Oracle® Retail Shared Services

Administration Guide

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Oracle Retail Shared Services Administration Guide, Release 16.0

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Preface

This document describes the administration tasks for Oracle Retail Shared Services.

Audience

This document is intended for administrators.

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Related Documents

For more information, see the following documents in the Oracle Retail Shared Services Release 16.0 documentation set:

- *Oracle Retail Shared Services Implementation Guide*
- *Oracle Retail Assortment Planning & Optimization for Grocery/Hardlines Cloud Service Release Notes*
- *Oracle Retail Assortment Planning & Optimization for Grocery/Hardlines Cloud Service User Guide*
- *Oracle Retail Item Planning Cloud Service Release Notes*
- *Oracle Retail Item Planning Cloud Service User Guide*
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Oracle Retail documentation is available on the Oracle Technology Network at the following URL:

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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.
italic	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.

1

Administrative Tasks

This chapter describes the processes for maintaining users and roles. For more information regarding standard end-user activities and application-specific administrative tasks such as history mapping and location setup activities, see the *Oracle Retail Assortment Planning & Optimization User Guide* and *Oracle Retail Item Planning Cloud Service User Guide*.

Oracle Support

It is considered to be a best practice to have all Oracle Retail Shared Services support requests submitted through a single point-of-contact for that customer environment; the client-designated administrator is usually designated to perform this role.

The link to use when submitting Service Requests (SR) is:

`https://support.oracle.com`

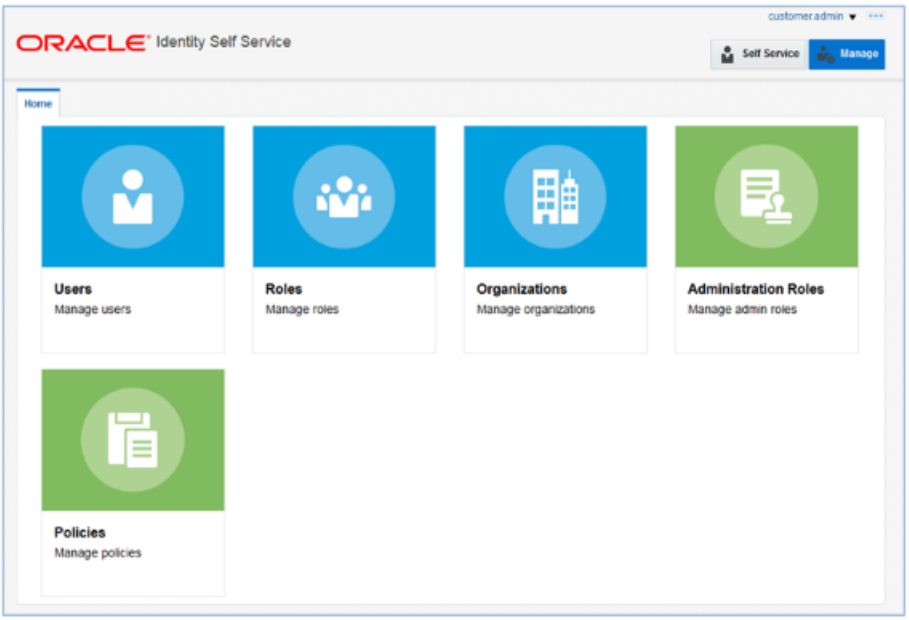
OIM User Creation

Before users can access the Oracle Retail Shared Services applications, it is necessary to provision access to the system for each user and to assign roles to each user to control what functionality will be available to the user. The access provisioning is done using Oracle Identity Management (OIM). The following steps explain how to define users,

assign roles, and revoke access for users when needed. The OIM Application URL and the login with the required administrator access are needed to perform the following steps:

1. Log in to the OIM application.
2. Click **Manage Administration**.

Figure 1–1 Identity Self Service Screen

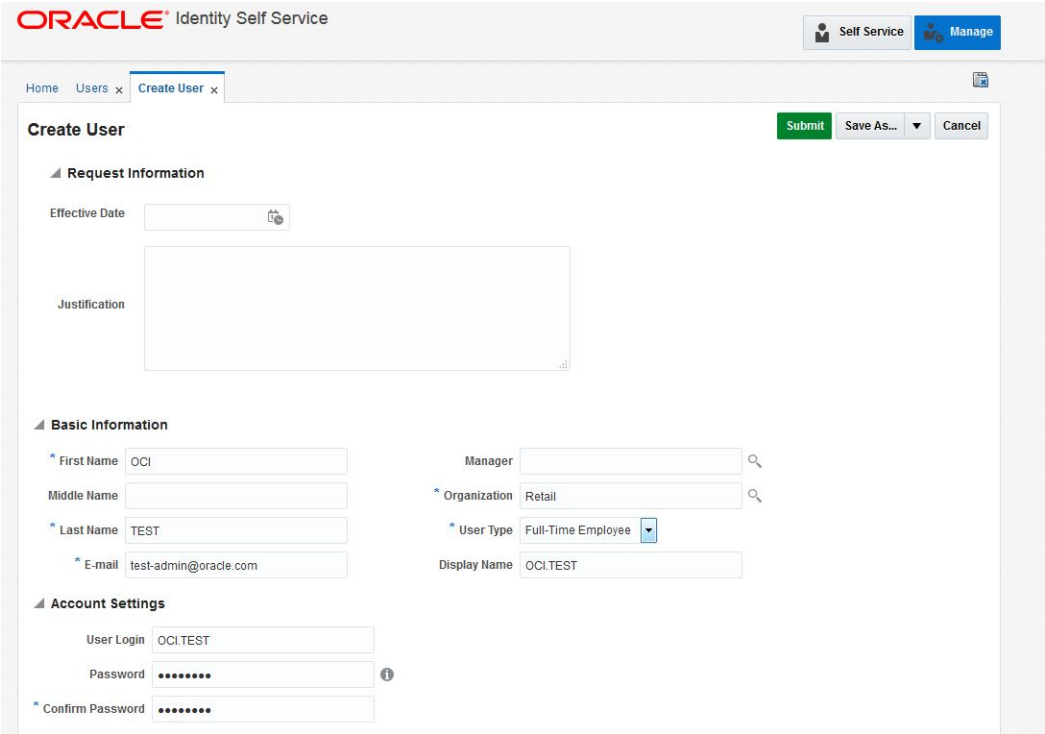


3. Click **Users**.

Figure 1–2 Users Screen

4. Under Actions, click **Create**. The Create User screen appears.

Figure 1–3 Create User Screen



5. Under Basic Information, enter the following:
   - First Name
   - Last Name
   - For Organization, enter Retail
   - For User, enter Full Time Employee
   - E-mail: E-mail address of employee
6. Under Account Settings, enter:
   - User Login: <firstname>.<lastname>

     Note: Oracle recommends that the User Login be entered in upper case.

   - Password
   - Confirm Password

     Note: If two employees have the same first name and last name or if you want to reuse the user login of a user that was deleted earlier, use the middle name initial in between the user login. For example: <firstname>.x.<lastname>

7. Click **Submit.**

8. To complete the user creation, follow the steps in the User Maintenance chapter in the *Oracle Retail Predictive Application Server Administration Guide for the Fusion Client*.

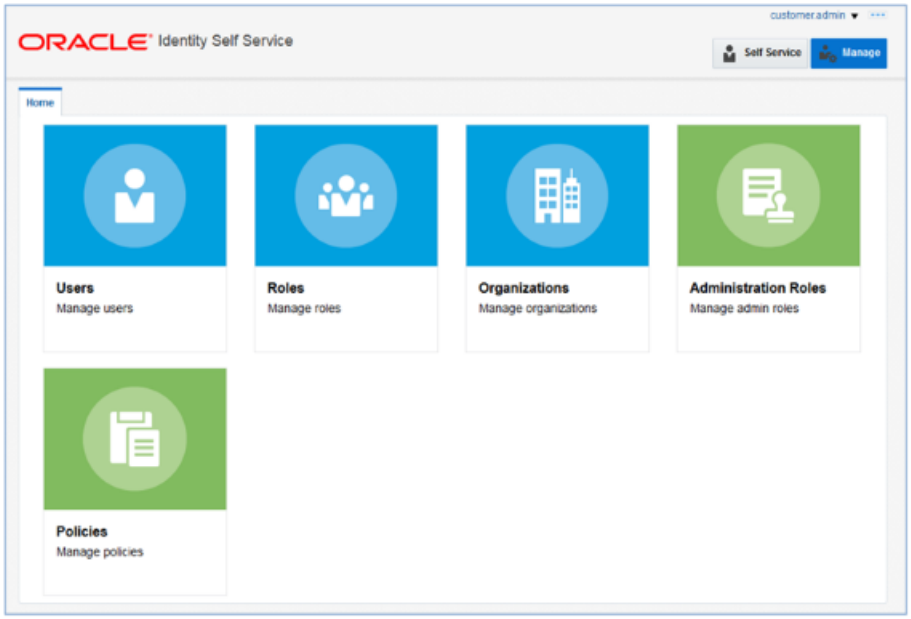
> **Note:** The user name created in RPAS must exactly match the original case of the User Login entered in Step 6.

Assigning Members to a Role

To assign members to a role:

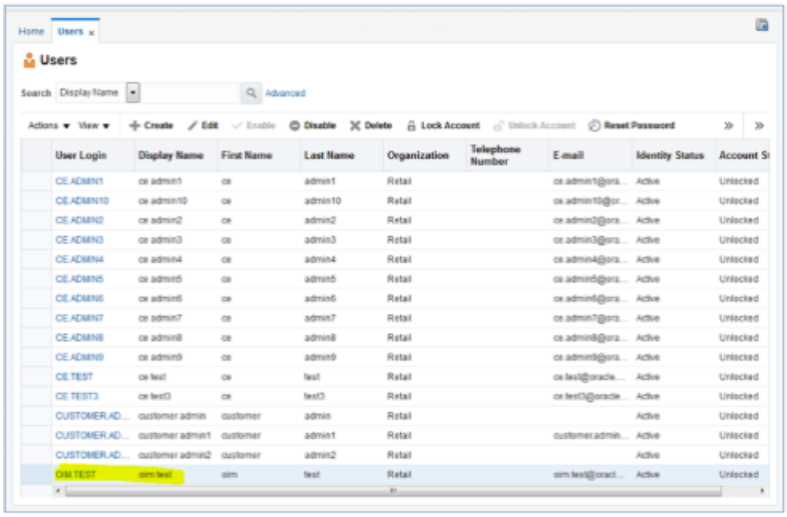
1. Log in to the OIM application.

