

Oracle® Cloud

Using the Oracle Responsys Adapter with Oracle Integration 3



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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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Oracle Cloud Using the Oracle Responsys Adapter with Oracle Integration 3,

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Preface

This guide describes how to configure this adapter as a connection in an integration in Oracle Integration.



Note:

The use of this adapter may differ depending on the features you have, or whether your instance was provisioned using Standard or Enterprise edition. These differences are noted throughout this guide.

Topics:

- [Audience](#)
- [Documentation Accessibility](#)
- [Diversity and Inclusion](#)
- [Related Resources](#)
- [Conventions](#)

Audience

This guide is intended for developers who want to use this adapter in integrations in Oracle Integration.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <https://www.oracle.com/corporate/accessibility/>.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <https://support.oracle.com/portal/> or visit [Oracle Accessibility Learning and Support](#) if you are hearing impaired.

Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation.

We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

Related Resources

See these Oracle resources:

- Oracle Cloud at <http://cloud.oracle.com>
- *Using Integrations in Oracle Integration 3*
- *Using the Oracle Mapper with Oracle Integration 3*
- Oracle Integration documentation on the Oracle Help Center.

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.

1

Understand the Oracle Responsys Adapter

Review the following conceptual topics to learn about the Oracle Responsys Adapter and how to use it as a connection in integrations in Oracle Integration. A typical workflow of adapter and integration tasks is also provided.

Topics:

- [Oracle Responsys Adapter Capabilities](#)
- [What Application Version Is Supported?](#)
- [About Oracle Responsys Adapter Use Cases](#)
- [Workflow to Create and Add an Oracle Responsys Adapter Connection to an Integration](#)



Note:

There are overall service limits for Oracle Integration. A service limit is the quota or allowance set on a resource. See [Service Limits](#).

Oracle Responsys Adapter Capabilities

Use the Oracle Responsys Adapter to extract customer profile data from customer relationship management, sales automation, and commerce applications.

Use the Oracle Responsys Adapter to collect and organize customer data from disparate sources, distribute marketing information to specific audiences, and interact with your customers in real-time. With Oracle Responsys, you can orchestrate and communicate offers to your customers on websites, mobile devices, social media, and email.

Oracle Responsys:

- Provides your customers with a sophisticated, personal, and consistent experience.
- Includes integrated tools for designing, deploying, and testing email marketing campaigns.
- Provides metrics that allow you to determine the effectiveness of your campaigns.
- Includes an advanced search and alert feature that allows you to monitor industry trends and see how competitor campaigns compare to your own.
- Provides real-time data to allow you to create successful campaign strategies.

The Oracle Responsys Adapter is one of many predefined adapters included with Oracle Integration. You can configure Oracle Responsys Adapter as a connection in an integration in Oracle Integration.

What Application Version Is Supported?

For information about which application version is supported by this adapter, see the [Connectivity Certification Matrix](#).

About Oracle Responsys Adapter Use Cases

This use case describes how the Oracle Responsys Adapter is used to synchronize customer data between Oracle Responsys and Oracle Commerce Cloud in real-time.

- A new customer registers on the Oracle Commerce Cloud and provides their contact information including their email address, home address, and telephone number.
- A customer record is created in Oracle Commerce Cloud.
- The customer data is sent from Oracle Commerce Cloud and the Oracle Responsys Adapter in real-time.
- The Oracle Responsys Adapter sends the customer data to Oracle Responsys.
- A new customer record is created in the Oracle Responsys profile extension table.
- The customer identifies and corrects an error in their contact information in Oracle Commerce Cloud.
- The updated customer data is updated in the corresponding Oracle Responsys profile extension table.
- The Oracle Responsys Adapter sends the updated customer data to Oracle Responsys.
- The updated customer data is added to the Oracle Responsys master profile extension table.

Workflow to Create and Add an Oracle Responsys Adapter Connection to an Integration

Follow a workflow to create a connection with an adapter and include the connection in an integration in Oracle Integration.

