

Oracle Warehouse Management Cloud

Quarterly Update Preparation Guide

Release 26C



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Get Help

There are a number of ways to learn more about your product and interact with Oracle and other users.

Get Help in the Applications

Some application pages have help icons  to give you access to contextual help. If you don't see any help icons on your page, click your user image or name in the global header and select Show Help Icons. If the page has contextual help, help icons will appear.

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Thanks for helping us improve our user assistance!

1 Quarterly Update Preparation Guide

About Quarterly Updates

Audience

This document is for Warehouse Management Cloud administrators who are responsible for coordinating and participating in the preparation and testing activities for regularly scheduled software updates. The tips and techniques detailed in this document may not be suitable for other Oracle applications.

Content Subject to Change

The information in this document is correct as of the published date. However, Oracle Warehouse Management continues to evolve and software updates are applied frequently; therefore this information is subject to change. Check with your Oracle Representative for updates.

This content is not warranted to be error-free.

About this Document

What is the Quarterly Updates Process?

We use quarterly updates to deliver new features and functionality for your Oracle Cloud Applications. Quarterly updates contain a smaller number of new features and functionality than on-premises upgrades did, nearly all of which are invisible to your end users until you choose to make them available. Quarterly updates also include resolutions for issues that occurred since the last update.

Quarterly Updates are deployed to our fleet of customers over a three-month period. For example, “B” Quarterly Updates will be completed in May, June and July. All customers must update to the latest version within these three months. Oracle SaaS policy allows for up to four Quarterly updates per year. For Oracle WMS/Logfire the standard will be four Quarterly updates per year and ALL updates are mandatory. Some years will have exceptions. For retail customers we understand that the D update might pose a challenge due to high season. If this is the case, please log a Service Request using [My Oracle Support](#) and Oracle will work with you on scheduling the D update.

The three Quarterly Schedules available for Oracle WMSCS/Logfire Cloud customers are:

- February-May-August-Nov
- March-June-September-Dec
- April-July-October-Jan

Customers will be assigned a Quarterly Schedule by Oracle. For customers with other Oracle Cloud products (e.g., Oracle Cloud ERP) already using a Quarterly Schedule, we will assign Fusion or OTM schedule for WMSCS/Logfire Cloud,

whenever possible. Once assigned, customers will have a onetime opportunity to request a different Quarterly Schedule should their business needs dictate. All such requests will be considered on a case by case basis. Variations on the above three schedules are not possible.

The table below details how the Quarterly Updates get scheduled. Customers should expect and plan for the following updates based on their specific Quarterly Schedule:

<i>Quarterly Schedule</i>	<i>Update A</i>	<i>Update B</i>	<i>Update C</i>	<i>Update D</i>
<i>Feb-May-Aug</i>	Feb	May	Aug	Nov
<i>Mar-Jun-Sep</i>	Mar	Jun	Sep	Dec
<i>Apr-Jul-Oct</i>	Apr	Jul	Oct	Jan

Quarterly Update Process Details

The quarterly update schedule uses the following standard process:

- The first weekend of the month, customers (falling under that month's cohort group) test environments would get upgraded to the monthly **(M) patch bundle**. (Xrelease, Mpatchbundle)
- The third weekend of the month, all customers (falling under that month's cohort group) production environment would get upgraded to the monthly **(M) patch bundle**. (Xrelease, Mpatchbundle)

What Happens When I Get a Quarterly Update?

Quarterly updates are applied to your non-production and productions environments on a predefined, predictable schedule. They are mandatory and they cannot be rescheduled. They are first applied to test cadence environments and then to production cadence environments two weeks later.

The two-week period between an update to your test and production cadence environments gives you time to confirm that your critical business flows are supported as expected after the update. Any unexpected issues that are identified need to be reported and resolved with Oracle Support before the scheduled date for the update to your production environment.

What Should I Test After a Quarterly Update?

Your Oracle Cloud Application has been configured for your unique business requirements, so your test plan will be unique to your business as well. You should focus on validating your current configuration before you try out any of the new features available in an update. The point of this testing is to validate your CURRENT configuration to make sure that the update didn't cause some unexpected behavior to your unique configuration. This IS NOT the time to start enabling the new features available in the update.

We recommend that you test your key business processes on the new update. These processes should include all steps and navigation and may include a variety of functions and user roles. You should include a test of the "Features

Delivered Enabled" in the Feature Summary table of the What's New guide, if they apply to you. Additionally, you should also include a test of "Expired Opt In Features" in the What's New Features with Opt In Expiration.