Figure 1–4 Identity Self Service Screen



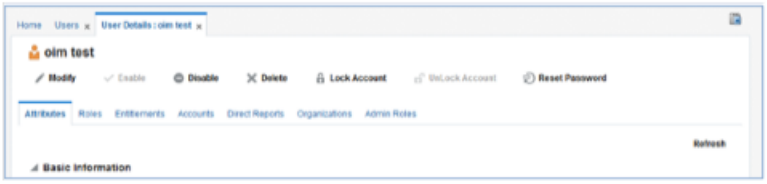
2. Click **Users**.
3. Click the user you want to select. In this example, oim.test is used.

Figure 1–5 Users Screen



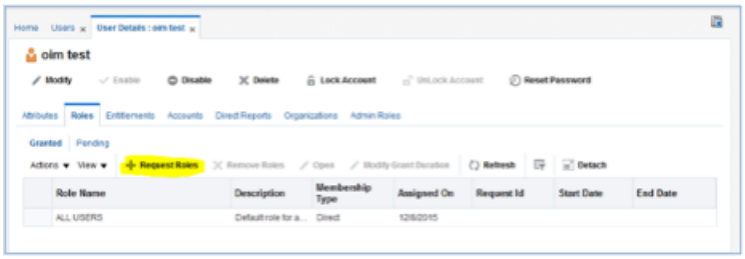
4. The User Details screen appears. Click the Roles tab.

Figure 1–6 User Details Screen



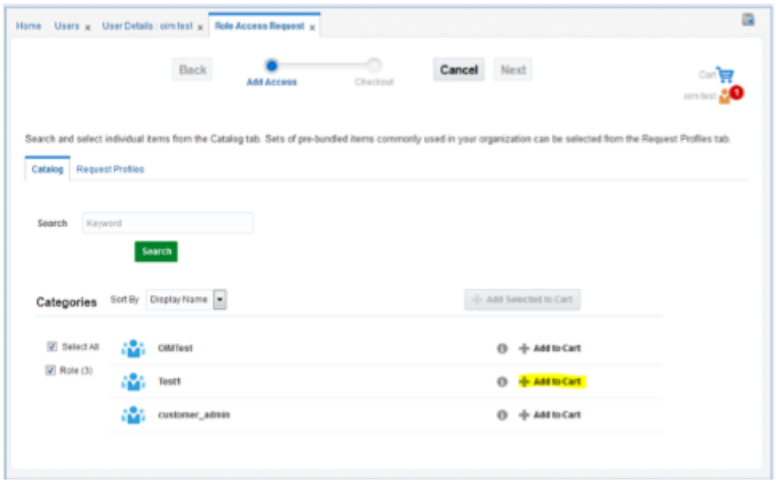
5. Click **Request Roles**.

Figure 1–7 Roles Screen Request Roles List



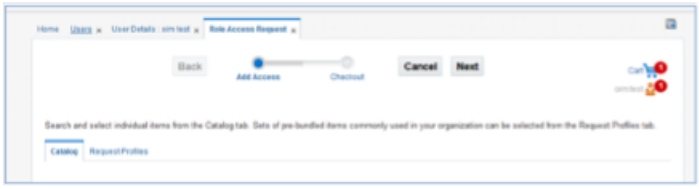
6. Click **Add to Cart** next to the role to assign.

Figure 1–8 Role Access Request Screen



7. Click **Next**.

Figure 1–9 Cart Options Screen

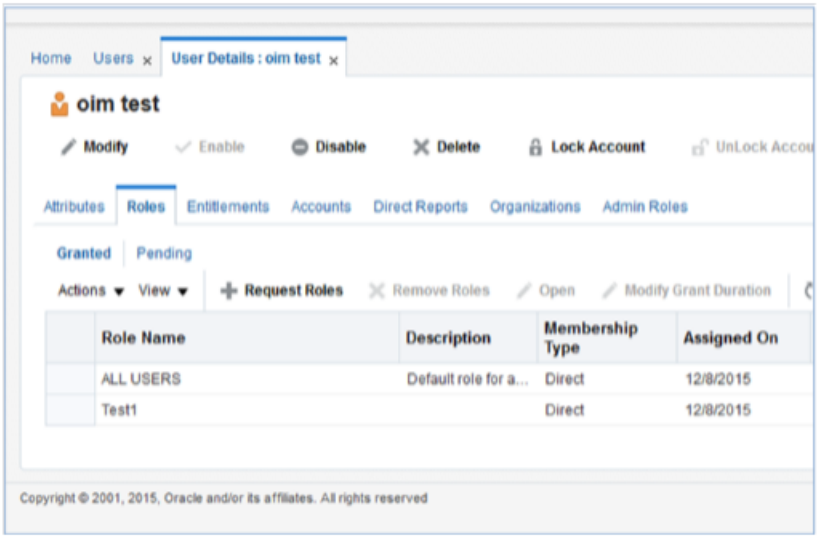


8. Click **Submit**.

Figure 1–10 Submit Option Screen

The role is assigned to the user.

Figure 1–11 User Details Screen



Shared Services (SS) Default Enterprise Roles

Shared Services is built with role-based access. Permissions are associated with roles. Table 1–1 lists the available roles.

Table 1–1 Shared Services Default Enterprise Roles

Application Module	Default Application Roles	Corresponding Application Roles
SS	SS_ADMIN	SS_ADMIN
SS	SS_USERS	SS_USERS
SS	SS_PLANNERS	SS_PLANNERS
SS	SS_APPROVERS	SS_APPROVERS
SS	SS_BUYERS	SS_BUYERS

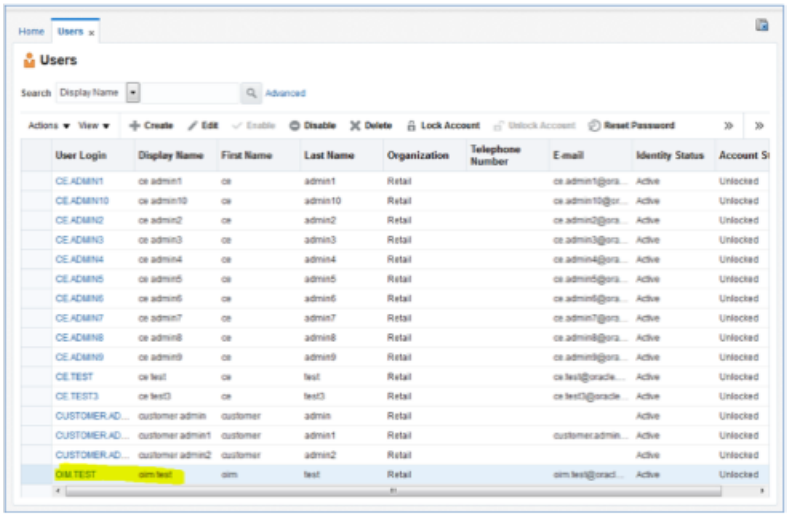
Assign the above roles to the user following the steps in the previous section as per your requirement.

Revoking Role Membership

To revoke the membership of a member in a role:

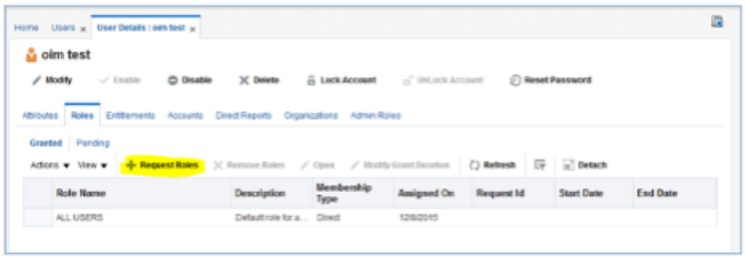
1. Log in to the OIM application.
2. Click **Users**.
3. Click the user you want to select. In this example, oim.test is used.

Figure 1–12 Users Screen



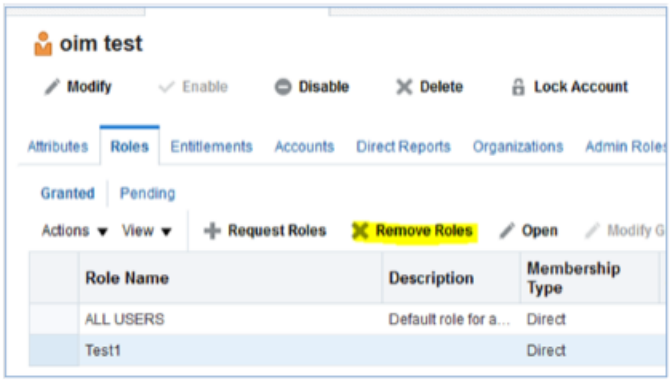
4. The User Details screen appears. Click the Roles tab.

Figure 1–13 User Details Screen



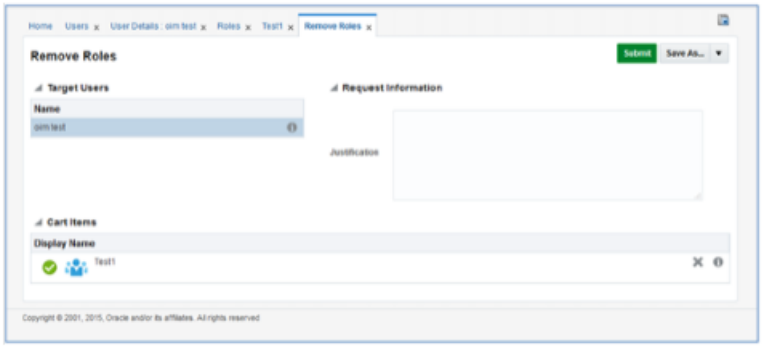
5. Select the role you want to revoke and click **Remove Roles**.

