

**Oracle® Retail Store Inventory Operations Cloud  
Services**

Service Administrator Action List

Release 19.5

**F54977-01**

April 2022

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# Send Us Your Comments

Oracle Retail Store Inventory Operations Cloud Services Service Administrator Action List, Release 19.5

Services List:

- Oracle Retail Enterprise Inventory Cloud Service
- Oracle Retail Store Operations Cloud Service

Oracle welcomes customers' comments and suggestions on the quality and usefulness of this document.

Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you with your tasks?
- 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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Please give your name, address, electronic mail address, and telephone number (optional).

If you need assistance with Oracle software, then please contact your support representative or Oracle Support Services.

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# Preface

This Service Administrator Action List describes the requirements and process for setting up the Oracle Retail Store Inventory Operations Cloud Services.

## Audience

This Service Administrator Action List is for the following audiences:

- Service administrators
- System administrators and operations personnel
- Integrators and implementation staff personnel

## Documentation Accessibility

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<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

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- 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

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

<https://docs.oracle.com/en/industries/retail/index.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 Help Center (docs.oracle.com)

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

<https://docs.oracle.com/en/industries/retail/index.html>

(Data Model documents can be obtained 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.
monospace	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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# Overview

The Oracle Retail Store Inventory Operations Cloud Services (SIOCS) is an umbrella term that comprises of the following two cloud services:

**Enterprise Inventory Cloud Service (EICS):**

- Hosted cloud service platform.
- Purpose built for desktop using browser technology (Oracle JET).
- Includes Browser UI with Administration and subset of business functionality, along with Server, Database, and web service API.

**Store Operations Cloud Service (SOCS):**

- Not hosted by Oracle.
- Mobile application to be built and deployed onto mobile devices.
- Uses Oracle Mobile Application Framework (MAF) technology.
- Has workflows for functional store inventory executions.
- Dependent on EICS (connects to EICS server/DB).

When starting a Store Inventory Operations Cloud Services implementation, there are a number of key considerations and actions you will need to take. This document outlines the most important actions and provides a general timeline for when many of these actions should be completed to ensure success for your implementation. These actions are divided up into the following phases:

- [Pre-Provisioning](#)
- [Provisioning](#)
- [Post Provisioning](#)
- [Deployment](#)

## Audience

This document is intended for your service administrator. The service administrator is the key person in your business that manages your Store Inventory Operations Cloud Services. Oracle will target important communications to the service administrator, such as the initial welcome email that is described in this document. If the person who receives this email is not the person or part of the group of people that will be taking responsibilities for the tasks in this document, please work with your Customer Success Manager (CSM) to have that the name updated.



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## Pre-Provisioning

Pre-provisioning is the period after contracts are signed, but before receiving your environments, where some key activities can occur related to your upcoming implementation. For Store Inventory Operations Cloud Services implementations, your Customer Success Manager (CSM) will be your main point of contact for these activities.

### Activate Your Service into a Cloud Account

You will receive an activation email from Oracle in the initial stages of provisioning, often immediately following your subscription order being booked. You will need to activate your cloud service into a cloud account in order to begin the provisioning activities for your Oracle Retail services. Promptly completing the activations steps will better enable on-time environment delivery.

On activation of your cloud account, you will have access to Oracle Cloud Infrastructure Console and the Identity and Access Management (OCI IAM) and your default identity domain will be created. An identity domain is a container for managing users and roles, federating and provisioning of users, secure application integration through Oracle Single Sign-On (SSO) configuration, and OAuth administration. It represents a user population in Oracle Cloud Infrastructure and its associated configurations and security settings (such as MFA).

Your default identity domain will be of the Oracle Apps type. Each identity domain type is associated with a different set of features and object limits.

You can create additional identity domains. Multiple identity domains are useful when you need separate environments for a single cloud service or application (for example, one environment for development and one for production). The default approach for Oracle Retail is for a single identity domain for all environments.

