



Oracle Retail Merchandising Cloud Services

Migration Guide – Customer Action for Merchandising Cloud Services, Retail Integration Cloud Service, and Retail Process Orchestration and Monitoring

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Introduction

Document Summary

This document provides general enablement for Oracle Retail customers moving to Oracle's Next Generation SaaS architecture. These checklists and resources capture major customer activities and milestones. Retailers should use these checklists early in the migration planning phase. The checklists allow retailers to ask key questions when working with technical staff and partners. In addition, the checklists provide considerations for implementation planning. Once completed, the checklists can be used to set expectations among all parties and saved for future reference.

Overview of Next Generation SaaS Architecture

All of Oracle's Merchandising Cloud Services are moving to Oracle's Next Generation SaaS Architecture. This is a cloud-native, container-based architecture that is more secure, highly scalable, and allows for better up-time and availability. This is accomplished by leveraging a Kubernetes cluster management backend that is connected to an Oracle database service. This new architecture yields the following benefits:

- Significantly reduced downtime.
- Full adoption of OAuth 2.0 for all REST services.
- Significant improvements in middle-tier and application-tier scalability.
- Higher overall throughput.
- Adoption of additional industry-standard tools.
- Improved, simplified intra-Oracle Retail integration.
- Centralized Oracle Retail Business Intelligence instance for easier reporting administration.
- Retirement of SFTP in favor of a service-based approach. Reference the documentation for more information on Merchandising File Transfer Services.

Assumptions

Note the following assumptions regarding the migration:

- The production environment will be shut down for migration. It may require around **12 to 16 hours** for a complete migration of Merchandising Cloud Services, Retail Integration Cloud Service (RICS), and Retail Process Orchestration and Monitoring (POM).
- Non-production migration occurs first to enable customer to perform their development activities and prepare before the Production migration.
- All the RIB queues and Error Hospital tables must be empty. No new messages should be published from any system during the cutover time, including messages from third-party systems.
- All batch files should have been processed, and there are no leftover files remaining in the SFTP folder.
- Migration activity will be performed after the Nightly batch cycle is complete. No jobs should be pending (including any BDI job).
- The MFCS, RICS, and POM applications will be migrated together.
- No changes to the IDCS or OCI IAM if all the Oracle Retail Cloud services are using the same IDCS or OCI IAM instance currently. If you are using different IDCS or OCI IAM instances for different Oracle Retail Cloud services, all of them will be merged into a single Instance. There is a customer action to reset the passwords.
- There is a cut-off date for personalization and changes to roles. Any changes made after the cut-off date will not be migrated.

Customer Actions for Merchandising Cloud Services

Due to the technical changes in Oracle's Next Generation SaaS architecture, the actions below are performed by the customer.



Updated Solution URLs

| | | | |
|--------------------------|---------------|--|--|
| <input type="checkbox"/> | STEP 1 | Configure all application and/or REST service calls to your internal applications to use the new URLs. | Resources: <ul style="list-style-type: none"> Oracle Retail Merchandising - Service Administrator Action List: https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/21.0/rmsal/index.html |
| <input type="checkbox"/> | STEP 2 | Ensure any inbound Merch SaaS calls that use SOAP/REST services use the new URLs. | |



Authentication Changes

| | | | |
|--------------------------|---------------|---|---|
| <input type="checkbox"/> | STEP 1 | Update the Authentication mechanism to use the industry-standard OAuth2.0 authentication (rather than basic authentication). This is applicable for all the REST services. Basic authentication is no longer supported. | Resources: <ul style="list-style-type: none"> OAuth 2.0 for Merchandising ReST Services (video): https://videohub.oracle.com/media/OAuth+for+Merchandise+Operations/1_3c_yg81xi Refer to the "OAuth for REST Service Authentication" section of the <i>Merchandising Operations Guide - Volume 2</i>: https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/21.0/rmsob/restful-web-services.htm#oath-rest-svc-auth-2F468F1A |
|--------------------------|---------------|---|---|



File Transfer Services

| | | | |
|--------------------------|---------------|--|--|
| <input type="checkbox"/> | STEP 1 | Use the new FTS services to upload/download the files to/from Object Storage. This is a replacement of the SFTP process. | Resources: <ul style="list-style-type: none"> Merchandise Operations File Transfer Services (video): https://videohub.oracle.com/media/Merchandise+Operations+File+Transfer+Services/1_7mjd3zvh File Transfer Services (FTS) Tutorial: https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/21.0/rmfts/ Refer to the "File Transfer Services" section of the <i>Oracle Retail Merchandising Operations Guide - Volume 2</i>: https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/21.0/rmsob/restful-web-services.htm#file-transfer-2E74C3F5 |
|--------------------------|---------------|--|--|



