

# ***Oracle Enterprise Visual Applications***

## ***Developer's Guide***

ORACLE

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# Preface

The *Oracle Enterprise Visual Applications Developer's Guide* describes how to properly configure OEVA for use with VueLink.

For the most up-to-date version of this document, go to the AutoVue Documentation Web site on the Oracle Technology Network at <http://www.oracle.com/technetwork/documentation/autovue-091442.html>.

## Audience

The *Oracle Enterprise Visual Applications Developer's Guide* is intended for third-party developers who want to add Enterprise Visualtion capability to their enterprise applications.

## Related Documents

For more information, refer to the following documents:

- *System Administrator Manual*
- *Security Guide*
- *User's Manual*
- *Clustering Guide*
- *Release Notes*

## Conventions

The following text conventions are used in this document:

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

# Introduction

**Note:** Before reviewing this document, we recommend that you first familiarize yourself with Oracle AutoVue VueLink for Oracle UCM<sup>1</sup> by reading through the *System Administrator Manual*, *Security Guide* and *User's Manual*. These manuals provide pertinent information regarding the installation and usage of VueLink and are located in the <VueLink extracted folder>\VueLink\_documentation directory. These manuals can also be accessed from the readme file, readme.html, located in the root folder where you installed the VueLink for UCM.

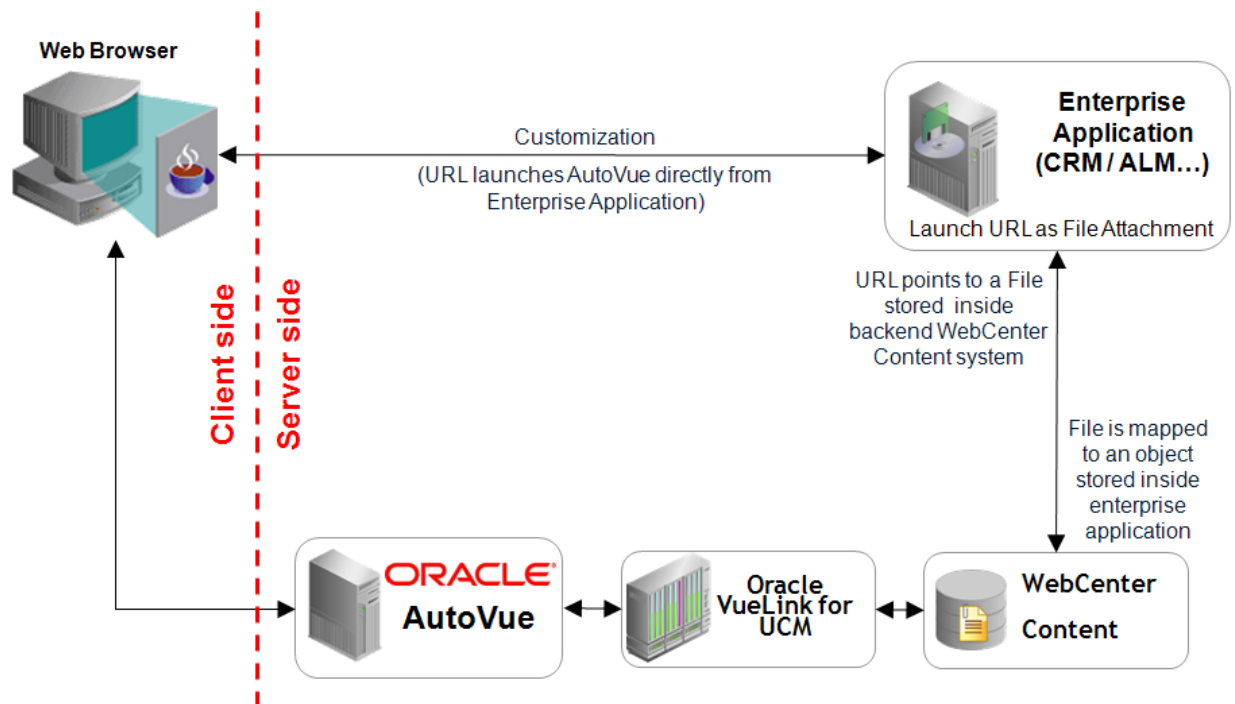
Oracle Enterprise Visual Applications (OEVA) is designed to allow users to add Enterprise Visualization capability to their enterprise applications. It provides a generic structure for accessing documents stored in the Oracle WebCenter Content system through the concepts of *Asset ID* and *Workflow ID* that are defined in enterprise application systems rather than the doc ID of the document in the WebCenter Content; Asset ID and Workflow ID are identifiers associated to an asset and an enterprise workflow (such as a service request or work order), respectively, in the backend WebCenter Content system. Refer to [OEVA Industry Application Examples](#) for information on how Asset ID and Workflow ID are used in industry.

