

# **Oracle Utilities Mobile Workforce Management**

Quick Install Guide

Release 2.1.0 Service Pack 4

**E26613-06**

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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
<b>boldface</b>	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

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## 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 and selected additional software.

**Note:** This service pack is intended to be installed on top of an existing Oracle Utilities Mobile Workforce Management installation. Please refer to the **Readme.txt** file included with the release package for information about installing this service pack.

For frequently asked questions and troubleshooting information during installation of the application and database components of Oracle Utilities Mobile Workforce Management, refer to articles 1475032.1 and 1475013.1 on My Oracle Support.

# 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 Release Notes
- Oracle Utilities Mobile Workforce Management Quick Install Guide
- Oracle Utilities Mobile Workforce Management Install Documentation
- Oracle Utilities Mobile Workforce Management User Documentation
- Oracle Utilities Mobile Workforce Management 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 Multiplatform
- Mobile Communication Client V2.1.0 for Windows
- Mobile Communication Client V2.1.0 for Windows Mobile
- Mobile Communication Client V2.1.0 for Android
- Oracle Real-Time Scheduler V2.1.0 Oracle Database
- Oracle Utilities Mobile Workforce Management V2.1.0 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 (10.3.6)

### **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 this version of Oracle Utilities Mobile Workforce Management 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)  Windows 7 (IE 8.x)	AIX 6.1 (64-bit)	Power 64-bit	WebLogic 10.3.6	Oracle 11.2.0.1
	Oracle Linux 5.6, 5.8, or 6.2 (64-bit) Red Hat Enterprise Linux 5.6, 5.8, or 6.2 (64-bit)	x86_64	WebLogic 10.3.6	Oracle 11.2.0.1
	Sun Solaris 10 Update 8 (64-bit)	SPARC	WebLogic 10.3.6	Oracle 11.2.0.1
	Windows 2008 Server R2	x86_64	WebLogic 10.3.6	Oracle 11.2.0.1

## Platform Changes

Oracle Utilities Mobile Workforce Management V2.1.0 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

This version of Oracle Utilities Mobile Workforce Management 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.



## Application Dependencies for Oracle Business Intelligence for Utilities

When using Oracle Utilities Mobile Workforce Management version 2.1.0.4 with Oracle Business Intelligence for Utilities, you must upgrade to Oracle Utilities Advanced Spatial and Operational Analytics version 2.4.0 Service Pack 4. This release is not compatible with previous releases of Oracle Utilities Advanced Spatial and Operational Analytics. For more information, see the release notes and installation documentation for Oracle Utilities Advanced Spatial and Operational Analytics, version 2.4.0 Service Pack 4.

## 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. Install the following required third-party software:
  - Oracle Client 11.2.0.1 (for connecting to the Oracle database)
  - Java 1.6.20
  - Hibernate 3.3.2
  - JDeveloper 11g (11.1.1.4.0+) or Oracle ADF 11g (11.1.1.4.0+)
  - MapViewer 11.1.1.5.1
  - Map data
  - Oracle WebLogic 11gR1 (10.3.4+).

For more details about installing required third-party software, see Chapter 6 in the *Oracle Utilities Mobile Workforce Management Installation Guide*.

2. Install the database. See the *Oracle Utilities Mobile Workforce Management Database Administrator's Guide* for more details.
3. Install Geocoding and map related data.
 

