

# Oracle® Enterprise Manager

## Help for Oracle Enterprise Manager Mobile



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F37180-05  
November 2022

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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# Preface

This guide describes how you can use Oracle Enterprise Manager Mobile to manage incidents and problems from mobile devices.

Topics:

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

## Audience

This guide is intended for Oracle Enterprise Manager administrators who want to use the Oracle Enterprise Manager Mobile application to manage the incident and problem lifecycle via mobile devices.

## 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>

Accessible Access to Oracle Support

Oracle customers who 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.

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## Accessibility and Compatibility

The following sites describe hardware/software accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.

<https://www.apple.com/accessibility/iphone/>

<https://www.apple.com/accessibility/ipad/>

<https://support.google.com/accessibility/android/answer/6006564?hl=en>

## Related Resources

For information on Oracle Enterprise Manager, see [Oracle Enterprise Manager Documentation](#).

## Conventions

The following text conventions are used in this document:

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

# 1

## Oracle Enterprise Manager Mobile

You can use the Oracle Enterprise Manager Mobile (EM Mobile) application to perform incident management for the entire IT infrastructure managed by Enterprise Manager. EM Mobile provides an easy-to-use collaborative environment that allows administrators to share information and encourages team collaboration.

- Enterprise Summary screen to understand overall health of the environment
- Proactive mobile notification on critical incidents
- Ability to take actions on incidents and problems: assign, suppress, annotate or escalate
- Team member collaboration using mobile share options

EM Mobile also simplifies incident management for federated environments by providing:

- Consolidated Enterprise Summary
- Detailed federated view for each of the following Enterprise Manager functional areas:
  - Targets Summary
  - Incident Summary
  - Problems Summary
  - Jobs Summary

This guide describes how to set up and use EM Mobile to manage incidents and problems in Enterprise Manager Cloud Control.

- [Before You Begin](#)
- [Manage Accounts and Account Groups](#)
- [Log in to Enterprise Manager Mobile](#)
- [Manage Incidents](#)
- [Switch Incident Views](#)
- [View Federated Enterprise Manager](#)
- [Third-Party License Details](#)



### Note:

To use your mobile device to connect directly to a desktop Enterprise Manager installations using a mobile browser instead of the EM Mobile application, see [Connecting to Enterprise Manager Desktop Version](#).

## What's Changed for this Release

The following Enterprise Manager Mobile features are either new or enhanced (listed by release version).

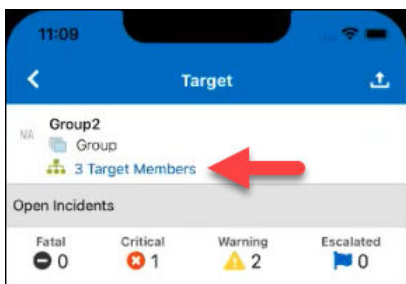
### Enterprise Manager Mobile Version 1.4.0

- **Group Membership Filtering**

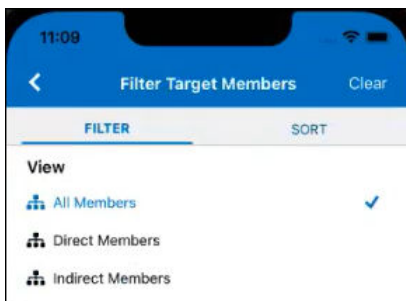
You can now filter group membership based on All Members, Direct Members, or Indirect Members (identical to the group member filtering capability in the Enterprise Manager console).

To access this feature:

Drill down into the group membership.

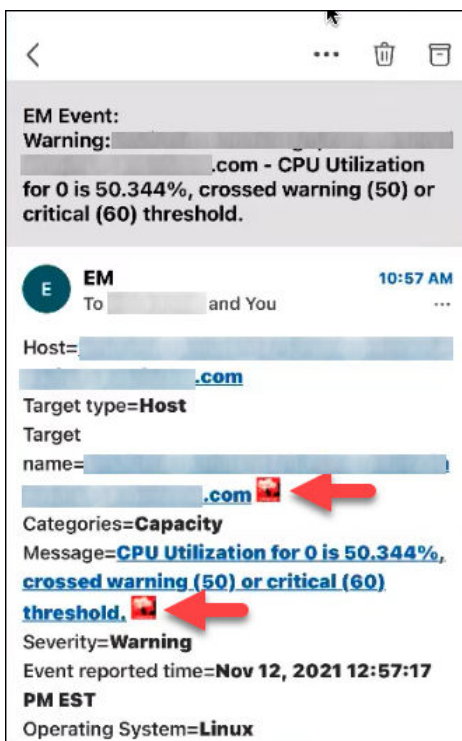


Tap Filter and then select the filter method.



- **Direct Access to Monitoring/Management Functions from Enterprise Manager Notifications:**

Notifications sent by Enterprise Manager can now contain direct links to relevant monitoring/management functions within Enterprise Manager Mobile. For example, tapping on a mobile link for an incident takes you directly to the Incident Management screen to manage that incident, as shown below.



**Prerequisite:** To enable the mobile link feature, you must first set the `oracle.sysman.core.notification.mobilelinks` OMS property to `true` as shown below.

```
emctl set property -name oracle.sysman.core.notification.mobilelinks -
value true -sysmand_pwd <your sysman password>
```

- **Enterprise Manager Dashboards**  
You can now access all Enterprise Manager console dashboards (out-of-box and user-defined) from the Enterprise Manager Mobile application. For more information, see [Access Enterprise Manager Dashboards](#).

## Before You Begin

### What you need:

Enterprise Manager Mobile requires the following Enterprise Manager Cloud Control 13c minimum configurations:

- Enterprise Manager Cloud Control 13c Release 4 (13.4)
- Administrators already created in Enterprise Manager
- A WiFi or cellular connection to a network that has access to Enterprise Manager (Enterprise Manager Mobile supports connections over VPN)
- Enterprise Manager Mobile application installed on your mobile device.

**Important:** For security, Oracle recommends enabling the mobile device passcode and consider using available biometric security features on devices where Enterprise Manager Mobile is installed.



**Where to get the Enterprise Manager Mobile application:**

The Enterprise Manager Mobile application can be downloaded from the App Store® for Apple mobile devices and from Google Play for Android mobile devices. You can scan one of the following QR codes to go directly to the Oracle Enterprise Manager Mobile application download for your OS.

**Apple App Store****Google Play**

Enterprise Manager Mobile only supports devices running the following OS versions:

- iOS version 12.0 or later
- Android 7.0 (API level 24) or later

 **Note:**

Updates to the application will be posted regularly to the App Store and to Google Play. Oracle recommends that you keep the application up-to-date at all times.

