

**Oracle® Retail Integration Cloud Services**

Administration Guide

Release 16.0.023

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Oracle® Retail Integration Cloud Services Administration Guide, Release 16.0.023

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- Did you understand the context of the procedures?
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- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

If you find any errors or have any other suggestions for improvement, then please tell us your name, the name of the company who has licensed our products, the title and part number of the documentation and the chapter, section, and page number (if available).

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# Preface

This guide describes the administration tasks for Oracle Retail Integration Cloud Services.

## Audience

This guide is intended for administrators.

This guide describes the administration tasks for Oracle Retail Integration Cloud Services.

## Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

## Improved Process for Oracle Retail Documentation Corrections

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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.

If a more recent version of a document is available, that version supersedes all previous versions.

## Oracle Retail Documentation on the Oracle Technology Network

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 these documents through My Oracle Support.)

## Conventions

The following text conventions are used in this document:

<b>Convention</b>	<b>Meaning</b>
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<b>monospace</b>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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# Administrative Tasks

This chapter describes the processes for maintaining users and roles as well as batch processes.

For information regarding standard end user activities like creating and viewing reports, please see the *Oracle Retail Integration Cloud Services User Guide*.

## Oracle Support

It is considered to be a best practice to have all Oracle Retail Integration Cloud 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.

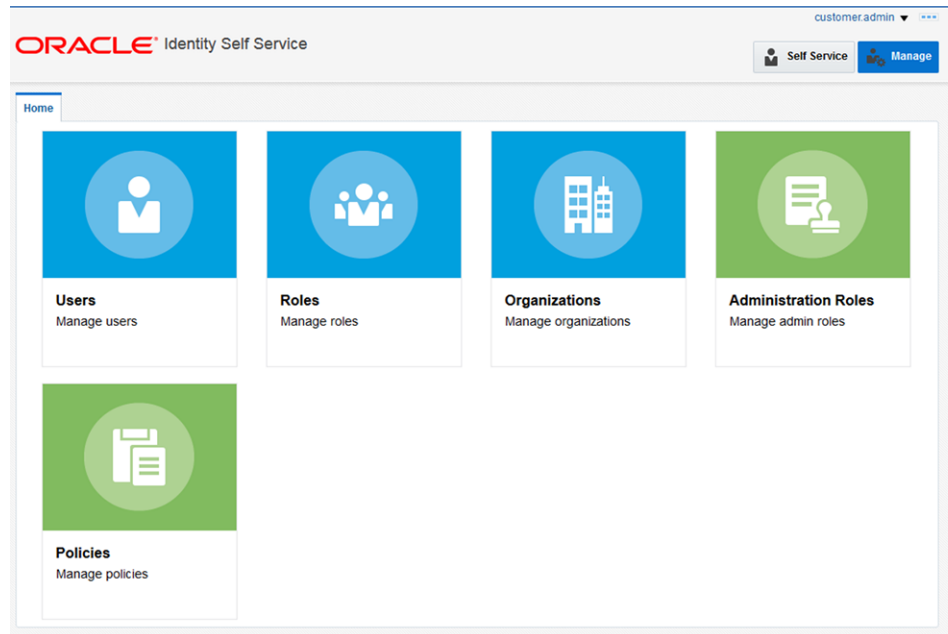
The link to use when submitting Service Requests (SR) is:

<https://support.oracle.com>

## User Creation

Before users can access the Oracle Retail Integration Cloud Services applications it is necessary to provision each user access to the system, and assign roles to each user to control what functionality will be available to them. 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 would be needed to execute the below steps:

1. Log into the OIM application.
2. Under Administration, click **Users**.

**Figure 1–1 Select Users**

3. Under Actions, click **Create**.

**Figure 1–2 Select Create**

The Create User screen appears.

4. Under Basic Information, enter the following:
  - First Name
  - Last Name
  - For Organization, enter Retail
  - For User Type, enter Full time employee
  - E-mail: Email address of the employee
5. Under Account Settings, enter:
  - User Login: <firstname>.<lastname>
  - Password
  - Confirm Password

Figure 1–3 Complete User Information

The screenshot shows the 'Create User' form with the following details:

- Request Information:** Effective Date (calendar icon), Justification (text area).
- Basic Information:**
  - First Name: oim
  - Middle Name: (empty)
  - Last Name: test
  - E-mail: test-admin@oracle.com
  - Manager: (empty)
  - Organization: Retail
  - User Type: Full-Time Employee
  - Display Name: oim.test
- Account Settings:**
  - User Login: oim.test
  - Password: (masked with dots)
  - Confirm Password: (masked with dots)

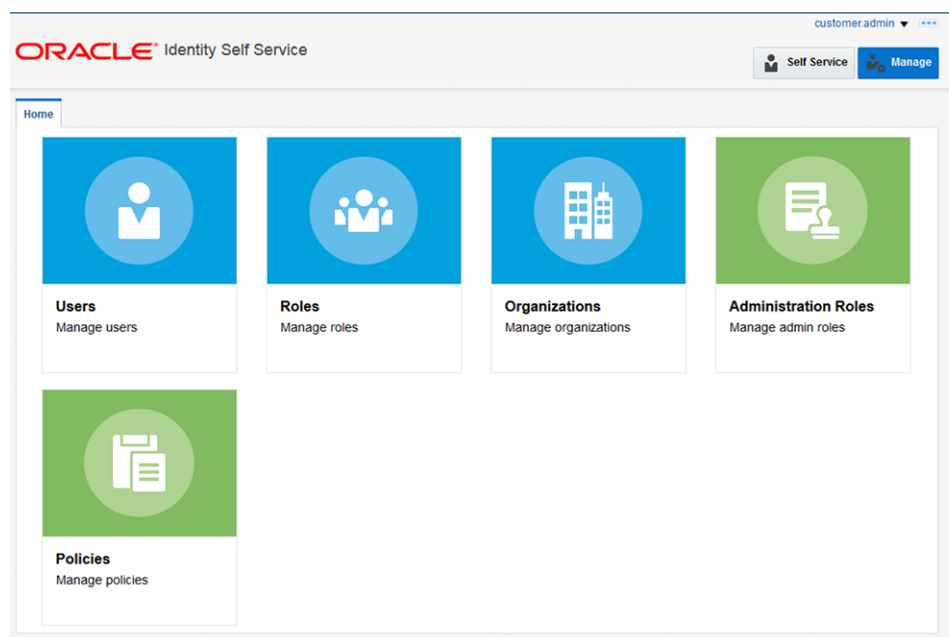
6. Click **Submit**.

