

**Oracle® Retail Integration Cloud Service**  
Technical Implementation Instructions for SI/Customers  
Release 21.0.000  
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- Did you find any errors in the information?
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- Do you need different information or graphics? If so, where, and in what format?
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If you find any errors or have any other suggestions for improvement, then please tell us your name, the name of the company who has licensed our products, the title and part number of the documentation and the chapter, section, and page number (if available).

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# Preface

When starting a Retail Integration Cloud Services (RICS) implementation, there are a number of key considerations and actions the Customer/System Integrator will need to take to complete the new provisioning.

## Audience

This Technical Implementation Instructions for SI/Customers is intended for the customer's service administrator and the customer's System Integrator. The service administrator is the key person in your business that manages your Integration cloud service. Oracle will target important communications to the service administrator, such as the initial welcome e-mail that is described in this document. If the person who receives this e-mail is not the person or part of the group of people that will be taking responsibilities for the tasks in this document, please work with your Customer Success Manager (CSM) to have that the name updated.

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When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

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<https://docs.oracle.com/en/industries/retail/index.html>

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-02 is an updated version of a document with part number E123456-01.

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## Oracle Retail Documentation on the Oracle Help Center ([docs.oracle.com](https://docs.oracle.com))

Oracle Retail product documentation is available on the following web site:

<https://docs.oracle.com/en/industries/retail/index.html>

(Data Model documents can be obtained through My Oracle Support.)

## 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.

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<b>Convention</b>	<b>Meaning</b>
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<b>monospace</b>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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# RICS implementation

When starting a Retail Integration Cloud Service (RICS) implementation, there are a number of key considerations and actions the Customer/System Integrator will need to take to complete the new provisioning.

## Pre-Provisioning

Pre-provisioning is the period after contracts are signed, but before receiving your environments, where some key activities can occur related to your upcoming implementation. For Integration Cloud Service implementations, your Customer Success Manager (CSM) will be your main point of contact for these activities.

## Provisioning

Once your environments are ready for you, the person designated as your service administrator will receive a welcome e-mail: one for each cloud service and each environment (stage, production, and so on).

Follow all instructions in the *Action Required: Access and Administer Production/Stage/Test Environment...* e-mail.

This environment access e-mail contains critical details required for you to access and administer your Cloud Service. You will receive one e-mail for each provisioned environment. Save these e-mails.

Log in to your Cloud Service. Use the Identity Management URL, username and temporary password provided in the environment access e-mail to verify access to your service. At your first login attempt, create a new password and make note of it because at this point you are the only one with access!

You will receive a separate e-mail for each provisioned environment, and the password for each environment is maintained separately. In addition, please note that you will not be able to access the Retail applications until you grant the appropriate application roles to your user.

It is recommended that you save this e-mail for future reference, because at this point the service administrator is the only person with access.

## Access IDCS

Once you receive your welcome e-mail, it is recommended that you, as the system administrator, log into IDCS to verify your access and create a new password. You will also be assigned the application administrator group for each Retail Integration service in both your production and pre-production environments. Note that the group for

pre-production will have an added extension (`_PREPROD`) in order to differentiate between the two. These should not be deleted.

It is also recommended that you add additional administrators in order to have a backup administrator and share in user management administration, as at this point no one else in your organization will have access to IDCS or the Retail Integration solutions. For assistance in creating users or adding them to groups, see the following documents:

- Managing Users, User Accounts, and Roles
- Adding Identity Domain Administrators

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**Note:** You may notice that there are a number of other user IDs set up in IDCS for Retail Integration (for example, `bdi_admin`, `jos_admin`). These users were seeded by the Oracle Cloud Operations team for use in Merchandising batch and integration processes. These users will be managed by the Oracle Cloud Operations team.

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## Validate Cloud Service Access

Next, you should validate that you are able to access and successfully log into each of the Retail Integration Cloud Services for which you have been provisioned using the URLs provided in the e-mail, along with the username and password.

## Register Customer Support Identifier

The welcome e-mail will also include your Customer Support Identifier (CSI). This should be registered with My Oracle Support (MOS), which you will use to log questions or issues about these services. Follow link in the e-mail or access [support.oracle.com](http://support.oracle.com) to create a new account. If you already have a MOS account, remember to add your new CSI to your existing MOS account.