**Internet Access**

Typically, Enterprise Manager access (usually a corporate intranet) and the internet are exclusive. You may need to set a proxy to access documentation as well as the Apple App Store or Google Play to rate the Enterprise Manager Mobile application once logged in.

**Enable metric access via REST API**

Before you can view target metrics in the Enterprise Manager Mobile application, you first need to configure the OMS to allow Enterprise Manager Mobile to access metric data via REST API. To make this modification, you'll need to set the OMS `oracle.sysman.db.restfulapi.metric.enable` property to `true` as shown below.

```
emctl set property -name oracle.sysman.db.restfulapi.metric.enable -  
value true -sysman_pwd "<sysman password>"
```

## Manage Accounts and Account Groups

Enterprise Manager Mobile introduces the concept of accounts and account groups. Accounts correspond to individual Enterprise Manager users. Note that an account name and the user name are not the same. Account groups are, as the name implies, one or more accounts that are related according to your managed IT environment. Logging in to an account group lets you view/manage incidents/problems for multiple Enterprise Manager instances simultaneously. Information for all members of an account group is consolidated for managing federated environments. See [View Federated Enterprise Manager](#) for more information.

### **Manage Accounts/Account Groups**

You can add or remove accounts and account groups from the Manage Accounts screen. To access this screen, tap **Manage Accounts** on the Enterprise Manager Mobile Log In screen.



From the Manage Accounts screen, you can add/modify/delete accounts and account groups. If you have created multiple accounts that you want to handle as a single aggregate account, create an account group and add existing accounts as members.

## Log in to Enterprise Manager Mobile

When you first install Enterprise Manager Mobile there is no default Enterprise Manager connection, so you must supply an Enterprise Manager URL.

1. Tap the Enterprise Manager Mobile icon on your mobile device's Home screen.
2. On the Create Account screen, specify the following:
  - **My Account** – The user-defined name of the account.
  - **Server** – The Enterprise Manager Cloud Control URL to which to connect. The URL should be of the form `https://www.yoursite.com`).
  - **User** and **Password** of the administrator you want to log in as.

 **Note:**

Before you type in a text entry field, you may first want to clear the field by tapping **X** at the right side of the field.

1:06

Create Account Save

ACCOUNT INFORMATION

My Account

Specify EM server

Specify user name

Specify password

Use device authentication instead of entering a password during login

ACCOUNT GROUP

An account group allows access to multiple Enterprise Manager accounts

None







The Enterprise Manager Mobile application supports device authentication. If you have a device that supports device authentication, you are presented with the option to enable it when you first access the mobile application. By enabling this option, you can log in to the application by using facial recognition or your registered fingerprint instead of entering the password. Device authentication is applicable only for devices that support the feature.

3. Tap **Done** and then **Save** to store the information on your device. The Manage Accounts screen displays with your newly defined account. Note that you also have the option to add additional accounts before exiting this screen.

**Important:** If you choose to store Enterprise Manager credentials on your mobile device, you must set a mobile device passcode for added security.

4. Tap the back icon (<) to return to the main Log In screen.
5. Tap **Log In** and proceed with the login process using the account you just created.

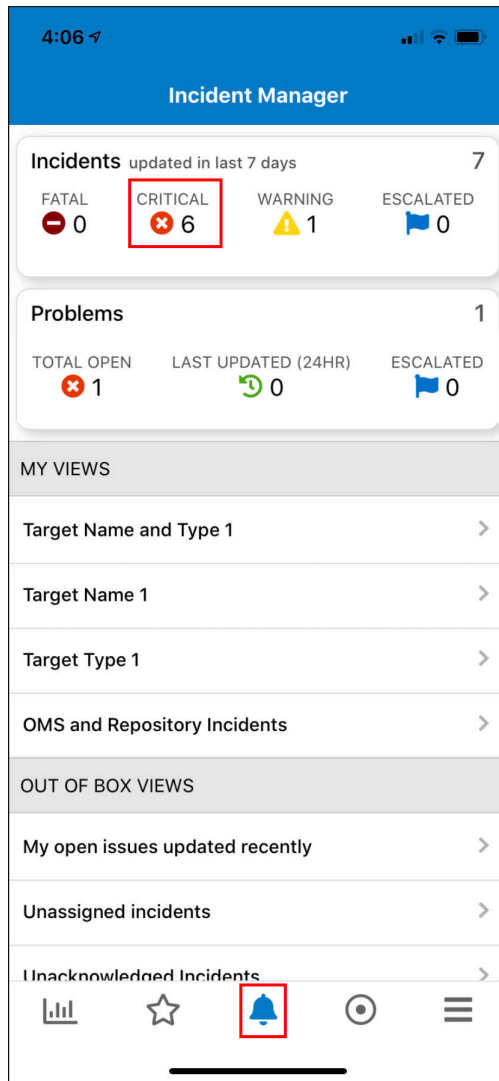
Once you are logged in, Enterprise Manager Mobile displays the Enterprise Summary screen. The bottom navigation bar lets you move between primary functions in Enterprise Manager Mobile.

Icon	Destination
	<p><b>Enterprise Summary</b> Opens by default. This screen displays the same status information shown in the Enterprise Summary region of the Enterprise Manager desktop console. You can tap on the incident, problem, and job summaries to drill down into specific incidents.</p>
	<p><b>Favorites</b> If there is a subset of targets that are of particular interest, you can add them to Enterprise Manager Mobile's <i>Favorites</i> list to provide quick access to the targets' incident status, details and metrics.</p>
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b> Favorites can only be used with account logins. Favorites cannot be used when you are logged in with an account group.</p> </div>	
	<p><b>Incident Manager</b> When you first log in, the <i>my open incidents and problems</i> view appears by default. You can change the view to one of the user-defined or out-of-box views. See <a href="#">Switch Incident Views</a>.</p>
	<p><b>Targets</b> To view a list of all targets monitored by the currently logged in account or account group. If the list is too long, you can filter the list by target status or by target type. You can also sort the list in either descending/ascending order or by target status, target type display name, or display name.</p>
	<p><b>Settings</b> Takes you to the <i>About</i> screen where you can:</p> <ul style="list-style-type: none"> <li>• Rate the application</li> <li>• Access Enterprise Manager Mobile documentation</li> <li>• View the End User License Agreement</li> </ul>

## Manage Incidents

Enterprise Manager Mobile provides an easy-to-use interface that puts the complete incident management lifecycle in the palm of your hand. This short example shows you how to use Enterprise Manager Mobile to manage a critical severity incident.