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**Note:** Activation of your cloud service into a cloud account does NOT impact billing or the subscription service period. Those details are connected to the subsequent environment delivery of the cloud services.

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## Activating into a New Oracle Cloud Account<sup>1</sup>

To start the setup, click the **Activate** link provided in the email received. Then the following steps are required:

1. Provide the desired name for the Oracle Cloud Account.  
A best practice is to use a name which will encompass the scope of services to be managed in the account, such as a combination of your company name and "retail", for example, **mystorestetail**. After activation, you can adjust the displayed name for the cloud account.
2. Provide your email address as the customer administrator who receives the activation email.  
The email address must match the initial email. If you would like a different contact to be used as the administrator, this can be managed after activation in coordination with your CSM.
3. The activation success message<sup>1</sup> will display, and you will receive a new welcome email with access credentials.

## Activating into an Existing Oracle Cloud Account

Activate your Retail cloud service within the Account Management section of your existing Oracle Cloud Account.

1. Log in to your existing Oracle Cloud Account.  
Clicking the **Activate** link brings you to the login page.
2. Within the Dashboard, click on the **Account Management** menu and then select the **Activate** tab.  
Available services to activate will be listed; you may need to select **Show: Pending Activations**.
3. Click **Cloud Service Account Setup** to complete setup. This setup will enable you to select the current Oracle Cloud Account as the destination for the cloud service activation.

If you have any issues with the above, see [Frequently Asked Questions](#).

## Prepare Project Team

During this time, you will also be putting together your project plan for the deployment and go-live phases of your implementation. It is important to consider the following during this planning phase to prepare your project team for the SIOCS implementation:

- **Oracle Cloud Infrastructure Identity and Access Management** - As noted above, you will be using OCI IAM for user management for your SIOCS cloud services. During the pre-provisioning timeframe, familiarize yourself with this solution and its features.  
<https://docs.oracle.com/en-us/iaas/Content/Identity/home.htm>
- **Security Configurations** - During this phase, you should designate a portion of your team to become familiar with OCI IAM application roles and the SIOCS

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<sup>1</sup> An Oracle Cloud Account is not the same as your My Oracle Support account. The Oracle Cloud Account exists within the OCI console and includes your identity domains for managing user access and security.

application roles and permissions. You can also start designing the roles that you will need for your users, and what permissions will be assigned to your custom roles. For more information on OCI IAM and application role assignments on, see the following documents:

- [Managing Users](#)
- The *Oracle Retail Enterprise Inventory Cloud Service Security Guide* on [Oracle Help Center](#).
- **Project Team Training** - Consider the training that the members of your team will need in order to make your implementation successful. This includes both your employees as well as your systems integration partner. Suggested training topics to consider include:
  - Application Configuration
  - SOCS Mobile application/deployment to mobile devices
  - Functional User Training
- **System and Store Admin Configuration** - Start reviewing the System and Store Administration Configuration available in SIOCS to determine how these should be configured. Work with your systems integrator to identify those you are unsure about or need to be considered in the program planning. For details on the system options, see the Configuration chapter of the *Oracle Retail Enterprise Inventory Cloud Service Administration Guide*.
- **Integration Planning** - Start reviewing the available existing integrations as part of the SIOCS cloud services to support internal Oracle integrations, as well as any integrations you may need to external solutions. This will also help you identify whether you require any custom integrations. Key documents to review include:
  - *Oracle Retail Store Inventory Operations Cloud Services Implementation Guide*
  - *Oracle Retail Enterprise Inventory Cloud Service Administration Guide*
- **Retail Reference Library** - This tool is free to all Oracle Retail customers and can be downloaded from My Oracle Support under [Doc ID 2058843.2](#). This tool is composed of multiple parts, but the most critical to become familiar with are the Retail Reference Models (business process flows) and the Retail Reference Architecture (integration diagrams, payloads, and so on).