This manual provides information on how to properly configure OEVA for use with VueLink for UCM.

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1. This document also refers to Oracle AutoVue VueLink for Oracle UCM as VueLink for UCM.

## How OEVA Works



Using an internal mapping, a document in the backend WebCenter Content system is connected to an asset and/or workflow in an enterprise application system so that the document can be retrieved using Asset/Workflow IDs. The mapping is stored as part of the document's record inside the backend system. As a result, some custom attributes should be added to the backend system structure.

Using this framework, documents can be mapped to several assets/workflows and each mapping can have its own set of markups that are only available in the context of that certain asset and/or workflow.

The following steps outline the process flow of using OEVA to access documents from a backend WebCenter Content system:

- 1 Log on to the enterprise application system (for example, CRM, ALM and so on) through a Web browser.
- 2 From inside the enterprise application system, select an object (for example, service request, asset, and so on) that includes a file attachment.
- 3 Click on the launch URL to view the file attachment.  
AutoVue launches within the context of the object.

**Launch URL example:**

`http://appserver:port/ idc/jsp/autovue/csiApplet.jsp?aID=<AssetID>&EditMode=<Mode>`

**Note:**

- If the object is an asset, then AutoVue launches within the context of Asset ID.
- If the object is a service request, then AutoVue launches within the context of Workflow ID.
- You can copy the launch URL from the backend WebCenter Content system and paste it inside the enterprise system as a file attachment.
- The Asset or Workflow IDs can be passed in the launch URLs described in [Configuring OEVA](#).
- You should create a mapping between the object and attached file by adding an Asset or Workflow ID to the file in the backend WebCenter Content system.

# OEVA Industry Application Examples

The following provides examples of how OEVA is used in industry.

## For Assets

A power generation plant includes multiple instances of a certain pump (asset), and requires that all readings from each pump are added as markups. All instances of the pump point to the same drawing in the backend WebCenter Content system. However, when viewing in the context of a particular instance of the pump, only the markups associated to that specific pump should appear.

## For Workflows

Markups are added to a service request from Siebel CRM Adapter for WebCenter Content for a tractor engine drawing. Further service requests are made against the same drawing that is located in the backend WebCenter Content system. However, when viewing the drawing from the context of the specific service request, only the markups associated to that specific service request should appear.

For more information, refer to [Appendix A: Siebel CRM Adapter](#).

# Configuring OEVA

To enable this support for OEVA, you must perform the following configurations.

## Configuring Asset ID Mapping

Part of the OEVA includes a document inside WebCenter Content mapping to assets. Normally, an asset in enterprise systems such as Asset Lifecycle Management (ALM) system has a unique ID. If the related document is being stored inside the backend WebCenter Content system, an attribute whose type is *Memo* or *Text* should be created in the backend WebCenter Content system and stores the value of the Asset IDs.

A document can be mapped to any number of assets. In this case each AssetID can be separated by a separator. If the attribute is of type Memo, you can use new line character "\n" as the separator. If the attribute is of type Text, you can define a single character as a separator in web.xml. Refer to *System Administrator Manual* for information on web.xml.

If the system has the integration of Siebel CRM Adapter and WebCenter Content, the *xsiebelAsset* attribute should be created. You can use a comma "," as a separator of asset values.

For more information, refer to [Appendix A: Siebel CRM Adapter](#).

The system administrator should update the web.xml file with a new attribute name and separator of the asset values for the line of OEVAAssetID.

## Configuring Workflow ID Mapping

Similar to asset mapping, workflow mapping requires a new attribute whose type is *Memo* or *Text* in the backend WebCenter Content system and stores the value of the Workflow IDs. Note that a document can be mapped to any number of workflows. In this case, each Workflow ID can be separated by a separator. If the attribute is of type Memo, you can use new line character "\n" as the separator. If the attribute is of type Text, you can define a single character as a separator in web.xml. Refer to *System Administrator Manual* for information on web.xml.