The first person to request access to a CSI will be checked by Oracle to ensure the domain of their e-mail address matches the domain associated with the CSI. Once approved, they will be made the Customer User Administrator of that CSI, and can approve others to use it. If someone else has already been made the administrator of that CSI, then the request will be e-mailed to him or her for approval. For more information on the Customer User Administrator, see **MOS Doc ID 1544004.2**.

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**Note:** You will not be able to register your CSI number until your production environment has been provisioned.

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## Create End User Accounts

Before end users can access the Cloud Service application it is necessary to provision each user access to the system, and assign roles to each user to control what functionality will be available to them. The access provisioning is done using Oracle Identity Management (OIM). Instructions for end user account creation are documented in an Administration Guide, found in an online Documentation library at this location:

<http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html>



## Post Provisioning

Once your RICS environments are ready there are addition configuration steps that are Self-Service. Many, if not most, are now Auto-Wired during the Provisioning process, the following section are a checklist of the steps for each of the RICS Product Domains that are not auto-wired.

### RIB CS Self-Service instructions for SI/Customer

The following sections list by application the RIB CS Self-Service instructions for SI/Customers.

#### Application: rib-rms

##### Instructions

Not Applicable (Auto-wired)

##### Owner: Who configures in Production

Not Applicable

#### Application: rib-tafr

##### Instructions

Perform the following steps to Update the Facilities.

- Go to **Manage Configurations > system options** tab
- Click **Add**.
- Insert a new **Facility ID**.

Example: **key - facility\_id.PROD.12345 value - 1**

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**Note:** Update the facilities as needed using the previous steps.

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*Figure 1-1 Update the Facilities*

The screenshot shows a configuration form with a text input field containing 'facility\_id.PROD.12345' and a numeric input field containing '1'. The text input field has a placeholder 'Add new property here' and a small blue icon to its right. The numeric input field also has a small blue icon to its right.

##### Owner: Who configures in Production

Service Implementer /Customer

#### Application: rib-ext

##### Instructions

##### Prerequisite:

Get the Injector URL and credential details from the external apps team.

Perform the following steps to Configure External Injector Service.

- Go to **Manage Configurations >Injector Service** tab.
- Update the Injector Service Host and Injector Service Port values.

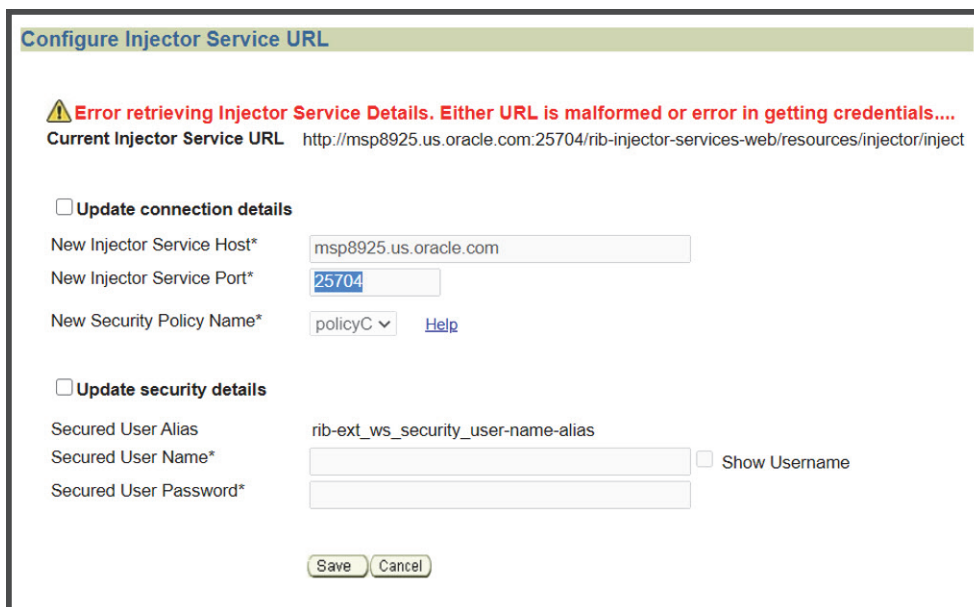
Example: Host-[rgbu-phx-1bint-379.us.oracle.com](https://rgbu-phx-1bint-379.us.oracle.com) Port-80

- Click **Save**.

