Oracle® Retail Xstore Office Cloud Service

Administration Guide

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Contents

Send Us Your Comments vii

Preface ix

Audience ix
Documentation Accessibility ix
Related Documents ix
Customer Support x
Improved Process for Oracle Retail Documentation Corrections x
Oracle Retail Documentation on the Oracle Help Center (docs.oracle.com) xi
Conventions xi

1 Xstore Office Cloud Service

Overview of the Implementation Process 1-1

2 Xstore Office Cloud: Customer Provisioning Flow

3 Setup Xstore Office Cloud Service

Post Provisioning Steps 3-1
Adding Additional Organization IDs 3-1
Updating Merchandise Hierarchy Level Labels 3-1
Configuring RTLog Generator 3-2
Integrating XOCS with OCDS, OROB, ORCE, XBRi 3-2
Integrating XOCS with External Applications 3-3
Environments 3-3
UI Access 3-4
Web Service Access and Usage 3-4
Data Seeding 3-4
Organization Hierarchy 3-4
Other Retail Data 3-5
Tax Location 3-5
Retail Stores 3-7
Other Foundation Data 3-7
Other Data Sets 3-7
Data Loading 3-7
User Setup 3-7

User Roles and Security 3-8
Setup Integrations 3-8
Setup Xstore Registers for Xstore Office Cloud Service 3-8
System Configuration Considerations 3-8

4 Customization and Extension Considerations

Core Application Customization Considerations 4-1
Reporting Customization Considerations 4-1

5 Integrations

Oracle Retail Customer Engagement (ORCE) 5-1
Oracle Retail XBRi Loss Prevention (XBRi) 5-1
Oracle Retail Order Broker (OROB) 5-1
Oracle Retail Order Management (OROMS) 5-2
Oracle Retail Merchandising Suite 5-2
Omnichannel Cloud Data Service (OCDS) 5-2
Third-Party Integrations 5-2
Additional Services 5-3

6 Data Migration

7 Data Extraction

8 Cloud Operations

Alerts and Logs 8-1

A Frequently Asked Questions

Frequently Asked Questions A-1

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Oracle® Retail Xstore Office Cloud Service Administration Guide, 20.1

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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 document is intended for employees of Oracle Consulting Services and for approved System Integrator (SI) partners. The document assumes the reader has knowledge of and access to the following:

- Xstore Office Cloud Service features and functionality
- Xstore Suite implementation concepts and strategies
- Access to all published material related to the Xstore Suite platform

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Related Documents

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

- *Oracle Retail Xstore Office Cloud Service Release Notes*
- *Oracle Retail Xstore Office Cloud Service User Guide*
- *Oracle Retail Xstore Office Cloud Service Security Guide*
- *Oracle Retail Xstore Office Cloud Service Administration Action List*
- *Oracle Retial Xstore Suite 20.0/Merchandising Suite 19.3.000 Implementation Guide*
- *Oracle Retail Xstore Suite 20.0/Merchandising 16.0.2 Implementation Guide*
- *Oracle Retail Xstore Suite Implementation Guide*

- *Oracle Retail Xstore Suite Services Guide*
- *Oracle Retail Xstore Office/Xstore Office Cloud Service Database Dictionary*

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- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

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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:

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

Xstore Office Cloud Service

This document provides a summary of the implementation and administration guidelines for Oracle Retail Xstore Office Cloud Service (XOCS). The information is a valuable reference for those involved in implementing this Cloud Service.

The document assumes the reader has knowledge of and access to the following:

- Xstore Office Cloud Service features and functionality
- Xstore Suite implementation concepts and strategies
- Access to all published material related to the Xstore Suite platform

Overview of the Implementation Process

The implementation process includes a needs assessment, business impact analysis, requirements gathering, and other activities. However, this document is concerned only with specific aspects of a technical implementation. In a typical project life cycle, technical implementations can begin only after the environment has been provisioned by Cloud Operations (Cloud Ops) personnel.