Step	Description	More Information
1	Review and complete the adapter connection prerequisite tasks.	Prerequisites for Creating a Connection
2	Create the adapter connections for the applications you want to integrate. The connections can be reused in multiple integrations and are typically created by the administrator.	Create an Oracle Responsys Adapter Connection

Step	Description	More Information
3	Create the integration. When you do this, you add source and target connections to the integration.	Create Integrations and Add the Oracle Responsys Adapter Connection to an Integration
4	Map data between the source connection data structure and the target connection data structure.	Map Data in <i>Using Integrations in Oracle Integration 3</i>
5	(Optional) Create lookups that map the different values used by those applications to identify the same type of object (such as gender codes or country codes).	Manage Lookups in <i>Using Integrations in Oracle Integration 3</i>
6	Activate the integration.	Manage Integrations in <i>Using Integrations in Oracle Integration 3</i>
7	Monitor the integration on the dashboard.	Monitor Integrations in <i>Using Integrations in Oracle Integration 3</i>
8	Track payload fields in messages during runtime.	Assign Business Identifiers for Tracking Fields in Messages and Manage Business Identifiers for Tracking Fields in Messages in <i>Using Integrations in Oracle Integration 3</i>
9	Manage errors at the integration level, connection level, or specific integration instance level.	Manage Errors in <i>Using Integrations in Oracle Integration 3</i>

2

Create an Oracle Responsys Adapter Connection

A connection is based on an adapter. You define connections to the specific cloud applications that you want to integrate.

Topics:

- [Prerequisites for Creating a Connection](#)
- [Create a Connection](#)
- [Upload a Certificate to Connect with External Services](#)

Prerequisites for Creating a Connection

These are the prerequisites for creating an Oracle Responsys Adapter connection:

- [Configure the Customer Account](#)
- [Create a Profile List](#)
- [Create a Profile Extension Table](#)
- [Create a Custom Event](#)
- [Create a Supplemental Table](#)

Configure the Customer Account

These are the prerequisites for the customer account.

- Web Services (WSAPI) must be enabled on the customer account. Contact [Oracle Support Services](#).
- Oracle recommends using the Custom Security Policy. No additional setup is required and the customer can use the existing web services API user credentials. If the Basic Authentication Security Policy is selected when creating the connection, you must contact Oracle support service to enable Basic authentication for Web Services on the customer account. Contact [Oracle Support Services](#) and see [Configure Connection Security](#).
- If you are using the Oracle Responsys Adapter to trigger custom events, you must create a custom event in Oracle Responsys. See [Create a Custom Event](#).
- A profile list, profile extension table, or supplemental table must be created for the customer account in Responsys Interact. See [Create a Profile List](#), [Create a Profile Extension Table](#), and [Create a Supplemental Table](#).
- A valid Responsys REST API log in URL. This is provided by Oracle Support Services when Web Services is enabled on the customer account.
- A valid Responsys REST API user name and password. This is provided by Oracle Support Services when Web Services is enabled on the customer account.

 **Note:**

Do not include these characters in the password: + (plus symbol), & (ampersand symbol), and % (percent symbol).

Create a Profile List

A profile list is required to successfully implement the Oracle Responsys Adapter. The profile list stores user information such as the contact email address, telephone number, and address.

To create a master profile list:

1. Log in to Oracle Responsys.
2. Click the menu icon in the upper left and select **Data** and then **Manage Lists**.
3. Click **Create New List**.
4. Enter a unique name, select the containing folder, and optionally provide a description.
5. Click **Save**.
6. Select one of these options:
 - a. **Done** — the list is created with system-defined fields and no records.
 - b. **Change Schema** — allows you to add custom-defined fields.
 - c. **Load from File** — imports data into the list from an external source.

Create a Profile Extension Table

A profile extension table is required to successfully implement the Oracle Responsys Adapter. The profile extension table stores additional attributes that define behavioral, demographic, or profile preference characteristics of your contacts.

To create a profile extension table:

1. Log in to Oracle Responsys.
2. Click the menu icon in the upper left and select **Data** and then **Manage Lists**.
3. Select the **Profile Extensions** tab.
4. Click **Create Profile Extension**.
5. Click **Table with Data** to upload an existing table or click **Empty Table** to create a new profile extension table.
6. To create a profile extension table with an existing table:
 - a. Click **Upload a File**.
 - b. Click **Browse**.
 - c. Browse to the location of the file, select it, and click **OK**.
 - d. Click **Next**.
 - e. Preview the file specifications and then click **Next**.
 - f. Map the incoming fields to the appropriate data type.

Create a Connection

Before you can build an integration, you must create the connections to the applications with which you want to share data.

To create a connection in Oracle Integration:

1. In the navigation pane, click **Design**, then **Connections**.
2. Click **Create**.

 **Note:**

You can also create a connection in the integration canvas. See Define Inbound Triggers and Outbound Invokes.

3. In the Create connection panel, select the adapter to use for this connection. To find the adapter, scroll through the list, or enter a partial or full name in the **Search** field.
4. Enter the information that describes this connection.