1. Navigate to Incident Manager. Tap Incident Manager (bell icon).

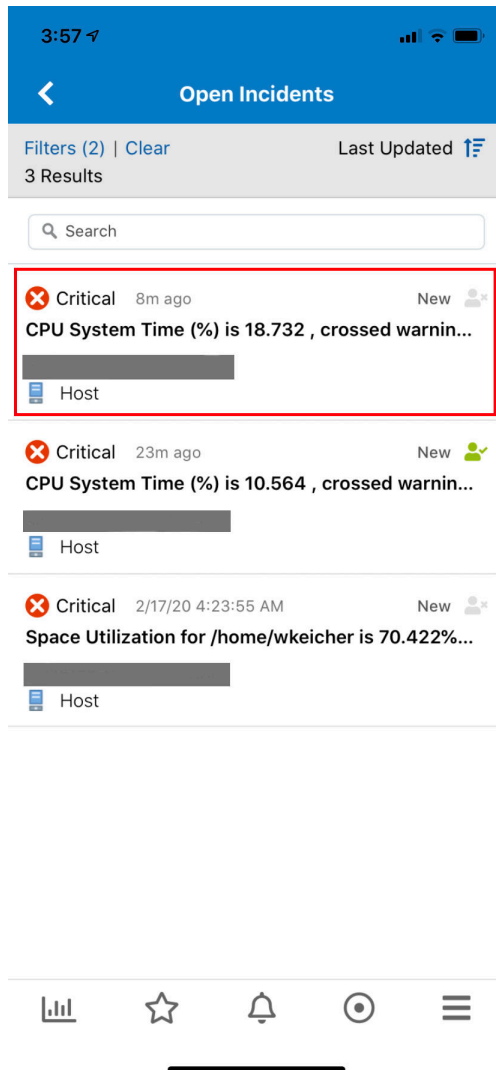


Alternatively, you can drill down to specific incidents, problems, and jobs for monitored targets directly from the Enterprise Summary screen.

2. Drill down to view a list of incidents of a specific severity. For example, tap **Critical** to view all incidents with Critical severity.

 **Note:**

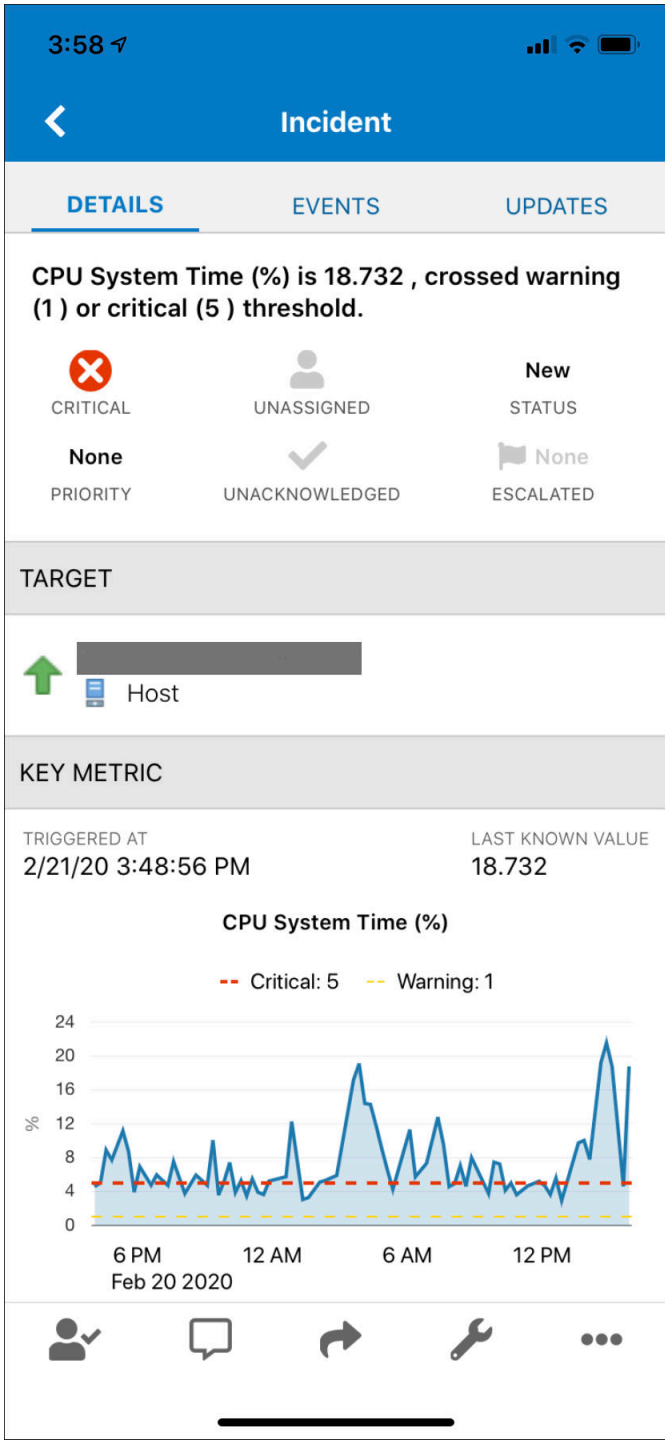
You can also drill down on incidents directly from the Enterprise Summary screen.






Optionally, you can click **Filter** to filter the list of incidents/problems/events by *Last Updated*, custom *Date Range* (Note: This will override the date range specified in the original view definition.), *Resolution*, or *Category*.

3. Tap on a critical incident of interest to view details. The icons in the bottom navigation bar change to reflect the various operations you can perform on this incident/problem.

