



# Oracle Retail Merchandising Cloud Services



Next Gen Cloud Update Guide

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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 update 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 update:

- The production environment will be shut down for the update. It may require around **12 to 16 hours** for a complete update of Merchandising Cloud Services, Retail Integration Cloud Service (RICS), and Retail Process Orchestration and Monitoring (POM).
- Non-production updates occur first to enable customer to perform their development activities and prepare before the Production update.
- 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.
- Update 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 updated together. Your system must be on version 19.3.x or later to upgrade to Next Generation SaaS Architecture.
- 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 updated.

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



### Authentication Changes

|                          |               |   |  |
|--------------------------|---------------|---|--|
| <input type="checkbox"/> | <b>STEP 1</b> | 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"> <li>           OAuth 2.0 for Merchandising ReST Services (video):<br/> <a href="https://videohub.oracle.com/media/OAUTH+for+Merchandise+Operations/1_3cyg81xi">https://videohub.oracle.com/media/OAUTH+for+Merchandise+Operations/1_3cyg81xi</a> </li> <li>           Refer to the "OAuth for REST Service Authentication" section of the <i>Merchandising Operations Guide - Volume 2</i>:<br/> <a href="https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmsob/restful-web-services.htm#oath-rest-svc-auth-2F468F1A">https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmsob/restful-web-services.htm#oath-rest-svc-auth-2F468F1A</a> </li> <li>           Please ensure that you configure Retail Home users with the roles present in Chapter 2 of the <i>Retail Home Integration Guide</i> to create the OAuth credentials. If the correct roles are not assigned, you will see an error.<br/> <a href="https://docs.oracle.com/en/industries/retail/retail-home/24.1.201.0/rhmsg/installation-configuration.htm">https://docs.oracle.com/en/industries/retail/retail-home/24.1.201.0/rhmsg/installation-configuration.htm</a> </li> </ul> |
|--------------------------|---------------|---|--|



## File Transfer Services

|                          |               |  |  |
|--------------------------|---------------|--|--|
| <input type="checkbox"/> | <b>STEP 1</b> | <p>Use the new FTS services to upload/download the files to/from Object Storage. This is a replacement for the SFTP process.</p> <p><b>Note:</b> FTS must use OAuth2.0 authentication.</p> | <p>Resources:</p> <ul style="list-style-type: none"> <li>• Merchandise Operations File Transfer Services (video): <a href="https://videohub.oracle.com/media/Merchandise+Operations+File+Transfer+Services/1_7mjd3zvh">https://videohub.oracle.com/media/Merchandise+Operations+File+Transfer+Services/1_7mjd3zvh</a></li> <li>• File Transfer Services (FTS) Tutorial: <a href="https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmfts/">https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmfts/</a></li> <li>• Refer to the "File Transfer Services" section of the <i>Oracle Retail Merchandising Operations Guide - Volume 2</i>: <a href="https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmsob/restful-web-services.htm#file-transfer-2E74C3F5">https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmsob/restful-web-services.htm#file-transfer-2E74C3F5</a></li> </ul> |
|--------------------------|---------------|--|--|



## BI Publisher Report

|                          |               |   |  |
|--------------------------|---------------|---|--|
| <input type="checkbox"/> | <b>STEP 1</b> | <p>Addition of New Roles</p> <p>In the next generation, BI Publisher is delivered &amp; maintained by DIS. To gain access to the custom reports, the newly created roles must be assigned to the business users.</p>  | <p>Resources:</p> <ul style="list-style-type: none"> <li>• Refer to the "BI Publisher Reports Delivery via Object Storage" section of the <i>Oracle Retail Merchandising Cloud Services - Customization and Extension Guide</i> : <a href="https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmceg/using-bi-publisher-custom-reports.htm#bi-pub-rpts-deliver-obj-store-21EB1AFF">https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmceg/using-bi-publisher-custom-reports.htm#bi-pub-rpts-deliver-obj-store-21EB1AFF</a></li> <li>• Refer to the "Accessing BI Publisher" section of the <i>Oracle Retail Merchandising Cloud Services - Customization and Extension Guide</i> : <a href="https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmceg/using-bi-publisher-custom-reports.htm#GUID-4CCD543D-37DD-435B-8D9A-6BEB0E8DC47C">https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmceg/using-bi-publisher-custom-reports.htm#GUID-4CCD543D-37DD-435B-8D9A-6BEB0E8DC47C</a></li> </ul> |
| <input type="checkbox"/> | <b>STEP 2</b> | <p>Object Storage Delivery Channel</p> <p>The BI publisher reports can now be delivered through Object storage.</p> <p>This is the next generation replacement of the SFTP report delivery channel.</p> <p>This feature can be used for both regularly scheduled reports and burst reports.</p> | <p>Resources:</p> <ul style="list-style-type: none"> <li>• Refer to the "BI Publisher Reports Delivery via Object Storage" section of the <i>Oracle Retail Merchandising Cloud Services - Customization and Extension Guide</i> : <a href="https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmceg/using-bi-publisher-custom-reports.htm#bi-pub-rpts-deliver-obj-store-21EB1AFF">https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmceg/using-bi-publisher-custom-reports.htm#bi-pub-rpts-deliver-obj-store-21EB1AFF</a></li> </ul>   |



