Oracle® Cloud

Sync Orders Between Oracle CX Sales and B2B Service and Oracle E-Business Suite

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Preface

This document describes how to install, configure, and run this recipe in Oracle Integration 3.

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Documentation Accessibility

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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

For more information, see these Oracle resources:

- Oracle Integration documentation on the Oracle Help Center.
- Oracle Cloud at `http://cloud.oracle.com`.

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.

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About This Recipe

Use this recipe to synchronize orders between Oracle CX Sales and B2B Service and Oracle E-Business Suite.

> **✎ Note:**
>
> This recipe is available as **Oracle CX Sales and B2B Service — Oracle E-Business Suite | Sync Orders** in Oracle Integration. Oracle provides this recipe as a sample only. The recipe is meant only for guidance, and is not warranted to be error-free. No support is provided for this recipe.

Overview

This recipe synchronizes orders in Oracle CX Sales and B2B Service with Oracle E-Business Suite orders in real time. It uses the standard Oracle CX Sales and B2B Service Adapter and the Oracle E-Business Suite Adapter. To use the recipe, you must install the recipe package and configure the connections and other resources within the package.

When an order is created in Oracle CX Sales and B2B Service, the integration flow of the recipe is triggered, and the recipe creates a corresponding order record in Oracle E-Business Suite. Basic data such as quantity, price, billing location, shipping location, email, and currency are synchronized between the Oracle CX Sales and B2B Service and Oracle E-Business Suite platforms.

System and Access Requirements

- Oracle Integration, Version 21.2.1.0.0 or higher
- Oracle CX Sales and B2B Service
- An account on Oracle CX Sales and B2B Service with the Administrator role
- Oracle E-Business Suite
- An account on Oracle E-Business Suite with the Administrator role

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Before You Install the Recipe

You must perform the following configuration tasks on your Oracle CX Sales and B2B Service and Oracle E-Business Suite instances in order to successfully connect to these external systems using Oracle Integration and synchronize orders.

Configure Oracle CX Sales and B2B Service

To access the Oracle CX Sales and B2B Service instance from Oracle Integration, you'll require a separate user account on Oracle CX Sales and B2B Service.

Perform the following tasks to configure Oracle CX Sales and B2B Service for this recipe.

1. Create a new user account for Oracle Integration. You'll use the credentials of this user account to connect to Oracle CX Sales and B2B Service from Oracle Integration.

   For the procedure to create the integration user account, see Creating an Integration User Account in *Using the Oracle CX Sales and B2B Service Adapter with Oracle Integration 3*.

2. Assign the following roles to the user account:

   - `Integration Specialist`

   - `FND_MANAGE_CATALOG_SERVICE_PRIV`

   For steps to assign roles, see Assign Integration Roles in *Using the Oracle CX Sales and B2B Service Adapter with Oracle Integration 3*.

3. Make a note of the user name and password you set for the account.

Configure Oracle E-Business Suite

To access E-Business Suite from Oracle Integration, you must perform certain configurations on your E-Business Suite instance. In addition, you'll require a separate user account on E-Business Suite with necessary security grants.Log in to your Oracle E-Business Suite instance as an Administrator and execute the following tasks.

1. Create a user account for Oracle Integration. Make a note of the user name and password you set for the account. For the general procedure to create a new user account, see Create an Application User on Oracle E-Business Suite.

2. Perform the general configurations listed on the following page: Setup Tasks for Enabling the Oracle E-Business Suite Adapter. Here, make sure you provide the security grants to the user account created for Oracle Integration.

3. Deploy the web services in your Oracle E-Business Suite instance.

> **Note:**
>
> Ensure that you use an HTTPS URL while logging in to your Oracle E-Business Suite instance so that the generated WSDL also consists of HTTPS internal references.

a. Navigate to **Integrated SOA Gateway**, and select **Integration Repository**.

b. The following table lists the supported web services. For each web service listed below, perform the following steps if the web service has not been deployed.

Web Service	Internal Name	Type
Customer Account	HZ_CUST_ACCOUNT_V2PUB	PL/SQL
Customer Account Site	HZ_CUST_ACCOUNT_SITE_V2PUB	PL/SQL
Location	HZ_LOCATION_V2PUB	PL/SQL
Party Site	HZ_PARTY_SITE_V2PUB	PL/SQL
Sales Order Service	OE_INBOUND_INT	PL/SQL

i. Click **Search**.

ii. Enter the internal name and type of the web service, and then click **Go**.

iii. In the search results, click the REST web service.
The details of the web service are displayed.

iv. Click the name of the interface to view the details.

If the REST service is unavailable, enter the service alias and deploy the interface as a REST service.

v. On the REST Web Service tab, click **Deploy**.

vi. In the **Grants** area, select the service name, and then click **Create Grant**.

vii. On the **Create Grants** page, enter the user's name in the format LastName, FirstName.

viii. In the search results pop-up menu that appears, click the user's name. The page refreshes itself.

ix. Click **Apply**.

