Oracle® Transportation and Global Trade Management Cloud

Getting Started Guide

19C

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Send Us Your Comments

Oracle® Transportation and Global Trade Management Cloud Getting Started Guide, 19C

Part No. F14039-03

Oracle welcomes your comments and suggestions on the quality and usefulness of this publication. Your input is an important part of the information used for revision.

- Did you find any errors?
- Is the information clearly presented?
- Do you need more information? If so, where?
- Are the examples correct? Do you need more examples?
- What features did you like most about this manual?

If you find any errors or have any other suggestions for improvement, please indicate the title and part number of the documentation and the chapter, section, and page number (if available). You can send comments to us in the following ways:

- Electronic mail: otm-doc_us@oracle.com

If you would like a reply, please give your name, address, telephone number, and electronic mail address (optional).

If you have problems with the software, contact Support at https://support.oracle.com or find the Support phone number for your region at https://www.oracle.com/support/contact.html.
Preface

The purpose of this document is to help you get started with implementing and using the Transportation and Global Trade Management Cloud Services. More detailed documentation on particular topics is available in the form of online help and documents. For more details on configuring/integrating with the Transportation and Global Trade Management cloud service and other complementary services, please refer to the Transportation and Global Trade Management Cloud Administration Guide.

Change History

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<th>Date</th>
<th>Document Revision</th>
<th>Summary of Changes</th>
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<tr>
<td>02/2019</td>
<td>-01</td>
<td>Initial release.</td>
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<td>Changed the getting started guide to refer to the correct certificate downloading steps. Also mentioned that the steps are for us2 data center and for the other data centers also we need follow the same steps with the URL to hit being different.</td>
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<td>Added the following text in section 6 Integrating with Other Systems.</td>
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<td>&quot;Inbound and Outbound Integration via Transmissions are only supported with the HTTP protocol, including Web Services. There is no support for FTP, Direct Database, or Oracle Advanced Queues.&quot;</td>
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<td>&quot;If the data has not been updated for the period specified by Operational Retention Period, then it is archived.&quot;</td>
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<td>Added the IPP Printing section.</td>
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<td>Updated process of how to retrieve default stylesheet XSL files to customize email notification.</td>
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<td>Removed the references to FTP from the section Transport Queue Threads under section 3.</td>
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<td>Updated the Web Services section for inbound.</td>
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<td>Accessibility changes</td>
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<td>Added final chapter to call attention to the content moved to the Cloud Administration Guide.</td>
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1. Getting Started

Setting Up Oracle Transportation and Global Trade Management Cloud

Overview

This guide does not include all of the tasks that are required for a full implementation of the Oracle Transportation and Global Trade Management Cloud offering. The guide describes how to perform the initial setup required for creating or importing items.

To set up all of the options in the Oracle Transportation and Global Trade Management Cloud offering and take advantage of additional product management features, you will need to perform additional setup tasks that are not covered in this guide. Information about additional setup is available from Oracle Transportation and Global Trade Management Cloud help and in the guides. Help and guides are found at the Transportation and Global Trade Cloud Library. Additional documents and help are found on My Oracle Support in Doc ID 796594.1.

Access Requirements

Explained

To get started with Oracle Transportation and Global Trade Management Cloud implementation, you need access to the Oracle Identity Manager (OIM) and the Oracle Transportation and Global Trade Management Cloud application.

Before you begin, make sure you have the following information:

- URLs for Oracle Transportation and Global Trade Management Cloud application and OIM. For example, the URL for the Oracle Transportation and Global Trade Management Cloud application is https://<servicename>-<identity-domain-name>.otm.<data-center>.oraclecloud.com, where <servicename> and <identity-domain-name> are the values that were specified during provisioning. If you do not know the URLs, contact the person who installed the systems at your company. When the Oracle Transportation and Global Trade Management Cloud provisioning process completes, these URLs are shown on the summary page.

- The user name and password of the Oracle Transportation and Global Trade Management Cloud super user. For Oracle cloud application services, you specify the default user name of the Oracle Transportation and Global Trade Management Cloud super user. For all other implementations, the default user name of the Oracle Transportation and Global Trade Management Cloud super user is DBA.ADMIN.