If the system has the integration of Siebel CRM Adapter and WebCenter Content, the *xsiebelSvcReq* attribute should be created. You can use a comma "," as a separator of workflow values.

For more information, refer to [Appendix A: Siebel CRM Adapter](#).

The system administrator should update the web.xml file with new attribute name for workflow and separator of the workflow values for the line of OEVA Workflow ID.

## Asset Mapped to Document

If an asset of the enterprise application system is mapped to a document in the backend WebCenter Content system, after performing the configuration in [Configuring Asset ID Mapping](#), you need to construct and launch a URL with the following format to create/view the asset markup—a unique markup, named AssetID, associated with asset:

```
http://appserverhost:port/cs/
idcplg?IdcService=VIEW_IN_AUTOVUE&aID=<AssetID>&EditMode=<Mode>
```

### Note:

- **appserver:port:** Host and port of the Web server which the WebCenter Content application uses.
- **<AssetID>:** The ID of the asset in the enterprise application system mapped to a document in the backend WebCenter Content system through the OEVA Asset ID attribute.
- **<Mode>:** If EditMode=1, *assetEdit.gui* should be in use, and you can edit and modify the asset markup and save it to the backend system. Note that the **New Markup** and **Save As** options are not possible. Otherwise,



*assetView.gui* should be in use, and you cannot perform any activity related to markup except for viewing the asset markup. Both .gui files should be put in the <AutoVue\_home>/bin/Profiles directory.

After launching the applet using the launch URL which specifies EditMode=1, the asset markup, if it exists, loads automatically. If the asset markup does not exist, it is created automatically and you can add markup entities to it.

When EditMode=0, or is not defined, the asset markup, if it exists, loads automatically in read-only mode.

**Note:** Asset markup is unique per asset and cannot be deleted.

## Workflow Mapped to Document

If a workflow in the enterprise application system is mapped to a document in the backend WebCenter Content system, you need to construct and launch a URL with the following format to create/view workflow related markups after performing the configuration in [Configuring Workflow ID Mapping](#).

**http://appserverhost:port/cs/idcplg?IdcService=VIEW\_IN\_AUTOVUE&wID=<WorkflowID>**

**Note:**

- **appserver:port:** Host and port of the Web server which WebCenter Content application uses.
- **<WorkflowID>:** The ID of workflow in the enterprise application system mapped to document in the backend WebCenter Content system through OEVA Workflow ID.

After launching the applet from the above launch URL, if the default workflow markup, Workflow ID, does not exist it is created automatically and you can add markup entities to it. Besides default workflow markups, you can create any number of markups related to the workflow and save to the backend WebCenter Content system.

**Note:** Only the default workflow markup, as with the asset markup, cannot be deleted. However, other workflow markups can be deleted.

## Workflow Related to Asset

If a workflow is associated with an asset in the enterprise application system and the asset is mapped to a document in the backend WebCenter Content system, after conducting configurations in [Configuring Asset ID Mapping](#) and [Asset Mapped to Document](#), the following launch URL should be used to create/view workflow related markups:

**http://appserverhost:port/cs/idcplg?IdcService=VIEW\_IN\_AUTOVUEwID=<WorkflowID>&aID=<AssetID>**

**Note:**

- **appserver:port:** Host and port of the web server which WebCenter Content application uses.
- **<WorkflowID>:** The ID of workflow in enterprise application system related to AssetID.
- **<AssetID>:** The ID of asset in enterprise application system mapped to document in WebCenter Content repository specified by the attribute of OEVA Asset ID.

After launching the applet from the above launch URL, the asset markup AssetID and the default workflow WorkflowID, if it exists, loads automatically along with the document. The asset markup should be Read-Only (you cannot modify it). If the default workflow markup does not exist, it is created automatically and you can add markup entities to it. Besides default workflow markups, you can create any number of markups related to the workflow and save to the backend WebCenter Content system successfully.

The asset markup and default workflow markup cannot be deleted by the user. Other workflow related markups can be modified and deleted according to the user permissions.

## Asset/Workflow Related to Older Version Document

If an asset or workflow in the enterprise application system is associated with an older version document in the backend WebCenter Content system, the launch URL should also include the dID parameter (in addition to aID and/

or wID). Then the specified version document should be loaded in AutoVue applet. The following are the examples of the launch URL.