Figure 1–14 Revoke Roles Option



6. In the next section, click **Submit**.

Figure 1–15 Remove Roles Submit Option

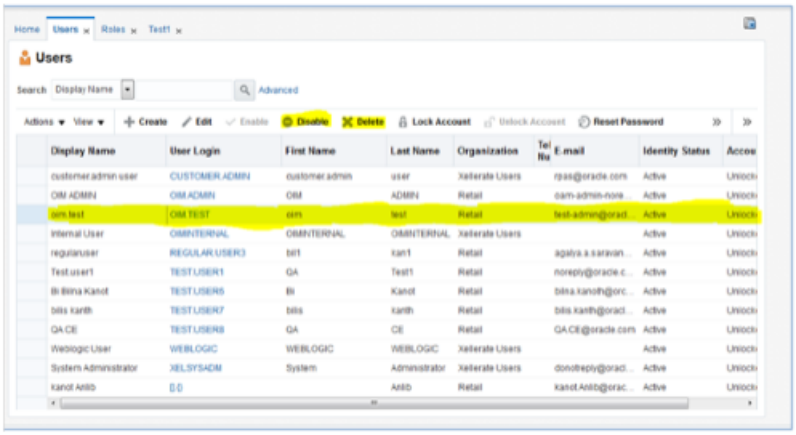


Deleting a User or Disabling User Privileges

To delete or disable a user:

1. Log in to the OIM application.
2. Under Administration, click **Users**.
3. Select the user and click **Disable** or **Delete** as necessary.

Figure 1–16 Users Screen



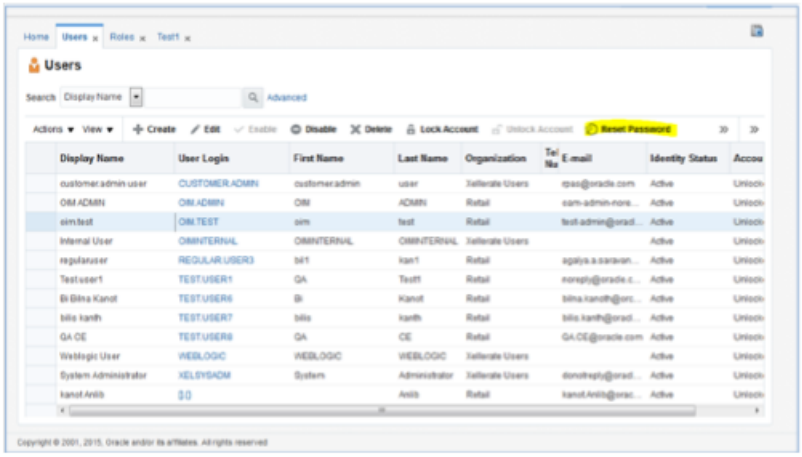
Locking or unlocking a particular user can also be done from this same screen if needed.

Resetting a User Password

To reset the password of a user:

1. Log in to the OIM application.
2. Under Administration, click **Users**.
3. Click the **Search** tab and then select the user for which you want to reset the password.
4. Click **Reset Password**.

Figure 1–17 Reset Password



5. In the Reset Password screen, make sure Auto-generate the Password is selected and click **Reset Password**. The system auto-generates the password and sends an email to the user.

   If you want to set the password manually, click **Manually Change the Password**, update the new password, and click **Reset Password**.

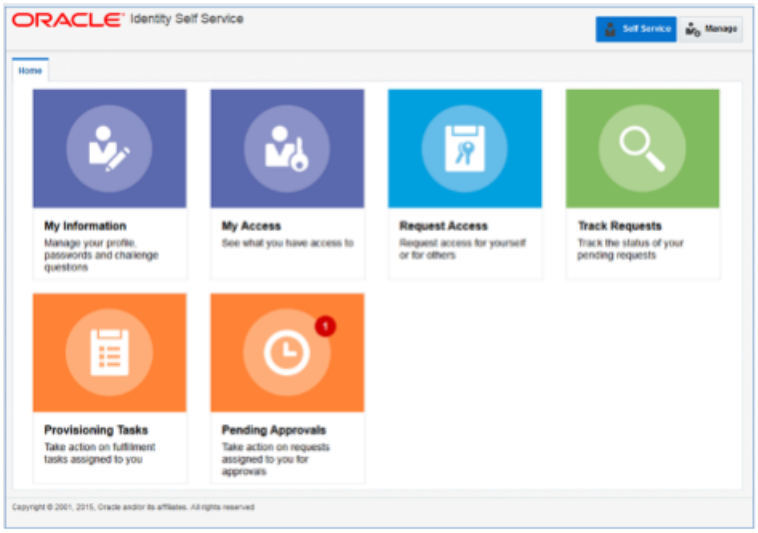
Figure 1–18 Reset Password Dialog Box

Approving Requests from a User

Users can also request additional roles that are available for users to access the Shared Services (or ask to revoke them). To approve the request from a user:

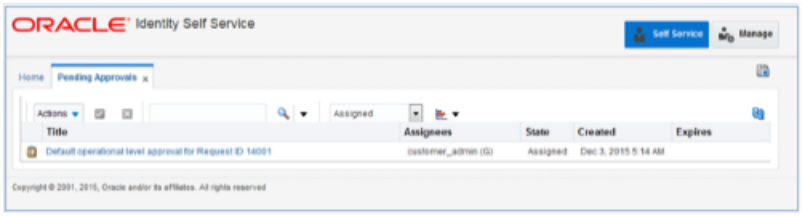
1. Log in to the OIM application.
2. Click **Pending Approvals**.

Figure 1–19 Identity Self Service Screen with Pending Approvals



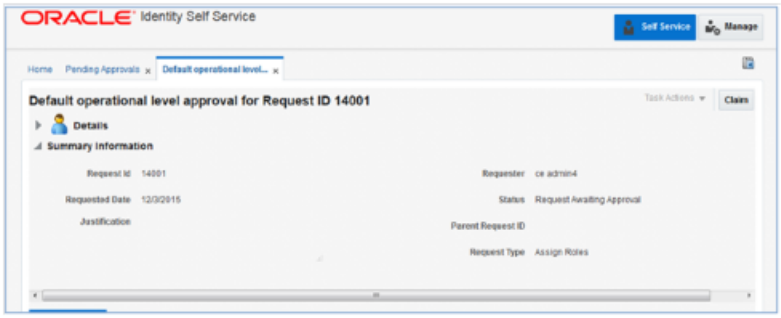
3. Click the action assigned to you.

Figure 1–20 Pending Approvals Tab



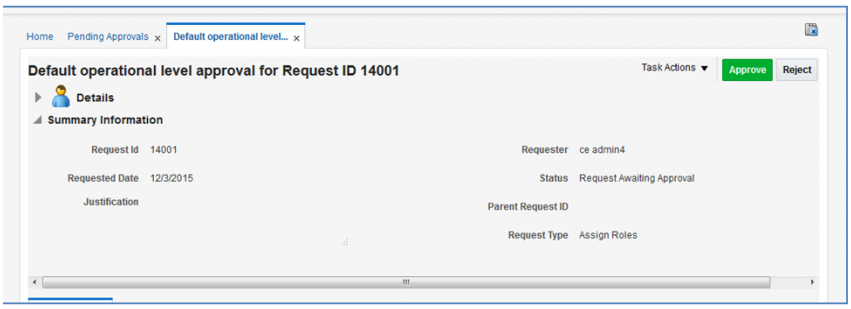
4. Click **Claim**.

Figure 1–21 Pending Claim Summary Information



5. Click **Approve** or **Reject**. The request completes.

Figure 1–22 Pending Approval Summary Information

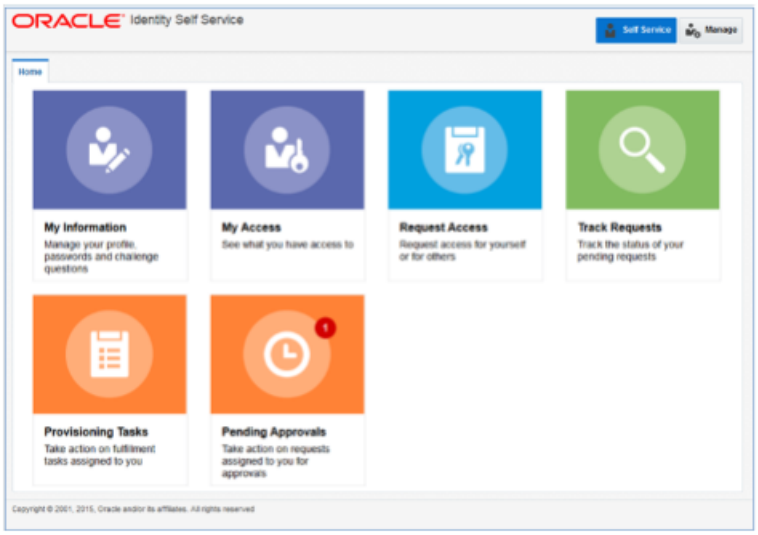


Approving Requests from a User for Multiple Roles

Users can also request multiple roles that are available for the users to access the Shared Services (or ask to revoke them). To approve the request from a user:

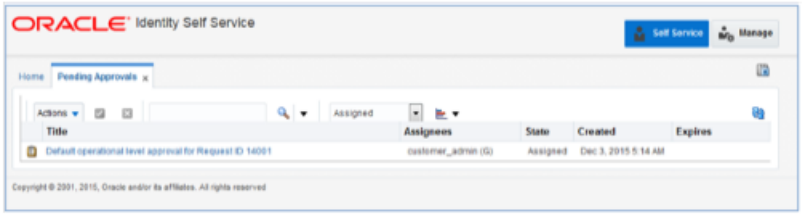
1. Log in to the OIM application.
2. Click **Pending Approvals**.

Figure 1–23 Identity Self Service Screen with Pending Approvals



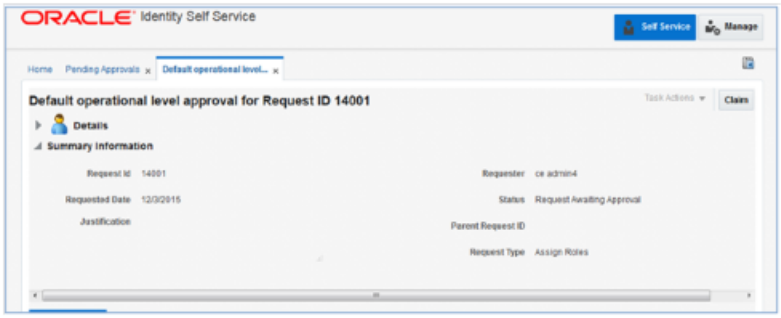
3. Click the action assigned to you.

