

Oracle Utilities Cloud Services

Cloud Service Console User Guide



For Release 25.10 and Later

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Introduction

Welcome to the Oracle Utilities Cloud Services Cloud Service Console User Guide. This document provides details regarding the use of the Cloud Service Console used with 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 Customer Program Management 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 document includes the following:

- [What is the Cloud Service Console?](#)
- [Console Security](#)
- [General Navigation](#)
- [Service Information](#)
- [Knowledge Base](#)
- [Manage Service](#)
- [Operational Requests](#)

Prerequisites

Oracle Utilities Cloud Service Console is available for Oracle Utilities cloud services on version 25.4 or later.

Note Regarding Availability

Oracle Utilities Cloud Service Console will be made available only to selected customers using version 25.4.

How to Get Support

Oracle is deeply committed to technical support services for its products. The Oracle Support online portal provides a reliable, easy-to-use method for obtaining technical support for Oracle Utilities cloud services and the Cloud Service Console. To register as a new user for Oracle Support, go to <https://support.oracle.com> and follow the steps shown on the screen.

Oracle policies for standard technical support services are available at <http://www.oracle.com/us/support/policies/index.html>.

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What is the Cloud Service Console?

Oracle Utilities Cloud Service Console is a platform built to help customers view important information about their Oracle Utilities Cloud Service, the environments provisioned as part of that service, and to request and perform actions for these environments without the need to raise service requests.

The Cloud Service Console is provisioned as part of the cloud service, and it is secured using Oracle Identity Management. Customers can access the service console using a URL provided when the service provisioning is completed or via a link from Oracle Application Manager service environment details on the OCI Console (if the service is enabled for self-service provisioning).

While Oracle OCI Console enables customers to view their service environments, request new environments (if self service provisioning is enabled), the Cloud Service Console provides more in depth information about the service and each environment and allows customers to request actions that are specific to the cloud service, and therefore are not supported at the more generic OCI Console level.

The Cloud Service Console is associated with **one** cloud service. Customers who have multiple Oracle Utilities Cloud Services will also have multiple Cloud Service Consoles. In that case however, each of the consoles for that customer will “know” about the others and will provide a convenient link to the others from the navigation bar.

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Console Security

Access to Oracle Utilities Cloud Service Console is controlled via an Oracle Identity Domain. When a cloud account has multiple identity domains the Identity Domain that is linked to your Production environment will be used to control access to the service console.

The Cloud Service Console includes public and secured pages. Access to the public pages is allowed to any authenticated user (user defined on the identity domain that controls access to the Cloud Service Console).

Access to secured pages is typically given to the customer cloud account administrators. The administrator users are assigned special roles that allows them to access the secured pages on the console.

The following table includes the secured pages and the roles required to access them. When multiple roles are noted, **any** of these roles will be sufficient to grant access:

Page Name	Activity	Security Role Required
Home Page	Service Console home page	<i>None</i>
Service Information	View service information pages that include URL and API endpoint information	<i>None</i>
Knowledge Base	View user documentation page	<i>None</i>
Service Status	Go to the Service Status page	<i>(authenticated using a separate mechanism)</i>
Environment Dashboard	View the Environment Dashboard page information	<ul style="list-style-type: none">• Environment Viewer
Environment Dashboard	Create operational requests from the Environment Dashboard page	<ul style="list-style-type: none">• Environment Administrator
Open Requests	View a list of open operational requests	<ul style="list-style-type: none">• Environment Administrator• Request Administrator• Request Viewer
Open Requests	Request to cancel an operational request	<ul style="list-style-type: none">• Environment Administrator• Request Administrator
Request History	View a list of operational requests	<ul style="list-style-type: none">• Environment Administrator• Request Administrator• Request Viewer
Request History	Request to cancel an operational request	<ul style="list-style-type: none">• Environment Administrator• Request Administrator
Request Details	View details of an operational request	<ul style="list-style-type: none">• Environment Administrator• Request Administrator• Request Viewer

