

Oracle® Cloud

Using the Oracle Utilities Adapter

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Documentation for developers that describes how to configure and add the Oracle Utilities Adapter to an Oracle Integration Cloud Service integration.

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Preface

The Oracle Utilities Adapter integrates Oracle Utilities applications with your sales, human resources, customer service, contact center, marketing, and reporting applications. The Oracle Utilities Adapter lets you integrate Oracle Utilities applications with applications from any vendor. Simplified integration with your existing legacy or non-Oracle applications makes for faster implementation and reduces cost. The Oracle Utilities Adapter supports web service standards for the creation of open and reusable service-oriented applications (SOA).

Using the Oracle Utilities Adapter includes information and procedures to help you configure the Oracle Utilities Adapter as a connection in an Oracle Integration Cloud Service integration.

Topics:

- [Audience](#)
- [Documentation Accessibility](#)
- [Related Resources](#)
- [Conventions](#)

Audience

Using the Oracle Utilities Adapter is intended for developers who want to use the Oracle Utilities Adapter in Oracle Integration Cloud Service integrations.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Related Resources

For more information, see these Oracle resources:

- Oracle Cloud
<http://cloud.oracle.com>
- *Using Oracle Integration Cloud Service*
- *Using the Oracle Mapper*
- *Getting Started with Oracle Cloud*
- *Managing and Monitoring Oracle Cloud*

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<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.

Getting Started with the Oracle Utilities Adapter

As a developer, you can use the Oracle Utilities Adapter to integrate Oracle Utilities applications with your sales, human resources, customer service, contact center, marketing, and reporting applications. The Oracle Utilities Adapter supports web service standards for the creation of open and reusable service-oriented applications (SOA).

Topics

- [What You Can Do with the Oracle Utilities Adapter](#)
- [Typical Oracle Utilities Adapter Use Case](#)
- [How to Access Oracle Integration Cloud Service](#)
- [How to Get Support](#)

What You Can Do with the Oracle Utilities Adapter

The Oracle Utilities Adapter lets you integrate the Oracle Utilities application suite with other Oracle applications such as Oracle Enterprise Resource Planning (ERP).

Implement the Oracle Utilities Adapter to:

- Integrate on-premise Oracle Utilities applications with Oracle Cloud applications.
- Integrate Oracle Utilities Customer Care and Billing with Oracle ERP Cloud.
- Oracle Service Order Management with Oracle TOA Field Service.

The Oracle Utilities Adapter provides trigger (inbound) and invoke (outbound) support. This enables Oracle Utilities Applications to trigger an integration in Oracle Integration Cloud Service or invoke an Oracle Utilities Application using web services from Oracle Integration Cloud Service.

Both inbound and outbound services are exposed using the Oracle Utilities service catalog. This catalog provides a simplified user experience to create data mappings at design time while constructing integrations with utilities applications using the Oracle Utilities Adapter.

Every inbound and outbound service structure is exposed using a SOAP-based WSDL. (No support for REST.) Only synchronous invocations of utilities web services are currently supported.

Integrating with on-premises Oracle Utilities applications can be done using the on-premises agent.

Supported Application Versions for the Oracle Utilities Adapter

The Oracle Utilities Adapter is compatible with Oracle Utilities applications that use Oracle Utilities Application Framework v4.3.0.0 or later.

Limitations and Restrictions

The Oracle Utilities Adapter can only be used with Oracle Utilities applications that support web services. If you are using DB file or Java Message Service (JMS) integration services, generic Oracle Integration Cloud Service adapters must be used and not the Oracle Utilities Adapter.

Typical Oracle Utilities Adapter Use Case

This use case describes how the Oracle Utilities Adapter and the Oracle ERP Cloud Adapter can be used to integrate Oracle Utilities Customer Care and Billing with Oracle Enterprise Resource Planning (ERP).