## Assigning Members to a Role

To assign members to a role, complete the following:

1. Log into the OIM application.
2. Click **Users**.

Figure 1–4 Select Users



3. Click the oim.test user.

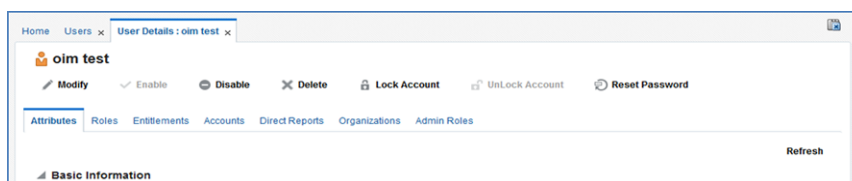
**Figure 1–5 oim.test User**

The screenshot shows the 'Users' management interface. At the top, there are tabs for 'Home' and 'Users'. Below the tabs is a search bar and a list of actions: Create, Edit, Enable, Disable, Delete, Lock Account, Unlock Account, and Reset Password. The main area contains a table with the following columns: User Login, Display Name, First Name, Last Name, Organization, Telephone Number, E-mail, Identity Status, and Account Status. The 'oim.test' user is highlighted in yellow.

User Login	Display Name	First Name	Last Name	Organization	Telephone Number	E-mail	Identity Status	Account Status
CE ADMIN1	ce admin1	ce	admin1	Retail		ce.admin1@ora...	Active	Unlocked
CE ADMIN10	ce admin10	ce	admin10	Retail		ce.admin10@or...	Active	Unlocked
CE ADMIN2	ce admin2	ce	admin2	Retail		ce.admin2@ora...	Active	Unlocked
CE ADMIN3	ce admin3	ce	admin3	Retail		ce.admin3@ora...	Active	Unlocked
CE ADMIN4	ce admin4	ce	admin4	Retail		ce.admin4@ora...	Active	Unlocked
CE ADMIN5	ce admin5	ce	admin5	Retail		ce.admin5@ora...	Active	Unlocked
CE ADMIN6	ce admin6	ce	admin6	Retail		ce.admin6@ora...	Active	Unlocked
CE ADMIN7	ce admin7	ce	admin7	Retail		ce.admin7@ora...	Active	Unlocked
CE ADMIN8	ce admin8	ce	admin8	Retail		ce.admin8@ora...	Active	Unlocked
CE ADMIN9	ce admin9	ce	admin9	Retail		ce.admin9@ora...	Active	Unlocked
CE.TEST	ce test	ce	test	Retail		ce.test@oracle...	Active	Unlocked
CE.TEST3	ce test3	ce	test3	Retail		ce.test3@oracle...	Active	Unlocked
CUSTOMER.AD...	customer admin	customer	admin	Retail			Active	Unlocked
CUSTOMER.AD...	customer admin1	customer	admin1	Retail		customer.admin...	Active	Unlocked
CUSTOMER.AD...	customer admin2	customer	admin2	Retail			Active	Unlocked
OIM.TEST	oim test	oim	test	Retail		oim.test@oracl...	Active	Unlocked

4. Click the Roles tab.

**Figure 1–6 Roles Tab**



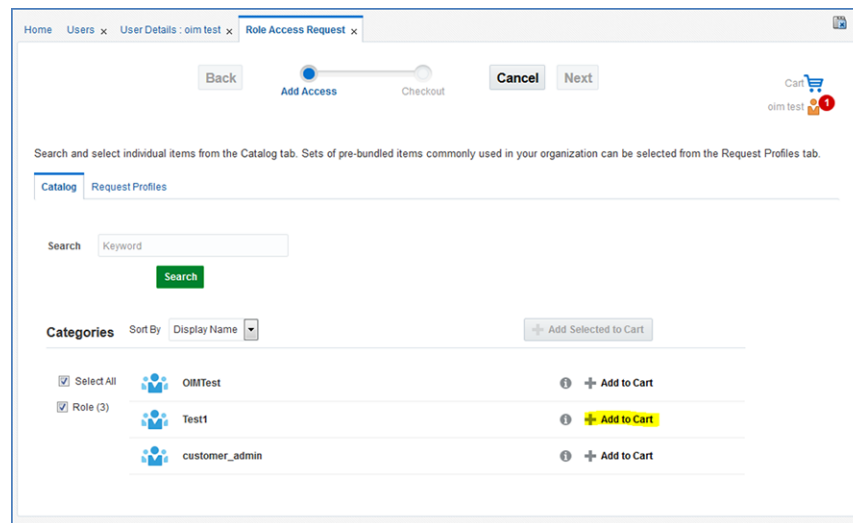
5. Click the Request Roles button.

**Figure 1–7 Request Roles Button**

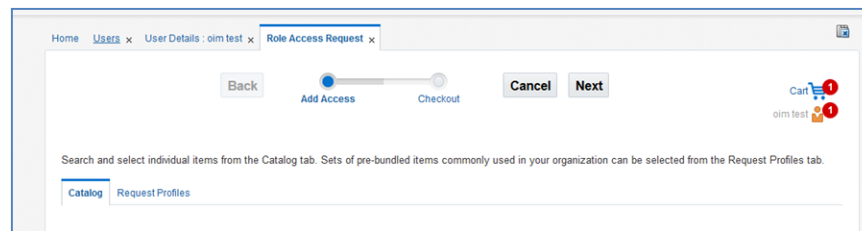
The screenshot shows the 'User Details' page for the 'oim.test' user, with the 'Roles' tab selected. The 'Request Roles' button is highlighted in yellow. Below the button is a table showing the roles assigned to the user.

Role Name	Description	Membership Type	Assigned On	Request Id	Start Date	End Date
ALL USERS	Default role for a...	Direct	12/8/2015			

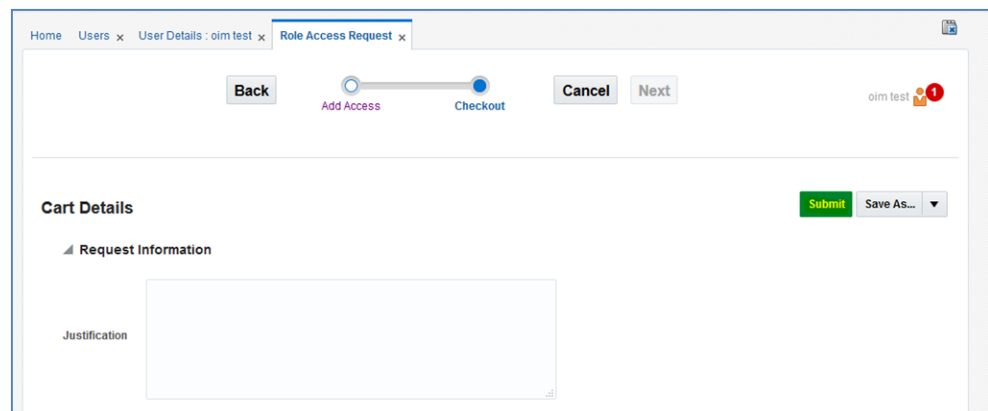
6. Click the Add to Cart button next to the role you want to assign.

