

# Oracle Communications RODOD Reference Solution Installation Guide

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## Executive Summary

The Oracle Communications Rapid Offer Design and Order Delivery (RODOD) Reference Solution is a set of concept-to-cash reference and sample materials. The RODOD Reference solution installs and configures the licensed applications and validates key concept to cash business processes. The RODOD Reference solution is intended to speed first-time installation and time-to-market for new projects. By defining a standard solution, Oracle is reducing the up-front installation, configuration, cost, complexity, risk and overall time-to-market.

## Document Audience

This document describes how to install the Oracle RODOD Reference Solution using the unattended install scripts.

This document assumes that you have already completed the pre-requisite steps from the *RODOD Reference Solution Getting Started Guide* including the setup of the Media Server and the preparation of the Linux Target Hosts.

## Installing the RODOD Applications

After configuring the Installer Workstation and Media Server, you can install the RODOD applications on the Target Hosts in the recommended sequence. See the following sections for application-specific installation instructions. **All instructions and unattended install scripts are based on the installation guides for the specific RODOD applications; if any clarifications on installation are required please consult the application install guides.**

**Note:** Unattended install of BRM 12, PDC 12 and Siebel IP18 is not supported.

These documents can be found on: <http://docs.oracle.com>

- Oracle Database Quick Installation Guide
- Fusion Middleware Installation Guide for Oracle WebLogic Server
- Siebel Installation Guide for UNIX
- Oracle Communications Billing and Revenue Management Installation Guide
- Oracle Communications Pricing Design Center Installation and System Administration Guide
- Oracle Communications Order and Service Management Installation Guide
- Oracle Communications Order and Service Management Cartridge Guide for Oracle Application Integration Architecture
- Oracle Communications Design Studio Installation Guide
- Oracle Application Integration Architecture Siebel CRM Integration Pack for Oracle Communications Billing and Revenue Management: Agent Assisted Billing Care Implementation Guide
- Oracle Application Integration Architecture Oracle Communications Order to Cash Integration Pack Implementation Guide for Siebel CRM, Oracle Communications Order and Service Management, and Oracle Communications Billing and Revenue Management

All of the installation steps from the above set of documents have been distilled into a greatly simplified installation procedure that is assisted by the unattended install scripts. An installation process that has historically needed weeks of effort and hard-learned expertise is now compressed into a simple set of steps that can now be accomplished relatively easily by a new user in only a couple of days.

- 1) Download the unattended install scripts to the **Installer Workstation** and extract the ZIP file contents to a local directory (identified by environment variable `MANAGEABLE_INSTALL_TOOL_DIR` or `MIK_HOME` in Install scripts and documents):

```
/bin/mkdir -p /private/downloads/aiacom_manageable_install
```

Download the **rodod\_install\_kit.zip** file to the  
**/private/downloads/aiacom\_manageable\_install** directory:

```
/usr/bin/unzip -d /private/downloads/aiacom_manageable_install  
/private/downloads/aiacom_manageable_install/rodod_install_kit.zip
```

Start with installing the applications as followed

- [Installing BRM](#) (Billing and Revenue Management)
- [Installing PDC](#) (Pricing Design Center). The PDC installer installs PDC Middleware and the BRM Integration Pack. PDC should be installed only after the BRM installation is completed and the BRM Modules are up and running.

Continue with the following installation steps, which can be performed in parallel with the BRM install.

- [Installing Siebel](#)
- [Installing OSM](#) (Order and Service Management)
- [Installing FMW for AIA Integration Packs](#) (Application Integration Architecture)

The AIA PIPs (Process Integration Packs) should be installed after all of the above applications are installed and their corresponding processes are up and running. See the following sections for AIA PIP installation instructions, which should be performed sequentially.

- [Installing the O2C Integration Pack](#) (Order to Cash Process Integration Pack)
- [Installing the AABC Integration Pack](#) (Agent Assisted Billing Care Process Integration Pack)

Apart from installing the O2C and AABC PIPs on the AIA Host, the unattended install scripts also install the Order to Activate (O2A) Cartridge on OSM and setup JMS/AQ communications between AIA and the edge applications. This is the step that **interconnects the standalone BSS applications to integrate the RODOD Reference Solution**.

After the AIA PIPs are installed, the RODOD reference data can be imported. See [Importing Reference Data](#). Import Reference data is not mandatory before a ping test. It can be performed post ping test as well.

Once Import Reference data is successful, the end-to-end RODOD environment can be validated using a lightweight process named Ping Test that is packaged with the unattended install scripts. See [Testing the RODOD Environment Using Ping Test](#).

See the *RODOD Reference Solution Release Notes* for known issues and workarounds.

## Installing BRM

Install BRM 12 release by following *Oracle Communications Billing and Revenue Management Installation Guide*.

## Preparing BRM

Note: These steps will come under O2C configurations so make sure necessary applications/systems are up and running before executing below steps.

1. Login to host where BRM is installed.
2. Locate `Infranet.properties` in `<DIR>/opt/portal/BRM/sys/eai_js`. Verify following lines in the file, add if not present.

```
#defines config file for payload generator
infranet.eai.configFile=./payloadconfig_crm_sync.xml
```

3. Locate `aq_queueNames` in `<DIR>/opt/portal/BRM/sys/dm_aq`. This file specifies queues and the events redirection to advance queues. Users need to redirect all events to this AQ. Uncomment the below line:

```
# Queue name without database link -- queue is on database to which DM connects.
AQ_QUEUE
{
    # Uncomment if all events should go to this queue.
    ALL
    ...
}
```

4. Verify executable permissions are there for `aq_queueNames`.
5. Locate `OracleBRMJCA15Adapter.rar` in `<DIR>/opt/portal/BRM/apps/brm_integrations/jca_adapter`.
6. Extract contents of `OracleBRMJCA15Adapter.rar` to a temporary directory say `TEMP_DIR`.
7. Locate `ra.xml` and find the wallet location mentioned in the property `SslWalletLocation`

```
<config-property>
  <config-property-name>SslWalletLocation</config-property-name>
  <config-property-type>java.lang.String</config-property-type>
  <config-property-value>WALLET_LOCATION</config-property-value>
</config-property>
```

8. Locate the wallet in the `WALLET_LOCATION` and copy the wallet contents to AIA host in a different directory say `AIA_BRM_WALLET_LOC`. This directory should be accessible by AIA weblogic server.
9. Edit `ra.xml` and verify BRM fully qualified host url, BRM root password and AIA wallet location in the below elements. If not present add the elements

```
<config-property>
  <config-property-name>ConnectionString</config-property-name>
  <config-property-type>java.lang.String</config-property-type>
  <config-property-value>ip BRM_HOST 11960</config-property-value>
```

</config-property>
<config-property> <config-property-name>FailoverConnectionString</config-property-name> <config-property-type>java.lang.String</config-property-type> <config-property-value>root.0.0.0.1:BRM_ROOT_PASSWORD@BRM_HOST:11960,root.0.0.0.1: BRM_ROOT_PASSWORD@BRM_HOST:11960</config-property-value> </config-property>
<config-property> <config-property-name>Password</config-property-name> <config-property-type>java.lang.String</config-property-type> <config-property-value> BRM_ROOT_PASSWORD </config-property-value> </config-property>
<config-property> <config-property-name>SslWalletLocation</config-property-name> <config-property-type>java.lang.String</config-property-type> <config-property-value>AIA_BRM_WALLET_LOC</config-property-value> </config-property>

10. Locate weblogic-ra.xml and verify BRM fully qualified host url and root password in the below elements. If not present add the elements

<property> <name>ConnectionString</name> <value>ip BRM_HOST 11960</value> </property>
<property> <name>FailoverConnectionString</name> <value>root.0.0.0.1: BRM_ROOT_PASSWORD@BRM_HOST:11960,root.0.0.0.1: BRM_ROOT_PASSWORD@BRM_HOST:11960</value> </property>
<property> <name>Password</name> <value>BRM_ROOT_PASSWORD</value> </property>
<property> <name>SslWalletLocation</name> <value>AIA_BRM_WALLET_LOC</value> </property>

11. Repackage TEMP\_DIR contents to OracleBRMJCA15Adapter.rar.

12. Deploy OracleBRMJCA15Adapter.rar to AIA server.

12.1. Login to AIA console.

12.2. Go to Deployments.

12.3. Install OracleBRMJCA15Adapter.rar with default values.

**Note:** If there are any already existing old BRM adapter, delete the existing adapter before deploying the BRM adapter.



## Installing PDC

Install PDC 12 release by following *Oracle Communications Pricing Design Center Installation and System Administration Guide*.

## Installing Billing Care

Install Billing Care version 12 by following *Oracle Communications Billing Care Installation Guide*.

## Installing Siebel

Install Siebel 18.7 by following Siebel CRM installation Guide.

## Preparing Siebel

Note: These steps will come under O2C configurations so make sure necessary applications/systems are up and running before executing below steps.

1. Create Pricelists in Siebel and update the PRICELIST.dvm with the row ids.

/apps/AIAMetaData/dvm/PRICELIST.dvm

COMMON	SEBL_01	BRM_01
DEFAULT Pricelist	<Siebel_pricelist_row_id>	*
Consumer Pricelist	<Siebel_pricelist_row_id>	ConsumerPL
Business Pricelist	<Siebel_pricelist_row_id>	BusinessPL

/apps/AIAMetaData/dvm/PRICETYPE\_EVENT.dvm

COMMON	SEBL_01	BRM_01	PRICECHARGETYPE	PRICECHARGETYPEUOM	PDC_01	PRICECHARGETYPE_PDC	PRICINGPROFILE_PDC
PURCHASE	-	/event/billing/product/fee/purchase	ONETIME	EACH	EventBillingProductFeePurchase	ONETIME	Subscription
CFQ	-	/event/billing/product/fee/cycle/cycle_forward_quarterly	RECURRING	PER_QUARTER	EventBillingProductFeeCycleCycle_forward_quarterly	RECURRING	Subscription
CFM	-	/event/billing/product/fee/cycle/cycle_forward_monthly	RECURRING	PER_MONTH	EventBillingProductFeeCycleCycle_forward_monthly	RECURRING	Subscription
CFB	-	/event/billing/product/fee/cycle/cycle_forward_bimonthly	RECURRING	BI_MONTHLY	EventBillingProductFeeCycleCycle_forward_bimonthly	RECURRING	Subscription
CFAR	-	/event/billing/product/fee/cycle/cycle_forward_arrear	RECURRING	PER_MONTH	EventBillingProductFeeCycleCycle_forward_arrear	RECURRING	Subscription

CFA	-	/event/billing/product/fee/cycle/cycle_forward_annual	RECURRING	PER_YEAR	EventBillingProductFeeCycleCycle_forward_annual	RECURRING	Subscription
CAR	-	/event/billing/product/fee/cycle/cycle_arrear	RECURRING	PER_MONTH	EventBillingProductFeeCycleCycle_arrear	RECURRING	Subscription
DELAYEDSESSION	-	/event/delayed/session/telco/gsm	-		EventDelayedSessionTelcoGsm	USAGE	Offline Usage

2. Provide the Siebel price list row id and the Siebel endpoint details of Service Configuration for respective AIA services in AIAConfigurationsProperties.xml, update AIAMetaData.

3. AIA Machine :

```
export JAVA_HOME=/private/downloads/aiacom_manageable_install/jdk18
cd /private/aiacom_test_install/Middleware_wls/wlserver/server/lib
$JAVA_HOME/bin/java -jar wljarbuilder.jar
```

4. Siebel Machine:

```
cd /private/aiacom_test_install #create a folder with name "jms"
mkdir -p jms

# Copy wlthint3client.jar from AIA Machine
(/private/aiacom_test_install/Middleware_wls/wlserver/server/lib) to the
/private/aiacom_test_install/jms location in Siebel host

#go to /private/downloads/siebel/ses/siebsrvr/classes

#copy Siebel.jar and SiebelJI_enu.jar files to
/private/aiacom_test_install/jms

cp Siebel.jar /private/aiacom_test_install/jms
cp SiebelJI_enu.jar /private/aiacom_test_install/jms

#create 'jndi.properties' file in the /private/aiacom_test_install/jms
location with the below details.
```

```
java.naming.factory.initial=weblogic.jndi.WLInitialContextFactory
java.naming.provider.url=t3://<aia_hostname>:<aia_port>
java.naming.security.principal=<weblogic_username>
java.naming.security.credentials=<weblogic_password>

#Create log directory under "jms"
mkdir /private/aiacom_test_install/jms/log
```

## 5. Siebel Machine: Creating JAVA subsystem in Siebel

Go to Siebel server root directory (/private/aiacom\_test\_install/siebel/ses/siebsrvr/bin) and execute below command

```
srvrmgr /g <siebel_gateway_hostname>:<gateway_port> /e
<siebel_enterprise_id> /u <siebel_sadmin_username> /p
<siebel_sadmin_password> /c "create named subsystem JAVA for
subsystem JVMSubSys with
DLL=/private/downloads/aiacompip/jdk1.8.0_144/jre/lib/i386/client
/libjvm.so,
CLASSPATH=/private/aiacom_test_install/jms:/private/aiacom_test_i
ninstall/jms/Siebel.jar:/private/aiacom_test_install/jms/SiebelJI_e
nu.jar:/private/aiacom_test_install/jms/wlthint3client.jar:.,
VMOPTIONS='-
Djms.log=/private/aiacom_test_install/jms/log/jms.log'"
```

Note: Change the locations/paths according to the your environment

## 6. Updating class path in "setenv.sh" Siebel servers

Go to below Siebel server path

```
/private/aiacom_test_install/siebel/ses/applicationcontainer/bin
```

```
CLASSPATH=$CLASSPATH:/private/aiacom_test_install/jms:/private/ai
acom_test_install/jms/Siebel.jar:/private/aiacom_test_install/jms
/SiebelJI_enu.jar:/private/aiacom_test_install/jms/wlthint3client
.jar
```

## 7. Connect to the Siebel database with Siebel admin user credentials and execute below sql statements.

Note : Change the siebel\_hostname, siebel\_port , aia\_hostname and aia\_port details as per your environment

```

UPDATE S_WS_PORT SET
PORT_ADDRESS='jms://jms/aia/AIA_SALESORDERJMSQUEUE@jms/aia/COMMS_S
UBMITORDER_CONSUMER', PORT_TRANSPORT='JMS' WHERE
NAME='SWISubmitOrderPort';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='jms://jms/aia/AIA_SALESORDERJMSQUEUE@jms/aia/COMMS_S
UBMITORDER_CONSUMER', PORT_TRANSPORT='JMS' WHERE
NAME='SWISubmitOrder_o2cPort';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='jms://jms/aia/AIA_SALESORDERJMSQUEUE@jms/aia/COMMS_S
UBMITORDER_CONSUMER', PORT_TRANSPORT='JMS' WHERE
NAME='SWISubmitQuote_o2cPort';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='jms://jms/aia/AIA_SPECIALRATINGJMSQ@jms/aia/COMMS_SP
ECIALRATINGLIST_CONSUMER', PORT_TRANSPORT='JMS' WHERE
NAME='SWISpecialRatingListPort';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='jms://jms/aia/AIA_CMUREQADJIOJMSQUEUE@jms/aia/COMMS_
ADJUSTMENT_CONSUMER', PORT_TRANSPORT='JMS' WHERE
NAME='SWICreateAdjustmentPort';
UPDATE S_WS_PORT SET
PORT_ADDRESS='http://<aia_hostname>:<aia_port>/soa-
infra/services/default/AccountBalanceSiebelCommsReqABCS/AccountBal
anceSiebelCommsReqABCS_ep' WHERE
NAME='_soap_AccountBalanceSiebelCommsReqABCS_AccountBalanceSiebelC
ommsReqABCS';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='http://<aia_hostname>:<aia_port>/soa-
infra/services/default/AdjustmentSiebelCommsReqABCS/AdjustmentSieb
elCommsReqABCS_ep' WHERE NAME='AdjustmentSiebelCommsReqABCSPort';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='http://<aia_hostname>:<aia_port>/soa-
infra/services/default/InvoiceSiebelCommsReqABCS/InvoiceSiebelComm
sReqABCS_ep' WHERE
NAME='_soap_InvoiceSiebelCommsReqABCS_InvoiceSiebelCommsReqABCS';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='http://<aia_hostname>:<aia_port>/soa-
infra/services/default/PaymentSiebelCommsReqABCS/PaymentSiebelComm
sReqABCS_ep' WHERE NAME='PaymentSiebelCommsReqABCSPort';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='http://<aia_hostname>:<aia_port>/soa-
infra/services/default/UnbilledUsageSiebelCommsReqABCS/UnbilledUsa
geSiebelCommsReqABCS_ep' WHERE
NAME='_soap_UnbilledUsageSiebelCommsReqABCS_UnbilledUsageSiebelCom
msReqABCS';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='http://<aia_hostname>:<aia_port>/soa-
infra/services/default/SyncCustomerSiebelEventAggregator/Client'
WHERE NAME='SyncCustomerSiebelEventAggregatorPort';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='http://<aia_hostname>:<aia_port>/soa-

