

# Oracle® Retail Brand Compliance Management Cloud Service Release Readiness Guide



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

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# Preface

This guide outlines the information you need to know about Oracle Retail Brand Compliance Management Cloud Service new or improved functionality in this update, and describes any tasks you might need to perform for the update. Each section includes a brief description of the feature, the steps you need to take to enable or begin using the feature, any tips or considerations that you should keep in mind, and the resources available to help you.

## **Audience**

This document is intended for the users and administrators of the Oracle Retail Brand Compliance Management Cloud Service.

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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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## **Oracle Retail Cloud Services and Business Agility**

Oracle Retail Brand Compliance Management Cloud Service is hosted in the Oracle Cloud with the security features inherent to Oracle technology and a robust data center classification, providing significant uptime. The Oracle Cloud team is responsible for installing, monitoring, patching, and upgrading retail software.

Included in the service is continuous technical support, access to software feature enhancements, hardware upgrades, and disaster recovery. The Cloud Service model helps to free customer IT resources from the need to perform these tasks, giving retailers greater business agility to respond to changing technologies and to perform more value-added tasks focused on business processes and innovation.

Oracle Retail Software Cloud Service is acquired exclusively through a subscription service (SaaS) model. This shifts funding from a capital investment in software to an operational expense. Subscription-based pricing for retail applications offers flexibility and cost effectiveness.

# 1

## Feature Summary

This chapter describes the feature enhancements in this release.

### Noteworthy Enhancements

This guide outlines the information you need to know about new or improved functionality in the Oracle Retail Brand Compliance Management Cloud Service update and describes any tasks you might need to perform for the update. Each section includes a brief description of the feature, the steps you need to take to enable or begin using the feature, any tips or considerations that you should keep in mind, and the resources available to help you.



#### Note:

Where new fields, User Interface (UI) changes, or glossary entries are introduced as part of a change, the portal owner may need to apply their own translations of the core system text.

#### Column Definitions

- **Feature:** Provides a description of the feature being delivered.
- **Module Impacted:** Identifies the module impacted associated with the feature, if any.
- **Scale:** Identifies the size of the feature. Options are:
  - **Small:** These UI or process-based features are typically comprised of minor field, validation, or program changes. Therefore, the potential impact to users is minimal.
  - **Large:** These UI or process-based features have more complex designs. Therefore, the potential impact to users is higher.
- **Delivered:** Is the new feature available for use immediately after upgrade or must the feature be enabled or configured? If no, the feature is non-disruptive to end users and action is required (detailed steps below) to make the feature ready to use.
- **Customer Action Required:** You must take action before these features can be used. These features are delivered disabled and you choose if and when to enable them.

**Table 1-1** Noteworthy Enhancements

Feature	Module Impacted	Scale	Delivered	Customer Action Required?
<a href="#">Identity Provider Update</a>	General	Small	Yes	Yes

### Identity Provider Update

Identity Provider Update is the relocation of the existing IDCS admin console User Interface to the OCI Console. Although the changes in functionality for Brand Compliance are behind the scenes, there is a requirement to update all references to IDCS within the application and the documentation to provide correct and consistent references.

Changes have been made so the text *Identity Provider* is displayed where previously it was IDCS, Identity Cloud Service, or Identity Management.

These text changes are visible in the following areas where the text is used:

- Landing Page
- Home Page
- System Parameters
- User Record
- Email Template - Body field
- Batch Job - Job Type, Description, and Message fields

Some of the changes required System Text updates, to manage the text displayed in the application. See Post Release Tasks for further details.

**Note:** The User Interface for the Identity Management solution changes when upgraded from IDCS to that within the OCI Console. This upgrade is handled outside of Brand Compliance; contact your CSM contact for more information as to when the IDCS console will be switched over to the OCI Console.

## Post Release Tasks and Impact on Existing Installation

The following post release tasks and impact on an existing installation must be taken into account as part of this release.

### Identity Provider Update

System Text records using the following text, in the Description field, have been replaced with *Identity Provider*:

- IDCS
- Identity Cloud Service
- Open Identity Management

The system text records are updated automatically during the release process, however any translation overrides must be updated manually, by the retailer administrator.

