

Oracle® Retail Xstore Office Cloud Service

Administration Guide

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Oracle® Retail Xstore Office Cloud Service Administration Guide, 18.0

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- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
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- Do you need different information or graphics? If so, where, and in what format?
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Preface

The *Oracle® Retail Xstore Office Cloud Service Administration Guide* describes the administration tasks for Xstore Office Cloud Service.

Audience

This guide is intended for administrators.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

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Related Documents

For more information, see the Oracle Retail Xstore Point- of-Service and Oracle Retail Xstore Office documentation set.

<http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html>

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

To more quickly address critical corrections to Oracle Retail documentation content, Oracle Retail documentation may be republished whenever a critical correction is needed. For critical corrections, the republication of an Oracle Retail document may at times not be attached to a numbered software release; instead, the Oracle Retail document will simply be replaced on the Oracle Technology Network Web site, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

This process will prevent delays in making critical corrections available to customers. For the customer, it means that before you begin installation, you must verify that you have the most recent version of the Oracle Retail documentation set. 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 them through My Oracle Support.)

Conventions

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.
<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.

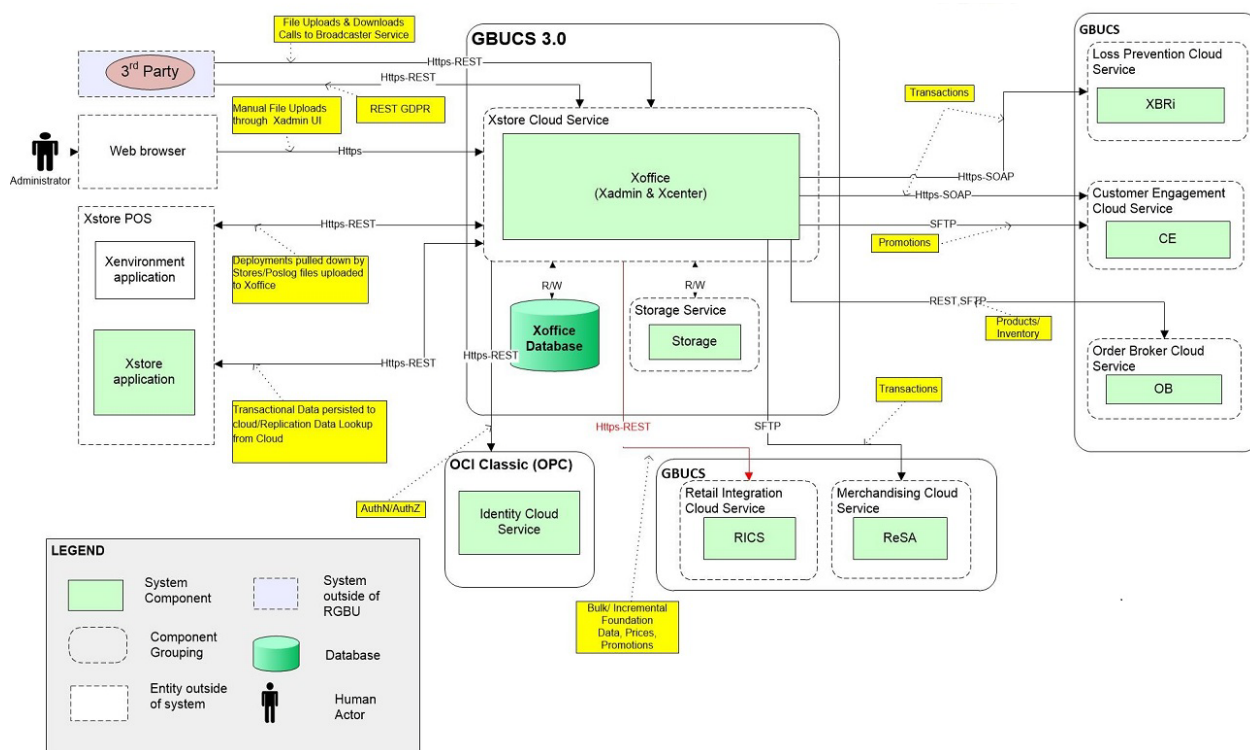
Architecture

This chapter describes the architecture of the Xstore Suite Cloud model.

