



Setup Real-Time Integration  
Business Insight 12.2.1.1.0  
using the VirtualBox image

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For AstraTeq Help Desk  
Tutorial

Hardware and Software  
Engineered to Work Together

ORACLE®

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## Overview

This document describes the steps to setup your environment for the Oracle Real-Time Integration Business Insight [AstraTeg Help Desk tutorial](#).

For more information about Oracle Real-Time Integration Business Insight, please visit the [Oracle Real-Time Integration Business Insight product page](#).

## Download and setup the VirtualBox image

Insight is included in the SOA Suite 12.2.1.1.0 VirtualBox image, which can be downloaded from the [Pre-built Virtual Machine for SOA Suite 12.2.1.1.0](#) OTN page.

In order to make the download easier, we provide the full `Integration_12.2.1.1.0_OTN.ova` file for download, as well as smaller parts that can be combined into `Integration_12.2.1.1.0_OTN.ova`.

Follow the steps outlined in the [SOA Suite VirtualBox image Introduction and Readme document](#) to combine the parts, import and start the image and

Follow the steps to import the image, setup a shared folder and start the image.

## Additional setup for Insight tutorial

Details about users, the database, locations for Oracle Homes and domains can be found in the `NOTES.txt` file on the desktop.

```
NOTES.txt (~/Desktop) - gedit
File Edit View Search Tools Documents Help
Open Save Undo
NOTES.txt X
USERS
=====
oracle/oracle
root/oracle
DB 12.1.0.2
=====
SYS/welcome1
localhost:1521
SID: orcl
Service Name: orcl.oracle.com

install: /u01/app/oracle/db
data: /u02/oracle/db/oradata/orcl

SOA Suite 12.2.1.1
=====
/u01/app/oracle/fmw/12.2

FMW_HOME: /u01/app/oracle/fmw/12.2
Domain: /u02/oracle/fmw/config/domains/soa_domain

Prefix: DEV, schema password: welcome1
ADMIN: 7001
BAM: 7005
SOA: 8001
weblogic/welcome1
Plain Text Tab Width: 8 Ln 81, Col 64 INS
```

Scroll down for details on the Insight domain:

```
Insight 12.2.1.1
=====
/u01/app/oracle/fmw/12.2 (same as SOA Suite)

FMW_HOME: /u01/app/oracle/fmw/12.2 (same as SOA Suite)
Domain: /u02/oracle/fmw/config/domains/insight_domain

Prefix: INSIGHT, schema password: welcome1
PORT: 7001 compact domain
weblogic/welcome1

Test messages: /home/oracle/Insight/testMessages
Application picks up messages from: /home/oracle/Insight/problem

source /home/oracle/Insight/setInsightEnv.sh
```

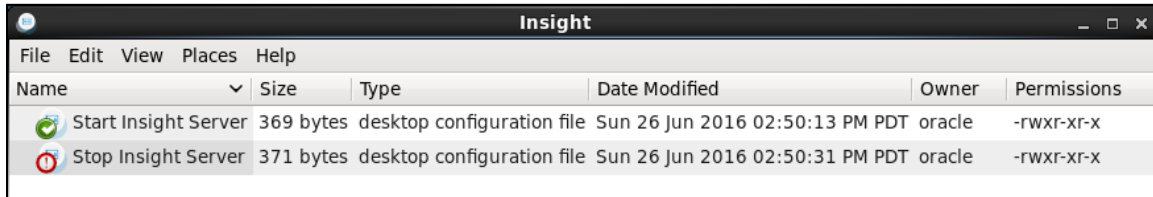
# Start the Insight server

Before you begin, verify the database is up and running and ensure that all other servers are stopped before you start the Insight server.