## DAS

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

## Customer Actions for Retail Integration Cloud Service (RICS) Applications



### Update Service Endpoint URLs

|                          |   |   |
|--------------------------|---|---|
| <input type="checkbox"/> | <p><b>STEP 1</b></p> <p>Configure service endpoint URLs in the external systems to integrate with RICS (for example, Publish messages to RIB should point to the new URL).</p> <p><b>EndPoint URL Format:</b></p> <pre>https://&lt;hostname&gt;/rib-ext-services-web/ApplicationMessagePublishingService?WSDL</pre> <p>Based on your implementation, you will need to replace the hostname. The format for the hostname is:</p> <pre>rex.retail.&lt;Region Name&gt;.ocs.oraclecloud.com/&lt;Customer Subnamespace&gt;/</pre> <p>where &lt;Region Name&gt; is the region for your data center and &lt;Customer Subnamespace&gt; is specific to your company's name and environment type (production, stage, dev and so on).</p> <p><b>EndPoint URL Example:</b></p> <pre>https://example.com/rqbu-rex-xyzz-dev1-rics/rib-ext-services-web/ApplicationMessagePublishingService?WSDL</pre>   | <p>Resources:</p> <ul style="list-style-type: none"> <li>Oracle® Retail Integration Cloud Service - Service Administrator Action List: <a href="https://docs.oracle.com/en/industries/retail/retail-integration-cloud/24.0.201.0/icsal/">https://docs.oracle.com/en/industries/retail/retail-integration-cloud/24.0.201.0/icsal/</a></li> </ul> |
| <input type="checkbox"/> | <p><b>STEP 2</b></p> <p>Update Oracle to customer outbound service endpoint URLs by removing the keyword "<code>_CHANGE_ME</code>". Upon successful completion of the update 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 <code>rib-ext</code> to send messages out to an External system should get updated by removing the keyword "<code>_CHANGE_ME</code>" 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"> <li>RIB-EXT to External system example URL:<br/><code>https://externalhostname/resources/injector/inject</code></li> <li>RIB-LGF to Logfire WMS Cloud example URL:<br/><code>https://wmscloudhostname/lgf_int</code></li> <li>RFI to CFIN example URL:<br/><code>https://cfinhostname/fscmService/AccountCombinationService</code></li> </ul> |   |



|                          |               |  |   |
|--------------------------|---------------|--|---|
| <input type="checkbox"/> | <b>STEP 3</b> | <p>Note: This step is only applicable to the customers that any components packaged as part of the RICS Client Connector Pak. Example: BDI-EXT/RFI hosted on-prem/RIB Injector hosted on-prem/PaaS etc. Example: BDI-EXT/RFI hosted on-prem/RIB Injector hosted on-prem/PaaS etc.</p> <p>The RICS version running on Next Generation platform is currently v24.0.201.x. It's recommended that components running on-prem or PaaS match as closely as possible to that of SaaS version. Customer should plan on upgrading such components to the v24.0.201.0 version of the Client connector pak.</p> | <p>Resources:</p> <ul style="list-style-type: none"> <li>• Link to Download the latest RICS Client connector pak:<br/><a href="https://support.oracle.com/epmos/faces/PatchSearchResults?searchdata=%3Ccontext+type%3D%22BASIC%22+search%3D%22%26lt%3BSearch%26gt%3B%26lt%3BFilter+name%3D%26quot%3Bpatch_number%26quot%3B+op%3D%26quot%3Bis%26quot%3B+value%3D%26quot%3B36617910++%26quot%3B%2F%26gt%3B%26lt%3BFilter+name%3D%26quot%3Bexcl%26quot%3B+op%3D%26quot%3Bis%26quot%3B+value%3D%26quot%3Bfalse%26quot%3B%2F%26gt%3B%26lt%3B%2FSearch%26gt%3B%22%2F%3E">https://support.oracle.com/epmos/faces/PatchSearchResults?searchdata=%3Ccontext+type%3D%22BASIC%22+search%3D%22%26lt%3BSearch%26gt%3B%26lt%3BFilter+name%3D%26quot%3Bpatch_number%26quot%3B+op%3D%26quot%3Bis%26quot%3B+value%3D%26quot%3B36617910++%26quot%3B%2F%26gt%3B%26lt%3BFilter+name%3D%26quot%3Bexcl%26quot%3B+op%3D%26quot%3Bis%26quot%3B+value%3D%26quot%3Bfalse%26quot%3B%2F%26gt%3B%26lt%3B%2FSearch%26gt%3B%22%2F%3E</a></li> <li>• Refer to the products GA guide for install instructions.<br/><i>BDI Installation Guide:</i><br/><a href="https://docs.oracle.com/en/industries/retail/retail-integration-cloud/24.0.201.0/bdiin/">https://docs.oracle.com/en/industries/retail/retail-integration-cloud/24.0.201.0/bdiin/</a></li> </ul> |
|--------------------------|---------------|--|---|