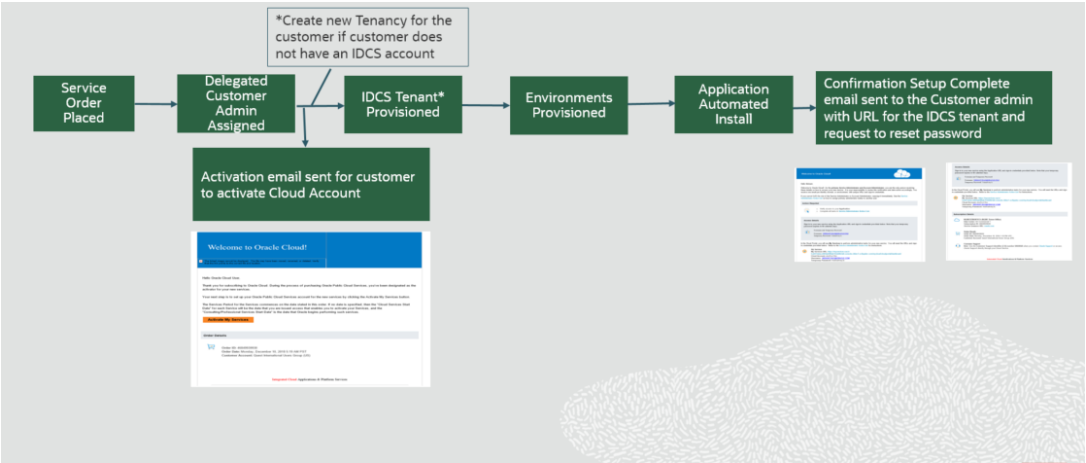
When a subscription agreement has been signed, the sales executive initiates a Service Activation Request (SAR), which begins the provisioning process outlined in Figure 2–1.

2

Xstore Office Cloud: Customer Provisioning Flow

This chapter describes the provisioning flow.

Figure 2–1 Xstore Office Cloud - Customer Provisioning Flow



Once the account is provisioned, Cloud Ops provides the implementation team with the following:

- URLs to access the UI for the production and staging environments
- An administrator user account for the UI and Oracle Identity Cloud Services (IDCS) or Oracle Cloud Infrastructure Identity and Access Management (OCI IAM) (Customer Delegated Admin)
- URLs to access the various web services associated with the production and staging environments

The following chapters contain the guidelines that the implementation teams will need to follow to configure and administer Xstore Office Cloud Service.

3

Setup Xstore Office Cloud Service

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

Post Provisioning Steps

After the environments are provisioned, customers can perform the following requests from the Xadmin UI:

Adding additional Org IDs

Adding Additional Organization IDs

By default Xstore Office Cloud Service is setup with a default organization ID. If you want to setup additional organization IDs or do not want to use the default organization ID, see the Organization Management section in the *Oracle Retail Xstore Office Cloud Service User Guide*, for more information about how to add an organization ID.

Note: Org IDs cannot be changed, only added.

After the environments are provisioned, customers can file a service requests (SR) through the Oracle Ticketing System Service Requests for the following operations:

Updating Merchandise Hierarchy Level Labels

Configuring RTLog Generator

Integrating Oracle Retail Xstore Office Cloud Service (XOCS) with

- Omnichannel Cloud Data Service (OCDS),
- Oracle Retail Order Broker (OROB),
- Oracle Retail Customer Engagement (ORCE),
- Oracle Retail XBRi

Integrating Oracle Retail Xstore Office Cloud Service (XOCS) with External Applications

Updating Merchandise Hierarchy Level Labels

If the default merchandise hierarchy level labels need to be modified, customers can submit an SR with the following information:

- Environment where this change needs to be made (Dev/Stage/Prod)

- Specify the Merchandise Hierarchy Levels.

Example:

```
INPUT_1 -> Number of Levels available in the Merchandise Hierarchy: [4 ]
INPUT_2 -> Level1 code: [GROUP]
INPUT_3 -> Level2 code: [DEPARTMENT]
INPUT_4 -> Level3 code: [CLASS]
INPUT_5 -> Level 4 code: [SUBCLASS]
```

Note: Translation properties files for each language used, will have to be uploaded through the Customization Management feature in the Xadmin UI.

Translation files are uploaded as a .zip file. Within the .zip file, all translation files must be in a version1 folder.

Configuring RTLog Generator

RTLog generator for integration with Sales Audit (ReSA) is installed with default configurations during provisioning.

Customers need to submit an SR to update the configuration of the rtlog generation and specify if they want to integrate with ReSA CLOUD (through SFTP), or ReSA ON-PREMISES (through REST API)

The SR should contain the following information:

- Environment where this change needs to be made (Dev/Stage/Prod)
- RTLog Generator RESA integration type (Delivery Target): (ReSA CLOUD or ReSA ON-PREMISES)
- RTLog Generator Data Transfer Protocol (Deploy Type): REST or SFTP
- If the Data Transfer Protocol is SFTP, then:
  - RESA SFTP Host: SFTP Host name (CLOUD only)
  - RESA SFTP User: SFTP username (CLOUD only)
  - RESA SFTP working directory: SFTP working directory (CLOUD only)

Integrating XOCS with OCDS, OROB, ORCE, XBRi

Integrating with OCDS, OROB, ORCE and XBRi although done through Xadmin UI (refer to the *Oracle Retail Xstore Office Cloud Service User Guide*) requires that the retailer submits an SR for Oracle Cloud networking to allow the OCDS, OROB, ORCE, XBRi endpoints/(https or sftp) to egress out the Oracle outbound proxy.