- A bill is created in the Oracle Utilities Customer Care and Billing application and a batch job to send an outbound message is run.
- The Oracle Utilities Adapter receives the inbound message and invokes the Oracle ERP Cloud Adapter to create an adjustment in Oracle ERP.
- An invoice is created in Oracle ERP.
- The Oracle ERP Cloud Adapter receives the message from Oracle ERP and the payment details are sent to the Oracle Utilities Adapter.
- The Oracle Utilities Adapter sends the payment details to the Oracle Utilities Customer Care and Billing application.
- The previously created invoice is cancelled in Oracle ERP.
- The Oracle ERP Cloud Adapter receives the message from Oracle ERP that the invoice has been cancelled.
- The Oracle Utilities Adapter sends the cancelled invoice information to the Oracle Utilities Customer Care and Billing application.
- The Adjustment Maintenance service in the Oracle Utilities Customer Care and Billing application cancels the invoice.
- A ledger is created in Oracle Utilities Customer Care and Billing and a batch job to send outbound message to the Oracle Utilities Adapter is run.
- The Oracle Utilities Adapter receives the ledger information.
- The Oracle Utilities Adapter sends the ledger information to the Oracle ERP Cloud Adapter.
- The Oracle ERP Cloud Adapter sends the ledger information to the Oracle ERP.

How to Access Oracle Integration Cloud Service

Log in to Oracle Integration Cloud Service to create connections and integrations and to manage and monitor active integrations. Before you log in to Oracle Integration

Cloud Service, you must have a user account. Oracle provides user account information when you subscribe to Oracle Integration Cloud Service.

1. Go to `https://hostname:port_number/ics`.
2. Enter your user name and password and click **Sign In**.

How to Get Support

Use these resources to resolve problems:

- Review [Troubleshooting Oracle Utilities Adapter](#).
- Visit the Oracle Integration Cloud Service Support Forum at https://community.oracle.com/community/cloud_computing/platform-as-a-service-paas/oracle-integration-cloud-service.
- Visit the Oracle Help Center at <http://docs.oracle.com/en/>.
- If you're an Oracle Premier Support Customer, then visit [Oracle Premier Support](#).
- Contact Oracle Technical Support. See *Contacting Oracle Support* in *Getting Started with Oracle Cloud*.

Setting Up the Oracle Utilities Adapter

To set up your adapter so you can import and export Oracle Utilities application data, follow the procedures in the order they're presented.

Topics

- [Workflow for Setting Up the Oracle Utilities Adapter](#)
- [Before You Begin Setting Up the Oracle Utilities Adapter](#)
- [Creating a Connection](#)
- [Choosing an Integration Pattern](#)
- [Creating Mappings and Lookups](#)
- [Activating an Integration](#)
- [Monitoring and Managing an Integration](#)

Workflow for Setting Up the Oracle Utilities Adapter

You can set up the Oracle Utilities Adapter by completing the tasks listed in the table.

This image represents the workflow for setting up an adapter:



Task	Description	More Information
Complete the prerequisite tasks.	Complete the prerequisite tasks to successfully create a connection and an integration.	Before You Begin Setting Up the Oracle Utilities Adapter
Create the connection(s).	Create the connections to the applications with which you want to share data.	Creating a Connection
Choose an integration pattern.	Create an integration to exchange data between on-premises, legacy, and cloud applications.	Choosing an Integration Pattern
Map the data.	Create mappings to exchange data between the trigger and invoke connections.	Creating Mappings

Task	Description	More Information
(Optional) Create lookups.	(Optional) Create lookups to map the object types (such as gender codes or country codes) used by the applications.	Creating a Lookup to Map Values Between Applications
Activate the integration.	Make the integration active.	Activating an Integration

Before You Begin Setting Up the Oracle Utilities Adapter

Before you set up the Oracle Utilities Adapter:

- Upload a trusted public certificate (if required). Typically, the certificate is included with Oracle Integration Cloud Service. See [Uploading an SSL Certificate](#).
- Make sure the Oracle Utilities server is running and accessible.
- Know the host name address and port number of the Oracle Utilities server.
- Know the user name and password used to access the Oracle Utilities server.

