

Oracle Utilities Mobile Workforce Management

Quick Install Guide

Release 2.1.0.1

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Preface

This guide provides an overview of installing Oracle Utilities Mobile Workforce Management.

This preface contains these topics:

- **Audience**
- **Related Documents**
- **Conventions**

Audience

Oracle Utilities Mobile Workforce Management Quick Install Guide is intended for anyone interested in the process of installing Oracle Utilities Mobile Workforce Management.

Related Documents

For more information, see these Oracle documents:

- *Oracle Utilities Mobile Workforce Management Installation Guide*
- *Oracle Utilities Mobile Workforce Management Database Administrator's Guide*

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Chapter 1

Oracle Utilities Mobile Workforce Management Installation Overview

This section provides a high-level overview of the installation steps for Oracle Utilities Mobile Workforce Management (MWM) V2.1.0.1 and selected additional software. For more information, see the Oracle Utilities Mobile Workforce Management *Installation Guide*.

Refer to My Oracle Support for up-to-date additional information on Oracle Utilities Mobile Workforce Management installation.

Oracle Utilities Mobile Workforce Management Media Pack Contents

The Oracle Utilities Mobile Workforce Management Media Pack consists of the following packages:

- Oracle Utilities Mobile Workforce Management V2.1.0.1 Release Notes
- Oracle Utilities Mobile Workforce Management V2.1.0.1 Quick Install Guide
- Oracle Utilities Mobile Workforce Management V2.1.0.1 Install Documentation
- Oracle Utilities Mobile Workforce Management V2.1.0.1 User Documentation
- Oracle Utilities Mobile Workforce Management V2.1.0.1 Supplemental Documentation
- Oracle Utilities Application Framework V4.1.0 Multiplatform
- Oracle Utilities Application Framework V4.1.0 Single Fix Prerequisite Rollup for Oracle Real-Time Scheduler V2.1.0
- Oracle Real-Time Scheduler V2.1.0 Multiplatform
- Oracle Utilities Mobile Workforce Management V2.1.0.1 Multiplatform
- Mobile Communication Client V2.1.0.1 for Windows
- Mobile Communication Client V2.1.0.1 for Windows Mobile
- Mobile Communication Client V2.1.0.1 for Android
- Oracle Real-Time Scheduler V2.1.0 Oracle Database
- Oracle Utilities Mobile Workforce Management V2.1.0.1 Oracle Database

Components for Oracle Utilities Mobile Workforce Management

The system includes the following components:

- All application processes and HTML/JSP pages that make up the user interface
- This Installation Guide, which describes the installation/upgrade process
- The latest User Documentation
- Release Notes describing functional changes for this version
- Database installation
- Data Dictionary
- System Table Guide
- XAI Client Software

Network Environment Overview

The application is split into multiple tiers:

Tier 1: Browser-Based Client

The central facility in the Oracle Utilities Mobile Workforce Management browser-based client is Internet Explorer.

Operating System: Windows XP, Windows 7

The following Operating System / Web Browser software is supported:

- Windows XP SP3 or higher with Internet Explorer 7.x or 8.x
- Windows 7 with Internet Explorer 8.x

Tier 2: Mobile Client

This release of Oracle Utilities Mobile Workforce Management supports the following mobile clients:

- Windows XP
- Windows 7 (64-bit)
- Windows Mobile 6.5 Professional
- Android 2.3

Note: This release of Oracle Utilities Mobile Workforce Management has been tested on a Motorola MC75 device running Windows Mobile 6.5 Professional, a Panasonic Toughbook 30 running Windows XP SP2, and a HTC Desire device running Android 2.3

Tier 3: Web Application Server

Oracle Utilities Mobile Workforce Management supports the following web application server:

- Oracle WebLogic 11gR1 (10.3.4)

Tier 4: Database Server

Oracle Utilities Mobile Workforce Management supports the following database:

- Oracle11gR2 (11.2.0.1)

Certified and Supported Platforms

The installation has been certified to operate on many operating system, application server, and database server combinations. For the software requirements for each of these combinations, see the Oracle Utilities Mobile Workforce Management *Installation Guide*.

The following table details the browser, operating system, and application server combinations on which Oracle Utilities Mobile Workforce Management V2.1.0.1 has been tested and certified.