The SR should contain the following information. Please refer to Allowlisting External URLs that Integrate with Oracle Retail Xstore Office Cloud Service (Doc ID 2772905.1):

- Environment where this change needs to be made (Dev/Stage/Prod). Please provide the URL of the environment.
- Indicate the Cloud Service with which to integrate along with the https or sftp endpoint details.

Integrating XOCS with External Applications

Integrating with External Applications although done through the Xadmin UI (refer to the *Oracle Retail Xstore Office Cloud Service User Guide*) requires that the retailer submits an SR for Oracle Cloud networking to allow the External Application endpoints (https or sftp) to egress out the Oracle outbound proxy.

The SR should contain the following information. Please refer to Allowlisting External URLs that Integrate with Oracle Retail Xstore Office Cloud Service (Doc ID 2772905.1)

- Environment where this change needs to be made (Dev/Stage/Prod). Please provide the URL of the environment.
- Indicate the External Application's (https or sftp) endpoint details.

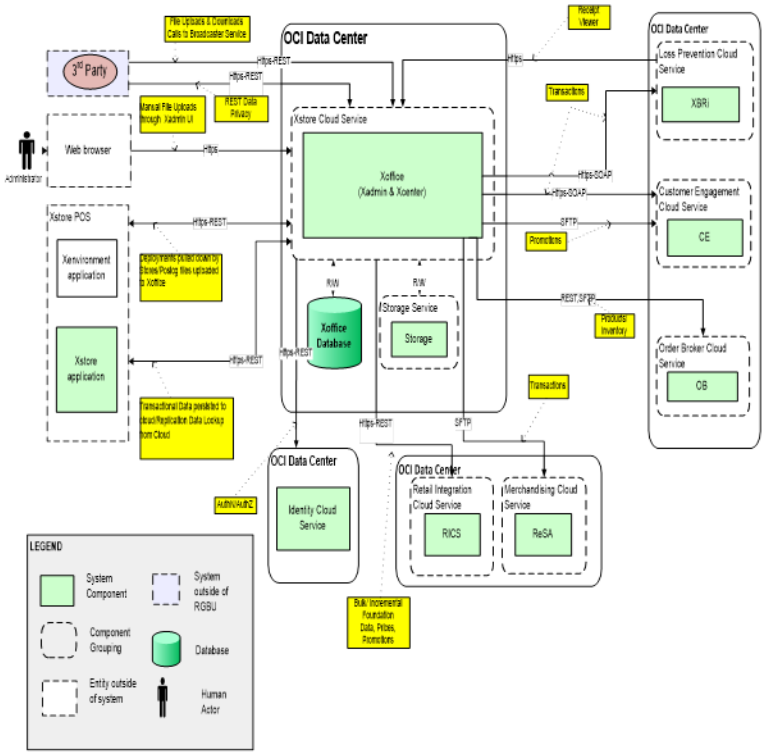
Environments

A fully provisioned account has both a production environment and a staging environment. No one other than Oracle Cloud Operations (CloudOps) personnel can have direct access to any of the cloud environments.

Implementation teams access Xstore Office Cloud Service through the Xadmin UI or through REST web service APIs. See the *Oracle Retail Xstore Suite Services Guide* and the *Oracle Retail Xstore Office Cloud Service User Guide* for detailed information on features available in Xstore Office Cloud Service.

Figure 3–1 below shows the integration data flows and the corresponding webservices APIs that are available in Xstore Office Cloud Service.

Figure 3–1 Xstore Office Cloud Service Integration Data Flow



As you can see from the diagram in Figure 3–1 Xstore Office Cloud Service does not have its own SFTP server.

Xstore Office Cloud Service does not use a WebDAV server for file deployments and pospoll uploads.

To get data from/upload data to XOCS the retailer will need to use the REST APIs documented in the *Oracle Retail Xstore Suite Services Guide* (My Oracle Support Doc ID: 1994467.1). The guide has details on invoking the File Rest API to PUT/GET/DELETE and view listing of the files in containers.

Another thing worth mentioning is that XOCS environments are provisioned with empty Xcenter and Replication databases and minimum required data in Xadmin database.

It will be responsibility of the retail/SI partner teams to load data in XOCS. Refer to Data Seeding on how to load data in XOCS.

UI Access

At the time of provisioning, the client is provided with an administrative user account (Delegated Customer Admin) on all cloud environments. Each user on the system, including anyone involved with the implementation requiring access to the system, must be provided with an individual account on the service. Accounts can be requested from the Customer Admin on the account. See User Setup for more details.