```

```

infra/services/default/UpdateCreditAlertSiebelCommsReqABCSImpl/Upd
ateCreditAlertSiebelCommsReqABCSImpl' WHERE
NAME='UpdateCreditAlertSiebelCommsReqABCSImplServicePort';
SET ESCAPE ON;
    UPDATE S_WS_PORT SET
PORT_ADDRESS='https://<siebel_hostname>:<siebel_port>/siebel/app/e
ai/enu?SWEEExtSource=WebService&SWEEExtCmd=Execute&WSSOAP=1'
WHERE NAME='SWIOrderUpsert';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='https://<siebel_hostname>:<siebel_port>/siebel/app/e
ai/enu?SWEEExtSource=WebService&SWEEExtCmd=Execute&WSSOAP=1'
WHERE NAME='SWI Product Attribute Import';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='https://<siebel_hostname>:<siebel_port>/siebel/app/e
ai/enu?SWEEExtSource=WebService&SWEEExtCmd=Execute&WSSOAP=1'
WHERE NAME='SWI Product Class Import';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='https://<siebel_hostname>:<siebel_port>/siebel/app/e
ai/enu?SWEEExtSource=WebService&SWEEExtCmd=Execute&WSSOAP=1'
WHERE NAME='SWIProductImport';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='https://<siebel_hostname>:<siebel_port>/siebel/app/e
ai/enu?SWEEExtSource=WebService&SWEEExtCmd=Execute&WSSOAP=1'
WHERE NAME='SWIPromotionImport';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='https://<siebel_hostname>:<siebel_port>/siebel/app/e
ai/enu/start.swe?SWEEExtSource=SecureWebService\&SWEEExtCmd=Execute\
&WSSOAP=1' WHERE NAME='SWIUpsertQuote';

    UPDATE S_WS_PORT SET
PORT_ADDRESS='https://<siebel_hostname>:<siebel_port>/siebel/app/e
ai/enu/start.swe?SWEEExtSource=WebService\&SWEEExtCmd=Execute\&WSSOA
P=1' WHERE NAME='COMMSCancelOrderPort';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='https://<siebel_hostname>:<siebel_port>/siebel/app/e
ai/enu/start.swe?SWEEExtSource=WebService\&SWEEExtCmd=Execute\&WSSOA
P=1' WHERE NAME='COMMSCustomServicesPort';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='https://<siebel_hostname>:<siebel_port>/siebel/app/e
ai/enu/start.swe?SWEEExtSource=WebService\&SWEEExtCmd=Execute\&WSSOA
P=1' WHERE NAME='COMMSOrderUpsert';
    UPDATE S_WS_PORT SET
PORT_ADDRESS='https://<siebel_hostname>:<siebel_port>/siebel/app/e
ai/enu/start.swe?SWEEExtSource=WebService\&SWEEExtCmd=Execute\&WSSOA
P=1' WHERE NAME='COMMSSubmitBillingOrder';

    UPDATE S_SYS_PREF SET VAL='TRUE' WHERE SYS_PREF_CD='Enable
AIA Comms';
    UPDATE S_SYS_PREF SET VAL='TRUE' WHERE SYS_PREF_CD='Enable
AIA MDM';

```

```

        UPDATE S_SYS_PREF SET VAL='TRUE' WHERE SYS_PREF_CD='Enable
AIA Testing';
        UPDATE S_SYS_PREF SET VAL='FALSE' WHERE SYS_PREF_CD='Enable
AIA Utility';
        UPDATE S_SYS_PREF SET VAL='No' WHERE SYS_PREF_CD='Enable
Promotion Group';
        UPDATE S_SYS_PREF SET
VAL='%%SIEBEL_HOME_DIR%%/siebsrvr/temp/OrderBackup/' WHERE
SYS_PREF_CD='AIA Order Backup Path';
        UPDATE S_SYS_PREF SET
VAL='/private/downloads/siebel/ses/siebsrvr/temp/OrderBackup/'
WHERE SYS_PREF_CD='AIA Order Backup Path';
        UPDATE S_SYS_PREF SET VAL='Yes' WHERE SYS_PREF_CD='Enable
Promotion Group';
        UPDATE S_SYS_PREF SET VAL='Y' WHERE SYS_PREF_CD='Promotion
Group Compatibility';
#commit the changes to the database.

```

## 8. Create “OrderBackup” directory in

/private/aiacom\_test\_install/siebel/ses/siebsrvr/temp/

Execute below commands from the Siebel server bin path.

```

srvrmgr /g <siebel_hostname>:<gateway_port> /e
<siebel_enterprise_id> /u <siebel_admin_username> /p
<siebel_admin_password> /c "change ent param
EAIFileTransportFolders=/private/aiacom_test_install/siebel/ses/s
iebsrvr/temp/OrderBackup"

```

```

srvrmgr /g <siebel_hostname>:<gateway_port> /e
<siebel_enterprise_id> /u <siebel_admin_username> /p
<siebel_admin_password> /c "change param
EAIFileTransportFolders=/private/aiacom_test_install/siebel/ses/s
iebsrvr/temp/OrderBackup for server
<siebel_enterprise_serverd_id>"
$JAVA_HOME/bin/javac -d
/private/downloads/aiacom_manageable_install/aiapip_o2c/aiapip_o2
c/build/classes -classpath
/private/aiacom_test_install/siebel/ses/siebsrvr/classes/Siebel.j
ar -sourcepath
/private/downloads/aiacom_manageable_install/common/src-apis
/private/downloads/aiacom_manageable_install/common/src-
apis/SiebelUtil.java

```

## Installing OSM

A running OSM application includes these major components:

- WebLogic Admin server

- OSM managed server
- Repository database

Choose an application topology from the following topologies supported by the unattended install scripts:

- A WebLogic Admin server, an OSM managed server, and a repository database on a single OSM host.
- A WebLogic Admin server, an OSM managed server, and a pre-installed repository database (i.e., a database not provisioned by this installation process) on a single OSM host.

To install OSM (Skip steps 1-4 if already done in Installer Workstation):

- 1) Download the unattended install scripts to the **Installer Workstation**; unzip it to a local directory (identified by environment variable `MANAGEABLE_INSTALL_TOOL_DIR` or `MIK_HOME` in Install scripts and documents).

```
/bin/mkdir -p /private/downloads/aiacom_manageable_install
```

Download the **rodod\_install\_kit.zip** file to the  
**/private/downloads/aiacom\_manageable\_install** directory:

```
/usr/bin/unzip -d /private/downloads/aiacom_manageable_install  
/private/downloads/aiacom_manageable_install/rodod_install_kit.zip
```

- 2) Download the installer media files related to OSM on the **Media Server**. See the worksheet for OSM in the *RODOD Media Map Software Locations* document to get details of what all installer media to download and how to arrange them in the local directory structure.

For a report of the requisite media for OSM and the expected media structure see step 8.

- 3) On the Installer Workstation where the unattended install scripts are extracted, perform the following steps by editing the `<MIK_HOME>/common/media_map` file:

```
vi /private/downloads/aiacom_manageable_install/common/media_map
```

In the media map file, set `CGBU_SCP_MEDIA_HOST` to the fully qualified domain name of the Media Server. Modify the value of every variable that begins with `CGBU_SCP_MEDIA` to reflect the download location where the installation media can be found on the media server machine.

Save and Close the file.

- 4) On the Installer Workstation where the unattended install scripts are extracted, review the `<MIK_HOME>/common/media_pack_config.properties` file:



```
vi /private/downloads/aiacom_manageable_install/common/  
media_pack_config.properties
```

OSM install or patch media information is now present in media\_pack\_config.properties in the OSM section.

For example:

```
MEDIA_NAME_OSM
```

No other tags about this media are present in media\_map since they are generated dynamically on running config\_access.sh which is described in step 7.

Review the file.

Save and Close the file.

- 5) On the Installer Workstation, review the default installation configuration for OSM using your choice of text editor.

```
vi /private/downloads/aiacom_manageable_install/common/rodod_poc
```

Edit the **rodod\_poc** file by changing the corresponding entries:

- replacing <OSM\_HOST> with the target host (FQDN) for OSM
- replacing <OSM\_HOST simple name> with the target host for OSM without the domain name

For example:

```
RODOD_OSM_HOST=<OSM_HOST>  
RODOD_OSM_HOST_NAME=<OSM_HOST simple name>
```

- 6) If you do not want to install a new Database and choose to install OSM using an existing Oracle pre-installed repository database, follow the instructions in [Appendix D: Installing RODOD Applications using an Oracle pre-installed database](#).

Review the **rodod\_apps\_share\_existing\_db** for OSM by using your choice of text editor.

```
vi /private/downloads/aiacom_manageable_install/common/rodod_apps_share_existing_db
```

Edit the **rodod\_apps\_share\_existing\_db** file by changing the corresponding entries:

- replacing <OSM\_HOST> with the target host (FQDN) for OSM

- replacing <OSM\_HOST simple name> with the target host for OSM without the domain name
- replacing <OSM\_DB\_HOST> with the target OSM database host (FQDN) for OSM
- replacing <OSM\_DB\_HOST simple name> with the target database host for OSM without the domain name

For example:

```

RODOD_OSM_HOST=<OSM_HOST>
RODOD_OSM_HOST_NAME=<OSM_HOST simple name>
RODOD_OSM_DATABASE_HOST=<OSM_DB_HOST>
RODOD_OSM_DATABASE_HOST_NAME=<OSM_DB_HOST simple name>

```

Save and Close the file.

```
vi /private/downloads/aiacom_manageable_install/osm_scripts/common/knobs
```

Set the following entries:

DATABASE\_INSTALL=0 since the database is preinstalled.

Sample host details listing:

```

DATABASE_HOST=dbhost.us.oracle.com
DATABASE_HOST_NAME=dbhost
DATABASE_SID=orcl1
DATABASE_SID_UPPERCASE=ORCL1
DATABASE_PORT=1521
DATABASE_GLOBAL_NAME=orcl.us.oracle.com

```

- 7) Configure OS user access (including remote access depending on the topology) and generate media variables in media\_map for OSM installer by executing the **config\_access.sh** file for OSM:

```
/private/downloads/aiacom_manageable_install/osm_scripts/common/config_access.sh
```

**Every time any configuration file is edited for OSM, you must rerun config\_access.sh file.**

- 8) Generate a report of the requisite media for OSM and the expected media structure:

```
/private/downloads/aiacom_manageable_install/osm_scripts/common/print_media_inventory.sh
```

Before running print\_media\_inventory.sh, config\_access.sh has to be run which is described in step 7. This is for collecting media information regarding the OSM installer.

This inventory will indicate the media to collect via media tags and where to position the media in a media download structure for the unattended install scripts to find. The media tags can be found in **/private/downloads/aiacom\_manageable\_install/common/media\_map** and **/private/downloads/aiacom\_manageable\_install/common/media\_pack\_config.properties** along with the expected location of the media.

After the media is lawfully acquired, build the media structure by placing the acquired media in the location indicated in the media map.

- 9) Execute the OSM installer script and redirect the output to a log file:

```
/private/downloads/aiacom_manageable_install/osm_scripts/osm/go.sh 2>&1 | tee  
/private/osm_install.log
```

This script will install OSM, restart the servers, and deploy the three productized cartridges for Asset, Account, and Job automatically.

- 10) You can generate a listing of the important system parameters (i.e., connection and access information) for OSM using the **print\_tear\_sheet.sh** in the **admin** directory:

```
/private/downloads/aiacom_manageable_install/osm_scripts/admin/print_tear_sheet  
.sh
```

- 11) There is a set of administration scripts to start/stop the OSM and related database from OSM Host. The database administration scripts will work only if the database was installed using the unattended install scripts. These scripts should be executed only from the OSM host machine and not from the MIK workstation.

To start OSM only:

```
/private/downloads/aiacom_manageable_install/osm_scripts/admin/do_start_osm.sh
```

To stop OSM only:

```
/private/downloads/aiacom_manageable_install/osm_scripts/admin/do_stop_osm.sh
```

To start DATABASE only (associated with OSM):

```
/private/downloads/aiacom_manageable_install/osm_scripts/admin/do_start_osm_db.  
sh
```

To stop DATABASE only (associated with OSM):

```
/private/downloads/aiacom_manageable_install/osm_scripts/admin/do_stop_osm_db.s  
h
```

To start both OSM and Database:

```
/private/downloads/aiacom_manageable_install/osm_scripts/admin/start_osm.sh
```

To stop both OSM and Database:

```
/private/downloads/aiacom_manageable_install/osm_scripts/admin/stop_osm.sh
```

12) To uninstall the OSM and its database, execute the **ungo.sh** scripts in the following sequence:

```
/private/downloads/aiacom_manageable_install/osm_scripts/osm/ungo.sh
```

```
/private/downloads/aiacom_manageable_install/osm_scripts/database/ungo.sh
```

## Installing FMW for AIA Integration Packs

A running AIA system includes two major components:

- WebLogic Server (with an admin domain, managed server and SOA Suite installed)
- Repository database

Choose an application topology from the following topologies supported by the unattended install kit:

- A WebLogic Server (with an admin domain, managed server and SOA Suite installed) and a repository database on a single AIA host.
- A WebLogic Server (with an admin domain, managed server and SOA Suite installed) and a pre-installed repository database (i.e., a database not provisioned by this installation process) on a single AIA host.

To install AIA Middleware (Skip steps 1-4 if already done in Installer Workstation):

- 1) Download the unattended install scripts to the **Installer Workstation**; unzip it to a local directory (identified by environment variable `MANAGEABLE_INSTALL_TOOL_DIR` or `MIK_HOME` in Install scripts and documents).

```
/bin/mkdir -p /private/downloads/aiacom_manageable_install
```

Download the **rodod\_install\_kit.zip** file to the  
**/private/downloads/aiacom\_manageable\_install** directory:

```
/usr/bin/unzip -d /private/downloads/aiacom_manageable_install  
/private/downloads/aiacom_manageable_install/rodod_install_kit.zip
```

- 2) Download the installer media files related to AIA Middleware on the **Media Server**. See the worksheet for AIA Middleware in the *RODOD Media Map Software Locations* document to get details of what all installer media to download and how to arrange them in the local directory structure.

For a report of the requisite media for AIA Middleware and the expected media structure see step 8.

- 3) On the Installer Workstation where the unattended install scripts are extracted, perform the following steps by editing the `<MIK_HOME>/common/media_map` file:

```
vi /private/downloads/aiacom_manageable_install/common/media_map
```

In the media map file, set `CGBU_SCP_MEDIA_HOST` to the fully qualified domain name of the Media Server. Modify the value of every variable that begins with `CGBU_SCP_MEDIA` to reflect

the download location where the installation media can be found on the media server machine.  
Save and Close the file.

- 4) On the Installer Workstation where the unattended install scripts are extracted, review the <MIK\_HOME>/common/media\_pack\_config.properties file:

```
vi /private/downloads/aiacom_manageable_install/common/  
media_pack_config.properties
```

For example: In AIA section of media\_pack\_config.properties:

```
MEDIA_NAME_AIA_PIPS= aiapip-12.2.0.2.0.zip
```

Review the file.

Save and Close the file.

- 5) On the Installer Workstation, review the default installation configuration for AIA Middleware in local **rodod\_poc** configuration file using your choice of text editor.

```
vi /private/downloads/aiacom_manageable_install/common/rodod_poc
```

Edit the **rodod\_poc** file by changing the corresponding entries:

- replacing <AIA\_HOST> with the target host (FQDN) for AIA Middleware
- replacing <AIA\_HOST simple name> with the target host for AIA Middleware without the domain name

For example:

```
RODOD_AIA_HOST=<AIA_HOST>  
RODOD_AIA_HOST_NAME=<AIA_HOST simple name>
```

Save and Close the file.

- 6) If you do not want to install a new Database and choose to install AIA using an existing Oracle pre-installed repository database, follow the instructions in [Appendix D: Installing RODOD Applications using an Oracle pre-installed database](#).

Review the **rodod\_apps\_share\_existing\_db** for AIA using your choice of text editor.

```
vi /private/downloads/aiacom_manageable_install/common/rodod_apps_share_existing_db
```

Edit the **rodod\_apps\_share\_existing\_db** file by changing the corresponding entries:

- replacing <AIA\_HOST> with the target host (FQDN) for AIA Middleware

- replacing <AIA\_HOST simple name> with the target host for AIA Middleware without the domain name
- adding the entries for <RODOD\_AIA\_DATABASE\_HOST> with the target host (FQDN) for AIA Middleware Database host
- adding the entries for <RODOD\_AIA\_DATABASE\_HOST\_NAME> with the target host for AIA Middleware database without the domain name

For example:

```
RODOD_AIA_HOST=<AIA_HOST>
RODOD_AIA_HOST_NAME=<AIA_HOST simple name>
RODOD_AIA_DATABASE_HOST=<RODOD_AIA_DATABASE_HOST>
RODOD_AIA_DATABASE_HOST_NAME=<RODOD_AIA_DATABASE_HOST_NAME>
```

Save and Close the file.

- 7) Configure OS user access (including remote access depending on the topology) and generate media variables in media\_map for AIA FP and SOA patches by executing the **config\_access.sh** file for AIA Middleware.

```
/private/downloads/aiacom_manageable_install/aia_middleware_scripts/common/config_access.sh
```

**Every time any configuration file is edited for AIA Middleware, you must rerun config\_access.sh file.**

- 8) Generate a report of the requisite media for AIA Middleware and the expected media structure:

```
/private/downloads/aiacom_manageable_install/aia_middleware_scripts/common/print_media_inventory.sh
```

Before running print\_media\_inventory.sh, config\_access.sh has to be run which is described in step 7. This is to be done for media information regarding the SOA and AIA FP Patches.

This inventory will indicate the media to collect via media tags and where to position the media in a media download structure for the unattended install scripts to find. The media tags can be found in **/private/downloads/aiacom\_manageable\_install/common/media\_map** and **/private/downloads/aiacom\_manageable\_install/common/media\_pack\_config.properties** along with the expected location of the media.

After the media is lawfully acquired, build the media structure by placing the acquired media in the location indicated in the media map.

- 9) Execute the AIA Middleware installer and redirect the output to a log file:

```
/private/downloads/aiacom_manageable_install/aia_middleware_scripts/aiafp/go.sh  
2>&1 | tee /private/aiafp_install.log
```

- 10) You can generate a listing of the important system parameters (i.e., connection and access information) for AIA Middleware using the **print\_tear\_sheet.sh** in the **admin** directory.

```
/private/downloads/aiacom_manageable_install/aia_middleware_scripts/admin/print_tear_sheet.sh
```

- 11) There is a set of administration scripts to start/stop the AIA Middleware and related database from AIA Host. The database administration scripts will work only if the database was installed using the unattended install scripts. These scripts should be executed only from the AIA host machine and not from the MIK workstation.