**Figure 1–8 Adding Roles to the Cart**

7. Click Next.

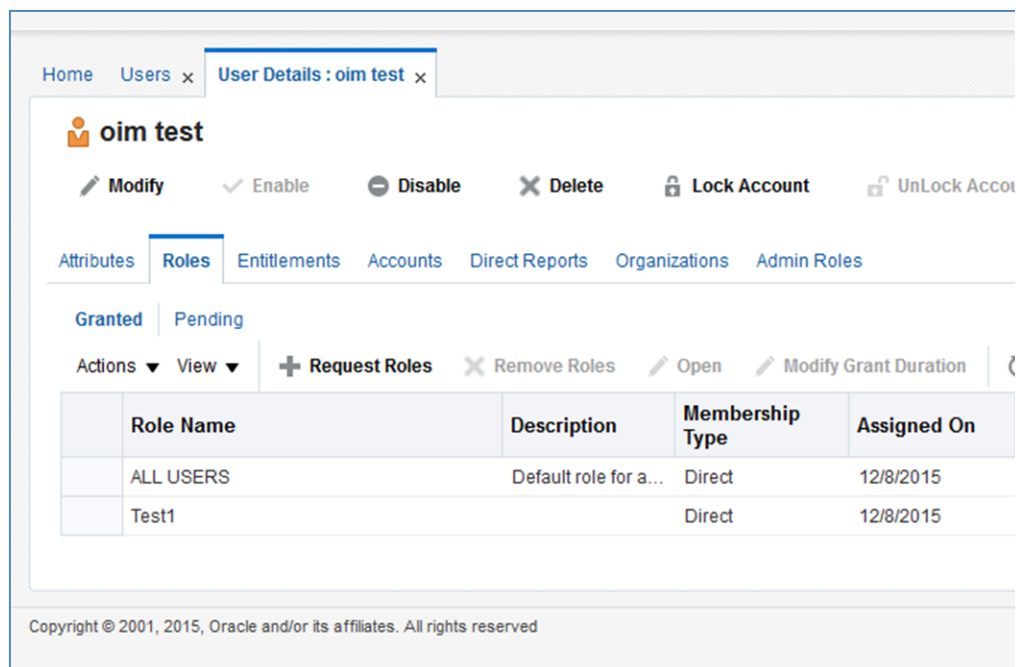
**Figure 1–9 Add Access Request**

8. Click Submit.

**Figure 1–10 Submit Access Request**

The role is now assigned to the User.

Figure 1–11 User Details



## Retail Integration Cloud Services Default Enterprise Roles

Retail Integration Cloud Services is built with role-based access. Permissions are associated with roles.

The following roles are available:

### RIB User Roles

Role Name	Admin Role	Operator Role	Monitor Role
<b>Group Name</b>	<b>ribAdminGroup</b>	<b>ribOperatorGroup</b>	<b>ribMonitorGroup</b>
Start/Stop Adapters	Yes	Yes	No
Change Log levels	Yes	Yes	No
View Logs	Yes	Yes	Yes

### BDI Batch Admin Security Roles

Role Name	Admin Role	Operator Role	Monitor Role
<b>Group Name</b>	<b>BdiJobAdminGroup</b>	<b>BdiJobOperatorGroup</b>	<b>BdiJobMonitorGroup</b>
Edit configuration from UI	Yes	No	No
Create/update/delete system options	Yes	No	No
Create/update/delete system credentials	Yes	No	No



Role Name	Admin Role	Operator Role	Monitor Role
Group Name	BdiJobAdminGroup	BdiJobOperatorGroup	BdiJobMonitorGroup
View credentials	Yes	No	No
Run Jobs	Yes	Yes	No
Monitor Jobs	Yes	Yes	Yes
HTTP GET method access to rest services	Yes	Yes	Yes
HTTP POST/PUT/DELETE method access to rest services	Yes	Restricted to few services.	No

### BDI Process Flow Security Roles

Role Name	Admin Role	Operator Role	Monitor Role
Group Name	BdiProcessAdmin Group	BdiProcessOperator Group	BdiProcessMonitor Group
Update Process DSL	Yes	No	No
Start/Restart Process	Yes	Yes	No
All other services	Yes	Yes	No
Read only Access to Process Flow Live, Manage Process Flow, Historical Process Flow Executions, System Logs UI tabs.	Yes	Yes	Yes
HTTP GET method access to rest services	Yes	Yes	Yes
HTTP POST/PUT/DELETE method access to rest services	Yes	Restricted to few services.	No

### BDI Scheduler Security Roles

Role Name	Admin Role	Operator Role	Monitor Role
Group Name	BdiSchedulerAdmin Group	BdiSchedulerOperator Group	BdiSchedulerMonitor Group
View and search	Yes	Yes	Yes
Create schedule	Yes	No	No
Edit schedule	Yes	No	No
Delete schedule	Yes	No	Yes

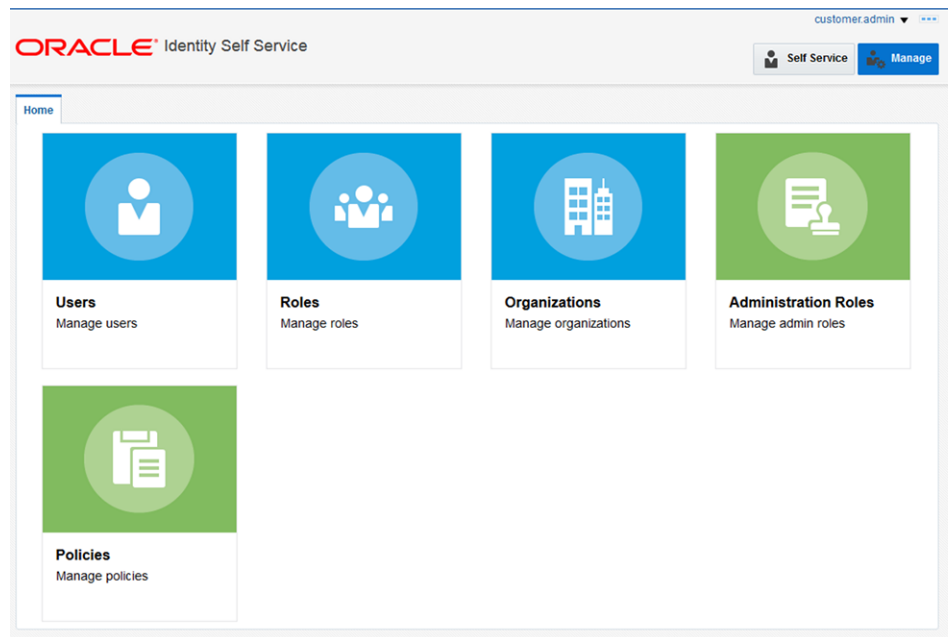
Role Name	Admin Role	Operator Role	Monitor Role
Group Name	BdiSchedulerAdmin Group	BdiSchedulerOperator Group	BdiSchedulerMonitorGroup
Manual run schedule	Yes	Yes	Yes
Disable schedule	Yes	Yes	No
Enable schedule	Yes	Yes	No
HTTP GET method access to rest services	Yes	Yes	Yes
HTTP POST/PUT/DELETE method access to rest services	Yes	Yes	No

## Revoking Role Membership

To revoke the membership of a member in a role:

1. Log into the OIM application.
2. Click **Users**.

**Figure 1–12 Select Users**



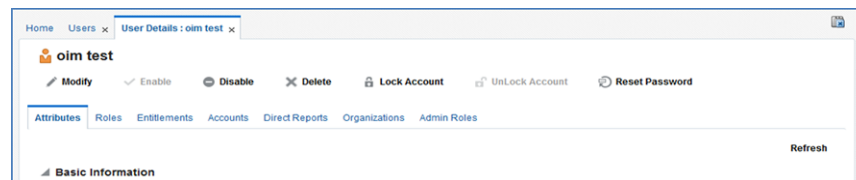
3. Click the `oim.test` user.