Web Service Access and Usage

In order to invoke the REST APIs provided by XOCS you first need to setup an OAuth Client.

Follow the instructions in the *Oracle Retail Xstore Office Cloud Service Security Guide* to create an OAuth Client. Specifically the "Xstore Office Setup App".

Example with curl

https://docs.oracle.com/cd/F13595_01/xocs/pdf/200/xstoreofficecs-201-sg.pdf

See the Xcenter Endpoints section of the *Oracle Retail Xstore Suite Services Guide* (My Oracle Support Doc ID: 1994467.1) for details and examples on invoking the File Rest API to PUT/GET/DELETE and view listing of the files in containers.

Data Seeding

After the environments are provisioned the retailer/SI partners will need to load data in Xstore Office Cloud Service.

The data types are generally loaded either through OCDS (when using Oracle Merchandising and Pricing cloud Services), REST APIs or Xadmin UI (not recommended).

Organization Hierarchy is the first data set that needs to be loaded in Xstore Office Cloud Service. Organization Hierarchy is required in order for the primary Xadmin user to be able to assign roles for other Xadmin users for specific organizations.

Organization Hierarchy

The provisioning process or Adding Additional Organization IDs should have set up the merchant's organization IDs.

Further creation of the hierarchy can be done via Xadmin UI or uploaded via REST (.mnt and/or .xload file format).

See the *Oracle Retail Xstore Office Cloud Service User Guide* on more information about managing the organization hierarchy through Xadmin UI:

See the Web Service Access and Usage section for information on how to create an OAuth client and invoke the REST APIs.

Note: At least the top level node (*:*) for an organization needs to be setup via one of the methods mentioned above.

Organization Hierarchy is required even when XOCS is integrated with OCDS, even though the integration with OCDS is expected to bring the entire organization hierarchy data into Xstore Office Cloud Service.

Once the organization hierarchy is loaded you can:

- Configure the integrations for OCDS, OROB, ORCE and/or configure the broadcasters (refer to the Setup Integrations section in this document)
- Setup users (refer to the User Setup section in this document)
- Continue to load the other data (tax location, retail stores, items, departments and so on). Refer to the Other Retail Data section below.

Other Retail Data

This section describes other retail data.

Tax Location

Before loading the retail stores, tax location data set will have to be loaded via a data load file (.mnt, .xload) or through REST API.

See the example below for a sample of a Tax Location:

```
<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_
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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
id="Description" val="Brazil State - SAO PAULO"/><fld id="Name" val="Brazil State
- SAO PAULO"/><originDS>Local</originDS></dao></ConfigData> INSERT~XML_
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UPDATE|UPDATE"><fld id="OrganizationId" val="10"/><fld id="TaxLocationId"
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val="XADMIN"/><fld id="UpdateDate" val="1541542977883"/><fld id="UpdateUserId"
val="XADMIN"/><fld id="OrgCode" val="*"/><fld id="OrgValue" val="*"/><fld
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Location"/><originDS>Local</originDS></dao></ConfigData> INSERT~XML_
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val="XADMIN"/><fld id="UpdateDate" val="1541542977883"/><fld id="UpdateUserId"
val="XADMIN"/><fld id="OrgCode" val="*"/><fld id="OrgValue" val="*"/><fld
id="Description" val="ES Tax Location"/><fld id="Name" val="ES 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"
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val="XADMIN"/><fld id="UpdateDate" val="1541542977883"/><fld id="UpdateUserId"
val="XADMIN"/><fld id="OrgCode" val="*"/><fld id="OrgValue" val="*"/><fld
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Location"/><originDS>Local</originDS></dao></ConfigData> INSERT~XML_
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UPDATE|UPDATE"><fld id="OrganizationId" val="10"/><fld id="TaxLocationId"
val="TL-GB"/><fld id="CreateDate" val="1525803068547"/><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="GB Tax Location"/><fld id="Name" val="GB 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-IT"/><fld id="CreateDate" val="1525803068549"/><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="IT Tax Location"/><fld id="Name" val="IT Tax
Location"/><originDS>Local</originDS></dao></ConfigData> INSERT~XML_
PERSISTABLES~<ConfigData><dao name="TaxLocation" cmd="INSERT_OR_
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val="XADMIN"/><fld id="UpdateDate" val="1541542977883"/><fld id="UpdateUserId"
val="XADMIN"/><fld id="OrgCode" val="*"/><fld id="OrgValue" val="*"/><fld
id="Description" val="MX Tax Location"/><fld id="Name" val="MX 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-NL"/><fld id="CreateDate" val="1525803068551"/><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="NL Tax Location"/><fld id="Name" val="NL 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-PT"/><fld id="CreateDate" val="1525803068553"/><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="PT Tax Location"/><fld id="Name" val="PT 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-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>
```

If integrations to Oracle Retail Merchandise Cloud Service have been set up, data will be loaded through OCDS. See the *Oracle Retail Xstore Suite 20.0/Merchandising Suite 19.3.000 Implementation Guide* for more information.

