

Oracle® Retail Brand Compliance Management Cloud Service Release Readiness Guide



Release 19.9
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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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Contents

1 Feature Summary

Post Release Tasks and Impact on Existing Installation	1-1
Enabling User Roles	1-1
Enabling Artwork with SSO	1-1
Database Update Scripts	1-1

2 Client Requirements

Client System Requirements	2-1
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3 Noteworthy Resolved Issues

4 Deprecated Features

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.

Documentation Accessibility

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- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Oracle Help Center (docs.oracle.com)

Oracle Retail product documentation is available on the Oracle Help Center at <https://docs.oracle.com/en/industries/retail/index.html>.

(Data Model documents can be obtained through My Oracle Support.)

Comments and Suggestions

Please give us feedback about Oracle Retail Help and Guides. You can send an e-mail to: retail-doc_us@oracle.com

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

Oracle Retail Brand Compliance Management Cloud Service 19.9 is a Critical Update.



Note:

There are no enhancements in this update. See the [Noteworthy Resolved Issues](#) for more information about the contents in this update.

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.

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.

Database Update Scripts

There are no Database Upgrade Scripts included within this release.

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	Summary
General: Attachments	NA	Attachment image not fully rendered A fix has been made to rectify an issue when viewing an image that has been added as an attachment to a record, where the image was not fully rendered.
General: Global Network Bus	33511379	Synchronization of Specification's Nutrition section A fix has been made to rectify an error that occurred when opening the Nutrition section of a Product Specification which had been synchronized between a satellite portal and the global hub portal. The issue was due to the mapping of fields between the portals. This issue only relates to portals that operate a Global Network Bus (GNB) application.
General: Global Network Bus	33511393	Synchronization of Specification's Advanced Packaging section A fix has been made to rectify an issue where the Advanced Packaging section of a Product Specification could not be synchronized between a satellite portal and the global hub portal. The issue was due to the mapping of fields between the portals. This issue only relates to portals that operate a Global Network Bus (GNB) application.
General: Global Network Bus	33529875	Synchronization of Product Record data A fix has been made to rectify a synchronization failure of Product Record data between a satellite portal and the global hub portal. The exception was related to the Product Record's status change history data. This issue only relates to the Global Network Bus (GNB) application.
General: Global Network Bus	34385768	Synchronization of Product Specification data A fix has been made to rectify a synchronization failure of Product Specification data between a satellite portal and the global hub portal. The exception was due to the process attempting to synchronize an attachment within the Post Launch Information section of a Constructed Non Food (CNF) specification. Attachments are not synced to the global hub portal, so the fix filters out any inspection report attachments when syncing the CNF Post Launch Information section data. This issue only relates to the Global Network Bus (GNB) application.

Affected Component	Defect Number	Summary
General: Global Network Bus	34589131, 34589186	<p>Synchronization of between Satellite and Global portals</p> <p>A change has been introduced to include a retry loop for the instance where the Object Store is not updated with the Web Service Log request and response attachments. In these instances, the call to the global portal will be retried.</p> <p>This issue only relates to the Global Network Bus (GNB) application.</p>
Product: Specifications	32662027, 34493227, 34495553, 34546620, 34550357, 34559166, 34563705, 34566853, 34576977, 34579931	<p>Error when saving Product Specification</p> <p>A fix has been made to rectify an error that occurred when attempting to save a multi-product Product Specification.</p> <p>The error occurred when assigning recycling icons to the product components. It relates to a change made in a previous release (item 3437443).</p>
Reports: Standard/Claim Query	34028399	<p>Unable to report on Durability Coding in Specification's OLC section</p> <p>A fix has been made to rectify an issue where it was not possible to report on the Durability Coding Statement in the Storage of the Product Specification's Other Labelling Copy section.</p> <p>The value has been added to the Standard/Claim reporting query data source.</p>

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](#).