Deployment Diagrams

This sections displays deployment diagram.

Figure 1-1 Architecture Model



Setup Xstore Office Cloud Service

This chapter describes how to set up Xstore Office Cloud Service.

Data Seeding

This section deals with data seeding.

Organization Hierarchy and Stores

In order to use Xstore Office Cloud Service, it will need stores and organization hierarchy as one of the first sets of data loaded into it. The provisioning process should have set up the merchant's organization IDs. Further creation of the hierarchy can be done via the UI. See the *Oracle Retail Xstore Office/Xstore Office Cloud Service User Guide* on more information about managing the organization hierarchy.

Stores can be created by following the instructions about stores in the user guide. However, before creating stores, Tax Locations will have to be loaded via a data load file, like in the example below.

```
<Header line_count="13" download_id="123" application_date="2018-11-06" />
INSERT-XML_PERSISTABLES~<ConfigData><dao name="TaxLocation" cmd="INSERT_OR_
UPDATE|UPDATE"><fld id="OrganizationId" val="10"/><fld id="TaxLocationId"
val="TL-1000"/><fld id="CreateDate" val="1525803068534"/><fld id="CreateUserId"
val="XADMIN"/><fld id="UpdateDate" val="1541542977883"/><fld id="UpdateUserId"
val="XADMIN"/><fld id="OrgCode" val="*" /><fld id="OrgValue" val="*" /><fld
id="Description" val="Ohio Tax Location"/><fld id="Name" val="Ohio Tax
Location"/><originDS>Local</originDS></dao></ConfigData>
INSERT-XML_PERSISTABLES~<ConfigData><dao name="TaxLocation" cmd="INSERT_OR_
UPDATE|UPDATE"><fld id="OrganizationId" val="10"/><fld id="TaxLocationId"
val="TL-2000"/><fld id="CreateDate" val="1525803068538"/><fld id="CreateUserId"
val="XADMIN"/><fld id="UpdateDate" val="1541542977883"/><fld id="UpdateUserId"
val="XADMIN"/><fld id="OrgCode" val="*" /><fld id="OrgValue" val="*" /><fld
id="Description" val="Illinois Tax Location"/><fld id="Name" val="Illinois Tax
Location"/><originDS>Local</originDS></dao></ConfigData>
INSERT-XML_PERSISTABLES~<ConfigData><dao name="TaxLocation" cmd="INSERT_OR_
UPDATE|UPDATE"><fld id="OrganizationId" val="10"/><fld id="TaxLocationId"
val="TL-AT"/><fld id="CreateDate" val="1525803068540"/><fld id="CreateUserId"
val="XADMIN"/><fld id="UpdateDate" val="1541542977883"/><fld id="UpdateUserId"
val="XADMIN"/><fld id="OrgCode" val="*" /><fld id="OrgValue" val="*" /><fld
id="Description" val="AT Tax Location"/><fld id="Name" val="AT Tax
Location"/><originDS>Local</originDS></dao></ConfigData>
INSERT-XML_PERSISTABLES~<ConfigData><dao name="TaxLocation" cmd="INSERT_OR_
UPDATE|UPDATE"><fld id="OrganizationId" val="10"/><fld id="TaxLocationId"
val="TL-BR_SP"/><fld id="CreateDate" val="1525803068559"/><fld id="CreateUserId"
val="XADMIN"/><fld id="UpdateDate" val="1541542977883"/><fld id="UpdateUserId"
val="XADMIN"/><fld id="OrgCode" val="*" /><fld id="OrgValue" val="*" /><fld
```



```
val="TL-SE"/><fld id="CreateDate" val="1525803068557"/><fld id="CreateUserId"
val="XADMIN"/><fld id="UpdateDate" val="1541542977883"/><fld id="UpdateUserId"
val="XADMIN"/><fld id="OrgCode" val="*" /><fld id="OrgValue" val="*" /><fld
id="Description" val="SE Tax Location"/><fld id="Name" val="SE Tax
Location"/><originDS>Local</originDS></dao></ConfigData>
```

See the Data Loading section, for information about loading data via files.

