will be added into that account. Once the subscription is added to the account, the system will start the provisioning process in the same way it is done for new cloud accounts.

Refer to Adding Subscriptions into an Existing Cloud Account for additional information about adding new subscriptions to an existing cloud account.

Provisioning Your New Cloud Service

Following the activation process (to a new account or existing one), the system will process your activation information and provision (create) the service instances you subscribed to. That process can take several days and once it is completed, you will receive the final notification emails.

Please note that if you subscribed to multiple services the provisioning time for each of them can be different, meaning one service might be provisioned very quickly while the other can take several days. Each of the services subscribed to will generate a final notification to let you know when these services are ready for use.

Process Automation Internal User Notification

During the provisioning process, you (the cloud account administrator) can receive an email notification about a special "Process Automation Internal User" system account user (see Figure 2.4).

Figure 2-4   Notification about Process Automation Internal User
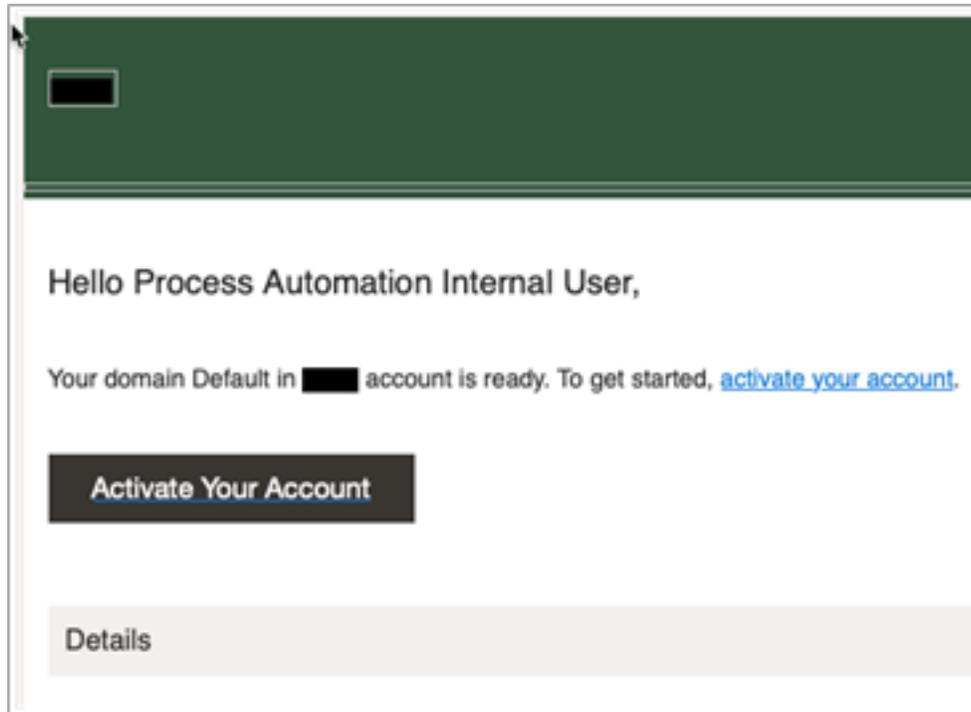
This email is a result of a system account user creation, which is a part of the provisioning process for your cloud service.

When you click **Activate Your Account** you will be redirected to a page that will ask you to provide a password for this system account (User ID will be: "K1IPROCESS"). Make sure you remember that password as it is required later in the initial setup of your cloud service.

You can choose to set a password for that account as soon as you get the email or after you receive the notifications that the provisioning process was completed.

Please also note that the receipt of this email does **not** represent the completion of the provisioning process.

Services-Ready Notification (for Each Subscribed Service)

When the provisioning process for your subscribed services is completed, a notification by email will be sent to your cloud account administrator to notify them that the account is now ready for work and login (see Figure 2.5).

Figure 2-5   Services Ready Notification Email Sample
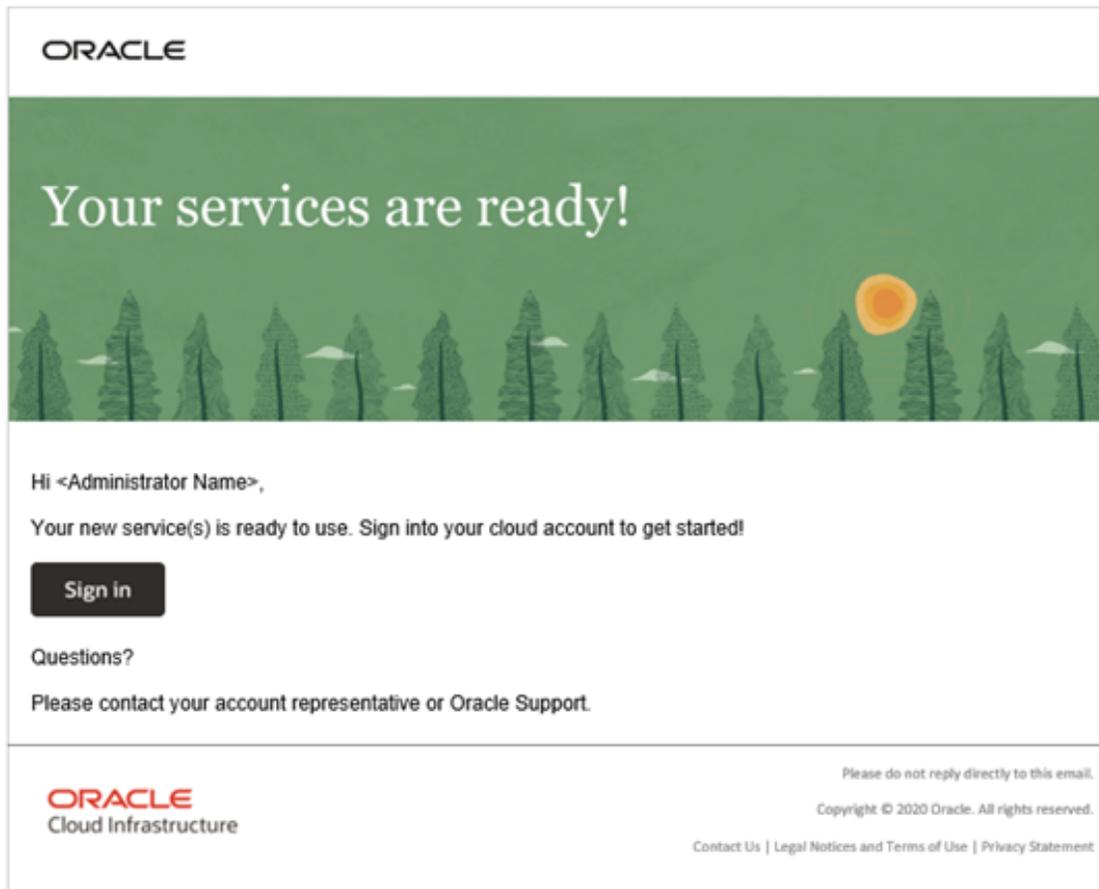
Oracle Energy and Water Service Access and Information Email

For Oracle Energy and Water services, an additional email will be sent to your cloud account administrator with detailed information about the services that were provisioned in addition to access details (for the service and other tools that are provided with it, see Figure 2.6).