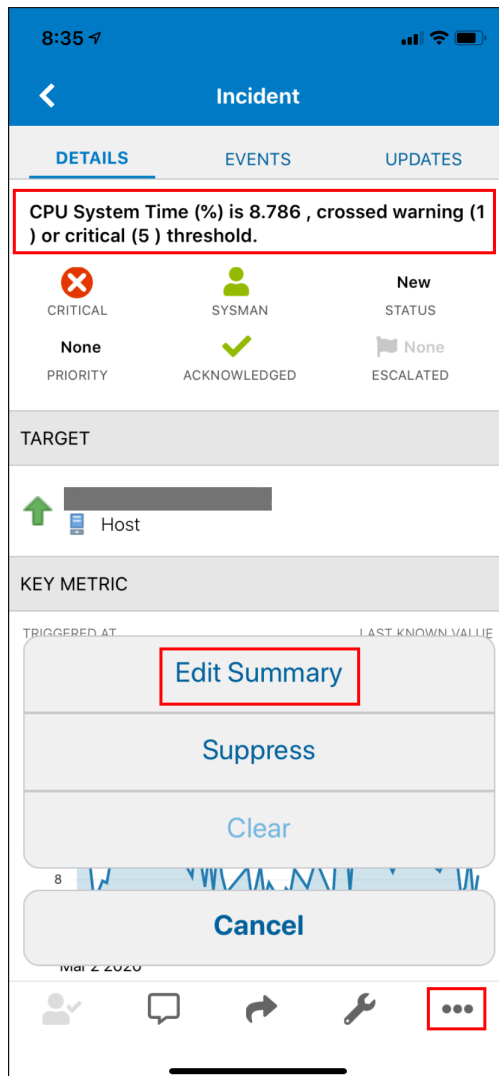




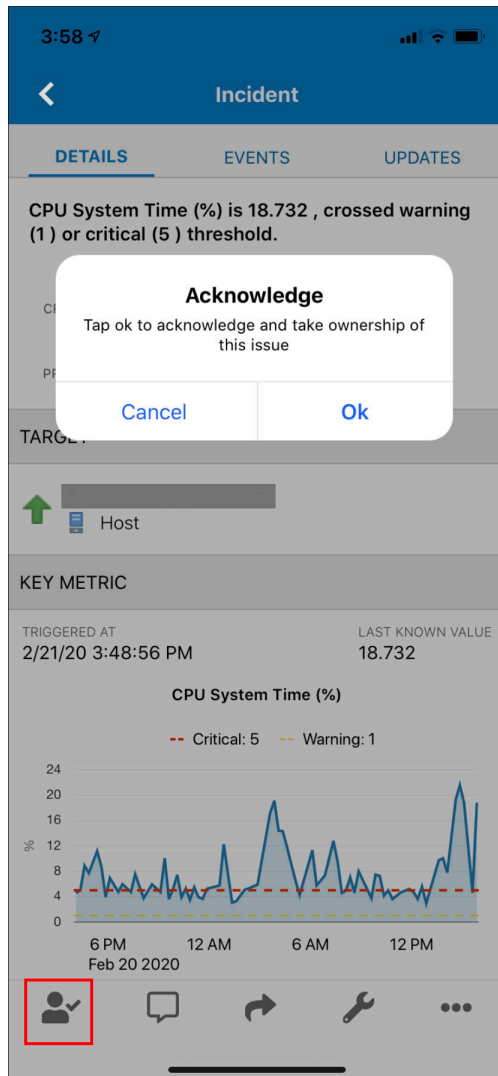
Icon	Action
	Acknowledge the incident/problem/job.
	Add a comment to the incident/problem.

Icon	Action
	Share the incident/problem details with another administrator.
	Allows you to manage the incident. You can: <ul style="list-style-type: none"> <li>• Change the status of the incident.</li> <li>• Set the priority: Urgent, Very High, High, Medium, Low</li> <li>• Escalate the issue: Level 1 - Level 4</li> <li>• Specify/Change the owner.</li> <li>• Add a comment.</li> </ul>
	Allows you to edit the status of the incident. <ul style="list-style-type: none"> <li>• Edit the incident/problem summary.</li> <li>• Suppress the incident/problem.</li> <li>• Clear the incident/problem.</li> </ul>

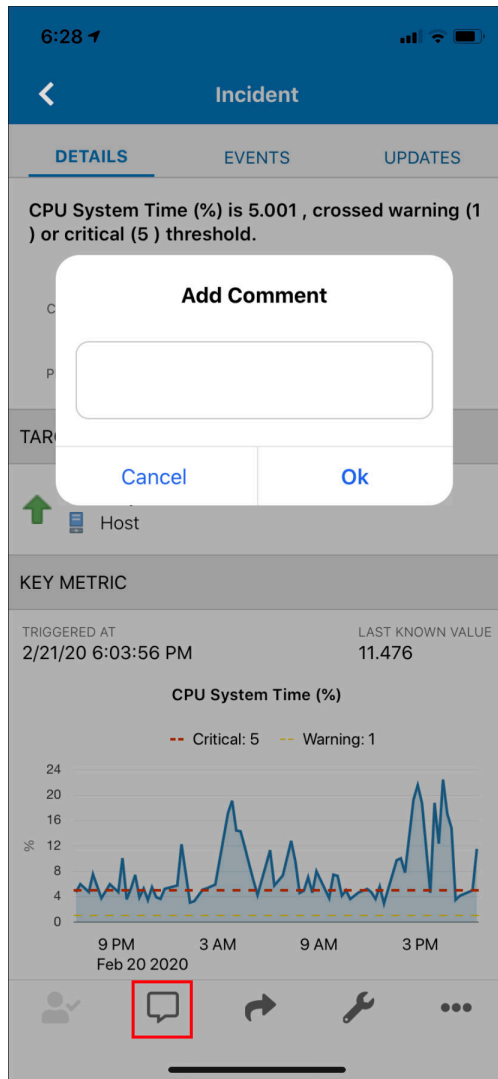
4. Modify the incident summary.



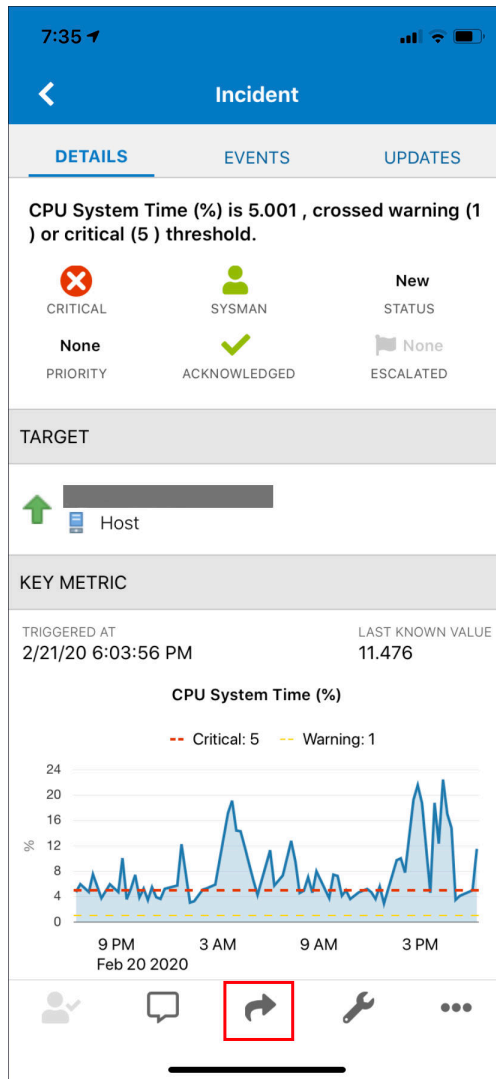
5. Acknowledge and take ownership of the incident.