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## Provisioning

Once your environments are ready for you, the person designated as your service administrator will receive a welcome email: one for each cloud service and each environment (stage, production, and so on). This email has several key pieces of information:

- Username
  - This user is referred to as the Service Administrator user in this document. A temporary password will be sent in a separate email.
- Link to OCI IAM UI
- Link to the EICS cloud service. You should receive one email for Enterprise Inventory Cloud Service (EICS) and one email for Store Operations Cloud Service (SOCS).
- Customer Support (CSI) Number

It is recommended that you save this email for future reference, because at this point the service administrator is the only person with access.

### Access OCI IAM

Once you receive your welcome email, it is recommended that you, as the system administrator, log in to OCI IAM to verify your access and set a new password. You will be assigned to the application administrator group for your production and pre-production SIOCS cloud service environments.

It is also recommended that you add additional administrators in order to have a backup administrator and share in user management administration, as at this point no one else in your organization will have access to OCI IAM or SIOCS. For assistance in creating users or adding them to groups, see the following documents:

- [Managing Users](#)
- [Understanding Administrator Roles](#)

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**Note:** You may notice that there are a number of other user IDs set up in OCI IAM for SIOCS (for example, SIOCSRIBADMIN, SIOCSSYSOP). These users were seeded by the Oracle Cloud Operations team for Oracle's internal user. These users will be managed by the Oracle Cloud Operations team and should not be deleted.

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## Validate Cloud Service Access

Next, you should validate that you are able to access and successfully log in to each of the SIOCS cloud services for which you have been provisioned using the URLs provided in the email, along with the username and password.

Before the Retailer's initial customer cloud admin user can access the Oracle Retail Store Inventory Operations Cloud Service (SIOCS) applications, it is necessary to provision the user access to the system and assign Oracle Identity Cloud Service (IDCS) or Oracle Cloud Infrastructure Identity and Access management (OCI IAM) application roles listed below.

- all\_users
- admin\_users
- batch\_users
- full\_permission\_users
- global\_store\_users
- mps\_users
- psraf\_users
- security\_users

Follow the steps below to assign the application roles to the initial customer admin user in IDCS.

1. Log into the IDCS console.
2. Select **Oracle Cloud Services** from the Navigation Drawer.
3. Locate and click on the EICS application for your deployment.
4. Navigate to the **Application Roles** tab.
5. Open the application role menu for the role you want to assign and select **Assign Users**.
6. Select the user that you want to assign the IDCS application role to and click **Assign**.

The initial customer admin user can create or manage other user provisioning via IDCS or OCI IAM.

Users also need to be assigned application roles via SIOCS Security Admin Role permission console. For details on how to use the SIOCS administration screens, see the *Oracle Retail Enterprise Inventory Cloud Service Security Guide* and the *Oracle Retail Enterprise Inventory Cloud Service User Guide Security* chapter.

## Register Customer Support Identifier

The welcome email will also include your Customer Support Identifier (CSI). This should be registered with My Oracle Support (MOS), which you will use to log questions or issues about these services. Follow the link in the email or access [support.oracle.com](https://support.oracle.com) to create a new account. If you already have a MOS account, remember to add your new CSI to your existing MOS account.

The first person to request access to a CSI will be checked by Oracle to ensure the domain of their email address matches the domain associated with the CSI. Once approved, they will be made the Customer User Administrator of that CSI, and can approve others to use it. If someone else has already been made the administrator of that CSI, then the request email will be sent to that person for approval. For more information on the Customer User Administrator, see [DOC ID 1544004.2](#).

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**Note:** You will not be able to register your CSI number until your production environment has been provisioned.

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## Post Provisioning

In the first few days after your initial provisioning, it is recommended that you do each of the following tasks, as they are applicable for your implementation. This will help ensure that any configuration or access issues are resolved earlier in your program to avoid delays.

For each of the URLs below, the <EXTERNAL\_LOAD\_BALANCER> and <CUST\_ENV> of the URL should be replaced with the one specific for your implementation, which will be the same as your cloud service URL provided in the welcome email.