Figure 2-6   Service Access Details Email Sample
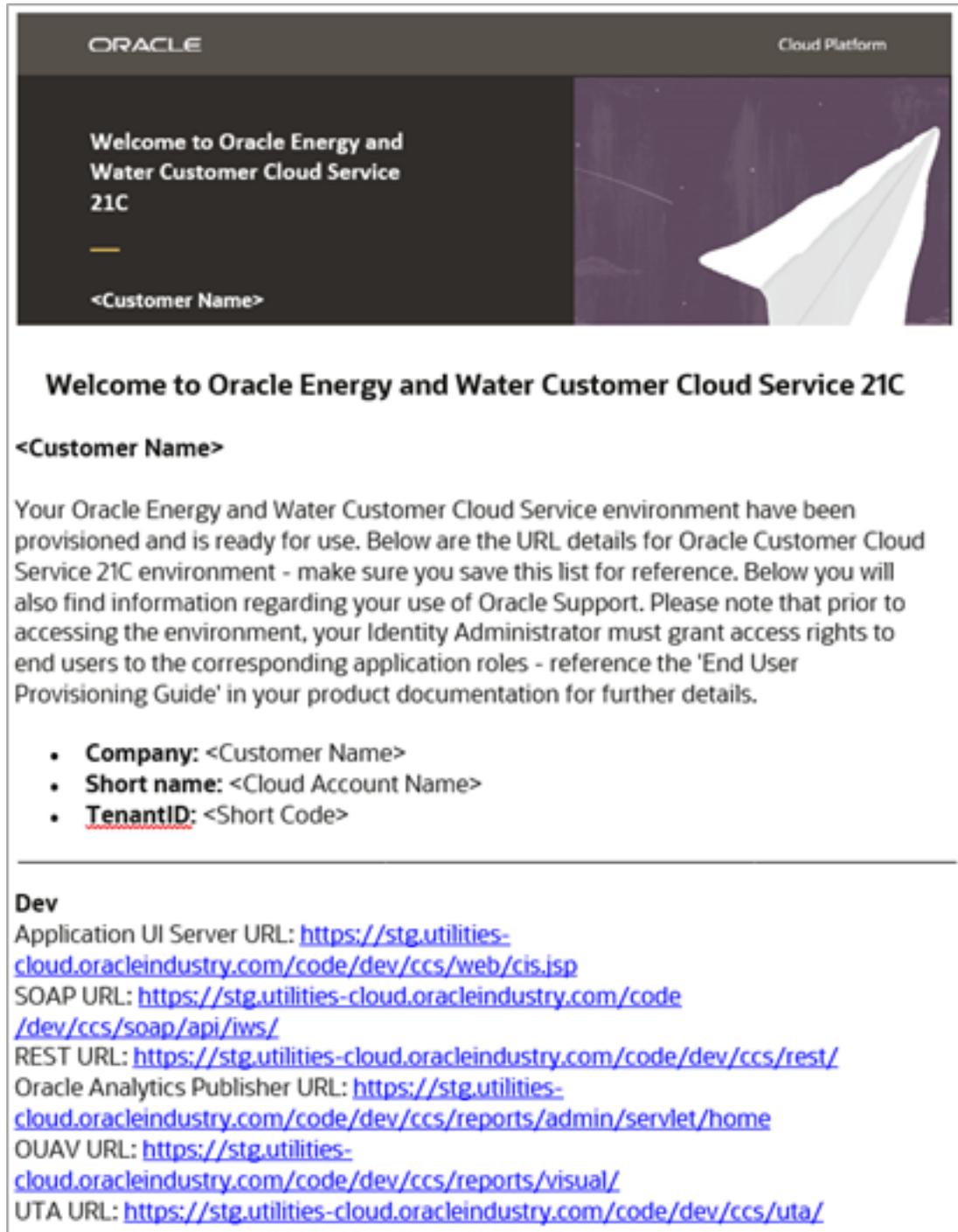
Please note that this email will be sent independently from the generic "your services are ready" email and therefore the 2 emails can be received in any order.

This email includes details about your Dev, Test, and Prod environments, as well as sizing assumptions created using the Oracle Utilities Cloud Services Sizing Workbook. The metrics used in these assumptions were calculated during the sales process based on defaults values.

Your services are considered ready to use only when you got both emails.

As a reminder, please note that if you subscribed to multiple services, you would get multiple notification when your services are ready, one for each subscription.

Using your Cloud Service

Now that your services are ready for use, we strongly recommend that you refer to Oracle Energy and Water Cloud Documentation library, for your specific cloud service and version, and familiarize yourself with the administration, implementation, and user guides to understand and successfully complete the post provisioning configuration activities for your cloud service.

If you don't know how to find the cloud documentation, please contact your Oracle Energy and Water Customer Success Manager.

3

Cloud Account and OCI Tenancy Setup Considerations and Examples

In this chapter you will find additional information about creating a new cloud account as well as common considerations and examples related to the overall process and the decisions you will have to make. This includes:

- [Creating a New Cloud Account](#)

- [Adding Subscriptions into an Existing Cloud Account](#)

- [Oracle Energy and Water SaaS Subscription and OCI Services](#)

Creating a New Cloud Account

When creating a new cloud account there are several decisions that you will have to make to complete the activation process:

- The **initial administrator** details - which include the name and login credentials which will be provided on the activation page.

  - It is assumed that you are the initial administrator, but if you are not the initial administrator, it is recommended that you forward the activation email to whoever will be the initial administrator so they can activate the account.

  - The initial cloud account administrator will be able to perform all the administration activities necessary to configure, grant access and use the new services. They can also create other administrators and delegate security management rights to them.

