Oracle® Retail Service Backbone

Integration Console Guide

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Oracle Retail Service Backbone Integration Console Guide, 14.0

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Preface

The *Oracle Retail Service Backbone Integration Console Guide* describes the integration and configuration information for Oracle Retail Service Backbone release 14.0.

Audience

This guide is for:

- Systems administration and operations personnel
- Systems analysts
- Integrators and implementers
- Business analysts who need information about Product processes and interfaces

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Related Documents

For more information, see the following documents in the Oracle Retail Service Backbone Release 14.0 documentation set:

- *Oracle Retail Service Backbone Developers Guide*
- *Oracle Retail Service Backbone Security Guide*
- *Oracle Retail Service Backbone Implementation Guide*
- *Oracle Retail Service Backbone Installation Guide*
- *Oracle Retail Service Backbone Release Notes*

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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
Introduction

This chapter provides an overview of the Retail Integration Console (RIC) product.

Operations Management

Most tools, such as administration consoles similar to the WebLogic Administration Console or the Oracle Service Bus (OSB) Console, are designed to get the product up and running and for general configuration and administration purposes of a single domain. They are not intended as a solution to monitor and manage the entire integration infrastructure (that is, Databases, Hosts, Message Queues, Service Buses, and so on) at once. And, they routinely don't provide any historical metrics or real 24/7 diagnostics.

Infrastructure administrators do not want to be in a situation where a problem occurred an, hour ago and they no longer have any information on it because they only have real-time data; both real-time and historical monitoring and diagnostics capabilities are required.

Administrators routinely have to be able to answer the usual question that comes up when everything was running fine one day and fails to perform on the next, which is "what has changed?". Administrators need historical information to refer to at all tiers of the infrastructure including the hosts as well as visibility across the stack including both monitoring and configuration data to answer that question.

In production environments, it becomes extremely difficult to reproduce issues as the load, network, application environment, and overall intermittent behavior of all of the tiers and how it affects the business. Correlating events, both systemic and business errors and coming to a quick conclusion is key to ensuring optimal service levels in a production environment for end-users. That means a full stack 24/7 real-time and historical monitoring solution that can also provide meaningful diagnostics across the entire application system stack.

The Retail Integration Console is designed to provide historical and real-time configurations and metrics 24/7 across all tiers and the Oracle Retail integration infrastructure components, and to provide these in the business context of the Oracle Retail applications.

Infrastructure Product Consoles

The Oracle Retail Integration Console (RIC) participates in the Oracle product set console domain. RIC has been designed to integrate with other Oracle product consoles from a look-and-feel perspective.

RIC is the user interface application designed to provide a unified view of the RTG Integration products within the business context of the Oracle Retail applications.

RIC is architected to understand and leverage the Retail Technology Group (RTG) infrastructure configuration for the OSB and Retail Integration Bus (RIB) products and presents all data in user friendly way in terms of retail and business entities and flows.

For this release RIC is used only for monitoring (in other words, read-only operation).

2

Concepts

This chapter describes few concepts relevant to the RIC product.

Integration Flow

In an integrated environment the consumer and provider of computational services are linked through the integration layer. The consumer request can flow through multiple components before it reaches the provider. For the purpose of this document, the flow of request from consumer to provider through the intermediate components is called an integration flow.

Message Family

The retail business objects (RBO) are classified into different categories based on the business function it serves. These are called message families. Examples of message families include Item, ItemLoc, ASNIn and so on.

SLA Alert & Business Alert

In RSB when the message flows through the system, it may encounter conditions that are set to alert the user. Some of the conditions are service level agreement (SLA) conditions like response time. Some of them may be business conditions like an order for more than a certain amount. If the message meets any of the alert conditions, the system generates the corresponding alert. Users or applications interested in the alert can subscribe to alert notifications.

3

Configuration and Deployment

During the installation of RSB, the configuration changes are made in the deployment property file and then compiled. The compilation process will take the configuration details and adds the appropriate configuration details to the deployment units. Following are some of the configuration elements that affect the behavior of RIC.

Applications in scope: This is a comma separated list of retail application in scope. Information displayed by RIC is limited to these applications.

Service WSDLs: If the services are secured, the install process will need the WSDLs during compilation. Security policy information from the WSDLs are extracted to show in RIC. RIC also has the ability to show the contents of the WSDL or ping the services using the information in the WSDL.

RIB Information: If RIB is installed in the same machine as RSB, then RIC can be configured to display RIB configuration information. The RIB configuration information is gathered during RSB compilation and displayed in RIC.

4

RIC Technical Design Overview

The following is an overview of the technical design of RIC product:

- RIC is an ADF UI application.
- When installed (in rsb-home), RIC reads and uses the configurations of RSB (rsb-home) and if available the RIB (RIB-home) configurations.
- RIC uses the WebLogic Diagnostic framework to forward all of the logs pertinent to RSB where RIC is installed (AdminServer).
- All RSB paks are created using the RSE tool. The tool includes instrumentation with OSB configurations.
- The RSB instrumentation is asynchronously writing events to RSB schema.
- RIC uses the RSB service activity schema and OSB instrumentation to present data and data summaries to the UI.
- RIC directly integrates with the RRA/IG through context hyperlinks.