Figure 1–24 Pending Approvals Tab



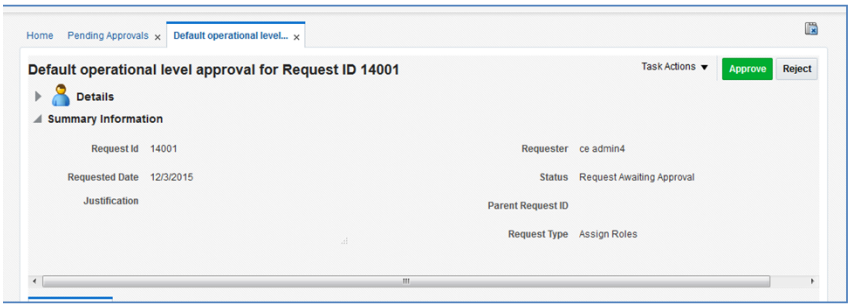
4. Click **Claim**.

Figure 1–25 Pending Claim Summary Information



5. Click **Approve** or **Reject**.

Figure 1–26 Pending Approval Summary Information



6. Once done, if approved, the request is split into multiple requests, one for each role for each user. Approve all of them by following Steps 3 to 5.
7. Once all the requests are approved, all the roles are assigned to the users.

> **Note:** The customer administrator can request multiple roles for multiple users. Once the request is made, the customer administrator is required to approve the request using the Approve Requests from User for Multiple Roles process.

Importing a Batch of User Accounts

If a large number of users must be created, the Oracle team can bulk load the users into the OIM application. When users are bulk loaded, each initial password is set to the current password of a template user. The new users are required to change the password on their first login.

To request the creation of accounts by bulk loading:

1. Create a CSV file listing all users to create. Following is an example of this file.

```
##################
 filename.csv
##################
#########################################
USR_LOGIN,USR_FIRST_NAME,USR_LAST_NAME,USR_EMAIL,ORG_NAME
CE.ADMIN1,ce,admin1,CE.ADMIN1@oracle.com,Retail
CE.ADMIN2,ce,admin2,CE.ADMIN2@oracle.com,Retail
CE.ADMIN3,ce,admin3,CE.ADMIN3@oracle.com,Retail
CE.ADMIN4,ce,admin4,CE.ADMIN4@oracle.com,Retail
```

```
CE.ADMIN5,ce,admin5,CE.ADMIN5@oracle.com,Retail
CE.ADMIN6,ce,admin6,CE.ADMIN6@oracle.com,Retail
CE.ADMIN7,ce,admin7,CE.ADMIN7@oracle.com,Retail
CE.ADMIN8,ce,admin8,CE.ADMIN8@oracle.com,Retail
CE.ADMIN9,ce,admin9,CE.ADMIN9@oracle.com,Retail
CE.ADMIN10,ce,admin10,CE.ADMIN10@oracle.com,Retail
##########################################
```

2. Create or identify a user whose password will be used as the initial password for all created users.
3. Open an SR with Oracle Support and provide the CSV file and user from Steps 1 and 2.

Bulk Role Membership Update (Optional)

If a considerable number of users need to have roles to be assigned, the Oracle team can bulk update the role membership into the OIM application. However, Oracle recommends that a customer administrator use the Identity Management application to do these assignments.

To update the membership by bulk update:

1. Create a CSV file with the user role mapping. Note that the user name must be in upper case. See the following example:

```
##################
 role.csv
###################
##########################################
UGP_NAME,USR_LOGIN
Role1,CE.ADMIN1
Role1,CE.ADMIN2
Role3,CE.ADMIN3
Role4,CE.ADMIN4
Role5,CE.ADMIN5
Role6,CE.ADMIN6
Role7,CE.ADMIN7
Role8,CE.ADMIN8
Role2,CE.ADMIN8
Role2,CE.ADMIN9
##########################################
```

2. Open an SR with Oracle Support and provide the CSV file and user name from Step 1.

> **Note:** If more than one role is to be attached to a particular user, add one more row with the role that the user is to have and the user name. Refer to the CE.ADMIN1 in the above example.

Nightly Batch File Uploads

The following steps describe the file upload process. For details regarding file contents and formatting, see the *Oracle Retail Shared Services Implementation Guide*. For information about how the uploaded files are used for different administration tasks, see Chapter 2, "Online Administration Tools."

The Private/Public keys must be generated and the Public key must be associated with your SFTP Account for the file uploads. The Adding Authorized Keys section describes the step-by-step method to generate the keys (2048 bit RSA Keys).

Adding Authorized Keys

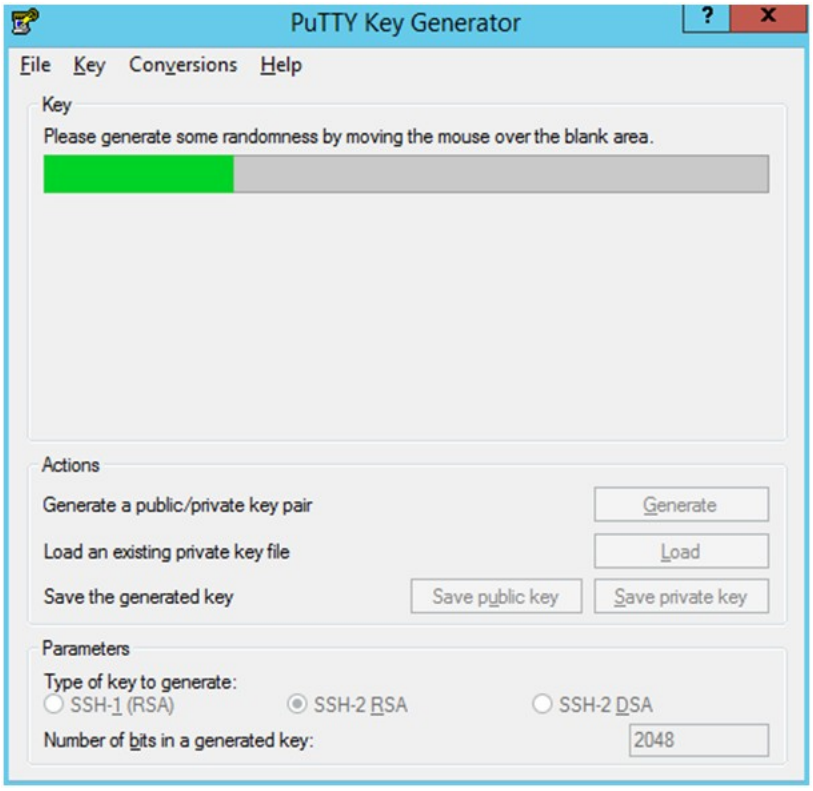
The following is the process to generate a 2048 bit RSA key and add the same to the SFTP server. This is done with the help of the WinSCP tool on Windows. However, the same can be done using ssh-keygen on Linux as well.

1. Launch WinSCP and select Tools > Run PuttyGen.
2. Select "SSH-2 RSA" for the type of key to generate and enter "2048" for the number of bits in a generated key field. Click **Generate**.

Figure 1–27 Key Generator

3. Move the mouse over the blank space in the window until the key is generated.

Figure 1–28 Key Generator Progress



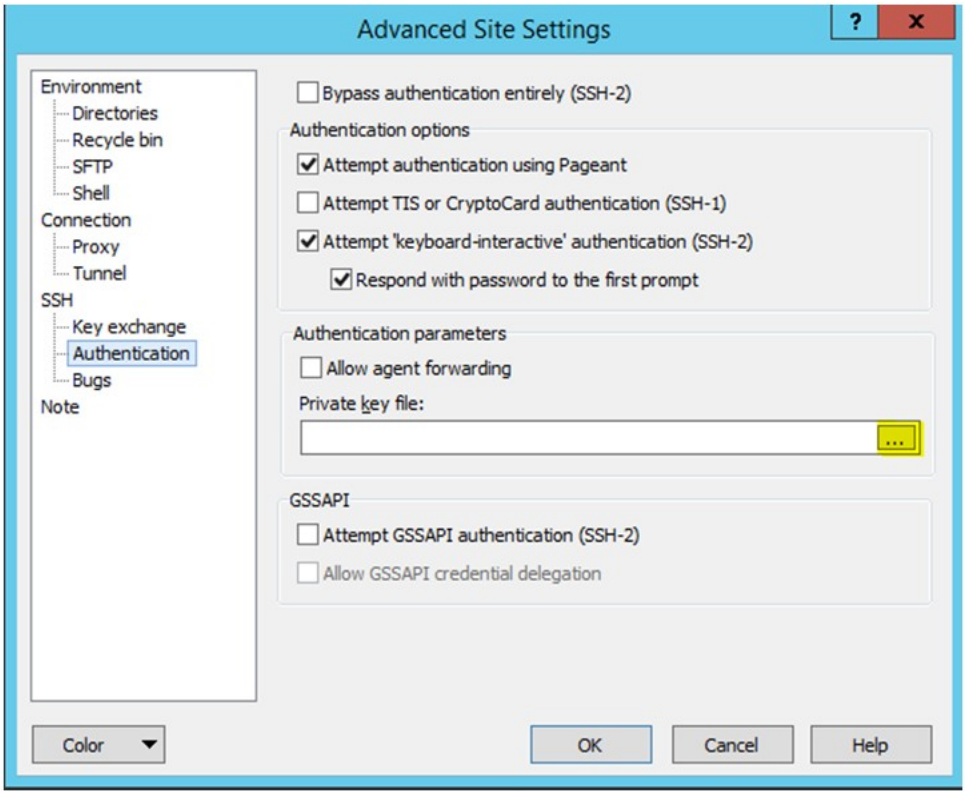
4. Once the key is generated, click **Save public key** to save the public key to a file.
5. Click **Save private key** to save the private key to a file. Confirm to save it with or without a passphrase.
6. Open an SR with Oracle Support, to associate the public half of the key with your SFTP account (attach the key with the SR).

