

**Oracle® Retail Predictive Application Server Cloud
Edition**

Service Administrator Action List

Release 19.0

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Send Us Your Comments

Oracle Retail Predictive Application Server Cloud Edition Service Administrator
Action List, Release 19.0

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 Help Center 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 <http://www.oracle.com>.

Preface

This Service Administrator Action List describes the requirements and process for setting up the Planning & Optimization and Supply Chain cloud services.

Audience

This guide is intended for service administrators.

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.

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:

- 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 Help Center web site, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

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

<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.

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

Oracle Help Center (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.)

Oracle University

Oracle Retail Learning Subscriptions at Oracle University

The Oracle Retail Learning Subscription is a digital training solution for anyone on your team seeking training on Oracle Retail Products. With the learning subscription you get the key elements of an effective learning program and the conveniences of a digital format, making this training unmatched in the industry.

You get modern learning at its best, such as:

- 12 months of 24/7 access to a comprehensive set of high-quality videos delivered by Oracle experts.
- Detailed coverage and step-by-step demonstrations.
- Periodic updates for new features and product enhancements.
- Flexibility to search, access, and learn about specific topics of interest.

The learning subscription enables current users to continually refresh and upgrade their product skills. It also enables new employees with a self-paced learning guide to help them quickly become proficient on Oracle Retail Products.

For training opportunities, see the following web site:

<http://www.oracle.com/education>

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.

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

Overview

The Oracle Retail Planning & Optimization and Supply Chain Cloud Suite of solutions leverage the powerful and dynamic Retail Predictive Application Server Cloud Edition (RPAS CE) Platform. RPAS CE is a configurable cloud-engineered platform with a proven scalability for developing multidimensional forecasting and planning-based solutions with an enhanced user experience. The RPAS CE Client is a web-based platform developed using the latest Oracle JavaScript Extension Toolkit (OJET).

Planning is one of the most important and complex processes in a retail business. Oracle Retail's Planning & Optimization and Supply Chain suite is comprised of the Merchandise Financial Planning Cloud Service, Assortment and Item Planning Cloud Service, Retail Demand Forecasting Cloud Service, and configurable planning solutions leveraging RPAS CE. RPAS CE release 19.0+ includes the Planning Data Store, which is used for sharing planning data within the planning ecosystem. RPAS CE integrates with your legacy solutions, as well as other Oracle solutions, both cloud and on-premise.

When starting a Planning & Optimization or Supply Chain cloud services implementation, there are a number of key considerations and actions you will need to take. This document outlines the most important actions and provides a general timeline for when many of these actions should be completed to ensure success for your implementation. These actions are divided up into the following phases:

- [Pre-Provisioning](#)
- [Provisioning](#)
- [Post Provisioning](#)
- [Implementation](#)
- [Deployment](#)

Audience

This document is intended for your service administrator. The service administrator is the key person in your business that manages your Planning & Optimization or Supply Chain cloud services. Oracle will target important communications to the service administrator, such as the initial welcome email that is described in this document. If the person who receives this email 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. Many retailers will set up a general service administrator email so they can manage distribution of the communications on their end.

Subscription

Your subscription to Oracle Retail Planning & Optimization and Supply Chain Cloud Services (MFP, RDF, or A&IP) includes one Production environment and one Non-Production environment. Additional Non-Production environments may be provisioned per your subscription agreements.

Each Production environment and Non-Production environment comes with:

- Oracle Cloud Infrastructure Identity and Access Management (OCI IAM) or Identity Cloud Service (IDCS)
- Retail Predictive Application Server Cloud Edition (RPAS CE) Platform and application configuration (if applicable)
- SFTP
- Planning Data Store (PDS) and Web Services
- Process Orchestration and Monitoring (POM)
- Retail Home

Note: Only one instance of OCI IAM is provisioned and this is shared across all of your Cloud Services and environments.

Note: Oracle has recently merged and upgraded Identity Cloud Service (IDCS) with OCI IAM. Customers provisioned in November 2021 or later will utilize OCI IAM for Cloud Identity and existing customers will be automatically migrated. This document was written focusing on OCI IAM. For more details on Oracle Identity Cloud Service capabilities, see the following:

<https://docs.oracle.com/en/cloud/paas/identity-cloud/uaid/get-started.html>

To understand which service you have, refer to the Oracle Cloud Infrastructure documentation:

https://docs.oracle.com/en-us/iaas/Content/Identity/getstarted/identity-domains.htm#identity_documentation

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 Planning & Optimization or Supply Chain cloud service implementations, your Customer Success Manager (CSM) will be your main point of contact for these activities.

