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Oracle Retail Customer Engagement Cloud Service

Next Gen Cloud Update Guide

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Due to the nature of the product architecture, it may not be possible to safely include all features described in this document without risking significant destabilization of the code.

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Introduction

Document Summary

This document provides general enablement for Oracle Retail customers moving to Oracle's Next Generation SaaS architecture. These checklists and resources capture major customer activities and milestones. Retailers should use these checklists early in the Update planning phase. The checklists allow retailers to ask key questions when working with technical staff and partners. In addition, the checklists provide considerations for implementation planning. Once completed, the checklists can be used to set expectations among all parties and saved for future reference.

Overview of Next Generation SaaS Architecture

All of Oracle's Oracle Retail Customer Engagement Cloud Services are moving to Oracle's Next Generation SaaS Architecture. This is a cloud-native, container-based architecture that is more secure, highly scalable, and allows for better up-time and availability. This is accomplished by leveraging a Kubernetes cluster management backend that is connected to an Oracle database service. This new architecture yields the following benefits:

- Significantly reduced downtime.
- Full adoption of OAuth 2.0 for all Webservices.
- Significant improvements in middle-tier and application-tier scalability.
- Higher overall throughput.
- Adoption of additional industry-standard tools.
- Improved, simplified intra-Oracle Retail integration.
- Centralized Oracle Retail Business Intelligence instance for easier reporting administration.
- Retirement of SFTP in favor of a service-based approach. Reference the documentation for more information on File Transfer Services.

Assumptions

Note the following assumptions regarding the Update:

- The production environment will be shut down for Update. The downtime is usually the regular service window update (about 4 hours), however for larger customers it may exceed that for a complete Update of Oracle Retail Customer Engagement Cloud Service.
- Non-production Update occurs first to enable customer to perform their development activities and prepare before the Production Update.
- All batch files should have been processed, and there are no leftover files remaining in the SFTP folder.
- Update activity will be performed after the Nightly batch cycle is complete. No jobs should be pending.
- No changes to the IDCS if all the Oracle Retail Cloud services are using the same IDCS instance currently. If you are using different IDCS instances for different Oracle Retail Cloud services, all of them will be merged into a single Instance. There is a customer action to reset the passwords.

Customer Actions for Oracle Retail Customer Engagement Cloud Service

Due to the technical changes in Oracle's Next Generation SaaS architecture, the actions below are performed by the customer.

Updated Solution URLs

	STEP 1	Ensure any inbound Oracle Oracle Retail Customer Engagement Cloud Service SaaS calls that use SOAP/REST services use the new URLs.	Resources: • *Oracle Oracle Retail Customer Engagement Cloud Service - Batch Processing and Web Services Guide (My Oracle Support Doc ID: 1994453.1)*: https://support.oracle.com/epmos/faces/DocumentDisplay?id=1994453.1
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Authentication Changes

	STEP 1	Update the Authentication mechanism to use the industry-standard OAuth2.0 authentication (rather than basic authentication). This is applicable for all the Web Services. Basic authentication is no longer supported.	Resources: • *Refer to the Omnichannel Web Service Authentication Configuration Guide (My Oracle Support Doc ID 2728265.1)*: https://support.oracle.com/epmos/faces/DocumentDisplay?id=2728265.1
☐			

📝 File Transfer Services

☐	STEP 1	Use the new FTS services to upload/download the files to/from Object Storage. This is a replacement of the SFTP process.	Resources: *Refer to the Oracle Retail Customer Engagement Operations File Transfer Services* (video): https://videohub.oracle.com/media/Introduction+to+Object+Storage/1_3rgu3vj6 • *Refer to the Oracle Oracle Retail Customer Engagement Cloud Service – Playbook (My Oracle Support Doc ID: 1994453.1)*: https://support.oracle.com/epmos/faces/DocumentDisplay?id=1994453.1 • *Refer to the Oracle Retail Customer Engagement Cloud Service - Batch Processing and Web Services Guide (My Oracle Support Doc ID: 1994453.1)*: https://support.oracle.com/epmos/faces/DocumentDisplay?id=1994453.1

📝 DAS

☐	STEP 1	If using Golden Gate, implement the simplified DAS reference architeture on OCI. This simplified networking and security.	Resources: • *Oracle Retail Replication from Next Generation SaaS to DAS (My Oracle Support Doc ID 2835323.1)*: https://support.oracle.com/epmos/faces/DocumentDisplay?id=2835323.1

Customer Responsibilties

☐	**STEP 1**	Customers should add their outbound proxy, firewalls in all the domains, and IPs to RGBU Data Center to their allowlists. Domain names to be allowlisted will be as part of the initial environment provision email notification. This is applicable for Merchandising/Retail Integration Cloud Service integrations, GoldenGate and Process Orchestration and Monitoring callbacks, and so on.
☐	**STEP 2**	Development work to uptake new URL changes and authentication mechanisms.
☐	**STEP 3**	Development work to uptake new file management processes.
☐	**STEP 4**	OCI setup work to uptake new DAS reference architecture.
☐	**STEP 5**	Perform regression testing.

References

Refer to the Release 24.0.101.0 documentation at the following URL: https://docs.oracle.com/en/industries/retail/retail-customer-engagement/24.0.101.0/