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Login

RIC login takes the username and password created at compile time using rsb-compiler.sh -setup-security-credential script. The username and password information is configured in a secure credential store and is used to configure the web application security.

The RIC login screen is accessed through the URL http://<host name>:<port>/rsb-admin

Browser Compatibility: RIC is supported on FireFox v22 and later.

Note: See the *Oracle Retail Service Backbone Installation Guide* for more information on configuring users.

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Integration Summary

The Summary page designed to show a one page view of the overall integration infrastructure. This page shows transaction counts by application, service execution success and failure counts by application, average service call response time by application, top problematic interfaces and CPU and memory usage of RSB servers. The summary information is for applications that are in scope and servers for the last 24 hours.

Auto Refresh checkbox, if checked, would poll for data for first six graphs for every 10 seconds and polls for data for the last three graphs (Server Info graphs) for every 5 minutes.

Transaction Counts by Application: A pie graph that shows the total number of transactions for each application for last 24 hours from the database.

Success versus Failure Count by Application: This graph shows the number of successful transactions and the number of failed transaction for each application. The number of success count versus failure count for an application is distinguished by activity_state in database table. If the activity_state value is RESPONSE, it is a successful invocation. If it is ERROR, it is counted as a failure.

Average Response Time by Application: This graph displays the average response time taken by each application to process the requests. The time is shown in seconds.

Top Problematic Interfaces: This table displays the number of faults for each proxy service, along with data about the application that the proxy service belongs to and the time of the most recent transaction failure.

All the data is displayed in descending order showing the proxy service with maximum number of faults first.

Recent Activity: This table shows the list of proxy services with latest invocation time and the total number of requests processed by it. This table is sorted by the last activity time (latest first).

System Alerts and Business Alerts by Application: This bar graph displays SLA alert and business alert count for each application. These alerts are retrieved from OSB console using JMX API.

SLA alerts are automated responses to violations of Service Level Agreements (SLAs). These alerts are displayed on the Oracle Service Bus dashboard. They are generated when the service violates the service level agreement or a predefined condition. Business alerts (Pipeline alerts) can be generated in a message flow whenever you define an alert action under the reporting category in the message flow and the alert condition is met.

Show Server Information: This section contains the information about the server usage.

RSB Server Details: This table displays the list of servers in the RSB cluster (Admin server and managed servers) and their statuses.

CPU Usage for RSB Servers: This graph displays the CPU usage for each server in the RSB cluster.

Memory Usage for RSB Servers: This graph displays the memory usage (Current memory, max memory and free memory) for each server in the cluster.

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Integration Flows

All of the RSB and RIB integration flows are displayed in two different tables. The menu on the left side helps to filter the flow entries by App Name, Message Family Name, or Type of flow.

RSB Flow Execution Path

This table shows the following columns:

- Flow ID: This is a unique ID assigned to each integration flow.
- Consumer Application: The application that consumes the service.
- Consumer: The qualified name of the consumer service.
- Decorator: The name of the decorator service.
- Provider: The qualified name of the provider service.
- Provider Application: The name of the application that provides the service.
- Family Name: The name of the message family of the service.

RIB Flow Execution Path

This table shows the following columns:

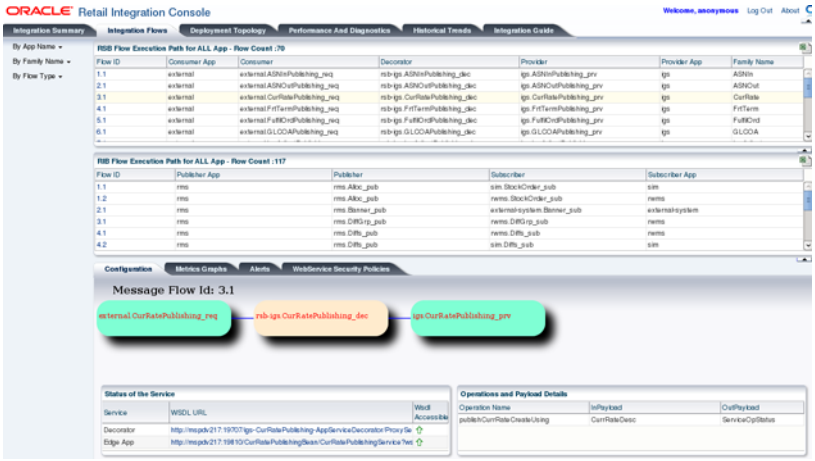
- Flow ID: This is a unique ID assigned to each integration flow.
- Publisher Application: The application that publishes the message to a topic.
- Publisher: The qualified name of the publisher topic.
- Subscriber: The qualified name of the subscriber topic.
- Subscriber Application: The application that subscribes to the topic.

When a row in the table (RSB or RIB) is selected, a panel appears below the table and gets populated with detailed information of the selected flow.

RSB Flow Details

When an RSB flow is selected, four additional tabs are displayed.

