

# Oracle® Retail Integration Cloud Service

## Service Administrator Action List



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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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Oracle® Retail Integration Cloud Service Service Administrator Action List

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Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you with your tasks?
- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

If you find any errors or have any other suggestions for improvement, then please tell us your name, the name of the company who has licensed our products, the title and part number of the documentation and the chapter, section, and page number (if available).



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# Preface

This Service Administrator Action List describes the requirements and process for setting up Merchandising cloud services and associated integrating Merchandising with other software solutions.

## Audience

This Installation Guide is for the following audiences:

- Service administrators
- System administrators and operations personnel
- Integrators and implementation staff personnel

## Documentation Accessibility

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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

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Oracle Retail product documentation is available on the following web site:

<https://docs.oracle.com/en/industries/retail/index.html>

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-02 is an updated version of a document with part number E123456-01.

If a more recent version of a document is available, that version supersedes all previous versions.

## Oracle Help Center (docs.oracle.com)

Oracle Retail product documentation is available on the following web site:

<https://docs.oracle.com/en/industries/retail/index.html>

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

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	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.

# 1

## Overview

When starting a Retail Integration Cloud Services (RICS) implementation, there are a number of key considerations and actions you will need to take. This document outlines the most important actions and provides a general timeline for when many of these actions should be completed to ensure success for your implementation. These actions are divided up in the following phases:

- [Pre-Provisioning](#)
- [Provisioning](#)
- [Post Provisioning](#)

## Audience

This document is intended for your service administrator. The service administrator is the key person in your business that manages your Integration cloud service. Oracle will target important communications to the service administrator, such as the initial welcome e-mail that is described in this document. If the person who receives this e-mail is not the person or part of the group of people that will be taking responsibilities for the tasks in this document, please work with your Customer Success Manager (CSM) to have that the name updated.



# 2

## Pre-Provisioning

Pre-provisioning is the period after contracts are signed, but before receiving your environments, where some key activities can occur related to your upcoming implementation. For Integration Cloud Service implementations, your Customer Success Manager (CSM) will be your main point of contact for these activities.

### Activate Your Service into a Cloud Account

You will receive an activation e-mail from Oracle in the initial stages of provisioning - often immediately after your subscription order is booked. You will need to activate your cloud service into a cloud account to begin the provisioning activities for your Oracle Retail service(s). Promptly complete the activations steps to better enable on-time environment delivery.

On activation of your cloud account, you have access to Oracle Cloud Infrastructure Console and the Identity and Access Management (OCI IAM), and your default Identity Domain will be created. An identity domain is a container for managing users and roles, federating and provisioning of users, securing application integration through Oracle Single Sign-On (SSO) configuration, and OAuth administration. It represents a user population in Oracle Cloud Infrastructure and its associated configurations and security settings (such as MFA).

Your default identity domain will be of the Oracle Apps type. Each identity domain type is associated with a different set of features and object limits.

You can create additional identity domains. Multiple identity domains are useful when you need separate environments for a single cloud service or application (for example, one environment for development and one for production). The default approach for Oracle Retail is for a single identity domain for all environments.

#### Note:

Activation of your cloud service into a cloud account does NOT impact billing or the subscription service period - those details are connected to the subsequent environment delivery of the Merchandising cloud services.

### Creating an Oracle Cloud Account

To start the setup, you'll click the Activate link provided in the e-mail received.<sup>1</sup> Then the following steps are required:

1. Provide the desired name for the Oracle Cloud Account

A best practice is to use a name which will encompass the scope of services to be managed in the account, such as a combination of your company name and "retail". For

<sup>1</sup> An Oracle Cloud Account is not the same as your My Oracle Support account. The Oracle Cloud Account exists within the OCI console and includes your identity domains for managing user access and security.

example, **mystoresretail**. After activation, you can adjust the displayed name for the cloud account.

2. Provide your e-mail address as the customer administrator who receives the activation e-mail.

The e-mail address must match the initial e-mail. If you would like a different contact to be used as the administrator, this can be managed after activation in coordination with your CSM.

