

Oracle Utilities Mobile Workforce Management

Release Notes

Release 2.1.0 Service Pack 4

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Preface

These release notes provide an overview of the enhancements, known issues, and other changes in Oracle Utilities Mobile Workforce Management 2.1.0.4.

This preface contains these topics:

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

Audience

This guide is intended for anyone installing or using Oracle Utilities Mobile Workforce Management 2.1.0 Service Pack 4.

Related Documents

For more information, see these Oracle documents:

- *Oracle Utilities Mobile Workforce Management Quick Install Guide*
- *Oracle Utilities Mobile Workforce Management Installation Guide*
- *Oracle Utilities Mobile Workforce Management Configuration 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.

Convention	Meaning
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Release Notes

These release notes provide general information about the release including the new functionality being released, known issues and other important information.

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.

This guide includes the following:

- **About This Release**
- **Relationship Between 2.1.0 Service Pack 4 and Prior Versions**
- **New Functionality**
- **Known Issues**
- **Documentation Information**
- **Demo Data Information**

About This Release

This section contains general information about Oracle Utilities Mobile Workforce Management 2.1.0.4, or alternatively, 2.1.0 Service Pack 4, includes all the components and features previously released in earlier service packs, plus a number of fixes tested and released together. There are features introduced in this service pack which are highlighted below and described in detail in the accompanying revised documentation set.

This release includes the following components:

- Oracle Utilities Application Framework 4.1.0.1

Refer to the release notes available with previous service packs for functionality delivered with those versions.

Please visit My Oracle Support (<http://support.oracle.com>) for the most recent service packs and patches for this release to ensure you have the most current version of this product.

Relationship Between 2.1.0 Service Pack 4 and Prior Versions

This release supports the following upgrade paths:

- If you are installing Oracle Utilities Mobile Workforce Management version 2.1.0 for the first time, you must install version 2.1.0.0, available on the Oracle Software Delivery Cloud, before installing version 2.1.0.4.

- If you have Oracle Utilities Mobile Workforce Management version 2.1.0.0 installed, or one of the 2.1.0 service packs, you can upgrade to version 2.1.0.4 directly.

Supported Platforms Notice

See the Supported Platforms section of the Oracle Utilities Mobile Workforce Management *Quick Install Guide* included in this release for an updated list of supported platforms.

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.

New Functionality

This release includes new functionality in the following areas:

- Added base package business objects to provide more comprehensive "out of the box" transfer of goods functionality. This functionality includes the ability to define depot facilities used to store goods and materials, and create and schedule activities involving transfer of goods and materials between facilities. Please refer to the *Oracle Utilities Mobile Workforce Management Configuration Guide* for more information and a list of the new business objects.
- In the **Gantt** user interface, the original planned time is displayed for a started shift. The time is indicated as an underlay of the shift. In addition, if a shift enters overtime, the remainder of the shift is drawn using the configured overtime color. The original planned start/end of a shift is displayed as an underlay on started shifts in the same color as the planned shift.
- Added performance improvements to the **CDI** portal.
- In an effort to allow common templates to be more widely used, service areas can now be specified on the crew level. This will allow users to assign crews to different service areas while utilizing the same template. To specify the service area, navigate to the appropriate **Crew** under **Resource Management** on the **Main** menu and edit the record to enter service areas under the **Crew Shift Overrides** section. At shift generation time if there are no service areas specified on the common template that the crew subscribes to, the process uses the service areas entered here.

Known Issues

This section describes known issues at the time of release. Single fixes for these issues will be released at a later date.

- If you are upgrading from version 2.1.0.1 to 2.1.0.4, please also upgrade your Map Viewer via patch 14292874.
- Bug 14800769 - Relax options are not being set and sent to the scheduler.
- Bug 14752881 - Internal Depot Stop IDs that are less than 30 characters are causing rejection of scheduler updates.
- Bug 14534985 - Partially completed chains are removed from the scheduler.
- Bug 14747044 - The scheduler is crashing when scheduling LTH shifts with UEC turned on.

- Bug 14747255 - When Adding/Updating activities using the XAI Service, M1-MaintainActivityByHost and requesting conditional booking, the system is excluding the shift.
- Bug 14760859 - When a user gets disconnected from the network during a device registration update, an incorrect error message is displayed. The incorrect error message displayed is for a subsequent stages (i.e. deployment download).
- Bug 14771530 – When attempting to login with invalid credentials, the user will receive an incorrect error message (Error response received from the server) followed by the correct error message (Invalid username or password).
- Bug 14806838 – When creating Unrelated Pickups without a service point, the New Activity Sync Request message should transition to Retry. Instead, it is incorrectly transitions to Processed status.

Documentation Information

This release includes the following documentation changes:

- Additional clarification regarding skill levels and skills.
- Updates to the configuration guide regarding depot functionality.

Demo Data Information

The application delivers an enhanced demo database highlighting the additional features described above. This database contains sample data based on the application versions provided with the release, including Oracle Utilities Application Framework.

Demo data is posted separately along with installation instructions. For more information including download instructions please contact My Oracle Support and reference bug number 15985089.