Configuration tab



This panel displays the diagram of request flow from consumer, decorator service and provider in sequence.

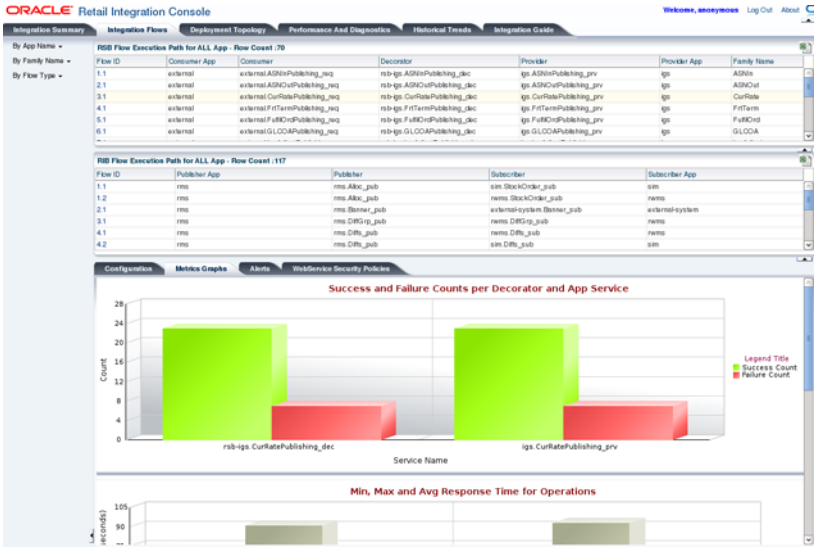
Status of Service

This table displays the type of service, the WSDL URL for the service, and the accessibility status of the WSDL.

Operations and Payloads Details

This table displays the operation names, their respective input payload and output payload Retail Business Object (RBO) types.

Metrics Graphs tab



This table shows three graphs of collected metric information.

Success and Failure counts per Decorator and App service

This graph displays the number of success and failure counts for decorator and Edge App Service.

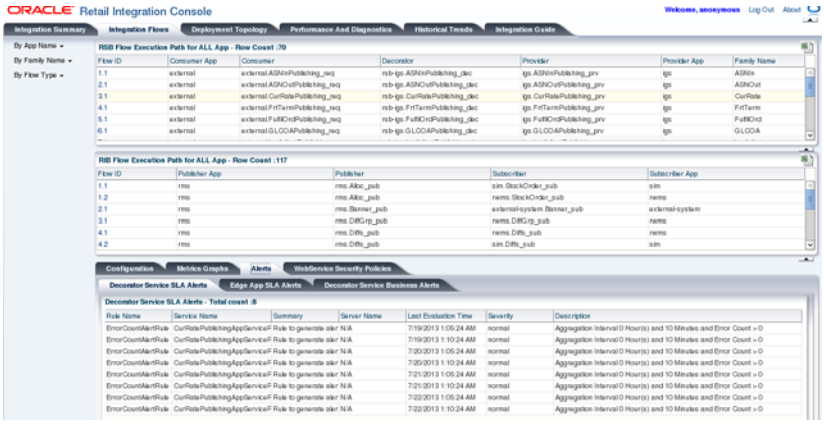
Min, Max, and Average Response Time for Operations

This graph displays the minimum, maximum and average response time taken by Business services to process each request for operations specified.

Success and Failure Count for Operations

This graph displays success and failure count for each operation.

Alerts tab



This tab has 3 additional sub-tabs that display the Decorator Service SLA alerts, Edge App SLA Alerts and Decorator Service Business alerts.

Decorator Service SLA Alerts

These are generated when the decorator service violates the service level agreement or a predefined condition.

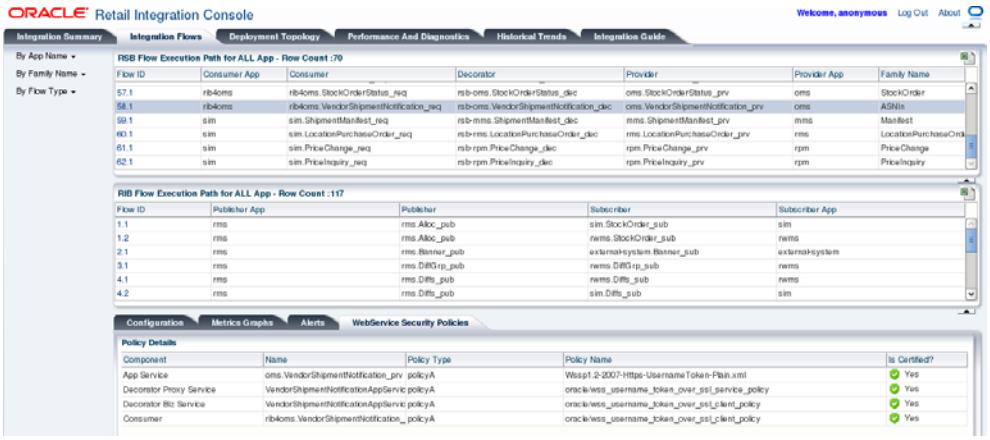
Edge App SLA Alerts

These are generated when the edge app service violates the service level agreement or a predefined condition.