6. Add a comment to the incident details.



7. Share the incident information with a fellow administrator to help with the resolution.



## Switch Incident Views

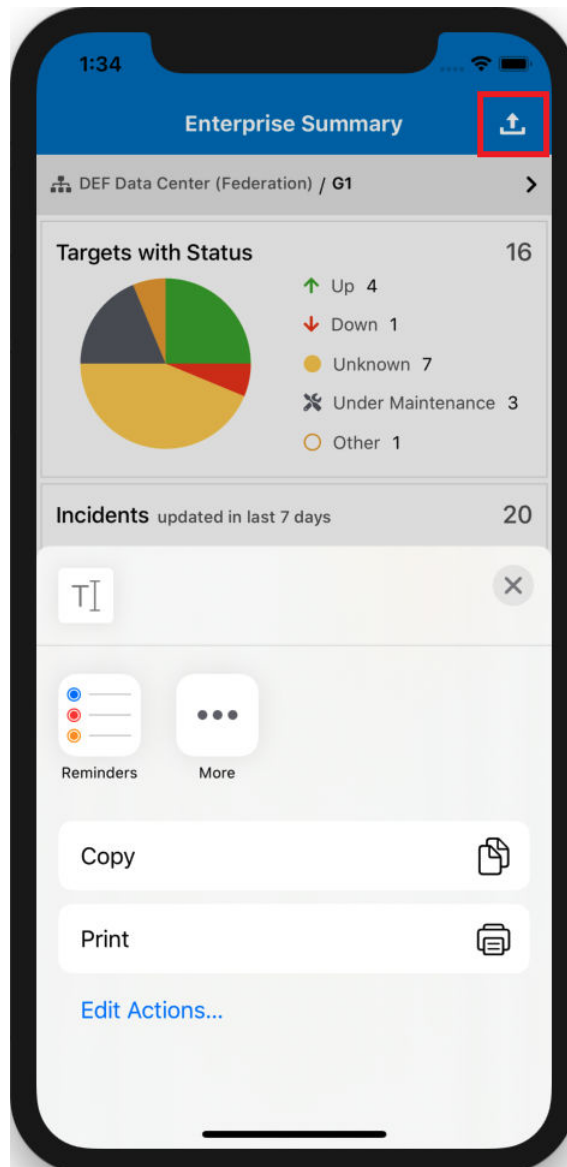
When you first log in, the *my open incidents and problems* view appears by default. You can change the view to any existing (already defined in the Enterprise Manager desktop console) user-defined (*My Views* organized by category), or out-of-box views as follows:

1. Tap **Incident Manager** (bell icon). Both out-of-box and user-defined views are displayed below the Incidents and Problems status regions.
2. Tap the view you want.
3. Enterprise Manager Mobile displays a list of targets meeting the display criteria of the new view.

## Share Details via Text or Email

Enterprise Manager Mobile lets you share the content of any page with other administrators using the native *share* functionality of your mobile device.

Click the share icon in the upper-right corner of the page header. The share action uses the device's share feature to send page content your device's email or text message client.



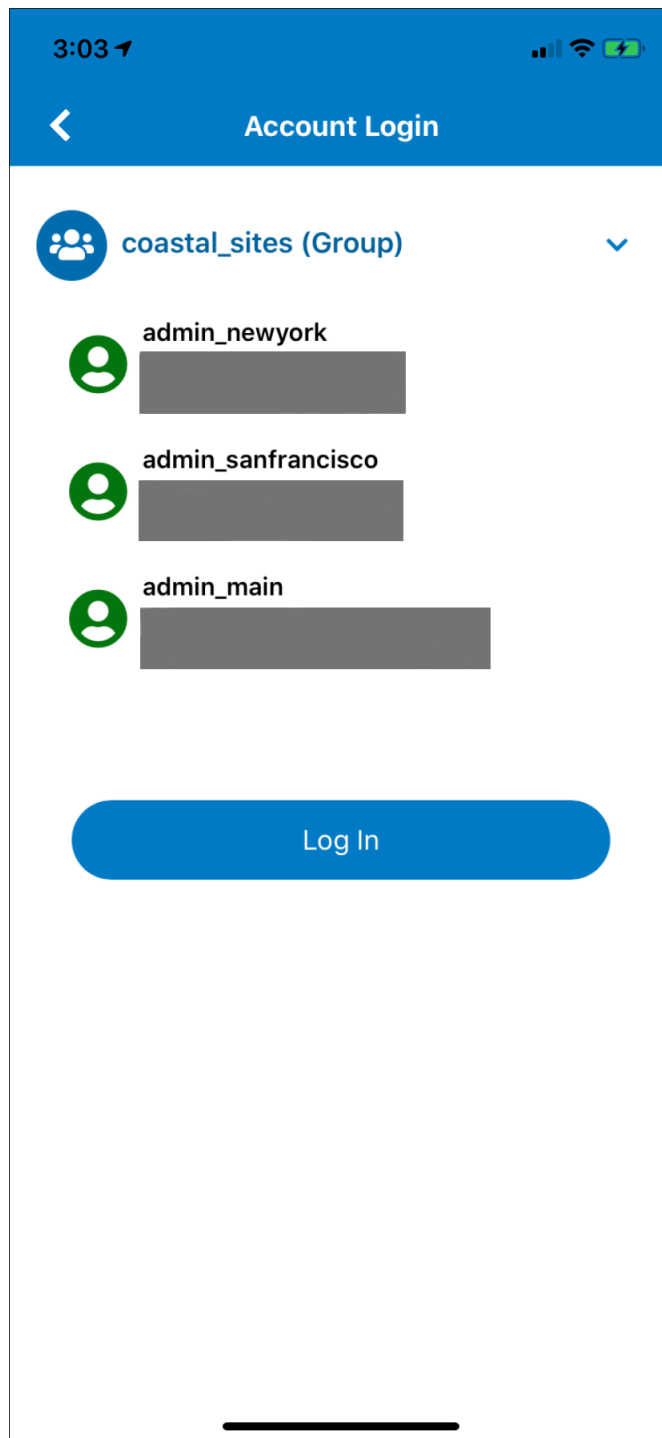
## View Federated Enterprise Manager

A federated view allows you to manage incidents/problems/jobs across multiple Enterprise Manager installations.

To take advantage of federated views in the Oracle Enterprise Manager Mobile application, you need to create an *account group*. An account group lets you simultaneously sign in to multiple Enterprise Manager accounts across remote Enterprise Manager instances, thus allowing Enterprise Manager Mobile to aggregate incident, problem, and job data from multiple Enterprise Manager sites (federated view).

 **Note:**




Beginning with Enterprise Manager 13c Release 5 Update 3 (13.5.0.3), you can view the Enterprise Manager console Federation dashboard directly through the Enterprise Manager Mobile application when you log into the Primary Enterprise Manager site. For more information about viewing Enterprise Manager Out-of-Box and custom dashboards, see [Access Enterprise Manager Dashboards](#).



When you are logged in to Enterprise Manager Mobile with an account group, the UI is nearly identical to a single account login with a few operational differences:

- On the Enterprise Summary screen, there is a Site/Group selector below **Enterprise Summary**.