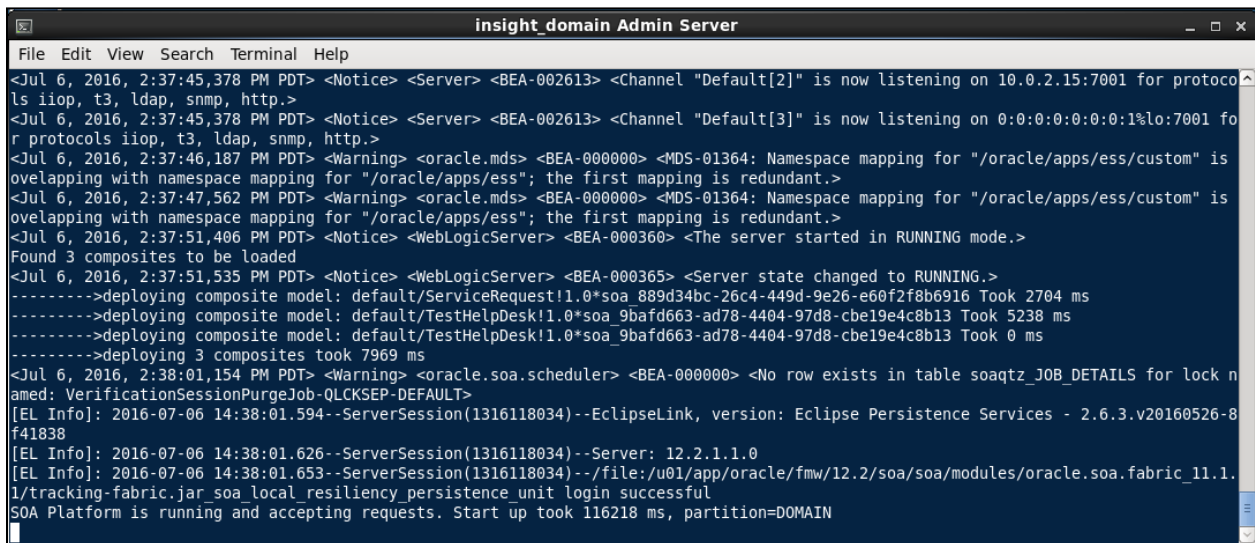
Double-click the **Insight** desktop shortcut in the image to start the server:



In the “Insight” folder, double-click “Start Insight Server”.



This opens a new terminal window, showing the server output. The Insight server is up and running if you see the output “SOA Platform is running and accepting requests”.



## AstraTeq Help Desk SOA composites

The AstraTeq help desk application consists of two SOA composites and one Service Bus project.

- **ServiceRequest** includes the actual implementation of the help desk application
- **TestHelpDesk** is used to simulate the mobile app used by customers to report their problems by reading a file from disk

The SOA composites and Service Bus project have already been deployed on the VirtualBox image and the necessary database tables have been created.

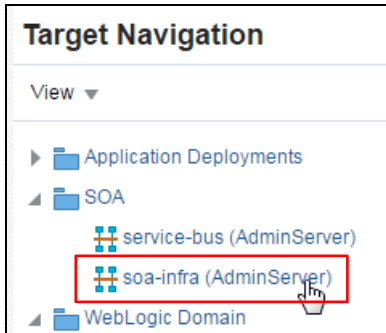
The source code for the projects is included in ***AstraTeqHelpDeskTutorialROOT/apps/HelpDesk.zip***

If you want to make any changes, consult the document [Real-Time Integration Business Insight Tutorial setup for native install](#), using the configuration for the VBox image accordingly.

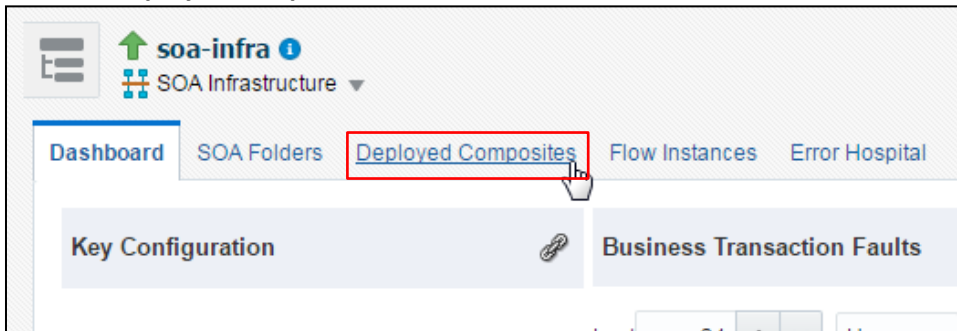
### Test the HelpDesk application

- Pre-defined test files for the application can be found on the image in folder **/home/oracle/Insight/testMessages**.
- To test the application, copy one of the test files (e.g **customerReport1.txt**) into the folder **/home/oracle/Insight/problem**.
- A successful test will show a server output similar to the below, or you can just follow the steps to check in **Enterprise Manager Fusion Middleware Control**.