Email Templates IDCS1 and IDCS2 records require manual updates to replace text ***Identity Management*** with ***Identity Provider*** in the Body field. In addition, any language translations required will also require a manual update.

### System Text

The fix to include the Period field in the Pack Coding query (33503861) introduces a new System Text record:

```
reportQueryColumn.PACK_CODE_PERIOD=Period
```

The fix to include the Spec Type field in the Product query (33378451) introduces a new System Text record:

```
reportQueryColumn.PRODUCT_RECORD_SPECIFICATION_TYPE=Product Record - Spec  
Type
```

The fix to include the Tamper Evident field in the Advanced Packaging Component query (33246837) introduces a new System Text record:

```
reportQueryColumn.ADV_PACKAGING_COMPONENT_TAMPER_EVIDENT=Packaging Component  
Tamper Evident
```

The system text records are added automatically during the release process, however any translation overrides must be added manually, by the retailer administrator.

## Enabling User Roles

If they do not already exist, configure the *Power User*, *Account Administrator*, *Assistant Technologist*, and *Site Inspector* user roles, and assign to the appropriate users.

## Enabling Artwork with SSO

Artwork is not a core Brand Compliance module, but a third-party add-on application. This process enables the integration with the third-party Artwork application, where it is used.

For existing installations that use the Artwork module, in order to configure single sign on (SSO) between Brand Compliance and the Artwork solution (using IDCS OR OCI IAM authentication), the following steps must be taken by the Customer or their Partner:

1. Ensure the MYARTWORK external system has been created in Brand Compliance PROD and STAGE.
2. Raise an SR service requesting for creation of the Artwork Application for PROD and STAGE. The call back URLs and IDCS OR OCI IAM URLs must be provided in the SR.
3. Once created, you will be able to gather the Client ID and Client Secret from IDCS OR OCI IAM.

Refer to the Artwork chapter in the *Oracle Retail Brand Compliance Management Cloud Service Administration Guide* for the full process for enabling Artwork with SSO.



# 2

## Client Requirements

This chapter covers the Client System requirements supported for Oracle Retail Brand Compliance Management Cloud Service.

### Client System Requirements

**Note:**

Oracle Retail assumes that the retailer has ensured its Operating System has been patched with all applicable Windows updates.

The following web browsers are supported:

- Mozilla Firefox
- Microsoft Edge
- Google Chrome (Desktop)

Microsoft has deprecated Internet Explorer 11 in Windows 10 and recommends using Edge as the default browser. Refer to the [Oracle Software Web Browser Support Policy](#) for additional information.

# 3

## Noteworthy Resolved Issues

This following table highlights specific key fixes that are included in this release. In some cases, only a percentage of the overall fixed defects are listed.

Affected Component	Defect Number	Description
General: Email Notifications	33624924, 33693406, 33581743	<p><b>Duplicate notification emails</b></p> <p>A fix has been made to rectify an issue with notification emails being sent multiple times. The issue relates to the following batch jobs, which were running on multiple servers, and were therefore issuing duplicate notifications:</p> <ul style="list-style-type: none"><li>• IDCS Synchronization</li><li>• Supplier and Site Confirm Details Notifications</li><li>• Audit &amp; Visit Due/Overdue Notifications</li></ul> <p>The batch jobs now run just once, regardless of the number of servers.</p>
General: Global Network Bus	29507463	<p><b>Enhancement to validate that a satellite record is enabled before failure record re-submitted</b></p> <p>To prevent a loss of data due to data not being successfully synced, a new validation check has been introduced.</p> <p>When Re-submit Synchronisation is selected where a satellite record is disabled, an error will be generated: <i>Re-submission is not possible because the Satellite is disabled.</i></p>
General: Global Network Bus	32392153, 29793880	<p><b>Global Network Bus intermittently not displaying failure messages</b></p> <p>Failure messages which contain characters which are invalid in XML such as the '&amp;' result in no failure messages being displayed.</p> <p>An update to manage these characters has been implemented so General Network Bus (GNB) failure messages are always displayed.</p>

