Oracle® Retail Process Orchestration and Monitoring

Guide

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Primary Author: Gerlinde Rust

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Preface

The *Oracle Retail Process Orchestration and Monitoring Guide* describes the tracking and managing of batch jobs.

Audience

This guide is for system administrators and operations personnel, integrators and implementation staff personnel as well as users of the module.

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- Exact error message received
- Screen shots of each step you take

Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 16.0) or a later patch release (for example, 16.0.21). If you are installing the base release, additional patch, and bundled hot fix releases, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch and bundled hot fix releases can contain critical information related to the base release, as well as information about code changes since the base release.

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.

This process will prevent delays in making critical corrections available to customers. For the customer, it means that before you begin installation, you must verify that you have the most recent version of the Oracle Retail documentation set. Oracle Retail documentation is available on the Oracle Technology Network at the following URL:

`http://www.oracle.com/technetwork/documentation/oracle-retail-100266.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.

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

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

(Data Model documents are not available through Oracle Technology Network. You can obtain them through My Oracle Support.)

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
Common User Interface Controls

Oracle Retail applications, such as the Oracle Retail Process Orchestration and Monitoring application, include some common interface options and controls that you can use throughout the application workflow. The following sections describe these user interface controls in more detail.

Although you may have more than one Oracle Retail application installed on your system, each application may use many of the same interface components and abide by common rules and constraints.

You can quickly access the tasks of current applications and switch to other applications from the Navigation bar. For more information on the Navigation bar, see the Accessing the Area section.

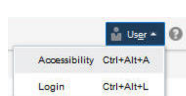
The following topics are covered in this chapter:

Logging in to the Application

To log on to the application:

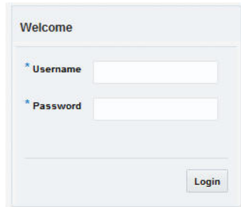
1. Click the **User** list menu on the top right of the Oracle Process Orchestration and Monitoring window.

Figure 1–1 User List Menu



2. Click **Login**. The Welcome screen appears.

Figure 1–2 Welcome Screen



3. Provide the following login information:
   a. Enter your user name in the **Username** field.
   b. Enter your password in the **Password** field.
4. Click **Login**.

Using the Help

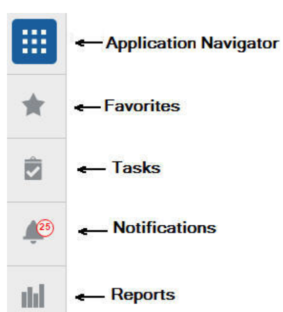
This application contains an online HTML help that can guide you through the user interface. User information is included to describe high-level processes and procedures, as well as provide step-by-step instructions for completing a task.

You can access online help for a particular page by clicking on the Help link at the top of the application home page or by clicking the Help icon on every page of the application. Once in the help, you can access additional information through the table of contents or by using the index.

Accessing the Area

You can quickly access the tasks of current applications and switch to other applications from the Navigation bar.

Figure 1–3 Navigation Bar



The following Navigation bar options are common across all the applications:

- Application Navigator
- Favorites
- Tasks
- Notifications
- Reports

Application Navigator

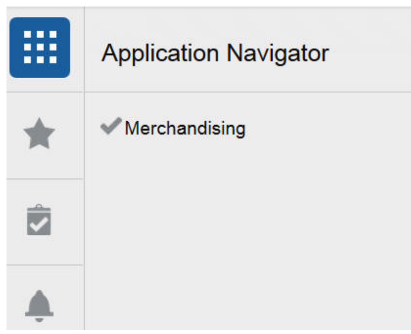
The Application Navigator is optional for the application and provides the ability to switch between applications.

> **Note:** Your view may vary, depending upon the features selected during the setup process.

To switch between applications:

1. At the top left of the application, click the Application Navigator icon to open the list of available applications.

Figure 1–4 Application Navigator



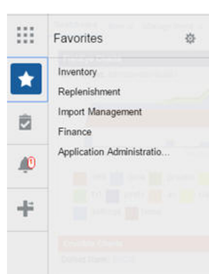
2. Select the listed applications. The application will open in a new tab.

Favorites

You can select your favorite tasks without accessing the Tasks menu. It helps you quickly get into your frequently used tasks.

You can click the Favorites icon in the Tasks menu to access tasks designated as favorites. You can also select the cog icon from the Favorites menu to edit the favorite list. Tasks can be selected or deselected as favorites in the Tasks menu.