Areas to Include in Your Test Plan

- Integration tests confirming APIs (such as XML, REST) still work and exercise your agents and back end processes
- Third party external systems (such as rating, distance and service time engines)
- Key business process flows for various roles in your organization
- Critical custom reports
- UI tests that cover users' day-to-day activity and address screens that trigger agent actions
- Custom workflows including saved queries and direct SQL updates
- Automatically available UI
- New enhancements that will apply to you

We strongly encourage clients to create automated tests to maximize coverage and streamline the test process.

What If I Find a Problem?

If you find an issue during testing that did not exist before the update, file a service request right away. Indicate that the issue did not exist before the update and give the date for when the update will be applied to your production environment. Oracle Support will use this information to prioritize your update issues and their resolutions. If you uncover multiple issues, file a separate Service Request for each one. Ensure you have suitable solutions for any minor issues filed during testing that aren't due to be fixed before the production update.

Keys to Success

- Put your Quarterly Update dates on your calendar – they are predictable! So, plan ahead.
- Follow the recommended timeline for preparation and testing – and the guidance provided for each.
- Review the Feature Summary table and other details in the What's New guide to determine if there are automatically delivered features that will apply to you.
- Review the Features with Opt In Expiration to identify features which were originally delivered as optional but are now enabled by default.
- Review the Release Notes to understand the detailed changes in the update.
- Validate your test cadence environment and report unexpected issues to Oracle Support right away, so we can work with you to resolve them before the update to your production environment occurs.

Preparing for Quarterly Updates

WMS Quarterly Updates Schedule

Typically Four Updates Per Year

- Releases now aligned with Oracle SCM Cloud
- Update A, B, C, D (Jan-Apr-July-Oct)
 - All updates are aligned with Fusion update schedule
 - Options available for end-of-year busy season*

Quarterly Update Schedule

- - All customers are assigned a cohort (A,B,C)
 - Week 1 for non-prod and week 3 for prod
 - All customers have been notified of their cohort and will be notified of remaining 26A schedule

Patch Bundle Process

- Oracle WMS Cloud has moved to a single monthly patch delivery model
- Monthly patch bundle is mandatory. For more details, see the *WMS patching strategy note: How Does Oracle Warehouse Management (WMSCS/LOGFIRE) Cloud Patching Process Work?* (Doc ID KB 16772)
- We will apply the patch bundle during your scheduled maintenance window on the 1st Friday/Saturday weekend of each month
 - Patch bundle release notes are published the same day
- 2-week testing window prior to moving to Production
- Patches are Zero Downtime (ZDT)

Warehouse Management is on retail maintenance window

- - Starts Friday / Saturday evening
 - Updates performed only during window even after ZDT

Note: All inquiries for update changes need to follow the SR process.

What Do I Need to Do to Prepare for and Complete a Quarterly Update?

There are a few preparation steps to complete before, and some actions to take right after, a quarterly update is applied to your Oracle Cloud Application environment. But quarterly updates are predictable! So, set up some calendar reminders so you don't forget to do these activities.

Use this basic timeline, and the checklists that follow it, as your guide for your quarterly updates.

Quarterly Update Timeline:

4+ Weeks Before	1-2 Days Before	First Days After	1-2 Days Before	First Day After
1st Friday Test cadence environment delivered			3rd Friday Production cadence environment updated	
- Review materials - Update test plan - Check test environment - Prepare integration tests	Preserve custom reports	- Run through test plan in first few hours - Log Service Requests for any issues by the end of the day - Perform post-update steps, if needed	Preserve custom reports	- Quick check of main business processes - Perform post-update steps, if needed

Note: The US/LAD/CAN maintenance window is SAT 19:00 – 22:00 for test and prod. All other regions are FRI 13:00 to 16:00 PST.

4+ Weeks Before the Date of Your TEST CADENCE Environment Update(s)

Release Readiness

- Review the resources on the Release Readiness page. To access the Cloud Readiness page for Oracle Warehouse Management:
 - Access [Cloud Applications Readiness - Supply Chain and Manufacturing - All](#).
 - Scroll down to **Warehouse Management** to review the latest feature updates and information.

There, you will find:

- Spotlight videos that give you a quick overview of the major themes in the update.
- New Feature Summary that gives you a snap-shot look at the new features delivered in the update.
- What's New that is your primary resource to help with your update planning. The guide is organized by functional areas in the product, and it describes all the new features and enhancements and how to enable

them. It links to other resources that you might need. The guide will also alert you to the few features or changes that are delivered automatically, without requiring any action on your part. If they apply to you, features that are delivered automatically are important to test before the production update.