To start AIA Middleware only:

```
/private/downloads/aiacom_manageable_install/aia_middleware_scripts/admin/do_start_aiamw.sh
```

To stop AIA Middleware only:

```
/private/downloads/aiacom_manageable_install/aia_middleware_scripts/admin/do_stop_aiamw.sh
```

To start DATABASE only (associated with AIA Middleware):

```
/private/downloads/aiacom_manageable_install/aia_middleware_scripts/admin/do_start_aiamw_db.sh
```

To stop DATABASE only (associated with AIA Middleware):

```
/private/downloads/aiacom_manageable_install/aia_middleware_scripts/admin/do_stop_aiamw_db.sh
```

To start both AIA Middleware and Database:

```
/private/downloads/aiacom_manageable_install/aia_middleware_scripts/admin/start_aiamw.sh
```

To stop both AIA Middleware and Database:

```
/private/downloads/aiacom_manageable_install/aia_middleware_scripts/admin/stop_aiamw.sh
```

- 12) To uninstall the AIA Middleware and its database, execute the **ungo.sh** scripts in the following sequence:

```
/private/downloads/aiacom_manageable_install/aia_middleware_scripts/aiafp/ungo.sh
```

```
/private/downloads/aiacom_manageable_install/aia_middleware_scripts/database/ungo.sh
```

- 13) To apply any new patches on AIA SOA, follow the AIA SOA patch instructions in [Appendix E: Apply new patches](#).



## Installing the O2C Integration Pack

O2C (Order to Cash) AIA PIP installation integrates the standalone applications listed in previous sections (i.e., AIA Middleware, BRM, Siebel, and OSM) to setup the RODOD reference solution.

Before starting the O2C AIA PIP installation, you must ensure that the AIA Middleware, BRM, Siebel, and OSM applications have been installed successfully and corresponding processes are up and running.

To install O2C AIA PIP (Skip steps 1-4 if already done in Installer Workstation):

- 1) Download the unattended install scripts to the **Installer Workstation**; unzip it to a local directory (identified by environment variable `MANAGEABLE_INSTALL_TOOL_DIR` or `MIK_HOME` in Install scripts and documents).

```
/bin/mkdir -p /private/downloads/aiacom_manageable_install
```

Download the **rodod\_install\_kit.zip** file to the  
**/private/downloads/aiacom\_manageable\_install** directory:

```
/usr/bin/unzip -d /private/downloads/aiacom_manageable_install  
/private/downloads/aiacom_manageable_install/rodod_install_kit.zip
```

- 2) Download the installer media files related to O2C AIA PIP on the **Media Server**. See the worksheet for AIA in the *RODOD Media Map Software Locations* document to get details of what all installer media to download and how to arrange them in the local directory structure.

For a report of the requisite media for O2C AIA PIP and the expected media structure see step 7.

- 3) On the Installer Workstation where the unattended install scripts are extracted, perform the following steps by editing the `<MIK_HOME>/common/media_map` file:

```
vi /private/downloads/aiacom_manageable_install/common/media_map
```

In the media map file, set `CGBU_SCP_MEDIA_HOST` to the fully qualified domain name of the Media Server. Modify the value of every variable that begins with `CGBU_SCP_MEDIA` to reflect the download location where the installation media can be found on the media server machine.

Save and Close the file.

- 4) On the Installer Workstation where the unattended install scripts are extracted, review the `<MIK_HOME>/common/media_pack_config.properties` file:

```
vi /private/downloads/aiacom_manageable_install/common/  
media_pack_config.properties
```

- 5) On the Installer Workstation, review the default installation configuration for O2C AIA PIP in local `rodod_poc` configuration file using your choice of text editor.

```
vi /private/downloads/aiacom_manageable_install/common/rodod_poc
```

Edit the **rodod\_poc** file by changing the corresponding entries:

- replacing `<SIEBEL_HOST>` with the target host (FQDN) for Siebel
- replacing `<SIEBEL_HOST simple name>` with the target host for Siebel without the domain name
- replacing `<BRM_HOST>` with the target host (FQDN) for BRM
- replacing `<BRM_HOST simple name>` with the target host for BRM without the domain name
- replacing `<OSM_HOST>` with the target host (FQDN) for OSM
- replacing `<OSM_HOST simple name>` with the target host for OSM without the domain name
- replacing `<AIA_HOST>` with the target host (FQDN) for AIA Middleware
- replacing `<AIA_HOST simple name>` with the target host for AIA Middleware without the domain name

For example:

```
RODOD_SIEBEL_HOST=<SIEBEL_HOST>
RODOD_SIEBEL_SERVER_NAME=<SIEBEL_HOST simple name>
RODOD_BRM_HOST=<BRM_HOST>
RODOD_BRM_HOST_NAME=<BRM_HOST simple name>
RODOD_OSM_HOST=<OSM_HOST>
RODOD_OSM_HOST_NAME=<OSM_HOST simple name>
RODOD_AIA_HOST=<AIA_HOST>
RODOD_AIA_HOST_NAME=<AIA_HOST simple name>
```

Edit the **knobs** configuration file to reflect any installation options you would like to adjust:

```
vi /private/downloads/aiacom_manageable_install/aiapip_o2c/common/knobs
```

- 6) Configure OS user access (including remote access depending on the topology) and generate media variables in `media_map` for AIA O2C RUP patches by executing the **config\_access.sh** file for O2C AIA PIP:

```
/private/downloads/aiacom_manageable_install/aiapip_o2c/common/config_access.sh
```

**Every time the knobs configuration file is edited for O2C AIA PIP, you must rerun config\_access.sh file.**

- 7) Generate a report of the requisite media for O2C AIA PIP and the expected media structure:

```
/private/downloads/aiacom_manageable_install/aiapip_o2c/common/print_media_inventory.sh
```

Before running `print_media_inventory.sh`, `config_access.sh` has to be run which is described in step 6. This is to be done for media information regarding the AIA O2C RUP Patches.

This inventory will indicate the media to collect via media tags and where to position the media in a media download structure for the unattended install scripts to find. The media tags can be found in **/private/downloads/aiacom\_manageable\_install/common/media\_map** and **/private/downloads/aiacom\_manageable\_install/common/media\_pack\_config.properties** along with the expected location of the media.

After the media is lawfully acquired, build the media structure by placing the acquired media in the location indicated in the media map.

- 8) Execute the O2C AIA PIP installer and redirect the output to a log file:

In the **go.sh** script comment out the **Prepare Siebel & Prepare BRM** parts and then execute it.

```
/private/downloads/aiacom_manageable_install/aiapip_o2c/aiapip_o2c/go.sh 2>&1 | tee /private/aiapip_o2c_install.log
```

The **go.sh** script provided in `aiapip_o2c` has four component scripts that deploy add-ons to the core applications (Siebel, BRM, OSM, and AIA Middleware):

- `go_prepare_osm.sh`  
Configure topology support and different settings for O2A in this file  
`/private/downloads/aiacom_manageable_install/osm_o2a_scripts/osm_o2a/build.properties.template`
- `go_prepare_siebel.sh` (refer Preparing Siebel section)
- `go_prepare_brm.sh` (refer Preparing BRM section)
- `go_prepare_aimw.sh` - executed only after the prior `go_prepare` scripts have finished successfully.

The component scripts may be executed individually to under certain scenarios. Example: retrying `go_prepare_brm` to fix some errors, after `go_prepare_osm` and `go_prepare_siebel` passed successfully, when **go.sh** was attempted previously. But `go_prepare_aimw.sh` cannot be run again once o2c pips are configured. If in any case, o2c pips have to be reconfigured, AIA middleware has to be uninstalled and installed again to run `go_prepare_aimw.sh` again.

- 9) There are no administration scripts to manage O2C AIA PIP as these are add-ons installed on top of the core applications (Siebel, BRM, OSM, and AIA Middleware).

- 10) To uninstall the O2C AIA, no separate scripts are provided by the unattended install scripts.  
Recommended method is to re-install the core applications and retry O2C AIA PIP installation.

## Installing the AABC Integration Pack

AABC (Agent Assisted Billing Care) AIA PIP installation glues together the core AIA Middleware, BRM, and Siebel applications listed in previous sections.

AABC installation also provisions ODI installation along with AABC PIPS deployment.

Before starting the AABC AIA PIP installation, you must ensure that the AIA Middleware, BRM, and Siebel applications have been installed successfully and corresponding processes are up and running.

To install AABC AIA PIP (Skip steps 1-4 if already done in Installer Workstation):

- 1) Download the unattended install scripts to the **Installer Workstation**; unzip it to a local directory (identified by environment variable `MANAGEABLE_INSTALL_TOOL_DIR` or `MIK_HOME` in Install scripts and documents).

```
/bin/mkdir -p /private/downloads/aiacom_manageable_install
```

Download the **rodod\_install\_kit.zip** file to the  
**/private/downloads/aiacom\_manageable\_install** directory:

```
/usr/bin/unzip -d /private/downloads/aiacom_manageable_install  
/private/downloads/aiacom_manageable_install/rodod_install_kit.zip
```

- 2) Download the installer media files related to AABC AIA PIP on the **Media Server**. See the worksheet for AIA in the *RODOD Media Map Software Locations* document to get details of what all installer media to download and how to arrange them in the local directory structure.

For a report of the requisite media for AABC AIA PIP and the expected media structure see step 6.

- 3) On the Installer Workstation where the unattended install scripts are extracted, perform the following steps by editing the `<MIK_HOME>/common/media_map` file:

```
vi /private/downloads/aiacom_manageable_install/common/media_map
```

In the media map file, set `CGBU_SCP_MEDIA_HOST` to the fully qualified domain name of the Media Server. Modify the value of every variable that begins with `CGBU_SCP_MEDIA` to reflect the download location where the installation media can be found on the media server machine. Save and Close the file.

- 4) On the Installer Workstation, review the default installation configuration for AABC AIA PIP in local **rodod\_poc** configuration file using your choice of text editor.

```
vi /private/downloads/aiacom_manageable_install/common/rodod_poc
```

Edit the **rodod\_poc** file by changing the corresponding entries:

- replacing <SIEBEL\_HOST> with the target host (FQDN) for Siebel
- replacing <SIEBEL\_HOST simple name> with the target host for Siebel without the domain name
- replacing <BRM\_HOST> with the target host (FQDN) for BRM
- replacing <BRM\_HOST simple name> with the target host for BRM without the domain name
- replacing <AIA\_HOST> with the target host (FQDN) for AIA Middleware
- replacing <AIA\_HOST simple name> with the target host for AIA Middleware without the domain name

For example:

```
RODOD_SIEBEL_HOST=<SIEBEL_HOST>
RODOD_SIEBEL_SERVER_NAME=<SIEBEL_HOST simple name>
RODOD_BRM_HOST=<BRM_HOST>
RODOD_BRM_HOST_NAME=<BRM_HOST simple name>
RODOD_AIA_HOST=<AIA_HOST>
RODOD_AIA_HOST_NAME=<AIA_HOST simple name>
```

Edit the **knobs** configuration file to reflect any installation options you would like to adjust:

```
vi /private/downloads/aiacom_manageable_install/aiapip_aabc/common/knobs
```

- 5) Configure OS user access (including remote access depending on the topology) and generate media variables in media\_map for AIA AABC RUP patches by executing the **config\_access.sh** file for AABC AIA PIP.

```
/private/downloads/aiacom_manageable_install/aiapip_aabc/common/config_access.s
h
```

**Every time the knobs configuration file is edited for AABC AIA PIP, you must rerun config\_access.sh file.**

- 6) Generate a report of the requisite media for AABC AIA PIP and the expected media structure:

```
/private/downloads/aiacom_manageable_install/aiapip_aabc/common/print_media_inv
entory.sh
```

Before running `print_media_inventory.sh`, `config_access.sh` has to be run which is described in step 5. This is to be done for media information regarding the AIA AABC RUP Patches.

This inventory will indicate the media to collect via media tags and where to position the media in a media download structure for the unattended install scripts to find. The media tags can be found in **`/private/downloads/aiacom_manageable_install/common/media_map`** and **`/private/downloads/aiacom_manageable_install/common/media_pack_config.properties`** along with the expected location of the media.

After the media is lawfully acquired, build the media structure by placing the acquired media in the location indicated in the media map.

- 7) Execute the AABC AIA PIP installer and redirect the output to a log file:

```
/private/downloads/aiacom_manageable_install/aiapip_aabc/aiapip_aabc/go.sh 2>&1  
| tee /private/aiapip_aabc_install.log
```

- 8) There are no administration scripts to manage AABC AIA PIP as these are add-ons installed on top of the core applications. i.e., BRM, AIA, and Siebel.
- 9) To uninstall the AABC AIA PIP, no separate scripts are provided by the unattended install scripts. Recommended method is to re-install the core applications and retry AABC AIA PIP installation.

## Importing Reference Data

This section describes importing reference data into your RODOD environment to enable demonstrating the RODOD features according to the scenarios documented in the *RODOD Reference Solution User Guide*.

By default, all product names in the reference data have the prefix **CME**, such as **CME Broadband Service**. CME stands for Communications, Media, and Energy. The steps below to import reference data include instructions for how to optionally change the CME prefix on products in PDC and Siebel data files prior to importing the data. The CME prefix helps to distinguish the RODOD reference data from other data sets in your environment. Removing the prefix altogether is not recommended if your environment will include additional data sets.

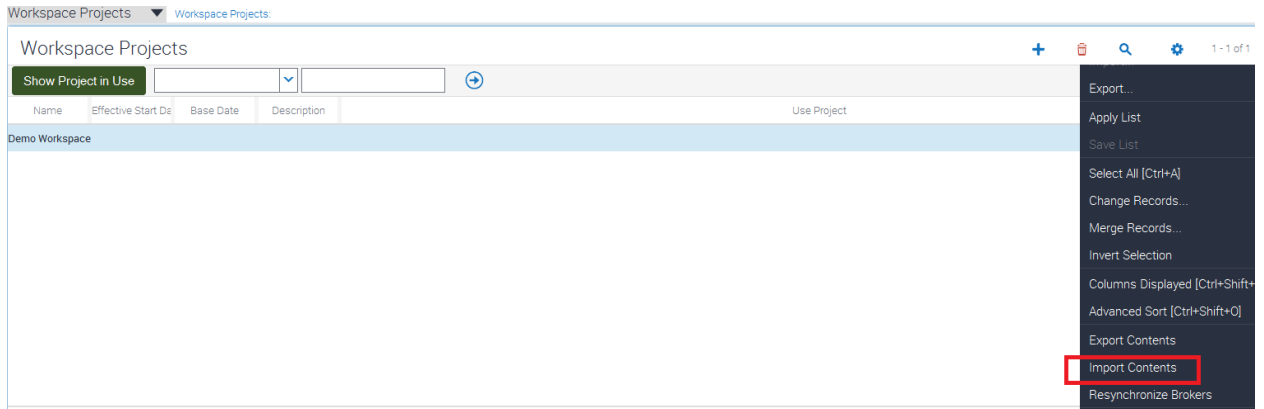
**IMPORTANT:** If you change the CME prefix in the data import files, you must use the new prefix in place of the CME prefix for any steps that cite the CME prefix.

Before starting the import of the reference data, you must ensure that all the RODOD applications and PIPs have been installed successfully, and their corresponding processes are up and running.

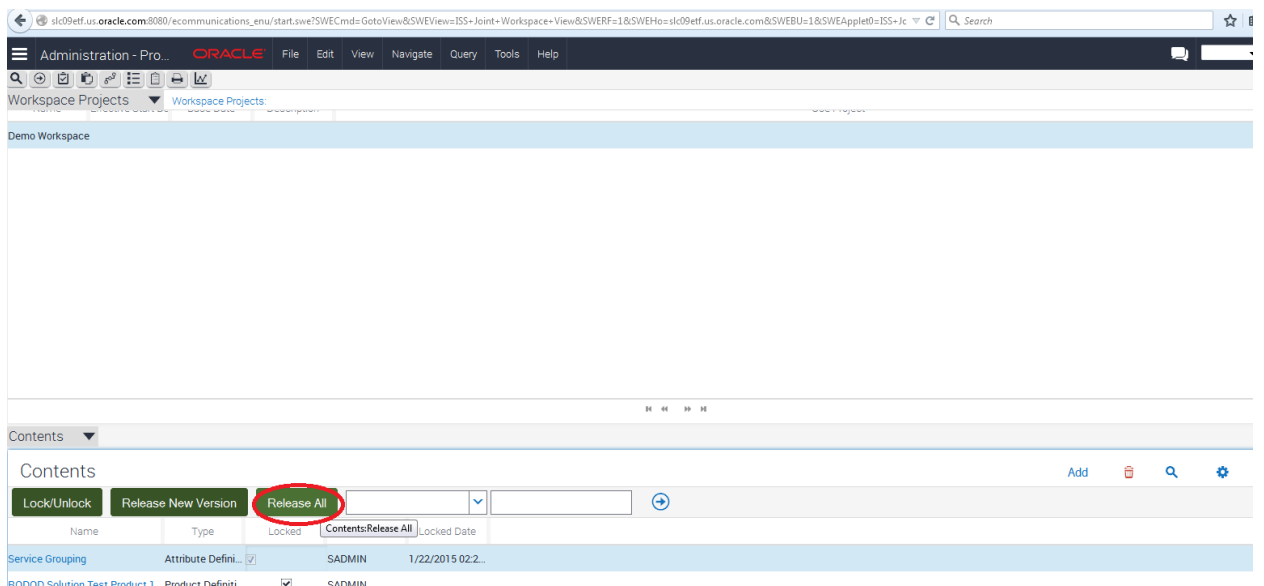
To import reference data (Skip step 3 if already done in Installer Workstation):

- 1) Import and set up products in Siebel:
  - a. Regular Promotions setup:
    - i. Copy the **RI\_RODOD\_Promotions\_Siebel** file from the **/private/downloads/aiacom\_manageable\_install/importreferencedata/data** directory within your unattended install scripts working directory, to a location accessible from the browser in which you are running the Siebel application.
    - ii. (Optional) To change the CME prefix on all product names in the **RI\_RODOD\_Promotions\_Siebel** file:
      - a) Open the file in a text editor.
      - b) Perform a Search and Replace All on occurrences of “CME ” (this is four characters: “CME” followed by a space). Replace this with your preferred prefix. The new prefix value and trailing space should not exceed four characters.
      - c) Save and close the file.
    - iii. In your browser, access the Siebel application URL.
    - iv. In Siebel, click the **Administration - Product** link from site map.
    - v. From the **Product** list, select **Workspace projects**.

