

Oracle® Retail XBRi Cloud Services

Data Recall/Erase API Guide

Release 16.0.1

E94185-02

September 2018

Copyright © 2018, Oracle and/or its affiliates. All rights reserved.

Primary Author: Barbara Clemmer

Contributors: Mike Zaltsman, Sailaja Natarajan

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, then 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 is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

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 unless otherwise set forth in an applicable agreement between you and Oracle. 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, except as set forth in an applicable agreement between you and Oracle.

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.

Contents

Send Us Your Comments	vii
Preface	ix
Audience	ix
Documentation Accessibility	ix
Related Documents	ix
Customer Support	ix
Improved Process for Oracle Retail Documentation Corrections	ix
Oracle Retail Documentation on the Oracle Technology Network	x
Conventions	x
Data Portability and Right to Erasure	1
Download the API	1
Send Request to Find Customer, Employee or User	1
Find Customer	1
Find Employee	3
Find User	5
Send Request to Erase Customer	7
Erase Customer	7

Send Us Your Comments

Oracle Retail XBRi Cloud Services, Data Recall/Erase API Guide, Release 16.0.1

Oracle welcomes customers' comments and suggestions on the quality and usefulness of this document.

Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you with your tasks?
- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

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).

Note: Before sending us your comments, you might like to check that you have the latest version of the document and if any concerns are already addressed. To do this, access the Online Documentation available on the Oracle Technology Network Web site. It contains the most current Documentation Library plus all documents revised or released recently.

Send your comments to us using the electronic mail address: retail-doc_us@oracle.com

Please give your name, address, electronic mail address, and telephone number (optional).

If you need assistance with Oracle software, then please contact your support representative or Oracle Support Services.

If you require training or instruction in using Oracle software, then please contact your Oracle local office and inquire about our Oracle University offerings. A list of Oracle offices is available on our Web site at www.oracle.com.

Preface

This guide provides step-by-step instructions to recall and forget specific data an external API interface.

Audience

This User Guide is for users and administrators of Oracle Retail XBRi Cloud Services. This includes retailers, business analysts, and administrative personnel.

Documentation Accessibility

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>.

Access to Oracle Support

Oracle customers that have purchased support 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.

Related Documents

For more information, see the following documents in the Oracle Retail XBRi Cloud Services Release 16.0.1 documentation set:

- *Oracle Retail XBRi Cloud Services Release Notes*
- *Oracle Retail XBRi Cloud Services Administration Guide*
- *Oracle Retail XBRi Cloud Services Implementation Guide*
- *Oracle Retail XBRi Cloud Services Online Help*

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL: <https://support.oracle.com>

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

Improved Process for Oracle Retail Documentation Corrections

To more quickly address critical corrections to Oracle Retail documentation content, Oracle Retail documentation may be republished whenever a critical correction is needed. For critical corrections, the republication of an Oracle Retail document may at times **not** be attached to a numbered software release; instead, the Oracle Retail

document will simply be replaced on the Oracle Technology Network Web site, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

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**.

If a more recent version of a document is available, that version supersedes all previous versions.

Oracle Retail Documentation on the Oracle Technology Network

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

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

Conventions

Navigate: This is a navigate statement. It tells you how to get to the start of the procedure and ends with a screen shot of the starting point and the statement “the Window Name window opens.”

This is a code sample

It is used to display examples of code

Data Portability and Right to Erasure

You can request specific data, including employees, customers, and users, from the XBRi database using an API. You can also send a request to erase specific data about a customer in the XBRi database via the API.

Important: API Calls are available to users with corresponding privileges only.

The purpose of this guide is to provide instructions on how to create and send requests to the application using an external API. This document uses Restlet Client in request examples, however you can use other supported external APIs.

Supported external APIs

Postman
Restlet
SoapUI

Download the API

Prerequisite

You must have the latest version of the Chrome browser installed on your computer. The Restlet API is used for the examples in this guide. To download other supported APIs, following the instructions on their web sites.