Operating System and Web Browser (Client)	Operating System (Server)	Chipset	Application Server	Database
Windows XP SP3 (IE 7.x, 8.x)	AIX 6.1 (64-bit)	Power 64-bit	WebLogic 10.3.4	Oracle 11.2.0.1
	Oracle Linux 5.6 (64-bit) Red Hat Enterprise Linux 5.6 (64-bit)	x86_64	WebLogic 10.3.4	Oracle 11.2.0.1
	Sun Solaris 10 Update 8 (64-bit)	SPARC	WebLogic 10.3.4	Oracle 11.2.0.1
Windows 7 (IE 8.x)	Windows 2008 Server R2	x86_64	WebLogic 10.3.4	Oracle 11.2.0.1

Platform Changes

Oracle Utilities Mobile Workforce Management V2.1.0.1 no longer requires the Oracle Spatial database option to operate properly. While this release supports Oracle Spatial, additional installation steps have been added which allow the application to run against a database without this option, including Oracle Standard Edition.

Oracle Database Servers

Oracle Utilities Mobile Workforce Management V2.1.0.1 is supported with Oracle Database Server 11.2.0.1 on any of the operating systems listed above.

The Oracle 11.2.0.1 client is required for this version of the database server.

The following Oracle Database Server Editions are supported:

- Oracle Database Server Standard Edition.
- Oracle Database Server Enterprise Edition.

Oracle WebLogic Server Information

The following Oracle WebLogic Server Editions are supported:

- Oracle WebLogic Server Standard Edition.
- Oracle WebLogic Server Enterprise Edition.

Installing Oracle Utilities Mobile Workforce Management

For additional information on installing Oracle Utilities Mobile Workforce Management, see the Oracle Utilities Mobile Workforce Management *Installation Guide*.

To install Oracle Utilities Mobile Workforce Management V2.1.0.1:

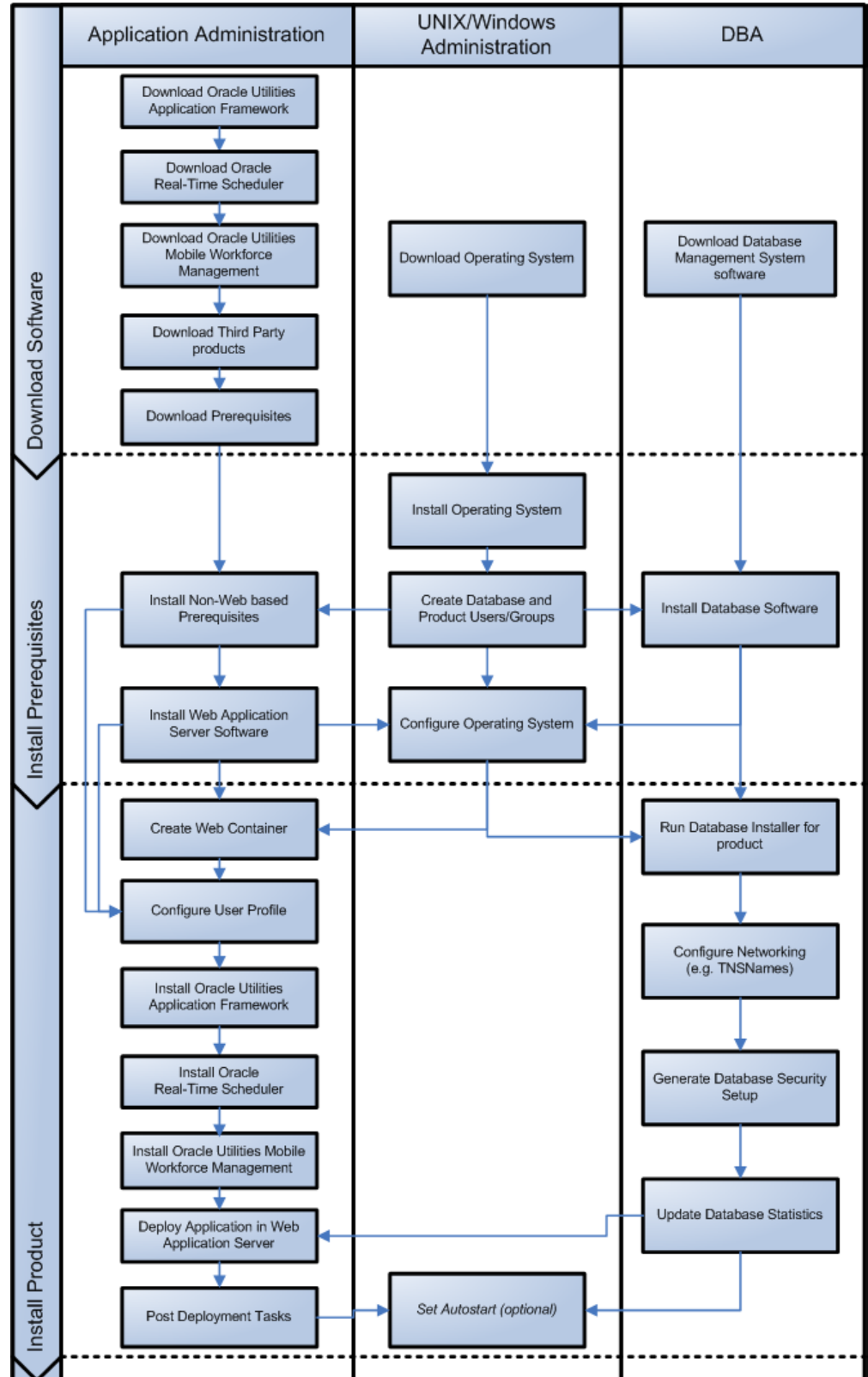
1. Install all required third-party software.
2. Install database. See Oracle Utilities Mobile Workforce Management *Database Administrator's Guide* for complete details.
3. Install map data.
4. Install Oracle Utilities Application Framework V4.1.0 (application server only).
5. Install Oracle Utilities Application Framework V4.1.0 Single Fix Prerequisite Rollup for Oracle Real-Time Scheduler V2.1.0.
6. Install Oracle Real-Time Scheduler V2.1.0 (application server only).
7. Install Oracle Utilities Mobile Workforce Management V2.1.0.1 (application server only).
8. Generate Application Viewer items (this includes the Data Dictionary).
9. Install Mobile Communication Client.