Activate Your Service into a Cloud Account

You will receive an activation email from Oracle in the initial stages of provisioning, often immediately following your subscription order being booked. You will need to activate your cloud service into a cloud account in order to begin the provisioning activities for your Oracle Retail Planning & Optimization cloud services. That activation needs to be completed in order to continue forward with environment setup prior to receiving your new cloud service environments.

On activation of your cloud account, you will have access to Oracle Cloud Infrastructure Console and the Identity and Access Management (OCI IAM) and your default Identity Domain will be created. An identity domain is a container for managing users and roles, federating and provisioning of users, secure application integration through Oracle Single Sign-On (SSO) configuration, and OAuth administration. It represents a user population in Oracle Cloud Infrastructure and its associated configurations and security settings (such as MFA).

Your default identity domain will be of the Oracle Apps type. Each identity domain type is associated with a different set of features and object limits.

You can create additional identity domains. Multiple identity domains are useful when you need separate environments for a single cloud service or application (for example, one environment for development and one for production). The default approach for Oracle Retail is for a single identity domain for all environments.

Note: OCI IAM activation does NOT impact billing or the subscription service period - those details are connected to the subsequent environment delivery of the Planning & Optimization cloud services.

Activating into a New Oracle Cloud Account

Note: An Oracle Cloud Account is not the same as your My Oracle Support account. The Oracle Cloud Account exists within the OCI console and includes your identity domains for managing user access and security within your Planning & Optimization and Supply Chain cloud services.

To start the setup, click the **Activate** link provided in the received email. Then the following steps are required:

1. Provide the desired name for the Oracle Cloud Account.
A best practice is to use a name which will encompass the scope of services to be managed in the account, such as a combination of your company name and "retail," for example, **mystoresretail**. After activation, you can adjust the displayed name for the cloud account.
2. Provide your email address as the customer administrator who receives the activation email.
The email address must match the initial email. If you would like a different contact to be used as the administrator, this can be managed after activation in coordination with your CSM.
3. The activation success message will display, and you will receive a new welcome email with access credentials.

Activating into an Existing Oracle Cloud Account

Activate your Retail cloud service within the Account Management section of your existing Oracle Cloud Account.

1. Log in to your existing Oracle Cloud Account.
Clicking the **Activate** link brings you to the login page.
2. Within the Dashboard, click the **Account Management** menu and then select the **Activate** tab.
Available services to activate will be listed; you may need to select **Show: Pending Activations**.
3. Click **Cloud Service Account Setup** to complete setup. This setup will enable you to select the current Oracle Cloud Account as the destination for the cloud service activation.

If you have any issues with the above, see [Frequently Asked Questions](#).

Prepare Project Team

During this time, you will also be putting together your project plan for the deployment and go-live phases of your implementation. It is important to consider the following during this planning phase to prepare your project team for the Planning & Optimization or Supply Chain implementation:

- **Oracle Cloud Infrastructure Identity and Access Management** - As noted above, you will be using OCI IAM for user management for your Planning &

Optimization and Supply Chain cloud services. During the pre-provisioning timeframe, familiarize yourself with this solution and its features.

<https://docs.oracle.com/en-us/iaas/Content/Identity/home.htm>

- **Project Team Training** - Consider the training that the members of your team will need in order to make your implementation successful. This includes both your employees as well as your systems integration partner. Suggested training topics to consider include:
 - RPAS Configuration Tools/Starter Kit including Starter Kit VMs
 - Application Configuration
 - Dashboard Configuration
 - Integration (on-premise and other Retail SaaS), for example, the Planning Data Store (PDS)
 - Functional Business Process (current state, future state)
 - Functional User Training
- **Security Configurations** - During this phase, you should designate a portion of your team to become familiar with OCI IAM and the enterprise roles, duties, and privileges that will be part of the RPAS CE cloud services you are implementing. You can also start designing the roles that you will need for your users, and what duties will be assigned to your custom roles.