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General Navigation

The Cloud Service Console user interface and navigation are similar to the Oracle OCI Console. The Cloud Service Console top navigation bar includes the following:

- Main Menu
- Oracle logo image (redirects the user to the home page)
- A drop-down option to switch between service consoles, in the case where your account has multiple Oracle Utilities Cloud Services
- A Help icon that displays a link to this user guide
- A User icon for information about the current user and for logging out of the Cloud Service Console

Note

Use the **Refresh** button (located under the right side of the navigation bar) to refresh the data on a page. Refreshing the browser returns you to the Cloud Service Console home page.

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Service Information

The **Service Information** pages can be accessed from the **Main Menu** or from the **Home** page dashboard.

The **Service Information** pages do not require any special user role to access them. They include the following:

- General information about the service
- List of URLs for each of the service environments
- List of API endpoints for each of the service environments

General Information

The **General Information** page includes information about the cloud service:

- **Tenant ID:** the Oracle Utilities Cloud Services customer identifier
- **Cloud Account ID:** the Oracle Cloud Account Identifier or OCI tenancy OCID
- **Account Name:** the customer name for the Oracle cloud account
- **Cloud Service Type:** the Oracle Utilities Cloud Service type associated with the service console
- **Service Status Page:** URL for the status page associated with the cloud service

Service URLs

The **Service URLs** page displays the various URLs associated with each of the service environments.

The URLs are organized by environment name and can be selected from the **List Scope** drop-down on the left to view all the URLs associated with the selected environment.

Service API Endpoints

The **Service API Endpoints** page displays the various URIs for REST and SOAP endpoints associated with each of the service environments.

The endpoint URIs are organized by environment name and can be selected from the **List Scope** drop-down on the left to view all the endpoint URIs associated with the selected environment.

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Knowledge Base

The **Knowledge Base** pages can be accessed from the **Main Menu** or from the **Home** page dashboard.

The **Knowledge Base** pages do not require any special user role to access them. They include the following:

- **Product Documentation:** A page that includes the URL to the Oracle Utilities Cloud Services documentation for the cloud service.

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Manage Service

The **Manage Service** pages can be accessed from the **Main Menu** or from the **Home** page dashboard.

These pages are secured and require a user role to access them, view information and perform actions. They include the following:

- **Environment Dashboard** for viewing existing environments information and request actions
- **Open Requests** for viewing and managing requests made for the various environments in the Cloud Service Console which are either Pending or In Progress
- **Request History** for viewing and managing requests, according to selection criteria

Environment Dashboard

The Environment Dashboard page displays information about each of the cloud service environments:

- **Code:** the environment code name (e.g. DEV, DEV01, TEST, PROD).
- **Name:** the environment name (e.g. Development, Production).
- **Alias:** the alias name that was given to that environment (e.g. UAT, Gold Configuration) in the console (this field will be used in future releases so will not have a value in this release).
- **Provisioning Status:** the provisioning status of this environment.
- **Version:** the current application version of this environment (this will correspond to the version displays on the About page in the cloud service application).
- **Notifications:** any notifications for this environment.

Environment Notifications

The table below lists the possible notifications for a service environment:

Notification	Meaning
Request Pending	There is already an Operational Request that is either in Pending or In Progress status for this environment. Until that request is completed no new requests can be create for this environment.
Locked	The environment is under a Data Lock and no new requests (except for a Data Lock request to unlock the environment) can be created for this environment.
Live Production Lock	The environment is under a Live Production Lock and no new requests can be created for this environment. Live Production Data Lock can only be removed via a Service Request Support ticket.

Environment Operational Requests

If customers want to request any action for a service environment these requests are referred to in the Cloud Service Console as Operational Requests.

Each service environment can have one active operational request associated with it at any point in time. Open requests are requests that are pending or in progress.