3:25   

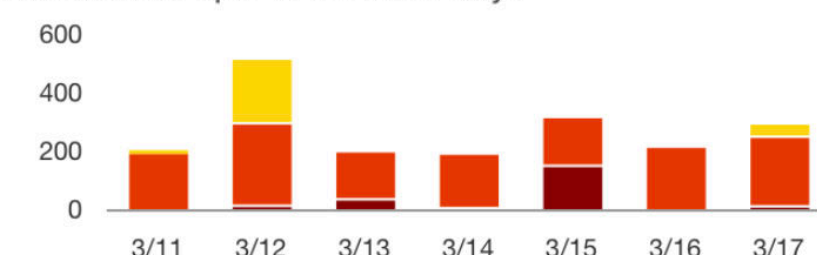
## Enterprise Summary

coastal\_sites (Gro... ▾)





### Accounts

-  coastal\_sites (Group)
-  admin\_newyork
-  admin\_sanfrancisco
-  admin\_main




### Incidents updated in last 7 days 2K






Date	Fatal	Critical	Warning	Escalated
3/11	208	0	0	0
3/12	300	200	0	0
3/13	100	100	0	0
3/14	180	0	0	0
3/15	150	150	0	0
3/16	200	0	0	0
3/17	250	50	0	0

**FATAL**  208    **CRITICAL**  1.4K    **WARNING**  297    **ESCALATED**  0

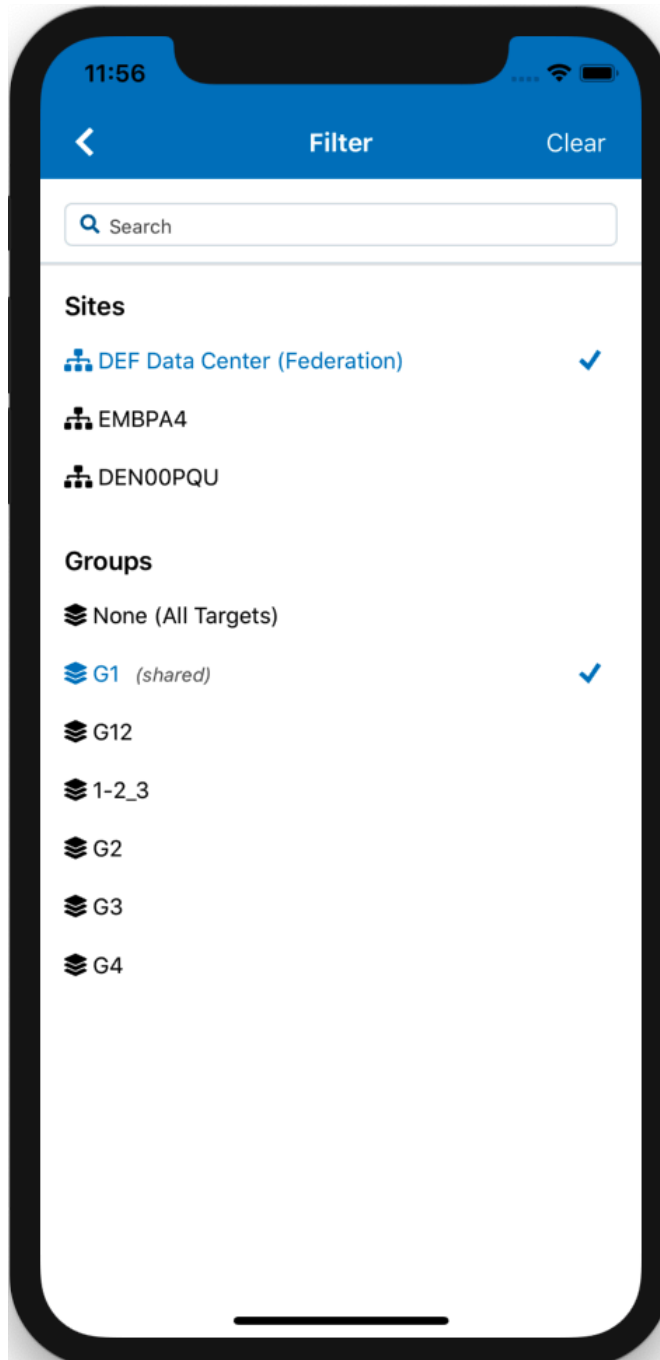
### Problems 153

**TOTAL OPEN**  153    **LAST UPDATED (24HR)**  6    **ESCALATED**  0

### Jobs 450

**SUSPENDED**  0    **ACTION REQUIRED**  0    **PROBLEM**  180

After tapping on the selector, a list appears allowing you to select/filter sites, groups, or group members if you want to see individual member contexts. The following graphic shows a selected group (G1) that is available on multiple Enterprise Manager sites (*DEF Data Center (Federation)*).



 **Note:**

The Site/Group selector appears on the following pages:

- Enterprise Summary dashboard
- Incident Manager
- Incident Manager Issues List

- All target status information are aggregate totals for member targets of the account group.
- When looking at the Enterprise Summary (group context), if you drill down into any one of the regions (Targets with Status, Incidents, Problems, or Jobs), the dashboard region will open up to display the corresponding region for each group member. For example, tapping the *Targets with Status* displays the *Targets with Status* region for each account group member.

## Run a Host Command

Using the Mobile Terminal, you can run a host command directly from the Enterprise Manager Mobile application.

The Mobile Terminal lets you type operating system commands against one host and immediately view the results. This lets you perform administrative command line operations on the host within the context of Enterprise Manager.

 **Note:**

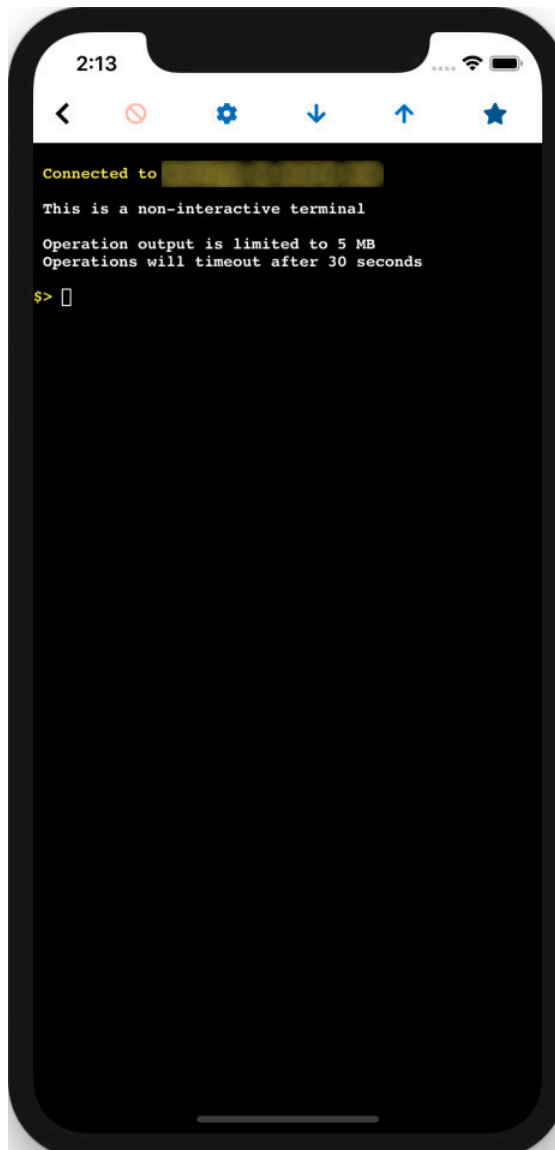
The Mobile Terminal is a non-interactive terminal that sends a single request and waits for the response. The request blocks until it has finished or timed out, then the response is returned.