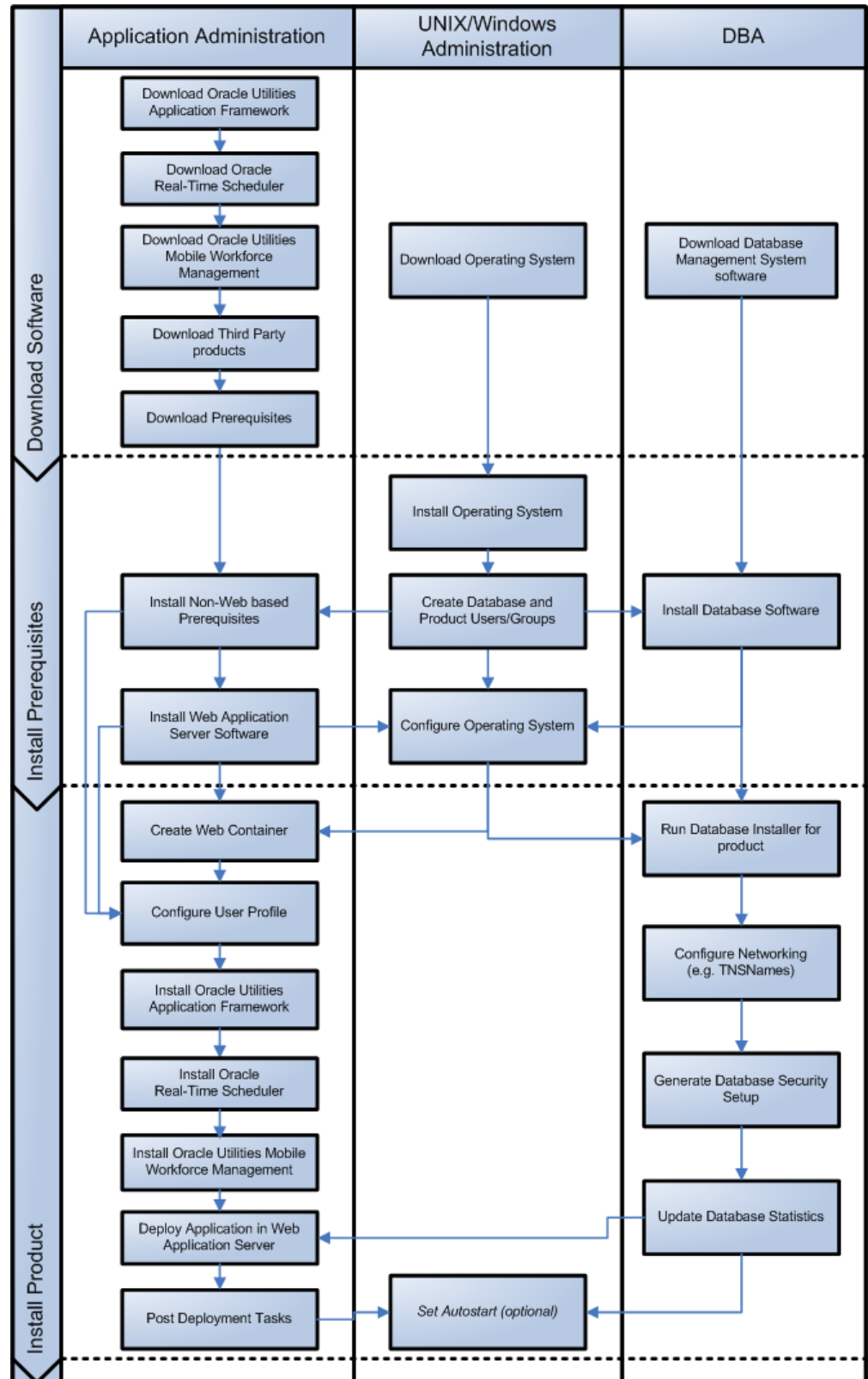
Currently Oracle Utilities Mobile Workforce Management only supports Navteq as the provider of maps and location data. For instructions on installing geocoding and map related data, please contact your specific Navteq vendor. The disk space required for installation is around 60 GB.
4. Install Oracle Utilities Application Framework V4.1.0 (application server only). See Chapter 7 in the *Oracle Utilities Mobile Workforce Management Installation Guide* for more details.
5. Install Oracle Utilities Application Framework V4.1.0 Single Fix Prerequisite Rollup for Oracle Real-Time Scheduler V2.1.0. For more details about installing the single fix rollup, see the Readme.txt that is included with the rollup.
6. Install Oracle Real-Time Scheduler V2.1.0 (application server only). See Chapter 8 in the *Oracle Utilities Mobile Workforce Management Installation Guide* for more details.
7. Install Oracle Utilities Mobile Workforce Management V2.1.0 (application server only). See Chapter 9 in the *Oracle Utilities Mobile Workforce Management Installation Guide* for more details.
8. Generate Application Viewer components (this includes the Data Dictionary). See “Generating the Application Viewer” in Chapter 11 of the *Oracle Utilities Mobile Workforce Management Installation Guide* for more details.
9. Install Mobile Communication Client. See Chapter 10 in the *Oracle Utilities Mobile Workforce Management Installation Guide* for more details.

## 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 (10.3.6)
- Oracle JDeveloper 11g (11.1.1.4.0+) Studio Edition or Oracle ADF 11g (11.1.1.4.0+)
- Oracle Fusion Middleware MapViewer 11g (11.1.1.5.1)
- Oracle BPEL Process Manager 11g
- Map Editor 2.1.2

### Oracle WebLogic 11gR1 (10.3.6)

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 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 11g (11.1.1.4.0) Studio Edition is supported on any platform that runs JDK 6. It requires Oracle Weblogic Server 10.3.4+. It must be installed prior to installing the Oracle Utilities Application Framework.

Oracle JDeveloper can be downloaded from following link:

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

Note: For an easy and quick installation of Oracle JDeveloper, please use silent mode. For more information, refer to [http://docs.oracle.com/cd/E16764\\_01/install.1111/e13666/ojdig.htm#CHDCDFEA](http://docs.oracle.com/cd/E16764_01/install.1111/e13666/ojdig.htm#CHDCDFEA)

### Oracle Application Developer Framework (ADF) 11g (11.1.1.4.0+)

Oracle ADF 11g (11.1.1.4.0+) requires Oracle Weblogic Server 10.3.4+ and it must be installed prior to installing ADF.

Oracle ADF can be downloaded from the following link:

<http://www.oracle.com/technetwork/developer-tools/adf/downloads/index.html>

Note: Make sure to only use the version of Oracle ADF certified with Weblogic server.

## **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.

For a list of available maintenance releases and patches for Oracle Utilities Mobile Workforce Management, refer to article ID 1270044.1 on MyOracle Support.