Element	Description
Name	Enter a meaningful name to help others find your connection when they begin to create their own integrations.
Identifier	Automatically displays the name in capital letters that you entered in the Name field. If you modify the identifier name, don't include blank spaces (for example, SALES OPPORTUNITY).
Role	Select the role (direction) in which to use this connection (trigger, invoke, or both). Only the roles supported by the adapter are displayed for selection. When you select a role, only the connection properties and security policies appropriate to that role are displayed on the Connections page. If you select an adapter that supports both invoke and trigger, but select only one of those roles, you'll get an error when you try to drag the adapter into the section you didn't select. For example, assume you configure a connection for the Oracle Service Cloud (RightNow) Adapter as only an invoke . Dragging the adapter to a trigger section in the integration produces an error.
Keywords	Enter optional keywords (tags). You can search on the connection keywords on the Connections page.
Description	Enter an optional description of the connection.

Element	Description
Share with other projects	<p>Note: This field only appears if you are creating a connection in a project.</p> <p>Select to make this connection publicly available in other projects. Connection sharing eliminates the need to create and maintain separate connections in different projects.</p> <p>When you configure an adapter connection in a different project, the Use a shared connection field is displayed at the top of the Connections page. If the connection you are configuring matches the same type and role as the publicly available connection, you can select that connection to reference (inherit) its resources.</p> <p>See Add and Share a Connection Across a Project.</p>

5. Click **Create**.

Your connection is created. You're now ready to configure the connection properties, security policies, and (for some connections) access type.

Configure Connection Properties

Enter connection information so your application can process requests.

1. Go to the **Properties** section.
2. Enter the Oracle Responsys login URL in the **Responsys Login URL** field. The URL is based on the endpoint provisioned for your account. For example:

```
https://login2.responsys.net
```

or

```
https://login5.responsys.net
```

Configure Connection Security

Enter connection information so your application can process requests.

1. Go to the **Security** section.
2. Select **Basic Authentication** or **Custom Security Policy** in the **Security Policy** list.

Oracle recommends using the Custom Security Policy. No additional setup is required and the customer can use the existing web services API user credentials. Also, the authentication tokens used by a custom security policy provide better security than the authentication tokens used by a basic authentication security policy. If Basic Authentication is selected, you must contact Oracle Support Services to enable Basic authentication for Web Services on the customer account. Contact [Oracle Support Services](#).

3. Complete the **Username**, **Password**, and **Confirm Password** fields. These are the credentials required to access Oracle Responsys.

Test the Connection

Test your connection to ensure that it's configured successfully.

1. In the page title bar, click **Test**. What happens next depends on whether your adapter connection uses a Web Services Description Language (WSDL) file. Only some adapter connections use WSDLs.


If Your Connection...	Then...
Doesn't use a WSDL	The test starts automatically and validates the inputs you provided for the connection.
Uses a WSDL	<p>A dialog prompts you to select the type of connection testing to perform:</p> <ul style="list-style-type: none"> • Validate and Test: Performs a full validation of the WSDL, including processing of the imported schemas and WSDLs. Complete validation can take several minutes depending on the number of imported schemas and WSDLs. No requests are sent to the operations exposed in the WSDL. • Test: Connects to the WSDL URL and performs a syntax check on the WSDL. No requests are sent to the operations exposed in the WSDL.

2. Wait for a message about the results of the connection test.
 - If the test was successful, then the connection is configured properly.
 - If the test failed, then edit the configuration details you entered. Check for typos and verify URLs and credentials. Continue to test until the connection is successful.
3. When complete, click **Save**.

Upload a Certificate to Connect with External Services

Certificates allow Oracle Integration to connect with external services. If the external service/endpoint needs a specific certificate, request the certificate and then import it into Oracle Integration.

If you make an SSL connection in which the root certificate does not exist in Oracle Integration, an exception error is thrown. In that case, you must upload the appropriate certificate. A certificate enables Oracle Integration to connect with external services. If the external endpoint requires a specific certificate, request the certificate and then upload it into Oracle Integration.

1. Sign in to Oracle Integration.
2. In the navigation pane, click **Settings**, then **Certificates**. All certificates currently uploaded to the trust store are displayed on the Certificates page.
3. Click **Filter**  to filter by name, certificate expiration date, status, type, category, and installation method (user-installed or system-installed). Certificates installed by the system cannot be deleted.