Retail Stores

Stores can be created either through Xadmin UI, upload via REST (.mnt, .xload) or through OCDS (if the integration with Oracle Retail Merchadising Cloud Service has been set up).

See the *Oracle Retail Xstore Office Cloud Service User Guide* on more information about managing retail stores through Xadmin UI.

Other Foundation Data

Item, Merchandise Hierarchy, and so on can be loaded via the Xadmin UI, file upload via REST (.mnt, .xload files), or via OCDS (the integration will retrieve the data and set it up as deployments to be processed by the data loader.

Other Data Sets

Other data sets like employees can be loaded either through the Xadmin UI or through the REST API (.mnt, .xload).

Data Loading

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 *Oracle Retail Xstore Suite Services Guide* from the online documentation. For more information about the "autodeploy" feature, see the *Oracle Retail 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://<host>:<port>/<tenancy_
id>/xcenter/rest/DEFAULT/20/file/autodeploy/1000/mydatafile.mnt
```

where <tenancy_id> references the prod, stage or dev environment.

See the Web Service Access and Usage section for information on how to create an OAuth client and invoke the REST APIs.

User 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.

Upload an org hierarchy .mnt file(s) by invoking the File Resource REST API before trying to setup users. Details on the File Resource REST API are in the *Oracle Retail Xstore Suite Services Guide*. Details on the credentials needed for invoking any REST API is in the *Oracle Retail Xstore Office Cloud Service Security Guide*.

Users can be created via the Identity Cloud Service (IDCS) or Oracle Cloud Infrastructure Identity and Access Management (OCI IAM) 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) or Oracle Cloud Infrastructure Identity and Access Management (OCI IAM) UI.

The ability to add and edit users through the Xadmin UI is no longer available. The users are synchronized from IDCS or OCI IAM at a configurable interval. The Xadmin UI still supports the ability to assign locales, organizations, roles and organization nodes to a user (see the *Oracle Retail Xstore Office Cloud Service User Guide*).

User Roles and Security

User roles, role groups, and security configurations in general are administered through the Xadmin User Management UI (see the *Oracle Retail Xstore Office Cloud Services User Guide*).

Setup Integrations

Integrations can be configured through the Xadmin UI.

Refer to the Integrations chapter in this document for more information.

Setup Xstore Registers for Xstore Office Cloud Service

Any Xstore register that communicates with Xstore Office Cloud Service must first be enrolled in IDCS or OCI IAM via Xstore Office Cloud Service. This can be done either via Xadmin On-Premise 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.

System Configuration Considerations

See the *Oracle Retail Xstore Office Cloud User Guide* for a list of properties available for configuration.

To stay within the storage allocation for your cloud service make sure you configure Data Purging intervals accordingly.

4

Customization and Extension Considerations

This chapter describes customization and extension considerations.

Core Application Customization Considerations

Core application code - no customization to the core application code is permitted. No access to the database or data model is permitted.

Data model extensions are allowed. Similar to on-premises installation, extension tables (for example, trn_trans_p) can be used to add additional virtual columns to any base table.

Custom tables can be created by uploading DTX files via the Xadmin UI.

Data Model Customizations are read and applied at runtime without a server restart.

Configurations customizations – no customer specific war is produced. The following portions of the customer overlay are uploaded through the Xadmin UI:

Files to support menu configuration

- MenuConfig.xml
- ActionConfig.xml

File to enable use of additional extension tables (%_p)

- PmTypeMappingConfig.xml

Files to enable use of system configuration

- SysConfig.xml (formerly known as SystemConfig.xml)
- SystemConfigMetadata.properties

Query Definition - The new query type (DTXQL) should be used for all queries customizations in XOCS.

- SQL and DtxQueryHandler queries are deprecated as of 18
- SQL and DtxQueryHandler queries in overlays will not work with XOCS

All customizations are preserved automatically as part of the application upgrade process.

Reporting Customization Considerations

Reports customization is not available in XOCS 18.0 and 18.1.

Starting with XOCS 19.0 any custom reports are added through the Xadmin UI. The report definitions are preserved automatically as part of the application upgrade process.

Files to support report customization that can be loaded through the Xadmin UI are:

- Query configs (version1/query/*.xml)
- Report configs (version1/report/*.xml)
- Report definitions and layouts (*.xdt and *.rtf)

Consult the *Oracle Retail Xstore Office Cloud Service User Guide* for all customizations capabilities.

5
Integrations

This chapter describes possible integrations with Xstore Office Cloud Service.

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 Cloud Service User Guide*.

For information on Integrations configurations, see Integration Management section in the *Oracle Retail Xstore Office Cloud Service User Guide*.

For more information about how to configure web service authentication for Retail Omnichannel products, see the *Omnichannel Web Service Authentication Configuration Guide* (My Oracle Support Doc ID: 2728265.1)

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 XOCS client will have to be granted the correct AppRole(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.

Oracle Retail XBRi Loss Prevention (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) via OROB's REST file service and uses either OAuth 2 or Basic Auth for authentication depending on where the OROB Service is hosted.

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)

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

Oracle Retail Merchandising Suite

For more information about the integrations to Oracle Retail Merchandising Suite, refer to the *Oracle Retail Xstore Suite 20.0/Merchandising Suite 19.3.000 Implementation Guide*.

For more information about the Omnichannel Cloud Data Service, see the Omnichannel Cloud Data Service (OCDS) section.

Omnichannel Cloud Data Service (OCDS)

The Omnichannel Cloud Data Service is a repository for the merchandising and pricing data used by Xstore Office Cloud Service.

OCDS receives merchandising and pricing data from the Oracle Retail Merchandising Suite. Data flows from Merchandising to OCDS through Oracle Bulk Data Integration (BDI) and Oracle Retail Integration Bus (RIB) infrastructure technologies.

Merchandising and pricing data in OCDS used by Xstore and Xstore Office Cloud Service includes:

- Merchandise Hierarchy
- Organizational Hierarchy
- Stores
- Item Dimensions
- Items
- Related Items
- Value Added Tax (VAT) rules and item associations
- Initial Prices
- Regular and Clearance Price Changes
- Promotions

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. Xstore Office Cloud Service typically call OCDS at regular intervals. For example, a typical request to OCDS from an Xstore Office Cloud Service could be, “What merchandise hierarchy data has changed since yesterday at midnight?”.

Third-Party Integrations

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.

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.

6

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 (DMU) 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* (Paper) on My Oracle Support.

7

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:

```
https://<host>:<port>/<tenancy_
id>/xcenter/rest/DEFAULT/20/file/pospolls/EXPDAT01.DMP
```

where <tenancy_id> references the prod, stage or dev environment.

8

Cloud Operations

This chapter deals with cloud operations.

Alerts and Logs

CloudOps personnel assume responsibility for system availability and performance. General system alerts and related procedures are outside the scope of this document.

Systems integrators are responsible for establishing all external tools (that is, heartbeats) intended to monitor performance and connectivity to XOCS web services. Performance and other operational issues must be reported through the standard Oracle ticketing system.

Xstore Office Cloud Service does not have a mechanism in place to make the application and system logs accessible to customers. The log files contain Oracle internal information that cannot be shared with customers.

However, every release we add new features to our cloud solution that will offer enhanced visibility either through the UI or through REST API on the status of the cloud operations performed by our customers.

If there are issues with the implementation, those must be reported through the standard Oracle ticketing system so that the Oracle Cloud teams can look at the logs and provide a solution.

A

Frequently Asked Questions

This section lists frequently asked questions.

Frequently Asked Questions

1. What is the process to report issues with Xstore Office Cloud Service (XOCS)?

   Answer: Issues must be reported through the standard Oracle ticketing system.

2. How do we deploy xadmin.war/xcenter.war changes in the feature?

   Answer: We do not allow changes to the war files. Refer to the Customization and Extension Considerations chapter for customization capabilities.

3. Store register(s) are enrolled in IDCS or OCI IAM for integration with Xstore Office Cloud Services. Are there any other considerations for POSPoll upload and so on?

   Answer: Once a store is enrolled, Xenvironment/Xstore and so on are integrated to communicate with XOCS using OAuth. Pospoll upload will also happen using the same protocol.

4. Any limitation on sending large volume of data via WS? Any recommendations?

   Answer: XOCS REST APIs support chunking - the ability to upload parts of a file at a given time.

5. We can not deploy foundation data through the Xadmin UI, as there is no Store setup as part of initial provisioning process.

   Answer: See Data Seeding and Web Service Access and Usage.

6. How can we configure Xcenter connection in base-xstore.properties for Xstore/Xstore Mobile?

   ```
   dtv.datasource.xcenter.Enabled=true
   dtv.datasource.xcenter.Timeout=30000
   dtv.datasource.xcenter.ping.Timeout=1000
   xcenter.db.user=
   xcenter.db.pwd=
   xcenter.protocol=
   xcenter.host=
   xcenter.port=8080
   xcenter.provisioningid=
   idp.connectionURL=
   ```

   Answer: No changes are required here. Please enroll this store by following the Xenvironment Store Enrollment steps.

For more information, see the Oracle Retail Xstore Office Cloud Service Security Guide, chapter Cloud Enrollment of Xstore Clients, section Xenvironment:

https://docs.oracle.com/cd/F13595_01/xocs/pdf/201/html/security_guide/security_considerations_dev.htm#sthref40

Any necessary properties will be automatically populated after this process is complete.

7. How can we configure a new organization ID in Xcenter? Currently the configured organization ID is 1.

   Answer: For more information, see the Adding Additional Organization IDs section.

8. How can we load data to Xcenter DB if currently there is no Xstore Office on-premises installation (so DMU tool cannot be used)?

   Answer: Using REST APIs and Xadmin UI. Follow these steps:

   a. *Create the Setup OAuth Client following these steps:*

      For more information, see the Creation of the Setup OAuth Client in IDCS or OCI IAM section in the Oracle Retail Xstore Office Cloud Service Security Guide.

      https://docs.oracle.com/cd/F13595_01/xocs/pdf/201/html/security_guide/security_considerations_dev.htm#CACDDJAE

   b. *Setup Xstore Office Cloud Service. For more information, see the Setup Xstore Office Cloud Service chapter in this document.*