- **Cloud Account Name**: Each Oracle cloud account has a unique name that identifies it. The name typically consists of up to 25 letters and numbers, all lower case without any special characters (blanks are not allowed). This name will not appear or be a part of your cloud service access URLs. When choosing a name please consider the following:

  - The name can be changed but it is not a simple process and takes time so selecting a good name upfront is a good practice.

  - Don't associate the name with any person's name or even a certain service. It is generally recommended to have one account with multiple services, so it is less optimal to associate the name with a specific service name.

  - Select a name that represents your business or if you have multiple divisions using different Oracle cloud services, select a name that represents the division within your business.

  - Don't add suffixes to the name, such as "admin" or "account". This only makes the name longer and doesn't add clarity to it.

- **Home Region**: This is an important decision you'll have to make, and it cannot be changed later!

  - **It is strongly recommended to talk to your Oracle Energy and Water Customer Success Manager, before you activate, to make sure you know what region will host your Oracle Energy and Water cloud service. You might have a choice in that matter depending on the geographical location.**

- The home region will be the main region for your administrative functions, including security management. This means that your default Identity Domain (the service that controls access to your cloud services) will reside in that region.

- If you are subscribing to a cloud service from Oracle Energy and Water, the Identity Domain will be your authentication mechanism. Since it will reside in your home region, it is strongly recommended that you identify your **home region** to be the **same** region that your cloud service will be provisioned in.

- **Remember**: Selecting a home region doesn't mean you have to use all your cloud services in that region. Since you can subscribe to additional regions you can still use regional services (e.g. Object Storage) in other regions. If you have a more complex business or technical situation it is recommended that you contact your Oracle Energy and Water Customer Success Manager and ask for further guidance on what home region to designate **before** you decide!

The following diagram (see Figure 3.1) illustrates a case of a new cloud account setup for one Oracle Energy and Water cloud service.

Figure 3-1   New Cloud Account Common Setup
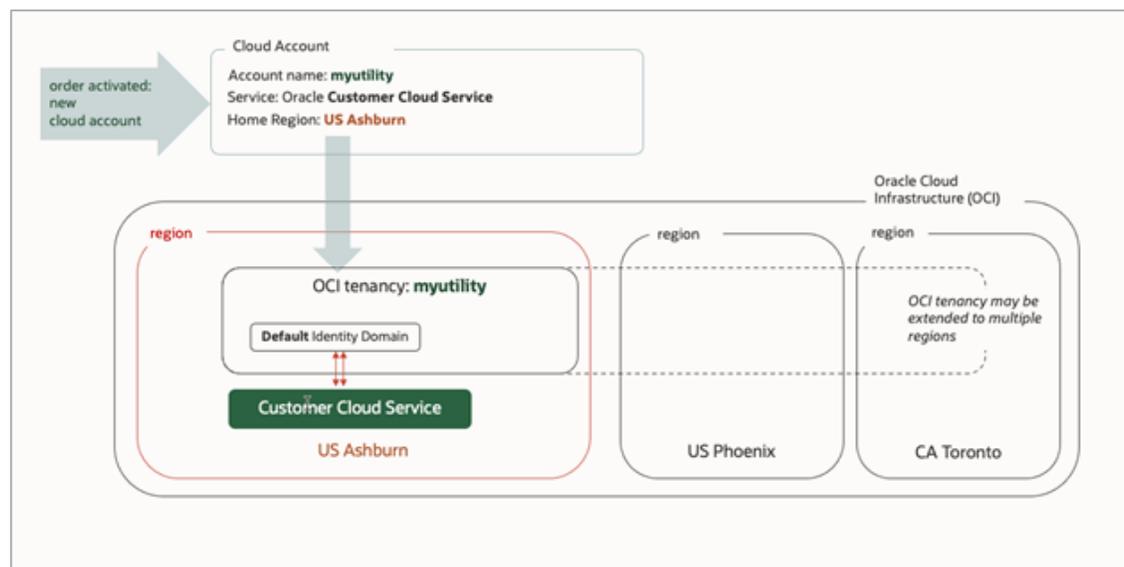
In this case you have one cloud account and OCI tenancy that have a home region of US-Ashburn with an identity domain in that region and other OCI services that can span other regions like US-Phoenix and CA-Toronto. The Oracle Energy and Water SaaS service is provisioned in the home region.

Adding Subscriptions into an Existing Cloud Account

If you already use Oracle cloud services, you might consider adding the new subscribed services to one of your existing cloud accounts.

In that case here are some additional considerations:

- When adding new subscriptions to an existing cloud account, the default identity domain of that account will be used as the primary identity management for your new services.

  - That means that if your existing cloud services use that default identity domain to manager your cloud service user community, your new services will share the same

community - you will be able to grant access to your new services as needed but you will still manage one community of users for your existing and new services.

– If you want to separate your user communities of your cloud services - for example if these are servicing different department in your organization, then you might consider creating a new cloud account instead of adding the new services into an existing one.

> ⓘ **Note**
>
> There is one common K1IPROCESS user (a "Process Automation Internal User" system account user) that is defined for each cloud service. If you are using the same identity domain for your existing and new services, this system account will be shared across services. This means that the same credentials associated with that user in your existing services will apply to your new service. While this is not a concern and should not cause any issues, it is important to note that as part of the use case of managing a single user community for multiple cloud services.

* If you are adding your new services to an existing cloud account, you will be also using the same home region as the existing account. **It is strongly recommended to contact your Oracle Energy and Water Customer Success Manager and verify the region your new services will be provisioned in**. If the region for the new services is different than the existing cloud account home region you will have to weigh the potential network latency, between your services and your identity management, against the convenience of having all services under one cloud account. Having all services, existing and new, on the same home region, is the optimal situation.

The following diagram (see Figure 3.2) illustrates a case of adding a new Oracle Energy and Water cloud service into an existing account that already has other cloud services.