Uploading an SSL Certificate

Certificates are used to validate outbound SSL connections. If you make an SSL connection in which the root certificate doesn't exist in Oracle Integration Cloud Service, then an exception is thrown. In that case, you must upload the appropriate certificate. A certificate enables Oracle Integration Cloud Service to connect with external services. If the external endpoint requires a specific certificate, then request the certificate and upload it into Oracle Integration Cloud Service.

1. From the Oracle Integration Cloud Service home page, click the **Administration** tab.

All certificates currently uploaded to the trust store are displayed in the Certificates dialog box. A navigation pane on the left side of the dialog box displays the following details:

- **All:** Displays all certificates in Oracle Integration Cloud Service.
 - **System:** Displays the certificates automatically included in Oracle Integration Cloud Service. These certificates can't be deleted.
 - **Uploaded:** Displays the certificates uploaded by individual users. These certificates can be deleted and updated.
2. At the top of the page, click **Upload Certificate**.
 3. In the **Upload Certificate** dialog box, enter a name to identify the certificate.
 4. To locate the certificate file (.cer), click **Browse**.
 5. Click **Upload**.
 6. To view details such as the subject of the certificate, the issuer of the certificate, the date the certificate was issued, and the date the certificate expires, click the certificate name.

Creating a Connection

To create an integration, you must first create the connections to the applications with which you want to share data.

1. Log in to Oracle Integration Cloud Service.
2. Click **Connections**.
3. Click **New Connection**.
4. Select an adapter.
5. Complete the **Connection Name**, **Connection Role**, and **Description** fields.
6. Click **Create**.
7. To receive email notifications when problems occur, in the **Email Address** field, enter your email address.
8. Click **Configure Connectivity**.
9. Enter the URL for the Oracle Utilities server in the **Catalog URL** field and click **OK**.
10. Click **Configure Security**.
11. Select a security policy, and then complete the **Username**, **Password**, and **Confirm Password** fields.
12. Click **OK**.
13. Click **Configure Agents** and then select an agent to act as the communication link between the Oracle Utilities applications and Oracle Integration Cloud Service.
14. In the upper right corner of the page, click **Test**.
15. Click **Save**.

Choosing an Integration Pattern

Exchange data between on-premises, legacy, and cloud applications using an integration. To create the integration, add adapter connections and define how information is shared between them.

Choose one of these integration patterns and then complete the procedure for the selected pattern:

- **Basic Map Data:** Creates an integration to which you add a trigger and an invoke connection. You can create a single routing expression, and request and response enrichments, as needed. This pattern doesn't support multiple routing expressions. If your integration requires this feature, then create an Orchestration integration. See [Creating a Basic Map Data Integration](#).
- **Orchestration:** Creates a synchronous, asynchronous, or fire-and-forget (no response) orchestrated integration that uses Oracle BPEL Process Manager capabilities. You can include switch activities to create multiple routing expressions, ad hoc mappings on switch branches, callback activities (to end a process and respond back to the sender), and end activities (to end a process

without responding back to the sender) in asynchronous integrations. See [Creating an Orchestration Integration](#).

Creating a Basic Map Data Integration

Create a Basic Map Data integration pattern to which you add a trigger (source) and an invoke (target) connection. The trigger connection sends requests to Oracle Integration Cloud Service. You can create a single routing expression as well as request and response enrichments as needed.

Note: If your integration requires multiple routing expressions, create an Orchestration integration. See [Creating an Orchestration Integration](#).

1. Log in to Oracle Integration Cloud Service, click **Integrations**, and then **New Integration**.
2. Select the **Basic Map Data** integration pattern, complete the required and optional fields, and then click **Create**.
3. Add the trigger connection:
 - a. From the **Connections** or **Technologies** panes, drag a connection to the **Drag and Drop a Trigger** area on the integration canvas.
 - b. Complete the Adapter Endpoint Configuration Wizard. For field descriptions, see [About the Fields in the Adapter Endpoint Configuration Wizard](#) .
 - c. Click **Save**.
4. Add the invoke connection:
 - a. From the **Connections** or **Technologies** panes, drag a connection to the **Drag and Drop an Invoke** area on the integration canvas.
 - b. Complete the Adapter Endpoint Configuration Wizard. For field descriptions, see [About the Fields in the Adapter Endpoint Configuration Wizard](#) .
 - c. Click **Save**.
5. Assign the business identifiers for tracking fields:
 - a. Click the **Tracking** icon in the upper right part of the page.
 - b. Define the tracking fields.
 - c. Click **Done**.
 - d. Click **Save**, and then click **Exit Integration**.
6. Map the data. See [Creating Mappings and Lookups](#).
7. Activate the integration. See [Activating an Integration](#).