Oracle Support Policy Regarding VMware

Please refer to My Oracle Support knowledge base article 249212.1 for Oracle's support policy regarding VMWare.

Installation and Configuration Overview

The following diagram provides an overview of the steps that need to be taken to install and configure Oracle Utilities Mobile Workforce Management:



Additional Information for Installing Other Oracle Software

Please read this section and follow directions if you purchased a license from Oracle for any of the following products:

- Oracle WebLogic 11gR1 (10.3.4)
- Oracle JDeveloper 11g (11.1.1.4.0) Studio Edition
- Oracle Fusion Middleware MapViewer 11g (11.1.1.5.1)
- Oracle BPEL Process Manager 11g
- Map Editor 2.1.2

Oracle WebLogic 11gR1 (10.3.4)

Customers must download Oracle WebLogic Server from the Oracle Software Delivery Cloud. The version of Oracle WebLogic Server is in the Oracle Utilities Mobile Workforce Management V2.1.0.1 Supported Platforms Summary section.

Note: If you install a temporary license for Oracle WebLogic, please note that this license is limited to 5 non-current users. You will need to install the full license.

Install the Oracle WebLogic license

To apply a full license you will need to complete the following steps:

1. The license keys for Oracle WebLogic products are located at: <http://licensecodes.oracle.com/bea.html>
2. The following products are supported: Oracle WebLogic Server Standard Edition and Oracle WebLogic Server Enterprise Edition.
3. At the time of release of this document the license key on the web site for Oracle WebLogic Server Standard Edition is BEA WebLogic Server Advantage Edition. The license key for Oracle WebLogic Server Enterprise Edition on the web site is BEA WebLogic Server Premium Edition.
4. Shut down the Oracle Utilities Mobile Workforce Management application server.
5. Follow the instructions from the Oracle WebLogic installation document to install the license key.
6. Start the Oracle Utilities Mobile Workforce Management application server.

Oracle JDeveloper 11g (11.1.1.4.0) Studio Edition

JDeveloper is a freeware IDE offered by Oracle Corporation. You can download Oracle JDeveloper 11g (11.1.1.4.0) Studio Edition with ADF from the following link:

<http://www.oracle.com/technology/software/products/jdev/index.html>

You must accept the OTN License Agreement for JDeveloper to download this software.

Oracle MapViewer 11g (11.1.1.5.1)

Oracle Fusion Middleware MapViewer 11g Release 1 (11.1.1.5.1) is a tool that renders maps showing different kinds of spatial data. It can be downloaded from the following link:

<http://www.oracle.com/technology/software/products/mapviewer/htdocs/winsoft.html>

Oracle BPEL Process Manager 11g

Oracle BPEL Process Manager is optional software and is required only for SMS dispatching functionality. Oracle BPEL Process Manager 11gR1 is a component of Oracle SOA Suite 11gR1. The Oracle BPEL Process Manager version is determined by your SMS gateway application. You can download SOA Suite 11gR1 from the SOA Suite download page at the following link:

<http://www.oracle.com/technology/products/soa/soasuite/collateral/downloads.html#11g>

Map Editor 2.1.2

The Map Editor software is used to convert the map files from third party vendors into a format recognized by the Oracle Utilities Mobile Workforce Management application. The Map Editor software is bundled with the Oracle Utilities Mobile Workforce Management application package. Please refer to the Oracle Utilities Mobile Workforce Management Map Editor User's Guide for more information on using the Map Editor software.

Contacting Oracle Support

Please follow this link <http://www.oracle.com/support/index.html> to contact Oracle Support