To download the Restlet API:

1. In your Chrome browser, go to Restlet Client in the Chrome Web Store:
<https://chrome.google.com/webstore/detail/restlet-client-rest-api-aejoelaoggembcahagimdiliamlcdmfm?hl=en>
2. Click Add to Chrome.
3. In the pop-up message, click Add Extension.
4. After a brief period, you will see a message that Restlet Client has been added to

Chrome, and the Restlet Client icon  appears in your browser.

Send Request to Find Customer, Employee or User

In your Chrome browser, click the Restlet Client icon.  In the Restlet Client interface, follow the instructions below to query the XBRi database to Retrieve or Erase data.

Find Customer

To find customer records:

Populate the fields as shown in the screenshot below, replacing the text between the "" after "value" with your specific values. You can copy the text in the instructions below to populate values not selected from a drop-down list.

Find Customer Query in Reslet

Method – Select **Post** from the drop-down list. In the adjacent field, enter:

https://<servername>*/analytics/rest/privatedata/xbri?type=find-customer

*Get server name from Oracle representative.

Query Parameters

1. Expand Query Parameters, if needed, to display parameters. Ensure that Form is the selected format Form ▾
 2. In the first Query Parameter field, enter: type
 3. In the adjacent field, enter: find-customer
- Click **+ Add query parameter** if you need to add more query parameters.

Headers

1. Under Headers, ensure that there are three rows, as in the screenshot above. If you need to add a Header, click **+ Add Header**.
2. Enter the following in the Header rows:

Content-Type application/x-www-form-urlencoded

Authorization Click the Edit key  next to this field and enter the user's XBRI login credentials in the prompt. For Username, the format is the customer code, _username, e.g., xbr_username:

Click **Set** when you are done.

Content-Type html/txt;charset=utf-8

Body

1. Under Body, ensure that there are six rows, as in the screenshot above. If you need to add a Body row, click **+ Add Form Parameter**. Ensure that Form is the selected format Form ▾  **application/x-www-form-urlencoded ▾** is selected

2. In the Body Rows, enter your values between the final `""`. You must enter a value for `custno`, in combination with any of the following: phone or firstname and lastname, or email:

```
context    Text    {"name":"custno","value":""}
context    Text    {"name":"phone","value":""}
context    Text    {"name":"firstname","value":""}
context    Text    {"name":"lastname","value":""}
type       Text    find-customer
context    Text    {"name":"email","value":""}
```

3. When you are finished, click the **Send** button. There should be a Response like the following, that displays the retrieved Customer data in the Body panel:



Response pane

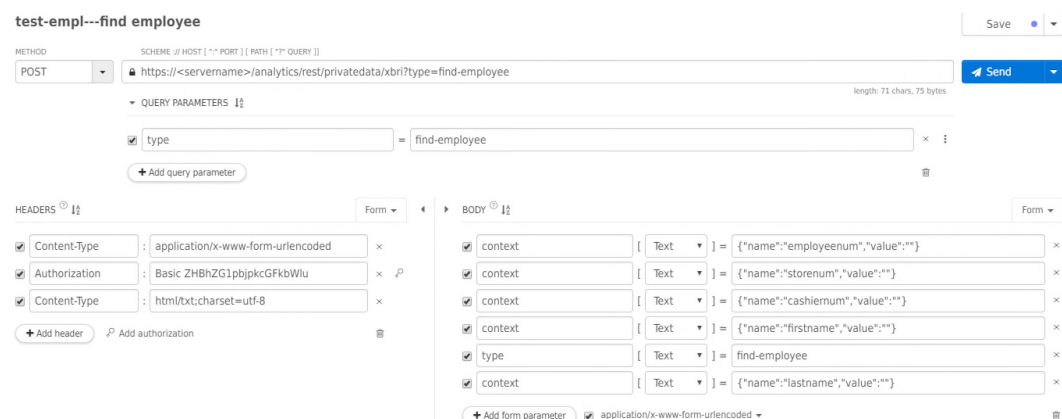
Find Data Errors

If the Find Data Request contains an error, the system returns a simple response with a description of the error.