Decorator Service Business Alerts

These are generated in a message flow whenever you define an alert action under the reporting category in the message flow and the alert condition is met.

Web Service Security Policies tab



This tab displays a table of the following columns:

Component: The components that are secured in the flow.

Edge Application Service: The retail application in RIB. For example, RMS.

Proxy Service and Business Service: RSB components in OSB.

Consumer: The retail application that is either internal or external.

Name: The names of the components used in the flow.

Policy Type: This is the name of the web service policy configuration. Possible values are:

- PolicyUnsecured
- PolicyA
- PolicyB

Note: The security policies certified by Oracle Retail are:

- Policy A: SSL plus UsernameToken
- Policy B: Message Protection plus UsernameToken

Policy Name: The policy security configuration used to secure the component.

For Policy A, the Policy Name is `Wssp1.2-2007-Https-UsernameToken-Plain.xml`.

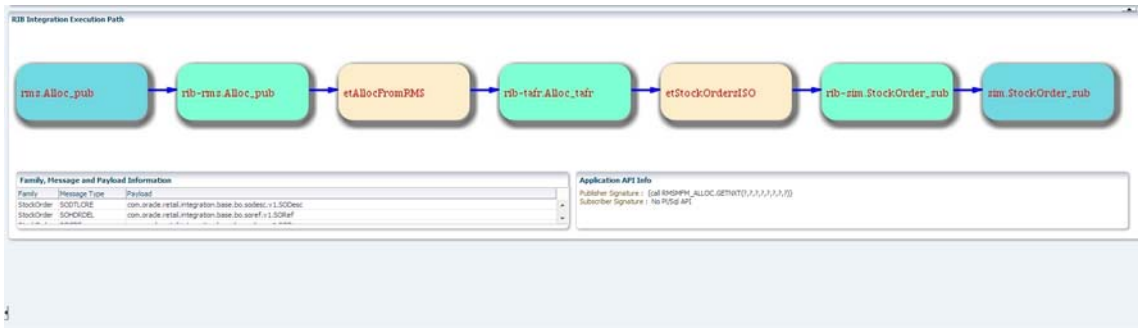
For Policy B, the Policy Name is `Wssp1.2-2007-Wss1.1-UsernameToken-Plain-EncryptedKey-Basic128, Wssp1.2-2007-EncryptBody and Wssp1.2-2007-SignBody`.

Is Certified?: Displays whether the security policy is supported.

Note: See the *Oracle Retail Service Backbone Security Guide* for more details.

RIB Flow Details

When a RIB flow is selected, the following additional panel is displayed.



This panel contains the Flow Diagram, its details and the Family, Message, and Payload information table.

Flow Diagram displays the diagram of request flow from publisher, topic (or TAFR) and subscriber in sequence.

- Publisher is responsible for creating the messages.
- Topic is where the publisher publishes its messages to.
- TAFR is a RIB component that could transform, filter and route the message.
- Subscriber receives the message.

Message Family: Contains information specific to a related set of operations on a business entity or related business entities. For example, Orders message family contains information about purchase order events.

Message Type: A message family may contain multiple message types. Each message type encapsulates the information specific to a business entity within one or more business events. For example, the order message family is published for events such as Delete PO, Create PO.

Payload Information: the Retail Business Object (RBO) type for the Message Type.

Application API Information: Each PL/SQL based application uses a Message Family Manager specific API for publishing all messages within a specific message family. API is an interface to stored procedure package and wrapper to the staging table and additional business logic surrounding the message publication.

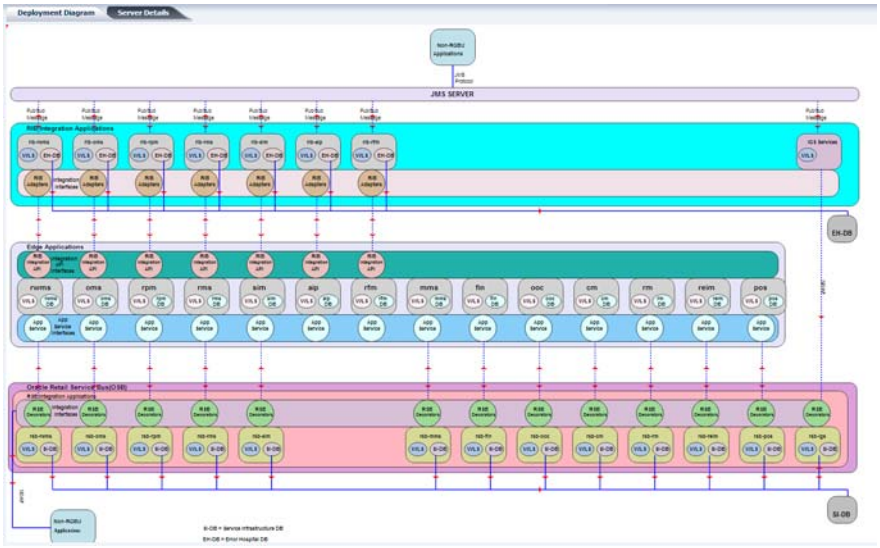
Note: See the Oracle Retail Integration Bus Implementation Guide for more details.