- vi. Select the workspace **Demo Workspace**. (If you have the need to create your own workspace, which is not anticipated for a typical RODOD RI install, see [Appendix A.](#))
- vii. Click on the gear icon in the Workspace Projects tab, and select **Import Contents**. (You may need to scroll down within the dropdown list to see the **Import Contents** option.



- vii. Browse to the location where you saved the **RI\_RODOD\_Promotions\_Siebel** file in step 1 and click **Import**.
- viii. After a successful import, click the search icon in the contents tab and enter an asterisk (\*) for Name, set locked flag to true, and hit enter.
- ix. Click **Release All**. All products are now in an unlocked status.



b. Promotion Groups setup:

- i. Copy the **RI\_RODOD\_PromotionGroups\_Siebel** file from the **/private/downloads/aiacom\_manageable\_install/importreferencedata/data** directory within your unattended install scripts working directory, to a location accessible from the browser in which you are running the Siebel application.



- ii. (Optional) To change the CME prefix on all product names in the **RI\_RODOD\_PromotionGroups\_Siebel** file:
  1. Open the file in a text editor.
  2. Perform a Search and Replace All on occurrences of "CME " (this is four characters: "CME" followed by a space). Replace this with your preferred prefix. The new prefix value and trailing space should not exceed four characters.
  3. Save and close the file.
- iii. In Siebel, click the **Administration - Product** link from Site Map.
- iv. From the **Product** list, select **Workspace projects**.
- v. Select the workspace **Demo Workspace**. (If you have the need to create your own Workspace, which is not anticipated for a typical RODOD RI installation, see [Appendix A](#).)
- vi. Click on the gear icon in the Workspace Projects tab, and select **Import Contents**. (You may need to scroll down within the dropdown list to see the **Import Contents** option.)
- vii. Browse the **RI\_RODOD\_PromotionGroups\_Siebel** file from step above and click **Import**.
- viii. After a successful import, click on search icon in the contents tab and enter an asterisk (\*) for Name, set locked flag to true, and hit enter.
- ix. Click **Release All**.  
All products are now in an unlocked status.

## 2) Create Product Class "CME Sharing Group PS" for Promotion Group Products

**Note:** If you changed the CME prefix on the product names in the data import files, use the new prefix in place of CME anywhere a product with the CME prefix is cited in the following steps.

- a. Creating Product Class
  - i. Go to **Administration - Product > Product Classes**
  - ii. Create a new record with Product Class "CME Sharing Group PS"
  - iii. Click on the **Release** button
- b. Update Product Class and Fulfillment Item Code for Promotion Group Members
  - i. Go to **Administration - Product > Products**
  - ii. Search for Name "CME Broadband Share Member"
  - iii. Lock the product by setting the Locked Flag to checked
  - iv. Update the Product Class field with "CME Sharing Group PS"
  - v. Change the Fulfillment Item Code to "Group Member"
  - vi. Click on the **Release** button
  - vii. Repeat above steps for the following Promotion Group Member products

CME Charge Share Member

CME Corp Share Member  
CME Data Share Member  
CME Profile Share Member  
CME SMS Share Member  
CME VoIP Share Member  
CME Voice Share Member

c. Update Product Class and Fulfillment Item Code for Promotion Group Owners

- i. Go to **Administration - Product > Products**
- ii. Search for Name "CME Broadband Share Owner"
- iii. Lock the product by setting the Locked Flag to checked
- iv. Update the Product Class field with "CME Sharing Group PS"
- v. Change the Fulfillment Item Code to "Group Owner"
- vi. Click on the **Release** button
- vii. Repeat above steps for seven other Promotion Group Owner products below

CME Charge Share Owner  
CME Corp Share Owner  
CME Data Share Owner  
CME Profile Share Owner  
CME SMS Share Owner  
CME VoIP Share Owner  
CME Voice Share Owner

- 3) Download the unattended install scripts to the **Installer Workstation**, unzip it to a local directory (identified by environment variable `MANAGEABLE_INSTALL_TOOL_DIR` or `MIK_HOME` in Install scripts and documents).

```
/bin/mkdir -p /private/downloads/aiacom_manageable_install
```

Download the **rodod\_install\_kit.zip** file to the  
**/private/downloads/aiacom\_manageable\_install** directory:

```
/usr/bin/unzip -d /private/downloads/aiacom_manageable_install  
/private/downloads/aiacom_manageable_install/rodod_install_kit.zip
```

**IMPORTANT:** If the Siebel IP 18.7 and BRM 12 installation done by not using MIK scripts, make sure to update the paths referred in the scripts with the correct installation paths.

- 4) On the Installer Workstation, review the default installation configuration for Import Reference Data in `rodod_poc` file using your choice of text editor.

```
vi /private/downloads/aiacom_manageable_install/common/rodod_poc
```

Edit the **rodod\_poc** file by changing the corresponding entries:

- replacing <SIEBEL\_HOST> with the target host (FQDN) for Siebel
- replacing <SIEBEL\_HOST simple name> with the target host for Siebel without the domain name
- replacing <BRM\_HOST> with the target host (FQDN) for BRM
- replacing <BRM\_HOST simple name> with the target host for BRM without the domain name
- replacing <PDC\_HOST> with the target host (FQDN) for PDC
- replacing <PDC\_HOST simple name> with the target host for PDC without the domain name

For example:

```
RODOD_SIEBEL_HOST=<SIEBEL_HOST>
RODOD_SIEBEL_SERVER_NAME=<SIEBEL_HOST simple name>
RODOD_BRM_HOST=<BRM_HOST>
RODOD_BRM_HOST_NAME=<BRM_HOST simple name>
RODOD_PDC_HOST=<PDC_HOST>
RODOD_PDC_HOST_NAME=<PDC_HOST simple name>
```

Edit the **knobs** configuration file to reflect any installation options you would like to adjust:

```
vi
/private/downloads/aiacom_manageable_install/importreferencedata/common/knobs
```

By default the Import Reference Data installer loads the set of reference data corresponding to the demonstration scenarios in the *RODOD Reference Solution User Guide*.

Save and Close the file.

- 5) Configure OS user access (including remote access depending on the topology) by executing the **config\_access.sh** file for Import Reference Data.

```
/private/downloads/aiacom_manageable_install/importreferencedata/common/config_
access.sh
```

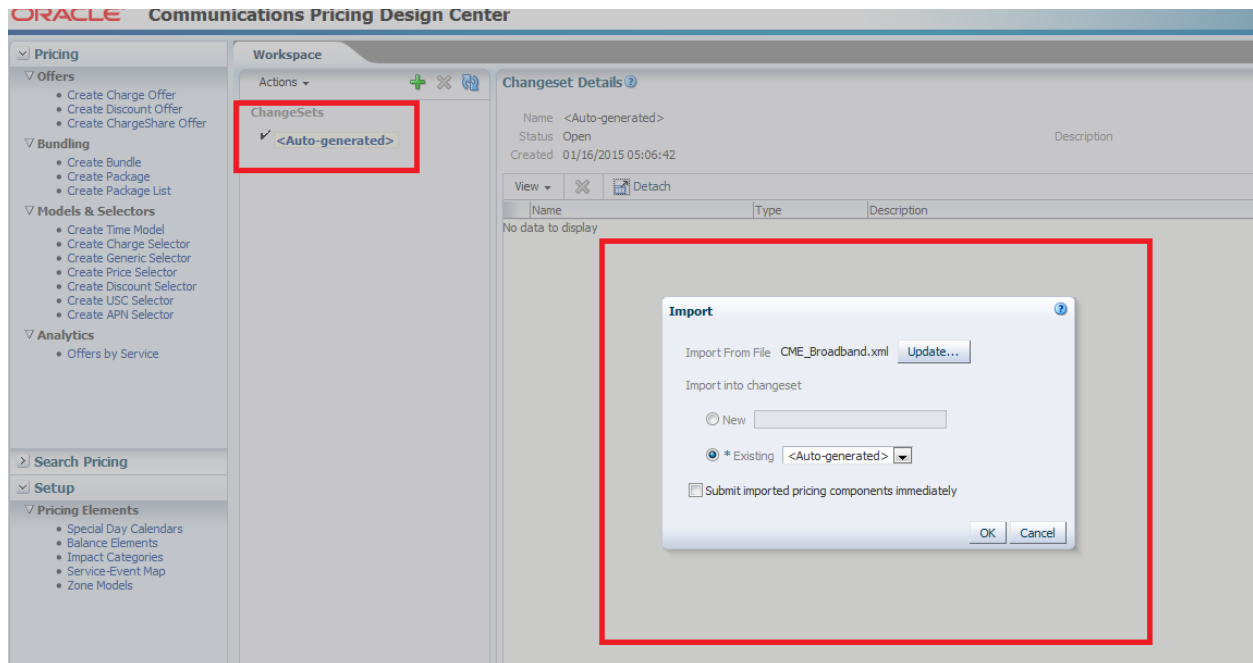
**Every time the knobs configuration file is edited for Import Reference Data, you must rerun config\_access.sh file.**

- 6) Execute the RODOD Reference Data installer and redirect the output to a log file:

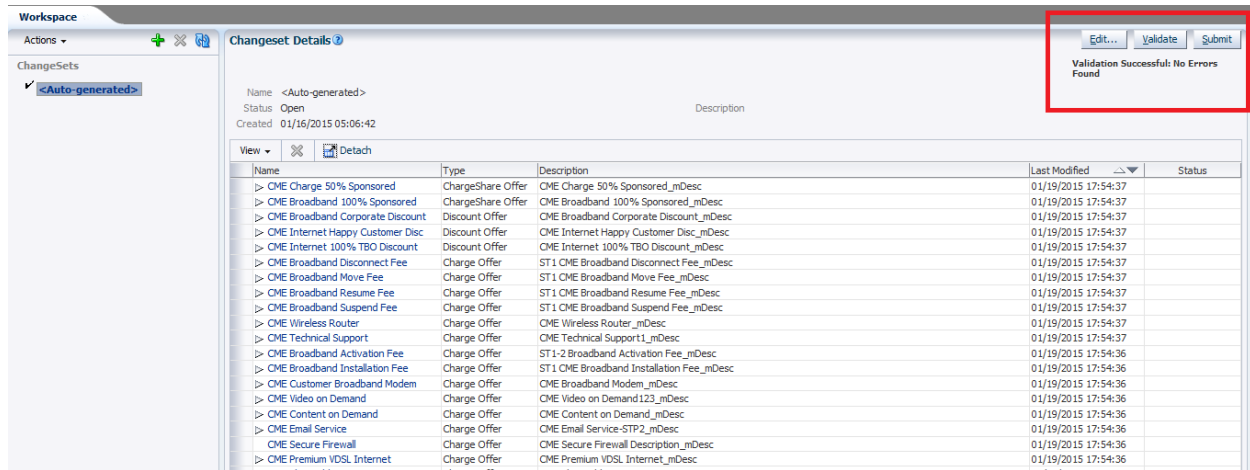
```
/private/downloads/aiacom_manageable_install/importreferencedata/importrefdata/
go.sh 2>&1 | tee /private/refdata_install.log
```

7) Import Products into PDC, and sync to Siebel:

- a. Ensure that you have completed [Step 4](#) (Execute the RODOD Reference Data installer) before performing the product sync.
- b. Copy the **RI\_RODOD\_Products\_Pdc.xml** file from the `/private/downloads/aiacom_manageable_install/importreferencedata/data` directory to a location accessible from the browser in which you are running the PDC application.
- c. (Optional) To change the CME prefix on all product names in the **RI\_RODOD\_Products\_Pdc.xml** file :
  - a. Open the file in a text editor.
  - b. Perform a Search and Replace All on occurrences of “CME ” (this is four characters: “CME” followed by a space). Replace this with your preferred prefix. The new prefix value and trailing space should not exceed four characters.
  - c. Save and close the file.
- d. In your browser, access the PDC application URL.
- e. In PDC, right-click on the **Auto generated** changeset and select **Import**.
- f. Browse the file and select **Auto generated** for Existing changeset and click **OK**.



- g. Click **Validate** to check for errors.
- h. If there are no errors, click **Submit**.

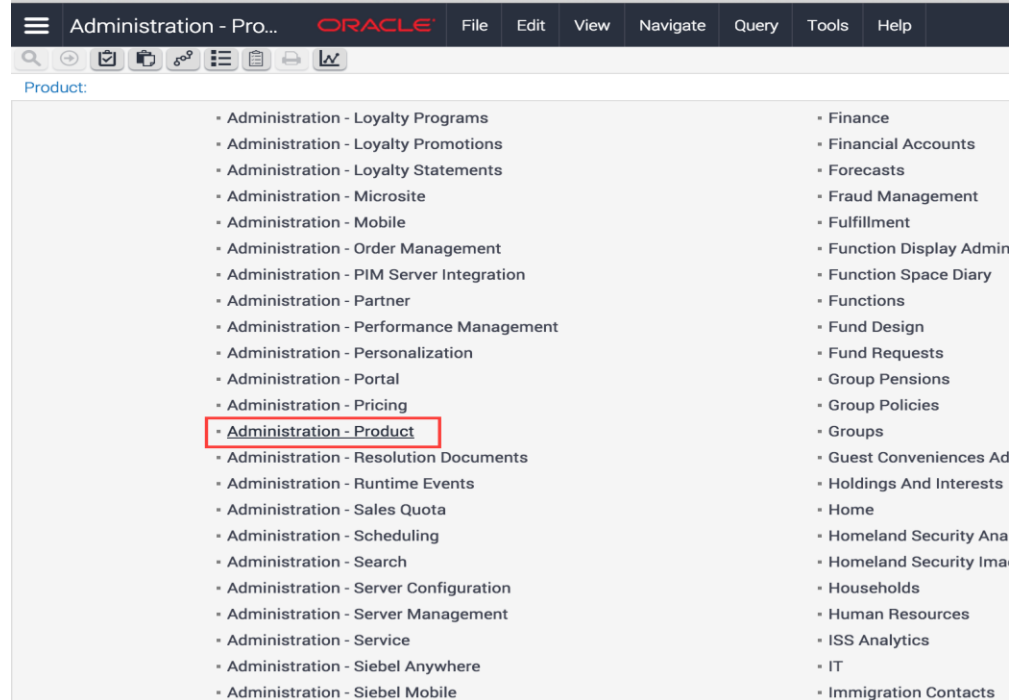


- i. Go to AIA Enterprise Manager (<http://<aiahost>:<aiaport>/em>). Navigate in the left panel to **/Farm\_aiafp/SOA/soa-infra**, and then choosing the **Instances** tab in the right panel. Verify that all instances of **SyncProductBRMCommsReqABCSImpl** have executed successfully.
  - j. Go back to Siebel **Workspace Projects** and release all the locked products (as described in previous steps above).
- 8) Import Discounts into PDC, and sync to Siebel:
- a. Copy the **RI\_RODOD\_Discounts\_Pdc.xml** file from the **/private/downloads/aiacom\_manageable\_install/importreferencedata/data** directory, to a location accessible from the browser in which you are running the PDC application.
  - b. (Optional) To change the CME prefix on all product names in the **RI\_RODOD\_Discounts\_Pdc.xml** file:
    - a. Open the file in a text editor.
    - b. Perform a Search and Replace All on occurrences of "CME " (this is four characters: "CME" followed by a space). Replace this with your preferred prefix. The new prefix value and trailing space should not exceed four characters.
    - c. Save and close the file.
  - c. In PDC, right-click the **Auto generated** changeset and select **Import**.
  - d. Browse the file and select **Auto generated** for existing changeset and click **OK**.
  - e. Click **Validate** to check for errors.
  - f. If there are no errors, click **Submit**.
  - g. Go to AIA Enterprise Manager (<http://<aiahost>:<aiaport>/em>). Navigate in the left panel to **/Farm\_aiafp/SOA/soa-infra**, and then choosing the **Instances** tab in the right panel. Verify that all instances of **SyncDiscountBRMCommsReqABCSImpl** have executed successfully.
  - h. Go back to Siebel Workspace projects and release all the locked products.

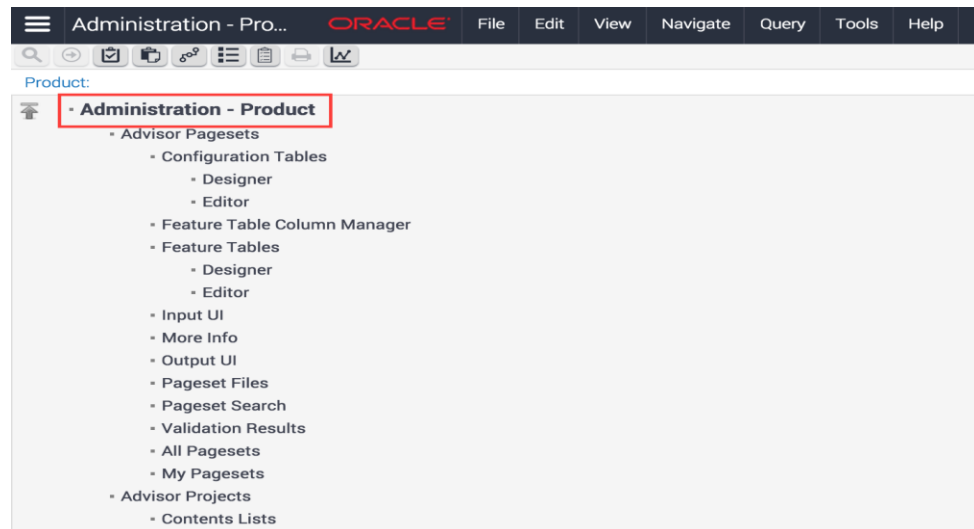
## 9) Configure Simple Service Bundles

**Note:** If you changed the CME prefix on the product names in the data import files, use the new prefix in place of CME anywhere a product with the CME prefix is cited in the following steps.