## Authentication Changes

|                          |               |  |   |
|--------------------------|---------------|--|---|
| <input type="checkbox"/> | <b>STEP 1</b> | <p>Update the Authentication mechanism to use OAuth2.0 authentication, rather than basic authentication. This is applicable for all the ReST services inbound to SaaS.</p>   | <p>Resources:</p> <ul style="list-style-type: none"> <li>• Refer to “Provisioning InjectorService URL” in the <i>Oracle® Retail Integration Cloud Service Implementation Guide—Concepts</i>:<br/><a href="https://docs.oracle.com/en/industries/retail/retail-integration-cloud/24.0.201.0/ricpl/rib-self-service-enablement.htm#GUID-C817D78A-14F9-4C56-8A88-E9D4244830D0">https://docs.oracle.com/en/industries/retail/retail-integration-cloud/24.0.201.0/ricpl/rib-self-service-enablement.htm#GUID-C817D78A-14F9-4C56-8A88-E9D4244830D0</a></li> <li>• Refer to “Set the WMS Cloud and RIB-LGF Application Links” in the <i>Oracle® Retail Integration Cloud Service Universal Service Mapper User Guide</i>:<br/><a href="https://docs.oracle.com/en/industries/retail/retail-integration-cloud/24.0.201.0/rumug/usm-user-interface1.htm#set-wms-rib-lgf-app-lnk-34713FA2">https://docs.oracle.com/en/industries/retail/retail-integration-cloud/24.0.201.0/rumug/usm-user-interface1.htm#set-wms-rib-lgf-app-lnk-34713FA2</a></li> </ul> |
| <input type="checkbox"/> | <b>STEP 2</b> | <p>Note that as part of the update, credentials configured in the current architecture (source environment) are preserved and migrated. If the credentials were changed after the update, 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.</p> |   |

## Customer Actions for POM



### Update Service Endpoint URLs

|                          |               |  |   |
|--------------------------|---------------|--|---|
| <input type="checkbox"/> | <b>STEP 1</b> | Configure service endpoint URLs in the customer systems to point to the new URLs.<br><br>For example: Execution Request Creation and Execution Request Tracking should now point to the new URL. | Resources: <ul style="list-style-type: none"><li>Refer to the "Invoking POM Services" chapter of the <i>POM Implementation Guide</i>:<br/><a href="https://docs.oracle.com/en/industries/retail/retail-process-orchestration-monitoring/24.1.201.0/rpoim/c_invoking_pom_services_using_oauth.htm">https://docs.oracle.com/en/industries/retail/retail-process-orchestration-monitoring/24.1.201.0/rpoim/c_invoking_pom_services_using_oauth.htm</a></li></ul> |
|--------------------------|---------------|--|---|



### Authentication Changes

|                          |               |   |  |
|--------------------------|---------------|---|--|
| <input type="checkbox"/> | <b>STEP 1</b> | 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"><li>Refer to the "Invoking POM Services" chapter of the <i>POM Implementation Guide</i>:<br/><a href="https://docs.oracle.com/en/industries/retail/retail-process-orchestration-monitoring/24.1.201.0/rpoim/c_invoking_pom_services_using_oauth.htm">https://docs.oracle.com/en/industries/retail/retail-process-orchestration-monitoring/24.1.201.0/rpoim/c_invoking_pom_services_using_oauth.htm</a></li><li>OAuth 2.0 for Merchandising ReST Services (video):<br/><a href="https://videohub.oracle.com/media/OAUTH+for+Merchandise+Operations/1_3cyg81xi">https://videohub.oracle.com/media/OAUTH+for+Merchandise+Operations/1_3cyg81xi</a></li></ul> |
|--------------------------|---------------|---|--|



## Customer Responsibilities

|                          |               |  |
|--------------------------|---------------|--|
| <input type="checkbox"/> | <b>STEP 1</b> | Customers should add their outbound proxy, firewalls in all the domains, and IPs to RGPU 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"/> | <b>STEP 2</b> | Development work to uptake new URL changes and authentication mechanisms.  |
| <input type="checkbox"/> | <b>STEP 3</b> | Development work to uptake new file management processes.  |
| <input type="checkbox"/> | <b>STEP 4</b> | OCI setup work to uptake new DAS reference architecture.   |
| <input type="checkbox"/> | <b>STEP 5</b> | Perform regression testing.  |

## References

Refer to the Release 24.0.201.0 documentation at the following URL:  
<https://docs.oracle.com/en/industries/retail/index.html>

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