Perform the following steps to Update Creds for CustomerOwned Alias

- Perform the following steps for Basic Authentication
  - Go to **Manage Configurations > Injector Service tab**.  
Update the Secured User Name and Secured User Password  
Example:  
User Name - **extws**  
Password - **Welcome1**
  - Click **Save**.

**Figure 1–2 Configure External Injector Service Error**



**Owner: Who configures in Production**

Service Implementer /Customer

**Application: rib-rob**

**Instructions**

**Prerequisite:**

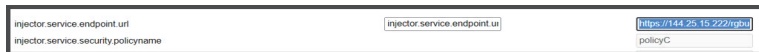
Get the Injector URL and credential details from the order broker team.

Perform the following steps to Configure ROB Injector Service

- Go to **Manage Configurations > System Options tab**
- Update the property injector.service.endpoint.url as per the following value -  
[https://<host>:<port>/<OB\\_SUB\\_NAMESPACE>/rib-injector-services-web/orcos/resources/injector/inject](https://<host>:<port>/<OB_SUB_NAMESPACE>/rib-injector-services-web/orcos/resources/injector/inject)

Example:

<https://144.25.15.222/rgbu-omni-rgbu-eit2-obcs/rib-injector-services-web/orcos/resources/injector/inject>



- Click **Save**.

Perform the following steps to Update Creds for CustomerOwned Alias

1. Authentication

- Go to **Manage Configurations > Injector Service** tab.
- Select **rib\_rob\_ws\_security\_user\_name\_alias** from the dropdown.
- Update the Secured User Name and Secured User Password

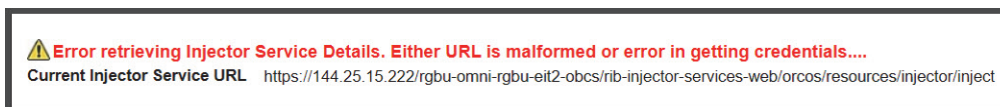
**Example:**

User Name - **obuser**

Password - **Eit12345\$**

- User and Password should be empty until OB implements OAuth scope.
- Click **Save**.

**Figure 1-3 URL Error**



**Figure 1-4 Configure ROB Injector Service**



2. Oath2 Authentication

Go to **Manage Configurations > Injector Service** tab

Select **rib\_rob\_oauth2\_application\_client\_user\_name\_alias** from the dropdown.

Update the Secured User Name with Client Id and Secured User Password with the Client Secret.

Example:

User Name - **18927c74-fed6-45e9-8198-977c5a758ac5**

Password - **18927c74-fed6-45e9-8198-977c5a758ac5**

Click **Save**.

**Figure 1-5 URL Error**



**Owner: Who configures in Production**

Service Implementer

**Application: rib-igf**

**Instructions**

Prerequisite:

Get the credentials from the log-fire team.

Perform the following steps to Update Creds for CustomerOwned Alias

- Authentication
    - Go to **Manage Configurations > Injector Service** tab
    - Update the Secured User Name and Secured User Password
- Example:
- User Name - **rgbu6\_adm**
- Password - **welcome1**
- Click **Save**.

**Figure 1–6 Update Creds for CustomerOwned Alias**

**Configure Injector Service URL for soap-app**

**Current Injector Service URL** http://traefik-svc/rgbu-rex-rgbu-stg22-rics/usm/EventListener.do?path=/InjectorServiceWsdI

**Update connection details**

New Injector Service Host\*

New Injector Service Port\*

New Security Policy Name\*  [Help](#)

**Update security details**

Secured User Alias rib-1gf\_ws\_security\_user-name-alias

Secured User Name\*   Show Username

Secured User Password\*

Successfully updated the details.

**Owner: Who configures in Production**

Not Applicable

**BDI CS Self-Service instructions for SI/Customer**

The following sections list by application the BDI CS Self-Service instructions for SI/Customer.

**Application: BDI-EXT Jobadmin**

**Instructions**

Perform the following steps to Configure OAuth credentials for **mfcsOAuth2ApplicationClientAlias** and **simOAuth2ApplicationClientAlias**.

