



Oracle Retail Order Broker Cloud Service



Update Guide – Customer Action for Order Broker Cloud Service

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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 Order Broker Cloud Service implementations 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 REST services.
- 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. Note that Order Broker Cloud Service provides a service-based file storage mechanism that must be used in the Next Generation environments.

Assumptions

Note the following assumptions regarding the Update:

- The production environment will be shut down for Update. It may require around **12 to 16 hours** for a complete Update of Order Broker Cloud Service.
- Non-production Update occurs first to enable customer to perform their development activities and prepare before the Production Update.
- No new messages should be published from any system during the cutover time, including messages from third-party systems.
- All batch files should have been processed, and there are no leftover files remaining in the SFTP folder.
- No changes to the IDCS or OCI IAM if all the Oracle Retail Cloud services are using the same IDCS or OCI IAM instance currently. If you are using different IDCS or OCI IAM 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.
- There is a cut-off date for personalization and changes to roles. Any changes made after the cut-off date will not be updated.

Customer Actions for Order Broker 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

<input type="checkbox"/>	STEP 1	Configure all application and/or SOAP/REST service calls to your internal applications to use the new URLs.	Resources: <ul style="list-style-type: none"> Oracle Order Broker Cloud Service - Service documentation: https://docs.oracle.com/en/industries/retail/retail-order-broker-cloud/23.1.101.0/
<input type="checkbox"/>	STEP 2	Ensure any inbound Order Broker Cloud Service SaaS calls that use SOAP/REST services use the new URLs.	



Authentication Changes

<input type="checkbox"/>	STEP 1	Update the Authentication mechanism to use the industry-standard OAuth2.0 authentication (rather than basic authentication). This is applicable for all the SOAP/REST services. Basic authentication is no longer supported.	Resources: <ul style="list-style-type: none"> Oracle Omnichannel Web Service Authentication Configuration Guide: https://support.oracle.com/epmos/faces/DocumentDisplay?id=2728265.1
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File Storage Services

<input type="checkbox"/>	STEP 1	Use the Order Broker Cloud Service "file storage" service to upload/download the files to/from Object Storage. This service should be used in place of the SFTP process.	Resources: <ul style="list-style-type: none"> Refer to the "File Storage Services" section of the <i>Oracle Order Broker Cloud Service - Service documentation</i>: https://docs.oracle.com/en/industries/retail/retail-order-broker-cloud/23.1.101.0/robob/Locate_overview.htm#aa1128455
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Customer Responsibilities

<input type="checkbox"/>	STEP 1	Customers should add their outbound proxy, firewalls in all the domains, and IPs to RGPU Data Center to their allowlists. Domain names to be allowlisted will be as part of the initial environment provision email notification.
<input type="checkbox"/>	STEP 2	Development work to uptake new URL changes and authentication mechanisms.
<input type="checkbox"/>	STEP 3	Development work to uptake new file storage API processes (if not using already).
<input type="checkbox"/>	STEP 4	Perform regression testing.

References

Refer to the Release 21.0 documentation at the following URL: <https://docs.oracle.com/en/industries/retail/index.html>

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