9. How can we manage XOCS dataloader changes?

   Answer: You can upload updated table schemas via the Customizations UI and load data in those tables via the REST APIs. See the Customization and Extension Considerations chapter in this document.

10. How has Xstore Office Cloud Service been configured (1 app - 1 db?)? Is there any "always on" configuration in order to manage automatic failover?

    Answer: This is managed by the Cloud Service. Cloud services have Active Passive DR support. An identical environment called DR is kept in sync with PROD and on standby. Xstore Office Cloud Service is deployed in a cluster of servers with load balancing.

11. I enrolled the registers for Xstore Office Cloud Service and Windows is restarted, not only the application. Is this correct?

    Answer: Restarting the Xstore during the enrollment is to be expected. The application is trying to sync the config path updates, system properties updates, and database updates (that is IDCS or OCI IAM credentials) across all the registers (non lead registers), xservices and so on within the store.

12. What needs to be added to get IDCS or OCI IAM to sync a user with XOCS?

    Answer: Since XOCS 19.0, the "sync" has been changed to run every 60 mins (by default). The "sync" is a bit of a misnomer, in that it only pulls down updates/additions/deletions made to the users in IDCS or OCI IAM. Once you create the user in IDCS or OCI IAM, also ensure that you "assign" that user the "User Access" AppRole.

    For XOCS 20.x environments:

    This would need to be done to the RGBU_XTROFFCS_PRDXX_XOFFICE App OR RGBU_XTROFFCS_STGXX_XOFFICE App OR RGBU_XTROFFCS_DEVXX_XOFFICE App (where XX represents an index number) depending on the environment (Prod, Stage or Dev) to which the user is to be given access. In that app, go to the Application Roles tab and Assign the user to the "User Access" AppRole.

For XOCS 19.x environments:

This would need to be done to the RGBU_XTROFFCS_PRD_XOFFICE App OR RGBU_XTROFFCS_UAT_XOFFICE App OR RGBU_XTROFFCS_DEV_XOFFICE depending on the environment (Prod, UAT or Dev). In that app, go to the Application Roles tab and Assign the user to the "User Access" AppRole.

13. We need to extract records from COM_FLIGHT_INFO table from XOCS cloud and I think XOCS provides a way to extract information from table via DTX WS call right? Something like:

    https://<host>:<port>/<tenancy_id>/xcenter/rest/DEFAULT/20/dtx/FlightInformation/<org_id>

    where <tenancy_id> references the prod, stage or dev environment.

    Answer: You have to supply the entire primary key to use that syntax. If you want to list all items from the query, you have to run a DTXQL query. The syntax for DTXQL can be found in the Query Configuration chapter in the Oracle Retail Xstore Point of Service Frameworks & Technologies Guide.

    The syntax for running a query can be found in the Oracle Retail Xstore Suite Services Guide in the ReSTful Web Services chapter, section GetByQueryResource.

14. Is it possible to get pospoll.zip via web service?

    Answer: Yes, through the File Resource REST API.

15. Can I use DTXQL against the custom table?

    Answer: Yes – you can use DTXQL for custom tables.

16. I would like to use DTXQL to apply some constraints about query. But I cannot make it work, moreover, I cannot find any answer in documentation/XSD files, that it would be actually possible.

    a. Joining twice to properties table.

       I have multiple properties in customer table. I want to use two of them in a query. However there seems to be no way to use <Join> twice with the same table, since framework is not able to distinguish them.

    b. Using NOT IN/NOT EXISTS operator.

       Customer may be assigned to multiple groups (crm_customer_affiliation). I want to select a customer which is NOT assigned to any of given groups (passed as list).

    c. Grouping conditions (nested AND/OR)

       User may specify customer's province. If any is specified, only customers with given province should be found. If parameter is missing, only customers with NO province should be found. In SQL it should be like:

