

Oracle® Retail Customer Engagement Cloud Services (MICROS Relate)

Release Notes

Release 11.4.4

June 2016

This document highlights the major changes for Release 11.4.4 of Oracle Retail Customer Engagement Cloud Services (MICROS Relate).

Note: The rebranding for the latest version of this documentation set is in development as part of post MICROS acquisition activities. References to former MICROS product names may exist throughout the existing documentation set.

Overview

Oracle Retail Customer Engagement Cloud Services is a comprehensive, web-based, direct-marketing application designed for today's fast-paced retail environment.

Software Requirements

Customer Engagement Cloud Services (Relate) 11.4.4 requires the following:

Type	Software and Version
Application Server Operating System	Windows Server 2008 R2 SP1 running a 64-bit Java Virtual Machine OpenSuse version 12.3
Database Server Software	MS SQL Server 2012 SP1 (running on Windows Server 2008 R2 SP1) Oracle 12c - Release 12.1.0.2 (running on Oracle Enterprise Linux 6.6)
Web Browsers	Internet Explorer 9, 10, and 11 Firefox

Notable Resolved Issues

The noteworthy defect fixes described below are included in this release:

Resolved Issue/Defect	Defect Number
Corrected the createManualSegments WSDL to check clienteling parameters.	BugDB #21597099
Prevented the Franchisee ID being set to 0 for new retail locations, which was resulting in subsequent web service errors.	BugDB #22900947
Prevented a null pointer from occurring when assigning a location to a franchisee.	BugDB #22901078
Improved performance of card series mass activation.	BugDB #22949809
Corrected issue with product promotion wizard in which franchisee target count customers were not saved.	BugDB #23091895

Resolved Issue/Defect	Defect Number
Changed the generate card web service message to mark the specified customer as primary.	BugDB #23092867
Changed Conflate deployment to prevent removing history for XMLAPI File Reader.	BugDB #23173581
Corrected XML processing to delete franchisee from user when specified in request message.	BugDB #23206704
Corrected error that occurred when the user attempted to merge two customers manually.	BugDB #23235130
Changed Deal creation to support entering a Min Quantity less than one.	BugDB #23251051
Corrected "Unexpected Error" that occurred as a result of selecting Search in Customer Lookup or Gift Registries when the lookup limit in Conflate was set to 50.	BugDB #23330687
Corrected the GetLastXTransactions method to filter on TenderActivityTypeCode.	BugDB #23332407
Prevented a display issue that occurred when you selected a loyalty account to review details if the card program had a large number of accounts.	BugDB #23556647
Prevented a situation in which the loyalty awards job could write invalid data to the output file if there was a database connection problem while the job was running.	BugDB #23569508
Prevented a situation in which the loyalty awards job could indicate an invalid number of e-awards created if there was a database connection problem while the job was running.	BugDB #23594619
Changed a configuration setting to a setting that is optimal for an Oracle database.	BugDB #23618124
Changed the GetCustomersOfSegment call in Segment Services wsdl to return customers of regular segments as well as customers of manual segments.	RCRMS-2305

Related Documentation

For more information, see the following documents in the Customer Engagement Cloud Service 11.4 documentation set:

- Implementation Guide - Installer Version
- Implementation Guide - Manual Version
- User Guide

Supplemental Documentation on My Oracle Support

The following documents are available through My Oracle Support. Access My Oracle Support at the following URL:

<https://support.oracle.com>

Batch Processing and Web Services Guide (1994453.1)

Describes the batch processing XML files, and the web services API interfaces.

Configuration Guide (1994453.1)

Describes the procedures and settings used when configuring Customer Engagement Cloud Services, and the methods for installing Customer Engagement Cloud Services using the installer

Database Dictionary Guide (1988047.1)

Lists the tables in the database and describes their contents.

Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible to all users, including users that are disabled. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Accessibility standards will continue to evolve over time, and Oracle is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. 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>.

Accessibility of Code Examples in Documentation

Screen readers may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, some screen readers may not always read a line of text that consists solely of a bracket or brace.

Accessibility of Links to External Web Sites in Documentation

This documentation may contain links to Web sites of other companies or organizations that Oracle does not own or control. Oracle neither evaluates nor makes any representations regarding the accessibility of these Web sites.

Access to Oracle Support

Oracle customers 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.

2016, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

Value-Added Reseller (VAR) Language

Oracle Retail VAR Applications

The following restrictions and provisions only apply to the programs referred to in this section and licensed to you. You acknowledge that the programs may contain third party software (VAR applications) licensed to Oracle. Depending upon your product and its version number, the VAR applications may include:

- (i) the **MicroStrategy** Components developed and licensed by MicroStrategy Services Corporation (MicroStrategy) of McLean, Virginia to Oracle and imbedded in the MicroStrategy for Oracle Retail Data Warehouse and MicroStrategy for Oracle Retail Planning & Optimization applications.
- (ii) the **Wavelink** component developed and licensed by Wavelink Corporation (Wavelink) of Kirkland, Washington, to Oracle and imbedded in Oracle Retail Mobile Store Inventory Management.
- (iii) the software component known as **Access Via™** licensed by Access Via of Seattle, Washington, and imbedded in Oracle Retail Signs and Oracle Retail Labels and Tags.
- (iv) the software component known as **Adobe Flex™** licensed by Adobe Systems Incorporated of San Jose, California, and imbedded in Oracle Retail Promotion Planning & Optimization application.

You acknowledge and confirm that Oracle grants you use of only the object code of the VAR Applications. Oracle will not deliver source code to the VAR Applications to you. Notwithstanding any other term or condition of the agreement and this ordering document, you shall not cause or permit alteration of any VAR Applications. For purposes of this section, "alteration" refers to all alterations, translations, upgrades, enhancements, customizations or modifications of all or any portion of the VAR Applications including all reconfigurations, reassembly or reverse assembly, re-engineering or reverse engineering and recompilations or reverse compilations of the VAR Applications or any derivatives of the VAR Applications. You acknowledge that it shall be a breach of the agreement to utilize the relationship, and/or confidential information of the VAR Applications for purposes of competitive discovery.

The VAR Applications contain trade secrets of Oracle and Oracle's licensors and Customer shall not attempt, cause, or permit the alteration, decompilation, reverse engineering, disassembly or other reduction of the VAR Applications to a human perceivable form. Oracle reserves the right to replace, with functional equivalent software, any of the VAR Applications in future releases of the applicable program.