Logging In to WinSCP

The upload steps use the private key generated in the Adding Authorized Keys section.

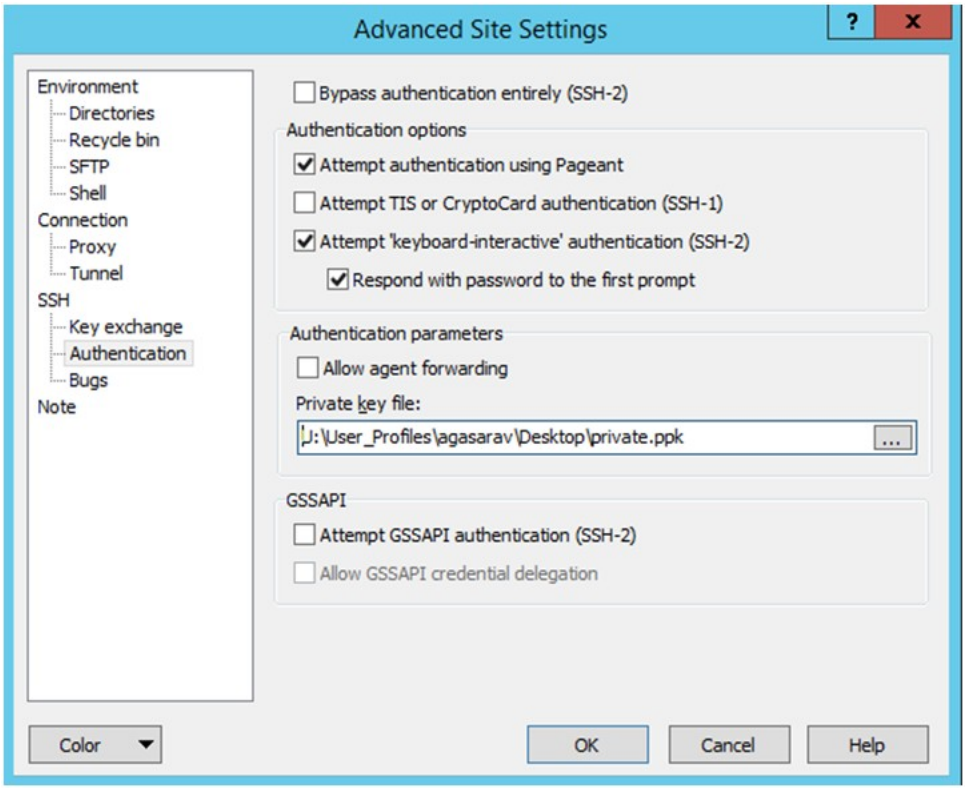
1. Launch WinSCP and connect to <SFTP Server> using port 22.
2. Enter the user name and click **Advanced**.
3. Click **Authentication**.
4. In the Private Key File field, click **Browse** and select the private key created in the Adding Authorized Keys section.

Figure 1–29 Advanced Site Settings Dialog



5. After loading the private key file, click **OK**.

Figure 1–30 Private Key File Loaded



6. Click **Login**. The window does not prompt for a password and logs in to the SFTP server. Provide a passphrase if one has been set up.

Uploading the Batch File

To upload the batch file:

1. Log in to WinSCP. Follow the steps in "Logging In to WinSCP."
2. Transfer all the data files to the directory /<SFTP User>.
3. Create a directory named COMMAND under /<SFTP User> if it does not already exist.
4. Change to the /<SFTP User>/COMMAND directory.
5. Transfer an empty file named COMPLETE.

Export File Downloads

The following is the download file process. For information about different administration tasks that create different exports from the application, see Chapter 2, "Online Administration Tools." For information about the file contents of various exports and formatting, see the *Oracle Retail Shared Services Implementation Guide*.

1. Log in to WinSCP. Follow the steps in "Logging In to WinSCP."
2. Change directory to /<SFTP User>/EXPORT.
3. Download all data files.

2

Online Administration Tools

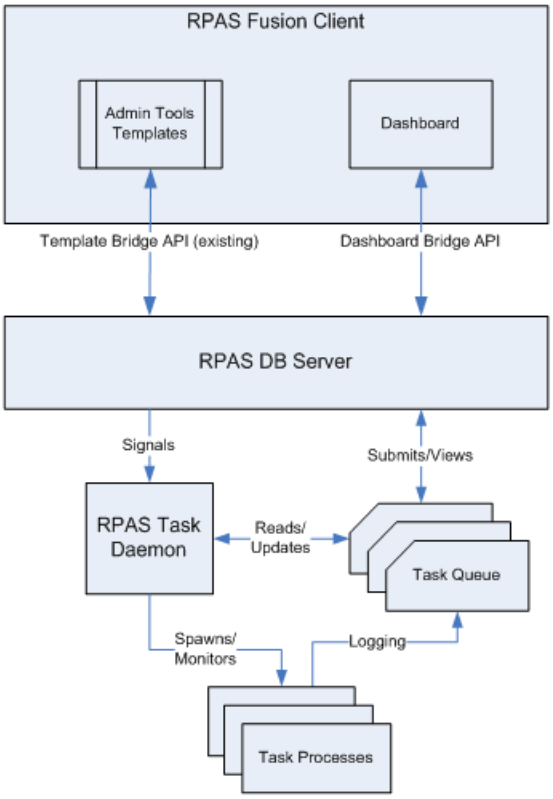
Shared Services uses the Oracle Retail Predictive Application Server (RPAS) Online Administration Tools as part of scheduling RPAS utilities and scripts that must be scheduled to run batch on Cloud, as the users do not have access to directly schedule scripts or run utilities on the domain server. Administration users can view the results of the scheduled scripts/utilities log in a dashboard through the Fusion Client.

RPAS Online Administration Tools support scheduling of standard RPAS utilities and, in addition, scheduling application-specific scripts/utilities. Application-specific administration tasks that are pre-configured for Shared Services are explained in the following sections.

For more details about Online Administration Tools and standard administration tasks, see the *Oracle Retail Predictive Application Server Administration Guide for the Fusion Client*.

Figure 2–1 shows the high level architecture of the RPAS Online Administration Tools.

Figure 2–1 RPAS Online Administration Tools Architecture



Standard Administration Tasks

Standard administration online tasks are pre-configured tasks that call all standard RPAS APIs in a Cloud Service environment. For details on the standard administration tasks, see the *Oracle Retail Predictive Application Server Administration Guide for the Fusion Client*.

Application Specific Administration Tasks - Shared Services Administration Tasks

Application-specific administration tasks are pre-configured for Shared Services. These tasks are found in the Online Administration Tools as SS Admin Tasks.

Each task in turn calls predefined batch scripts to do the required tasks. For more details about the batch scripts specific to Shared Services, see the *Oracle Retail Shared Services Implementation Guide*.

Some tasks require input data files or hierarchy files as input. These files must be uploaded before the tasks are scheduled. Some tasks export files out of the application. Those files are copied to an FTP location, and users can download the exported files.

Some Cloud Service level integration tasks expect data to be present in the Cloud Service shared location $RGBU_CLOUD_DATA. Before executing those tasks, the corresponding integrating application needs to export the necessary files to those locations.

Shared Services contains two solutions, Assortment Planning - GHL (APO GHL CS) and Item Planning (IP CS). Based on the solutions implemented, a few tasks specific to

a particular solution will not be available. Tasks specific to a particular solution are specified in detail description of those tasks.

The following table shows the list of application-specific administration tasks that are pre-configured for Shared Services:

Shared Services Admin Tasks
Export Data
Export to ASO
FTP - Fetch Input Data
FTP - Push Output Data
Import Data from ORASE
Load Hierarchies
Load Measure Data
Process - Batch Calculations
Process - Build Scheduled Workbooks
Process - Formalize Hierarchies
Process - Process CDT
Process - Refresh Workbooks
Process - Schedule Batch Flow
Process - Synchronize Hierarchies

Export Data

This task is used to export a particular set of measures as standard export data which users can use to interface with any external systems. The exported data set can be approved Assortment Plan or Item Plan. Exported files for this task that are put into the FTP location; users can download the files from this location.

Following is the list of export sets that can be exported from Shared Services. More than one export can be exported at a time.

- Assortment Plan - Cluster Level
- Assortment Plan - Store Level
- Item Plan - Pre-Season - Cluster Level
- Item Plan - In-Season - Cluster Level
- Item Plan - Store Level
- New Place-holder Items
- New Product Attributes

For more details about the exported set and list of measures exported in each file, and the file name and format details, see the *Oracle Retail Shared Services Implementation Guide*.

Export Plans to ASO

This task is available only if the APO GHL CS solution is enabled in Shared Services. This task is used to integrate with ASO to export the approved assortment plans at

cluster/store level as the assortment set for each category/quarter. It exports multiple flat files as needed by ASO. Exported files are copied to common cloud applications data that share location RGBU_CLOUD_DATA.

Following is the list of options for the Export to ASO:

- Store Level Export - Exports only approved store level exception plans at Category/Quarter.
- Cluster Level Export - Exports only approved cluster level plans at Category/Quarter
- Store/Cluster Level Export - Exports store or cluster level approved plans for a Category/Quarter. If both store level and cluster level plans are available for a category/quarter, this only exports the store level plan for that category/quarter.

For more details about the Export to ASO integration, see the *Oracle Retail Shared Services Implementation Guide*.

FTP- Fetch Input Data

This ad hoc task is used to copy input files from the user upload location to the domain/input location from where all RPAS utilities expect the input files to be present. All hierarchy load and data load SS Admin tasks internally call this task, but if a user needs to copy any ad hoc files to the domain input location that are needed by Standard Administration Tasks, the user can use this task. It only copies files with the extensions *.dat, *.ovr, *.rpl and *.xml.

FTP- Push Output Data

This ad hoc task is used to copy exported files from the domain output location to the user export location. By default, all SS Admin export tasks copy exported files to the export location. This task is only needed for a user to copy exported files using the Standard Administration Tasks for any ad hoc measure exports. It only copies files with the extensions *.dat, *.ovr, *.rpl, *.txt, *.csv, and so on. After a successful copy, it also deletes all the copied files from the domain/output directory.