Data Loading

Data can be uploaded and deployed to the Xcenter database (and stores) through the Xadmin UI. Follow the *Oracle Retail Xstore Office/Xstore Office Cloud Service User Guide*, section Deployment Manager.

Data can be deployed to the Xcenter database (and stores) by using the REST web service to put a file in the "autodeploy" directory. Review the details of the service in the Services Guide from the online documentation. For more info about the "autodeploy" feature, see the *Oracle Retail Xstore Office/Xstore Office Cloud Service User Guide* on how to Automatically Deploy Data Manager Changes and Data Manager Automatic Deployment Time.

Call this service via REST like PUT:

```
https://CLOUDHOST:443/xcenter/rest/MyMerchCode/v1/file/autodeploy/1000/myd
atafile.mnt
```

Integrations

If integrations to third-party applications or Oracle Retail Merchandise Operations Management (MOM) have been set up, data will be loaded through these integrations. See the [Oracle Retail Merchandising Operations Management \(MOM\)](#) section for a link to that integration guide.

Users Setup

A Customer Administration User will be created as part of the Xstore Office Cloud Service provisioning process. Before end users can access the Xstore Office Cloud Service application it is necessary to create and provision users. This includes provisioning access to the system, assigning organizations, a role and org nodes to each user to control what functionality will be available to them.

Users can be created via the Xadmin User Management UI or the Identity Cloud Service (IDCS) UI. Refer to the *Oracle Cloud Administering Oracle Identity Cloud Service Guide* on the steps how to create users via the Identity Cloud Service (IDCS) UI. Refer to the *Oracle Retail Xstore Office/Xstore Office Cloud Service User Guide* on steps how to create and provision users via the Xadmin User Management UI.

Setup Xstore Registers for Xstore Office Cloud Service

Any Xstore register that communicates with Xstore Office Cloud Service must first be enrolled in IDCS via Xstore Office Cloud Service. This can be done either via Xadmin or Xenvironment. Refer to the *Oracle Retail Xstore Office Cloud Service Security Guide* about the steps to be followed for Cloud Enrollment of Xstore Clients.

Customizations

For cloud, a feature to allow merchants to apply their customizations, such as custom configurations and/or DTX definitions, to Xstore Office has been implemented in Xadmin. For information about using this feature, consult the *Xstore Office/Xstore Office Cloud Service User Guide*.



Integrations

This chapter describes possible integrations with Xstore Office.

Several integrations are possible, especially those sending data from Xstore Office using the broadcaster framework. For more information about broadcasters, see the information on Xstore Office Broadcaster System in the *Oracle Retail Xstore Suite Implementation and Security Guide*.

For cloud, broadcasters can be configured from the Xadmin UI. For more information on how to configure broadcasters, see the Broadcaster Management section in the *Oracle Retail Xstore Office/Xstore Office Cloud Service User Guide*.

Oracle Retail Customer Engagement (ORCE)

Xstore Office sends information to Oracle Retail Customer Engagement (ORCE formerly Relate) via Broadcaster integration. It uses either ORCE custom authorization or OAuth2. The XSCS client (Xstore/Xcenter) will have to be granted the correct scope(s) defined in ORCE.

Xstore Office also uses SFTP to pull files from ORCE. The status is updated to POLL_FILE_STATUS and files extracted into the auto file-transfer directory.

XBRi

Xstore Office sends information to Oracle Retail XBRi Loss Prevention (XBRi) via Broadcaster integration. It uses either XBRi custom authorization or OAuth2. The XBRi broadcaster will be configured via the Broadcaster UI.