Affected Component	Defect Number	Description
General: Global Network Bus	32661927, 33556264, 33331064	<p><b>Error occurs on product specification sync process via the GNB</b></p> <p>The product specification sync process fails when it attempts to create a new product covered record instead of updating an existing one. This issue generated a duplicate key error.</p> <p>An update to the Product REST API resolved the underlying issue in identifying an existing product covered record to update.</p>
General: Global Network Bus	32662027, 32750531	<p><b>Failure when creating new multi-pack specification during synchronizing of Product Specifications</b></p> <p>During the synchronizing of Product Specifications, a failure was identified when creating a new multi-pack specification.</p> <p>An internal change has been made to resolve the issue. The change does not affect the Product Specification API.</p>
General: User API	33319402	<p><b>Enhancement to the User REST API</b></p> <p>The User REST API has been enhanced to include the &lt;restrictedAuditorAccess&gt; XML TAG, which corresponds to the "Restricted Auditor Access" flag that is available for Retailer Users.</p>
General: System Text	31693367, 33281390, 34006657, 33326032, 33343345	<p><b>Help Text not available for some fields on Product Specifications</b></p> <p>Help text was not appearing against fields where the key (system text Code field) for labelling fields did not follow standard conventions. This was identified for, but not limited to, the Product Specification fields:</p> <ul style="list-style-type: none"> <li>• Specification Name</li> <li>• Brand</li> </ul> <p>An update has been implemented to ensure the help text is presented for all fields.</p>

Affected Component	Defect Number	Description
General: User Login	33454275, 33903749, 33722501, 33793407	<p><b>Users unable to log on to ORBCM system</b></p> <p>An issue occurred after a system restart whereby users were unable to log on to the ORBCM system, due to a cache issue.</p> <p>An update has been made to prevent the cache issue occurring which will prevent the login error.</p>
Products: API	32889620	<p><b>Update of Product records using the Product Record REST API results in an error</b></p> <p>An issue was identified with updating existing Product records using the Product REST API when the records have existing Shipping Case Code data.</p> <p>A code change to the Product REST API to successfully process the update of Products which contain Shipping Case Code information has been implemented.</p>
Project: Activities	33487331	<p><b>Update to the Activity Sub Status intermittently caused an error</b></p> <p>An update has been implemented so that Activity records can now be successfully saved after editing the Sub Status.</p>
Reports: Advanced Packaging	33246837	<p><b>Tamper Evident field not available in the Advanced Packaging Component query for reporting on</b></p> <p>The Tamper Evident field was identified as not being available for reporting on, under the Advanced Packaging Component query. The query has now been updated, to include the Tamper Evident field.</p> <p>A new system text entry is available for managing the query column name. See Post Release Tasks for further details.</p>

Affected Component	Defect Number	Description
Reports: Advanced Packaging	33410610, 33895252	<p><b>Advanced Packaging reports do not include Produce specification types</b></p> <p>The Advanced Packaging queries do not provide Advanced Packaging data for Produce specifications. Updated queries now include the data for the Produce specification type, for the following queries:</p> <ul style="list-style-type: none"> <li>Advanced Packaging Component</li> <li>Advanced Packaging Additional Information</li> <li>Advanced Packaging Recycling Icon</li> <li>Advanced Packaging Recycling Advice</li> </ul>
Reports: Allergen	33608625	<p><b>Information associated with Natasha's Law is not available for Reporting on</b></p> <p>Updates were made to the following queries to ensure the inclusion of Other Allergen Declarations and Declaration fields:</p> <ul style="list-style-type: none"> <li>Allergen - Contains</li> <li>Allergens</li> <li>Dietary &amp; Allergens Section</li> <li>Suitable For</li> </ul>
Reports: Audits	33544252	<p><b>Audit query provides unexpected data</b></p> <p>The Audit query produced the wrong data for the Issue Changed By and Issue Created By fields.</p> <p>The query has been updated so the fields are now populated with the correct data.</p>
Reports: Nutrients	33521666, 33485431	<p><b>Nutrient queries missing a required field for reporting on</b></p> <p>The Serving Size field was missing from the Nutrient queries:</p> <ul style="list-style-type: none"> <li>Nutrients</li> <li>Nutrient Targets</li> <li>Nutrition Section</li> </ul> <p>An update to the queries to include the field has been implemented.</p>