**http://appserverhost:port/cs/idcplg?IdcService=VIEW\_IN\_AUTOVUE&dID=<dID>&aID=<AssetID>**

**http://appserver:port/idc/jsp/autovue/csiApplet.jsp?dID=<dID>&wID=<WorkflowID>**

**Note:**

- **appserver:port:** Host and port of the Web server which WebCenter Content application uses.
- **<dID>:** The ID of document in the backend WebCenter Content system which identifies the unique version of the document.
- **<AssetID>:** The ID of asset in enterprise application system mapped to a document in the backend WebCenter Content system through the OEVA Asset ID attribute.
- **<WorkflowID>:** The ID of workflow in enterprise application system mapped to a document in the backend WebCenter Content system through the OEVA Workflow ID attribute.

## Embed Mode (Optional)

Whether the applet to be launched in the current browser window or as a popup window can be controlled by specifying the **embedded** parameter in the launch URL. The default behavior launches the applet in a new popup window if this parameter is not defined.

**embedded =1: current browser window**

**embedded =0: new pop-up window**

## GUI File (Optional)

The GUI file parameter is another optional feature that allows you to control the Applet Interface.

If you specify the **guiFile=<filename>** parameter in the launch URL—assuming that <filename> is the name of a valid GUI file inside <AutoVue\_Home>/bin/Profiles folder—it is used for the Applet interface.

**For example:**

**http://appserverhost:port/cs/idcplg?IdcService=VIEW\_IN\_AUTOVUE&aID=<AssetID>&wID=<WorkflowID>&guiFile=custom.gui**

**Note:** For Asset ID (aID) the Applet UI is decided based on EditMode parameter (assetEdit.gui or assetView.gui). For Workflow ID, assetEdit.gui is always used; passing guiFile parameter has no impact on Applet UI. Both assetEdit.gui and assetView.gui are located in the <VueLink extracted folder>\dms\_customization directory.

# Appendix A: Siebel CRM Adapter

In a system where the Siebel CRM Adapter is installed, documents can be saved to the backend WebCenter Content system directly from Siebel CRM. For example, the following highlights the **Attachments** link of a service request:

**Siebel Call Center - Microsoft Internet Explorer**

Address: t.swe?SWECmd=Login&SWEPL=1&\_sn=eEYJXJzYwDO-oyRJub6aPFB0sX-18oN6zQ6fC5c.gBo\_8SWE1

Home: > SR #: 176914-4624244

Menu: New, Delete, Cancel, Query, Smart Answer, Auto Quote, Verify, Verify Best Time, Create Case

**SR Information**

SR #: 176914-4624244  
 Last Name: Smith  
 First Name: Paul  
 Account: Honeywell International

Type: System  
 Area: Printer  
 Sub Area: Cartridge  
 Opened: 3/10/2005 02:25:29

**Status and Ownership**

Status: Open  
 Sub Status: Unassigned  
 Priority: 3-Medium  
 Owner: CCHENG

Tasks | Activities | Activity Plans | **Attachments** | Related SRs | Solutions | Incidents | More Info | Leads | Cases | Groups

**Managed Attachments**

Name	Title	Author	Size	Date	Info	Edit	Properties
Excel2007.xlsx	Excel2007.xlsx	sysadmin	32 KB	7/21/09	i	✎	📄
3DSolidWorks-Hard Drive II.SLDASM	3DSolidWorks-Hard Drive II.SLDASM	siebel	320 KB	5/8/09	i	✎	📄

The **Service Request** and **Asset** fields of documents that are stored in the backend WebCenter Content system can be mapped to the OEVA concepts of *Workflow ID* and *Asset ID*. For example, as displayed in the following, when checking a document into the backend WebCenter Content system for a service request or asset, the **Service Request**

or **Asset** fields for the WebCenter Content Content Information are automatically assigned the value of a unique RowID in the database.