Import Data from ORASE

This task is used to integrate and import data from ORASE. It supports multiple data integration with ORASE. Some integration is available only if the AP solution is enabled. All integrations expect data to be present in the common cloud applications data share location RGBU_CLOUD_DATA.

Following is the list of Import data sets from ORASE that can be scheduled one at a time:

- Customer Segment - To import Customer Segment Distribution data (available only for AP)
- Demand Transference - To import data related to Demand Transference (available only for AP)
- Product Attributes - To import Product Attributes
- Location Clusters - To import Advanced Location Clusters

For more details about the Shared Services integration with ORASE, see the *Oracle Retail Shared Services Implementation Guide*.

Load Hierarchies

This task is used to load all the required hierarchy files one or more at a time. Users have the option to specify which hierarchy to load and can choose to load with or without a user-defined dimension and the purge age. Required hierarchy files must be uploaded before scheduling this task. If a user needs to load a hierarchy with user-defined dimensions, the hierarchy file should contain header information with all user-defined dimensions.

The selected UDD and purge age option are applicable to all selected hierarchies during the selection.

The standard hierarchy's like product, calendar, and location are already scheduled to be loaded on a weekly batch cycle. If users want to schedule to load additional hierarchy files, they can use this task.

Following is the list of hierarchies that can be loaded using this task:

- Product
- Location
- Calendar
- Assortment
- Product Attributes
- Location Attributes
- Currency
- Promotion
- Markdown

For details about hierarchy files and the format, see the *Oracle Retail Shared Services Implementation Guide*.

Load Measure Data

This task is used to load all the different sets of grouped measure sets. Measure sets are grouped based on source or functional usage. Users have the option to schedule to load one or more measure sets at a time. All required data files needed for the measure sets to be loaded must be uploaded before scheduling this task. If one or more required files for a load set are not present, those measure data will not be loaded. The user may also need to schedule the necessary Process - Batch Calculations tasks after scheduling this task in order to process the loaded data.

Following is the list of measures sets to load that can be scheduled:

- Actuals - Load all Actuals data.
- Admin Data - Load all Admin data.
- Household Data - Load Household data for AP Analysis. Available only for AP.
- Local Currency - Load Local Currency conversion rate data.
- Location Plan - Load Location Plan data.
- LY Mapping - Load LY Mapping Data.
- Market Data - Load Market data. Available only for AP.
- MFP Plan - Load MFP data.

- Product Attributes - Load Product Attributes data.
- RDF Forecast - Load forecast units from RDF.

For details about the list of measure files that are loaded for different measure sets and file format and source information, see the *Oracle Retail Shared Services Implementation Guide*.

Process - Build Scheduled Workbooks

This task is used to run all auto-build workbooks scheduled for all workbook templates in batch. Before scheduling this task, users may need to delete their saved workbooks if there is a limit of saved workbooks set for the user.

Process - Formalize Hierarchies

This task is used to formalize the DPM-enabled hierarchies. Once formalized, users cannot delete the formalized DPM positions from the client.

While formalizing, the user also has the option to rename the formalized positions. The corresponding <hier>.rn.dat needs to be copied to domain/input before scheduling this task.

Following is the list of hierarchies that can be formalized using this task:

- Assortment Group
- Cluster Version
- Currency
- Location Attributes
- Markdown
- Performance Group
- Product Attributes
- Product - Item
- Promotion
- VAT

For details about hierarchies, see the *Oracle Retail Shared Services Implementation Guide*.

Process - Process CDT

This task is available only if the AP solution is enabled. This task can be used to process new CDT files from ORASE or any other external systems and also to initialize the loaded CDTs for users. This task can be scheduled to initialize CDT rollups for newly added users. This task is, by default, scheduled to run on a daily and weekly batch flow. Required CDT xml files need to be uploaded before scheduling this task. If there are no CDT files to process, it only initializes the CDTs for new users.

For details about CDT, see, the *Oracle Retail Assortment Planning & Optimization for Grocery/Hardlines Cloud Service User Guide* and *Oracle Retail Item Planning Cloud Service User Guide*. For details on the file format, see the *Oracle Retail Shared Services Implementation Guide*.

Process - Refresh Workbooks

This task is used to refresh all the saved workbook templates. It only refreshes the saved non-admin workbook templates. Saved admin workbooks are not refreshed by this task. This task is scheduled as part of the weekly batch process. If users want to run refresh on an as-needed basis, they can schedule this task.

Process - Synchronize Hierarchies

Shared Services needs a few hierarchies to be always in sync, that is, changes to hierarchy positions in one hierarchy file should have corresponding changes to other hierarchy files. This task can be used to synchronize those hierarchies by scheduling the same. All this tasks are scheduled as part of weekly hierarchy load process. If users want to synchronize those hierarchies on an as-needed basis, this task can be scheduled.

Following is the list of hierarchies that can be synchronized using this task:

- Calendar - Assortment
- Location - Cluster
- Product - RHS Product

For details about hierarchies, see the *Oracle Retail Shared Services Implementation Guide*.

Process - Schedule Batch Flow

This task is used to schedule a typical daily or weekly batch flow for Shared Services. It calls the previously defined tasks (the internal scripts that those individual task calls) in the specified order, one after another, upon the successful completion of the previous task. If any task aborts, a log is created and the process terminates. This task has the option to restart from the last failed script rather than running all the scripts again. Typically, the user must schedule this task within a time frame after a domain backup and when no users are logged into the domain.

The list of tasks executed varies based on the solutions enabled.

For more details about the list of internal scripts this task calls and how to add more scripts to this task, see the *Oracle Retail Shared Services Implementation Guide*.

1. Batch Flow - Daily

This task is used to schedule a typical daily SS batch cycle, which includes exporting the standard approved plans, loading any daily data, and running required daily batch calculations.

This task is equivalent to scheduling the tasks in the following order. Based on the solutions enabled (specified in the parentheses), the list of executed tasks will vary:

- FTP - Fetch All Input Data
- Export Data: Assortment Plan - Cluster Level (AP)
- Export Data: Assortment Plan - Store Level (AP)
- Export Data: Item Plan - Pre-Season - Cluster Level (IP)
- Export Data: Item Plan - In-Season - Cluster Level (IP)
- Export Data: Item Plan - Store Level (IP)
- Load Data - On Order (IP)

- Process - Process CDT (AP)
- FTP - Push All Output Data

This task can be customized during implementation time by creating an Oracle SR.

2. Batch Flow - Weekly

This task is used to schedule a typical weekly SS batch cycle, which includes loading all hierarchy files and actual files and running batch calculations.

This task is equivalent to scheduling the tasks in the following order. Based on the solutions enabled (specified in the parentheses), the list of executed tasks will vary:

- FTP - Fetch All Input Data
- Synchronize Hierarchies: Product - RHS Product
- Export Data: Assortment Plan - Cluster Level (AP)
- Export Data: Assortment Plan - Store Level (AP)
- Export Data: Item Plan - Pre-Season - Cluster Level (IP)
- Export Data: Item Plan - In-Season - Cluster Level (IP)
- Export Data: Item Plan - Store Level (IP)
- Export to ASO: Store/Cluster Level Export (AP)
- Load Hierarchies - Calendar (without UDD)
- Load Hierarchies - Location (without UDD)
- Synchronize Hierarchies: Calendar - Assortment
- Synchronize Hierarchies: Location - Cluster
- Load Measure Data - Actuals
- Load Measure Data - MFP Plan
- Load Measure Data - Location Plan
- Process - Batch Calculation: Weekly Batch Calc
- Process - Batch Calculation: Generate Forecast
- Process - Process CDT (AP)
- Process - Refresh Workbooks
- Process - Build Scheduled Workbooks
- FTP - Push All Output Data

This task can be customized during implementation time by creating an Oracle SR.

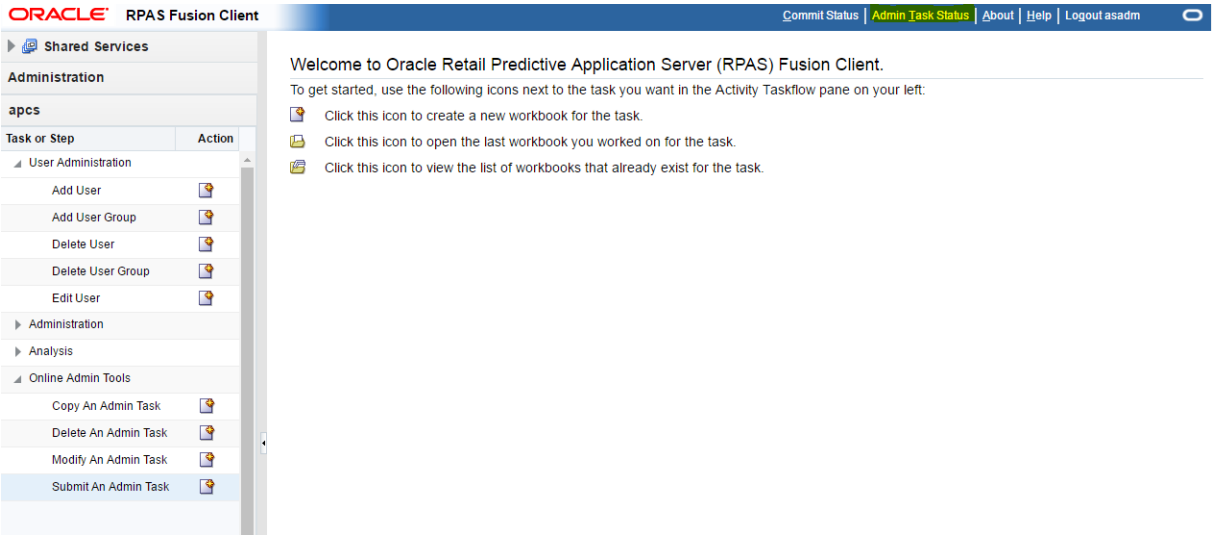
Scheduling SS Administration Tasks

This section describes the process for scheduling and monitoring the SS Administration task Export Data for Single Plan Version. The steps for scheduling all other tasks are the same, and most of the tasks do not have additional input parameters specific to that task. For more details about scheduling and monitoring online administration tasks, see the *Oracle Retail Predictive Application Server Administration Guide for the Fusion Client*.