3. The activation success message will display, and you will receive a new welcome e-mail with access credentials.

## Activating into an Existing Oracle Cloud Account

Activate your Retail cloud service within the Account Management section of your existing Oracle Cloud Account.

1. Log in to your existing Oracle Cloud Account.

Clicking the **Activate** link brings you to the login page.

2. Within the Dashboard, click on the **Account Management** menu and then select the **Activate** tab.

Available services to activate will be listed; you may need to select **Show: Pending Activations**.

3. Click the Cloud Service Account Setup button to complete setup.

If you have any issues with the above, see the [Frequently Asked Questions](#) chapter.

## Prepare Project Team

During this time, you will also be putting together your project plan for the deployment and go-live phases of your implementation. It is important to consider the following during this planning phase to prepare your project team for the Retail Integration implementation:

- **OCI Identity and Access Management** - As noted above, you will be using the OCI IAM UI for user management for your Retail Integration cloud services. During the pre-provisioning timeframe, familiarize yourself with this solution and its features.
  - <https://docs.oracle.com/en-us/iaas/Content/Identity/home.htm>
- **Project Team Training** - Consider the training that the members of your team will need in order to make your implementation successful. This includes both your employees, as well as your systems integration partner. Suggested training topics to consider include:
  - [Retail Integration Cloud Service configuration](#)
- **Security Configurations** - During this phase, you should designate a portion of your team to becoming familiar with OCI IAM and the enterprise roles, duties, and privileges that will be part of the Retail Integration Cloud Service you are implementing. You can also start designing the roles that you will need for your users, and what duties will be assigned to your custom roles. For more details, please refer to *Retail Integration Cloud Service Integration Security Guide*. For more information on OCI IAM, see [Managing Users, User Accounts, and Roles](#).

- **System Options Configuration** - Start reviewing the system options available in all the Retail Integration Cloud Service to determine how these should be configured. Work with your systems integrator to identify those you are unsure about or need to be considered in the program planning.
- **Integration Planning** - Start reviewing the available existing integrations available as part of the Retail Integration cloud services to support external Oracle integrations. Key documents to review include:
  - **User Guides** - Each of the Oracle Retail Cloud Services has a user guide.

# 3

## Provisioning

Once your environments are ready for you, the person designated as your service administrator will receive a welcome e-mail: one for each cloud service and each environment (stage, production, and so on).

Follow all instructions in the "Action Required: Access and Administer Production/Stage/Test Environment..." e-mail.

This environment access e-mail contains critical details required for you to access and administer your Cloud Service. You will receive one e-mail for each provisioned environment. Save these e-mails.

Log in to your Cloud Service. Use the Identity Management URL, username and temporary password provided in the environment access e-mail to verify access to your service. At your first login attempt, create a new password and make note of it because at this point you are the only one with access!

You will receive a separate e-mail for each provisioned environment, and the password for each environment is maintained separately. In addition, please note that you will not be able to access the Retail applications until you grant the appropriate application roles to your user.

It is recommended that you save this e-mail for future reference, because at this point the service administrator is the only person with access.

## Access OCI IAM

Once you receive your welcome e-mail, it is recommended that you, as the system administrator, log into OCI IAM to verify your access and create a new password. You will also be assigned the application administrator group for each Retail Integration service in both your production and pre-production environments. Note that the group for pre-production will have an added extension (`_PREPROD`) in order to differentiate between the two. These should not be deleted.

It is also recommended that you add additional administrators in order to have a backup administrator and share in user management administration, as at this point no one else in your organization will have access to OCI IAM or the Retail Integration solutions. For assistance in creating users or adding them to groups, see the following documents:

- [Managing Users, User Accounts, and Roles](#)
- [Adding Identity Domain Administrators](#)

 **Note:**

You may notice that there are a number of other user IDs set up in OCI IAM for Retail Integration (for example, bdi\_admin, jos\_admin). These users were seeded by the Oracle Cloud Operations team for use in Merchandising batch and integration processes. These users will be managed by the Oracle Cloud Operations team.