8

Deployment Topology

This chapter describes the Deployment tab. This tab has two sub-tabs; **Deployment Diagram** and **Server Details**.

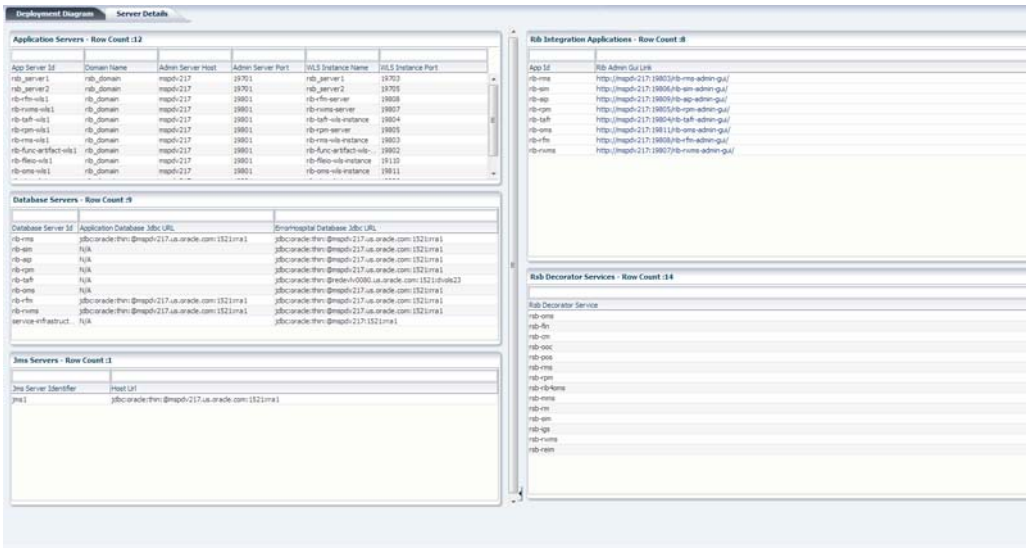
Deployment Diagram



The deployment diagram is dynamically generated based on the RSB and RIB home installation configuration files. The diagram shows the physical and logical relationships among the various application servers, database servers, JMS servers and clusters in the deployment environment. The diagram also shows the software components, RIB integration applications and RSB decorator services, installed on them.

You can click a component in the deployment diagram to view its details in **Server Details** tab.

Server Details



This tab shows the deployment information and relationships in a tabular form.

The Server Details page contains the following panels:

Application Servers

This panel lists application server details including App server ID, domain in which server instance is created, administrator server host name and port, WebLogic instance name and port.

Database Servers

This panel lists all database instances configured in the system and includes related details such as server ID, application database JDBC URI and the corresponding error hospital JDBC URI.

JMS Servers

This panel lists all the JMS server instances and their ID, and host URL information.

RIB Integration Applications

This panel lists all the RIB applications in scope and the link to administration GUI pages in the deployed environment.

RSB Decorator Services

This panel lists all the service requestors and service providers in scope.

9

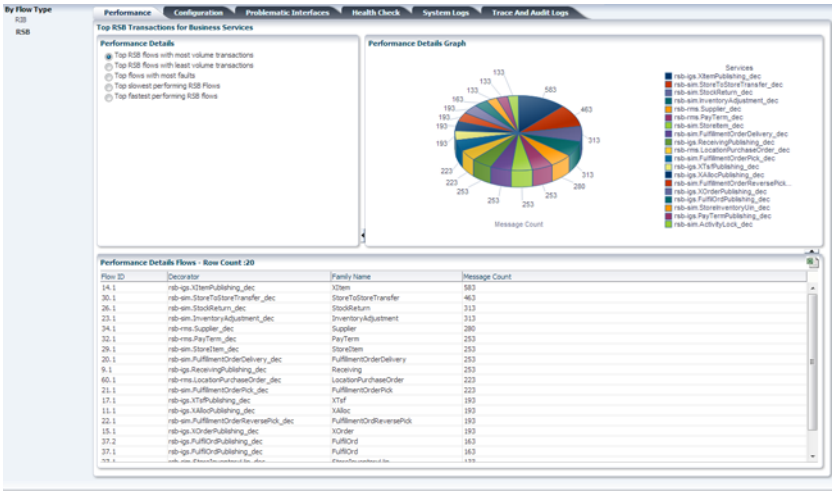
Performance and Diagnostics

Performance and diagnostics page shows performance graphs, configuration files, problematic interfaces and logs in addition to the ability to ping services.

The left hand menu allows choosing between RIB and RSB. Depending on the selection RSB or RIB related pages are displayed. By default we show the RSB Performance page.

In this release RIC does not show Performance, Problematic Interfaces, Health Check, System Logs and Trace and Audit logs for RIB. These pages are available only for RSB.