  **Note:** HTTPS is required. If needed the port for SSL is 443 and it is not configurable.

System Requirements

Please refer to the System Requirements for Oracle Applications Cloud for the latest information on system requirements, including web browser support.
2. User Management

Application Administrator

All Oracle Transportation and Global Trade Management Cloud Services automatically provision one user referred to as the Application Administrator. The Application Administrator has the responsibility of creating any additional users. By default, the Application Administrator is associated with the “DBA.ADMIN” user within Transportation and Global Trade Management Cloud. Certain application functions are restricted to users such as the Application Administrator, which have the User Role “DBA.ADMIN”. It is strongly advised that you create at least one additional user that has the “DBA.ADMIN” User Role in the event that the Application Administrator is not available.

It is important to note that the "DBA.ADMIN" user is a reserved user. This means that editing of this user, other than changing the password, is prohibited. However, it is possible to change what user is associated with "DBA.ADMIN". When logged into Transportation and Global Trade Management Cloud as the Application Administrator, you can edit the "DBA.ADMIN" user and change the Username to a different email address. Note: This user must already exist in the SSO (see Single Sign-On for more details). If you are unable to login as the Application Administrator, you will need to open a Service Request to have the password reset or to change the Application Administrator.

If you do change the Application Administrator, it is important to note that you may also want to change the email address associated with the following Properties.

- glog.workflow.notify.advisor.email: Defines the sender for all emails from the system and the recipient of workflow notifications.
- glog.odi.email.to.address: Defines recipient of TI/GTI data extraction errors.
- glog.properties.log.email.recipients: Defines recipients of Property Set changes.

See the "Property Set" section for more details on changing Properties or on-line Help for more details on these properties. Also see Chapter 2 of the Cloud Administration Guide in the Notifications Settings section for more details about restrictions on what sender email addresses you can use in OTM/GTM.

User Roles

Every user must have a default user role. The user role controls data visibility via a virtual private database (VPD) and functional security (Level) for that user.

After a user role is added to the system, you can assign it directly to a user or assign it to another role. If you assign multiple roles, a user can switch between each role without logging out and logging back into the system. For example, you may configure many user roles that provide domain level visibility into different sets of data for different companies. Then, you can assign one or more of these roles to a user and the user could switch between the roles as needed without logging in and out. You can also assign multiple roles to a master role and then assign the master role to a user thereby providing that user with visibility in multiple domains of select data.

This page is accessed via Configuration and Administration > User Management > User Role. For more details see, the "User Role" help topic.

User Access

With a web application, it is important to understand that menu options are NOT a form of security. Users can access particular web pages by directly changing the URL, not just by clicking on the menu. Therefore, in order to truly restrict access it is necessary to define user access.
Provisioning New Users

Oracle Transportation and Global Trade Management Cloud user accounts are provisioned from within the application. When provisioning users, it is necessary to specify the domain created previously. By default, users created in one domain will only have access to PUBLIC data and data defined in that domain. Usernames should not contain the word "ADMIN" since these users are blocked from login.

The User manager is accessed via Configuration and Administration > User Management > User Manager. For more details see the "Manage User" help topic.

Single Sign-On (SSO)

All Oracle Transportation and Global Trade Management Cloud services are provisioned with Single Sign-On enabled. The Single Sign-On capability is provided by the Oracle Public Cloud Identity Management service. In order to log in to a service with Single Sign-On enabled, the user must exist in the Identity Management service and the Oracle Transportation and Global Trade Management Cloud service. Currently there is no automatic synchronization of user between these systems. Users need to be provisioned manually in both services. The Identity Management service provides a batch import capability. For more information on this topic, use the Help link provided on the User Creation screen in the Identity Management service.

Provisioning a User in the Identity Management Service

The following instructions provide the steps needed to provision a new user in the Identity Management Service. For details on provisioning the Oracle Transportation and Global Trade Management Cloud user accounts, refer to the “Provisioning New Users” section of this document.