### SOCS Mobile Application

SOCS is a hybrid mobile platform that gets distributed through a mobile application archive (.maa) file from the [Oracle Software Delivery Cloud \(OSDC\)](#). Search for **Store Operations Cloud Service 19.5** of the mobile archive file. This .maa needs to be built into either an Android build (apk) or an iOS build (ipa) using the connections.xml file. Refer to the *Oracle Retail Store Operations Cloud Service Mobile Guide* on the Oracle Help Center for more details.

The URL to the connections.xml is listed in the [Appendix: List of Key URLs](#).

### BI Publisher

BI Publisher is available as part of your SIOCS subscription. It allows you to access to create custom reports directly against the EICS database.

URL: `https://<GBUA-URL>/<TENANT_ID>/xmlpserver`

### Web Services

EICS provides a large range of web services to manage the processing of information that is controlled within EICS. Each web service covers a topical area of functionality within EICS and contains numerous operations within to accomplish this functionality. The URLs for each of those options and how to configure them can be found in the *Oracle Retail Enterprise Inventory Cloud Service Administration Guide*.

### Retail Home

Oracle Retail Home is a role-based, web portal for the retail enterprise and a user's launch pad to data and supporting solutions most relevant to their role: buyer, planner, inventory analyst, promotional manager, to name just a few. If you purchased Oracle Retail Insights as part of your Oracle Retail subscription, it comes populated with thousands of pre-integrated metrics. But even without Retail Insights, it can be

used as a launch point for your users for your SIOCS cloud services, as well as other Oracle Retail or legacy applications. For more details on how to configure and use this portal for your business, see the *Oracle Retail Enterprise Inventory Cloud Service Administration Guide* and *Oracle Retail Home Administration Guide*.

URL : [https://<EXTERNAL\\_LOAD\\_BALANCER>/retailhome](https://<EXTERNAL_LOAD_BALANCER>/retailhome)

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## Deployment

The deployment phase is when you will be designing, configuring, and building the integration, conversions, training, reports, and any extensions needed to run the Store Inventory Operations Cloud Services for your business. Here are some other things to consider as you transition into this phase.

### Get Started

Review additional product-specific tools and resources that help you and your implementation team by referencing the Documentation Libraries at this location: <https://docs.oracle.com/en/industries/retail/index.html>. Key documents for each cloud service, include:

- Implementation guide:
  - Configuration
  - Configuration of key foundational data
  - Translation information
- Security guide:
  - Technical details on the security architecture
  - Details on the roles, duties, and privileges by solution

### Leverage Oracle Support

Attend a session on Working Effectively with Support (WEWS) to learn about support policies and best practices when working with Oracle Support. Oracle Support representatives are ready 24/7 to answer questions and address issues about your service. Access the Oracle Support Contacts Global Directory to find the Oracle Support Hotline for your country, and explore the page on *Working Effectively with Oracle Support - Best Practices* found on My Oracle Support under [Doc ID 166650.1](#).

### Get Connected

Register for RGBU support communities:

- Use [My Oracle Support Community \(Doc ID 2299812.1\)](#) to post technical questions and get resolution on technical issues.
  - See Getting Started to learn how to use the Support Community.
- Use the Rack to view informative resources and participate in discussions around Retail Solutions: [www.oracleretailrack.com](http://www.oracleretailrack.com)





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## Frequently Asked Questions

This chapter provides answers to frequently asked questions.

### Cloud Account Activation

Since the SIOCS cloud services are installed using the default OCI IAM domain details, it is important to ensure any activation concerns are resolved during the pre-provisioning/provisioning period, as making changes after your SIOCS cloud services are provisioned may require extended downtime.

#### **What should I do if I cannot activate my service into an existing Oracle Cloud Account?**

Inform your CSM or sales representative if you run into issues, providing the following information:

- Existing Oracle Cloud Account name
- Subscription ID of a service in the account
- Administrator email for the account

#### **What do I do if I experience errors or failures while attempting to activate my Cloud Account?**

The administrator email address must match the email which received the activation notification. If this does match and you are still running into issues, inform your CSM or sales representative, providing the following information:

- Intended activation approach (new Oracle Cloud Account or activate within an existing)
- Any error or failure messages received - include screen shots if possible

#### **Can I use another identity management solution?**

Only OCI IAM is supported in SIOCS cloud services implementations, however OCI IAM could also be integrated with external identity management providers, such as Active Directory, using its APIs.