Performance



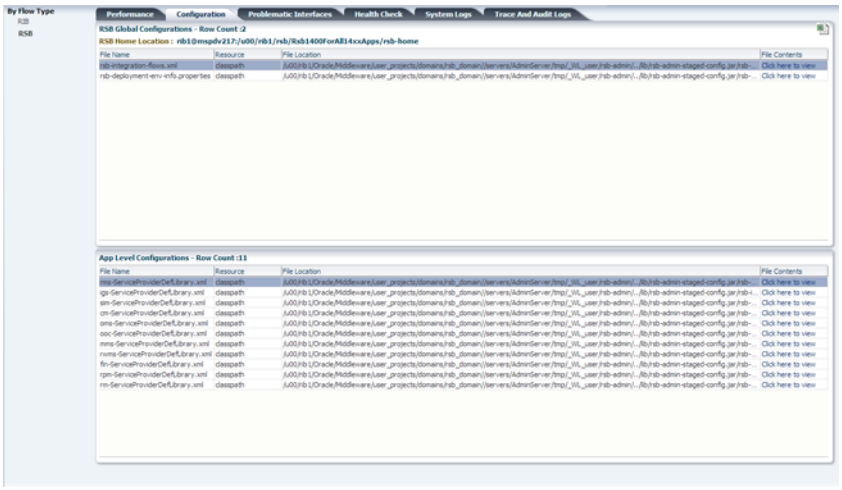
This tab is only for RSB. It contains the performance details for decorator services. Depending on the choice selected, corresponding performance details graph and performance details table are shown.

If all flows have count equal to zero, the table displays all flows. If one flow has message count greater than zero, the table displays only the top 20 flows per choice selected.

Configuration

Configuration tab is slightly different for RSB and RIB.

RSB



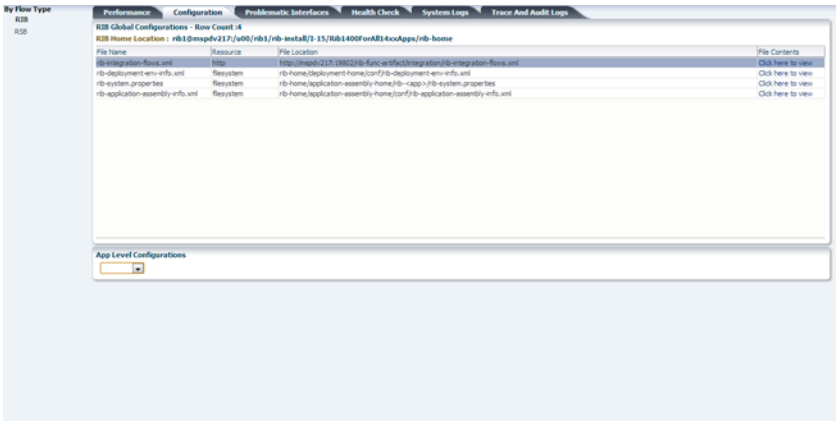
This tab displays the RSB home, where the RSB kernel is located.

RSB Global Configuration: This table displays the global configuration files related to RSB.

Application Level Configurations: This table displays the application specific files for applications that are in scope.

RIB

This tab displays the RIB home, where the RIB kernel is located.



RIB Global Configuration: This table displays the global level files related to RIB.

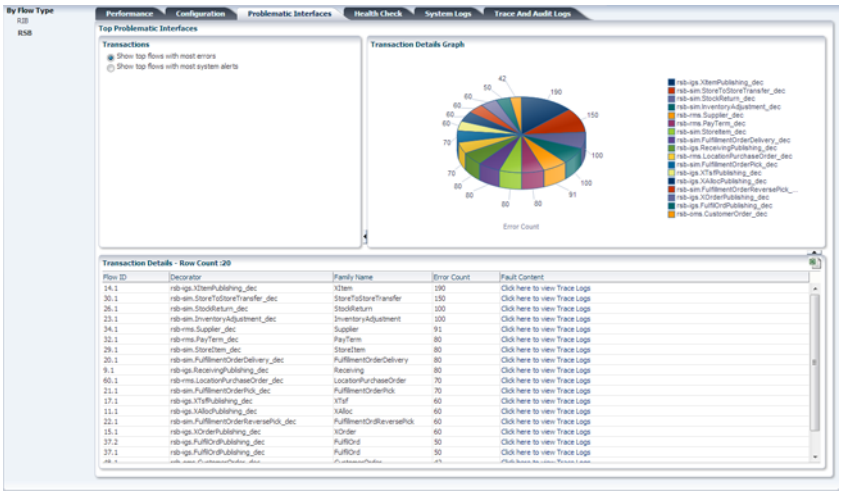
Application Level Configurations: This table displays the application specific files for applications that are in scope.

There is a dropdown that has list of applications in scope. Depending on the app selected, it displays the files specific to that app. By default nothing is selected.

The columns in the tables are filename, resource, location of the file and a hyperlink which, when clicked on, opens a popup that shows the contents of the file.