**Figure 1–13 Select Role to Revoke Users**

The screenshot shows the Oracle Users management interface. At the top, there is a search bar with 'Display Name' selected and a search icon. Below the search bar is a toolbar with buttons for 'Create', 'Edit', 'Enable', 'Disable', 'Delete', 'Lock Account', 'Unlock Account', and 'Reset Password'. The main area contains a table of users with the following columns: User Login, Display Name, First Name, Last Name, Organization, Telephone Number, E-mail, Identity Status, and Account Status. The 'oim test' user is highlighted in blue.

User Login	Display Name	First Name	Last Name	Organization	Telephone Number	E-mail	Identity Status	Account Status
CE ADMIN1	ce admin1	ce	admin1	Retail		ce.admin1@ora...	Active	Unlocked
CE ADMIN10	ce admin10	ce	admin10	Retail		ce.admin10@or...	Active	Unlocked
CE ADMIN2	ce admin2	ce	admin2	Retail		ce.admin2@ora...	Active	Unlocked
CE ADMIN3	ce admin3	ce	admin3	Retail		ce.admin3@ora...	Active	Unlocked
CE ADMIN4	ce admin4	ce	admin4	Retail		ce.admin4@ora...	Active	Unlocked
CE ADMIN5	ce admin5	ce	admin5	Retail		ce.admin5@ora...	Active	Unlocked
CE ADMIN6	ce admin6	ce	admin6	Retail		ce.admin6@ora...	Active	Unlocked
CE ADMIN7	ce admin7	ce	admin7	Retail		ce.admin7@ora...	Active	Unlocked
CE ADMIN8	ce admin8	ce	admin8	Retail		ce.admin8@ora...	Active	Unlocked
CE ADMIN9	ce admin9	ce	admin9	Retail		ce.admin9@ora...	Active	Unlocked
CE TEST	ce test	ce	test	Retail		ce.test@oracle...	Active	Unlocked
CE TEST3	ce test3	ce	test3	Retail		ce.test3@oracle...	Active	Unlocked
CUSTOMER AD...	customer admin	customer	admin	Retail			Active	Unlocked
CUSTOMER AD...	customer admin1	customer	admin1	Retail		customer.admin...	Active	Unlocked
CUSTOMER AD...	customer admin2	customer	admin2	Retail			Active	Unlocked
<b>OIM TEST</b>	<b>oim test</b>	<b>oim</b>	<b>test</b>	<b>Retail</b>		<b>oim.test@oracd...</b>	<b>Active</b>	<b>Unlocked</b>

4. Click the Roles tab.

**Figure 1–14 Roles Tab**

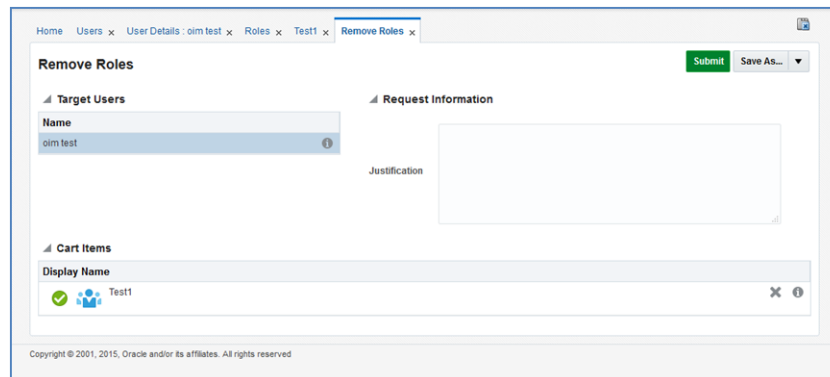
5. Select the Role you want to revoke and click the **Remove Role** button.

**Figure 1–15 Remove Roles Button**

The screenshot shows the Oracle Remove Roles screen for the user 'oim test'. The 'Roles' tab is selected, and the 'Granted' section is expanded. The 'Remove Roles' button is highlighted in yellow. The table below shows the roles assigned to the user.

Role Name	Description	Membership Type
ALL USERS	Default role for a...	Direct
Test1		Direct

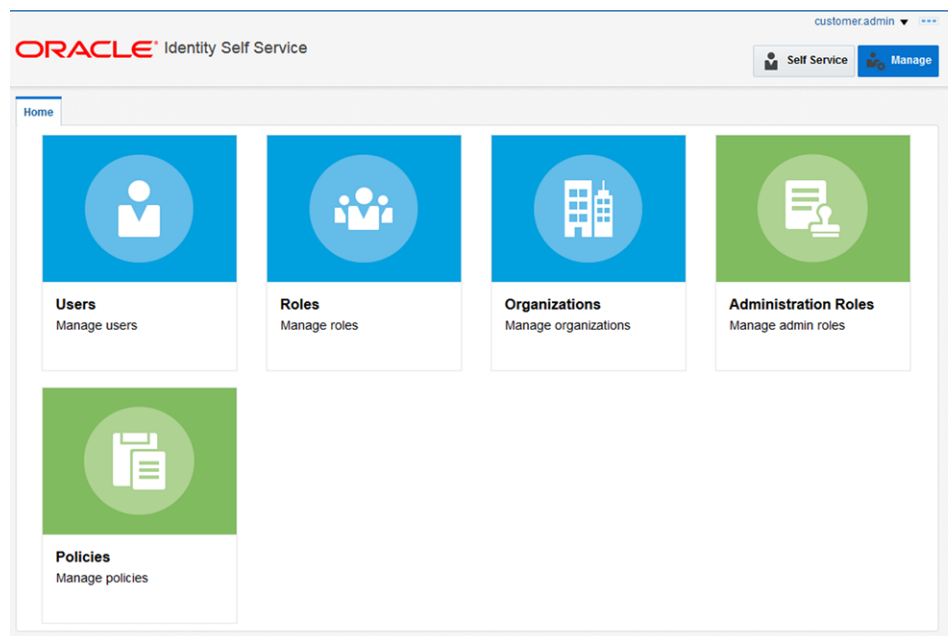
6. In the Remove Roles screen, click **Submit**.