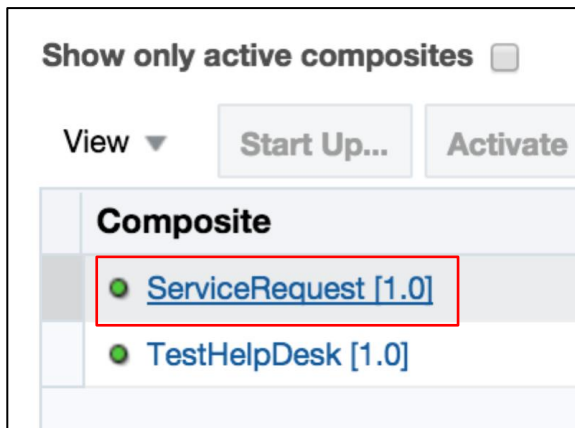




- Click the **Deployed Composites** tab.



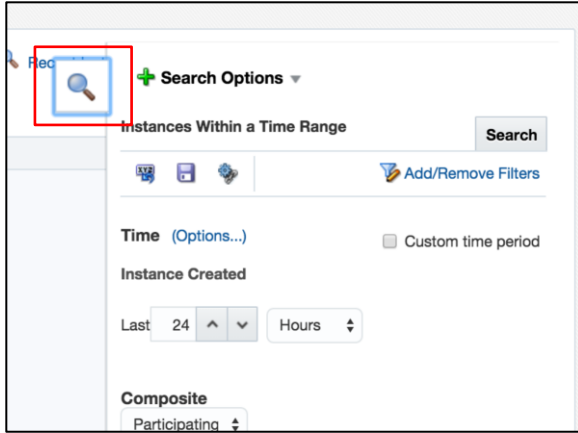
- Click on **ServiceRequest [1.0]**



- Click on **Flow Instances**



- Click on the **Search** button on the right



- You should see as many instances as the number of tests you ran

Flow ID	Initiating Composite	Flow State	Created	Last Updated
2	TestHelpDesk [1.0]	✔ Completed	Jun 30, 2016 3:16:06 PM	Jun 30, 2016 3:16:08 PM
1	TestHelpDesk [1.0]	✔ Completed	Jun 30, 2016 2:41:05 PM	Jun 30, 2016 2:41:11 PM

- Click on the **Flow ID** of one of the instances to bring up the **Flow Trace**

Activity	Adapter	Service	Status	Timestamp	Parent Composite
readFile	JCA Adapter	Service	✔ Completed	Jun 30, 2016 3:16:06 PM	TestHelpDesk [1.0]
testHelpDesk	BPEL		✔ Completed	Jun 30, 2016 3:16:06 PM	TestHelpDesk [1.0]
callSB	Web Service	Reference	✔ Completed	Jun 30, 2016 3:16:06 PM	TestHelpDesk [1.0]
ServiceBus	ServiceBus			Jun 30, 2016 3:16:07 PM	
createebs_srandtrack_client	Web Service	Service	✔ Completed	Jun 30, 2016 3:16:07 PM	ServiceRequest[1.0]
createEBS_SRAndTrack	BPEL		✔ Completed	Jun 30, 2016 3:16:07 PM	ServiceRequest[1.0]
getCustomerInfo	JCA Adapter	Reference	✔ Completed	Jun 30, 2016 3:16:07 PM	ServiceRequest[1.0]
createSRInEBS	JCA Adapter	Reference	✔ Completed	Jun 30, 2016 3:16:07 PM	ServiceRequest[1.0]
escalateSR	JCA Adapter	Reference	✔ Completed	Jun 30, 2016 3:16:07 PM	ServiceRequest[1.0]
diagnosisService	BPEL		✔ Completed	Jun 30, 2016 3:16:07 PM	ServiceRequest[1.0]
resolutionService	BPEL		✔ Completed	Jun 30, 2016 3:16:07 PM	ServiceRequest[1.0]

- It should look similar as the above
- The last BPEL process will give you a clue whether the service request has been **resolved**, **suspended** or **rejected**

- The composite has been implemented in a way that service requests assigned to a specific support engineer are stuck after they have been assigned. Those instances will show in **aborted** state. That is expected and nothing to worry about.