DAS

| | | | |
|--------------------------|---------------|--|---|
| <input type="checkbox"/> | STEP 1 | Implement the simplified DAS reference architecture on OCI. This simplifies networking and security. | <p>Resources:</p> <ul style="list-style-type: none">• <i>Oracle Retail Replication from Next Generation SaaS to DAS (Doc ID 2835323.1)</i>: https://support.oracle.com/epmos/faces/DocumentDisplay?id=2835323.1 |
|--------------------------|---------------|--|---|

Customer Actions for Retail Integration Cloud Service (RICS) Applications



Update Service endpoint URLs

| | | | |
|--------------------------|---------------|---|---|
| <input type="checkbox"/> | STEP 1 | Configure service endpoint URLs in the external systems to integrate with RICS (for example, Publish messages to RIB should point to the new URL). | Resources: <ul style="list-style-type: none"> Oracle® Retail Integration Cloud Service - Service Administrator Action List: https://docs.oracle.com/cd/B31315_01/210000/RICS%20Administrator%20Action%20List/rics-210000-saal.pdf |
| <input type="checkbox"/> | STEP 2 | <p>Update Oracle to customer outbound service endpoint URLs by removing the keyword "_CHANGE_ME". Upon successful completion of the migration from the current architecture to Oracle's Next Generation SaaS architecture, update the URLs used for the Outbound calls from RICS.</p> <p>For example, a URL configured in rib-ext to send messages out to an External system should get updated by removing the keyword "_CHANGE_ME", using the self-service options available in the UI. A list of 3 external URLs that need to be updated are below:</p> <ul style="list-style-type: none"> RIB-EXT to External system example URL: https://externalhostname/resources/injector/inject RIB-LGF to Logfire WMS Cloud example URL: https://wmscloudhostname/lgf_int RFI to CFIN example URL: https://cfinhostname/fscmService/AccountCombinationService | |



Authentication Changes

| | | | |
|--------------------------|---------------|---|---|
| <input type="checkbox"/> | STEP 1 | Update the Authentication mechanism to use OAuth2.0 authentication, rather than basic authentication. This is applicable for all the ReST services inbound to SaaS. | Resources: <ul style="list-style-type: none"> Refer to Provisioning InjectorService URL: https://docs.oracle.com/cd/B31315_01/210000/RIB%20Implementation%20Guide%20Concepts/ribcs-210000-impug.pdf Refer to Set the WMS Cloud and RIB-LGF Application Links: https://docs.oracle.com/cd/B31315_01/210000/Universal%20Service%20Mapper%20User%20Guide/rics-210000-usmug.pdf |
| <input type="checkbox"/> | STEP 2 | Note that as part of the migration, credentials configured in the current architecture (source environment) are preserved and migrated. If the credentials were changed after migration, the customer/SI partner must ensure that the new credentials are updated in Oracle's Next Generation SaaS architecture environment by using the self-service options available in the RICS UI. | |

Customer Actions for POM



Update Service Endpoint URLs

| | | | |
|--------------------------|---------------|--|--|
| <input type="checkbox"/> | STEP 1 | Configure service endpoint URLs in the customer systems to point to the new URLs. For example: Execution Request Creation and Execution Request Tracking should now point to the new URL. | Resources: <ul style="list-style-type: none">Refer to the "Invoking Cycles in POM" section of the <i>POM Implementation Guide</i>: https://docs.oracle.com/cd/E79623_01/rms/pdf/210000/html/pom_implementation_guide/integration.htm#sthref23 |
|--------------------------|---------------|--|--|



Authentication Changes

| | | | |
|--------------------------|---------------|---|--|
| <input type="checkbox"/> | STEP 1 | Update the Authentication mechanism to use industry-standard OAuth2.0 authorization, rather than basic authentication. This is applicable for all REST services. Basic authentication is no longer supported. | Resources: <ul style="list-style-type: none">Refer to the "Invoke POM Services Using OAuth" chapter of the <i>POM Implementation Guide</i>: https://docs.oracle.com/cd/E79623_01/rms/pdf/210000/html/pom_implementation_guide/invoke_pom_svc_oauth.htm#CBHGFIIIDOAuth 2.0 for Merchandising ReST Services (video): https://videohub.oracle.com/media/OAUTH+for+Merchandise+Operations/1_3cyg81xi |
|--------------------------|---------------|---|--|



Customer Responsibilities

| | | |
|--------------------------|---------------|--|
| <input type="checkbox"/> | STEP 1 | Customers should add their outbound proxy, firewalls in all the domains, and IPs to RGBU Data Center to their allowlists. Domain names to be allowlisted will be as part of the initial environment provision email notification. This is applicable for Merch/RICS integrations, GoldenGate and POM callbacks, and so on. |
| <input type="checkbox"/> | STEP 2 | Development work to uptake new URL changes and authentication mechanisms. |
| <input type="checkbox"/> | STEP 3 | Development work to uptake new file management processes. |
| <input type="checkbox"/> | STEP 4 | OCI setup work to uptake new DAS reference architecture. |
| <input type="checkbox"/> | STEP 5 | Perform regression testing. |

References

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

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