Find Employee

To find employee records:

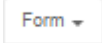
Populate the fields as shown in the screenshot below, replacing the text between the `""` after `"value"` with your specific values. You can copy the text in the instructions below to populate values not selected from a drop-down list.



Find Employee Query in Restlet

Method – Select **Post** from the drop-down list. In the adjacent field, enter:
https://<servername>*/analytics/rest/privatedata/xbri?type=find-employee
*Get server name from Oracle representative.

Query Parameters

1. Expand Query Parameters, if needed, to display parameters. Ensure that Form is the selected format 
2. In the first Query Parameter field, enter: type
3. In the adjacent field, enter: find-employee
Click **+ Add query parameter** if you need to add more query parameters.

Headers

1. Under Headers, ensure that there are three rows, as in the screenshot above. If you need to add a Header, click **+ Add Header**.
2. Enter the following in the Header rows:
Content-Type application/x-www-form-urlencoded

Authorization Click the Edit key  next to this field and enter the user's XBRI login credentials in the prompt. For Username, the format is the customer code, _username, e.g., xbr_username.



The screenshot shows an 'Authorization' dialog box with a close button (X) in the top right corner. Inside the dialog, there is a 'Type' section with a 'Basic' button. Below this, there are two input fields: 'Username' containing the text 'xbr_username' and 'Password' containing seven asterisks. A 'show password' checkbox is located below the password field. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Set'.

Click **Set** when you are done.

Content-Type html/txt;charset=utf-8

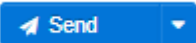
Body

- Under Body, ensure that there are six rows, as in the screenshot above. If you need to add a Body row, click **+ Add Form Parameter**. Ensure that Form is the selected

format ☒ application/x-www-form-urlencoded is selected

- Enter the following in the Body Rows:

context	Text	{"name":"employeenumber","value":"1"}
context	Text	{"name":"storenumber","value":"1"}
context	Text	{"name":"cashiernumber","value":"1"}
context	Text	{"name":"firstname","value":"John"}
type	Text	find-employee
context	Text	{"name":"lastname","value":"Doe"}

- When you are finished, click the **Send**  button. There should be a Response like the following that displays the retrieved Employee data in the Body panel:



Find Data Errors

If the Find Data Request contains an error, the system returns a simple response with a description of the error.

Find User

To find user records:

Populate the fields as shown in the screenshot below, replacing the text between the "" after "value" with your specific values. You can copy the text in the instructions below to populate values not selected from a drop-down list.

Find User Query in Restlet

Method – Select **Post** from the drop-down list. In the adjacent field, enter:
 https://<servername>*/analytics/rest/privatedata/xbri?type=find-user
 *Get server name from Oracle representative.

Query Parameters

1. Expand Query Parameters, if needed, to display parameters. Ensure that Form is the selected format .
2. In the first Query Parameter field, enter: type
3. In the adjacent field, enter: find-user
 Click **+ Add query parameter** if you need to add more query parameters.

Headers

1. Under Headers, ensure that there are three rows, as in the screenshot above. If you need to add a Header, click **+ Add Header**.
2. Enter the following in the Header rows:
 Content-Type application/x-www-form-urlencoded

Authorization Click the Edit key  next to this field and enter the user's XBRI login credentials in the prompt. For Username, the format is the customer code, _username, e.g., xbr_username:

Click **Set** when you are done.

