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Oracle Retail Cloud Services

Cross Region Migration Guide – Customer Action

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TABLE OF CONTENTS

Introduction

Document Summary

This document provides guidance for Oracle Retail Cloud Services customers moving their environments from one Oracle Cloud Infrastructure (OCI) region to another.

The guidance applies to the following Oracle Retail solutions:

- Merchandising
- RICS
- SIOCS
- POM

It explains the key activities customers should complete before and after the migration to help ensure a smooth transition. While application functionality and data are preserved during the move, customers may need to update integrations and network configurations and validate their business processes.

The document includes checklists and resources to help customers:

- Prepare for the migration.
- Identify required integration and network changes.
- Validate business processes after migration.
- Coordinate activities with technical teams and partners.
- Establish clear expectations, responsibilities, and milestones.

Customers should review and complete these checklists early in the planning process and retain them for future reference.

Migration Assumptions

The following assumptions apply to the Oracle Retail Cloud Services cross-region migration:

- **Production Downtime:** The production environment will be unavailable during the migration. The complete migration of **Merchandising Cloud Services (MFCS), Retail Integration Cloud Service (RICS), Retail Process Orchestration and Monitoring (POM), and SIOCS** may require approximately **12–16 hours**.
- **Non-Production First:** Non-production environments will be migrated first. This allows customers to validate the migrated environment, continue development activities, and prepare for the production migration.
- **RIB Messages:** All **RIB queues and Error Hospital tables must be empty** before migration. During the cutover window, no new messages should be published from Oracle Retail applications or third-party systems.
- **Batch Files:** All batch files must be fully processed before migration. There should be **no unprocessed or leftover files in the SFTP folders**.
- **Batch Processing:** Migration will begin after the **Nightly batch cycle** is complete. No jobs should be pending, including **BDI jobs**.
- **Applications Migrated Together: MFCS, SIOCS, RICS, and POM** are planned to be migrated together. The applications must be on **version 26.2.201.x or later** to be eligible for migration.
- **IDCS / OCI IAM:** No changes are required when all Oracle Retail Cloud Services currently use the same **IDCS or OCI IAM instance**. If different instances are being used across the services, they will be consolidated into a **single instance**. Customers will be required to **reset passwords** as part of this change.
- **Personalizations and Roles:** A cut-off date will be established for application personalizations and role.

Customer Actions for Retail Merchandising Foundation Cloud Services (MFCS) Applications

Following the migration, Oracle Retail Merchandising Cloud Services will be accessible through new regional endpoints.

Update Solution URLs

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

Customer Actions for Retail Integration Cloud Service (RICS) Application

The prerequisite to updating these URLs includes obtaining the Injector Service URL and security credential details from the external apps team.

Update External Injector Service URL

☐	**STEP 1**	**Update injector service app-type:** RIB-EXT (**SOAP** app): In Manage Configurations > System Options, set injector.service.appType to **soap-app**, and save.	Resources: • *Oracle Retail Integration Cloud Service - Service Administrator Action List*: https://docs.oracle.com/en/industries/retail/retail-integration-cloud/latest/icsal/index.html
☐	**STEP 2**	**Configure External Injector Service** RIB-EXT (**SOAP** app): In Manage Configurations > Injector Service, replace the _CHANGE_ME injector host and port with the injector URL. Ensure policyA (HTTP over SSL) is configured, then save.	
☐	**STEP 3**	**Security Credentials Update** RIB-EXT (**SOAP** app): In Manage Configurations > Injector Service, select Update security details and verify or update the username and password.	
☐	**STEP 4**	**Sanity test** RIB-EXT (**SOAP** app): In the RIB Service Monitor, select Ping and confirm that it returns Success.	
☐	**STEP 5**	**Verify injector service app-type** RIB-EXT (**REST** app): In Manage Configurations > System Options, verify injector.service.appType is set to rest-app.	
☐	**STEP 6**	**Configure External Injector Service** RIB-EXT (**REST** app): In Manage Configurations > Injector Service, replace the _CHANGE_ME injector host and port with the injector URL. Ensure policyA (HTTP over SSL) is configured, then save.	

☐	**STEP 7**	**IDCS Configuration** RIB-EXT (**REST** app): In Manage Configurations > System Options, verify oauth2.default.authorizationServerUrl points to the correct IDCS host and set oauth2.default.scopeOfAccess.* as needed.	
☐	**STEP 8**	**Security Credentials Update** RIB-EXT (**ReST** app): In Manage Configurations > Injector Service > Update security details, verify the rib-ext_ws_security_user-name-alias is empty and set the rib-ext_oauth2_application_client_user-name-alias to the Client ID and Client Secret.	
☐	**STEP 9**	**Sanity Test** RIB-EXT (**ReST** app): In the RIB Service Monitor, select Ping and confirm that it returns Success.	