**Figure 1–16 Remove Roles Screen**


## Deleting a User or Disabling User Privileges

To delete or disable a user

1. Log into the OIM application.
2. Under Administration, click **Users**.

**Figure 1–17 Select Users**

3. Select the user and click **Disable** or **Delete** as necessary.

Figure 1–18 Delete and Disable

Display Name	User Login	First Name	Last Name	Organization	Tel No	E-mail	Identity Status	Account Status
customer.admin user	CUSTOMER_ADMIN	customer.admin	user	Xellerate Users		rpas@oracle.com	Active	Unlocked
OIM ADMIN	OIM ADMIN	OIM	ADMIN	Retail		oam-admin-nore...	Active	Unlocked
<b>oim test</b>	<b>OIM.TEST</b>	<b>oim</b>	<b>test</b>	<b>Retail</b>		<b>test-admin@orac...</b>	<b>Active</b>	<b>Unlocked</b>
Internal User	OIMINTERNAL	OIMINTERNAL	OIMINTERNAL	Xellerate Users			Active	Unlocked
regularuser	REGULAR_USER3	bil1	kan1	Retail		agalya.a.saravan...	Active	Unlocked
Testuser1	TEST.USER1	OA	Test1	Retail		noreply@oracle.c...	Active	Unlocked
Bi Bilna Kanot	TEST.USER5	Bi	Kanot	Retail		bilna.kanoth@orc...	Active	Unlocked
bilis kanth	TEST.USER7	bilis	kanth	Retail		bilis.kanth@orad...	Active	Unlocked
QA CE	TEST.USER8	QA	CE	Retail		QA.CE@oracle.com	Active	Unlocked
Weblogic User	WEBLOGIC	WEBLOGIC	WEBLOGIC	Xellerate Users			Active	Unlocked
System Administrator	XELSYSADM	System	Administrator	Xellerate Users		donotreply@orad...	Active	Unlocked
kanot Anlib		Anlib	Anlib	Retail		kanot.Anlib@orac...	Active	Unlocked

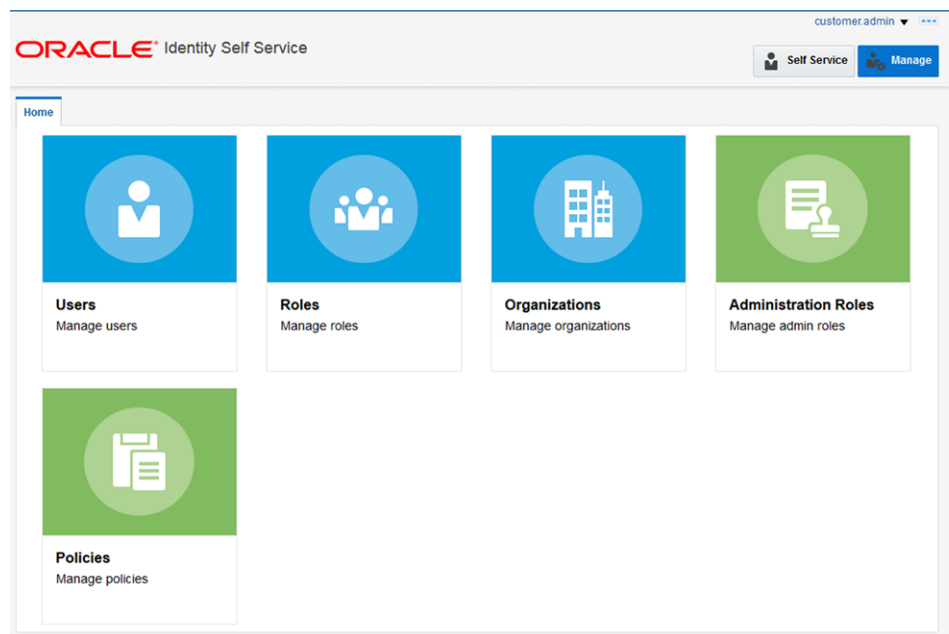
4. You can also Lock or Unlock a particular user from the same screen if needed.

## Resetting a User Password

To reset the password of a user:

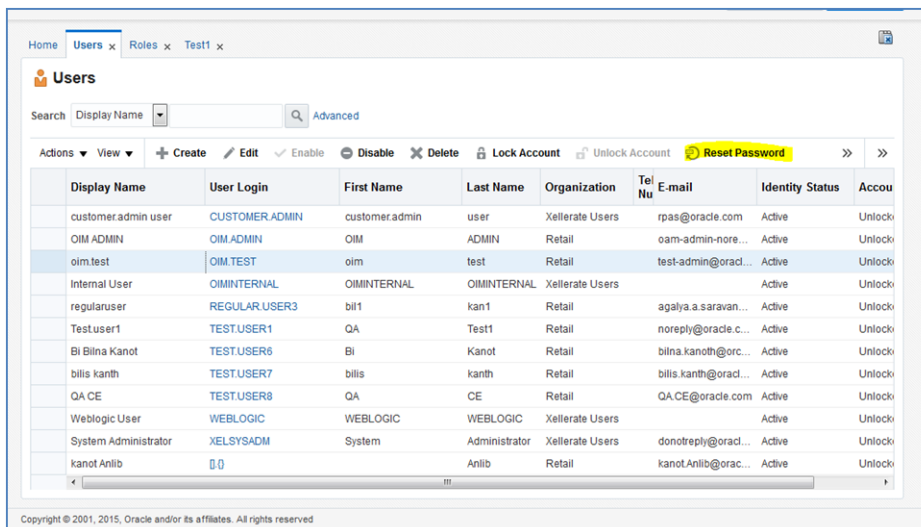
1. Log into the OIM application.
2. Under Administration, click **Users**.

Figure 1–19 Select Users



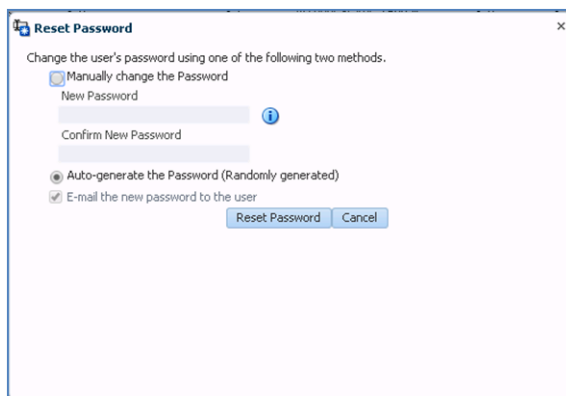
3. Click the **Search** tab and then select on the User you want to reset the password.
4. Click on Reset Password.

**Figure 1–20 Reset Password Button**



5. In the Reset Password screen, make sure Auto-generate the Password is selected and Click on Reset Password. (The system will auto generate the password and will email it to the user.)

