Oracle Retail Merchandising Cloud Services

Next Gen Cloud Update Guide

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Due to the nature of the product architecture, it may not be possible to safely include all features described in this document without risking significant destabilization of the code.

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Introduction

Document Summary

This document provides general enablement details for Oracle Retail customers moving to Oracle's Next Generation SaaS architecture. These checklists and resources capture major customer activities and milestones. Retailers should use these checklists early in the update planning phase. The checklists allow retailers to ask key questions when working with technical staff and partners. In addition, the checklists provide considerations for implementation planning. Once completed, the checklists can be used to set expectations among all parties and saved for future reference.

Overview of Next Generation SaaS Architecture

All Oracle's Merchandising Cloud Services are moving to Oracle's Next Generation SaaS Architecture. This is a cloud-native, container-based architecture that is more secure, highly scalable, and allows for better up-time and availability. This is accomplished by leveraging a Kubernetes cluster management backend that is connected to an Oracle database service. This new architecture yields the following benefits:

- Significantly reduced downtime.
- Full adoption of OAuth 2.0 for all REST services.
- Significant improvements in middle-tier and application-tier scalability.
- Higher overall throughput.
- Adoption of additional industry-standard tools.
- Improved, simplified intra-Oracle Retail integration.
- Centralized Oracle Retail Business Intelligence instance for easier reporting administration.
- Retirement of SFTP in favor of a service-based approach. Reference the documentation for more information on Merchandising File Transfer Services.

Assumptions

Note the following assumptions regarding the update:

- The production environment will need to be shut down for the update. It may require **12 to 16 hours** for a complete update of Merchandising Cloud Services, Retail Integration Cloud Service (RICS), and Retail Process Orchestration and Monitoring (POM).
- Non-production environments are updated first to enable retailers to perform their development activities and prepare before the Production environment update.
- All RIB queues and Error Hospital tables must be empty. No new messages should be published from any system during the cutover time, including messages from third-party systems.
- All batch files must be processed, and there are no leftover files remaining in the SFTP folder.
- Update activity will be performed after the Nightly batch cycle is complete. No jobs should be pending (including any BDI job).
- Merchandising Cloud Services, RICS, and POM will be updated together. Your system must be on version 19.3.023.2 or later to upgrade to Next Generation SaaS Architecture.
- No changes to the IDCS or OCI IAM if needed all Oracle Retail Cloud services are using the same IDCS or OCI IAM instance currently. If you are using different IDCS or OCI IAM instances for different Oracle Retail Cloud services, all of them will be merged into a single Instance. There is a customer action needed to reset passwords.
- There is a cut-off date for personalization and changes to roles. Any changes made after the cut-off date will not be updated.

Customer Actions for Merchandising Cloud Services

Due to the technical changes in Oracle's Next Generation SaaS architecture, the actions below are performed by the customer.

📝 Updated Solution URLs

☐	**STEP 1**	Configure all application and/or REST service calls to your internal applications to use new URLs.	Resources: • *Oracle Retail Merchandising - Service Administrator Action List*: https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmsal/
☐	**STEP 2**	Ensure any inbound Merch SaaS calls that use SOAP/REST services use new URLs.	

📝 Authentication Changes

☐	**STEP 1**	Update the Authentication mechanism to use the industry-standard OAuth2.0 authentication (rather than basic authentication). This is applicable for all REST services. Basic authentication is no longer supported.	Resources: • OAuth 2.0 for Merchandising ReST Services (video): https://videohub.oracle.com/media/OAUTH+for+Merchandise+Operations/1_3cyg81xi • Refer to the "OAuth for REST Service Authentication" section of the *Merchandising Operations Guide - Volume 2*: https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmsob/restful-web-services.htm#oath-rest-svc-auth-2F468F1A • Please ensure that you configure Retail Home users with the roles present in Chapter 2 of the *Retail Home Integration Guide* to create the OAuth credentials. If the correct roles are not assigned, you will see an error. https://docs.oracle.com/en/industries/retail/retail-home/latest/rhmsg/installation-configuration.htm

File Transfer Services

	STEP 1	Use new FTS services to upload/download files to/from Object Storage. This is a replacement for the SFTP process. **Note:** FTS must use OAuth2.0 authentication.	Resources: • Merchandise Operations File Transfer Services (video): https://videohub.oracle.com/media/Merchandise+Operations+File+Transfer+Services/1_7mjd3zvh • File Transfer Services (FTS) Tutorial: https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmfts/ • Refer to the "File Transfer Services" section of the *Oracle Retail Merchandising Cloud Services - Inbound and Outbound Integration Guide*: https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmsob/file-transfer.htm