For more information on OCI IAM and general role assignment, see the following documents:

- <https://docs.oracle.com/en-us/iaas/Content/Identity/users/about-managing-users.htm#understand-user-lifecycle>
- The *Oracle Retail Application Server Cloud Edition Security Guide* and *Oracle Retail Application Server Cloud Edition Administration Guide* are available in the RPAS CE Documentation Library on Oracle Help Center: https://docs.oracle.com/cd/E75729_01/rpas/index.html
- **Data Conversion Preparations** - During this period you can start planning for the eventual data conversion by cleaning up your legacy data; purging outdated items or transactions, ensuring standardization of data, validating hierarchies (product/ location/ calendar/ attributes), and so on. You can also plan for any migrations of historical plan data and actuals.
- **Extensibility Configuration Options** - Your team can start reviewing the Generally Available configuration in your Planning & Optimization or Supply Chain solution to determine how the custom extensions can be used to cater to individual business processes. Work with your systems integrator to identify those you are unsure about or need to be considered in the program planning. For details on the GA configuration for each of the Planning & Optimization cloud services, see the user guide for each cloud service. Extensibility options are detailed in the implementation guide for your cloud service.
- **Integration Planning** - Start reviewing the available existing integrations as part of the RPAS CE Planning cloud services to support internal Oracle integrations, as well as any integrations you may need to external solutions. This will also help you identify whether you require any custom integrations. There are two sets of documents that you should review for your Planning & Optimization Cloud Services: the ones for RPAS CE, and the ones for your specific cloud service.

The documents are available on Oracle Help Center at the following URL:
<https://docs.oracle.com/en/industries/retail/index.html>

Key documents to review include:

- Administration guides - Each of the Planning cloud services has an administration guide that outlines system administration, user administration, Online Administration Tools, batches, and integrations that enables you to handle all the administration-related activities.
- Security guide - This is intended to provide an overview of the security features of the RPAS CE Platform and applications built upon it. It contains a set of best practices for administrators, developers, and system integrators to configure and deploy RPAS CE applications and perform RPAS CE administration tasks such as user management, permissions, and system limits.
- User guide - The user guide for each Planning application is intended for all hands-on application users and analysts. The guide describes the set of activities that must be followed as part of the workflow. It provides step-by-step instructions to complete most tasks that can be performed through the application.
- Retail Reference Library - This tool is free to all Oracle Retail customers and can be downloaded from My Oracle Support under [Doc ID 2058843.2](#). This tool is composed of multiple parts, but the most critical to become familiar with are the Retail Reference Models (business process flows) and the Retail Reference Architecture (integration diagrams, payloads, and so on).

All Oracle Retail cloud services are provisioned with:

- Production environment
- STAGE/Non-Production environment
- Disaster Recovery environment
- Additional Non-Production environment (as applicable depending on service agreements)

Provisioning

Once your environments are ready for you, the person designated as your service administrator will receive a welcome email: one for each cloud service and each environment (Stage, Production, and additional Non-Production environment as applicable). This email has several key pieces of information:

- User name
This user is referred to as the Service Administrator user in this document. A temporary password will be sent in a separate email.
- Link to the OCI IAM Domains UI
- Links to your Planning cloud services. You should receive one email for each cloud service you purchased.
- SFTP Information
- Customer Support (CSI) Number
- Disaster Recovery environment information will not be shared as it is only used for failover.

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

Access OCI IAM

Once you receive your welcome email, it is recommended that you, as the system administrator, log in to the OCI IAM console to verify your access and set a new password. You will be assigned to the application administrator group for each Planning & Optimization cloud service in both your production and pre-production environments. For more details on the default groups, refer to the administration guide specific to your cloud service.

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 OCI IAM or the Planning & Optimization cloud service. For assistance in creating users or adding them to groups, see the following documents:

- [Managing Users](#)
- [Understanding Administrator Roles](#)
- [User Maintenance with Oracle Retail Planning & Optimization Cloud Services](#)

Validate Cloud Service Access

Next, you should validate that you are able to access and successfully log in to each of the Planning & Optimization cloud services for which you have been provisioned.

The Planning & Optimization cloud services (RPAS CE) application URL can be found in the welcome email sent to the initial administrator. The initial administrator's user name and password are sent in a separate email.

