ORACLE

Oracle Retail Order Orchestration Cloud Service

Next Gen Cloud Update Guide

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TABLE OF CONTENTS

Disclaimer 1

Introduction 3

- Document Summary 3
- Overview of Next Generation SaaS Architecture 3
- Assumptions 3

Customer Actions for Order Management Suite Cloud Services 4

- Updated Solution URLs 4
- Authentication Changes 4
- File Storage Services 4

Customer Responsibilties 5

References 6

Introduction

Document Summary

This document provides general enablement 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 of Oracle's Order Orchestration Cloud Service implementations 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 be shut down for the update. It may require around **12 to 16 hours** for a complete update of Order Orchestration Cloud Service.
- Non-production updates occur first to enable customer to perform their development activities and prepare before the Production update.
- No new messages should be published from any system during the cutover time, including messages from third-party systems.
- All batch files should have been processed, and there are no leftover files remaining in the SFTP folder.
- No changes to the IDCS or OCI IAM if all the 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 to reset the 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 Order Orchestration Cloud Service

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 the new URLs.	Resources: • *Oracle Retail Order Orchestration Cloud Service Web Services Guide:* https://support.oracle.com/epmos/faces/DocumentDisplay?id=2953017.1
☐	**STEP 2**	Ensure any inbound Order Orchestration Cloud Service SaaS calls that use SOAP/REST services use the 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 the SOAP and REST services. Basic authentication is no longer supported.	Resources: • Oracle Omnichannel Web Service Authentication Configuration Guide: https://support.oracle.com/epmos/faces/DocumentDisplay?id=2953017.1 • Please ensure that you configure Retail Home users with the roles present in 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 Storage Services

☐	**STEP 1**	Use the Order Orchestration Cloud Service "file storage" service to upload/download the files to/from Object Storage. This service should be used in place of the SFTP process.	Resources: • Refer to the "File Storage Services" section of the Oracle Order Orchestration Cloud Service: https://docs.oracle.com/en/industries/retail/retail-oms-suite-cloud/25.2.301.0/roboh/Locate_overview.htm#aa1128455

Customer Responsibilties

☐	**STEP 1**	Customers should add their outbound proxy, firewalls in all the domains, and IPs to RGBU Data Center to their allowlists. Domain names to be allowlisted will be as part of the initial environment provision email notification.
☐	**STEP 2**	Development work to uptake new URL changes and authentication mechanisms.
☐	**STEP 3**	Development work to uptake new file storage API processes (if not using already).
☐	**STEP 4**	Perform regression testing.

References

Refer to the Release 25.2.301.0 documentation at the following URL:
https://docs.oracle.com/en/industries/retail/index.html

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