Figure 3-2   Adding new service to an existing account
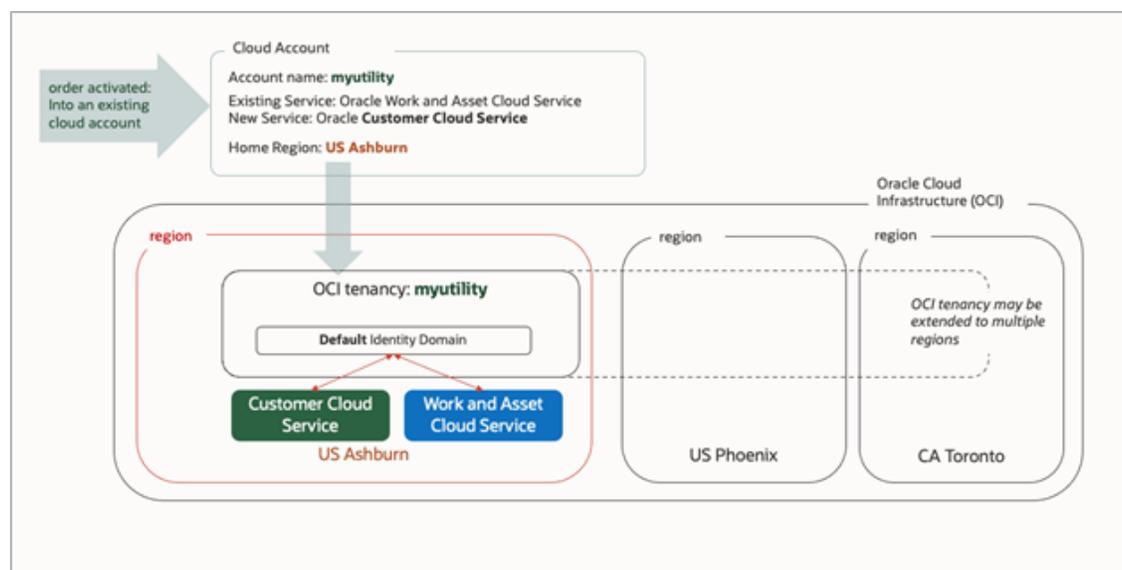
In this case a new service subscription was added into an existing account. The two cloud services share the same home region and default identity domain for user and resource management and have access to OCI services in several regions.

There are many ways to host multiple services in the same cloud account. Since the diagram above is just one simple example, please consider the following:

- Multiple services can exist in the same cloud account but in different regions.

- Multiple services can all share the default identity domain or use different identity domain (that can be created in the cloud account in additional to the default identity domain).

- **If you have any doubts as to what your account and services configuration should be, please contact your Oracle Energy and Water Customer Success Manager, before you make decisions that cannot be changed later.**

Oracle Energy and Water SaaS Subscription and OCI Services

Each Oracle Energy and Water cloud service subscription must be accompanied by an Oracle Cloud Infrastructure (Universal Credit Model) subscription or a subscription for Oracle Cloud Infrastructure selected services (including at a minimum Object Storage).

- If you do not have an existing account for Oracle Cloud Infrastructure services, you will likely go thought the activation process twice:
  - One activation will be for your Oracle Energy and Water services
  - One activation will be for your Oracle Cloud Infrastructure services
  - Since the order of the activation can vary, you should:
    * Create a new cloud account on the first activation (whichever subscription it is for).
    * After the cloud account for the first activation was created and provisioning was completed, add the services in the second activation to the account created by the first activation.
    * If your first activation is not for the Oracle Energy and Water service, remember to apply all the considerations for administration users and home region as if it was for the Oracle Energy and Water service. This is since in the end both subscriptions will reside in the same cloud account, using the same default identity domain and the same home region.

- If you already have an existing subscription to Oracle Cloud Infrastructure services and you are planning to use these services for your new Oracle Energy and Water subscription (e.g. Oracle Energy and Water cloud services require access to Object Storage in order to exchange file for integration and data conversion) then you should activate your new subscriptions into that existing cloud account.
  - In this case you should still consider the home region of the existing account and whether it is in sync with the planned provisioned region of your new cloud services.
    * If it is not the same, you will have to weigh the possible network latency in identity management access vs getting an additional subscription for Oracle Cloud Infrastructure services and adding that to the new account you will create for your new Oracle Energy and Water services.

The following diagram (see Figure 3.3) illustrates a case of an Oracle Energy and Water cloud service that was activated into a new cloud account. And a subsequent subscription for Oracle Cloud Infrastructure services (e.g. Object Storage) which was activated into the same account.

Figure 3-3   Account with SaaS and OCI Services
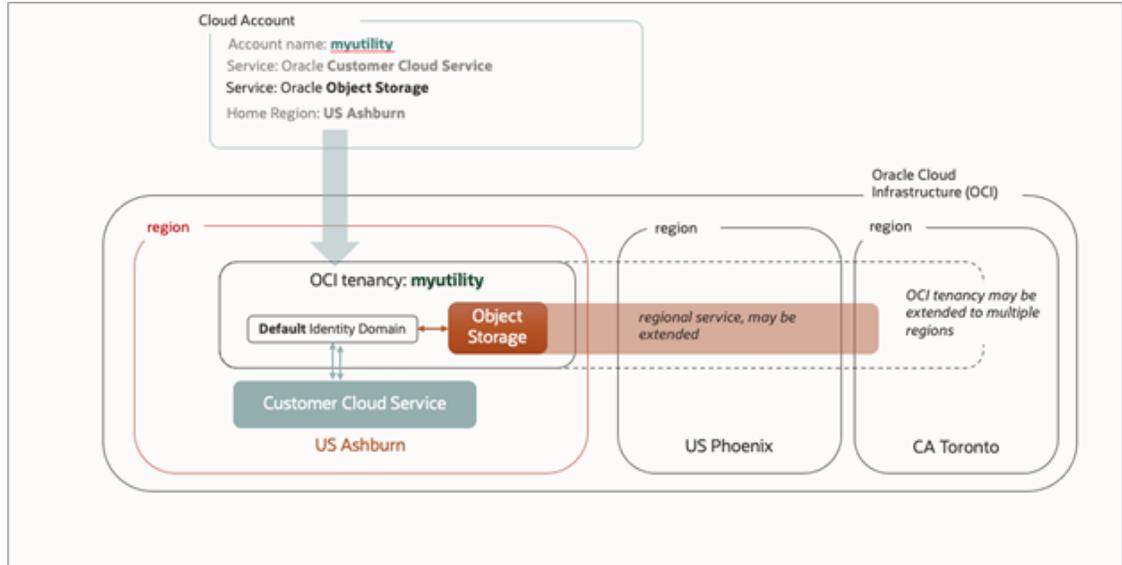
In this case the Object Storage OCI service was added to your Oracle Energy and Water service in the same cloud account. Object Storage is also a regional service so it can be used in any of the regions that the account subscribes to.