To schedule and monitor an SS administration task:

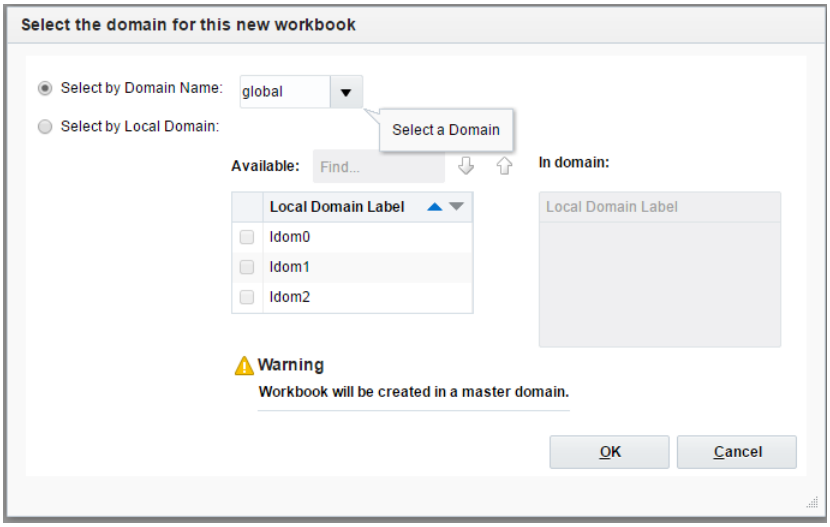
1. Log into the Shared Services application as an Administration user.
2. Under Administration, select apcs, and then Online Admin Tools. Click **Submit An Admin Task**.

Figure 2–2 Administration Tasks



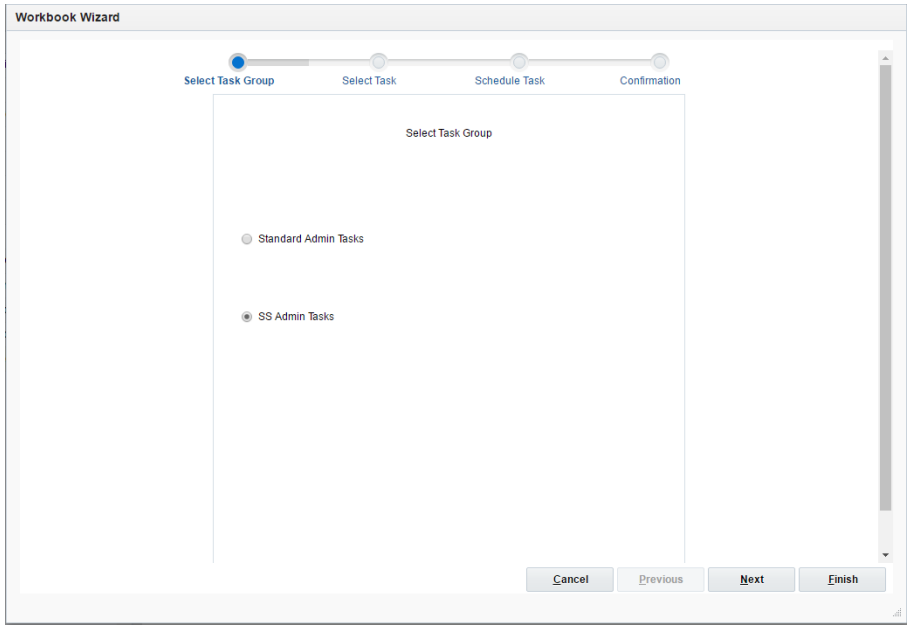
3. Select global for Select by Domain Name and click **OK**. Almost all tasks must be scheduled in the global domain only.

Figure 2–3 Select the Domain for this New Workbook



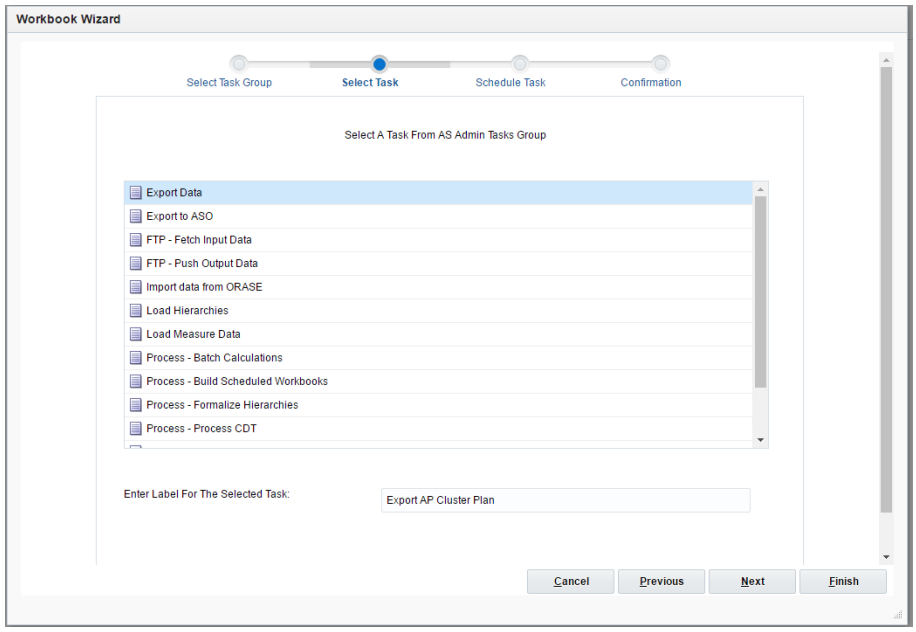
4. Select the SS Admin Tasks for Task Group and click **Next**. For scheduling a standard administration task, select Standard Admin Tasks.

Figure 2–4 Select Task Group Workbook Wizard Window



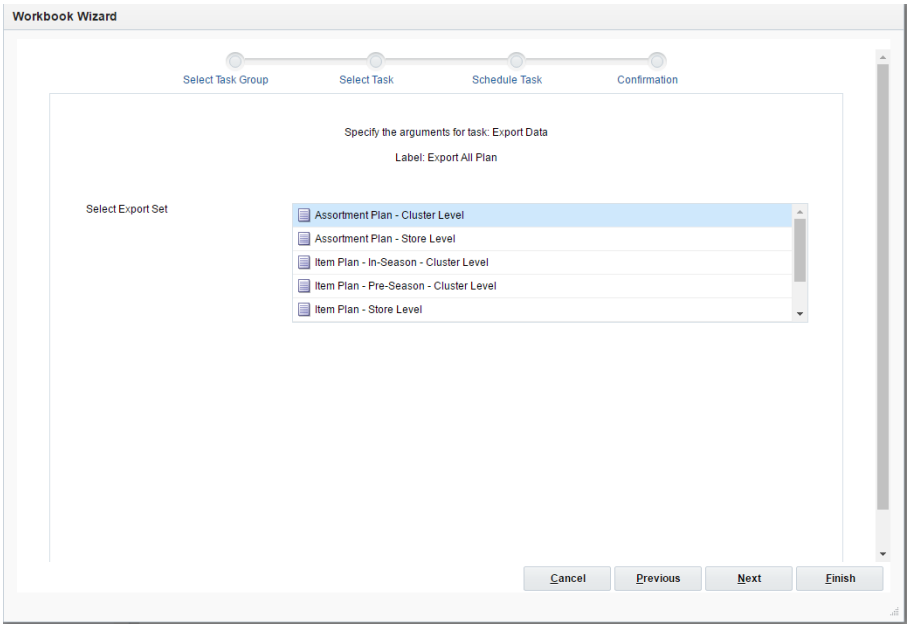
5. In the task list, select Export Data and enter a label for scheduling that task, for example, Export AP Cluster Plan. Click **Next**.

Figure 2–5 Select Task Workbook Wizard Window



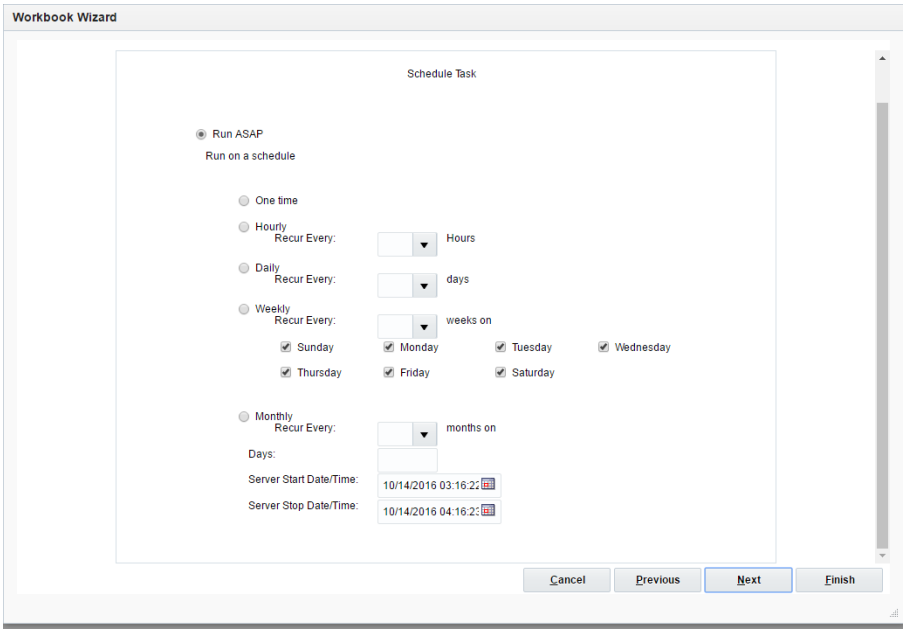
6. This task has an additional parameter to choose the export data set. In this example, select Cluster Level - Assortment Plan. Click **Next**.