Update CFIN Integration URL

☐	**STEP 1**	For **RFI**, go to Manage Configurations > Service Configurations. Select CFIN from the RFI Integrated application list, select Update Connection Details, replace the _CHANGE_ME CFIN Service Host and Port, and save.	

Perform end-to-end validation to ensure all RICS message flows operate successfully after migration.

Customer Actions for Retail Process Orchestration and Monitoring (POM) Application

Due to domain and other configuration changes resulting from the cross-region migration, customers must complete the following required actions.

Update Service Endpoint URLs

☐	**STEP 1**	In case the customer integrates with POM by calling POM service endpoints, change those 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

Verify/Change External Status Update Information

☐	**STEP 1**	In case the customer has the External Status Update (aka Callbacks) configured, the configuration information should automatically be migrated by Oracle. However, that may not be what the customer intends. It is therefore recommended that the customer verifies the configuration and determines if a change in URL is needed as a result of the move across regions. To accomplish that: 1. Log in to the POM application on the destination region. 2. Navigate to the System Configuration screen. 3. Click the Edit icon on the External Configuration Panel to open the External Configuration window. 4. Verify the External Status URL, External Status URL Mode and the credentials. Whether there is a change in Callback URL or not, the customer needs to request that the URL be whitelisted in the target region.	Resources: • Refer to the “External Status Update (Callbacks)” section of the Integration chapter of the *POM Implementation Guide*: https://docs.oracle.com/en/industries/retail/retail-process-orchestration-monitoring/latest/rpoim/c_integration.htm

Customer Actions for Oracle Retail Store Inventory Operations Cloud Service (SIOCS)

When the SIOCS environment (Stage, UAT, Development, Partner) is migrated to a new region , it will result in an update of the hostname in its endpoint URL.

As a result, clients pointing to these Cloud Services need to update the configured endpoint URL or host name.

This section covers the customer actions needed to ensure the access to the Cloud Service remains unaffected post the data migration

Customer Owned Actions

Update the URLs

☐	**STEP 1**	Inform users accessing the SIOCS Web-client, and Apex data viewer of the change to the new URL.	Example **Prod** • https://rex.retail.<New Region Name>.ocs.oraclecloud.com/<Customer Subnamespace>/siocs-web-client • https://rex.retail.<Region Name>.ocs.oraclecloud.com/<Customer Subnamespace>/ords **Non-Prod** • https://rex-npe.retail.<New Region Name>.ocs.oraclecloud.com/<Customer Subnamespace>/siocs-web-client • https://rex-npe.retail.<Region Name>.ocs.oraclecloud.com/<Customer Subnamespace>/ords Refer to Appendix: EICS Provided URLs within the *Oracle Retail Enterprise Inventory Cloud Service Administration Guide* for all the URLs.
☐	**STEP 2**	Rebuild the SOCS MAF mobile clients by re-downloading the connections.xml file.	Refer to the *Oracle Retail Store Operations Cloud Service Mobile Guide* for further details.
☐	**STEP 3**	SOCS Jet Mobile clients will need to be deployed using the updated Configuring Application settings.	Refer to the *Oracle Retail Store Operations Cloud Service Mobile Guide* for further details.
☐	**STEP 4**	If the SIOCS environment is integrated with RMS/RIB on premises system , update the corresponding (RIB-SIM) environment with the updated ribinjector URL.	Example **Prod** • https ://rex.retail.<Region Name>.ocs.oraclecloud.com/rgbu-rex-<CUSTNAME>-<ENV>-siocs/siocs-int-services/api/ribinjector/inject?hasVRC=false **Non-Prod** • https ://rex-npe.retail.<Region Name>.ocs.oraclecloud.com/rgbu-rex-<CUSTNAME>-<ENV>-siocs/siocs-int-services/api/ribinjector/inject?hasVRC=false