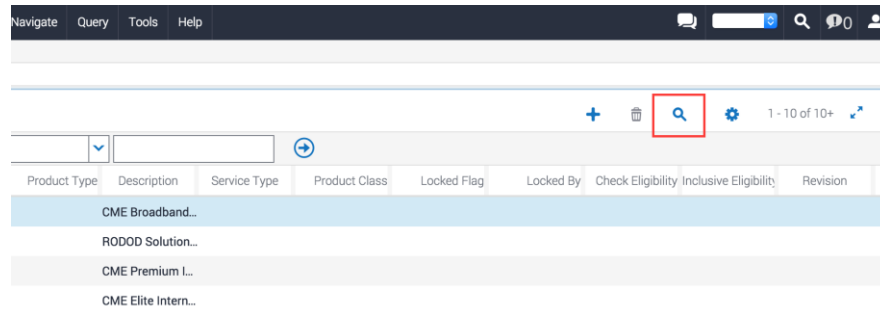
- a. In Siebel, click the **Administration - Product** link from the Site Map.



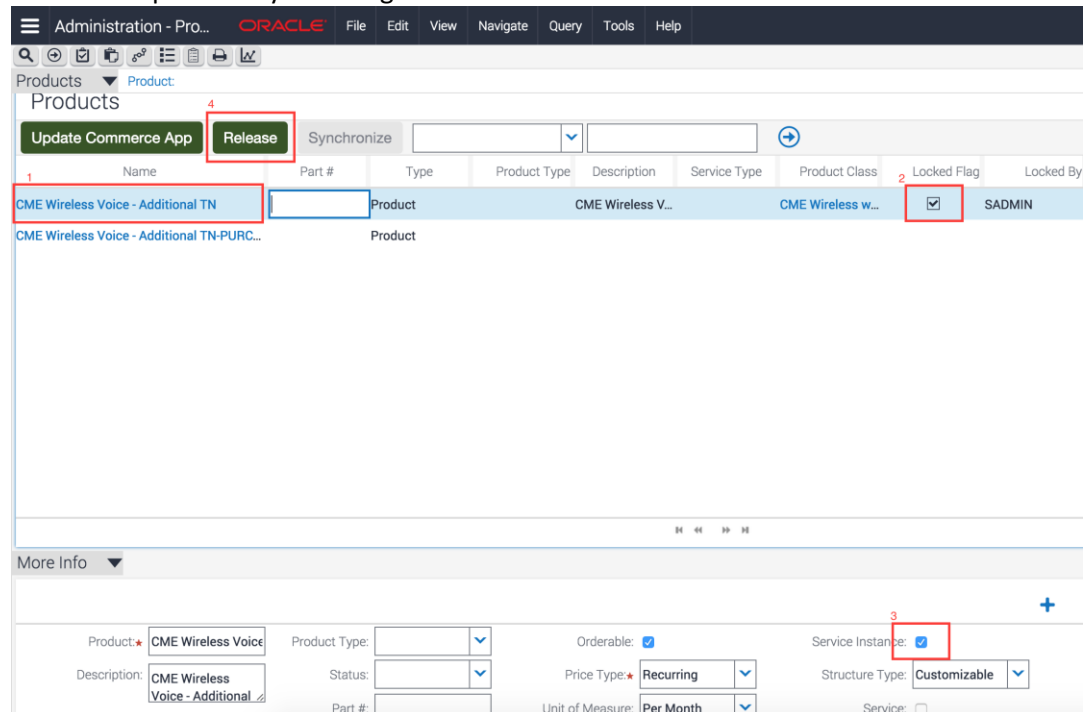
- b. Select Administration – Product from the next screen



- c. Click on the magnifying glass on the Products screen (towards the right)



- d. Search for the “CME Wireless Voice - Additional TN” product by entering the name into the Name field, and hit Enter
- e. Lock the product by checking the **Locked Flag** field
- f. Select the **Service Instance** check box in the More Information Section for this product
- g. Release the product by selecting the Release button



- h. Repeat these above steps for each of the following products:

- CME Mobile 4G LTE Data
- CME Mobile Unlimited Talk
- CME Mobile Unlimited Text
- CME 3G Mobile Data Service
- CME 6G Mobile Data Service
- CME Email Service
- CME Content on Demand

- CME Video on Demand
- CME Web Conferencing Service
- CME VoIP Fax Service
- CME VoIP Visual Voicemail

10) Setup Relationships between Products and Promotion Groups:

**Note:** If you changed the CME prefix on the product names in the data import files, use the new prefix in place of CME anywhere a product with the CME prefix is cited in the following steps.

- Currently, Siebel does not support the ability to import Product associations (relationships) during Promotion Group import, so you need to configure them manually. Use the following table as a guide for the data that drives the following steps.

Promotion Group	Members	Membership Domain	Group Rewards
CME Mobile 10GB Data Plan			CME 10 GB Shared Data CME PG Recurring Fee
	CME Data Share Owner	CME 3G Mobile Data Service	
	CME Data Share Member	CME 3G Mobile Data Service	
CME Mobile 4500 Minutes Plan			CME Mobile 4500 Shared Minutes CME PG Fee
	CME Voice Share Owner	CME Voice Service	
	CME Voice Share Member	CME Voice Service	
CME Mobile 3000 Text Plan			CME 3000 Shared Text CME PG Recurring Fee
	CME SMS Share Owner	CME SMS Service	
	CME SMS Share Member	CME SMS Service	
CME Broadband Charge Sharing			CME Broadband 100% Sponsored
	CME Broadband Share Owner	CME Broadband Service	
	CME Broadband Share Member	CME Broadband Service	
CME VoIP 5000 Minutes Plan			CME PG Fee
	CME VoIP Share Owner	CME VoIP Service	
	CME VoIP Share Member	CME VoIP Service	
CME Friends and Family Group			CME Friends and Family



	CME Profile Share Owner	CME VoIP Service	
	CME Profile Share Member	CME VoIP Service	
CME Group Charge Sponsorship			CME PG Fee
	CME Charge Share Owner	(none)	
	CME Charge Share Member	CME Advantage Double-Play	
CME Broadband Corporate Discount Plan			CME Broadband Corporate Discount
	CME Corp Share Owner	CME Broadband Service	
	CME Corp Share Member	CME Broadband Service	

b. Define a Promotion Group

**Note:** If you changed the CME prefix on the product names in the data import files, use the new prefix in place of CME anywhere a product with the CME prefix is cited in the following steps.

- i. In Siebel, use the Site Map to navigate to **Administration - Product > Promotion Groups**
- ii. In the **Promotion Group Definition** tab, search for the Promotion Group by name; for example, <CME Mobile 10GB Data Plan>
- iii. Edit the Promotion Group by selecting the promotion group and inspecting the details in the **More Info** tab. Some of the fields are not shown initially; the user must click on the **Show More** icon to the right of the More Info heading. The details should match the following:

Name=<Name of Promotion Group>  
Show in Catalog= Selected  
Check Eligibility=Selected  
Track as Agreement=Selected  
Ownership=Across Organizations

- iv. Use the Site Map to navigate to **Administration - Product > Promotion Groups > Commitment**

Modify the following fields:

Period=1  
Period UOM=Years  
Grace UOM=Years  
Grace Period=2

Promotion Groups ▼ Charge Plan:

### Promotion Groups

Name: CME Broadband Cha  
Promotion ID: 1-1ZOL  
Type: Promotion Group  
Image:  
Period: 1  
Period UOM: Years

Description:  
Organization: Default Organi  
Message:  
Grace Period: 2  
Grace UOM: Years

Campaign:  
Score:  
Effective Dates:  
Instances:  
Show in Catalog: ☒  
Track as Asset: ☒  
Track as Agreement: ☐

Commitment ▼ Charge Plan ▼

### Charge Plan

Non-Recurring Charge Details	Recurring Charge Details	Charges, Adjustments, and Usage Plan Details
NRC Schedule:	RC Schedule:	Adjust Charge:
Non-Recurring:	Recurring:	Adjust Reason:
NRC Plan:	RC Adjust:	Commit:
NRC Qty:	RC Adjust U/M:	Usage Schedule:

v. Click on the gear icon, and select **Save Record**

c. Edit Promotion Group Membership

**Note:** If you changed the CME prefix on the product names in the data import files, use the new prefix in place of CME anywhere a product with the CME prefix is cited in the following steps.

- In Siebel, use the Site Map to navigate to **Administration - Product > Promotion Groups**
- In the **Promotion Group Definition** tab, search for the Promotion Group by name; for example, <CME Mobile 10GB Data Plan>
- Select the Promotion Group of interest. In the lower applet, select **Products** from the first menu, and select **Memberships** from the second menu.

Administration - Pro... ORACLE File Edit View Navigate Query Tools Help

Promotion Groups ▼ Memberships

### Promotion Group Definition

Name: CME Mobile 10GB D  
Promotion Group ID: 1-1ZOU  
Payment Type:  
Image:  
Ownership:  
Description: CME Mobile 10GB Data Plan  
Organization: Default Organi  
Message:  
Campaign:  
Score:  
Effective Dates: 01/29/2015 -  
Instances:  
Show in Catalog: ☒  
Track as Agreement: ☒

Products ▼ Memberships ▼

Memberships

Group Rewards

Product Name	Part #	Default Billing Account	Default Owner Account	Default Service A	Description	Min	Max	Default	Customizable	Validate Member
CME Data Share Owner		Group Billing Account	Group Owner Account	Member Servic...		1	1	1		

- Create a new Membership, by clicking the "+" icon (to add the Group Owner and the Group Member)

- v. Click the magnifying glass icon in the **Product Name** field to display a list of products to choose
- vi. Select the Group Owner product to add it as a member of the Promotion Group.
- vii. Repeat the above steps to also add the Group Member product as a member of the Promotion Group.
- viii. Select the Group Owner product (example: CME Data Share Owner), and enter the following information:

Set the Cardinality as shown below.

Min=1

Max=1

Default=1

Default Billing Account=Group Billing Account

Default Owner Account=Group Owner Account

Default Service Account=Member Service Account

The screenshot shows the Oracle Administration - Promotion Groups interface. The top section is titled "Promotion Group Definition" and contains several fields: Name (CME Mobile 10GB D), Promotion Group ID (1-120U), Description (CME Mobile 10GB Data Plan), Campaign, Instances, Score, Effective Dates (01/29/2015 -), Show in Catalog (checked), Track as Agreement (checked), Image, Organization (Default Organi...), and Message. The bottom section is titled "Memberships" and contains a table with columns: Product Name, Part #, Default Billing Account, Default Owner Account, Default Service Account, Description, Min, and Max. The table has one row with the following values: CME Data Share Owner, Group Billing Account, Group Owner Account, Member Service Account, 1, 1, 1.

- ix. Similarly, select the Group Member product (example: CME Data Share Member) and enter the following information:

Set the Cardinality as shown below.

Min=1

Max=(a positive number)

Default=1

Default Billing Account=Group Billing Account

Default Owner Account=Group Owner Account

Default Service Account=Member Service Account

- x. Only one set of Group Owner and Group Member can be added to a Promotion Group. Set the max cardinality of the Group Member greater than 1, so that during runtime an additional member can be added as needed.

The screen below serves as an example to guide you through the next few steps.

For the “CME Mobile 10GB Data Plan” Promotion Group, “CME Data Share Owner” and “CME Data Share Member” are the Group Members. For each of these members, associate product “CME 3G Mobile Data Service” in the **Membership Domain** applet. The “**BillingServiceType**” of the products that are associated to the **Group Owner** and the **Group Member** should be the same.

- xi. In the **Memberships** applet select the Group Owner product.
  - xii. In the **Membership Domain** applet, click the "+" icon
  - xiii. Click the magnifying glass icon in the **Product Name** field to display a list of products to choose and choose the appropriate product according to the **Membership Domain** column of the table above.
  - xiv. Click on the gear icon, and select **Save Record**
  - xv. Repeat the above steps for the Group Member product to associate it with its corresponding product in its Membership Domain
- d. Associate Rewards to Promotion Group
- Note:** If you changed the CME prefix on the product names in the data import files, use the new prefix in place of CME anywhere a product with the CME prefix is cited in the following steps.
- i. In Siebel, use the Site Map to navigate to **Administration - Product > Promotion Groups**
  - ii. In the **Promotion Group Definition** tab, search for the Promotion Group by name; for example, “CME Mobile 10GB Data Plan”

- iii. Select the Promotion Group of interest. In the lower applet, select **Products** from the first menu, and select **Group Rewards** from the second menu

Administration - Pro... ORACLE File Edit View Navigate Query Tools Help

Promotion Groups Group Rewards

Promotion Group Definition

Name: CME Mobile 10GB D  
Promotion Group ID: 1-1ZOU  
Description: CME Mobile 10GB Data Plan  
Campaign:   
Score:   
Effective Dates: 01/29/2015 -   
Organization: Default Organi  
Instances:   
Show in Catalog: ☒  
Track as Agreement: ☒  
Payment Type:   
Image:   
Ownership:   
Message:   
CME Mobile 10GB Data Plan

Products Group Rewards

Group Rewards

Product Name	Product Line	Class	Min	Max	Default	Customizable
--------------	--------------	-------	-----	-----	---------	--------------

- iv. Add Group Rewards by clicking the "+" icon
- v. Click the magnifying glass icon in the **Product Name** field to display a list of products to choose
- vi. Search for the required Product (example: "CME 10 GB Shared Data" and "CME PG Recurring Fee"), select it, and input a Description.
- vii. Repeat the above steps to add all the Group Rewards applicable for the Promotion Group.
- viii. Click Save (or type Ctrl+S)

Administration - Pro... ORACLE File Edit View Navigate Query Tools Help

Promotion Groups Group Rewards

Promotion Group Definition

Name: CME Mobile 10GB D  
Promotion Group ID: 1-1ZOU  
Description: CME Mobile 10GB Data Plan  
Campaign:   
Score:   
Effective Dates: 01/29/2015 -   
Organization: Default Organi  
Instances:   
Show in Catalog: ☒  
Track as Agreement: ☒  
Payment Type:   
Image:   
Ownership:   
Message:   
CME Mobile 10GB Data Plan

Products Group Rewards

Group Rewards

Product Name	Product Line	Class	Min	Max	Default	Customizable
CME 10 GB Shared Data						

(For an example of configuring a Promotion Group, see [Appendix B.](#))

- 11) Service Charges for Products - Service charges are one-time charges that the customer incurs when the customer suspends, resumes, moves, or cancels service. Products that represent service charges can originate in the billing and revenue application. Product managers can add a service charge product to the catalog, and then associate this service charge product with another product and an order type. When a user creates an order or quote for that other product and that order type, the service charge product is automatically included in the order or quote.

**Note:** If you changed the CME prefix on the product names in the data import files, use the new prefix in place of CME anywhere a product with the CME prefix is cited in the following steps.

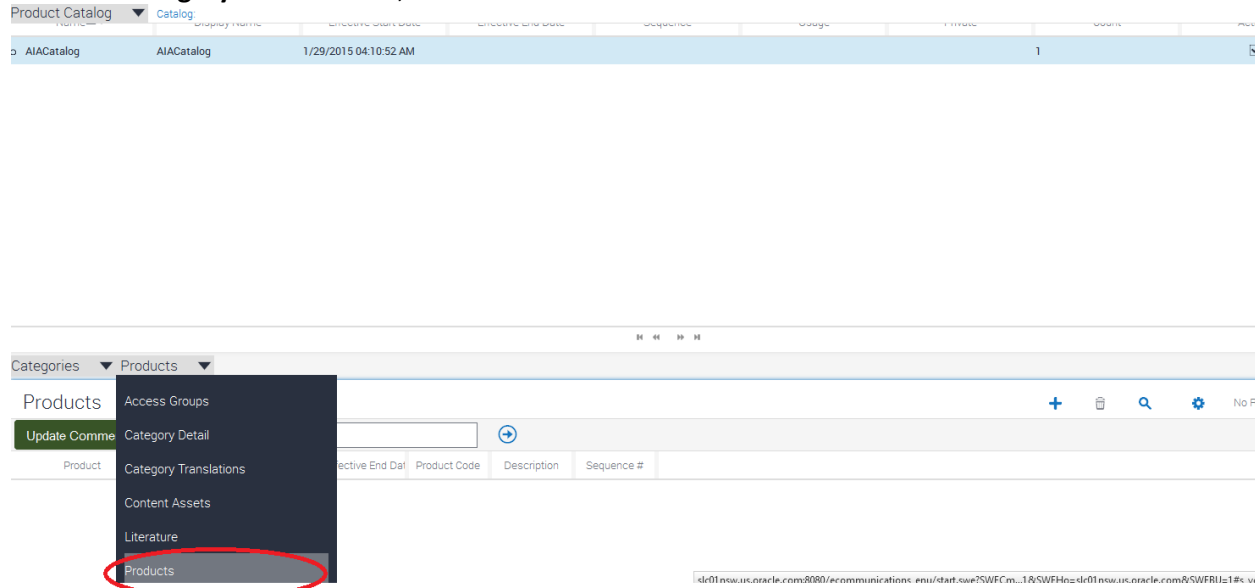
- In Siebel, use the Site Map to navigate to **Administration - Product > Product Catalog**.
- Click the “+” icon to create new category, and enter “AIACatalog” as the name. Hit enter to save.

Name	Description	Effective Start Date	Effective End Date	Private	Active	Catalog Type	Sequence
AIACatalog		1/29/2015 03:3...			<input checked="" type="checkbox"/>		
ADM Test		10/19/2005 03:...		N	<input checked="" type="checkbox"/>		
CS MDF Catalog	CS MDF Catalog	5/13/2010 06:3...			<input checked="" type="checkbox"/>		
Catalog New	1	6/20/2005 03:1...			<input checked="" type="checkbox"/>		
ERM Catalog	ERM Catalog	2/20/2002 12:2...			<input checked="" type="checkbox"/>		
ERM Employee ...	ERM Employee ...	7/1/2003 11:54...			<input checked="" type="checkbox"/>	InfoCenter	
ERM Top Soluti...	ERM Top Soluti...	2/20/2002 12:2...			<input checked="" type="checkbox"/>		

- Click on the link for the name "AIACatalog" to display its details.
- Click the “+” icon to create new categories name and enter text of your choice in Name and display name field and save. For example, enter “AIACatalog” for Name and Display Name.

Name	Display Name	Effective Start Date	Effective End Date	Sequence	Usage	Private	Count
AIACatalog	AIACatalog	1/29/2015 04:10:52 AM					0

- e. From the **Category Details** menu, select **Products**.