The Planning & Optimization cloud services (RPAS CE) application can be accessed using the following URL:

`https://<cust>-<env>-<app>-wts.oracleindustry.com/rpasceui`

This URL provides access to features including, but not limited to:

- Initial/Bootstrap Domain
- Application Domain (if applicable)
- Online Administration Tools to perform:
 - Build and Manage Application
 - User and Security Management within RPAS CE
 - Load Hierarchies and Measures
 - Build Planning Data Store

For more details, refer to the Oracle Retail Planning & Optimization cloud services administration and implementation guides. The guides are available on Oracle Help Center at the following URL:

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

SFTP

The Planning & Optimization cloud services includes a secure file transfer protocol (SFTP) server to transfer files to and from your cloud environments.

The welcome email provides initial credentials for accessing your SFTP Server.

For more details on how to configure the SFTP connection including setting up private/public keys for SFTP, refer to the Uploading and Downloading Batch Files section in the *Oracle Retail Predictive Application Server Cloud Edition Administration Guide*. The *Oracle Retail Application Server Cloud Edition Administration Guide* is available in the RPAS CE Documentation Library on Oracle Help Center:

https://docs.oracle.com/cd/E75729_01/rpas/index.html

Post Provisioning

In the first few days after your initial provisioning, it is recommended that you do each of the following tasks, as they are applicable for your implementation. This will help ensure that any configuration or access issues are resolved earlier in your program to avoid delays.

Planning Data Store Web Services (through ORDS)

The purpose of the RPAS CE Planning Data Store (PDS) is to facilitate near real-time integration through the use of Oracle database. Typical business use cases include intra-day integration or real-time reporting of data from RPAS CE-based solutions.

For more details on building PDS, see the Planning Data Store Administration chapter in the *Oracle Retail Predictive Application Server Cloud Edition Administration Guide*.

Also, see the Getting Started with RPAS CE Planning Data Store Architecture Release 19.0 Reference Paper available on My Oracle Support in the Oracle Retail Predictive Application Server (RPAS) Cloud for Planning and Optimization / Supply Chain Cloud Services Documentation Library at [DOC ID: 2492295.1](#).

Planning Data Store Web Services can be accessed using the following URLs:

`https://<cust>-<env>-<app>-wts.oracleindustry.com:443/ords/pds/measures/all/`

`https://<cust>-<env>-<app>-wts.oracleindustry.com:443/ords/pds/measuredata/<measure name>/`

Note: You may get an error message if the PDS is empty. This is valid and expected. You can view the list of measures in PDS and the measure data after PDS has been built.

Process Orchestration and Monitoring

The RPAS CE Batch Framework provides a catalog of batch services from which the customer can define batch jobs by specifying one or more sequences of services in a control file. Each sequence has its own identifier that is used to schedule the batch job.

The scheduling of the RPAS CE Batch Framework is done through the native Online Administration Tools (OAT) interface within the RPAS CE Client. After a job is scheduled, its status can be tracked on the OAT Dashboard. When the job is in progress, its log file can be viewed and refreshed in a live window and, when it is completed, can be downloaded.

The Planning & Optimization cloud services also include Process Orchestration and Monitoring (POM), which is Oracle Retail's enterprise batch scheduling, orchestration

and monitoring solution. POM lets you create, configure, schedule, define order/sequence, define inter-dependencies, and monitor batch jobs across multiple Oracle Retail cloud services.

POM can be accessed using the following URL:

<https://<cust>-<env>-<app>-wts.oracleindustry.com/Oam/faces/OamHome>

The *Oracle Retail Process Orchestration and Monitoring Security Guide* and *Oracle Retail Process Orchestration and Monitoring User Guide* are available in the RPAS CE Documentation Library on Oracle Help Center:

https://docs.oracle.com/cd/E75729_01/rpas/index.html

If you have multiple Oracle Retail Cloud Services, Retail Home and Process Orchestration and Monitoring may be provisioned with only one of these services and the URLs may be different. For more information or access details, reach out to your CSM.

Retail Home

Oracle Retail Home is a role-based, web portal for the retail enterprise and a user's launch pad to data and supporting solutions most relevant to their role: buyer, planner, inventory analyst, promotional manager, to name just a few. If you purchased Oracle Retail Insights as part of your Oracle Retail subscription, it comes populated with thousands of pre-integrated metrics. But even without Retail Insights, it can be used as a launch point for your users for your Planning & Optimization and Supply Chain cloud services, as well as other Oracle Retail or legacy applications.