- What's New Features with Opt In Expiration which provides information about expired Opt In features and Opt In features that will expire in an upcoming update.
 - a. Expired Opt In Features: This table shows features which were originally delivered as optional but are now enabled by default. These features are very important to test before the production update.
 - b. Opt In Features with Future Expiration: This table displays optional features and the "Optional Until" version when the feature will no longer be optional. These features retain your ability to toggle the "Opted In" value from "True" to "False." If an optional feature is toggled off for this update, you should thoroughly test in a test cadence environment (by setting "Opted In" to "True") before the feature reaches the "Optional Until" version.

Release Notes

Review the latest Release Notes for the update. To access:

1. Access the *Logistics Get Started* page.
2. Select **Oracle Warehouse Management**.
3. Under **What's New This Release**, select **Read the Release Notes**.

Release Notes provide more detailed information about:

- Corrections reflecting detail fixes made for the update.
- Parameters and Properties describing new parameters and properties.
- Deprecated Items indicating functionality that will be removed from a future update.

Documentation

Review additional product documentation. To access:

1. Access the *Logistics Get Started* page.
2. Select **Oracle Warehouse Management**.
3. From the left pane, select **Books**.

There you will find:

- Getting Started Guide that provides guidance for getting started with setting up Warehouse Management on the cloud.
- Administration documents such as the Security Guide.
- User Guides for Scheduled Jobs and the Mobile App.
- The API Guides.
- The online help for the project.

Other Review Tasks

- Prepare or update test plans to include steps to run through your main business processes.
- Sign in to your test cadence environment to make sure it is working as expected and is a good representation of your production environment.
 - If you haven't been actively changing the setup and configuration of the test environment since the last update, and the environment is working as expected, then you're done with this step.

- If you have been actively developing in your test environment, changing the setup and configuration, and it is no longer similar to your production environment, schedule a Production-to-Test Environment Refresh to align test with production. You have to schedule this at least three weeks in advance of the requested refresh date, which must be at least a week before your test cadence update date. See [My Oracle Support Doc ID 2095509.1](#) for more information about the Environment Refresh Policy.
- Review integration tests to confirm APIs will still work and to exercise your agents and back end processes.

1-2 Days Before the Date of Your TEST CADENCE Environment Update(s)

- Make sure that all of your customized reports are in a "safe" folder so that they are not overwritten during the update. "Safe" folder refers to:
 - The "Custom" folder under "Shared Folders," if you want the report to be available to others.
 - "My Folders," if you are not sharing the report.

Reports in other folders may get lost or overwritten during the update.

Testing Quarterly Updates

The First Day after Your TEST CADENCE Environment is Updated

Remember, you have a two week window in which to validate an update and resolve any issues in your test cadence environment, before your production environment is updated.

Note: For testing purposes, and with each quarterly update, the customer is responsible for keeping their 3rd party hardware and software up-to-date. Please ensure you have connected physical devices (handheld scanners, printers) to your non production instance and tested WMS functionality.

It is strongly recommended to complete the following:

- Run through your test plans in the first few hours to make sure that the environment was updated with no unexpected impact to your current business processes.
 - Integration tests confirming APIs (such as XML, REST) still work and exercise your agents and back end processes
 - Third party external systems (such as rating, distance and service time engines)
 - Key business process flows for different roles in your organization
 - Critical custom reports
 - UI tests that cover users day-to-day activity and address screens that trigger agent actions
 - Custom workflows including saved queries and direct SQL updates
 - Automatically available UI
 - New enhancements that will apply to you.
- We strongly encourage customers to create automated tests to maximize coverage and streamline the test process.
- If you find anything that worked before the update, but doesn't work after it, log a Service Request so you can engage Oracle Support. Do this by the end of the first business day after the update. If you do find such an issue, make sure that when you log your Service Request, you:
 - Indicate that the issue didn't exist before the update
 - State the date that the update will be applied to production or other environments
 - File a separate Service Request for each issue
- Perform any post-update tasks that are recommended in the Post-Update Tasks section of the What's New guide.
- Remain engaged with Oracle Support as we work to validate and correct any issues that you found. Since Quarterly Updates can't be rescheduled, we need to work together to resolve everything before your production environment update begins.

1-2 Days before the Date of Your PRODUCTION Environment Update

Repeat the same preparation tasks that you completed for your test cadence environment, before it was updated.

- Make sure that all of your customized reports are in a "safe" folder so that they are not overwritten during the update. "Safe" folder refers to:
 - The "Custom" folder under "Shared Folders," if you want the report to be available to others.
 - "My Folders", if you are not sharing the report.

Reports in other folders may get lost or overwritten during the update.

The First Day after Your PRODUCTION Environment Is Updated

- Do a quick check of your main business processes to make sure that the environment was updated with no unexpected impact to your current processes.
- Perform any post-update tasks that are recommended in the Post-Update Tasks section of the What's New guide.