Oracle Retail Order Broker (OROB)

Xstore Office sends product (ITM_ITEM) and inventory (INV_STOCK_LEDGER_ACCT) data to Oracle Retail Order Broker (OROB formerly Locate) via OROB's REST file service and uses basic auth for authentication.

Alternatively, Xstore Office can be configured to use SFTP to send to OROB using an SSH public/private key mechanism.

Oracle Retail Order Management (OROMS)

For 18.0, direct integration to Oracle Retail Order Management System (OROMS formerly Serenade) has been removed from Xstore Office. Instead, direct integration to OROMS happens from Xstore directly.

Oracle Retail Merchandising Operations Management (MOM)

For more information about the integrations to Oracle Retail Merchandise Operations Management (MOM), refer to the *Oracle Retail Xstore Suite 18.0/Merchandising Foundation Cloud Service 16.0.030 and Pricing Cloud Service 16.0.030 Implementation Guide*.

Broadcaster Service

Additional third-party integrations that need retail transaction data from Xcenter can access the Broadcaster REST Service to retrieve POSLogs. See the *Oracle Retail Xstore Suite Services Guide* for details on this service endpoint.

Omnichannel Cloud Data Service (OCDS)

The Omnichannel Cloud Data Service is a repository for the merchandising and pricing data used by Oracle Retail Omnichannel Applications, such as Xstore POS and Customer Engagement.

OCDS is part of the Oracle Retail Integration Cloud Service along with other supporting infrastructure technologies used by Oracle Retail Enterprise Applications, including the Oracle Retail Bulk Data Integration (BDI) and Oracle Retail Integration Bus (RIB).

OCDS receives merchandising foundation data from Oracle Retail Merchandising Foundation Cloud Service (RMFCS). The initial load of the merchandising foundation data is communicated to OCDS from RMFCS using BDI, after which incremental updates are received by OCDS through RIB messages.

Merchandising foundation data includes:

- Merchandise Hierarchy
- Organizational Hierarchy
- Store and Warehouse Locations
- Differentiators and Dimensions
- Items
- VAT Tax Rules and Item Associations
- Initial Prices

OCDS receives pricing data from the Oracle Retail Pricing Cloud Service (RPCS). Regular and clearance price changes and promotions are communicated from RPCS using BDI.

Omnichannel applications request data from OCDS by calling RESTful Web Services. Applications can request all data for a data type or only new, deleted, or changed data in OCDS since a point in time. Omnichannel applications typically call OCDS at regular intervals. For example, a typical request to OCDS from an Omnichannel application could be, "What merchandise hierarchy data has changed since yesterday at midnight?".

Additional Services

For more details on additional REST services provided by Xstore Office, see the *Oracle Retail Xstore Suite Services Guide* on ReSTful Web Services.

Data Migration

All of the data from the merchant's on-premises Xcenter database (or chosen subsets of it) can be uploaded to the cloud through support via the Xstore Suite. Merchants can use the Data Migration Utility packed with 18.0+ Xstore Suite.

For more information on the installation and usage of the Data Migration Utility tool, refer to the *Data Migration Guide* (White Paper) on My Oracle Support.

Data Extraction

Once the merchant's Xstore Office Cloud Service licence expires, the hosted data can be requested via a service request (SR).

The servicing technician can use Oracle Data Pump to extract the data like in the following example.

```
expdp dbauser/dbapass@MyCloudDB schemas=XCENTER,XADMIN,XCENTER_REPLICATION
directory='/u01/app/oracle/oradata/' dumpfile=xoffice.dmp logfile=expdp-office.log
```

If the Xcenter application is still running and the data is small enough to download (several GBs), the resulting DMP file can be placed for download in a directory like /u02/app_files/pospoll, which is a directory configured in /usr/local/xcenter-config/xcenter.properties.

The file could then be downloaded like GET:

```
http://localhost:8081/xcenter/rest/MyMerchCode/v1/file/pospolls/EXPDAT01.D
MP
```