Creating an Orchestration Integration

When you design your integration, you can do the following:

- Add switch activities to create multiple routing expressions.

- Create ad hoc mappings on switch branches.
 - Add callback activities (to end an integration and respond back to the sender) and end activities (to end an integration without responding back to the sender) in asynchronous integrations.
1. Log in to Oracle Integration Cloud Service, click **Integrations**, and then **New Integration**.
 2. Select the **Orchestration** integration pattern, complete the required and optional fields, and click **Create**.
 3. Define the inbound trigger:
 - a. On the left side of the integration canvas, click **TRIGGERS** to expand the panel.
 - b. Click the adapter type to display the specific type and number of configured adapters. Synchronous, asynchronous, and fire-and-forget (no response) triggers are supported.
 - c. Drag the configured adapter to the large plus (+) symbol within the circle on the integration canvas.
 - d. Complete the Adapter Endpoint Configuration Wizard. For field descriptions, see [About the Fields in the Adapter Endpoint Configuration Wizard](#).
 4. Define the outbound invoke:
 - a. On the left side of the integration canvas, click **INVOKES** to expand the panel.
 - b. Click the adapter type to display the specific type and number of configured adapters.
 - c. Drag an adapter to the integration canvas and drop it on one of the large plus (+) symbols.
 - d. Complete the Adapter Endpoint Configuration Wizard. For field descriptions, see [About the Fields in the Adapter Endpoint Configuration Wizard](#).
 5. Define the switch branches:
 - a. On the left side of the canvas, click **ACTIONS** to expand the panel.
 - b. Drag the **SWITCH** icon to the integration canvas and drop it on one of the large plus (+) symbols.
 - c. Click the **Undefined** branch icon.
 - d. Select the **Edit** icon.
 - e. Define a routing expression, then click **Save** and **Exit Expression Builder**.
 - f. On the left side of the canvas click **INVOKES** to expand the panel.
 - g. Drag an adapter to the plus (+) symbol on the defined branch or the otherwise branch.
 - h. Complete the Adapter Endpoint Configuration Wizard. For field descriptions, see [About the Fields in the Adapter Endpoint Configuration Wizard](#).

6. Define the optional ad-hoc mappings:
 - a. On the left side of the canvas, click **ACTIONS** to expand the panel.
 - b. Drag a **MAP** icon to a branch of the switch activity.
 - c. Select an endpoint to map.
 - d. Map the source data structure to the target data structure.
 - e. Click **Save**, and then click **Exit Mapper**.
 - f. Drag a **MAP** icon to the otherwise branch of the switch activity.
 - g. Repeat steps d to f.
7. Assign the business identifiers for tracking fields:
 - a. Click the **Tracking** icon in the upper right part of the page.
 - b. Define the tracking fields.
 - c. Click **Done**.
 - d. Click **Save**, and then click **Exit Integration**.
8. Activate the integration. See [Activating an Integration](#).

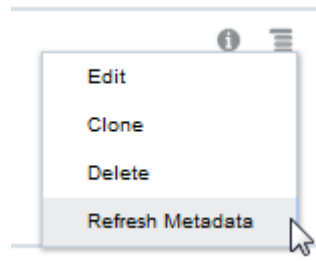
Refreshing Integration Metadata

You can manually refresh the currently-cached metadata available to adapters that have implemented metadata caching. Metadata changes typically relate to customizations of integrations, such as adding custom objects and attributes to integrations. There may also be cases in which integrations have been patched, which results in additional custom objects and attributes being added. This option is similar to clearing the cache in your browser. Without a manual refresh, a staleness check is only performed when you drag a connection into an integration. This is typically sufficient, but in some cases you may know that a refresh is required. For these cases, the **Refresh Metadata** menu option is provided.