Name	Type	Category	Status
akt_ppgPublic	PGP	Public	Configured
akt_ppgPrivate	PGP	Private	Configured
testppgpublic	PGP	Public	Configured
testppgsecret	PGP	Private	Configured
elq_cert1	X.509	Trust	Configured
Eqir_CloudCA	SAML	Message Protection	Configured
qa_lan	X.509	Trust	Configured
OpportunityServiceSoapHttpPort	X.509	Trust	Configured
DigiCertCA2	X.509	Trust	Configured
SG-Utilities	X.509	Trust	Configured
app_elq_p01	X.509	Trust	Configured

4. Click **Upload** at the top of the page. The Upload certificate panel is displayed.
5. Enter an alias name and optional description.
6. In the **Type** field, select the certificate type. Each certificate type enables Oracle Integration to connect with external services.
 - [Digital Signature](#)
 - [X.509 \(SSL transport\)](#)
 - [SAML \(Authentication & Authorization\)](#)
 - [PGP \(Encryption & Decryption\)](#)
 - [Signing key](#)

Digital Signature

The digital signature security type is typically used with adapters created with the Rapid Adapter Builder. See [Learn About the Rapid Adapter Builder in Oracle Integration in *Using the Rapid Adapter Builder with Oracle Integration 3*](#).

1. Click **Browse** to select the digital certificate. The certificate must be an X509Certificate. This certificate provides inbound RSA signature validation. See [Implement Digital Signature Validation \(RSA\) in *Using the Rapid Adapter Builder with Oracle Integration 3*](#).
2. Click **Upload**.

X.509 (SSL transport)

1. Select a certificate category.
 - a. **Trust:** Use this option to upload a trust certificate.
 - i. Click **Browse**, then select the trust file (for example, `.cer` or `.crt`) to upload.
 - b. **Identity:** Use this option to upload a certificate for two-way SSL communication.
 - i. Click **Browse**, then select the keystore file (`.jks`) to upload.
 - ii. Enter the comma-separated list of passwords corresponding to key aliases.

 **Note:**

When an identity certificate file (.jks) contains more than one private key, all the private keys must have the same password. If the private keys are protected with different passwords, the private keys cannot be extracted from the keystore.

- iii. Enter the password of the keystore being imported.
- c. Click **Upload**.

SAML (Authentication & Authorization)

1. Note that **Message Protection** is automatically selected as the only available certificate category and cannot be deselected. Use this option to upload a keystore certificate with SAML token support. Create, read, update, and delete (CRUD) operations are supported with this type of certificate.
2. Click **Browse**, then select the certificate file (.cer or .crt) to upload.
3. Click **Upload**.

PGP (Encryption & Decryption)

1. Select a certificate category. Pretty Good Privacy (PGP) provides cryptographic privacy and authentication for communication. PGP is used for signing, encrypting, and decrypting files. You can select the private key to use for encryption or decryption when configuring the stage file action.
 - a. **Private:** Uses a private key of the target location to decrypt the file.
 - i. Click **Browse**, then select the PGP file to upload.
 - ii. Enter the PGP private key password.
 - b. **Public:** Uses a public key of the target location to encrypt the file.
 - i. Click **Browse**, then select the PGP file to upload.
 - ii. In the **ASCII-Armor Encryption Format** field, select **Yes** or **No**.
 - **Yes** shows the format of the encrypted message in ASCII armor. ASCII armor is a binary-to-textual encoding converter. ASCII armor formats encrypted messaging in ASCII. This enables messages to be sent in a standard messaging format. This selection impacts the visibility of message content.
 - **No** causes the message to be sent in binary format.
 - iii. From the **Cipher Algorithm** list, select the algorithm to use. Symmetric-key algorithms for cryptography use the same cryptographic keys for both encryption of plain text and decryption of cipher text. The following supported cipher algorithms are FIPS-compliant:
 - AES128
 - AES192
 - AES256
 - TDES
- c. Click **Upload**.

Signing key

A signing key is a secret key used to establish trust between applications. Signing keys are used to sign ID tokens, access tokens, SAML assertions, and more. Using a private signing key, the token is digitally signed and the server verifies the authenticity of the token by using a public signing key. You must upload a signing key to use the OAuth Client Credentials using JWT Client Assertion and OAuth using JWT User Assertion security policies in REST Adapter invoke connections. Only PKCS1- and PKCS8-formatted files are supported.

1. Select **Public** or **Private**.
2. Click **Browse** to upload a key file.
If you selected **Private**, and the private key is encrypted, a field for entering the private signing key password is displayed after key upload is complete.
3. Enter the private signing key password. If the private signing key is not encrypted, you are not required to enter a password.
4. Click **Upload**.