**Content Information**

**Content ID:** SBL1\_000131  
**Revision:** 1  
**Type:** SiebelAttachment - Documents attached to Siebel Entities  
**Title:** Excel2007.xlsx  
**Author:** sysadmin  
**Comments:**  
**Trigger:** SiebelDocProfile  
**IRM classification:**  
**Contact:**  
**Order:**  
**MarkupCounter:** 0  
**Account:**  
**Service Request:** 3SIA-2R438  
**Call Report:**  
**Opportunity:**  
**Asset:**  
**Quote:**  
**Claim:**  
**test:**  
**Markup\_BasedID:** 0  
**Security Group:** Public  
**Checked Out By:**  
**Status:** Released  
**Formats:** application/vnd.ms-excel

**Content Actions** **E-mail**

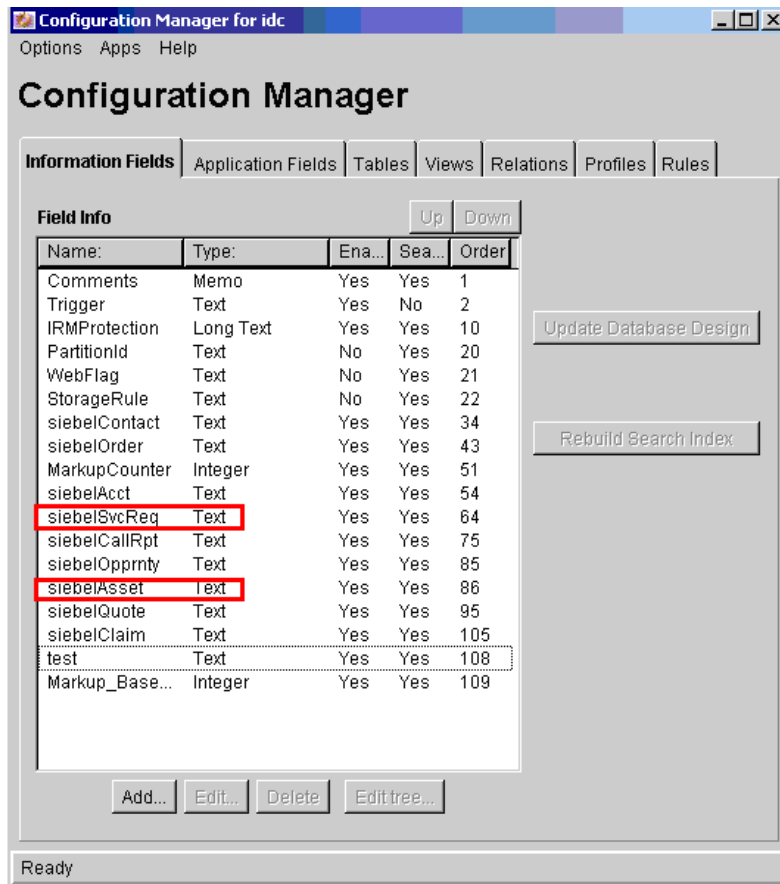
- View in AutoVue
- Email AutoVue Link
- Check Out
- Update
- Check In Similar
- Subscribe
- Check Out and Open

**Links**

**Web Location:** [http://kdesmidt-demo.oracleads.com:90/ldc/groups/public/documents/siebelattachment/sbl1\\_000131.xlsx](http://kdesmidt-demo.oracleads.com:90/ldc/groups/public/documents/siebelattachment/sbl1_000131.xlsx)  
**Native File:** [Excel2007.xlsx](#)

Revision	Release Date	Expiration Date	Status	Actions
[ 1 ]	7/21/09 7:52 AM	None	Released	Delete

As displayed in the following, the **siebelAsset** and **siebelSvcReq** fields are related to OEVA concepts inside WebCenter Content. In the web.xml file, the siebelAsset and siebelSvcReq fields should be assigned to OEVA Asset ID and OEVA Workflow ID, respectively.



The Siebel CRM Adapter allows one instance of the document that is checked into the backend WebCenter Content system to be shared between multiple service requests or assets. To do so, from the Managed Attachments list, click on a document's Properties icon. In this case, the combination of the document ID and the RowID of a service request or asset uniquely identifies one workflow in the scope of OEVA.

When launching the customized Content Information page, the adapter does not include the RowID of a service request or asset in the URL. As a result, the document is only displayed when you select **View in AutoVue** from the **Content Actions** menu of the Content Information page.

**Note:** Additional customization of the adapter is required to take full advantage of the OEVA functionality provided by VueLink for UCM.

## **Feedback**

Oracle products are designed according to your needs. We would appreciate your feedback, comments or suggestions. If at any time you have questions or concerns regarding OEVA, call or email us. Your input is an important part of the information used for revision.

## **General Inquiries**

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