**Figure 1–21 Reset Password**

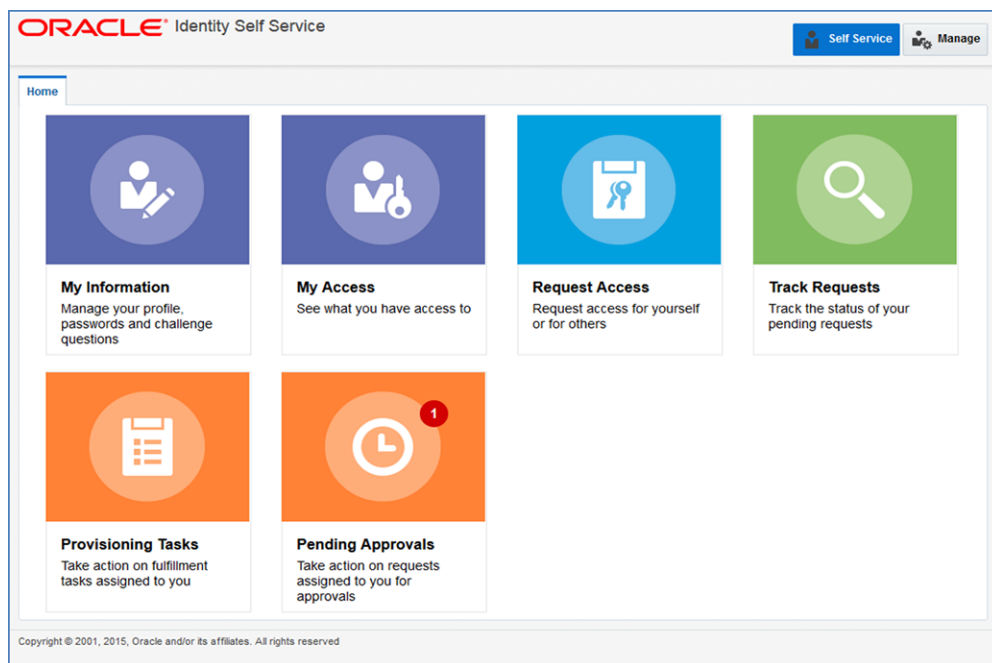


## Approve Requests from User

The users can also request for the Roles or revoke those that are available for him to access the RIS Service. Below are the steps to approve the request from the User.

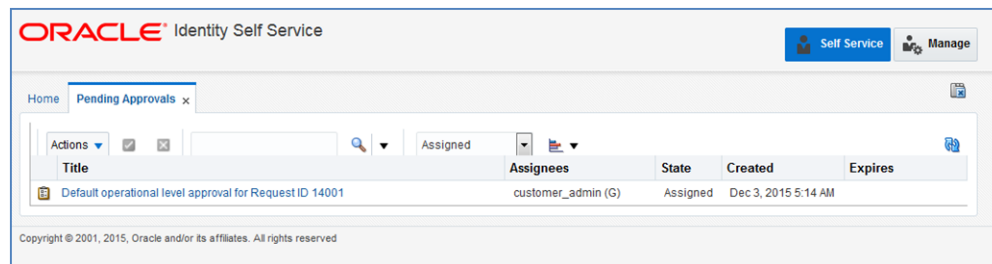
1. Login into OIM Application.
2. Click **Pending Approvals**.

Figure 1–22 Select Pending Approvals



3. Click on the Action that is assigned to you.

Figure 1–23 Pending Approvals Tab



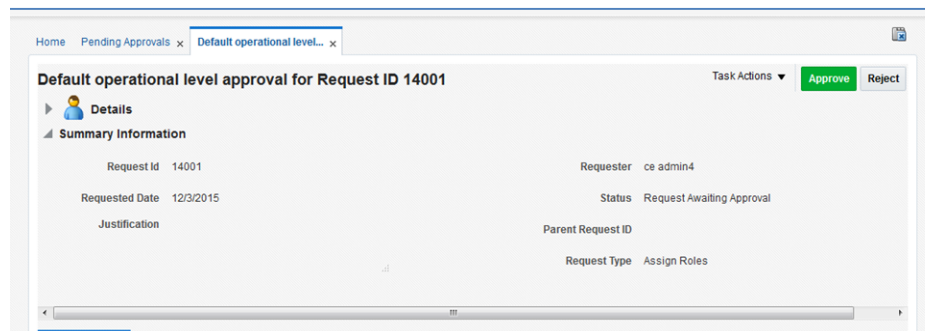
4. Click the Claim button.

Figure 1–24 Claim the Pending Approval



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

**Figure 1–25 Approve Pending Approval**



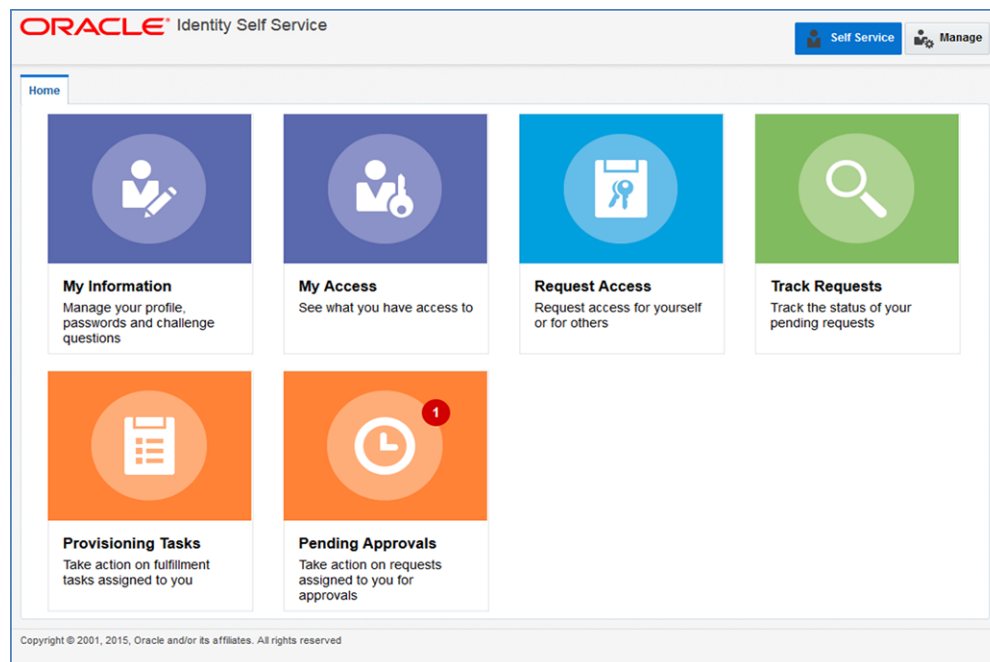
6. Once done the request is completed.

## Approve Requests from User for Multiple Roles

The users can also request for the multiple Roles or revoke them if they are available for him to access the RIS Service. Below are the steps to approve the request from the User.

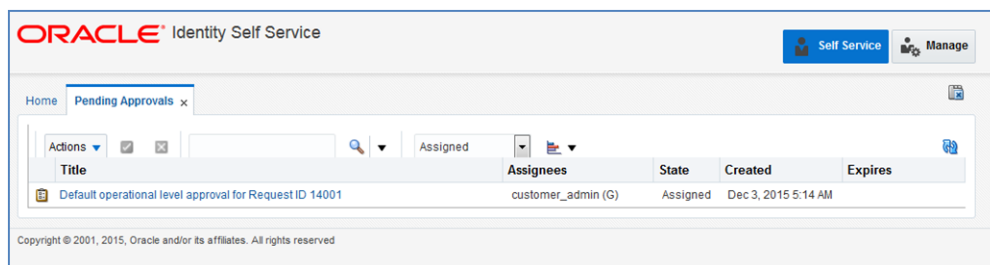
1. Login into OIM Application.
2. Click **Pending Approvals**.