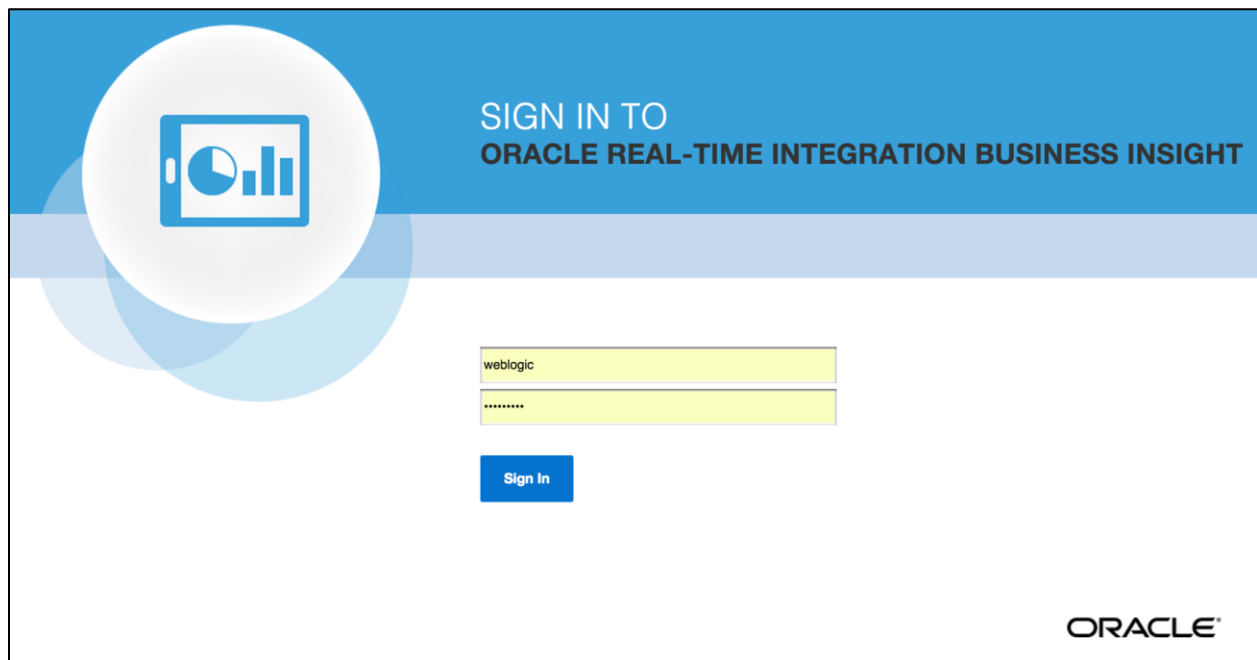
# Access Insight

After completing the setup and with your server started, access Insight through a browser by using the following URL: <http://localhost:7001/insight/>.

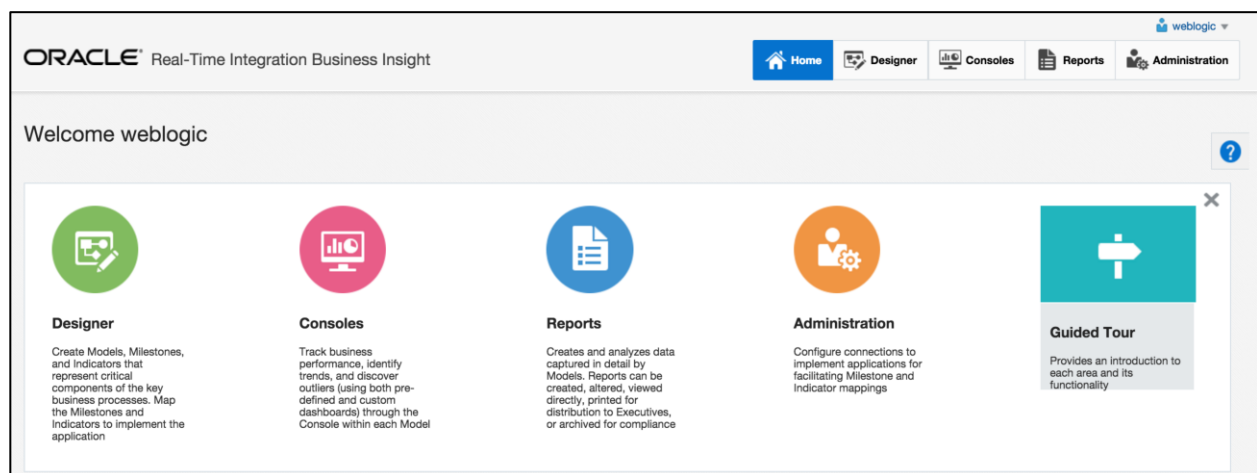
We created different users for each persona on the VBox image, i.e. **Business User** and **Integration Architect**, and the following sections will explain which user to sign in as for the different tasks. To ensure you can access Insight and make sure everything is working as expected, use the “super user”:

Username: **weblogic**

Password: **welcome1**



Once signed in, you should see the following in your browser:



You are now ready to start the **AstraTeq Help Desk Tutorial!**