## Validate Cloud Service Access

Next, you should validate that you are able to access and successfully log into each of the Retail Integration Cloud Services for which you have been provisioned using the URLs provided in the e-mail, along with the username and password.

## Register Customer Support Identifier

The welcome e-mail will also include your Customer Support Identifier (CSI). This should be registered with My Oracle Support (MOS), which you will use to log questions or issues about these services. Follow link in the e-mail or access [support.oracle.com](https://support.oracle.com) to create a new account. If you already have a MOS account, remember to add your new CSI to your existing MOS account.

The first person to request access to a CSI will be checked by Oracle to ensure the domain of their e-mail address matches the domain associated with the CSI. Once approved, they will be made the Customer User Administrator of that CSI, and can approve others to use it. If someone else has already been made the administrator of that CSI, then the request will be e-mailed to him or her for approval. For more information on the Customer User Administrator, see [MOS ID 1544004.2](#).

 **Note:**

You will not be able to register your CSI number until your production environment has been provisioned.

## Create End User Accounts

Before end users can access the Cloud Service application it is necessary to provision each user access to the system and assign roles to each user to control what functionality will be available to them. The access provisioning is done using Oracle Identity Management (OIM). Instructions for end user account creation are documented in an Administration Guide, found in an online Documentation library at this location:

<http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html>

# 4

## Post Provisioning

In the first few days after your initial provisioning, it is recommended that you do each of the following tasks, as they are applicable for your implementation. This will help ensure that any configuration or access issues are resolved earlier in your program to avoid delays. For each of the URLs below, the <hostname> portion of the URL should be replaced with the one specific for your implementation, which will be the same as was in your welcome email and your cloud service URLs. It will use a naming convention similar to the following: xxx-yyy-mfcs-mcs.oracleindustry.com.

### Leverage Oracle Support

Attend a session on Working Effectively with Support (WEWS) to learn about support policies and best practices when working with Oracle Support. Oracle Support representatives are ready 24/7 to answer questions and address issues about your service. Access the Oracle Support Contacts Global Directory to find the Oracle Support Hotline for your country, and explore the page on *Working Effectively with Oracle Support - Best Practices* found on My Oracle Support under [Doc ID 166650.1](#).

### Get Connected

Register for RGPU support communities:

- Use [My Oracle Support Community \(ID 2299812.1\)](#) to post technical questions and get resolution on technical issues.
  - See "Getting Started" to learn how to use the Support Community.
- Use [The RACK](#) to view informative resources and participate in discussions around Retail Solutions.

# 5

## Frequently Asked Questions

### Cloud Account Activation

Since the Retail Integration cloud services are installed using the activated OCI IAM domain details, it is important to ensure any activation concerns are resolved during the pre-provisioning/provisioning period, as making changes after your Retail Integration cloud services are provisioned may require extended downtime.

#### **What should I do if I cannot activate my service into an existing Oracle Cloud Account?**

Inform your CSM or sales representative if you run into issues, providing the following information:

- Existing Oracle Cloud Account name
- Subscription ID of a service in the account
- Administrator e-mail for the account

#### **What do I do if I experience errors or failures while attempting to activate cloud account?**

The administrator e-mail address must match the e-mail which received the activation notification. If this does match and you are still running into issues, inform your CSM or sales representative, providing the following information:

- Intended activation approach (new Oracle Cloud Account or activate within an existing)
- Any error or failure messages received - include screen shots if possible

#### **Can I use another identity management solution?**

Only OCI IAM is supported in Retail Integration Cloud Service implementations, however OCI IAM could also be integrated with external identity management providers, like Active Directory, using its APIs.

#### **I have multiple pre-prod environments and want to have different security configurations for the same users/roles in each, can I do that?**

The recommended approach is to create roles in OCI IAM (and ORAAC) that reflect the configuration needs for each environment. Or you could consider creating two user IDs for the same person to reflect the different role configurations that they need to test.

#### **Why do I see other users in my OCI IAM instance (for example, batchuser)?**

The Oracle Cloud Operations team will also seed a set of integration users required by the solutions as part of the provisioning process. These are users used for integration or internally for batch and other processing and **should not be deleted**.