Retail Home can be accessed using the following URL:

<https://<cust>-<env>-<app>-wts.oracleindustry.com/retailhome>

For more details on how to configure and use this portal for your business, see the *Oracle Retail Home Administration Guide* and *Oracle Retail Home Security Guide*. The guides are available in the Retail Home Documentation Library on Oracle Help Center: https://docs.oracle.com/cd/F16882_01/rh/index.html

If you have multiple Oracle Retail Cloud Services, Retail Home and Process Orchestration and Monitoring may be provisioned with only one of these services and the URLs may be different. For more information or access details, reach out to your CSM.

Register Customer Support Identifier

The welcome email 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 the link in the email or access support.oracle.com to create a new account. If you already have an 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 email 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 an email will be sent with the request to that person for approval. For more information on the Customer User Administrator, see [DOC ID 1544004.2](#).

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

Implementation

In the first few days after your initial provisioning, it is recommended that you do each of the following tasks, as they are applicable for your implementation.

Cloud Services Documentation

Refer to the Deployment chapter for a complete list of documentation, training materials, and information about the Oracle Retail community.

Cloud Services Access

Set up accounts for users who will be part of implementing the service, including, but not limited to, business owners, implementation partners, IT personnel, planners, and approvers.

You will have to determine the groups and level of access each user will belong to depending on their roles. For example, implementation partners will need access to Online Administration Tools to build the RPAS CE domain and so on, and may have to be part of the admin group.

For more details on how to manage users and groups, see the *Oracle Retail Predictive Application Server Cloud Edition Administration Guide* (for setup related to the RPAS platform) and the Administration Guide for your specific Cloud Service.

Access My Oracle Support

Validate access to the My Oracle Support portal (see Register Customer Support Identifier for registration and access to the Support portal) to ensure you have access to log Service Requests, view the knowledge base, and download content.

Cloud Service Policies and Release Process

As part of the initial orientation, your Customer Success Manager will provide an overview of Cloud Service Policies and Cloud Service Release Process (also known as Blueprint to Cloud).

For the Planning & Optimization cloud services, this information is available in My Oracle Support [Doc ID: 2492295.1](#).

Starter Kit

Oracle Retail Planning & Optimization cloud services come with a Starter Kit that provides the necessary tools to successfully implement your service. The Starter Kit can be downloaded from My Oracle Support under Patches & Updates for your respective cloud service.

Note: Some customers may not be able to download the Starter Kit package, due to a limitation in My Oracle Support portal's structure. If you run into a problem trying to download, log an SR through which Oracle will provide you a link to access the Starter Kit package.

The Starter Kit includes:

1. Configuration Tools

The Oracle Retail Predictive Application Server Cloud Edition (RPAS CE) Configuration Tools provide a flexible means to configure and build RPAS CE-based applications with retailer-specific business parameters.

2. RPAS CE Virtual Machine

The Oracle Retail Predictive Application Server Cloud Edition (RPAS CE) Virtual Machines (VMs) provide a preinstalled/preconfigured VM that can be deployed on a PC. This toolkit is designed to be used by partners to get quick access to the application and UI for learning and/or configuration design purposes.

RPAS CE VMs are not meant to be a replacement or substitution for pre-production Cloud Environments.

3. GA Configuration and Sample Data

Depending on the cloud service type, the starter kit will include GA configuration and sample data.

Deployment

The deployment phase is when you will be designing, configuring, and building the integration, conversions, training, reports, and any extensions needed to run the Planning & Optimization and Supply Chain cloud services for your business. Here are some other things to consider as you transition into this phase.

Get Started

Review additional product-specific tools and resources that help you and your implementation team by referencing the Documentation Libraries at this location: <https://docs.oracle.com/en/industries/retail/index.html>. Useful information can be found in the guides for both the RPAS CE platform and for your cloud service. Key documents for each cloud service, include:

- Implementation guide:
 - Configuration, data, and batch processing
 - Integration with Oracle Retail products
 - Bulk Data Interface (BDI) and Planning Data Store (PDS)
 - Translations
- Administration guide:
 - Batch tasks to load and export data and hierarchies
 - Management of users and roles with OCI IAM
 - Installation and patching of domains
- Starter Kit guide:
 - Installation on a Windows environment
 - RPAS CE Virtual Machine
- Planning & Optimization and Supply Chain Cloud Services Documentation Library MOS [DOC ID 2492295.1](#):
 - Hot Fix Release Notes/ARNs/RVPs/Reference Papers
- Retail Home Documentation Library on Oracle Help Center https://docs.oracle.com/cd/F16882_01/rh/index.html:
 - Retail Home administration guide and security guide
- RPAS CE Documentation Library on Oracle Help Center https://docs.oracle.com/cd/E75729_01/rpas/index.html:

- Process Orchestration and Monitoring security guide and user guide

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:
 - www.oracleretailrack.com
- Join a Community, leverage your peers:
 - Register to join the Oracle Retail User Group (ORUG) Community by sending an email to OracleRetail-Community_ww@oracle.com and including member name, member email, and retailer name.
 - Follow ORUG on LinkedIn: <https://oracle.com/orug-linkedin>
- Read about all things Oracle Retail at www.oracle.com/retail

Frequently Asked Questions

This chapter provides answers to frequently asked questions.

Cloud Account Activation

Since the Planning cloud services are installed using the default OCI IAM domain details, it is important to ensure any activation concerns are resolved during the pre-provisioning/provisioning period, as making changes after your Planning cloud services are provisioned may require extended downtime.

What should I do if I cannot activate my service 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 email for the account

What do I do if I experience errors or failures while attempting to activate my Cloud Account?

The administrator email address must match the email that 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 OCI IAM is supported in Planning & Optimization cloud service implementations, however OCI IAM could also be integrated with external identity management providers, such 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 OCI IAM 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.

Currently, user groups are only set up and distinguished between PROD and NON-PROD environments. Users will share the same permissions across all their PRE-PROD environments.

The administrator can still set up and maintain access permissions to workbook templates and measures within those workbook templates individually for each Non Prod environment from within the Security Administration Workbook. For more details, see the *Oracle Retail Predictive Application Server Cloud Edition Administration Guide*.

Why do I see other users in my OCI IAM 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**.

Cloud Services Access

Why do I not see any task links in Process Orchestration and Monitoring (POM)?

Make sure that you have the Batch Administrator Job group/role assigned to you in OCI IAM, which should provide you with the privileges to see all the links. For details on the all the roles, duties, and privileges used by POM, see the *Oracle Retail Process Orchestration and Monitoring Security Guide*. If you are assigned to this group/role and still are not able to see any tasks in POM, then log an SR for further assistance.

Other

I want other users in my company to receive notifications about upgrades, planned downtime, and maintenance periods. How do I add other users?

As the Service Administrator, initially you will be the only person receiving Oracle notifications about upgrades, monthly updates, planned downtime, and maintenance periods. Identify the key personnel in your organization who should receive critical notifications about your Cloud Service. This could include backup administrators, project managers, implementation partners, and other project team members.

Oracle recommends setting up a distribution list at your company and registering your distribution list for the notifications. If you need to make changes that require Oracle's involvement, you can raise a Service Request (SR) on My Oracle Support. Refer to [Doc ID 2364511.1](#) for details on how to log the SR and what information to provide.

I have multiple retail cloud services included in my subscription. How do I confirm the correct application name to use in the URLs for tools common to all of my services such as Retail Home or Process Orchestration and Monitoring?

You can raise a MOS SR or reach out to your CSM to know the correct URL.

A

Appendix: List of Key URLs

This appendix lists URLs for key solutions and tools.

Solution/Tool	URL
Planning & Optimization Cloud Services URL	<a href="https://<cust>-<env>-<app>-wts.oracleindustry.com/rpasceui">https://<cust>-<env>-<app>-wts.oracleindustry.com/rpasceui
SFTP URL/Port	Refer to your Welcome email.
Planning Data Store Web Services (through ORDS)	<a href="https://<cust>-<env>-<app>-wts.oracleindustry.com:443/ords/pds/measures/all/">https://<cust>-<env>-<app>-wts.oracleindustry.com:443/ords/pds/measures/all/
Process Orchestration and Monitoring (POM)	<a href="https://<cust>-<env>-<app>-wts.oracleindustry.com/Oam/faces/OamHome">https://<cust>-<env>-<app>-wts.oracleindustry.com/Oam/faces/OamHome
Retail Home	<a href="https://<cust>-<env>-<app>-wts.oracleindustry.com/retailhome">https://<cust>-<env>-<app>-wts.oracleindustry.com/retailhome
Starter Kit/Configuration Tools	URL not available, installed locally on the PC. The Starter Kit can be downloaded from My Oracle Support under Patches & Updates for your respective cloud service.

