

# **Oracle Utilities Mobile Workforce Management**

Quick Install Guide

Release 2.0.1 Service Pack 7

**E17821-03**

August 2013

E17821-03

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# Preface

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

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

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# Oracle Utilities Mobile Workforce Management Installation Overview

This document provides a high-level overview of the installation steps for Oracle Utilities Mobile Workforce Management (MWM) Release 2.0.1 Service Pack 7 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 installation guide chapter titled “Installing Service Packs” for information on installing this service pack.

Refer to article 1088133.1 on My Oracle Support for up-to-date additional information on Mobile Workforce Management installation.

## Package Contents

This section includes information about:

- **Installation Packages**
- **Documentation Packages**

## Installation Packages

The following installation packages are part of the product package for this release:

- MWM-v2.0.1.7-Database.zip- Database installation package
- MWM-v2.0.1.7-<platform>.zip- Application server installation package for each platform
- MWM-v2.0.1.7-Mobile-Client-WinXP.zip - Mobile runtime client for Windows XP
- MWM-v2.0.1.7-Mobile-Client-WinMobile.zip - Mobile runtime client for Windows Mobile devices
- MWM-v2.0.1.7-Mobile-Client-Android.zip - Mobile runtime client for Android mobile devices

## Documentation Packages

The following documentation packages are part of the product package for this release:

- MWM-v2.0.1.7-PFDs.zip - Product Fix Documents for MWM single fixes included in this service pack
- MWM-v2.0.1.7-InstallDocumentation.zip - Installation documents for this service pack

- MWM-v2.0.1.7-ReleaseNotes.zip - Release Notes for this service pack

## Components

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

The following Operating System / Web Browser software is supported:

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

### **Tier 2: Mobile Client**

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

- Windows XP SP3
- Windows Mobile 6.1 Professional
- Android 2.3, 4.1
- Windows Embedded Handheld 6.5

Note: This release of Oracle Utilities Mobile Workforce Management has been tested on a Motorola MC75 device running Windows Mobile 6.1 Professional.

### **Tier 3: Web Application Server**

Oracle Utilities Mobile Workforce Management supports the following Web application servers:

- Oracle WebLogic 11gR1 (10.3.2)

### **Tier 4: Database Server**

Oracle Utilities Mobile Workforce Management supports the following databases:

- 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 V2.0.1 has been tested and certified.

Browser	Operating System (Client)	Operating System (Server)	Chipset	Application Server	Database
		AIX 6.1 (64-bit)	Power 64-bit	WebLogic 10.3.2	Oracle 11.2.0.1
IE 7.x	Windows XP SP3	HP-UX 11.31 Base Quality Pack September 2009 (64-bit)	Itanium	WebLogic 10.3.2	Oracle 11.2.0.1
IE 8.x		Oracle Enterprise Linux 5.4 (64-bit) Red Hat Enterprise Linux 5.4 (64-bit)	x86_64	WebLogic 10.3.2	Oracle 11.2.0.1
		Sun Solaris 10 Update 8 (64-bit)	SPARC	WebLogic 10.3.2	Oracle 11.2.0.1
		Windows 2008 Server SP2	x86_64	WebLogic 10.3.2	Oracle 11.2.0.1

## Platform Changes

Oracle Utilities Mobile Workforce Management V2.0.1 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 V2.0.1 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.

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# 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:

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 V4.0.2 (Application server only).
5. Install Oracle Utilities Application Framework V4.0.2 Single Fix Prerequisite Rollup.
6. Install Oracle Utilities Mobile Workforce Management V2.0.1 (Application server only).
7. Generate Application Viewer items (this includes the Data Dictionary).
8. Install Oracle Utilities Mobile Workforce Management V2.0.1 Mobile Client.
9. Follow the instructions in the Installation Guide chapter “Installing Service Packs” to upgrade to Oracle Utilities Mobile Workforce Management Release 2.0.1 Service Pack 7.

