

Oracle® Retail Home

Release Readiness Guide



Release 25.1.201.0

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ORACLE®

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Preface

This guide outlines the information you need to know about Oracle Retail Home 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 Home.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- 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 following website <https://docs.oracle.com/en/industries/retail/html>

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 Home 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.

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Feature Summary

The following enhancements are included in this release.

Noteworthy Enhancements

This guide outlines the information you need to know about new or improved functionality in the Oracle Retail Home 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.

Column Definitions

- **Feature:** Provides a description of the feature being delivered.
- **Delivered:** Identifies whether the feature is Enabled or Disabled upon initial delivery.
- **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.
 - **Medium:** These UI or process-based features are typically comprised of field, validation, or program changes. Therefore, the potential impact to users is moderate.
 - **Large:** These UI or process-based features have more complex designs. Therefore, the potential impact to users is higher.
- **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.

| Feature | Module Impacted | Scale | Delivered | Customer Action Required? |
|--|-----------------------|-------|-----------|---------------------------|
| Environment Type Mismatch Warning | Health Check | Small | Yes | No |
| Retail Cloud Customer Success Portal Migration | Welcome Screen | Small | Yes | No |
| Default Subscription Metrics for Non-Subscribed Applications | Application Dashboard | Small | Yes | No |

Environment Type Mismatch Warning

Retail Home has been enhanced with a warning notification when the Environment Type (Prod/Preprod) returned by the application-level PSRAF health check does not match the Retail Home's Environment Type.

Retail Cloud Customer Success Portal Migration

The Retail Cloud Customer Success Portal has now migrated to a new platform: the [Oracle Retail Cloud Customer Success Hub](#). As part of this transition, the links and texts in Retail Home (RH) Welcome Screen and related documentation such as the email banner, etc., have been updated accordingly.

Figure 1-1 Oracle Retail Cloud Customer Success Hub Section from Welcome Screen (Header and Link)

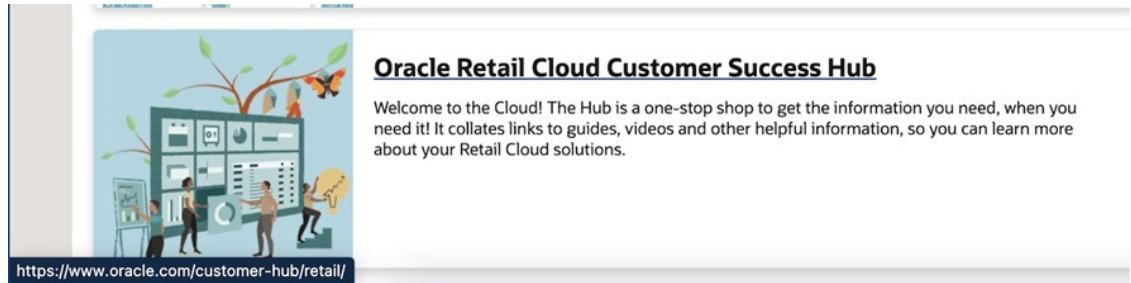
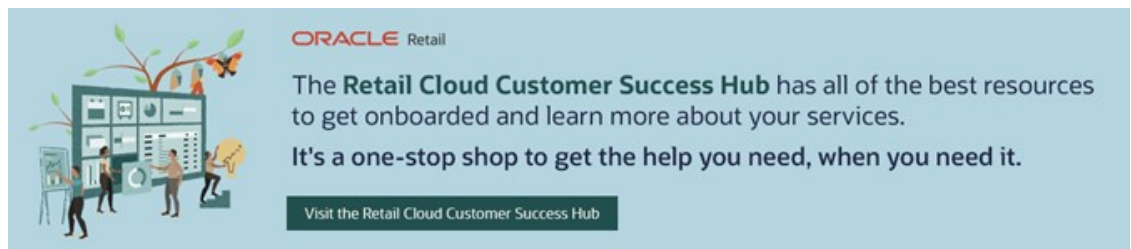


Figure 1-2 Email Banner



Default Subscription Metrics for Non-Subscribed Applications

For applications without an active customer subscription, including Retail Home (RH) and POM, the subscription-related fields will no longer be displayed, including,

- Subscription start/end date
- Subscription time left
- Subscription usage metrics chart or table

Home DashboardWelcomeApplication Dashbo... x

Application Dashboard

Customer Name
EIT

Customer ID
EIT

Modules
View

Retail Home Offer

Subscription Threshold 80% Send Alerts

| Metric Description | Quantity 32 | Total Purchased 3,200M | Consumed | Remaining |
|---|----------------|---------------------------|--|-----------|
| Version Installed: 25.1.2010.0.0125 Installed: 03/31/2025 Release Notes View Version History View Modules | | | Subscription Usage information is unavailable. | |

POM Offer

Subscription Threshold 80% Send Alerts

| Metric Description | Quantity 0 | Total Purchased 0M | Consumed | Remaining |
|---|---------------|-----------------------|--|-----------|
| Version Installed: 25.1.2010 Installed: 04/02/2025 View Version History View Modules | | | Subscription Usage information is unavailable. | |

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Noteworthy Resolved Issues

For the Noteworthy Resolved Issues document for this release, see the following on My Oracle Support (MOS): Oracle Retail Home Documentation Library at ([DocID: 2539848.1](#)).

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System Requirements, Supported Systems, and Compatibility

This chapter covers the Client System requirements and products supported for Oracle Retail Home.

Browser Support

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.

Supported Oracle Retail Cloud Service Products

Retail Home is able to integrate with all Cloud versions of Oracle Retail products. Note that not all Oracle Retail Cloud Services support all features of Retail Home integration.

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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 a full list of declared deprecated features in this release, please visit the My Oracle Support (MOS) Documentation Library Doc ID: [2539848.1](#).