To refresh integration metadata:

Note: The **Refresh Metadata** menu option is only available with adapters that have implemented metadata caching.

1. In the Integration Cloud Service toolbar, click **Designer**.
2. In the Designer Portal, click **Connections**.
3. Locate the connection to refresh.
4. From the menu at the right, select **Refresh Metadata**.



A message is displayed indicating that the refresh was successful.

Metadata refresh for connection "RightNow" has been initiated successfully.

About the Fields in the Adapter Endpoint Configuration Wizard

The following tables provide descriptions of the fields that appear in the Oracle Integration Cloud Service Adapter Endpoint Configuration Wizard. The wizard appears when you create an integration.

Basic Info Page

Field	Description
What do you want to call your endpoint?	Provide a meaningful name so that others can understand the purpose of the connection. For example, <code>LinkedInTarget_update_status</code> . You can use English alphabetic characters, numbers, underscores, and dashes in the name. You can't use: <ul style="list-style-type: none"> Blank spaces (for example, <code>My FTP Connection</code>) Special characters (for example, <code>#;83& or righ(t)now4</code>) Multibyte characters
What does this endpoint do?	Enter an optional description of connection functionality. For example: <code>This endpoint updates status on a user's LinkedIn timeline.</code>

Trigger Request Page

Field	Description
Browse by	Select the Oracle Utilities application that hosts the business object.
Select a Business Object	Select the business object from the Oracle Utilities application to receive as a request that starts the integration.
Filter by object name	Enter the initial letters to filter the display of business objects.

Trigger Response Page

Field	Description
Browse by	Select the Oracle Utilities application that hosts the business object.
Select a Business Object	Select the business object from the Oracle Utilities application to receive as a request that starts the integration.
Filter by object name	Enter the initial letters to filter the display of business objects.
Response Type	Select one of these options: <ul style="list-style-type: none">• Request-Response: The default. The Oracle Utilities application waits until a response is received from the integration. This is also known as the request and response message exchange pattern.• Send Faults

Invoke Operations Page

Field	Description
Browse by	Select the Oracle Utilities application that hosts the business object.
Select a Business Service	Select a business service to invoke.
Filter by service name	Enter the initial letters to filter the display of business services.
Select the Operation to Perform on the Service	Select an operation from the published web service.

Summary Page

Field	Description
Summary	Displays a summary of the trigger (source) or invoke (target) configuration values that you defined on previous pages of the wizard. The information that's displayed can vary by adapter. For some adapters, the selected business objects and operation name are displayed. For adapters for which a generated XSD file is provided, click the XSD link to view a read-only version of the file. To return to a previous page to update any values, click the appropriate tab in the left panel or click Back .

Creating Mappings and Lookups

Create mappings and optional lookups to exchange data between the trigger and invoke connections.

Topics:

- [Creating Mappings](#)
- [Adding Customized Mappings to Prebuilt Integrations](#)
- [Creating a Lookup to Map Values Between Applications](#)

Creating Mappings

Map fields directly from the source data structure to the target data structure in the mapper. To learn more about mapping, see [Using the Oracle Mapper](#).

1. Create the connection and the integration. See [Creating a Connection](#) and [Choosing an Integration Pattern](#).
2. Open the integration.
3. In the middle of the integration, click the **Mapper** icon.
4. Click the **Create** icon.
5. Click a field in the **Source** pane and drag it to the corresponding field in the **Target** pane, and click **Save**.
6. Click **Exit Mapper**.

Adding Customized Mappings to Prebuilt Integrations

It's a common practice to customize the application endpoints of the prebuilt integrations that you import into Oracle Integration Cloud Service from the Oracle Marketplace (for example, adding custom fields). As a result, you must customize the integration mappings to take advantage of these custom fields. Oracle Integration Cloud Service lets you customize the mappings in the imported prebuilt integrations. This action creates a customized mapping layer on top of the base mapping file, which isn't modified. You can add customized mappings only to prebuilt integrations imported from Oracle Marketplace, not to integrations that you or another user created.

