<u>Logging into the Oracle Service Cloud for the First Time Post Upgrade Cutover</u>

Summary:

Logging into the Oracle Service Cloud Post Upgrade

Question:

What should I expect the first time I log in after an upgrade cutover?

Answer:

Environment:

All Oracle Service Cloud site versions.

Resolution:

After the upgrade cutover agents will log into the current production site just as they do today. Upon successful login, the desktop client will contact the Oracle server and download the new application files to the desktop.   The upgrade site will be unavailable for login after upgrade cutover.

Here's what you will experience:

1. Click on your Oracle Service Cloud desktop icon (not a shortcut).

2. The installer will go through an update and a little dialog box will appear in the top left corner of your screen announcing that it is updating. (See example below)

3. Once the installer goes through its update the dialog box will go away and you will be directed to the log in screen.

4. Put in your current production site credentials.

5. Note: You can confirm that you are on the production site at this step by looking at the interface name. If you were on the --upgrade site it would say that in this location, however you should see that it refers to your production site.

6. On the log in screen below your credentials you will see a progress bar appear and .zip files decompressing. (See example below)

7. Once this process is complete the Oracle Service Cloud console will launch.

This is similar to how the --upgrade site was created, but not exactly the same. If you look in your folders for the RightNow product you should see a new folder created for the new version files set. Your IT team may want to go back and remove the --upgrade site and other previous versions but this is not required.

Installer Update:
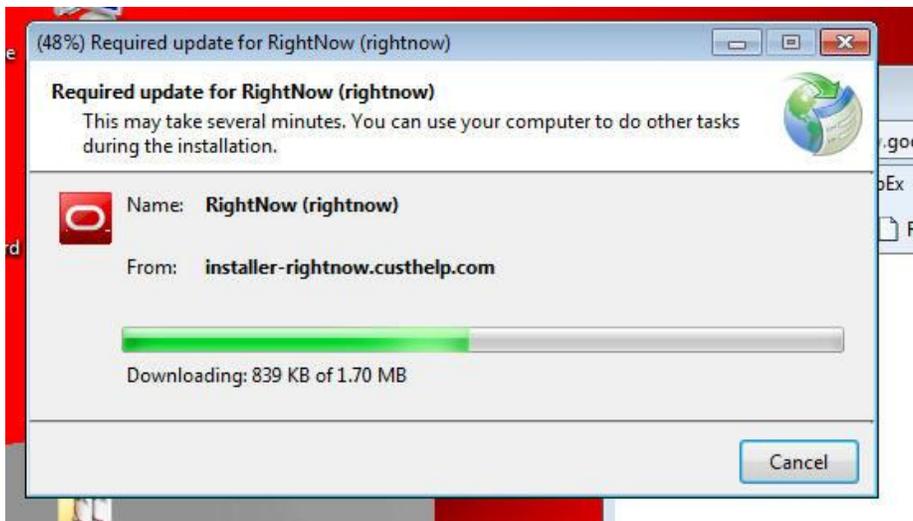
Log in screen with progress bar:

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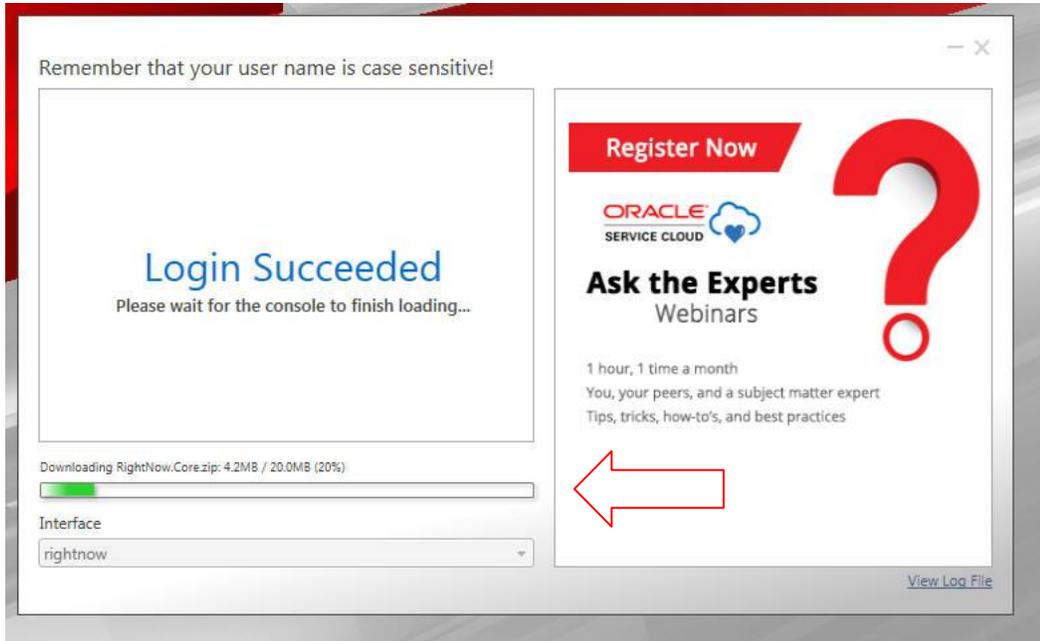
Notes:

For more information about deploying the agent desktop, see the Installation Guide. [Answer ID 5168](#)

For more information on the upgrade process refer to Answer ID 1124: Requesting an upgrade for a hosted site. [Answer ID 1124](#)

To ask a specific question regarding this topic, please submit your [information here.](#)

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