- f. Click the “+” icon to add new products. Ensure that the following fee products are created.

- CME Broadband Suspend Fee
- CME Broadband Resume Fee
- CME Broadband Disconnect Fee
- CME Broadband Move Fee
- CME VoIP Suspend Fee
- CME VoIP Resume Fee
- CME VoIP Disconnect Fee
- CME VoIP Move Fee
- CME Wireless Suspend Fee
- CME Wireless Resume Fee
- CME Wireless Disconnect Fee
- CME Wireless Move Fee

- g. Click on the Product Catalog drop down and select Product. For each of the following Service Bundle (SB) from the following list, search and find it in the Product table, and associate the corresponding fees, as described in subsequent 5 steps.

- Service Bundle: CME Broadband Service
  - Fee products: CME Broadband \* Fee (x 4)

- Service Bundle: CME VoIP Service
  - Fee products: CME VoIP \* Fee (x 4)
- Service Bundle: CME Voice Service
  - Fee products: CME Wireless \* Fee (x 4)

(**Note:** Fees can be associated to any Service Bundle (SB) or Simple Service Bundle (SSB), provided the Billing Service Type of the Fees and that of the SB/SSB are the same.)

h. From the **More Info** menu, select **Recommendations**.

The screenshot shows the Oracle Administration - Products interface. The 'More Info' menu is open, and 'Recommendations' is highlighted with a red circle. The main form shows details for 'CME VoIP Service'.

Name	Part #	Type	Product Type	Description	Service Type	Product Class
CME VoIP Service		Product	CME VoIP Service		CME VoIP PS	

More Info

- User Defined Attributes
- More Info
- Eligibility and Compatibility Rules
- Pricing
- Recommendations**
- Collateral

Product Form Applet

Product Type:  Status:  Part #:  Organization: Default Organiz

Orderable: ☒ Price Type: One-Time  Unit of Measure:  Product Line:

Service Instance: ☐ Structure Type: Customizable  Service: ☐ Track as Asset: ☒

- Add resume fee to the recommendations tab, select service charges for relation, and select resume for order type. The resume fee should match the chosen service bundle. Using CME VoIP Service as an example, the resume fee to add should be CME VoIP Resume Fee.
- Add suspend fee to the recommendations tab, select service charges for relation, and select suspend for order type. Using CME VoIP Service as an example, the suspend fee to add should be CME VoIP Suspend Fee.
- Add disconnect fee to the recommendations tab, select service charges for relation, and select cancellation for order type. Using CME VoIP Service as an example SB, the disconnect fee to add should be CME VoIP Disconnect Fee.
- Add move fee to the recommendations tab, select service charges for relation, and select move for order type. Using CME VoIP Service as an example SB, the move fee to



add should be CME VoIP Move Fee.

**Definitions**

Product: CME VoIP Service  
Description: CME VoIP Service  
Type:   
Part #:   
UOM:   
Price Type: One-Time  
Status:   
Organization: Default Organization  
Structure Type: Customizable  
Check Eligibility: ☐  
Inclusive Eligibility: ☐  
Orderable: ☒  
Track as Asset: ☒  
Sales Product: ☒  
Service Product: ☐

**Recommendations** ▾ Related Products ▾

**Related Products**

Product	Relation	Integration Statu	Description	Vendor	Effective Start D.	Effective End Da	Orderable	
CME VoIP Suspend Fee	Service Charges		CME VoIP Suspend Fe...		12/31/1969	12/31/1969	<input checked="" type="checkbox"/>	Suspend
CME VoIP Resume Fee	Service Charges		CME VoIP Resume Fee...		12/31/1969	12/31/1969	<input checked="" type="checkbox"/>	Resume
CME VoIP Move Fee	Service Charges		CME VoIP Move Fee D...		12/31/1969	12/31/1969	<input checked="" type="checkbox"/>	Move
CME VoIP Disconnect Fee	Service Charges		CME VoIP Disconnect ...		12/31/1969	12/31/1969	<input checked="" type="checkbox"/>	Cancellation

12) If the Bulk On-boarding feature is required, see [Appendix C: Bulk On-boarding](#).

### 13) Enable Legal Group

- Login to the AIA Host, and go to

/private/aiacom\_test\_install/commsOracleHome/comms\_home/source/soainfra/apps/  
config

- Edit the **AIAConfigurationProperties.xml** file
- Change the property "O2C.LegalGroup" from a default value of FALSE to TRUE
- Push the changes to MDS using the following commands

```
cd /private/aiacom_test_install/Middleware_wls/user_projects/domains/aiafp/soa/aia/bin
```

```
source ./aiaenv.sh
```

Create a file named updateCONFIGFILE.xml in a temporary dir on your AIA Host

```
vi /tmp/updateCONFIGFILE.xml
```

Insert the following content into the updateCONFIGFILE.xml file being edited.

```
<?xml version="1.0" standalone="yes"?>
```

```
<DeploymentPlan component="Metadata" version="3.0">
```

```
<Configurations>
```

```
<UpdateMetadataFile wlsrver="fp" mdslocation="soa/configuration/default/">
```

```
<fileset dir="<AIA_HOME_DIR>/comms_home/source/soainfra/apps/config">
```

```
<include name="AIAConfigurationProperties.xml" />
```

```

</fileset>

</UpdateMetadataFile>

</Configurations>

</DeploymentPlan>

```

Replace the <AIA\_HOME\_DIR> in the file contents with the directory where the AIA instance is installed.

/private/aiaom\_test\_install/commsOracleHome

Execute the following command.

```

ant -f <AIA_WEBLOGIC_DOMAIN_HOME_DIR>/Install/AID/AIAInstallDriver.xml -
DeploymentPlan=/tmp/updateCONFIGFILE.xml -
DUsername=<AIA_MIDDLEWARE_WEBLOGIC_ADMIN_USER> -
DPasswd=<AIA_MIDDLEWARE_WEBLOGIC_ADMIN_USER_PASSWORD> -
DPropertiesFile=<AIA_WEBLOGIC_DOMAIN_HOME_DIR>/soa/aia/bin/AIAInstallProperties.xml

```

Replace the <AIA\_WEBLOGIC\_DOMAIN\_HOME\_DIR> with the directory where the domain is installed.

/private/aiaom\_test\_install/Middleware\_wls/user\_projects/domains/aiafp

Replace the <AIA\_MIDDLEWARE\_WEBLOGIC\_ADMIN\_USER> and  
<AIA\_MIDDLEWARE\_WEBLOGIC\_ADMIN\_USER\_PASSWORD> with the WebLogic user name and password.

#### 14) In Siebel, configure Workflow Monitor Agent:

- Using the Site Map, navigate to **Administration - Server Configuration > Enterprises > Component Definitions**, and scroll down to the Components applet
- Query for 'Workflow Monitor Agent', and make a copy of it.
- Name the copied component as 'Workflow Monitor Agent SWI'.
- Change the Alias name to 'WorkMonSWI'.
- Change the Component Group to 'Workflow Management'.
- Select the component "Workflow Monitor Agent SWI"
- Change the following parameters in Component Parameter applet.

The **Group Name** and **Action Interval** parameters can be found in the "Reset" parameters. Click on the **Reset** button, and search for each parameter by name.

```

Group Name = SWI Customer Update Policy Grp
Action Interval = 5

```

The **Sleep Time** and **Default Tasks** parameters can be found in the "Advanced" (or "Hidden") parameters. Click on the **Advanced** button, and search for each parameter by name.

```
Sleep Time = 15
Default Tasks = 1
```

- h. Change the status of the new component to 'Active' by clicking '**Activate**' button.
- i. Click on **Synchronize** button to synchronize the components.

15) In Siebel, configure Default Task for Workflow Monitor Agent:

- a. Using the Site Map, navigate to **Administration - Server Configuration > Servers**.
- b. In the top **Siebel Servers** applet, select the server on which you want to modify the parameter.
- c. Under the **Component** tab, query for 'Server Manager'
- d. Under the **Parameters** tab, query for 'Show Advanced Objects'.
- e. Change the value to 'True'.
- f. Click on the **Advanced** button, and search for the **Default Tasks** parameter by name.
- g. Change the Default Tasks parameter 'Value on Restart' to 1.

16) In Siebel, to run generate trigger job with parameter Remove = TRUE

- a. Using the Site Map, navigate to **Administration - Server Management > Jobs**.
- b. Create a job 'Generate Triggers' under Component/Job.
- c. Define the Job Parameters with the following values:

```
EXEC = True
Privileged User = SADMIN
Privileged User Password = sadmin123
Remove = True
Trigger File Name = trigger.sql
```

- d. Submit the job.

17) In Siebel, generate the Trigger:

- a. Using the Site Map, navigate to **Administration - Server Management > Jobs**.
- b. Create another job 'Generate Triggers' under Component/Job.
- c. Define the Job Parameters with the following values:

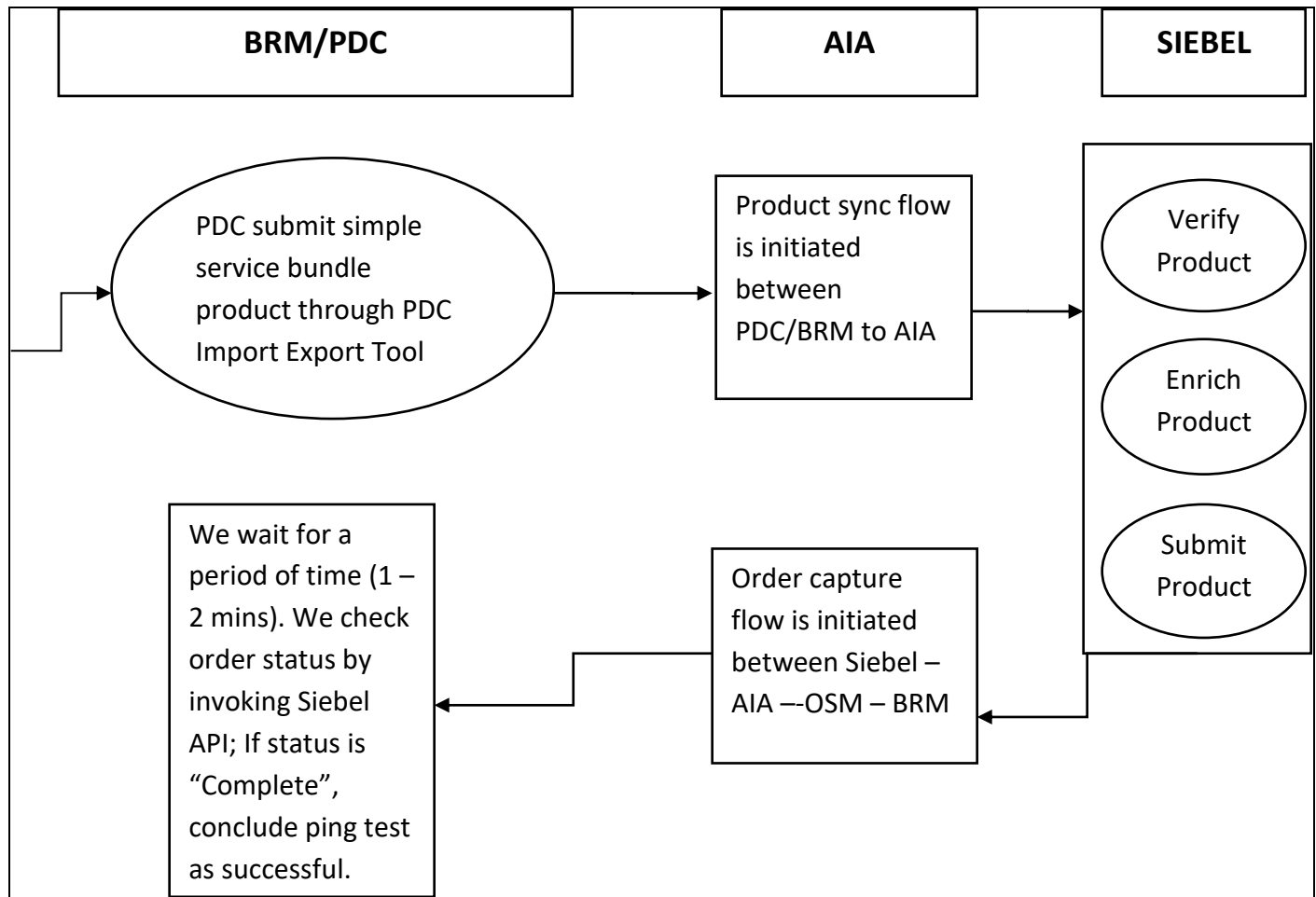
```
EXEC = TRUE
Privileged User = SADMIN
Privileged User Password = sadmin123
Trigger File Name = trigger.sql
```

- d. Submit the job.

18) Restart the Siebel server

- a. Stop the Siebel Server.
- b. Rename the existing diccache.dat file in the path  
<InstalledDirectory>/siebel/siebsrvr/bin.
- c. Start the Siebel Server.

## Testing the RODOD Environment Using Ping Test



To perform the Ping Test (Skip step 1 if already done in Installer Workstation):

- 1) Download the unattended install scripts to the **Installer Workstation**, unzip it to a local directory (identified by environment variable `MANAGEABLE_INSTALL_TOOL_DIR` or `MIK_HOME` in Install scripts and documents).

```
/bin/mkdir -p /private/downloads/aiacom_manageable_install
```

Download the **rodod\_install\_kit.zip** file to the **/private/downloads/aiacom\_manageable\_install** directory:

```
/usr/bin/unzip -d /private/downloads/aiacom_manageable_install  
/private/downloads/aiacom_manageable_install/rodod_install_kit.zip
```

- 2) On the Installer Workstation, review the default installation configuration for Ping Test in `rodod_poc` configuration file using your choice of text editor.

```
vi /private/downloads/aiacom_manageable_install/common/rodod_poc
```

Edit the **rodod\_poc** file by changing the corresponding entries:

- replacing `<SIEBEL_HOST>` with the target host (FQDN) for Siebel
- replacing `<SIEBEL_HOST simple name>` with the target host for Siebel without the domain name
- replacing `<BRM_HOST>` with the target host (FQDN) for BRM
- replacing `<BRM_HOST simple name>` with the target host for BRM without the domain name

For example:

```
RODOD_SIEBEL_HOST=<SIEBEL_HOST>  
RODOD_SIEBEL_SERVER_NAME=<SIEBEL_HOST simple name>  
RODOD_BRM_HOST=<BRM_HOST>  
RODOD_BRM_HOST_NAME=<BRM_HOST simple name>
```

Edit the **knobs** configuration file to reflect any installation options you would like to adjust:

```
vi /private/downloads/aiacom_manageable_install/pingtests/common/knobs
```

- 3) Configure OS user access (including remote access depending on the topology) by executing the **config\_access.sh** file for Ping Test.

```
/private/downloads/aiacom_manageable_install/pingtests/common/config_access.sh
```

**Every time the knobs configuration file is edited for Ping Test, remember to rerun `config_access.sh` file.**

- 4) Execute the Ping Test installer and redirect the output to a log file:

```
/private/downloads/aiacom_manageable_install/pingtests/pingtests/go.sh 2>&1 |  
tee /private/pingtest.log
```

## Appendix A: Creating Your Own Workspace in Siebel

If you want to create your own workspace in Siebel and use it (instead of the provided Demo Workspace) for the import of the Siebel promotions and promotions groups, you need to perform the following steps to ensure AIA is configured to sync with your Siebel workspace.

1. To import the Siebel Promotions:
  - a. Copy the **RI\_RODOD\_Promotions\_Siebel** file from the **/private/downloads/aiacom\_manageable\_install/importreferencedata/data** directory within your unattended install scripts working directory, to a location accessible from the browser you are running the Siebel application in.
  - b. Click the **Administration - Product** link from Site Map.
  - c. From the Product list, select **Workspace projects**.
  - d. Select the new workspace you created.
  - e. Click on the gear icon in the Workspace Projects tab, and select **Import Contents**.
  - f. Browse the **RI\_RODOD\_Promotions** file from step 1 and click **Import**.
  - g. After a successful import, click on search icon in the contents tab and enter an asterisk (\*) for Name, set locked flag to true, and hit enter.
  - h. Click **Release All**.  
All products are now in an unlocked status.
  - i. Perform the following steps to import the Siebel Promotion Groups:
    - i. Copy the **RI\_RODOD\_PromotionGroups\_Siebel** file from the **/private/downloads/aiacom\_manageable\_install/importreferencedata/data** directory within your unattended install scripts working directory, to a location accessible from the browser you are running the Siebel application in.
    - ii. Click the **Administration - Product** link from Site Map.
    - iii. From the Product list, select **Workspace projects**.
    - iv. Select the new workspace you created.
    - v. Click on the gear icon in the Workspace Projects tab, and select **Import Contents**.
    - vi. Browse the **RI\_RODOD\_PromotionGroups\_Siebel** file from step 1 and click **Import**.
    - vii. After a successful import, click on search icon in the contents tab and enter an asterisk (\*) for Name, set the Locked flag to true, and hit enter.
    - viii. Click **Release All**.  
All products are now in an unlocked status.
  - j. Update AIA Configuration to use your Siebel workspace:
    - i. Go to the AIA server and open the **AIAConfiguration.properties** file located in the

**/private/aiacom\_test\_install/commsOracleHome/comms\_home/source/soainfra/apps/config** directory.

- ii. Update the following property with the workspace name you created:  
(The same property appears twice and needs to be updated in both places.)

```
<Property name="Siebel.SEBL_01.Product.WorkspaceName">Demo
Workspace</Property>
```

- iii. Push the changes to MDS using the following commands

```
cd
/private/aiacom_test_install/Middleware_wls/user_projects/domains/
aiafp/soa/aia/bin
source ./aiaenv.sh
```

**Create a file named updateCONFIGFILE.xml in a temporary dir on your AIA Host**

```
vi /tmp/updateCONFIGFILE.xml
```

**Insert the following content into the updateCONFIGFILE.xml file being edited.**

```
<?xml version="1.0" standalone="yes"?>
<DeploymentPlan component="Metadata" version="3.0">
  <Configurations>
    <UpdateMetadataFile wlserver="fp"
mdslocation="soa/configuration/default/">
      <fileset
dir="<AIA_HOME_DIR>/comms_home/source/soainfra/apps/config">
        <include name="AIAConfigurationProperties.xml" />
      </fileset>
    </UpdateMetadataFile>
  </Configurations>
</DeploymentPlan>
```

**Replace the < AIA\_HOME\_DIR> in the file contents with the directory where the AIA instance is installed.**

```
/private/aiacom_test_install/commsOracleHome
```

**Execute the following command.**

```
ant -f
<AIA_WEBLOGIC_DOMAIN_HOME_DIR>/Install/AID/AIAInstallDriver.xml
-DDeploymentPlan=/tmp/updateCONFIGFILE.xml
-DUsername=<AIA_MIDDLEWARE_WEBLOGIC_ADMIN_USER>
-DPassword=<AIA_MIDDLEWARE_WEBLOGIC_ADMIN_USER_PASSWORD> -
DPropertiesFile=<AIA_WEBLOGIC_DOMAIN_HOME_DIR>/soa/aia/bin/AIAInst
allProperties.xml
```

**Replace the <AIA\_WEBLOGIC\_DOMAIN\_HOME\_DIR> with the directory where the domain is installed.**

```
/private/aiacom_test_install/Middleware_wls/user_projects/domains/
aiafp
```

Replace the <AIA\_MIDDLEWARE\_WEBLOGIC\_ADMIN\_USER> and <AIA\_MIDDLEWARE\_WEBLOGIC\_ADMIN\_USER\_PASSWORD> with the WebLogic user name and password.