Figure 2–6 Export Version Selection



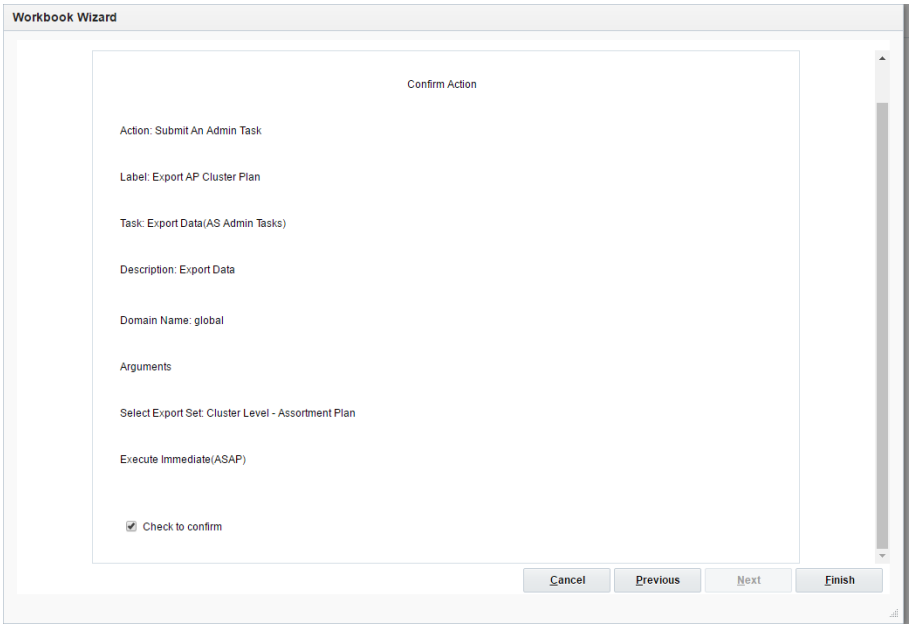
7. To schedule the task to run immediately, select **Run ASAP** and click **Next**. To run on a particular date and time, set that information here.

Figure 2–7 Schedule Task Workbook Wizard Window



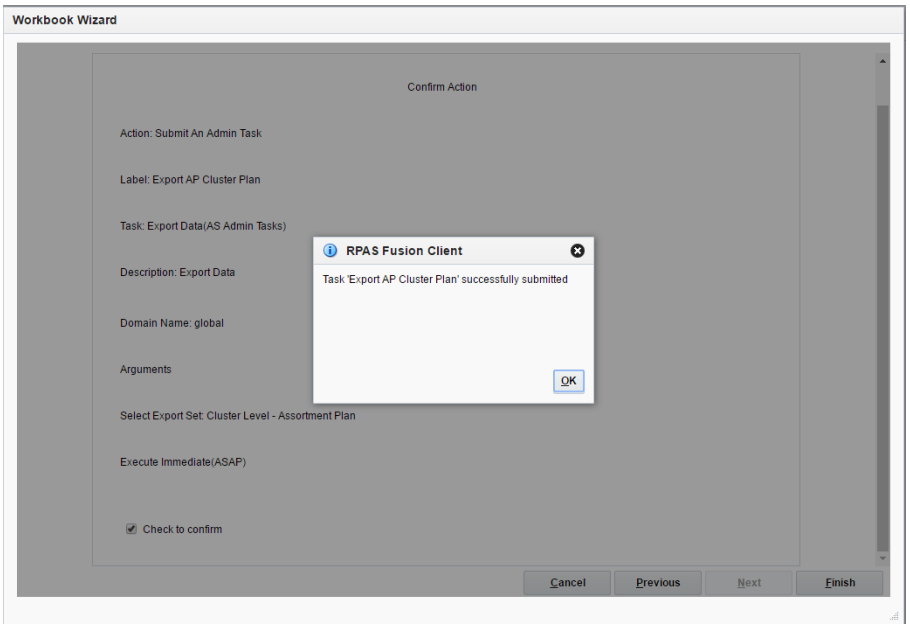
8. In the Confirm Action window, review the task scheduling details. To confirm the scheduling, select the **Check to confirm** check box. To submit the task, click **Finish**.

Figure 2–8 Confirm Action Window



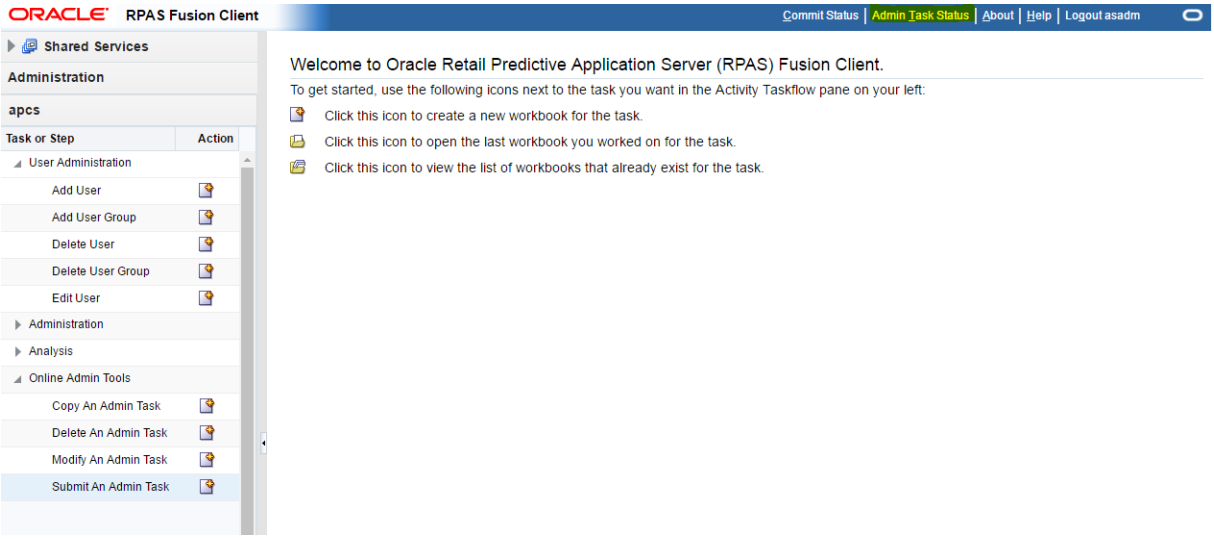
9. The task submitted confirmation window appears. Click **OK**.

Figure 2–9 Task Submitted Confirmation Window



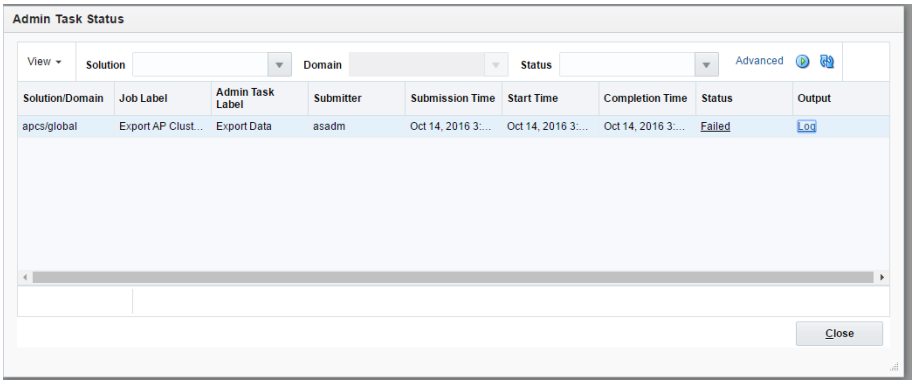
10. To check the status of all submitted tasks in the Fusion Client Dashboard, click **Admin Task Status**.

Figure 2–10 Location of Admin Task Status Button



A separate window opens with the list of tasks and their status.

Figure 2–11 Admin Task Status Window



If the status is Success, you can ignore the log. If the status is Failed, the reason for the failure can be checked by clicking the Log link under Output. It show the logs of the executed batch script or binary with details of the error code for any failure. For more details about the common error codes for the failure of different batch tasks and troubleshooting information, see Appendix A.

Note: Currently the log that is shown in the Fusion Client is a limited log. It only shows the details of the failure of an external batch script. Some batch scripts call other internal batch scripts and, if those failed, those details can be found only in sub-directories of the domain level log file for those batch scripts directly in the domain server. In such cases, create an Oracle SR.

A

Appendix: Error Codes

Table A–1 lists the common error codes for the different administration tasks and troubleshooting information. If tasks fail with unknown error codes, unclear error messages, or issue elated to implementation, create an Oracle SR.

The Batch - Daily and Batch - Weekly tasks call different individual tasks. Refer to the corresponding failed task error code.

Table A–1 Error Codes and Troubleshooting Information

Task Name	Error Code	Description of Error	Troubleshooting Information
Load Hierarchies	3	Hierarchy file does not exist.	Ensure hierarchy files are FTP-ed to the location with correct name and extension.
Load Hierarchies	6	One or more arguments are missing.	During implementation, the control file or script parameters for the hierarchy load were not correctly set.
Load Hierarchies	13	Domain does not exist.	Ensure the domain is correctly installed.
All Load Data Tasks	40	One or more arguments are missing.	During implementation, the control file or script parameters for the hierarchy load were not correctly set.
All Load Data Tasks	41	Domain does not exist.	Ensure the domain is correctly installed.
All Load Data Tasks	42	Data file does not exist.	Ensure hierarchy files are FTP-ed to the location with correct name and extension.
All Load Data Tasks	43	All measure input files are empty or missing.	If all measure files are empty, it will also abort; ensure at least one data file is not empty.
All Load Data Tasks	45	Errors occurred during the load of one or more measures.	Ensure the data file is not corrupted and contains correct data.
Process - Refresh Workbooks	13	Domain does not exist.	Ensure the domain is correctly installed.
Process - Build Scheduled Workbooks	13	Domain does not exist.	Ensure the domain is correctly installed.

Table A–1 (Cont.) Error Codes and Troubleshooting Information

Task Name	Error Code	Description of Error	Troubleshooting Information
All export tasks	40	One or more arguments are missing.	NA
All export tasks	50	Export set name not preset in Control File.	During implementation, the control file for the export is not correctly set.
All export tasks	55	Base Intersection or Mask Measure needs to be set in control file.	During implementation, the control file for the export is not correctly set.
All export tasks	60	Mask measure not found for Export Set.	During implementation, the control file for the export is not correctly set.