1. Log in to Oracle Integration Cloud Service and click **Integrations**.
2. Select a prebuilt integration. Prebuilt integrations are identified with the label **BUILT BY ORACLE** to the right of the integration name.
3. From the menu at the far right of the integration name, select **Customize**.
4. Click the icon for the type of mapping that you want to customize. You can customize request, response, fault, enrichment source, and enrichment response mappings.
5. Click **Customize**.

6. Drag and drop source fields to target elements.
7. Click **Save**, then click **Exit Mapper**.

Creating a Lookup to Map Values Between Applications

1. Log on to Oracle Integration Cloud Service, scroll down, and click **Lookups**.
2. Click **Create Lookups**.
3. Click **New Lookup**.
4. Enter a name and optional description for the lookup.
5. Click **Create**.

Activating an Integration

After you create an integration and the progress indicator shows 100 percent, you can activate that integration to the runtime environment. An integration shows as 100 percent and is eligible for activation only after you've specified the source (trigger) connection, the target (invoke) connection, the data mappings, and the tracking fields.

Note: If you activate a new version of an existing integration, then tracking instances or logs of the old version aren't deleted. However, related artifacts are deleted and redeployment is performed on the back end. Monitoring data is also removed.

1. Log in to Oracle Integration Cloud Service.
2. Click **Integrations**.
3. In the Integrations list, select an integration to activate.
4. Click the **PENDING ACTIVATION** slider.
5. To collect detailed logging information about messages processed by this integration flow at runtime, select **Enable detailed tracing**. Detailed tracing may affect performance. To disable tracing, you must deactivate the integration, and then reactivate it without selecting the **Enable detailed tracing** check box.

If activation is successful, the status of the integration changes to **ACTIVE** in the list. If activation fails, an error message is displayed at the top of the Integrations page. To troubleshoot the activation error, click **Download diagnostic logs** to download the logs for diagnosing the issue. If you selected to enable tracing, the words **TRACE ENABLED** are displayed next to **ACTIVE**.

6. To access the detailed trace logging information, click the **Monitoring** tab and then **Download Logs**.
7. To view active integrations, click the integration name or from the menu to the right of the integration, select **View**.

When viewing your active integration in read-only mode:

- You won't see **Save** or **Actions** buttons.

- You can't add adapters because there's no Connections Palette.
- You can view configuration details, such as the business identifiers under the **Tracking** tab, the source-to-target and target-to-source mappings in the mapper, and the configurations on the pages of the connection wizards, but you can't modify anything.

Monitoring and Managing an Integration

Task	Description	More Information
Monitor integration performance.	Use the Oracle Integration Cloud Service dashboard to monitor integration performance.	Monitoring Integration Cloud Services
Track payload fields in messages during runtime.	Manage the business identifiers used for field message tracking.	Assigning Business Identifiers for Tracking Fields in Messages and Managing Business Identifiers for Tracking Fields in Messages
Manage errors at the integration level, connection level, or specific integration instance level.	Manage integration, connection, or integration instance errors.	Managing Errors

Troubleshooting Oracle Utilities Adapter

Review the following topics to learn about troubleshooting Oracle Utilities Adapter issues.

Topics

- [java.net.ConnectException Error Message](#)
- [Unable to Connect to OUAF Application at Run Time Error Message](#)
- [Unresponsive Agent Error Message](#)

java.net.ConnectException Error Message

If the error message `java.net.ConnectException: Connection refused: connect; No available router to destination.` appears, make sure the Oracle SOA server hosting the catalog is operating and accessible.

Unable to Connect to OUAF Application at Run Time Error Message

If the error message `Unable to connect to OUAF Application at run time` appears, make sure the connectivity and security credentials for the connection are correct.

See [Creating a Connection](#).

Unresponsive Agent Error Message

If the error message `No response received within response time out window of 120 seconds. Agent may not be running, or temporarily facing connectivity issues to Oracle Messaging Cloud Service.` Please check the health of the Agent in Agent. appears and you are using the on premises agent, make sure the agent is operational and accessible.