4

Frequently Asked Questions - Order Activation

This chapter includes some of the most common questions that come up during the activation process.

Can I change my cloud account name after activating my cloud services?

Yes, cloud account name can be changed but the process for changing it can take some time and might have some limitations. Therefore, it is recommended that you select a good name to begin with.

Can I change my home region after activating my cloud services?

No, once established, the home region cannot be changed.

I have created a new cloud account during my subscription activation but then I found that my company has already a cloud account with different cloud services, can I merge my two cloud accounts?

No, cloud accounts cannot be merged.

Can I create a bridge between cloud accounts? For example, can I allow my users in one account to access services in the other account?

Yes, you can create identity federation between two or more identity domains so that users in one account can have access to services in another account.

I lost my activation email, is there a way to get a new email?

If this email was for one of the Oracle Energy and Water cloud services, please contact your Oracle Energy and Water Customer Success Manager to get the email re-sent to you.

My activation links on the activation emails are not working, who should I contact?

Please contact your Oracle Energy and Water Customer Success Manager.

Can I activate a future dated subscription?

No, you will only get activation emails for subscriptions on their start date.

We have many cloud accounts with many Oracle cloud services and I need help deciding what cloud account and/or home region to select, who should I contact?

If your specific situation does not fit some of the examples in this guide, or if you have any doubts about how to proceed with your activation, please contact your Oracle Energy and Water Customer Success Manager.

Can my Oracle Energy and Water service, which resides in a cloud account without an Oracle Cloud Infrastructure (Universal Credit Model) subscription, access Oracle Cloud

Infrastructure resources (e.g. read and write to Object Storage) in a different cloud account?

Yes, Oracle Energy and Water cloud services can be configured to access Oracle Cloud Infrastructure resources in any cloud account that is configured to allow that access.

Refer to the **Object Storage Setup** chapter in the *Oracle Utilities Cloud Services Administration Guide* for more information.

5

Self Service Provisioning

This chapter provides an overview of self service provisioning, including:

Self Service Provisioning Introduction

Oracle Software-as-a-Service (SaaS) Self Service Provisioning is a new way for customers to control the timing of the provisioning of their SaaS service instances (environments) and provide access to provisioning related actions for their cloud service environments.

If your cloud service does not support self service provisioning then the provisioning of your cloud service environments is only dependent on the timing of the activation of your cloud service account. When you activate your account, Oracle provisions all the service instances or environments that were included in your order. When that provisioning process is completed, you are notified via emails about the completion of the process and availability to access your cloud service environments. You also receive information about your cloud service and all the tools and ancillary services that are included as part of your subscription.

The following chapter will describe the provisioning process for Oracle Energy and Water SaaS cloud services that are enabled for self service provisioning. If you are not sure if your cloud service is enabled for self service provisioning, please contact your Oracle support or your Customer Success Manager.

Self Service Provisioning Process

If your cloud service is enabled for self service provisioning, the provisioning process follows a different path:

1. The account activation is done exactly the same way (as the non-self service provisioning) and requires the same information.

2. Once an account is established you are given access to the OCI Console to manage your cloud account and its services and subscriptions.

3. In OCI Console you are also given access to the Applications Control Planes that allows you to control the provisioning process for the qualifying cloud SaaS services. The control

plane linked to your qualified Oracle Energy and Water SaaS Cloud Services is called App Manager.

4. The App Manager control plane enables you to decide when each of your cloud service environments are created and allows you to perform some actions on environments created via App Manager.

5. When you decide to create new cloud service environment, a request is sent to Oracle with the details of the new requested environment for provisioning. At that point the environment is listed in App Manager with a status of "Creating".

6. When provisioning is completed for a given environment it is listed in App Manager with a status of "Active". In addition an email with the details related to that environment can accompany the completion of the provisioning process.

7. The timing of provisioning one or more of the environments you are entitled to, according to your cloud service subscription, is completely in your hands. Your cloud service environments are created based on your explicit requests.

The following sections will describe how to use App Manager in OCI Console and how to manage your provisioning process and environments if your service is enabled for self service provisioning.

Oracle App Manager

App Manager is an application control plane on OCI console that allows you to control the provisioning process and manage your cloud service environments.

Specifically, App Manager allows you to:

• Request a new service environment and provide various details about that new environment.

• Update an existing environment, for example change encryption key details for environments with Oracle Bring Your Own Key (BYOK) information (if yout cloud service subscription includes support for BYOK).

• Delete an existing environment.

Access to App Manager in your OCI Console is controlled by OCI Identity and Access Management (IAM) policies. By default, any member of the OCI administrator group in your cloud account will have access to App Manager.

For Oracle App Manager documentation please refer to the Overview of Managing Application Environments in the Oracle Cloud Infrastructure documentation.

The rest of this chapter will discuss special considerations related to self service provisioning and the use of App Manager for Oracle Energy and Water SaaS cloud services.

You can access App Manager from the main OCI console dashboard or from the OCI console **My Applications** main menu item (see figure 5.1).

Figure 5-1   App Manager in OCI Console
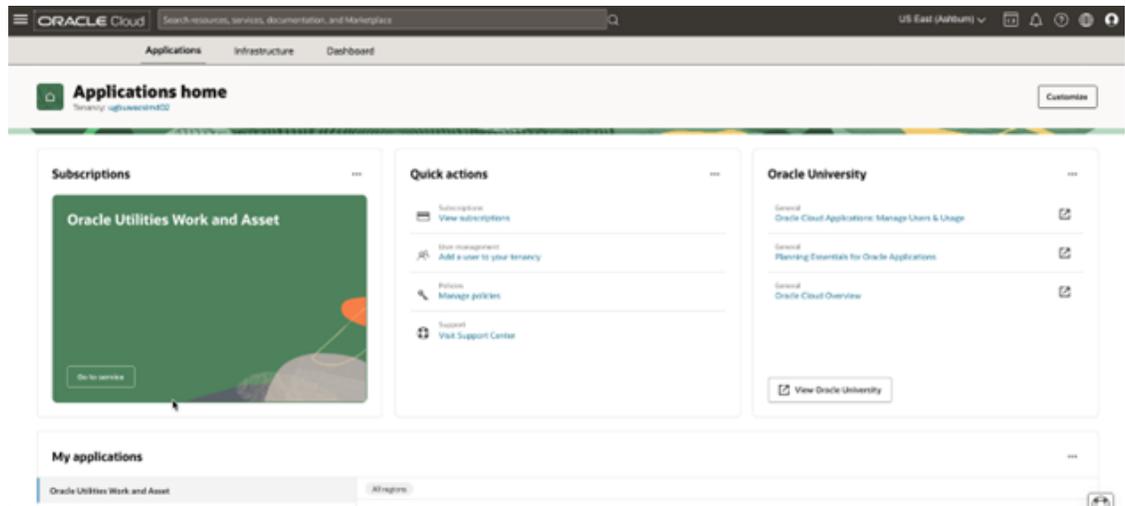
The App Manager dashboard can be reached by clicking the service type in the **My Applications** box (as shown in figure 5.1) or by selecting the service type from the OCI console menu.