Problematic Interfaces

This tab is only for RSB. This page shows the flows with most errors or system alerts.



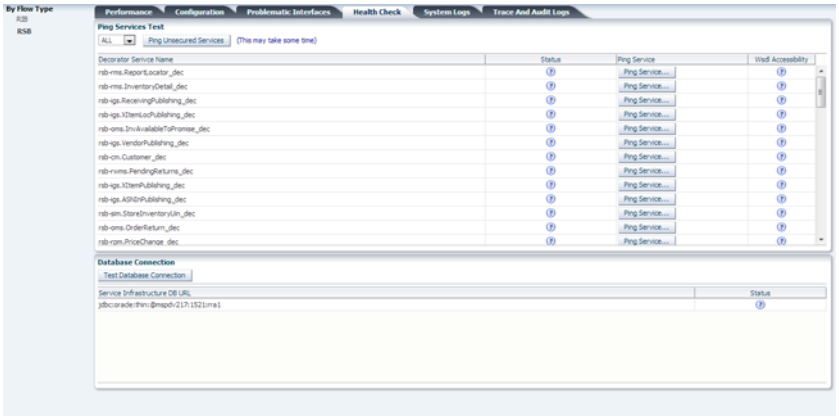
Transactions: Users can choose between two options: top flows with most errors or top flows with most system alerts.

Transaction Details Graph: It shows the errors or system alerts for decorator services in form of pie chart. The services are listed next to the graph.

Transaction Details Table: It shows the columns for flow ID, decorator name, message family name, error count and a link to trace logs. The link takes the user to the Trace and Audit Logs page for the selected decorator.

Health Check

This tab is only for RSB. This tab allows pinging services as well as database connectivity. When a ping operation is called, the service invocation goes through edge app service through decorator and back. The user can also test database connectivity in this page.



Ping Services Test

The page has a drop-down list that contains all the applications that are in scope. The default value is “ALL”. By default, the table shows all the decorator services in scope. When we choose an application from the drop-down list, all the services related to that application are displayed.

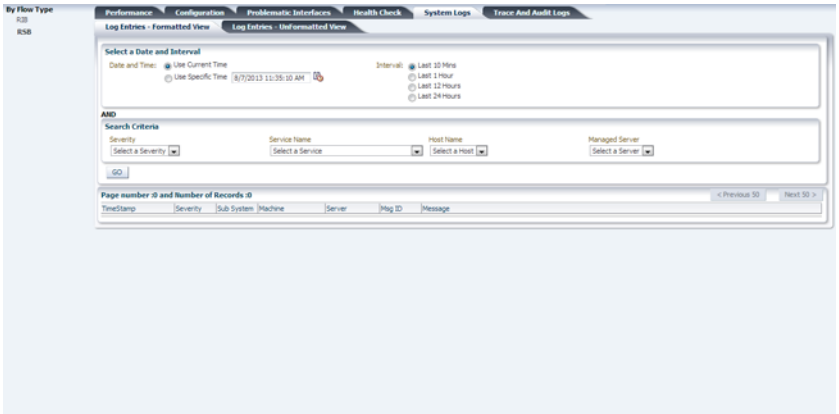
Ping Unsecured Services: Invokes ping operation for all the services that are not secured.

The table in the page contains the decorator name, Status, Ping Service button and WSDL Accessibility. Initially the statuses of the service and WSDL are shown as unknown. When the Ping Service button is clicked, a popup screen is displayed. The popup has service details including WSDL URL, decorator name, web service policy name and the input message. If the service is secured, it has additional input fields: edge app service user name and password that are needed to ping that service. The statuses are shown as UP or DOWN depending on whether the services are available or not.

Database Connection

Test Database Connection: Checks whether the database is up. Table displays the database URL and status icon.

System Logs



This tab is only for RSB. It displays the system logs retrieved from under `<weblogic-home>/<domain-name>/servers/AdminServer/logs/<domain-name>.log`.

Log Entries - Formatted View

There are two search panels that can be used as search criteria. Fields in the first search panel are mandatory, current time is the default value for the Date and Time field and Last 10 mins is the default value for the Interval field. The second search panel has Severity, Service Name, Host Name, and Managed Server drop-down lists. These are optional fields to filter the result.

When you click **GO**, the table displays the data matching the search criteria.

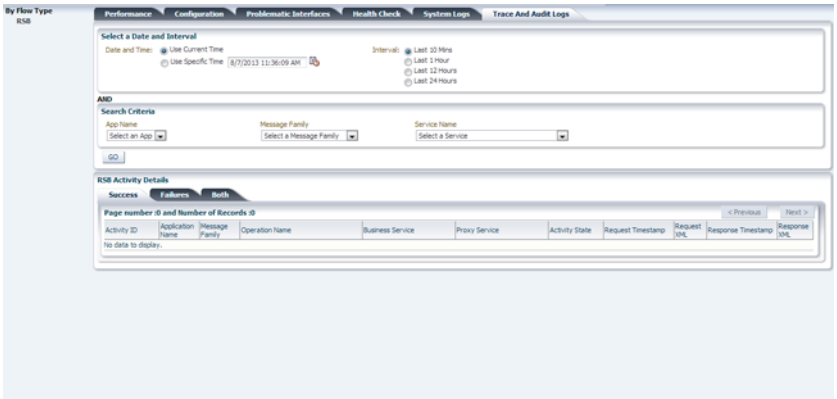
Log Entries - UnFormatted View

This tab displays the plain text format of the same contents as formatted view except no search criteria can be used here.