To create an operational request for an environment, use the icon at the end of each environment row and in the popup menu, select the desired action.

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Operational Requests

Operational requests can be raised for any environment that is listed in the environment dashboard page, provided that:

- There isn't already a pending or in progress request for that environment
- The environment is not locked (for locked environment only a Change Data Lock Status request is allowed)
- The user is allowed to create operational requests (requires a specific user role).

When an operational request is requested, a new page is displayed for collecting additional information about the request and performing validations. If the request is valid and confirmed by the requesting user, an operational request is created.

Operational Request Processing

Operational requests are processed by the Cloud Service Console automatically according to the order they were created and according to availability of system resources. Each request is broken down to one or more steps (referred to as Commands) that are executed in order. Customers can review the progress of each request and get information about each of the commands that are a part of the request.

Operational Request Status

An operational request will be considered as Pending if all of its commands are in Pending status. If any commands started processing or completed, the service request status will be considered as In Progress.

When all the commands of a request have completed processing the request is considered as Completed.

If any command fails during its processing the whole request processing will stop and the request will be considered as Failed. In this case additional information may be provided as to the failure reason.

Viewing the Details of an Operational Request

You can view the details of an operational request in the **Open Request** or **Request History** pages by selecting the **View Details** action on the operational request row.

The details page will display all the information related to the request and up to date status of its commands.

Canceling an Operational Request

You can request to cancel an operational request in the **Open Request** or **Request History** pages by selecting the **Cancel** action on the operational request row. This action will be available only for requests that are Pending or In Progress.

You will need to confirm your request and the system will determine if it can accept your cancellation request. Requesting to cancel an operational request is allowed under these conditions:

- The request status is Pending
- The request status is In Progress but commands that are in progress or completed can be stopped or reversed (this depends on the type of command and the work associated with it)

Cancelling an operational request is not guaranteed. If the cancel request was accepted, it just means that the system will attempt to cancel the request. If the cancel request was rejected, it means that some work has already started and cannot be stopped or reversed (even if you see that all commands are still in Pending status).

If the request to cancel is accepted, an additional command will be added to the request processing, representing the request to cancel this request, and the request itself will be transitioned to a Cancel In Progress status.

At this point the system will **attempt** to stop the processing of the request and to reverse steps that have already been performed.

The cancellation process is not guaranteed. If it is successful, the request status will change to Canceled. If the system is unable to cancel the request, its processing will continue, the request status will change back to In Progress and the command that represents the request to cancel will have a status of Failed.

Change Data Lock Status Operational Request

Your cloud service environments can be “data locked” to prevent environment actions that are considered “destructive”. Destructive actions are those that will have an irreversible impact on the environment data. For example, requesting to “Factory Reset” an environment is considered destructive since it will erase all the data of the target environment.

In order to protect a certain environment from destructive actions that could be requested, you can use the Cloud Service Console to request to data-lock a specific environment. When a lock is no longer necessary you can remove the lock using the same operational request type.

Once the request is processed and the status of the environment was updated in the system, the environment dashboard will update to reflect the change. An environment that is locked will have a Notification message on the **Environment Dashboard** noting the lock and its type.

Please note that an environment that is locked cannot be the target for any operational requests, except for a Change Data Lock Status request to unlock it.

Note

When you are live in production, your production environment is automatically locked using a “Live Production Lock”. Environment with that lock type cannot be unlocked using the Cloud Service Console. A “Live Production Lock” can only be removed by submitting a service request.

Factory Reset Operational Request

During your cloud service implementation lifecycle, you may need to clear all the data from a certain environment. In order to do that you should create a Factory Reset operational request.

Once processing of this request begins, you should consider the target environment as unavailable until processing completes.

Factory resetting an environment will restore the environment to its status as of immediately after it was initially provisioned. This means that any configuration that was done for that environment after it was initially provisioned will need to be repeated. When the request processing is completed, you should be able to log into the environment and continue your work.