## Appendix B: Example of configuring a Promotion Group

**Note:** If you changed the CME prefix on the product names in the data import files, use the new prefix in place of CME anywhere a product with the CME prefix is cited in the following steps.

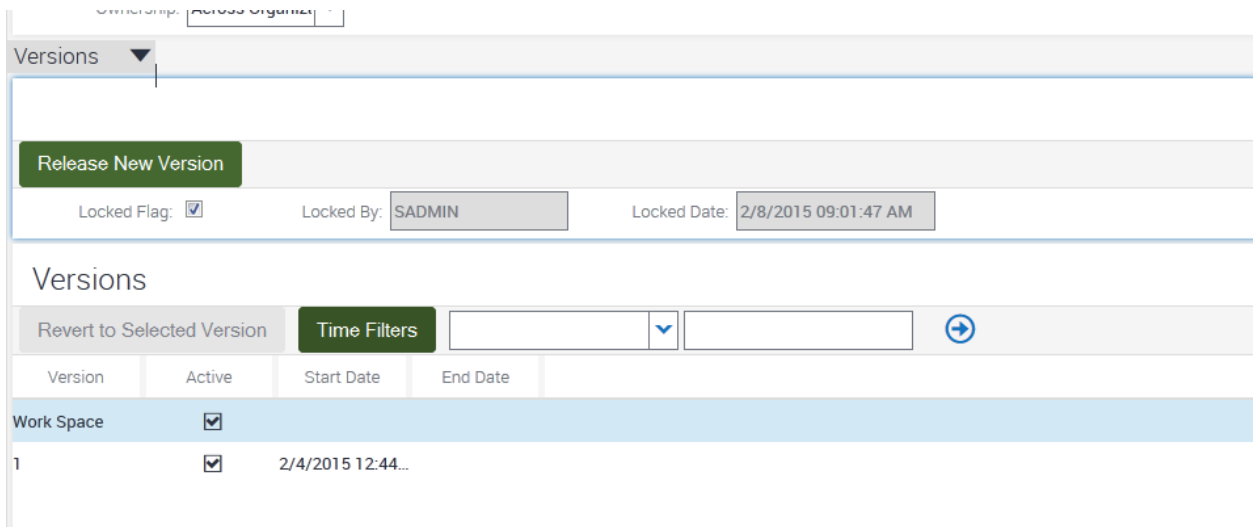
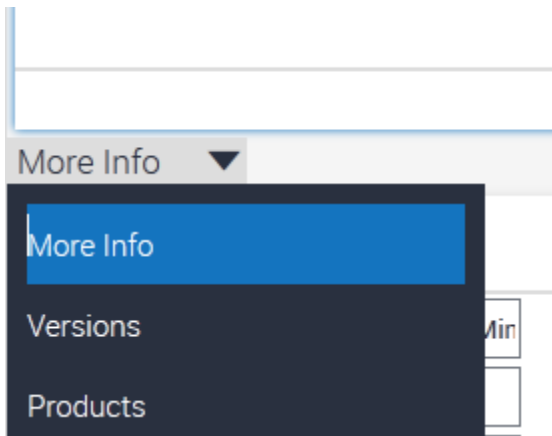
1. In Siebel, use the **Site Map** to navigate to **Administration - Product > Promotion Groups**
2. In the **Promotion Group Definition** tab, search for the Promotion Group by name; for example, <VoIP 5000 Minutes Plan>

The screenshot displays the Siebel 'Promotion Groups' interface. At the top, there is a 'Promotion Groups' dropdown menu and a 'More Info' link. Below this is the 'Promotion Group Definition' section, which includes a search bar with a dropdown arrow and a search icon. A table lists the promotion groups with the following columns: Name, Instances, Effective Dates, Show in Catalog, Check Eligibility, Inclusive Eligibility, and Across Organizations. The table contains one entry: 'CME VoIP 5000 Minutes Plan' with '02/04/2015 -' in the Effective Dates column, and checkboxes for 'Show in Catalog', 'Check Eligibility', and 'Across Organizations'. At the bottom of the interface, there is a 'More Info' dropdown menu.

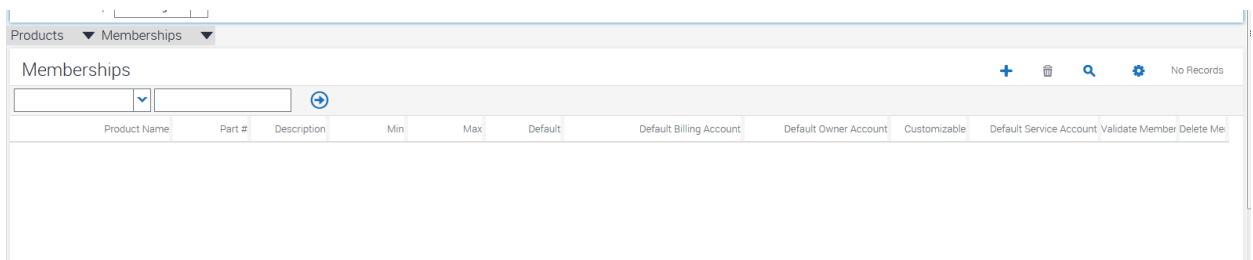
Name	Instances	Effective Dates	Show in Catalog	Check Eligibility	Inclusive Eligibility	Across Organizations
CME VoIP 5000 Minutes Plan		02/04/2015 -	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

3. In the lower applet, select **Versions**, and select **Locked** flag. (When editing any Promotion Group, the lock has to be selected and released after editing.)





4. In the same applet, select **Products** from the first menu, and select **Memberships** from the second menu.



5. Create a new Membership, by clicking the "+" icon
6. Click the magnifying glass icon in the Product Name field to display a list of products to choose
7. Select the Promotion Group Members; search for and associate both the Group Owner and Group Member products (by naming convention based on Promotion Group)

8. Select the Group Owner product (example: CME VoIP Share Owner) and enter the following information:

Min=Max=Default=1  
 Default Billing Account=Group Billing Account  
 Default Owner Account=Group Owner Account  
 Default Service Account=Member Service Account

The screenshot shows the 'Memberships' applet interface. At the top, there are tabs for 'Products' and 'Memberships'. Below the tabs, there is a search bar and a table of memberships. The table has columns: Product Name, Part #, Description, Min, Max, Default, Default Billing Account, Default Owner Account, Customizable, Default Service Account, Validate Member, and Delete Member. The first row is highlighted and shows 'CME VoIP Share Owner' with a part number of 1, a description of 1, and min, max, and default values all set to 1. The default billing account is 'Group Billing Account', the default owner account is 'Group Owner Account', and the default service account is 'Member Service Account'.

9. Similarly, select the Group Member product (example: CME VoIP Share Member), and enter the following information:

Min=1, Max=5, Default=1 fields as defined in Promotions tab  
 Select Default Billing Account=Group Billing Account  
 Select Default Owner Account=Group Owner Account  
 Select Default Service Account=Member Service Account

The screenshot shows the 'Memberships' applet interface. At the top, there are tabs for 'Products' and 'Memberships'. Below the tabs, there is a search bar and a table of memberships. The table has columns: Product Name, Part #, Description, Min, Max, Default, Default Billing Account, Default Owner Account, Customizable, Default Service Account, Validate Member, and Delete Member. The first row is highlighted and shows 'CME VoIP Share Member' with a part number of 1, a description of 1, min=1, max=5, and default=1. The default billing account is 'Group Billing Account', the default owner account is 'Group Owner Account', and the default service account is 'Member Service Account'.

10. In the **Membership Domain** applet, for each of the members in the group, associate the Service that is being shared.
11. Note: The Billing Service Type of Reward (Sharing Discount) should be same of the billing Service of the Services Being Shared to Owner and member.
12. For example, VoIP Shared 5000 Minutes Discount billing Service Type is /service/telco/VoIP and services added/shared for both the Owner and Member are VoIP Service and VoIP Fax Service is same Billing Service Type
  - a) Add members by clicking the "+" icon
  - b) Click the magnifying glass icon in the Product Name field to display a list of products to choose
  - c) Search for and select the required service Products.

For example, select and add VoIP Service and VoIP Fax Service

Products ▼ Memberships ▼

Memberships + 🗑️ 🔍 ⚙️ 1 - 1 of 1

+

Product Name	Part #	Description	Min	Max	Default	Default Billing Account	Default Owner Account	Customizable	Default Service Account	Validate Member	Delete Member
CME VoIP Share Member			1	5	1	Group Billing Account	Group Owner Account		Member Service Account		

Membership Domain + 🗑️ 🔍 ⚙️ 1 - 2 of 2

+

Product Name	Product Line	Class	Min	Max
CME VoIP Fax Service				
CME VoIP Service				

Translations + 🗑️ 🔍 ⚙️ No Records

+

Language Code	Language Name	Description
---------------	---------------	-------------

13. Repeat the same steps for the Share Owner also (only Owner and member is added in this window)
14. Select **Save Record** or type Ctrl+S to save changes.
15. Associate Rewards to Promotion Group
  - a) In Siebel, use the **Site Map** to navigate to **Administration - Product > Promotion Groups**
  - b) In the **Promotion Group Definition** tab, search for the Promotion Group by name; for example, "CME VoIP 5000 Minutes Plan"
  - c) Select the Promotion Group of interest.
  - d) In the lower applet, select **Products** from the first menu, and select **Group Rewards** from the second menu

Image:  🔍 Organization:  🔍 Message:  🔍

Ownership:  🔍

Products ▼ Group Rewards ▼

Group Rewards + 🗑️ 🔍 ⚙️ No Records

+

Product Name	Product Line	Class	Min	Max	Default	Customizable	Description
--------------	--------------	-------	-----	-----	---------	--------------	-------------


- e) Add Group Rewards by clicking the "+" icon
- f) Click the magnifying glass icon in the Product Name field to display a list of products to choose
- g) Search for and select the required Product (example: "CME VoIP Shared 5000 Minutes" and input a Description.

Min=1, Max=1, Default=1 fields as defined in Promotions tab

Ownership: Across Organiz

**Products** ▾ **Group Rewards** ▾

Group Rewards

▾  

Product Name	Product Line	Class	Min	Max	Default	Customizable
CME VoIP 5000 Shared Minutes		1	1	1		Shared Minutes

- h) Repeat the above steps to add all the Group Rewards applicable for the Promotion Group.
  - i) Select **Save Record** or type Ctrl+S to save changes
16. Select the **Products** applet, and select **Versions** from the menu.
17. Click on **Release New Version**

**Versions** ▾

Release New Version

Locked Flag: ☐ Locked By:  Locked Date:

Versions

18. Configuring the Promotion Group is complete, and it is ready for submitting an order.

## Appendix C: Bulk On-boarding

This section describes how to enable the Bulk On-boarding feature in the RODOD Reference Solution.

First, enable the Large Order feature in the RODOD Reference Solution.

1. Login to the AIA Host, and go to  
/private/aiacom\_test\_install/commsOracleHome/comms\_home/source/soainfra/apps/config
2. Edit the **AIAConfigurationProperties.xml** file
  - a) Change the property "Default.handleLargeOrderEnabled" from a default value of FALSE to TRUE, and make the following changes to 'Default.numOrderLinesInLargeOrder' and 'Default.numOrderLinesInMiniABM', if required.

```
<!-- set to 'true' if want to enable split/xform/merge for Large Orders -->
<Property name="Default.handleLargeOrderEnabled">true</Property>
<!-- number of order line items that qualifies an order as Large Order.
Used only if 'handleLargeOrderEnabled=true' -->
<Property name="Default.numOrderLinesInLargeOrder">1000</Property>
<!-- number of order line items in splitted ABM. Used only if
'handleLargeOrderEnabled=true'. Should be less than or equal to
'numOrderLinesInLargeOrder' -->
<Property name="Default.numOrderLinesInMiniABM">100</Property>
```

3. Push the changes to MDS using the following commands

```
cd
/private/aiacom_test_install/Middleware_wls/user_projects/domains/aiafp/soa/aia
/bin
source ./aiaenv.sh
```

Create a file named updateCONFIGFILE.xml in a temporary dir on your AIA Host

```
vi /tmp/updateCONFIGFILE.xml
```

Insert the following content into the updateCONFIGFILE.xml file being edited.

```
<?xml version="1.0" standalone="yes"?>
<DeploymentPlan component="Metadata" version="3.0">
  <Configurations>
    <UpdateMetadataFile wlsServer="fp" mdsLocation="soa/configuration/default/">
      <fileset dir="<AIA_HOME_DIR>/comms_home/source/soainfra/apps/config">
        <include name="AIAConfigurationProperties.xml" />
      </fileset>
    </UpdateMetadataFile>
  </Configurations>
</DeploymentPlan>
```

Replace the <AIA\_HOME\_DIR> in the file contents with the directory where the AIA instance is installed.

```
/private/aiacom_test_install/commsOracleHome
```

Execute the following command.

```
ant -f <AIA_WEBLOGIC_DOMAIN_HOME_DIR>/Install/AID/AIAInstallDriver.xml
-DeploymentPlan=/tmp/updateCONFIGFILE.xml
-DUsername=<AIA_MIDDLEWARE_WEBLOGIC_ADMIN_USER>
-DPassword=<AIA_MIDDLEWARE_WEBLOGIC_ADMIN_USER_PASSWORD> -
DPropertiesFile=<AIA_WEBLOGIC_DOMAIN_HOME_DIR>/soa/aia/bin/AIAInstallProperties
.xml
```

Replace the `<AIA_WEBLOGIC_DOMAIN_HOME_DIR>` with the directory where the domain is installed.

`/private/aiacom_test_install/Middleware_wls/user_projects/domains/aiafp`

Replace the `<AIA_MIDDLEWARE_WEBLOGIC_ADMIN_USER>` and `<AIA_MIDDLEWARE_WEBLOGIC_ADMIN_USER_PASSWORD>` with the WebLogic user name and password.

Proceed with the following steps to enable the Bulk On-boarding feature, which assumes that Siebel Tools has already been installed. The installation instructions for Siebel Tools on a Windows desktop machine are not included here.

1. If the CSR needs to validate the order, the order should remain in Pending status. If validation is needed, make the following changes:
  - a) Open Siebel Tools.
  - b) Lock the project named 'Telco OpenUI'.
  - c) Revise the workflow named 'TOUI BOB Submit Process'.
  - d) In the revised workflow, remove the step 'Call Submit WF', and join the prior decision step to the 'Go To View' step.
  - e) Publish and activate the workflow.
  - f) Alternatively, copy the **TOUI BOB Submit Process.xml** file (from the `/private/downloads/aiacom_manageable_install/importreferencedata/data` directory within your unattended installation scripts) to a location accessible from the browser in which you are running the Siebel application, and import this file for the workflow. It contains the above changes.
2. Product Setup

**Note:** If you changed the CME prefix on the product names in the data import files, use the new prefix in place of CME anywhere a product with the CME prefix is cited in the following steps.

For each Mobile service bundle, set its Product Type to 'Mobile Phone Service'. These products will get a phone number assigned in later steps.

Product	Product Type
CME Wireless 4G LTE Service	Mobile Phone Service
CME Mobile 4G LTE Data	Mobile Phone Service
CME Mobile Unlimited Talk	Mobile Phone Service
CME Mobile Unlimited Text	Mobile Phone Service

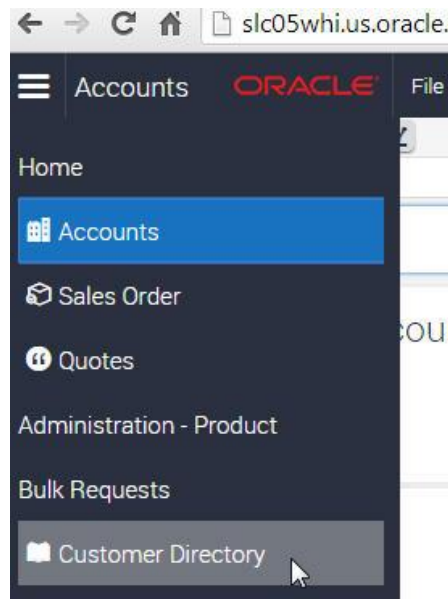
This step must be repeated for the above products (Mobile service bundles).

Name	Part #	Type	Product Type	Description	Service Type	Product Class
CME Wireless 4G LTE Service		Product	Mobile Phone Service	CME Wireless 4...		CME VoIP PS

- a) In Siebel, use the Site Map to navigate to **Administration - Product > Products**
- b) Search for product by **Name**; example: 'CME Wireless 4G LTE Service'
- c) In the **Product Type** dropdown, select value 'Mobile Phone Service'
- d) Repeat the above steps for each product of interest.