       […] WHERE (argProvince is null AND customer.province is null) OR (argProvince is not null AND argProvince=customer.province)

    Is there any way to manage given scenarios without converting whole query to RAW SQL?

    Answer: Raw SQL is not supported in Xstore Office Cloud Service. The limitations identified have been resolved in 19.0.

17. We are trying to create the "App" account for Xstore using curl. In our documentation it asks for the customer's "Provision ID". They do not seem to have that. The only information they have is Subscription ID. Is this the same?

When running Curl we are getting a 401 error.

Answer: You can use DEFAULT for the provisioning ID.

The user credentials used when creating this app must have an IDCS or OCI IAM Role of "Application Administrator" or "Identity Domain Administrator", so only privileged users can invoke this API.

18. When creating the application user in IDCS or OCI IAM for Xstore to logon to Xstore Office Cloud Service, is there a specific application(s) that need to be assigned to the user?

    Answer: For the user to be able to log into Xadmin, these are the steps in the Oracle Retail Xstore Office Cloud Service Security Guide in the Security Considerations for Developers chapter, section Creation of Users.

    https://docs.oracle.com/cd/F13595_01/xocs/pdf/201/html/security_guide/security_considerations_dev.htm#CACIADIJ:

    In IDCS or OCI IAM:

    a. *Create the user.*

    b. *In the menu/left frame select Oracle Cloud Services.*

       For XOCS 20.x enviroments:

       Look for the RGBU_XTROFFCS_PRDXX_XOFFICE App OR RGBU_XTROFFCS_STGXX_XOFFICE App OR RGBU_XTROFFCS_DEVXX_XOFFICE App (where XX represents an index number) depending on Production or Staging or Development.

       For XOCS 19.x environments:

       Look for the RGBU_XTROFFCS_PRD_XOFFICE App OR RGBU_XTROFFCS_UAT_XOFFICE App OR RGBU_XTROFFCS_DEV_XOFFICE App depending on Production or UAT or Development.

    c. *In that app go to the Application Roles tab and Assign the user (see link above) to the "User Access" AppRole.*

    In Xadmin:

    a. *Since XOCS 19.0, the Xadmin Sync job that syncs users between IDCS or OCI IAM and Xadmin has been changed to run every 60 mins (by default).*

    b. *Once the Sync has finished, the Admin user, goes to the User Management screen in Xadmin where the "synced" user will show up. Click on that User and grant a Role/Org Hierarchy/Org Id and so on.*

    c. *Once this is done, the new user can log in.*

19. When configuring Xstore to speak to Xcenter we have enrolled the register. Do we need to populate the user and password in the Xstore DatasourceConfig.xml or will that be set during enrollment?

    Answer: When you enroll Xstore via Xenvironment, an OAuth Client is created and details returned to Xenvironment. Once Xenvironment reboots, it and other Xstore registers all use that same set of credentials to communicate with Xcenter using REST APIs. No additional configuration (other than Store Enrollment) is required.

20. After dropping a file to be autodeployed, how would we know how many records were successfully processed by the dataloader?

Answer: The logs that are generated by dataloader (summary.ini, sucess.dat, failures.dat and dataloader.log) for each dropped file are available to be downloaded through the File REST API.

Example: h*ttps://<host>:<port>/<tenancy_id>/xcenter/rest/DEFAULT/20/file/autodeploy/{org}/archive/{folder_with_dropped_file_name}/dataloaderLogs*

where <tenancy_id> references the prod, stage or dev environment.

The above URL lists all the log files that are available for the processed file.

Example to download a particular log file:

https://<host>:<port>/<tenancy_id>/xcenter/rest/DEFAULT/20/file/autodeploy/{org}/archive/{folder_with_dropped_file_name}/dataloaderLogs/summary.ini

where <tenancy_id> references the prod, stage or dev environment.

Note: See the *Oracle Retail Xstore Point of Service Host Interface Guide* for more information about the DataLoader and the logs that are generated. See the *Oracle Retail Xstore Suite Services Guide* for more information on the File REST API's.