3

Add the Oracle Responsys Adapter Connection to an Integration

When you drag the Oracle Responsys Adapter into the invoke area of an integration, the Adapter Endpoint Configuration Wizard appears. This wizard guides you through configuration of the Oracle Responsys Adapter endpoint properties.

These topics describe the wizard pages that guide you through configuration of the Oracle Responsys Adapter as an invoke in an integration. The Oracle Responsys Adapter cannot be used as a trigger in an integration.

Topics:

- [Basic Information Page](#)
- [Invoke Operations Page](#)
- [Invoke Datasource Page](#)
- [Summary Page](#)

Basic Information Page

You can enter a name and description on the Basic Info page of each trigger and invoke adapter in your integration.

Element	Description
What do you want to call your endpoint?	Provide a meaningful name so that others can understand the responsibilities of this connection. You can include English alphabetic characters, numbers, underscores, and dashes in the name. You cannot include the following: <ul style="list-style-type: none">• Blank spaces (for example, My Inbound Connection)• Special characters (for example, #;83& or righ(t)now4)• Multibyte characters
What does this endpoint do?	Enter an optional description of the connection's responsibilities. For example: This connection receives an inbound request to synchronize account information with the cloud application.

Invoke Operations Page

Select the business object and the operation to perform in Oracle Responsys.

Element	Description
Select Business Object	<p>Selects the business object in Oracle Responsys on which you want to operate when running an integration that uses this endpoint. When configured as an invoke, the Oracle Responsys Adapter supports operations on these business objects:</p> <ul style="list-style-type: none"> • Profile Extension Recipients • Custom Event • Profile List Recipients • Supplemental Table Records
Select Operation	<p>Selects the operation that you want Oracle Integration to invoke when running an integration that uses this endpoint.</p> <p>This operation is available for the Profile Extension Recipients business object:</p> <ul style="list-style-type: none"> • Merge Profile Extension Recipients <p>This operation is available for the Custom Event business object:</p> <ul style="list-style-type: none"> • Trigger Custom Event <p>This operation is available for the Profile List Recipients business object:</p> <ul style="list-style-type: none"> • Merge List Recipients <p>This operation is available for the Supplemental Table Records business object:</p> <ul style="list-style-type: none"> • Merge Supplemental Table Records

Invoke Datasource Page

These topics provide information for configuring Oracle Responsys Adapter invoke datasource properties.

The activities available on the Oracle Responsys Adapter invoke Datasource Properties page are determined by the selections you made on the Oracle Responsys Adapter Operations page. If you selected **Profile List Recipients**, you identify the Oracle Responsys master profile list. If you selected, **Profile Extension Recipients**, you identify the Oracle Responsys adapter profile extension and data source fields for the integration. If you selected **Supplemental Table Records**, you identify the Oracle Responsys Adapter supplemental table and data source fields for the integration.

Element	Description
Custom event	Selects the custom event you want to trigger. This option is only available when Custom Event is selected as the business object on the Oracle Responsys Adapter Invoke Operations Properties page.
Profile List	Selects the Oracle Responsys master profile list on which you want to perform operations.
Profile Extension	Selects the Oracle Responsys profile extension on which you want to perform operations. This option is only available when Profile Extension Recipients is selected as the business object on the Oracle Responsys Adapter Invoke Operations Properties page.

Element	Description
Supplemental Table	Selects the Oracle Responsys supplemental table on which you want to perform operations. This option is only available when Supplemental Table Records is selected as the business object on the Oracle Responsys Adapter Operations page.
Select All Columns	Selects all columns in the Oracle Responsys master profile list or supplemental table on which you want to perform operations. When this option is selected and a regeneration of artifacts is completed for a prebuilt integration, all additional custom attributes in the Target Profile list or supplemental table are available for mapping.
Select Data Source Fields	Filters the data source fields using the criteria you specify. For example, enter email to return all email data source fields.
Available Fields	A list of the data source fields for the selected master profile list, profile extension, or supplemental table. Double-click an entry to add it to Selected Fields .
Selected Fields	A list of the selected data source fields on which operations are performed.

Summary Page

You can review the specified adapter configuration values on the Summary page.

Element	Description
Summary	<p>Displays a summary of the configuration values you defined on previous pages of the wizard.</p> <p>The information that is displayed can vary by adapter. For some adapters, the selected business objects and operation name are displayed. For adapters for which a generated XSD file is provided, click the XSD link to view a read-only version of the file.</p> <p>To return to a previous page to update any values, click the appropriate tab in the left panel or click Go back.</p> <p>To cancel your configuration details, click Cancel.</p>