The App Manager dashboard has the following options (see figure 5.2):

- Overview - in which you can see the details about your service subscription and a link to contact the Oracle support portal.

- Environments - in which you can request new and manage your existing environments

Figure 5-2   App Manager Dashboard
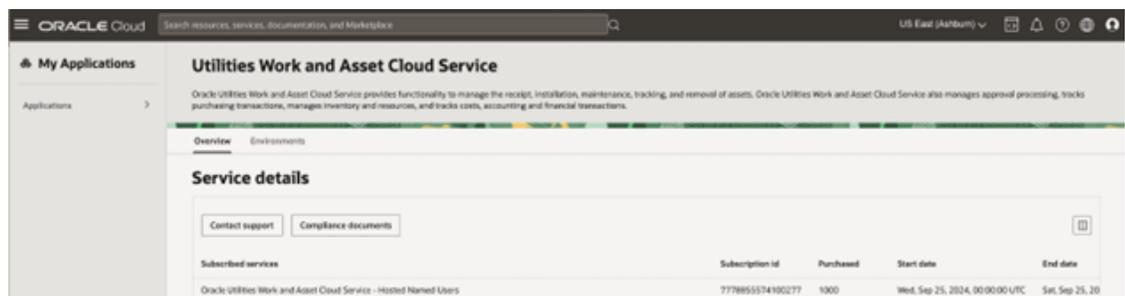
You can get to the App Manager environment page by selecting the **Environments** tab (see figure 5.3).

Figure 5-3   App Manager Environments
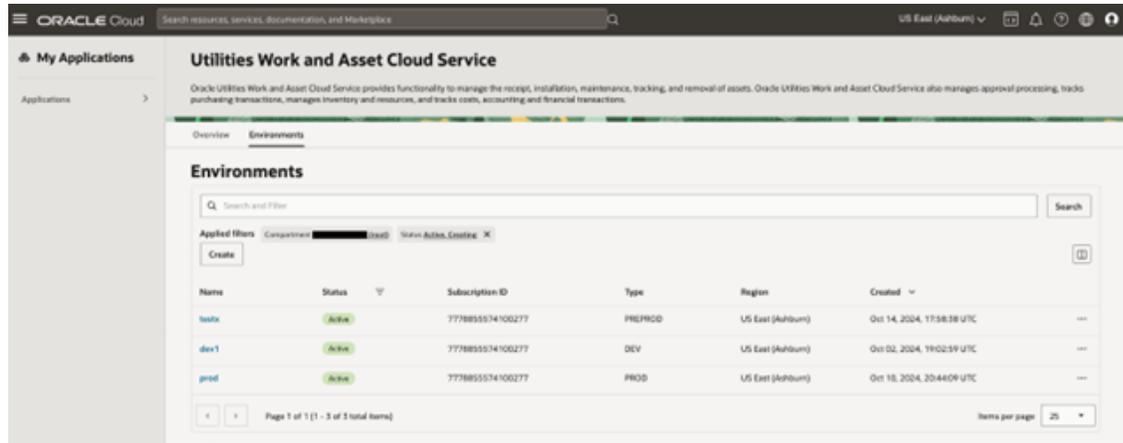
In the App Manager **Environments** page, the "Applied filters" section allows you to filter the displayed environment according to their status and the Compartment they belong to. Each environment is an OCI resource and therefore exists in a compartment. New environments are assigned to compartments as part of the creation request. By default the compartment filter will point to your root compartment.

Before we discuss how to request a new environment, there are some important considerations related to new environments.

Provision Region Considerations

App Manager restricts environments to one region per subscription. This means that once you create your first environment for a specific subscription or a service type, all other environments must be created in that region. In addition, once an environment is created in a region it cannot be moved to a different region, therefore selecting the correct region for your first environment is critical.

Like many other OCI services, if you work in multiple regions and you created your environments in region A and then switch to region B in your OCI Console, you will not be able to see the environments created in region A in the App Manager dashboard.

Before creating your first environment for your cloud service you should review your tenancy's home region, which was selected when the cloud subscription was activated:

- If the home region is the same as the expected provisioning region, you should select that region when creating your first environment in App Manager.

- If the home region is different than the expected provisioning region, you should verify the expected provisioning region with your Oracle Support or your Customer Success Manager before you decide which region to select.
  As an example, if your home region is us-ashburn-1 but your services will be provisioned in us-phoenix-1, you should select us-phoenix-1 as the region in App Manager when creating your first environment.

- Your cloud service will still work without issues even if you select the "wrong" region when creating the first environment in App Manager. The main impact will be from an administrative point of view (for example, the need to switch to a different region, that you usually work in, every time you want to view or create new environments).

Environments and Quotas

The number of environments you can request is controlled by your account's quota. The quota is determined according to your cloud subscription initial order and subsequent update orders.

Typically, all Oracle Energy and Water cloud services subscriptions entitle you to:

- One Production environment
- One Pre-Production environment
- One Development environment

Additional environments included in the initial order or subsequent orders will be classified as:

- Additional Development environment
- Additional Test environment
- Additional Pre-Production environment
- Additional Training environment

These additional environments will have their own quota and will not be counted together with your initial Development and Pre-Production environments.

Update orders will automatically update your account quota and will not require any special action. When additional environments are needed, you should create new requests in App Manager according to the quota you have. If your request, exceeds the quota you have, it will be rejected.

For example, if your initial subscription order included the cloud service base part, one additional development environment, and one additional pre-production environment, you can create the following environments in App Manager:

- One Development
- One Pre-Production
- One Production
- One Additional Development (same as a Development environment but counted separately in terms of your quota)
- One Additional Pre-Production (same as a Pre-Production environment but counted separately in terms of your quota)

Creating a New Environment

Requesting a new environment for your cloud service is done by clicking **Create** on the App Manager **Environments** page (see figure 5.3).