- Go to **External Job Admin UI > Manage Configurations > System Options** tab.
- Select **mfcsOAuth2ApplicationClientAlias** and click **Edit**.
- Update the Client ID and Secret and click **Save**.
- Repeat the same steps for updating **simOAuth2ApplicationClientAlias**.

Figure 1–7 Configure OAuth Credentials

The screenshot displays the Oracle External Batch Job configuration interface. At the top, the title "ORACLE EXTERNAL BATCH JOB" is visible. Below the title, there are several tabs: "Batch Summary", "Manage Batch Jobs", "Trace Data", "Diagnostics", "Manage Configurations", and "System Logs". Under the "Manage Configurations" tab, there are sub-tabs: "Outbound Interface Controls", "Inbound Interface Controls", "System Options", and "Log Level". The "System Options" sub-tab is currently selected. The main content area shows a table with two rows of configuration items. The first row has a text input field containing "mfcsOAuth2ApplicationClientAlias" and another text input field containing "GET\_FROM\_WALLET:GET\_FROM\_WALLET". The second row has a text input field containing "simOAuth2ApplicationClientAlias", a text input field containing "Username", and a text input field containing "Password". Each row has a small icon on the right side, likely for editing or deleting the configuration.

**Owner: Who configures in Production**

Service Implementer /Customer

**Application: BDI Process-Flow****Instructions**

Perform the following steps to Configure POM callbacks and update credentials for **customerOwned Alias**, **pomCallBackServiceUr-IUserAlias**, **pomCallBackServiceUrl**, **pomCallBackServiceUrlOAuth2ApplicationClientAlias**.

Go to **PF UI > Manage Configurations > System Options** tab.

Select **pomCallBackServiceUrlUserAlias** and click **Edit**.

Enter the Username and password provided by the POM and click **Save**.

Repeat the same steps for updating **pomCallBackServiceUrl** and **pomCallBackServiceUrlOAuth2ApplicationClientAlias**.

**Figure 1–8 Configure POM Callbacks**

Configuration Item	Value	Actions
pomCallBackServiceUrl	<input type="text" value="https://host:port/external/consumeBDICallback"/>	
pomCallBackServiceUrlOAuth2ApplicationClientAlias	<input type="text" value="Username"/> <input type="text" value="Password"/>	
pomCallBackServiceUrlUserAlias	<input type="text" value="GET_FROM_WALLET:GET_FROM_WALLET"/>	
pomCallBackServiceUrl	<input type="text" value="https://host:port/external/consumeBDICallback"/>	
pomCallBackServiceUrlOAuth2ApplicationClientAlias	<input type="text" value="GET_FROM_WALLET:GET_FROM_WALLET"/>	
pomCallBackServiceUrlUserAlias	<input type="text" value="jobadmin"/> <input type="password" value="*****"/>	

**Owner: Who configures in Production**

Service Implementer /Customer

This may not be needed if you use the application scope for OAuth.

**Instructions**

Perform the following steps to Configure OAuth credentials and update credentials for **mfcsOAuth2ApplicationClientAlias** and **simOAuth2ApplicationClientAlias**.

Go to PF UI > **Manage Configurations** > **System Options** tab.

Select **mfcsOAuth2ApplicationClientAlias** and click **Edit**.

Update the Client ID and Secret and click **Save**.

Repeat the same steps for updating **simOAuth2ApplicationClientAlias**.

**Figure 1–9 Configure OAuth Credentials**

Configuration Item	Value	Actions
mfcsOAuth2ApplicationClientAlias	<input type="text" value="Username"/> <input type="password" value="Password"/>	
simOAuth2ApplicationClientAlias	<input type="text" value="Username"/> <input type="password" value="Password"/>	

**Owner: Who configures in Production**

Service Implementer /Customer

This may not be needed if you use the application scope for Oauth.

**RFI CS Self-Service instructions for SI/Customer**

The following sections list by application the RFI CS Self-Service instructions for SI/Customer.

**Application: RFI-web-app**

**Instructions**

Perform the following steps to Update Credentials For customer Owned aliases.

- Navigate to **Manage Configurations > Service Configurations**.
- Select **CFIN** in the RFI Integrated application dropdown.
- Check the **Update Security Details** check box.
- In the Secured User Name enter: **CFIN username**.
- In the Secured User Password enter **CFIN pwd**.
- Click **Save**.