## Oracle VM Support

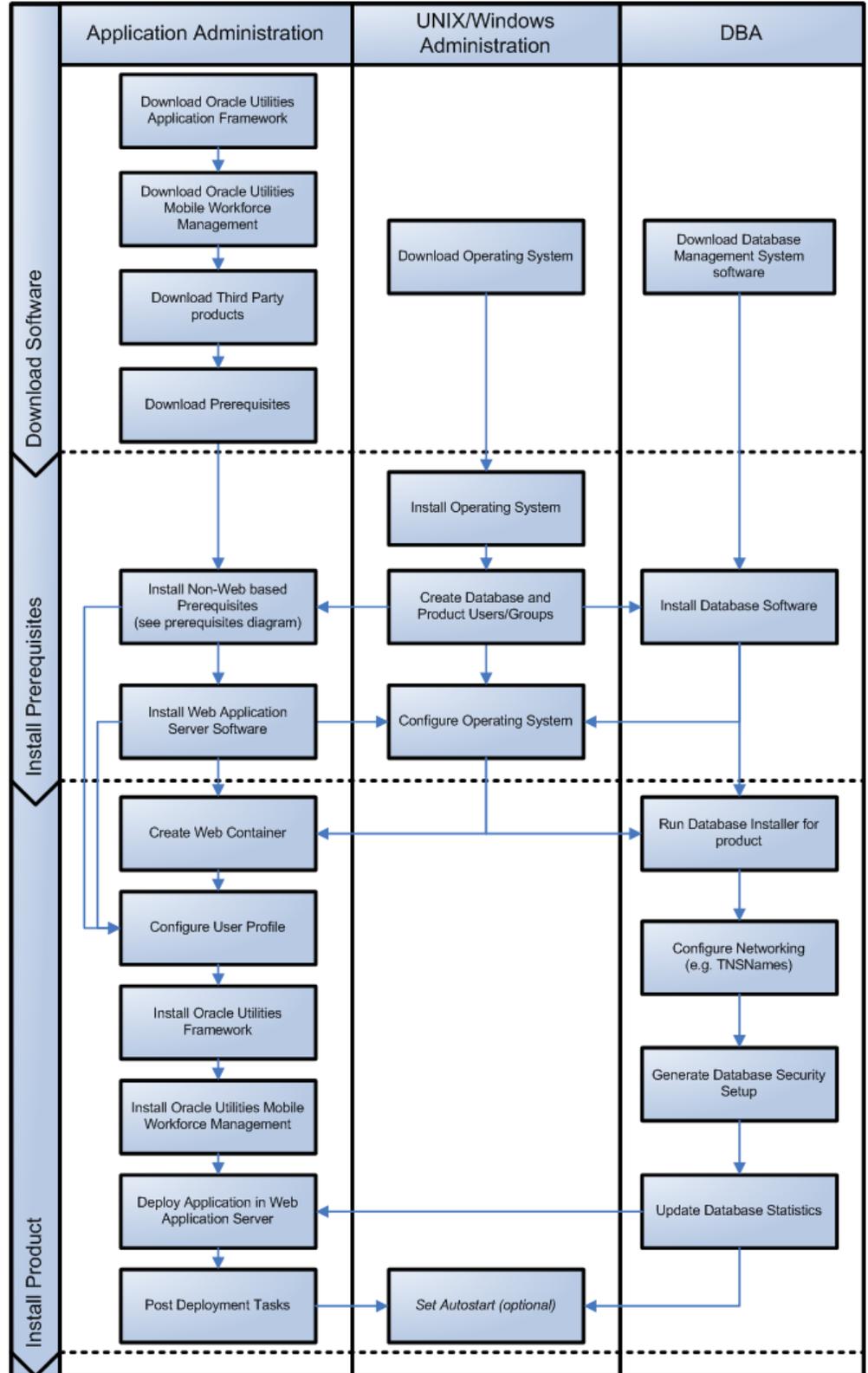
Oracle Utilities Mobile Workforce Management V2.0.1 is supported on Oracle VM 2.2.1 for supported releases of Oracle Enterprise Linux and Microsoft Windows operating systems.

## 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 (10.3.2)
- Oracle JDeveloper 11g (11.1.1.2.0) Studio Edition
- Oracle Fusion Middleware MapViewer 11g (11.1.1.2)
- Oracle BPEL Process Manager 11g
- Map Editor 2.1.2

### Oracle WebLogic 11gR1 (10.3.2)

Customers must download Oracle WebLogic Server from the Oracle E-Delivery Web site. The version of Oracle WebLogic Server is in the Oracle Utilities Mobile Workforce Management V2.0.1 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 (11.1.1.2.0) Studio Edition

JDeveloper is a freeware IDE offered by Oracle Corporation. You can download Oracle JDeveloper 11g (11.1.1.2.0) 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 (11.1.1.2)

Oracle Fusion Middleware MapViewer 11g Release 1 (11.1.1.2) 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 11gR1 (11.1.1.2.0) is a component of Oracle SOA Suite 11gR1. 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.