BI Publisher Report

	STEP 1	Addition of New Roles In the next generation, BI Publisher is delivered & maintained by DIS. To gain access to the custom reports, the newly created roles must be assigned to business users.	Resources: • Refer to the "BI Publisher Reports Delivery via Object Storage" section of the *Oracle Retail Merchandising Cloud Services - Customization and Extension Guide* : https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmceg/using-bi-publisher-custom-reports.htm#bi-pub-rpts-deliver-obj-store-21EB1AFF • Refer to the "Accessing BI Publisher" section of the *Oracle Retail Merchandising Cloud Services - Customization and Extension Guide* : https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmceg/using-bi-publisher-custom-reports.htm#GUID-4CCD543D-37DD-435B-8D9A-6BEB0E8DC47C

☐	**STEP 2**	Object Storage Delivery Channel	Resources:
		The BI publisher reports can now be delivered through Object storage. This is the next generation replacement of the SFTP report delivery channel. This feature can be used for both regularly scheduled reports and burst reports.	• Refer to the "BI Publisher Reports Delivery Through Object Storage" section of the *Oracle Retail Merchandising Cloud Services - Customization and Extension Guide* : https://docs.oracle.com/en/industries/retail/retail-merchandising-foundation-cloud/latest/rmceg/using-bi-publisher-custom-reports.htm#bi-pub-rpts-deliver-obj-store-21EB1AFF

📝 DAS

☐	**STEP 1**	Implement the DAS reference architecture in Oracle Cloud Infrastructure (OCI). To implement replication out of RGIU SaaS, retailers must use OCI GoldenGate. To do so, the retailer must ensure that they obtain an OCI Golden Gate license. As of this release, Oracle Retail supports replication only to OCI GoldenGate. While Oracle Cloud is generally the most cost-effective platform for databases, there may be cases where a retailer may want to store data in another platform. In that case, the retailer is responsible for the design and implementation of any additional replication from the required OCI GoldenGate instance.	Resources: • *Oracle Retail Data Access Schema DAS GoldenGate - Microservices Target Installation and Configuration Reference Paper (Doc ID 2835323.1)*: https://support.oracle.com/epmos/faces/DocumentDisplay?id=2835323.1 • To ensure that Golden Gate is set up in OCI, refer to the steps described in the "Prepare – Target GoldenGate" section of *Oracle Retail Data Access Schema DAS GoldenGate - Microservices Target Installation and Configuration Reference Paper* (see link above).

Customer Actions for Retail Integration Cloud Service (RICS) Applications

📝 Update Service Endpoint URLs

☐	**STEP 1**	The BDI-EXT On-Prem component has been deprecated starting January 2024. This eliminates the overhead of maintaining the on-prem/PaaS component. If the customer is currently using the BDI-EXT on-prem component, they must switch to the BDI-EXT SaaS component and send data through the Bulk Data Export Service ReST API available on the SaaS component. This is a required step before migrating to the Next Gen platform. Step by Step instructions can be found in the *BDI Implementation Guide*.	Resources *Oracle® Retail Bulk Data Integration Cloud Service* *Implementation Guide – Concepts* https://docs.oracle.com/en/industries/retail/retail-integration-cloud/latest/bdiim/integration-external-applications.htm#GUID-AB560D9A-1B82-4C46-BC52-BAF6C52835C8

☐	**STEP 2**	Configure service endpoint URLs in the external systems to integrate with RICS (for example, Publish messages to RIB should point to the new URL).
		
		EndPoint URL Format:
		
		`https://<hostname>/rib-ext-services-web/ApplicationMessagePublishingService?WSDL`
		
		Based on your implementation, you will need to replace the hostname. The format for the hostname is:
		
		`rex.retail.<Region Name>.ocs.oraclecloud.com/<Customer Subnamespace>/`
		
		where `<Region Name>` is the region for your data center and `<Customer Subnamespace>` is specific to your company's name and environment type (production, stage, dev and so on).
		
		EndPoint URL Example:
		
		`https://example.com/rgbu-rex-xyzz-dev1-rics/rib-ext-services-web/ApplicationMessagePublishingService?WSDL`
		
		To ensure compliance with the latest security standards mandated by CSSAP, we are requesting that all customers transition away from using **SOAP services with Basic Authentication** for **RIB-EXT**.
		
		Our latest versions, v25.x, offer two secure alternatives:
		
		• REST services for RIB-EXT.
		• REST services directly exposed by MFCS.
		
		These utilize **OAuth 2.0** for secure authentication.
		