**Figure 1–26 Select Pending Approvals**



3. Click on the Action that is assigned to you.

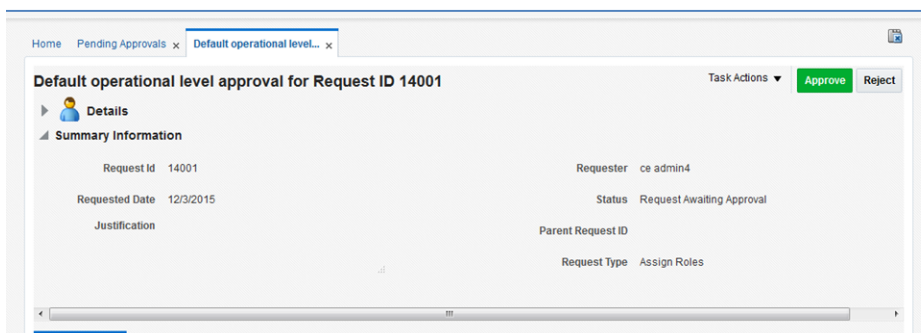


**Figure 1–27 Pending Approvals Tab**

4. Click the **Claim** button.

**Figure 1–28 Claim the Pending Approval**

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

**Figure 1–29 Approve Pending Approval**

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 will be assigned to users.

---

**Note:** The customer administrator can request multiple roles for multiple users. Once this 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 you have batch of users that have to be created, the Oracle team can bulk load the users into the OIM Application. When users are bulk loaded their initial password will be set to the current password of a template user. The new users will be required to change their password on first login.

To request the creation of accounts by bulk loading, follow the below steps.

1. Create CSV file listing all users to create (see example below).
2. Create or identify a user to 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.

```
#####
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
#####
```

## Bulk Role Membership Update (Optional)

If you have quite a few users that have roles to be assigned to, the Oracle team can bulk update the role membership into the OIM Application.

To update the membership of the by bulk update, follow the below steps.

1. Create CSV file with the user role mapping. Please note that the user name must be in upper case (see example below).
2. Open an SR with Oracle support and provide the CSV file and user from steps 1.

```
#####
role.csv
#####
#####
UGP_NAME,USR_LOGIN
Role1,CE.ADMIN1
Role2,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
#####
```

---

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

---

## Nightly Batch File Uploads

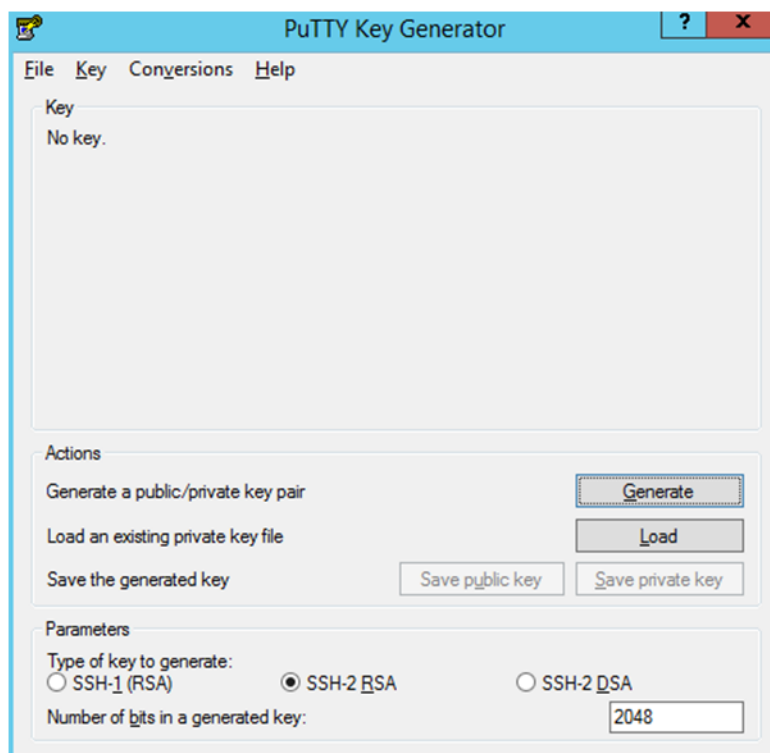
The following is the file upload process. The Private/Public Keys must be generated and the public Key must be associated with your SFTP Account for the file uploads. The [Adding Authorized Keys](#) section describes the step-by-step method to generate the Keys (2048 bit RSA Keys).

## Adding Authorized Keys

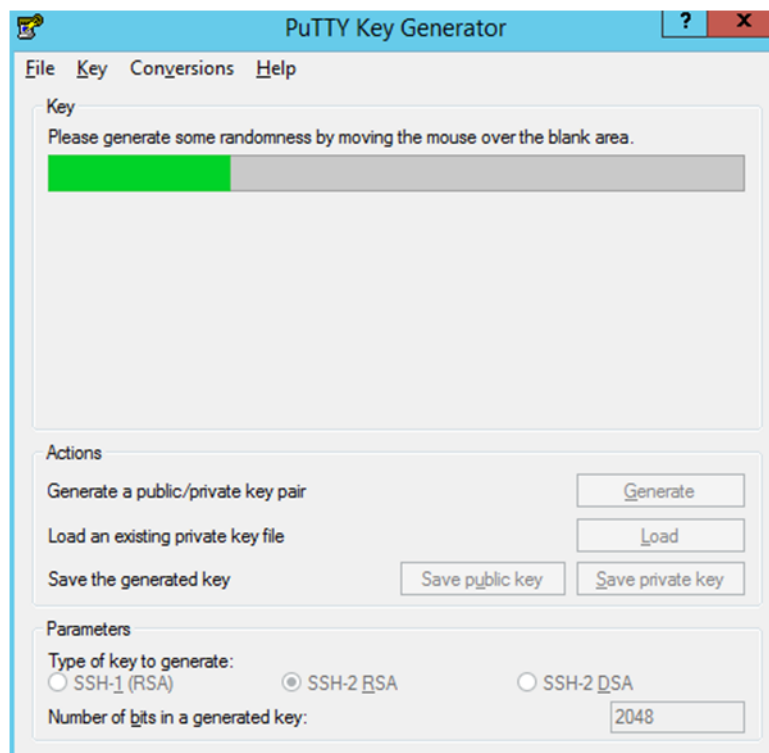
The following is the process to generate a 2048 bit RSA key and add the same to the SFTP server. This is done with the help of WinSCP tool on Windows. However the same can be done using ssh-keygen on Linux as well.

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 and click **Generate**.