Affected Component	Defect Number	Description
Reports: Nutrition	33516850	<p><b>Energy calculation update for India Nutrition Labelling requirement</b></p> <p>Due to a legislation change, an update was required to the Energy calculation for India Nutrition Labelling.</p> <p>The change is to the polyols multiplier, going from 2.4/10 to 2/8 for kcal/kj respectively.</p>
Reports: Products	33378451, 33410327	<p><b>Spec Type field not available in the Product query for reporting on</b></p> <p>The Spec Type field was identified as not being available for reporting on under the Product query. The query has now been updated to include the Spec Type field.</p> <p>A new system text entry is available for managing the query column name. See Post Release Tasks for further details.</p>
Reports: Product Shelf Life	33503861	<p><b>Pack Coding query is missing a field</b></p> <p>An update to the Pack Coding query has been implemented to include the Period field.</p> <p>A new system text entry is available for managing the query column name. See Post Release Tasks for further details.</p>

Affected Component	Defect Number	Description
Reports: Product Specification	32949597, 32844324, 33030981	<p data-bbox="987 275 1349 352"><b>Specification History fields required for Reporting on are not available</b></p> <p data-bbox="987 369 1373 594">Specification History information is required in certain queries to identify the reason work is being carried out on a new version of a spec. The following fields from the Specification History table (Specification Main Details) were identified for reporting:</p> <ul data-bbox="987 604 1292 726" style="list-style-type: none"> <li data-bbox="987 604 1263 632">• Date of Amendment</li> <li data-bbox="987 638 1292 665">• Details of Amendment</li> <li data-bbox="987 672 1175 699">• Project Type</li> <li data-bbox="987 705 1122 732">• Version</li> </ul> <p data-bbox="987 737 1373 846">The data is concatenated where there is more than one row in the Specification History table for the given specification.</p> <p data-bbox="987 856 1357 909">These fields are now included in the following queries:</p> <ul data-bbox="987 919 1357 1167" style="list-style-type: none"> <li data-bbox="987 919 1357 972">• Product Record Surveillance Classification</li> <li data-bbox="987 982 1276 1010">• Product Specification</li> <li data-bbox="987 1016 1154 1043">• Ingredient</li> <li data-bbox="987 1050 1328 1077">• Recipe Item Raw Material</li> <li data-bbox="987 1083 1198 1110">• Recipe Section</li> <li data-bbox="987 1117 1338 1144">• Surveillance As Consumed</li> <li data-bbox="987 1150 1263 1178">• Surveillance As Sold</li> </ul>
Reports: Scheduling	33603668	<p data-bbox="987 1188 1373 1266"><b>Report Scheduling does not give the schedule creator access to generated reports</b></p> <p data-bbox="987 1276 1373 1419">Previously, a user's details needed to be included in the Recipients for the scheduling record to access any report output for the schedule.</p> <p data-bbox="987 1430 1373 1570">An update has been implemented so a user who creates a report scheduler record will automatically have access to the reports produced.</p>

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Affected Component	Defect Number	Description
Supplier: Audits & Visits	33265075, 33190648	<p data-bbox="987 275 1377 331"><b>Overdue email notifications not being sent to Retailer users</b></p> <p data-bbox="987 338 1377 541">Overdue email notifications were only sent to Retailer users if the system parameter <i>Send Audit/Visit Due Notifications to Retailer</i> was set to Yes as well as the required <i>Send Audit/Visit Overdue Notifications to Retailer</i>.</p> <p data-bbox="987 548 1377 690">An update now ensures overdue email notifications to retailers is only reliant upon the <i>Send Audit/Visit Overdue Notifications to Retailer</i> system parameter.</p>

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# 4

## Deprecated Features

As part of the continuous delivery model for cloud services, features and technical components of a solution may be removed or replaced to enhance the security, performance, and overall quality of the cloud service. When this occurs, the deprecation of a feature or component will be announced in advance, allowing customers sufficient time to anticipate the change and transition to any enhanced replacement feature/component. After the deprecation is announced, the deprecated feature or component will remain in the solution until the planned removal date and will not be enhanced or made compatible with other new features.

For the full schedule of planned deprecations for this product, see the Deprecation Advisory accessed from the following MOS Documentation Library: Oracle Retail Brand Compliance Management Cloud Service Documentation Library at [Doc ID 2400174.1](#).