You must provide the following details in your request:

- **Compartment**: since an environment is an OCI resource it must be assigned to a Compartment. The default Compartment will be the Root Compartment (which is the tenancy itself). Different compartments can be selected for new environments as needed. The assignment of an environment to a Compartment can be changed later if needed.
- **Identity Domain**: new environments are by default assigned to and therefore authenticated by the tenancy's default identity domain which will be the "OracleIdentityCloudService" domain (if exists), or the "Default" domain. If you need the

new environment to be assigned to a different identity domain you can select the identity domain in this section. Please note that this will affect how the environment is provisioned and how it is authenticated.

- **Region**: each environment is created in a region. Once a region is selected for the first environment, it is fixed for all other environments so selecting the correct region is critical. The region for the new environment should be the region that your cloud service will be provisioned in. If you are not sure which region to select or in which region your cloud services will be provisioned, please contact Oracle Support or your Customer Success Manager, before you continue.

- **Name**: the name of the environment that will be visible in your OCI Console. We will refer to it as environment OCI Name. This name has to be unique amongst all environments. In addition, this name cannot be changed later.
  The OCI Name is not related to your cloud service environment name or type, it is simply a name that is given to an OCI resource (similar other resources such as compartments, or compute nodes). The OCI Name will not appear on the environment URL and will not be displayed anywhere outside the OCI Console.

- **Admin username**: Please provide the administrator username for the Identity Domain linked to this environment. Please make sure that the Admin username provided in this field is defined as an administrator user in the environment's Identity Domain. If the user is not defined or does not have administrator privileges, the provisioning request will fail.

- **Type of Environment**: the type of environment that should be created based on your account quota.

  - Generally speaking, the following values are available for selection:

    * Production

    * Pre-Production

    * Development

    * Additional Development

    * Additional Test

    * Additional Pre-Production

    * Additional Training

  - The Production, Pre-Production and Development environment types will always be available for selection. The additional environment values will only be visible if your cloud service order included items for additional environments.

  - The available values for the environment type will not be linked or affected by the number or type of existing environment you already have. For example, if you have already asked to provision a production environment you can still ask for an additional production environment type. The request will be accepted at first but will be rejected later due to quota violation (since you already have a production environment and you are entitled to only one of that type).

  - Environment type cannot be changed once an environment is created.

- **Advanced Options** (visible at the end of the page):

  - **Encryption**: this section includes information about Encryption Keys that will be used to store data for your cloud service. If your cloud service supports the features of Bring Your Own Key (BYOK) you will need to specify if you are using the default Oracle-Managed keys or you are using your own encryption key.
    If you are not sure if your cloud service support BYOK, please contact Oracle Support or your Customer Success Manager.

* If you are providing your own key, you will need to create an OCI Vault and an OCI Key in that vault and to specify the details of both.

– **Tags**: each OCI resource can be assigned different tags. For more information about OCI Tags, please refer to the [Oracle Cloud Infrastructure documentation](#).

Once all the necessary information is provided, you can submit the request by clicking the **Create** button.

Once the request is accepted the environment will be visible in the environment dashboard with a status of "Creating". When the provisioning is completed, the environment status will change to "Active".

Important Note:

The status of the environment in App Manager indicates the provisioning status of the environment and is not related to the availability or health of that environment in your cloud service.

Viewing Environment Details

When an environment appears in the App Manager **Environments** page, you can select the environment to see more details about it (see figure 5.4).

Figure 5-4   App Manager Environment Details
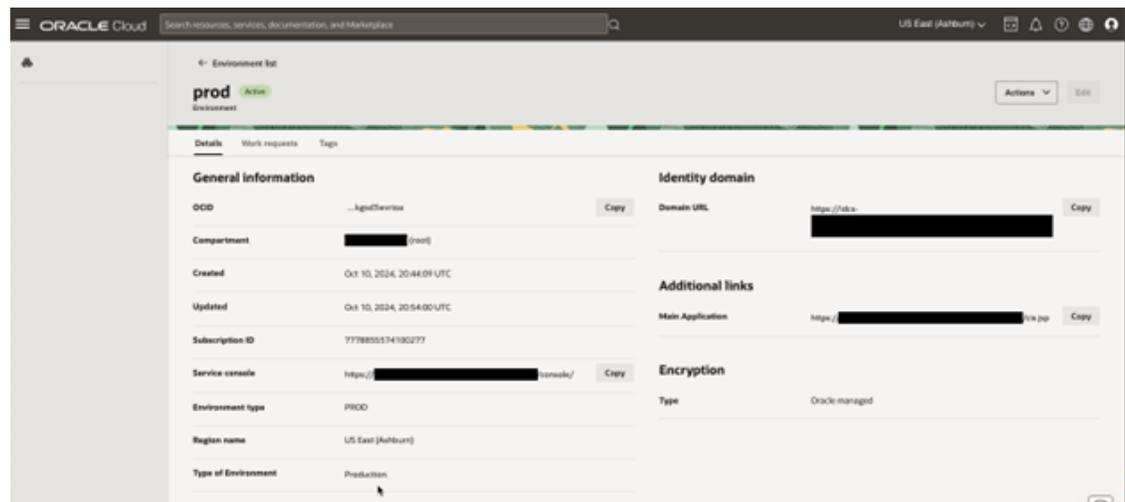
Since environments are OCI resources, many details that are available for an environment are similar to other OCI resources, such as: name, OCID, region, etc.

In this section we will cover a few attributes that are important for your cloud service environments:

• **Details** tab:

– **Service Console**: this link can be used to launch the Cloud Service Console for your cloud service (if available for your service and account). The **View Application** action on the page will open a new browser window with that link.

– **Environment Type**: This is the type of environment selected at creation time. This is the code for the type that was selected during the create environment dialog. The full name of the environment type is displayed in the **Environment Configuration** tab.

- Type of Environment: this is the name of the environment type according to the code that is displayed in the **Environment Information** tab.

- **Main Application**: this is the link to the main application in your cloud service. In order to use the link, copy it into a new browser window.

- **Encryption**:

  * In this section you will see information about your BYOK setup - if your service is enabled for that.

  * You can change your BYOK configuration by selecting the **Manage encryption key** from the **Actions** menu. Changes in BYOK configuration will automatically generate an Update request and the environment status will be changed into "Updating" until the changes are accepted and completed.

- Other tabs:

  - Other available tabs include information about App Manager work requests associated with this environment or OCI tags assigned to it.