Content-Type html/txt;charset=utf-8

Body

- Under Body, ensure that there are three rows, as in the screenshot above. If you need to add a Body row, click **+ Add Form Parameter**. Ensure that Form is the selected

format **Form** ☒ **application/x-www-form-urlencoded** is selected

- Enter the following in the Body Rows:

context	Text	{"name":"login","value":""}
context	Text	{"name":"name","value":""}
type	Text	find-user

- When you are finished, click the **Send** button. There should be a Response like the following that displays the retrieved User data in the Body panel:



Find Data Errors

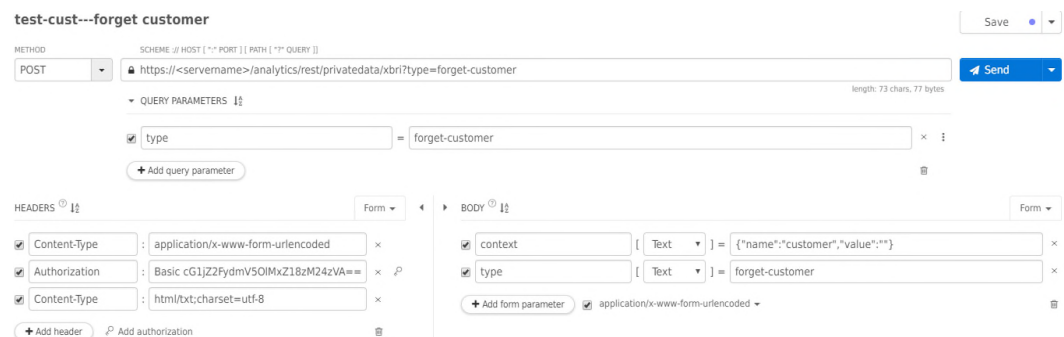
If the Find Data Request contains an error, the system returns a simple response with a description of the error.

Send Request to Erase Customer

Erase Customer

To erase or delete customer records:

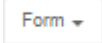
Populate the fields as shown in the screenshot below, replacing the text between the "" after "value" with your specific values. You can copy the text in the instructions below to populate values not selected from a drop-down list.



Erase Customer Query in Reslet

Method – Select **Post** from the drop-down list. In the adjacent field, enter:
https://<servername>*/analytics/rest/privatedata/xbri?type=find-user
*Get server name from Oracle representative.

Query Parameters

1. Expand Query Parameters, if needed, to display parameters. Ensure that Form is the selected format 
2. In the first Query Parameter field, enter: type
3. In the adjacent field, enter: forget-customer
Click **+ Add query parameter** if you need to add more query parameters.

Headers

1. Under Headers, ensure that there are three rows, as in the screenshot above. If you need to add a Header, click **+ Add Header**.
2. Enter the following in the Header rows:

Content-Type application/x-www-form-urlencoded

Authorization Click the Edit key  next to this field and enter the user's XBRI login credentials in the prompt. For Username, the format is the customer code, _username, e.g., xbr_username:



The screenshot shows an 'Authorization' dialog box with a close button (X) in the top right corner. Inside the dialog, there is a 'Type' section with a 'Basic' button. Below this are two input fields: 'Username' containing 'xbr_username' and 'Password' containing seven asterisks. A 'show password' checkbox is located below the password field. At the bottom of the dialog are two buttons: 'Cancel' and 'Set'.

Click **Set** when you are done.

Content-Type html/txt;charset=utf-8

Body

1. Under Body, ensure that there are two rows, as in the screenshot above. If you need to add a Body row, click **+ Add Form Parameter**. Ensure that Form is the selected

format Form ▾ ☒ application/x-www-form-urlencoded ▾ is selected

2. Enter the following in the Body Rows:

context	Text	{"name":"customer","value":""}
type	Text	forget-customer

3. When you are finished, click the **Send**  button. There should be a Response like the following that displays the forgotten Customer data in the Body panel:



When the Forget Customer request is successfully completed, these records are cleared in the database for the selected customer:

- Customer First / Last Name,
- Shipping Address
- Email Address
- Shipping First / Last Name
- Phone Number
- Zip code
- State
- Country

Forget Data Errors

If the Forget Data Request contains an error, the system returns a simple response with a description of the error.