*Figure 1–10 Update Credentials For Customer Owned aliases*

**Update security details**

Secured User Alias: financialUtilServiceUserNameAlias

Secured User Name\*: [masked]  Show Username

Secured User Password\*: [empty]

**Owner: Who configures in Production**

Service Implementer /Customer

**Instructions**

Perform the following steps to Update the CFIN Integration URL

- Navigate to **Manage Configurations > Service Configurations**.
- Select **CFIN** in the RFI Integrated application dropdown.
- Check the **Update Connection Details** check box.
- Update the CFIN Service Host and Port.
- Click **Save**.



**Figure 1–11 Update the CFIN Integration URL**

Financial Service URL	https://faehyp122.fa.dc1.c9dev2.oraclecorp.com:443/finFunShared/FinancialUtilService?WSDL
GL Account Validation URL	https://faehyp122.fa.dc1.c9dev2.oraclecorp.com:443/fscmService/AccountCombinationService?WSDL
<input type="checkbox"/> Update connection details	
New CFIN Service Host*	<input type="text" value="faehyp122.fa.dc1.c9dev2.oraclecorp.com"/>
New CFIN Service Port*	<input type="text" value="443"/>

**Owner: Who configures in Production**

Service Implementer /Customer

**USM CS Self-Service instructions for SI/Customer**

The following sections list by application the USM CS Self-Service instructions for SI/Customer.

**Application: USM-LGF****Instructions**

Log in to USM UI as an admin and perform the following steps to Configure Initial Project.

- Go to **Admin > Manage Access** tab.
- Select Project: **LogFireIntegration**
- Username Alias: **usmAdminUiUserAlias**
- UserName: **rics.admin**(Give the admin username)
- Click **Save**.

**Figure 1–12 Configure Initial Project**

Select Project:  User doesn't have access to any project. Contact your System Admin to get Access to a Project

Home Mapping Designer Test Drivers Monitoring Admin Import/Export Configurations System Logs

Manage Projects Manage Access

Manage Access

Create  Manage

Select Project\*:

Username Alias\*:  or

Username\*:

**Owner: Who configures in Production**

Service Implementer /Customer

**Instructions**

Perform the following steps for External JSON updates.

- Go to **Configurations > Edit Usm Configuration**.
- Select **external\_env\_info.LogFireIntegration** from the dropdown and click **Edit**.
- Enter the following:

name: LogFire\_Host\_Url\_Key

value: The logFire Host URL

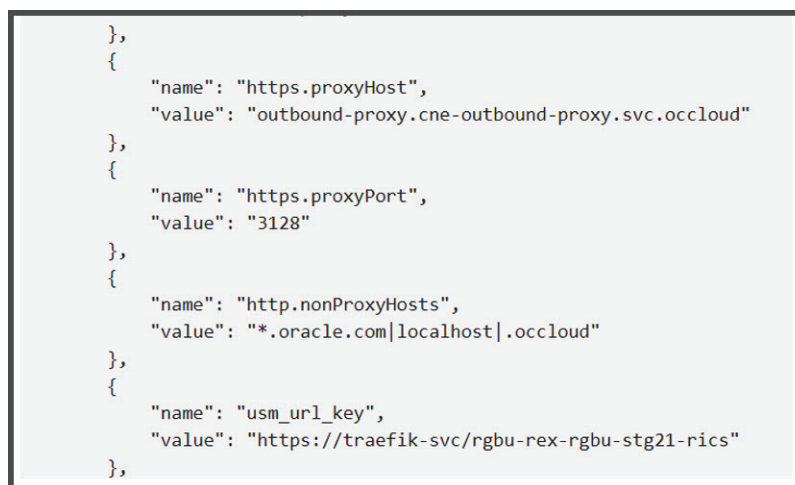
Example: [https://intqa.wms.ocs.oraclecloud.com:443/lgf\\_int\\_qa](https://intqa.wms.ocs.oraclecloud.com:443/lgf_int_qa)


---

**Note:** The URL may change as per the customer's LGF instance.

---

- Click **Save**.