- **Actions** Menu:

  - This menu lists common actions associated with the environment for example:

    * **View Application**: opens the service console link.

    * **Manage encryption key**: allows you to update your encryption key if you are using BYOK.

    * **Move resource**: allows you to assign this environment to a different compartment.

    * **Delete**: creates a request to delete the environment.

Deleting an Environment

In order to request decommissioning of a cloud service environment, use the **Delete** option in the **Actions** menu when reviewing an environment.

This will create a delete request that will be processed and completed. While the request is being processed, the environment status will change to "Deleting".

Once your delete request is reviewed you will be contacted by Oracle Support or your Customer Success Manager to follow up on your request and the next steps involved in decommissioning an environment.

Migration to Self Service Provisioning

If you have one of more cloud accounts that include one of the Oracle Energy and Water cloud services that support self service provisioning, your account will be migrated to enable the App Manager control plane.

The migration process is all done behind the scenes and does not require any action from you. In addition, all access rights and features of your cloud service will not be affected during or after the migration.

The following section will cover the effects of the migration process on your OCI console and what you can expect to see during that process.

During the Migration

After your cloud service type is enabled for self service provision and the migration of your account starts, your OCI Console might show multiple control planes under **My Applications** in your OCI Console.

During the migration process, the App Manager control plane in OCI console will appear and will show the cloud service environments as they are being migrated.

Each migrated environment will appear first with the status of "Creating" then with an "Active" status.

During the process, you should refrain from performing any action in App Manager for your cloud service type. When the migration process is completed you will get notified and at that point can start using App Manager for your service.

If you have an Oracle Legacy cloud account (using the Cloud Portal with tiles representing the different services you have), you will see that the tile representing your cloud service type being migrated will slightly change and will now seem to support self service actions. **Do not perform any actions in the legacy cloud portal as this can interfere with the overall migration process and create undesirable results**.

The migration process will take approximately 2 hours per environment and will be done in parallel for all the existing environments. As such, it's expected the whole process, for your account, to be completed within one day.

After the Migration

When the migration process for your account and service type is completed you will be notified and from that point on you can use all the self service actions that are available in App Manager for your cloud service environments.

6
Frequently Asked Questions - Self Service Provisioning

This chapter provides answers to some of the expected questions you might have if you your cloud service is enabled for self service provisioning.

What are the benefits of self service provisioning for me as a customer?

There are several benefits to self service provisioning:

- Faster starting time for the project - you don't have to wait until all your environments are provisioning to start working.

- Ability to determine and communicate provisioning events, timing, and details about your provisioning requests as part of the request itself. For example, the ability to provide a different Identity Domain as part of the request itself, which will be used in the provisioning of a new environment without the need to open a service ticket.

- Upcoming support for BYOK (if applicable).

Do I have to do anything during the migration process?

No, the migration process is done in the backend and does not require any customer involvement.

How long will it take to migrate my existing account to App Manager?

It depends on the number of existing environments, but under normal circumstances it should not take more than one day to migrate your account.

Will my cloud service be affected as a result of the changes in the provisioning process and the account migration?

No, your cloud service availability of environments and functionality whether in production or implementation phase will not be affected.

What happens to new orders during the release and migration timeframe?

If possible, new orders will be delayed until the migration is completed or expedited before it starts. Orders already in the pipeline will be identified and addressed during the migration process to make sure they are handled properly.

What happens if I try to create a new environment during the migration process?

You should not attempt to create, update or delete any environments via App Manager until it is confirmed that the migration process is completed for your account. Any App Manger user actions during the migration can interfere with the migration process and might affect the end results.

Can I create environments in different regions?

No, when the first create request is submitted for a new environment the region included in that request is fixed and cannot be change for ANY future environments. In addition, an environment's region cannot be changed after it was created.

Can I create environments in a region different than my home region?

Yes, but you should consider that carefully since the region cannot be changed later. Normally your home region and the region you select for new environment should match the region that your service will be provisioned in.

What compartment should I use for new environments?

You can use the Root Compartment or any other Compartment per your security requirements. An environment row in App Manager is just an OCI resource like any other resource (e.g. compute, object storage bucket) and therefore should be assigned to a compartment. Environments (like any other OCI resource) can be moved to a different compartment later on if needed.

Can I specify what service version should be provisioned as part of my request in App Manager?

No, if you have special requirement for the version of the new environment, please contact your Oracle Support or Customer Success Manager.

What happens if I select the wrong region when asking to create the first environment?
The provisioning will be done only on regions which are available for your cloud service. If you select an incorrect region you can end up in a situation where the OCI resource representing the environment is in region A while the environment is provisioned in region B. While this won't directly affect your cloud service functionality and performance it can be an administration headache. You may also end up having the service provisioned in region B but the authentication done via an identity domain in region A which might be undesirable.

What is the difference between "Development" and "Additional Development" environment types?

The former are considered to be a part of the base subscription; the latter are environment resulting from add-ons to the subscription. You can only have one (1) development, one (1) pre-production, and one (1) production environment but you can have many "additional" environment types based on your subscription quota.

Why is my "Edit Environment" button on the App Manager environment dashboard disabled?

Currently there is nothing to update for an existing environment therefore this option is disabled.

Why can't I see any of my existing environments all of a sudden?

Verify that you are pointing to the correct compartment and region in which your environments were created.

Where can I see the link to the main application for a given environment?

Link to the main application can be found under the "Additional Links" section on the **Details** tab when viewing an environment details.

What is the "Service console" link on the environment details in OCI Console?

If your service and account is enabled for the Oracle Utilities Cloud Service Console, use this link to launch the console. If your service or account has not been enabled for the service console, the link will not work and can be ignored.

What is the "View application" button on the environment details in OCI Console?

This button will open a new browser with the service console link. See also the response to the "Service console" link question above.

Can I see my current environment quota?

Currently this information is not directly displayed on OCI Console but can be deducted by looking at all the entitlement history in App Manager overview page for your cloud service.

What is the meaning of the environment status in App Manager?

The status of an environment row on the App Manager environments page indicates the provisioning status of the environment and is not related to the availability or health of that environment. Your cloud environment can be down for planned maintenance but will still appear as "Active" in App Manager. Furthermore, if the environment row in App Manager appears as "Updating", your cloud environment can be up and running normally. When a row in App Manager is marked as "Updating" it simply means that something about this environment provisioning information is being updated. Most of these updates might not have any effect on your work in the environment.

Glossary

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