1. Log into the Oracle Public Cloud My Services application using the URL, Identity Domain, and User Credentials provided in your Welcome email.
2. Click the Users menu tab
3. Click the Add button
4. Enter First Name, Last Name, and email address for the new user. Note: the email address must match the Nick Name field on the corresponding Transportation and Global Trade Management Cloud User account.
5. Click the Add button¹. The new user will receive an email containing their default password. They will be prompted to change the password on first login.

When creating users in the SSO, it is not necessary to add any roles to the user. The only exception is Service Administrators. Service Administrators should be granted roles in the SSO for Service Administration and Identity Management.

It is important to note that Inbound Integration, Oracle Business Intelligence, and BIPublisher Reporting are not currently configured to use Single Sign-On. These capabilities require the user to login with the password defined in the Logistics User Manager. A user that is only used for Integration does not need to exist in the Identity Management Service.

¹ If you want this user to also have Cloud Portal and Identity Management Administration rights, Click Advanced Role Selection and add all Available Roles to the Assigned Roles.
Users will be prompted via email to change their passwords in the SSO every 120 days. Failure to change the password will cause the account to be locked. The Password Policy for Oracle Cloud SSO is subject to change, but the current rules are as follows:

- Password must be at least 8 character(s) long.
- Password must contain at least 1 lowercase letter(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 1 uppercase letter(s).

For more details on Oracle Public Cloud Identity Management, please refer to the following documentation: Understanding Identity Concepts.

**Federated Single Sign-On**

The Oracle Public Cloud Identity Management service now supports Federated Single Sign-On (SSO). Federated SSO provides the ability to propagate user authentication to an SSO system outside of the Oracle Public Cloud. For more details on this topic, please refer to the following document in the Oracle Public Cloud Documentation.

- Configure Single Sign-On
- Administering Oracle Cloud Identity Management
- Tutorials

**Domains**

One of the first steps is to create a domain. Domains allow you to keep databases separate and secure in a shared, web-based environment. The Domain manager enables administrators to organize and manage the domain structure of their installations.

There is considerable flexibility in the domain structure; you can configure the application to the particular needs of many types of organizations. Top-level domains and sub-domains, with a variety of access grants, are created and maintained.

You can use domains for different purposes, e.g. modeling business units within a company. At a minimum, a single domain must be created to contain all customer specific data. Data should not be created in the PUBLIC domain unless explicitly instructed to do so by Oracle product documentation.

Domains are created via Configuration and Administration > Domain Management > Add Domain. For more details, see the “Add Domain” help topic.

All installations of Oracle Transportation and Global Trade Management Cloud include several domains which are intended to facilitate implementation. Each of these domains includes a Domain Administrator user. In the Oracle Transportation and Global Trade Management Cloud Service these users are disabled from interactive login. These users include: E1.ADMIN, EBS.ADMIN, GUEST.ADMIN, SERVPROV.ADMIN. Every new domain created also creates a Domain ADMIN user which is disabled from login. These users should not be removed from the system.

**Account Policies**

For proper security, users should be defined with an account policy. Account policies allow you to control user login and password security attributes such as:

- User Password Expiration
• Lockout Attempts and Duration for Entering Incorrect Passwords
• Dormant Account Locking

   Note: With Oracle Single Sign-on, most users do not need an Account Policy since the password in Transportation and Global Trade Management Cloud is not used for authentication. The exception to this is Integration users and users that need to create/modify Reports or Analytic Dashboards. Integration and the OBIEE/BIPublisher console applications still use Transportation and Global Trade Management Cloud authentication.

Account policies are accessed via Configuration and Administration > User Management > Account Policy. For more details, see the “Account Policy” help topic.
3. Advanced Configuration

For more details on configuring/integrating with the Transportation and Global Trade Management cloud service and other complementary services, please refer to the Transportation and Global Trade Management Cloud Administration Guide. Topics in the Cloud Administration Guide include, but are not limited to:

- Configuring the application
  - Setting properties
  - Using diagnostic tools
- Configuring Business Intelligence
- Complimentary products
- Integrating with Other Systems
- Data management