Figure 1–5 Favorites Area



Tasks

Oracle Retail applications support a variety of navigational tools and methods that allow you to move efficiently between application pages. Information on how to use and manage each of the tools and methods is included in this section.

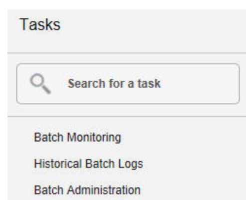
A task is a set of links to a series of task flows organized in a specific sequence to accomplish a business process or procedure. For example, tasks can be defined for common multi-step procedures or processes so that you can quickly step through tasks. By navigating sequentially to the pages outlined in the task, you are assisted in stepping through the business process or activity.

Your Tasks list appears on the top left side of the home page. All of the tasks to which you have access are listed on the Tasks window. You can either click on the specific task name to open, or use the Task Search component to search for a Task that you want to open.

To begin working with a task, choose the application feature or process from the list.

> **Note:** Your task menu may appear slightly different, depending on your retail application.

Figure 1–6 Tasks Menu



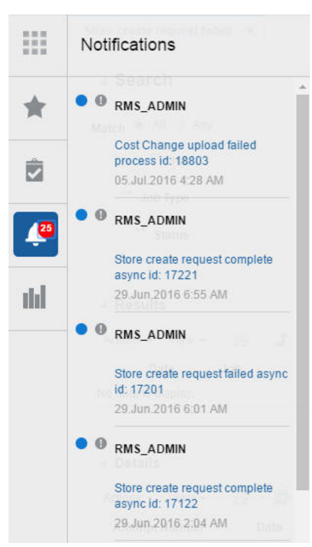
Notifications

The notification's section brings events within the application to your attention.

See the following examples:

- A simple, informative message indicating a long-running process has completed
- A message indicating a critical exception has occurred
- The store create request failed

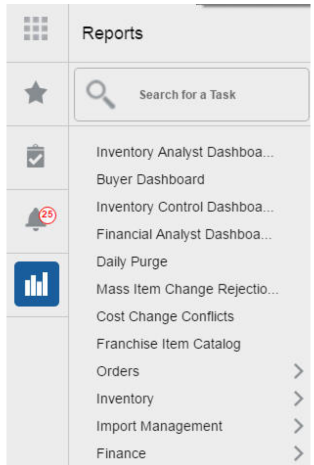
Figure 1–7 Notifications



Reports

The functionality of Reports works similar to the Tasks menu.

Figure 1–8 Reports Menu



Specifying Preferences

The Preferences pages are where you specify the default regional, language, and accessibility settings that you want to use throughout the system.

To set your preferred preferences, click **User** list > **Preferences** at the top of the application home page. The Preferences page appears. The standard preference options available are as follows:

- Regional
- Language
- Accessibility

To return to the application home page, click **Back to Home** at the top of the page.

Regional Options

Use the following options to specify the default formats for territory, date, time, number, and time zone you want to use throughout the system.

Table 1–1 Regional Options

Value	Description
Territory	Specify the country details.
Date Format	Select the date format that you want to use.
Time Format	Select the time format that you want to use.
Number Format	Select the number format that you want to use.
Time Zone	Select the time zone you want to use.

Language Options

Use the following options to specify the default language you want to use throughout the system.

Table 1–2 Language Options

Value	Description
Default	Specify the default language you want to use.
Current Session	Specify the language you want to use for the current session.

Accessibility Options

Use the following options to specify the default accessibility preferences you want to use throughout the system.

Table 1–3 Accessibility Options

Value	Description
Accessibility	Select the accessibility option you want to apply.
Color Contrast	Specify the color contrast that you want to use.
Font Size	Specify the font size that you want to use.

Working with Table Menu Options

Note:

- Deals is used as an example which is specific to the Oracle Retail Merchandising System, and may not be relevant to this application.
- Figure 1–9, Figure 1–10 are representations and may be different for every window/table/popup.

The Actions menu, View menu, and icons are displayed in the form of a table. For more information on these options, see the sections Action Menu and Icons and View Menu.

Action Menu and Icons

The Actions menu provides the option to take different actions related to entries in the table. Depending on the nature of the table, these actions can be add, view, delete or edit table rows, create by moving to a new screen or export the table contents to the spreadsheet. Alternatively these actions can also be performed by using the icon buttons on the table toolbar. For more information on the icon/buttons, see the Screen Level Action - Icons and Buttons.