		We understand that some customers may prefer a like-for-like upgrade from v19 to v25. While we support this, please be advised that this option will be available for a limited period of **six months following your Go-Live date**.
			Resources:
			
			• *Oracle® Retail Integration Cloud Service - Service Administrator Action List*: https://docs.oracle.com/en/industries/retail/retail-integration-cloud/latest/icsal/
			
			• *Oracle® Retail Integration Cloud Service – Third Party Integration Guide – RIB EXT ReST end points*: https://docs.oracle.com/en/industries/retail/retail-integration-cloud/latest/oriov/implementing-rib-ext.htm

☐	**STEP 3**	Update Oracle to customer outbound service endpoint URLs by removing the keyword "`_CHANGE_ ME`". Upon successful completion of the update from the current architecture to Oracle's Next Generation SaaS architecture, update the URLs used for the Outbound calls from RICS.	
		For example, a URL configured in `rib-ext` to send messages out to an External system should get updated by removing the keyword "`_CHANGE_ ME`" using the self-service options available in the UI. A list of 3 external URLs that need to be updated are below:	
		• RIB-EXT to External system example URL: https://externalhostname/resources/injector/inject	
		• RIB-LGF to Logfire WMS Cloud example URL: https://wmscloudhostname/lgf_int	
		• RFI to CFIN example URL: https://cfinhostname/fscmService/AccountCombination Service	
☐	**STEP 4**	Note: This step is only applicable to customers who have any component packaged as part of the RICS Client Connector Pack. Example: Injector hosted on-prem/PaaS and so on.	Resources:
		The RICS version running on Next Generation platform is currently v25.0.201.x. It's recommended that components running on-prem or PaaS match as closely as possible to that of SaaS version. Customer should plan on upgrading such components to the v25.0.201.0 version of the Client connector pak.	• Link to Download the latest RICS Client connector pak: https://mosemp.us.oracle.com/epmos/faces/PatchDetail?requestId=27363625&patchId=37913973

📝 Authentication Changes

☐	**STEP 1**	Update the Authentication mechanism to use OAuth2.0 authentication, rather than basic authentication. This is applicable for all ReST services inbound to Merchandising.	Resources:
			• Refer to "Provisioning InjectorService URL" in the

	STEP 2	Note that as part of the update, credentials configured in the current architecture (source environment) are preserved and migrated. If the credentials were changed after the update, the customer/SI partner must ensure that the new credentials are updated inOracle's Next Generation SaaS architecture environment by using the self-service options available in the RICS UI.	*Oracle® Retail Integration Cloud Service Implementation Guide–Concepts*: https://docs.oracle.com/en/industries/retail/retail-integration-cloud/latest/ricpl/rib-self-service-enablement.htm#GUID-C817D78A-14F9-4C56-8A88-E9D4244830D0 • Refer to "Set the WMS Cloud and RIB-LGF Application Links" in the *Oracle® Retail Integration Cloud Service Universal Service Mapper User Guide*: https://docs.oracle.com/en/industries/retail/retail-integration-cloud/latest/rumug/usm-user-interface1.htm#set-wms-rib-lgf-app-lnk-34713FA2

Customer Actions for POM

Update Service Endpoint URLs

	STEP 1	Configure service endpoint URLs in the customer systems to point to the new URLs. For example: Execution Request Creation and Execution Request Tracking should now point to the new URL.	Resources: • Refer to the "Invoking POM Services" chapter of the *POM Implementation Guide*: https://docs.oracle.com/en/industries/retail/retail-process-orchestration-monitoring/latest/rpoim/c_invoking_pom_services_using_oauth.htm

Authentication Changes

	STEP 1	Update the Authentication mechanism to use industry-standard OAuth2.0 authorization, rather than basic authentication. This is applicable for all REST services. Basic authentication is no longer supported.	Resources: • Refer to the "Invoking POM Services" chapter of the *POM Implementation Guide*: https://docs.oracle.com/en/industries/retail/retail-process-orchestration-monitoring/latest/rpoim/c_invoking_pom_services_using_oauth.htm • OAuth 2.0 for Merchandising ReST Services (video): https://videohub.oracle.com/media/OAUTH+for+Merchandise+Operations/1_3cyg81xi

Customer Responsibilties

☐	**STEP 1**	Customers should add their outbound proxy, firewalls in all the domains, and IPs to RGIU Data Center to their allowlists. Domain names to be allowlisted will be as part of the initial environment provision email notification. This is applicable for Merch/RICS integrations, GoldenGate and POM callbacks, and so on.
☐	**STEP 2**	Development work to uptake new URL changes and authentication mechanisms.
☐	**STEP 3**	Development work to uptake new file management processes.
☐	**STEP 4**	OCI setup work to uptake new DAS reference architecture.
☐	**STEP 5**	Perform regression testing.

References

Refer to the documentation at the following URL: https://docs.oracle.com/en/industries/retail/index.html

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