

**Oracle® Retail Xstore Office Cloud Service**

Service Administrator Action List

Release 19.11

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# Send Us Your Comments

Oracle Retail Xstore Office Cloud Service Service Administrator Action List, Release 19.11

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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**Note:** Before sending us your comments, you might like to check that you have the latest version of the document and if any concerns are already addressed. To do this, access the Online Documentation available on the Oracle Help Center ([docs.oracle.com](http://docs.oracle.com)) Web site. It contains the most current Documentation Library plus all documents revised or released recently.

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Send your comments to us using the electronic mail address: [retail-doc\\_us@oracle.com](mailto:retail-doc_us@oracle.com)

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.

If you require training or instruction in using Oracle software, then please contact your Oracle local office and inquire about our Oracle University offerings. A list of Oracle offices is available on our Web site at <http://www.oracle.com>.





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# Preface

This Service Administrator Action List describes the requirements and process for setting up the Xstore Office Cloud Service and associated integrating of Xstore Office Cloud Service with other software solutions.

## 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

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>.

### Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit

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

## 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:

- 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 Help Center Web site, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

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.)

## Oracle University

### Oracle Retail Learning Subscriptions at Oracle University

The Oracle Retail Learning Subscription is a digital training solution for anyone on your team seeking training on Oracle Retail Products. With the learning subscription you get the key elements of an effective learning program and the conveniences of a digital format, making this training unmatched in the industry.

You get modern learning at its best, such as:

- 12 months of 24/7 access to a comprehensive set of high-quality videos delivered by Oracle experts.
- Detailed coverage and step-by-step demonstrations.
- Periodic updates for new features and product enhancements.
- Flexibility to search, access, and learn about specific topics of interest.

The learning subscription enables current users to continually refresh and upgrade their product skills. It also enables new employees with a self-paced learning guide to help them quickly become proficient on Oracle Retail Products.

For training opportunities, see the following web site:

<http://www.oracle.com/education>

## Conventions

The following text conventions are used in this document:

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<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

When starting an Xstore Office Cloud Service 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 Xstore Office Cloud Service. 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 Xstore Office Cloud Service 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 e-mail 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 service(s). 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.

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

To start the setup, you'll click the Activate link provided in the e-mail received. Then the following steps are required:

1. Provide the desired name for the Oracle Cloud Account

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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 domain(s) for managing user access and security.

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, **mystoresretail**. After activation, you can adjust the displayed name for the cloud account.

2. Provide your e-mail address as the customer administrator who receives the activation e-mail.

The e-mail address must match the initial e-mail. 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 will display, and you will receive a new welcome e-mail 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 the Cloud Service Account Setup button 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 the Frequently Asked Questions chapter.

## 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 Xstore Office Cloud Service implementation:

- OCI Identity & Access Management - As noted above, you will be using OCI IAM UI for user management for your Xstore Office Cloud Service. 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 becoming familiar with OCI IAM and the enterprise roles, duties, and privileges that will be part of the Xstore Office Cloud Service you are implementing. For more information on OCI IAM, see Managing Users <https://docs.oracle.com/en-us/iaas/Content/Identity/users/about-managing-users.htm#understand-user-lifecycle>.



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## Provisioning

Once your environments are ready for you, the person designated as your service administrator will receive a welcome e-mail: one for each cloud service and each environment (stage, production, and so on). This e-mail 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 e-mail
- Link to the OCI IAM Domain's UI
- Links to your Xstore Office Cloud Service
- Customer Support (CSI) Number

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

### Access OCI IAM

Once you receive your welcome e-mail, it is recommended that you, as the system administrator, log into the OCI IAM console to verify your access and set a new password.

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. For assistance in creating users or adding them to groups, see the following documents:

- Managing Users  
<https://docs.oracle.com/en-us/iaas/Content/Identity/users/about-managing-users.htm#understand-user-lifecycle>



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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.

## Cloud Services Documentation

Refer to the Oracle Retail product documentation for a complete list of documentation, training materials, and information about the Oracle Retail community.

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

## Cloud Services Access

Set up accounts for users who will be part of implementing the service, including business owners and implementation partners.

## Access My Oracle Support

Validate access to the My Oracle Support portal (see Register Customer Support Identifier for registration and access to the Support portal) to ensure you have access to log Service Requests, view the knowledge base, and download content.



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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 Xstore Office Cloud Service 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>.

The key documents for Xstore Office Cloud Service are:

- Implementation Guide
- Administration Guide
- Security Guide
- User Guide

### 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 ([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 at <https://go.oracle.com/oracleretailrack>.
- Join a Community, leverage your peers:

- Register to join the Oracle Retail User Group (ORUG) Community by sending an email to [OracleRetail-Community\\_ww@oracle.com](mailto:OracleRetail-Community_ww@oracle.com) and including member name, member email, and retailer name.
- Follow ORUG on LinkedIn: <https://oracle.com/orug-linkedin>.
- Read about all things Oracle Retail at [www.oracle.com/retail](http://www.oracle.com/retail).

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## Frequently Asked Questions

This chapter provides answers to frequently asked questions.

### Cloud Account Activation

Since the Xstore Office Cloud Service is 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 Xstore Office Cloud Service is 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 Oracle Cloud Account)
- Any error or failure messages received - include screen shots if possible

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

Only OCI IAM is supported in Xstore Office Cloud Service implementations, however OCI IAM can also be integrated with external identity management providers, such as Active Directory, using its APIs.





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## Appendix: List of Key URLs

This appendix lists the URLs for key solutions and tools.

<b>Solution/Tool</b>	<b>URL</b>
Xstore Office Cloud Service URL	URL will be of the format: <code>https:// \${service}.retail.\${region}.ocs.oraclecloud.com/ rgbu-omni-&lt;cust&gt;-&lt;Envtype&gt;&lt;num&gt;-xocs/xadmin</code>
Identity Management URL	<code>https://&lt;host&gt;.identity.oraclecloud.com/ui/v1/adminconsole</code>