To access the Mobile Terminal:

1. Navigate to the desired host target's Details screen.
2. Tap **>** at the bottom of the screen. The Execute Command screen displays listing available host login options.
3. Tap on one of the following options:
  - **New Single-user Credentials:** You are prompted for a user name and password. This is a single-use credential created by the Enterprise Manager Mobile user to access the terminal. This credential does not persist once the terminal session has ended.
  - **Preferred Credentials:** This is a Normal Host Credential or a Privileged Host Credential. Preferred Credentials are created and/or assigned by an administrator from the Enterprise Manager desktop console. If defined, tapping on a Preferred Credential logs you into the terminal without having to specify user name and password.

- **Named Credentials:** A Named Credential is created by an administrator from the Enterprise Manager console. If defined, tapping on a Named Credential logs you into the terminal without having to specify login credentials.

The Mobile Terminal displays.



4. Enter the desired command and tap **Return** from your mobile device's keyboard.

### Terminal Settings

You can change the terminal font size and connection timeout from the Terminal Settings screen. To access Terminal Settings, tap on the gear icon located in the toolbar at the top of the screen.

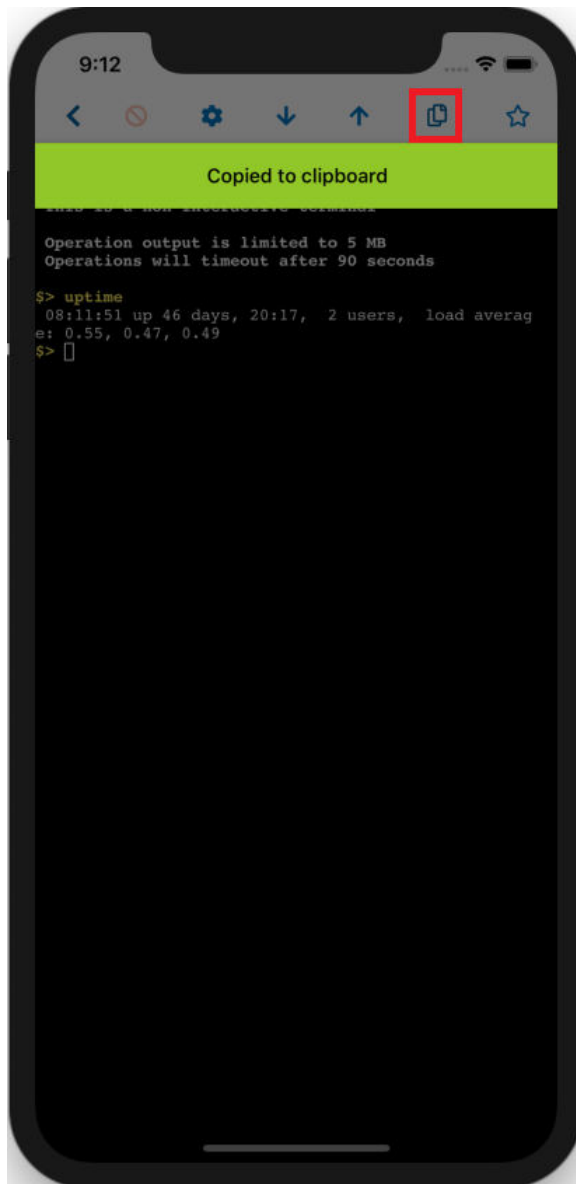
### Saving Commands

For convenience, the Mobile Terminal allows you to save frequently used commands. To save a command:

1. Tap on the star icon in the toolbar at the top of the screen. The Saved Commands screen displays.
2. Tap the add (+) at the top right of the screen. The New Command screen displays.
3. Enter the command and tap **Save**. The Save Commands screen displays. Your newly defined command appears in the My Commands list. Swipe left on a saved command to edit or delete the command.

### Copying Terminal Output

You can copy the terminal output (buffer) into the device clipboard by tapping the copy icon in the toolbar (shown in the following image). This allows you to copy the text from the terminal and paste the text into another application, such as email.



# Monitor Target Compliance

Enterprise Manager Mobile lets you evaluate the compliance of targets as they relate to business best practices for configuration, security, and storage.

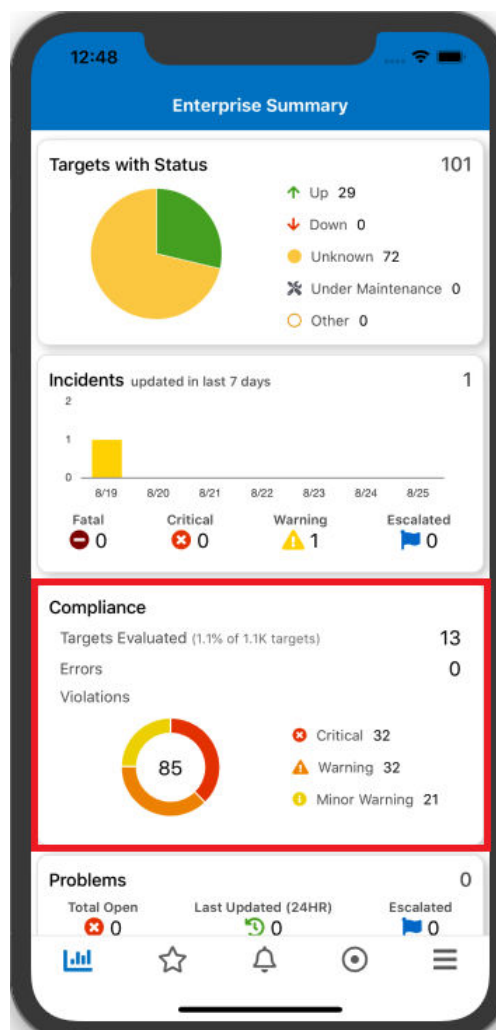
Compliance management is accomplished by defining, customizing, and managing compliance frameworks, compliance standards, and compliance standard rules. In addition, Compliance Management provides advice of how to change configuration to bring your targets and systems into compliance.