Trace and Audit Logs

This tab is only for RSB. There are two search panels that can be used as search criteria. Fields in the first search panel are mandatory, Current Time is the default value for Date and Time and Last 10 Mins is the default value for Interval. The second Search

panel has Severity, Service Name, Host Name and Managed Server drop-down lists. All these dropdowns are optional fields.



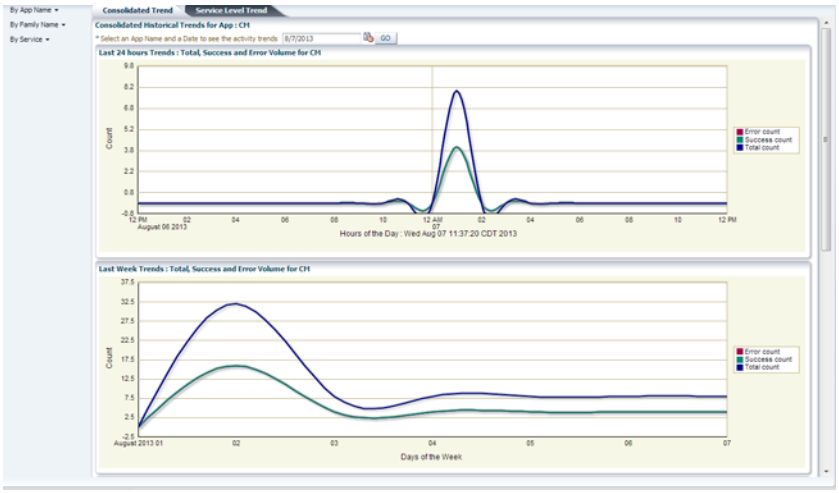
On click of the GO button, the table displays the data matching the search criteria. There are three tabs in the result panel.

- Success: This tab shows only the success entries
- Failures: This tab displays only failed invocations
- Both: This tab displays both the success and failure logs

10

Historical Trends

Historical trend displays the trends for the selected application or message family or services for the last 24 hours, last week, last 3 months, or last year.



Left side menu has options 'By App Name', 'By Family Name' and 'By Service'.

- **By App Name**: The trends graphs are shown for all the services that belong to the selected application.
- **By Family Name**: The trends graphs are shown for all the services that belong to the selected message family.
- **By Service**: The user needs to pick the services they want to graph the trend.

On the right hand there are two tabs; Consolidated Trend and Service Level Trend.

By default, the consolidated trend for the first app name in the By App Name menu is shown. When the user wants to select a different app name or Family Name or Service, all the graphs are reset to blank. Then the user will have to click on the GO button to generate the graphs for current selection.

Date field is preselected to current date. If the user wants a previous date they can use the date picker to select the date.

Consolidated Trend

Each graph displays the total count (both successes and failure), success count, and failure count for all services that belong to the selected application, family, or service. The page has 4 graphs that have total count, success count and error count lines.

- Graph 1 displays the last 24 hours trends from the selected date and time.
- Graph 2 displays the last week trends from the selected date and time.
- Graph 3 displays the last month trends from the selected date and time.
- Graph 4 displays the last year trends from the selected date and time.

Consolidated Historical Trends By Service

This is slightly different from the other two options.

It contains a shuttle box with list of available services. User can pick the 5 services they want and click on GO button. Shuttle box only allows 5 services at a time. If more than 5 are picked, It displays a warning message and GO button is disabled.

The graphs are different too; the graph shows total count, success count and error count for each of the selected services.

Service-Level Trend

Service Level Trends shows the trends for each service in the application, family, or service.

It has search criteria, app name or family name that is selected, the date field that has current date by default and a list of radio buttons (24 hours, last week, last month and last year from the date selected). 24 hours is the default selected interval option. Click **GO** after the selection is made. Three different graphs are generated.

- Graph 1 displays total transaction count
- Graph 2 displays total success count
- Graph 3 displays total error count

The time intervals vary depending on the radio button selected. If the user selected for last 7 days, all three graphs (total, success and error) display the trends for the last 7 days for each selected service.

11

Enterprise Integration Guide

The RIC application has the *Oracle Retail Enterprise Integration Guide* built in, for ease of access. This tab is an entry point to the Integration Guide.

The Integration Guide is the master document that has in-depth information about Oracle Retail Integration Interfaces including RIB, RSL, IGS and RSB. This gives an enterprise view of integration points across different integration patterns. You can find the information on a particular message flow/an application/or an integration pattern.

For detailed information about a particular message flow execution path in the Integration Guide, you can select the flow ID. The control navigates to Flow information in the Integration guide tab.