**Figure 1–13 Select external\_env\_info.LogFireIntegration****Figure 1–14 Edit USM Configuration****Owner: Who configures in Production**

Service Implementer /Customer

### Instructions

Perform the following steps to Update DVM.

- Go to **Configurations > Manage DVM** tab.
- Select **CompanyCode\_dvm.LogFireIntegration** from the dropdown.
- Click **Edit** on the row that you want to edit.
- Update the value of **CompanyName** that is set in LogFire application  
Example - CompanyName value - RGBU6

**Figure 1–15 Update CompanyCode\_dvm.LogFireIntegration**

The screenshot shows the 'Manage DVM' interface. At the top, there are buttons for 'Edit', 'Create', and 'Rename'. Below them, a green message states 'Dvm: CompanyCode\_dvm.LogFireIntegration Updated Successfully.' A dropdown menu is set to 'CompanyCode\_dvm.LogFireIntegration'. Below the dropdown, there is a table with two columns: 'Name' and 'Value'. The 'Name' column contains 'CompanyName' and the 'Value' column contains 'RGBU6'.

- Click **Save**.
- Select **FacilityCode\_dvm.LogFireIntegration** from the dropdown.
- Click **+** to add a new row with the details of **FacilityId**, **FacilityType**, and **FacilityTimeZone** as configured in LogFire application

Example:

FacilityId - 55

FacilityType - WAREHOUSE

FacilityTimeZone - US/Eastern

**Figure 1–16 UpdateFacilityCode\_dvm.LogFireIntegration**

The screenshot shows the 'Manage DVM' interface. At the top, there are buttons for 'Edit', 'Create', and 'Rename'. Below them, a green message states 'Dvm: FacilityCode\_dvm.LogFireIntegration Updated Successfully.' A dropdown menu is set to 'FacilityCode\_dvm.LogFireIntegration'. Below the dropdown, there is a table with three columns: 'FacilityId', 'FacilityType', and 'FacilityTimeZone'. The table contains four rows of data:

FacilityId	FacilityType	FacilityTimeZone
725746731	WAREHOUSE	US/Eastern
123	WAREHOUSE	Asia/Kolkata
585326969	WAREHOUSE	Australia/Sydney
55	WAREHOUSE	US/Eastern

### Owner: Who configures in Production

Service Implementer /Customer

## RICS Tools CS Self-Service instructions for SI/Customer

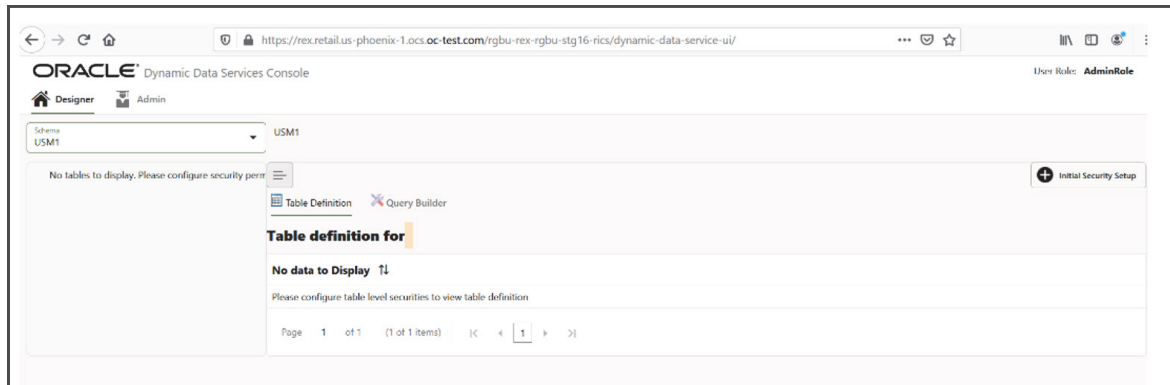
The following sections list by application the RICS Tools CS Self-Service instructions for SI/Customer.

## Application: DDS

### Instructions

Perform the following steps to Configure Initial Security Setup.  
 Log in to DDS UI as an Admin and then go to the Designer tab.  
 Select the schema from dropdown.