In some tables, it may also contain some table specific actions.

Figure 1–9 Actions Menu and Icons

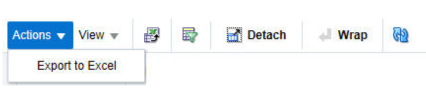


Table 1–4 Actions Menu/Icons and Descriptions

Actions Menu/Icon	Description
Export to Excel and Export to Excel icon	You can export the records in the table to a Microsoft Excel spreadsheet by selecting **Actions > Export to Excel** or by using the Export to Excel icon.
Refresh icon	Use the Refresh icon to update the records in the table. Not available in the Dependencies and External Dependencies section.
Wrap icon	You can wrap the values in the table column by first clicking the column on which you would like the text to wrap and then using the Wrap icon. Not available in the Dependencies and External Dependencies section.

View Menu

The View menu provides the options for managing the table columns and sorting and filtering the table data.

In some tables you have the option to choose a saved custom view, which is an arrangement of columns different from the default view of the table.

Figure 1–10 View Menu

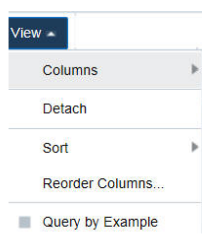


Table 1–5 View Menu and Descriptions

View Menu List	Description
Columns	You can manage which of the columns will be shown in the table by clicking the **Show All** and **Manage Columns** options.
Detach	You can view the tables in the application in a separate window by clicking Detach or by clicking the Detach icon.
Sort	You can sort columns by the following options: ■ Ascending ■ Descending ■ Advanced
Reorder Columns	You can reorder columns by clicking the Reorder Columns option.
Query by Example	You can filter the deal components by one of multiple column values by clicking the Query by Example option or by clicking the query by example icon.

Screen Level Action - Icons and Buttons

The screen level actions display the icons and buttons.

Table 1–6 Screen Level Action - Icons/Buttons and Description

Icons/Buttons	Description
Done	Click **Done** to close the window.

Searching for an Entity

You can search for a particular entity by entering, selecting, or searching in the application, for example, search for a batch job.

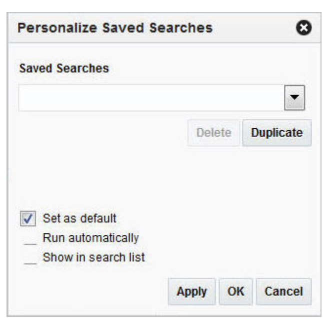
To search for a batch job:

1. From the Tasks menu, select **Historical Batch Logs.** The Historical Batch Logs window appears.
2. You can search for a batch job by providing search criteria in the Filters section. The criteria can be provided either in Basic or Advanced mode, depending on the requirement. Basic is the default mode when the search screen is entered. Click **Advanced** to access the search panel in advanced mode. You can return to Basic mode by clicking **Basic**.

Personalize Saved Search

Select Personalize from the **Saved Search** list to view the personalized saved search. The Personalize Saved Searches pop up allows you to edit, copy, or delete Saved Searches.

Figure 1–11 Personalize Saved Searches Window



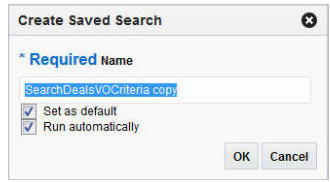
Create Saved Search

You can create a Saved Search by selecting the **Save** button in the Search Criteria panel after you have entered the criteria for your search. The **Save** button will call up the Create Saved Search window where the search is given a name and the user determines whether it should be the default search as well as whether it should be run automatically.

To view the created saved search:

1. Click the **Save..** button. The Create Saved Search window appears.

Figure 1–12 Create Saved Search Window



2. Enter the name of the search.
3. You can also choose to save the combination of the search criteria by selecting the following check boxes:
   - Set as default
   - Run automatically

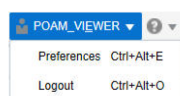
Viewing all the Sections Within a Window

You can view all the sections in the Deal window by clicking the Expand icon. You can shrink all the sections in the Deal window by clicking the Shrink icon.

Logging Out of the Application

Use the **User** list menu on the top right of the window, to log out of the application.

Figure 1–13 Logging Out of the Application



2

Process Orchestration and Monitoring

The Process Orchestration and Monitoring application is a user interface for scheduling, tracking and managing, both nightly as well as intraday batch jobs.