### 3. Run-time flow

- a) Login to Siebel Application
- b) Navigate to Customer Directory

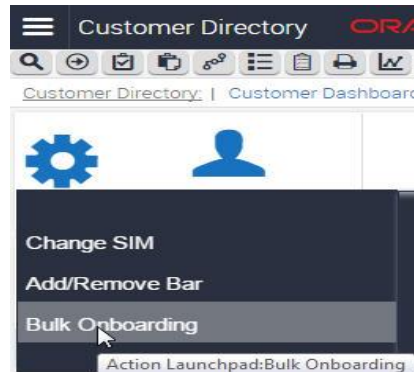


- c) Select an account

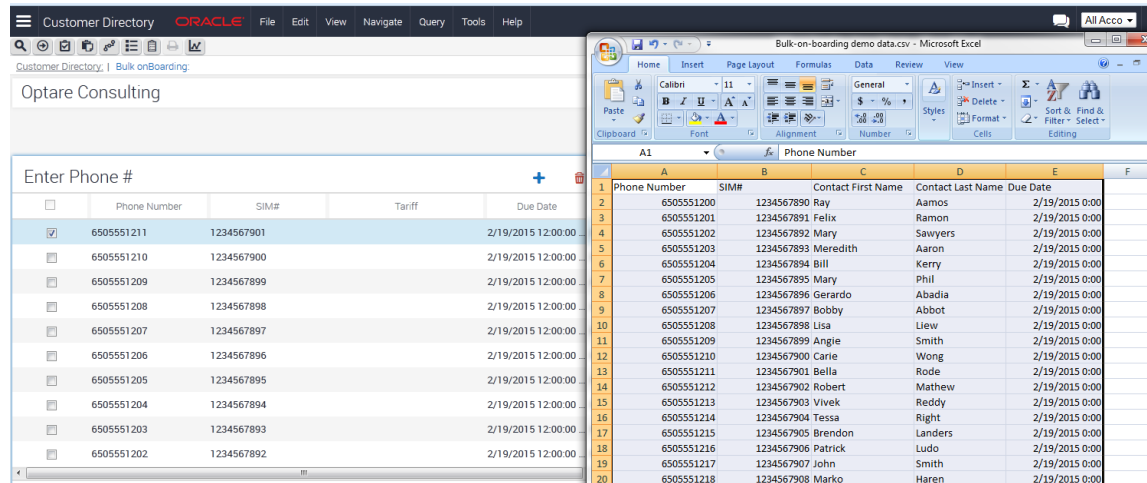
Objec	Name	Last Viewed
Person	Optare Consulting	Today
Phone	1-504673	1 day(s) ago
Person	T_19215_FN T_19215...	1 day(s) ago
Phone	1-497518	1 day(s) ago
Phone	1-496435	1 day(s) ago
Phone	WC_NY_Fin	1 day(s) ago
Phone	AC-004fce30fd834ba39...	2 day(s) ago

Account Name	Account Number	Account Type	Active
Optare Consulting	1-DHTH	Business	Active

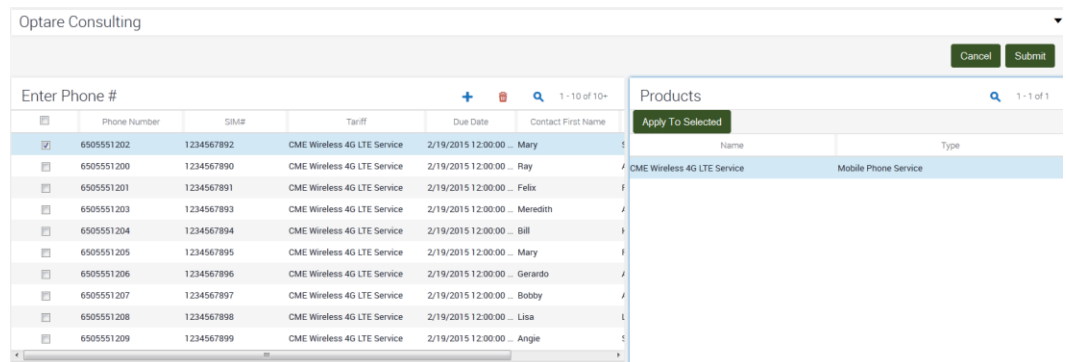
- d) Select Bulk On-boarding from Action Launch pad



- e) Copy the “Bulk-on-boarding demo data.csv” file from the **/private/downloads/aicom\_manageable\_install/importreferencedata/data** directory in your unattended installation scripts working directory to a location accessible from the browser in which you are running the Siebel application
- f) Open Bulk-on-boarding demo data.csv file and change the Due Date to the current date
- g) Drag and drop contacts from Excel spreadsheet into Enter Phone # applet



- h) Query Wireless Service product of product type Mobile Phone Service or bundle promotion that has a product of product type Mobile Phone Service product in it





- i) Select the Phone Numbers to apply.
- j) Click on **Apply** to the selected Phone Numbers
- k) Tariff field should get populated. Add or delete rows as necessary in Enter Phone # applet.
- l) Click on **Submit**
- m) An order will be created, and a confirmation view will be displayed

- n) View Orders should show the order with Service Ids populated

4. The following Siebel fields will not populate automatically while creating order from 'Customer Directory' for Bulk On-boarding, so the user must populate the values manually for the following data elements
  - a) In the sales order header section
    - i. Pricelist
    - ii. Service Account
    - iii. Billing Account
    - iv. Billing Profile
  - b) In Sales Order Lines Items
    - i. Billing Profile
    - ii. Owner Account (this field is required for Legal Groups)

## Appendix D: Installing RODOD Applications using an Oracle pre-installed database

If you do not want to install a new Database for every RODOD application, rather point all the RODOD applications to an existing pre-installed Oracle repository database, the following configuration changes will have to be done:

1. The default knobs configuration file has to be modified in the **global\_knobs** file using your choice of text editor.

```
vi /private/downloads/aiacom_manageable_install/common/global_knobs
```

2. Update the deployment configuration parameter in **global\_knobs** file to *rodod\_apps\_share\_existing\_db*.

```
DEPLOY_CONFIGURATION_FILE=rodod_apps_share_existing_db
```

3. Review the **rodod\_apps\_share\_existing\_db** using your choice of text editor.

```
vi /private/downloads/aiacom_manageable_install/common/rodod_apps_share_existing_db
```

4. By default RODOD\_DATABASE\_INSTALL property is 0 in rodod\_apps\_share\_existing\_db. This ensures that an existing DB on the given DB host is used. If it is set to 1, a new DB will be installed.
5. Edit the **rodod\_apps\_share\_existing\_db** file by changing the pre-existing Database entries:

**Please make sure that the pre-existing Database Port is listening on port 1521.**  
**Other database ports are not supported as of now.**

Configuration Parameters	Details
RODOD_BRM_DATABASE_HOST	Pre-existing BRM Database FQDN hostname
RODOD_BRM_DATABASE_HOST_NAME	Pre-existing BRM Database simple hostname, with the target host for BRM without the domain name
RODOD_OSM_DATABASE_HOST	Pre-existing OSM Database FQDN hostname

RODOD_OSM_DATABASE_HOST_NAME	Pre-existing OSM Database simple hostname, with the target host for BRM without the domain name
RODOD_AIA_DATABASE_HOST	Pre-existing AIA Database FQDN hostname
RODOD_AIA_DATABASE_HOST_NAME	Pre-existing AIA Database simple hostname, with the target host for BRM without the domain name
RODOD_SIEBEL_DATABASE_HOST	Pre-existing SIEBEL Database FQDN hostname
RODOD_SIEBEL_DATABASE_HOST_NAME	Pre-existing SIEBEL Database simple hostname, with the target host for BRM without the domain name
RODOD_DATABASE_SID	Pre-existing Database SID
RODOD_DATABASE_SID_UPPERCASE	Pre-existing Database SID in Uppercase
RODOD_DATABASE_SYS_USER_NAME	“sys”
RODOD_DATABASE_SYS_USER_PASSWORD	Password for “sys” user
RODOD_DATABASE_SYSTEM_USER_NAME	“system”
RODOD_DATABASE_SYSTEM_USER_PASSWORD	Password for “system” user
RODOD_DATABASE_GLOBAL_NAME	Full Name (including the domain) of Pre-existing Database

Save and Close the file.

If the preexisting DB is on the same host where the edge application is installed, these values can be left blank.

- Review the Database pre-requisite list for each of the RODOD applications to ensure all expected Database patches are applied to the Database

## Appendix E: Apply new patches

### Apply SOA patch set

1. Download the new AIA SOA patch set installer related files on the Media Server.
2. On the Installer Workstation, review the default installation configuration for AIA Middleware using your choice of text editor. It should match the host where the AIA Middleware is installed.

```
vi /private/downloads/aiacom_manageable_install/common/rodod_poc
```

#### Verify

```
RODOD_AIA_HOST=<AIA_HOST>
RODOD_AIA_HOST_NAME=<AIA_HOST simple name>
```

Refer to [Installing FMW for AIA Integration Packs](#) section for the sample host names to be provided.

3. In case, if the previous patches needs to be rolled back before applying the latest patch, follow the below steps.(The patches which are applied through MIK previously can only be rolled back through this scripts, as MIK expects all the patches installer related media in a certain directory to roll back)

Update the <MIK\_HOME>/common/media\_pack\_config.properties with the patches that needs to be rolled back.

```
vi /private/downloads/aiacom_manageable_install/common/
media_pack_config.properties
```

#### Example:

```
MEDIA_DIRECTORY_ROLLBACK_SOA_PATCHSET="20163149|22524811"
```

Rollback the patches listed in media\_pack\_config.properties :

```
/private/downloads/aiacom_manageable_install/aia_middleware_scripts/aiafp/
go_aia_soa_patchrollback.sh
```

4. On the Installer Workstation, review the <MIK\_HOME>/common/media\_pack\_config.properties file:

```
vi /private/downloads/aiacom_manageable_install/common/
media_pack_config.properties
```

Review the file.

Save and Close the file.

5. Configure OS user access and generate media variables in media\_map for AIA SOA patches by executing the config\_access.sh file for AIA Middleware:

```
/private/downloads/aiacom_manageable_install/aia_middleware_scripts/common/config_access.sh
```

**Every time any configuration file is edited for AIA, you must rerun config\_access.sh file.**

6. Apply the AIA SOA patch and redirect the output to a log file:

```
/private/downloads/aiacom_manageable_install/aia_middleware_scripts/aiafp/go_apply_soa_patches.sh 2>&1 | tee /private/aia_soa_patch_install.log
```

## Appendix F: Install OSM and O2A only

This section provides information on installing OSM, its database, corresponding design studio and O2A cartridges. The following instructions are useful when up taking a new version of OSM that do not require changes to the rest of the applications in the Reference solution:

1. Uninstall the OSM and its database by executing the **ungo.sh** scripts in the following sequence:

```
/private/downloads/aiacom_manageable_install/osm_scripts/osm/ungo.sh  
/private/downloads/aiacom_manageable_install/osm_scripts/database/ungo.sh
```

2. Manually check if any process running from /private
3. Ensure following entry does not exist in /etc/oratab:

```
orcl:/private/aiacom_test_install/oracledb/product/12.1.0/dbhome_1:N
```

4. Remove all directories under /private/downloads/\* except for **aiacom\_manageable\_install**
5. Remove all directories under Application Home - /private/aiacom\_test\_install/\*
6. On the Installer Workstation where the unattended install scripts are extracted, review the <MIK\_HOME>/common/media\_pack\_config.properties file and make the appropriate edits.
7. Configure OS user access (including remote access depending on the topology) and generate media variables in media\_map for OSM installer by executing the **config\_access.sh** file for OSM:

```
/private/downloads/aiacom_manageable_install/osm_scripts/common/config_access.s  
h
```

8. Execute the OSM installer and redirect the output to a log file:

```
/private/downloads/aiacom_manageable_install/osm_scripts/osm/go.sh 2>&1 | tee  
/private/osm_install.log
```

9. Execute the O2C AIA PIP installer and redirect the output to a log file:

```
/private/downloads/aiacom_manageable_install/aiapip_o2c/aiapip_o2c/go_prepare_osm.s  
h.sh 2>&1 | tee /private/go_prepare_osm.log
```

## Appendix G: RODOD – SNO Integration

Follow the below steps to setup RODOD – SNO Integration.

Note: Refer to Weblogic Administration guide for detailed steps on how to configure web logic resources.

- 1) Install SNO:
  - a) Follow the SNO Reference Implementation Automated Installation Guide and have the Setup ready.
  - b) Ensure that the SNO solution is working.
- 2) Prepare SNO for Integration by doing the following:
  - a) Turn on Milestone Updates
    - i) Follow the SNO Reference Implementation Manual Installation Guide and set up the OSM SOM RI workspace. Milestone updates are left ON by default. Ensure that you do not turn them off.
    - ii) Deploy OracleComms\_OSM\_SOM\_Unified\_Solution.
  - b) Using the WebLogic Administration Console, delete the following AIA queues from the oms\_jms\_module JMS module. Refer to Weblogic Administration guide for detailed steps on how to configure weblogic resources.
    - i) AIA\_UpdateFulfillmentOrderQueue
    - ii) AIA\_CreateErrorFaultQueue
  - c) Configure SAF for the integration between RODOD and SNO–
    - i) Create a persistent store with the following settings:
      - (1) Entity to create: FileStore
      - (2) Name: O2A\_FileStore
      - (3) Target: OSM ManagedServerName
    - ii) Create a new JMS Server named oms\_jms\_server\_O2A, targeting it to OSM MS.
    - iii) Create a SAF Agent with the following settings:
      - (1) Name: O2A\_SAFAgent
      - (2) Persistent Store: O2A\_FileStore
      - (3) Target: OSM ManagedServerName

- iv) In the oms\_jms\_module JMS module, create a subdeployment named O2A\_SAFAgent\_ManagedSererName that targets O2A\_SAFAgent.
- v) Create the following JMS and SAF Resources in the oms\_jms\_module JMS module:

Resource	Type	Description
O2A_RemoteSAFContext	SAF Remote Context	Provide AIA MS URL and credentials
O2A_ErrorHandling	SAF Error Handler	Log format: %header%,%properties%,%body%
O2A_SAFImportedDestinations	SAF Imported Destination	Subdeployment: O2A_SAFAgent_ManagedServerName Target: OSM ManagedServerName Remote SAF Context: O2A_RemoteSAFContext SAF Error Handling: O2A_ErrorHandling
AIA_FOPROV_OUT_JMSQ	SAF Queue	Remote JNDI: jms/aia/AIA_FOPROV_OUT_JMSQ  Local JNDI:  oracle/communications/ordermanagement/WebServiceUpdateFulfillmentOrderQueue
AIA_LFERROR_JMSQ	SAF Queue	Remote JDNI:  jms/aia/AIA_LFERROR_JMSQ  Local JNDI:  oracle/communications/ordermanagement/CreateErrorFaultQueue

- 3) Install RODOD:  
Follow the RODOD Reference Solution Installation Guide instructions and install Siebel, BRM, PDC, AIA, and OSM.  
As part of AIA's run\_config.sh script, provide both OSM COM details and SNO SOM details.  
Ensure that the RODOD solution is working.
- 4) Set up RODOD Readiness Data:  
Import Reference Data using RODOD MIK Scripts.  
Ensure that the CRM system's address/postal codes match the Inventory.

- 5) Prepare OSM COM Solution for Integration:
  - a) Undeploy the OSM Order-to-Activate (O2A) COM/SOM solution for Calculate Service Order (CSO), named OracleComms\_OSM\_O2A\_COMSOM\_CSO\_Solution.
  - b) Stop and delete the following emulators:
    - i) osm\_InventoryOrderEmulator
    - ii) osm\_TomOrderEmulator
  - c) Remove the following queues from oms\_jms\_module:
    - i) OSM\_LFAbortOrderPropagationRespQueue
    - ii) OSM\_ServiceProvisioningUpdateQueue
    - iii) OSM\_TomToSomOrderUpdateQueue
    - iv) OSM\_WebServiceCreateTomOrderQueue
    - v) OSM\_WebServiceCreateTomOrderResponseQueue
    - vi) OSM\_WebServiceFalloutLFResponseQueue
    - vii) OSM\_WebServiceResponseQueue
    - viii) OSM\_WebServiceRetryResponseQueue
    - ix) UIM\_inventoryCTOQueue
    - x) UIM\_inventoryCustomWSQueue
    - xi) UIM\_inventoryWSQueue
    - xii) UIM\_inventoryWSQueueAlternate
    - xiii) UIM\_inventoryWSResponseQueue
  - d) Remove the following queue from O2A\_SAFImportedDestinations in the oms\_jms\_module JMS module:
    - i) AIA\_FOPROV\_OUT\_JMSQ
  - e) Set up a workspace for the O2A COM for CSO, using Typical topology, according to the instructions in Cartridge Guide for Oracle Application Integration Architecture.
  - f) Deploy the O2A COM solution that you configured in the previous step, according to the instructions in Cartridge Guide for Oracle Application Integration Architecture.

Supported use cases:

#### CRM-Down Test Orders

SNO	Name	Supported
1	Add a Broadband Service [1] - product options (Basic Internet, AAA_Account=?), ServiceAdress1 PC=75024	Yes
2	Change Broadband Service [1] - increase bandwidth (Premium Internet)	Yes
3	Change Broadband Service [1] - decrease bandwidth (Basic Internet)	Yes
4	Change Broadband Service [1] - increase bandwidth (Elite Internet)	Yes
5	Change Broadband Service [1] - increase bandwidth (Super Elite Internet), design fails; no supported technology available;	Yes



6	Cancel change Broadband Service [1] - abandon an infeasible order	Yes
7	Resume Broadband Service [1]	Yes
8	Disconnect Broadband Service [1]	Yes
9	Add a Broadband Bundle - BB Service[2] options (Basic Broadband, AAA_Account=?); Internet Media[1] options (Video on Demand), ServiceAdress6 PC=75013	Yes
10	Add Broadband Service [3] - product options (Premium Broadband, AAA_Account=?), ServiceAdress8 PC=75013; resource exhaustion - fixed - success	Yes