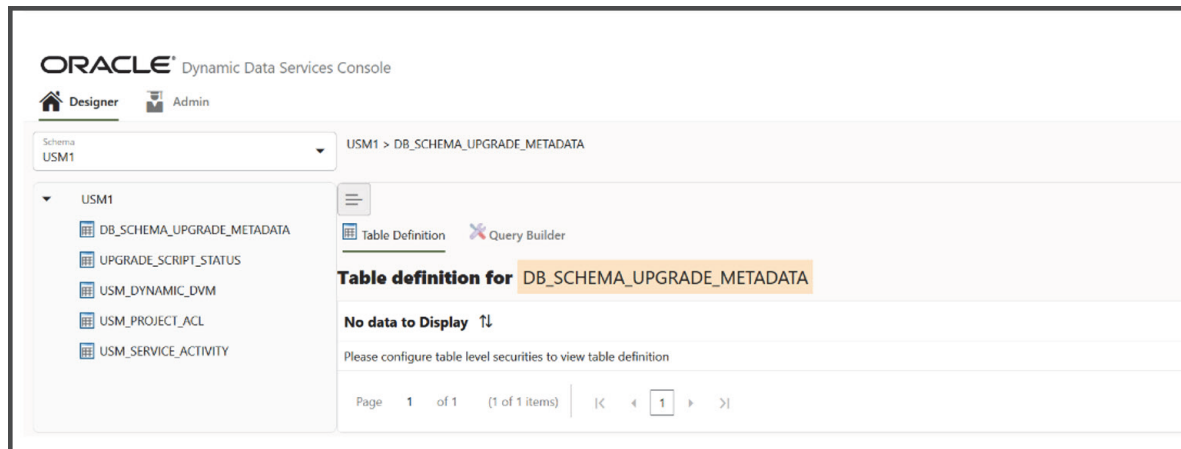
**Figure 1–17 Configure Initial Security Setup**



Click **Initial Security Setup**.

All tables for the schema selected should be displayed.

**Figure 1–18 Selected Schema Tables**



**Owner: Who configures in Production**  
 Service Implementer /Customer

## Support

## Leverage Oracle Support

Attend a session on Working Effectively with Support (WEWS) to learn about support policies and best practices when working with Oracle Support. Oracle Support representatives are ready 24/7 to answer questions and address issues about your service. Access the Oracle Support Contacts Global Directory to find the Oracle Support Hotline for your country, and explore the page on Working Effectively with Oracle Support - Best Practices found on My Oracle Support under **Doc ID 166650.1**.

## Get Connected

Register for RGPU support communities:

- Use My Oracle Support Community (**Doc ID 2299812.1**) to post technical questions and get resolution on technical issues.
- See "Getting Started" to learn how to use the Support Community.
- Use The RACK to view informative resources and participate in discussions around Retail Solutions.

## Frequently Asked Questions

### IDCS Activation

Since the Retail Integration cloud services are installed using the activated IDCS details, it is important to ensure any activation concerns are resolved during the pre-provisioning/provisioning period, as making changes after your Retail Integration cloud services are provisioned may require extended downtime.

#### **What should I do if I cannot activate IDCS into an existing Oracle Cloud Account?**

Inform your CSM or sales representative if you run into issues, providing the following information:

- Existing Oracle Cloud Account name
- Subscription ID of a service in the account
- Administrator e-mail for the account

#### **What do I do if I experience errors or failures while attempting to activate IDCS?**

The administrator e-mail address must match the e-mail which received the activation notification. If this does match and you are still running into issues, inform your CSM or sales representative, providing the following information:

- Intended activation approach (new Oracle Cloud Account or activate within an existing)
- Any error or failure messages received - include screen shots if possible

#### **Can I use another identity management solution?**

Only IDCS is supported in Retail Integration Cloud Service implementations, however IDCS could also be integrated with external identity management providers, like Active Directory, using its APIs.

**I have multiple pre-prod environments and want to have different security configurations for the same users/roles in each, can I do that?**

The recommended approach is to create roles in IDCS (and ORAAC) that reflect the configuration needs for each environment. Or you could consider creating two user IDs for the same person to reflect the different role configurations that they need to test.

**Why do I see other users in my IDCS instance (for example, batchuser)?**

The Oracle Cloud Operations team will also seed a set of integration users required by the solutions as part of the provisioning process. These are users used for integration or internally for batch and other processing and should not be deleted.