Monitoring Batches

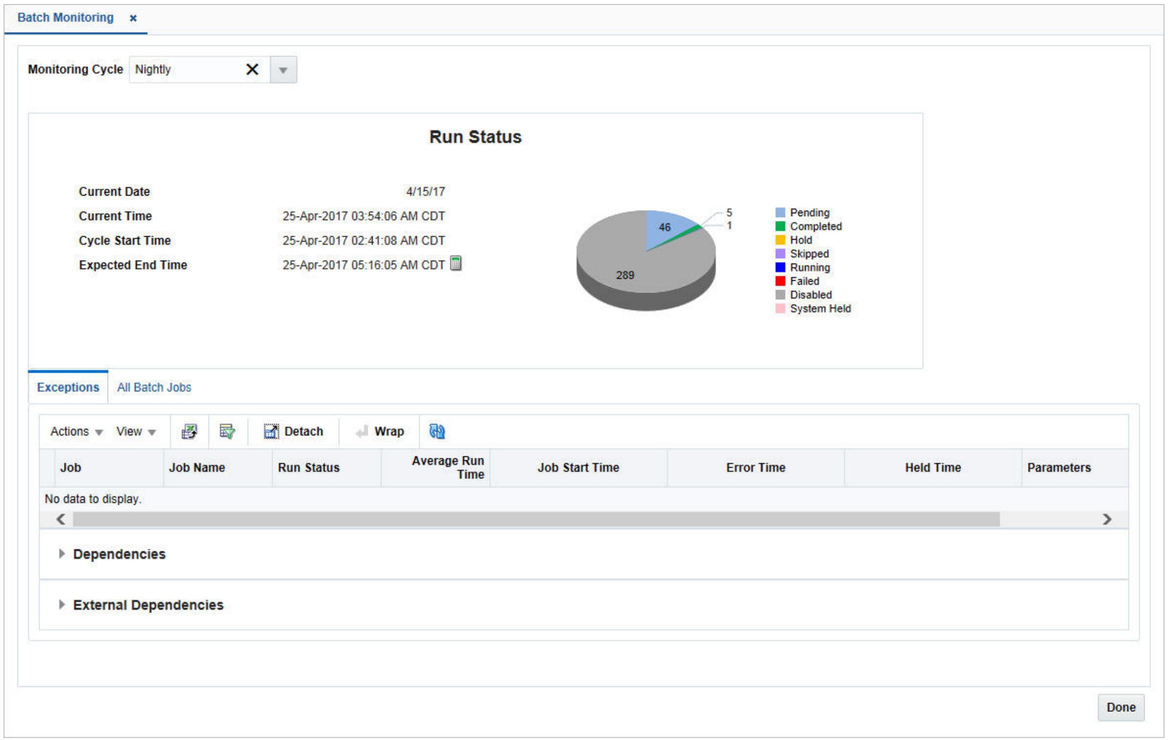
The Batch Monitoring window provides a runtime view of the statuses and dependencies with regard to the different batch cycles running on the current business day.

To access the Batch Monitoring window from the Tasks menu, select **Batch Monitoring**. The Batch Monitoring window appears.

The Batch Monitoring window contains the following sections.

- Header
- Exceptions
- All Batch Jobs
- Dependencies
- External Dependencies
- Batch Monitoring Toolbar

Figure 2–1 Batch Monitoring



Header

In the Header section select the monitoring cycle you want to view. The **Monitoring Cycle** field lists all batch cycles configured for a business day, including the Nightly batch cycle and the Adhoc cycle. When you choose a monitoring cycle the window shows the results specific to the selected cycle. When you open the window, the monitoring cycle defaults to the current or last run cycle for the current business day.

The Header section also contains a Run Status area, displaying the current business date, the current time, the start time of the selected cycle and the expected end time of the selected cycle, if the cycle has not yet been completed, or the actual end time, if the cycle has already been completed. Use the Calculate icon to calculate the expected end time.

In addition, the Run Status area shows a chart summary of the status of the different batches that are included in the selected cycle. The possible statuses are listed below:

- Pending
- Completed
- Hold
- Skipped
- Running
- Failed
- Disabled
- System Held

The chart also shows the actual number of batch jobs in each of the status bins listed above.

Exceptions

The Exceptions section lists all jobs that have failed, are on hold, long running or have been forced to be completed in the current day's run.