☐	**STEP 5**	Update the SIOCS FTS integration endpoints configured on any external custom integration.	FTS base URL: **Prod** • https://rex.retail.<Region Name>.ocs.oraclecloud.com/<Customer Subnamespace>/siocs-int-services/api/ **Non-Prod** • https://rex-npe.retail.<Region Name>.ocs.oraclecloud.com/<Customer Subnamespace>/siocs-int-services/api/ Refer to *Oracle Retail Enterprise Inventory Cloud Service Inbound and Outbound Integration Guide* - File Transfer Services chapter for more details.
☐	**STEP 6**	Update the FTS wrapper integration endpoints configured on any external custom integration. FTS wrapper base URL:	FTS wrapper base URL: **Prod** • https://rex.retail.<Region Name>.ocs.oraclecloud.com/<CustomerSubnamespace>/RetailAppsPlatformServices/services/private/FTSWrapper **Non-Prod** • https://rex-npe.retail.<Region Name>.ocs.oraclecloud.com/<CustomerSubnamespace>/RetailAppsPlatformServices/services/private/FTSWrapper Refer to *Oracle Retail Enterprise Inventory Cloud Service Inbound and Outbound Integration Guide* - File Transfer Wrapper Service chapter for more details.
☐	**STEP 7**	Update the SIOCS SOAP endpoints configured on any external custom integration.	Example SOAP URL: **Prod** • https://rex.retail.<Region Name>.ocs.oraclecloud.com/<CustomerSubnamespace>/POSTransactionBean/POSTransactionService?wsdl **Non-Prod** • https://rex-npe.retail.<Region Name>.ocs.oraclecloud.com/<CustomerSubnamespace>/POSTransactionBean/POSTransactionService?wsdl Refer to Appendix: EICS Provided URLs in the *Oracle Retail Enterprise Inventory Cloud Service Administration Guide* for all the URLs.
☐	**STEP 8**	Use the updated URL for EICS exposed Swagger API for REST WS APIs. Example URL for Swagger JSON:	Example **Prod** • https://rex-npe.retail.<Region Name>.ocs.oraclecloud.com/<CustomerSubnamespace>/siocs-int-services/public/api/file.json **Non-Prod** • https://rex-npe.retail.<Region Name>.ocs.oraclecloud.com//<CustomerSubnamespace>/siocs-int-services/public/api/file.json Refer to *Oracle Retail Enterprise Inventory Cloud Service Inbound and Outbound Integration Guide* – REST Web Services chapter.

DAS – Configure MFCS/SIOCS DAS Target for New GoldenGate Service

For customers using **Data Access Services (DAS)**, the existing GoldenGate Hub (GGH) will be migrated to Oracle **GoldenGate Service (GGS)** as part of the cross-region migration.

As part of this migration, Oracle will:

- Provision a new **GoldenGate Service (GGS)** environment.
- Configure the new **source Extract**.
- Perform a fresh full data Extract and make it available to the customer.

☐	**STEP 1**	Customers are responsible for configuring their target environment to connect to the newly provisioned GGS source: • Set up a new **Replicat** for the target environment. • Configure the **target-initiated Distribution Path** to connect to the new GGS source and retrieve the trail files. • Configure the target to use the new **GGS source Extract**. • Validate that the Distribution Path is successfully receiving trail files. • Validate that replication is functioning correctly before resuming production operations. Customers should follow the **customer-facing DAS setup documentation** to complete the target configuration.	Resources: • *Oracle Retail Replication from Next Generation SaaS to DAS (Doc ID 2835323.1)*: https://support.oracle.com/epmos/faces/DocumentDisplay?id=2835323.1

Customer Responsibilities

☐	STEP 1	**Review Network Configuration** - Update firewall allowlists, proxy configurations, network security rules, and IP allowlists as required for the new OCI region. Oracle will provide the required regional domains and network information as part of the migration communication.
☐	STEP 2	**Validate Authentication Configuration** - Validate OAuth credentials and confirm that API clients and integrations can authenticate successfully. Existing IDCS configuration will continue to be used unless Oracle provides different instructions.
☐	STEP 3	**Validate Data Integration Services** - For customers using DAS, OCI GoldenGate, or other replication services, verify replication endpoints and confirm that replication processes resume successfully. Update any region-specific configurations as required. For DAS, configure and validate the new target distribution in the newly provisioned GoldenGate DAS environment.
☐	STEP 4	**Validate Object Storage Integrations** - Verify Object Storage connectivity and update region-specific endpoints where required. Confirm successful file uploads and downloads for integrations, reports, and file exchanges.
☐	STEP 5	**Validate Application and Integration Endpoints** - Update application, integration, callback, and other region-specific endpoints where required. Validate all inbound, outbound, and third-party integrations.
☐	STEP 6	**Perform Post-Migration Validation** - Verify user login and application access, critical business transactions, scheduled jobs, batch processing, report generation and delivery, file transfers, and third-party integrations.
☐	STEP 7	**Perform Regression Testing** - Complete functional and business regression testing for critical workflows across Merchandising, RICS, SIOCS, POM, and applicable integrations before resuming normal production operations.

References

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

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