**Figure 1–30 Key Generator**



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

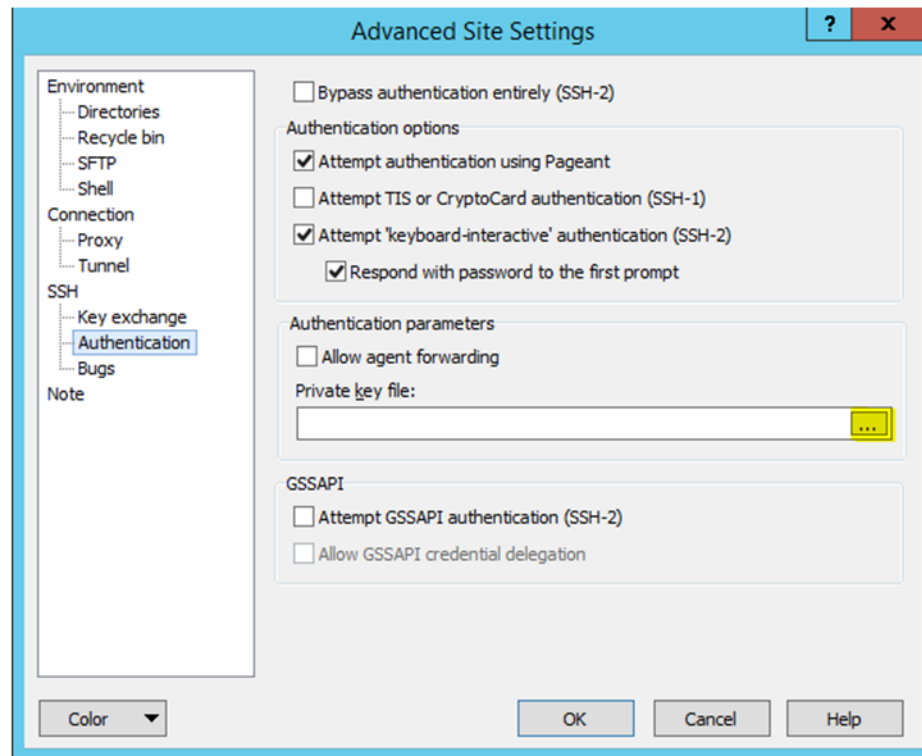
**Figure 1–31 Key Generator Progress**

4. Once the key is generated, click the **Save public key** button to save the public key to a file.
5. Click the **Save private key** button to save the Private key to a file. Confirm to save it with/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).

## Steps – Login to WinSCP

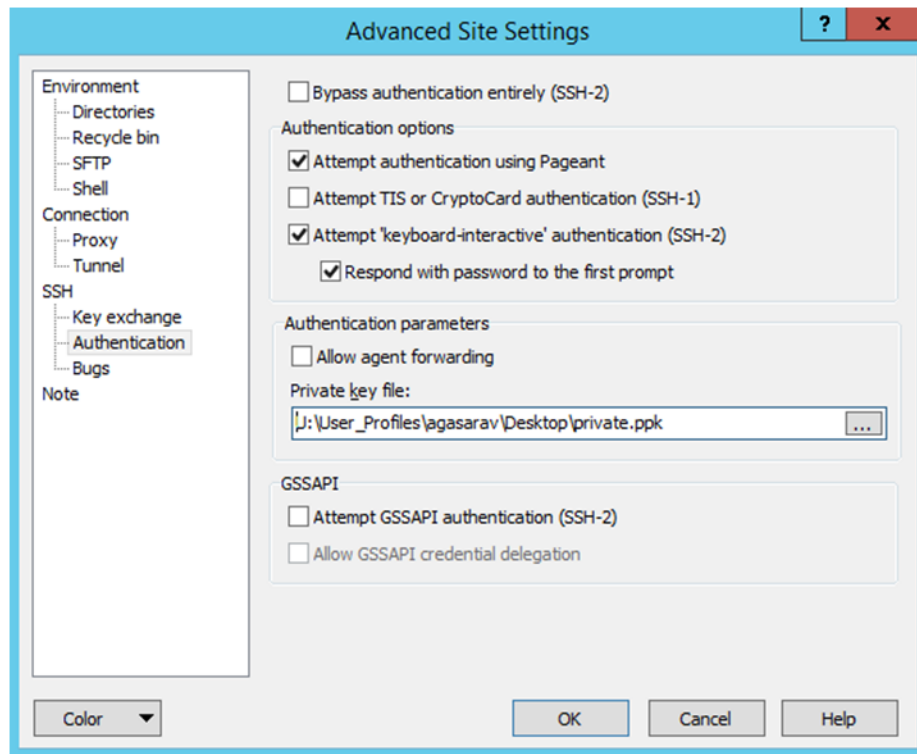
The Upload steps uses the private key generated in the earlier section.

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

**Figure 1–32 Advanced Site Settings Dialog**

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

**Figure 1–33 Private Key File Loaded**



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

### Steps to Upload the Batch File

Login to the WinSCP by Following the [Steps – Login to WinSCP](#) section.

1. Transfer the file to be copied (e.g., test) to /<SFTP User>.

**Figure 1–34 <SFTP User> Directory**

Name	Type	Changed	Name	Changed
..	Parent directory	2/9/2017 4:36:54 PM	..	2/8/2017 2:49:59 PM
test.complete	COMPLETE File	11/28/2016 9:43:43 PM	COMMAND	2/9/2017 4:36:48 PM
test	File	11/28/2016 9:43:43 PM	COMPLETE	11/28/2016 9:43:43 PM
			test	11/28/2016 9:43:43 PM

2. Transfer an empty file <filename>.complete (eg: test.complete) to the directory /<SFTP User>.

**Figure 1–35 Transferring Empty File**

Name	Type	Changed	Name	Changed
..	Parent directory	2/9/2017	..	2/8/2017 2:49:59 PM
test.complete	COMPLETE File	11/28/2016	COMMAND	2/9/2017 4:36:48 PM
test	File	11/28/2016	COMPLETE	11/28/2016 9:43:43 PM
			test	11/28/2016 9:43:43 PM
			test.complete	11/28/2016 9:43:43 PM

3. If multiple files have to be transferred, copy all the files to /<SFTP\_user>.

**Figure 1–36 Transferring Multiple Files**

Name	Type	Changed	Name	Changed
..	Parent directory	2/9/2017	..	2/8/2017 2:49:59 PM
test	File	11/28/2016	COMMAND	2/9/2017 4:36:48 PM
test1	File	11/28/2016	COMPLETE	11/28/2016 9:43:43 PM
test2	File	11/28/2016	test	11/28/2016 9:43:43 PM
			test1	11/28/2016 9:43:43 PM
			test2	11/28/2016 9:43:43 PM

4. Transfer all the corresponding <filename>.complete files to the /<SFTP\_user> directory for the transfer to complete.

**Figure 1–37 Transferring .complete Files**

Name	Type	Changed	Name	Changed
..	Parent directory	2/9/2017	..	2/8/2017 2:49:59 PM
test.complete	COMPLETE File	11/28/2016	COMMAND	2/9/2017 4:36:48 PM
test1.complete	COMPLETE File	11/28/2016	COMPLETE	11/28/2016 9:43:43 PM
test2.complete	COMPLETE File	11/28/2016	test	11/28/2016 9:43:43 PM
			test.complete	11/28/2016 9:43:43 PM
			test1	11/28/2016 9:43:43 PM
			test1.complete	11/28/2016 9:43:43 PM
			test2	11/28/2016 9:43:43 PM
			test2.complete	11/28/2016 9:43:43 PM

## Export File Downloads

Login to the WinSCP by following the [Steps – Login to WinSCP](#) section. The following is the download file process.

1. Change directory to /<SFTP User>/EXPORT.
2. Download all data files.