The table displays the following information:

- Job
- Job Name
- Run Status
- Average Run Time - Average run time for the batch job for the last month
- Job Start Time
- Error Time
- Held Time
- Parameters
- Dependant Batch Exceptions

Exceptions - Actions Menu and Icons

Use the Actions Menu and icons to apply actions to the table. You can perform the actions listed below.

Table 2–1 Exceptions - Actions Menu/Icons and Description

Actions Menu/Icons	Description
Export to Excel and Export to Excel icon	You can export the records in the table to a Microsoft Excel spreadsheet by selecting **Actions > Export to Excel** or by using the Export to Excel icon.
View Cycle History	Opens the View Cycle History window. This option is only enabled for intraday cycles to view execution logs for the job across the different enabled intraday cycles. Click **OK** to close the View Cycle History window. Not available in the Dependencies and External Dependencies section.
Refresh icon	Use the Refresh icon to update the records in the table. Not available in the Dependencies and External Dependencies section.
Wrap icon	You can wrap the values in the table column by first clicking the column on which you would like the text to wrap and then using the Wrap icon. Not available in the Dependencies and External Dependencies section.

Exceptions - View Menu and Icons

You can customize the view of the table by using the options in the View Menu.

Table 2–2 Exceptions - View Menu/Icons and Description

View Menu/Icons	Description
Columns	You can manage which of the columns will be shown in the table by clicking the **Show All** and **Manage Columns** options.
Detach and Detach icon	You can view the tables in the application in a separate window by clicking Detach or by using the Detach icon.
Sort	You can sort columns by the following options: ■ Ascending ■ Descending ■ Advanced
Reorder Columns	You can reorder columns by clicking the Reorder Columns option.
Query by Example and Query by Example icon	You can filter the items by one or multiple column values by clicking the Query by Example option or by using the Query by Example icon.

All Batch Jobs

The All Batch Jobs section lists all the batch jobs and their statuses. The table displays the following information:

- Job
- Job Name
- Run Status

  Possible run statuses are:

  – Pending
  – Completed
  – Hold
  – Skipped
  – Running
  – Failed
  – Disabled
  – System Held
- Average Run Time - Average run time for the batch job for the last month
- Job Start Time
- Job End Time
- Job Run Time
- Parameters
- Dependant Batch Exceptions

  The Dependant Batch Exceptions column indicates whether or not a dependant batch exists. This field displays the parent job in exception status, such as ERROR or HOLD.

All Batch Jobs - Actions Menu and Icons

Use the Actions Menu and icons to apply actions to the table, see Table 2–1, " Exceptions - Actions Menu/Icons and Description" for more information.

All Batch Jobs - View Menu and Icons

You can customize the view of the table by using the options in the View Menu, see Table 2–2, " Exceptions - View Menu/Icons and Description" for more information.

Dependencies

The Dependencies section contains post and pre –dependencies for any row selected in the Exceptions or All Batch Jobs section. The dependencies are displayed at a batch job level. The table displays the name of the batch job, the dependency type and the status of the batch job for the current day’s run, as well as the **Dependency Enabled** checkbox.

The **Dependency Enabled** checkbox indicates whether the dependency was respected or bypassed in the current day's run.

Dependencies - Actions Menu and Icons

Use the Actions Menu and icons to apply actions to the table, see Table 2–1, " Exceptions - Actions Menu/Icons and Description" for more information.

Dependencies - View Menu and Icons

You can customize the view of the table by using the options in the View Menu, see Table 2–2, " Exceptions - View Menu/Icons and Description" for more information.

External Dependencies

If your system is configured to support external dependencies, the External Dependencies section is displayed.

The External Dependencies section lists external batch job dependencies. The table displays the external job, the external dependency status, as well as the **External Dependency Enabled** checkbox.

External Dependencies - Actions Menu and Icons

Use the Actions Menu and icons to apply actions to the table, see Table 2–1, " Exceptions - Actions Menu/Icons and Description" for more information.

External Dependencies - View Menu and Icons

You can customize the view of the table by using the options in the View Menu, see Table 2–2, " Exceptions - View Menu/Icons and Description" for more information.

Batch Monitoring Toolbar

The toolbar contains the following icons and buttons.

Table 2–3 Batch Monitoring Toolbar - Icons/Buttons and Description

Icons/Buttons	Description
Done	Click **Done** to close the window.