Enterprise Manager Mobile lets you monitor target compliance directly from the Target Summary screen.



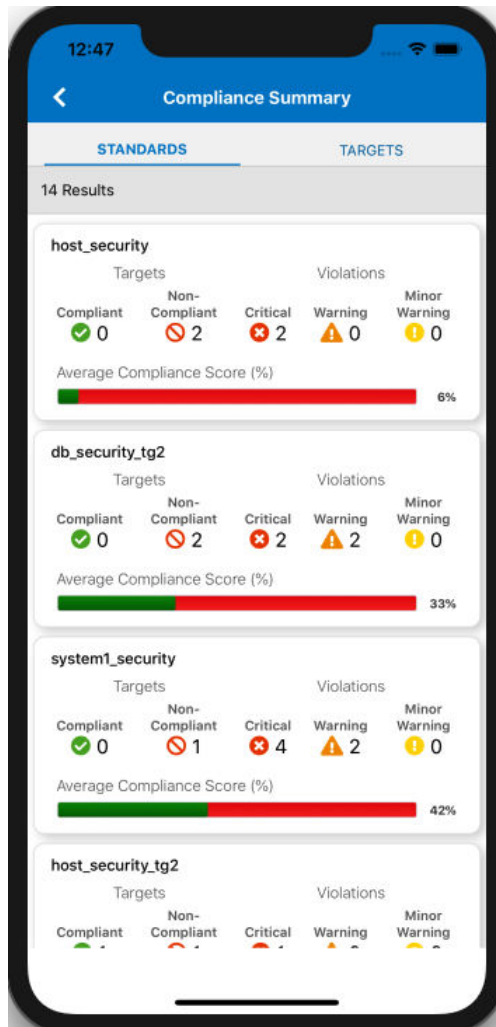
### Note:

This feature is only available with Enterprise Manager 13c Release 4 Update 5 or greater.



From the Compliance region, you can:

- Tap on **Targets Evaluated** to view a complete list of targets where you can drill down to compliance violations specific to individual targets.
- Tap on **Critical**, **Warning**, and **Minor Warning** violations to view list of compliance standard violations filtered by violation severity.

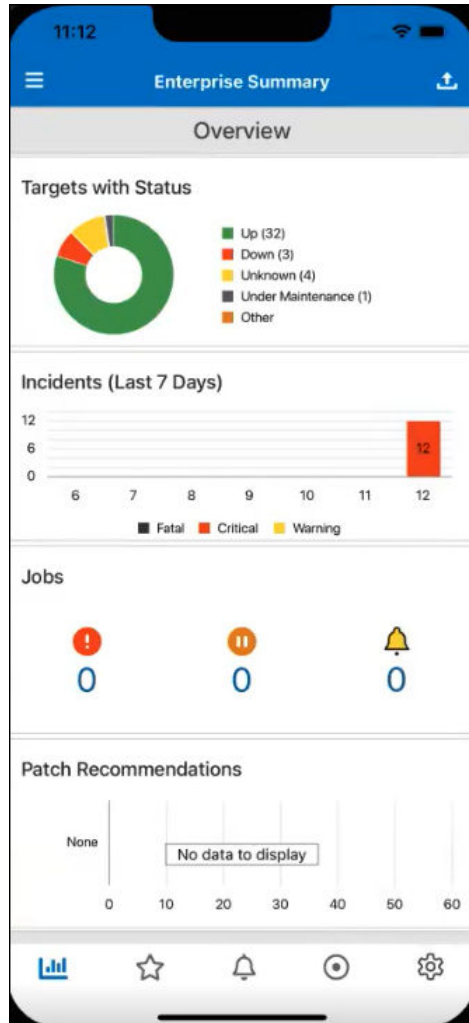


You can drill down on any compliance or violation count greater than zero for more in-depth detail.

## Access Enterprise Manager Dashboards

You can access Enterprise Manager dashboards directly through the Enterprise Manager Mobile application.

The Enterprise Manager console provides a comprehensive set of dashboards that provide relevant information at a glance. Using the Enterprise Manager Mobile application you can tap into both out-of-box and custom dashboards defined in the console. By default, the Enterprise Summary dashboard is displayed when logging into Enterprise Manager Mobile.



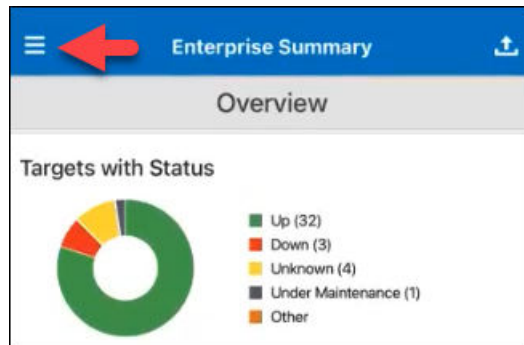
Most dashboard tiles are fully interactive (tapping on elements calls up contextual pop-up menus, drill-down options, and tool tips). By rotating your mobile device, you can take advantage of the horizontal screen real estate to view graphs in more detail.

 **Note:**

If a dashboard doesn't display correctly in the Enterprise Manager Mobile application, try rearranging and/or resizing widgets in the desktop dashboard editor.

To switch to another Enterprise Manager dashboard, tap the menu to display a list of available dashboards that you can select from.





### Unsupported Widgets

The Enterprise Manager table dashboard widget is not supported and will be hidden by Enterprise Manager Mobile when opening an Enterprise Manager dashboard containing this type of widget. An information message will be displayed indicating unsupported widgets have been hidden.

For more information about Enterprise Manager dashboards, see Using Dashboards in the *Enterprise Manager Monitoring Guide*.

# A

## Appendix

This appendix contains the following licensing information:

- [Third-Party License Details](#)
- [End User License Agreement \(iOS\)](#)
- [End User License Agreement \(Android\)](#)

### Third-Party License Details

This section provides the license details for third-party software.

```
# Oracle JET 9.2.0
```

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Chai - v4.2.0

<https://github.com/chaijs/chai>

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Knockout Fast Foreach v0.6.0 (2016-07-28T11:02:54.197Z)

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petit-dom - v0.2.2

<https://github.com/yelouafi/petit-dom>

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webcomponents/custom-elements - v1.1.2

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RequireJS i18n 2.0.2  
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ES6-Promise

<https://github.com/stefanpenner/es6-promise>

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jQuery UI - v1.12.1 - 2015-03-18

<http://jqueryui.com>

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===== Proj4js =====

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```
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