#### **I have multiple pre-prod environments and want to have different security configurations for the same users/roles in each, can I do that?**

Yes, you can have different security configurations for the same users/roles in each environment. The recommended approach is to create roles in OCI IAM that reflect the configuration needs for each environment. Or you could consider creating two user

IDs for the same person to reflect the different role configurations that they need to test.

OCI IAM application roles are scoped to the OCI IAM application provisioned for the environment. Since a separate OCI IAM application will be provisioned for each of your pre-production environments, users can be granted access to different OCI IAM application roles per their role in the environment.

OCI IAM groups that SIOCS provisions also follow a naming convention where the group name is prefixed with the OCI IAM application name. This essentially means that the group name would be different between environments.

SIOCS application roles are only applicable to the current environment and do not cross environment boundaries.

#### **Why do I see other users in my OCI IAM instance (for example, batchuser)?**

The Oracle Cloud Operations team will also seed a set of integration users required by the solutions as part of the provisioning process. These are users used for integration or internally for batch and other processing and **should not be deleted**.

## Cloud Services Access

#### **I have added users in OCI IAM. Why are they unable to access the application?**

Users of SIOCS have to be assigned the appropriate OCI IAM application roles as well as the SIOCS application roles in order to access the application. Refer to the User Access to Functionality section of the *Oracle Retail Enterprise Inventory Cloud Service Security Guide* for details.

#### **The Store Operations Cloud Service Welcome email does not contain a link to access the SOCS application UI. Where do I download the SOCS application from?**

The SOCS mobile application is not hosted by Oracle. The Mobile Application Archive (.maa) file needs to be downloaded along with the hosted connections.xml file. The SOCS application (.apk or .ipa) depending on which operating platform, the customer intends to use for the mobile devices, must be built and deployed to access the mobile application. Refer to the *Oracle Retail Store Operations Cloud Service Mobile Guide* for detailed steps and guidance on building the application.

## Other Key Contacts for Notifications

#### **I want other users in my company to receive notifications about upgrades, planned downtime, and maintenance periods. How do I add other users?**

As the Service Administrator, initially you will also be the only person receiving Oracle notifications about upgrades, monthly updates, planned downtime, and maintenance periods. Identify the key personnel in your organization who should receive critical notifications about your Cloud Service. This could include backup administrators, project managers, implementation partners, and other project team members.

Oracle recommends setting up a distribution list at your company and registering your distribution list for the notifications. If you need to make changes that require Oracle's involvement, you can raise a Service Request (SR) on My Oracle Support. Refer to [Doc ID 2364511.1](#) for details on how to log the SR and what information to provide.

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## Appendix: List of Key URLs

This appendix lists URLs for key solutions and tools.

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**Note:** For the complete list of URLs, refer to the Appendix: EICS Provided URLs in the *Oracle Retail Enterprise Inventory Cloud Service Administration Guide*.

The `EXTERNAL_LOAD_BALANCER>/<CUSTENV>` part of the URL should be replaced with the one specific to your implementation, which will be the same as your cloud service Application URL provided in the welcome email.

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Solution/Tool	URL
EICS web-client	<code>https://&lt;EXTERNAL_LOAD_BALANCER&gt;/&lt;CUSTENV&gt;/sim-web-client</code>
BI Publisher	<code>https://&lt;GBUA-URL&gt;/&lt;TENANT_ID&gt;/xmlpserver</code>
SOCS (connections.xml)	<code>https://&lt;EXTERNAL_LOAD_BALANCER&gt;/&lt;CUSTENV&gt;/sim-mobile/oracle.retail.sim.mobile.client.SimMobile/connections.xml</code>