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Install and Configure the Recipe

On your Oracle Integration instance, install the recipe to deploy and configure the integration and associated resources.

1. On the Oracle Integration Home page, in the **Use a recipe/accelerator** section, click **View all**.

2. Find the recipe you want to install.

3. Hover over the recipe, then click **Install** ✛.

    A message confirms that the recipe was successfully installed, and the recipe card shows **INSTALLED**.

4. Hover over the recipe again, and click **Configure** 🔧 to configure the resources of the recipe.

    The project workspace opens, displaying all the resources of the recipe. Configure the following resources before you activate and run the recipe.

Configure the Oracle CX Sales and B2B Service Connection

1. In the Connections section, click the connection name.

2. In the Properties section, enter the Oracle CX Sales and B2B Service host name. For example: `CX Sales and B2B Service Host`.

3. In the Security section, enter the following details:

Field	Information to Enter
Security Policy	Select **Username Password Token**.
Username	Enter the user name of the account created for Oracle Integration on the Oracle CX Sales and B2B Service instance. See Configure Oracle CX Sales and B2B Service.
Password	Enter the password of the account created for Oracle Integration on the Oracle CX Sales and B2B Service instance.

4. Click **Save**. If prompted, click **Save** again.

5. Click **Test** to ensure that your connection is successfully configured. In the resulting dialog, click **Test** again.

    A message confirms if your test is successful.

6. To return to the project workspace, click **Go back** ◁.

Configure the Oracle E-Business Suite Connection

1. In the Connections section, click the connection name.

2. In the Properties section, enter the URL of your Oracle E-Business Suite instance.

3. In the Security section, enter the following details:

Field	Information to Enter
Username	Enter the user name of the account created for Oracle Integration on Oracle E-Business Suite. See Configure Oracle E-Business Suite.
Password	Enter the password of the account created for Oracle Integration on Oracle E-Business Suite.

4. Click **Save**. If prompted, click **Save** again.

5. Click **Test** to ensure that your connection is successfully configured.

   A message confirms if your test is successful.

6. To return to the Configuration Editor, click **Go back** .

Configure the Lookup Table

Edit the **EBS-CONFIG-LOOKUP** lookup table to configure the fields in Oracle E-Business Suite.

1. In the Lookups section, click the lookup name.

2. Enter the values for the following keys.

Key	Description
ToAddress	Specify the email address to which the error notification emails are sent. Enter an email address of your choice.
FromAddress	Specify the email address from which the error notification emails are sent. Enter an email address of your choice. See Troubleshoot Oracle Cloud Infrastructure Notification Email Configuration to Ensure Proper Delivery.
RespApplication	Specify the short name of the application. For example, `PER`.
SecurityGroup	Specify the security group key. For example, `STANDARD`.
NLSLanguage	Specify the NLS language. For example, `AMERICAN`.
Org_Id	Specify the organization ID. For example, `204`.
OrderTypeId	Specify the organization type ID. For example, `1430`.
AccountCreatedByModule	Specify the name of module from which the account was created. For example, `ASO_CUSTOMER_DATA`.
OrderResponsibilityName	Specify the order responsibility name. For example, `ORDER_MGMT_SUPER_USER`.

Key	Description
OrderRespApplication	Specify the short name of the order application. For example, `ONT`.
OrderApiVersionNumber	Specify the API version of Order Management. For example, `1.0`.

3. Click **Save**. If prompted, click **Save** again.

4. To return to the project workspace, click **Go back** .

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Activate and Run the Recipe

After you've configured the connections, you can activate and run the recipe.

1. In the project workspace, click **Activate**. In the Activate project panel, with the default project deployment selected, choose an appropriate tracing option, then click **Activate**.

   A message confirms that the integration has been activated. Refresh the page to view the updated status of the integration.

2. Run the recipe. To do so, create an order in Oracle CX Sales and B2B Service. See Create Sales Orders.

   You've now successfully triggered the recipe.

3. Monitor the running of the integration flow in Oracle Integration.

   a. In the project workspace, click **Observe**. You'll see the integration flow being triggered and running successfully.

   b. To manage errors in your project, see Manage Errors in a Project.

4. Check if new orders are created in your Oracle E-Business Suite instance.

   a. Log in to your Oracle E-Business Suite instance.

   b. Open the **Order Organizer** window.

   c. In the Quote/Order Information tab, specify the details of the order and click **Find**.

   d. The **Find** window is displayed with the details of the required sales order.

Related Documentation

- *Using the Oracle CX Sales and B2B Service Adapter with Oracle Integration 3*
- *Using the Oracle E-Business Suite Adapter with Oracle Integration 3*