

Oracle® Retail Process Orchestration and Monitoring

Release Readiness Guide



Release 24.1.101.0

F90841-01

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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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Preface

This guide outlines the information you need to know about Oracle Retail Process Orchestration and Monitoring 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 Process Orchestration and Monitoring.

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

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 Process Orchestration and Monitoring 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.

1

Feature Summary

This chapter describes the feature enhancements in this release.

Noteworthy Enhancements

This guide outlines the information you need to know about new or improved functionality in the Oracle Retail Process Orchestration and Monitoring Cloud Service 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.
- **Module Impacted:** Identifies the module associated with the feature, if any.
- **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.
- **Delivered:** Is the new feature available for use immediately after upgrade or must the feature be enabled or configured? If no, the feature is non-disruptive to end users and action is required (detailed steps below) to make the feature ready to use.
- **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?
Custom Dependencies	Batch Administration	Small	Yes	No
Schedule Change Summary Report	Schedule Maintenance	Small	Yes	No
View Live Log	Batch Monitoring	Small	Yes	No
Option to Skip Hourly	Batch Monitoring Skip Recurring Flow(s)	Small	Yes	No
Multi Row Selection and Action	Batch Monitoring	Small	Yes	No

Feature	Module Impacted	Scale	Delivered	Customer Action Required?
External Associations	Batch Administration	Small	Yes	No
Ability to Downgrade the Schedule	Schedule Maintenance	Small	Yes	No
Additional Run Details in Batch Monitoring Screen	Batch Monitoring	Small	Yes	No
Auto Seed Nightly Jobs and Application Name for Custom Schedule	System Configuration	Small	Yes	No
Custom Label for Custom Entities in Application, Notification, etc.	Generic	Small	Yes	No

Custom Dependencies

You can use the **Batch Job Details** table on the **Batch Administration** screen to add a dependency to any Adhoc Flow or Process – seeded (from Oracle) or custom. This can be done for any job in either the Nightly or Recurring cycles.

After adding a dependency to a Nightly or Hourly job, that job will wait to start until the Adhoc flow or process it depends on completes.

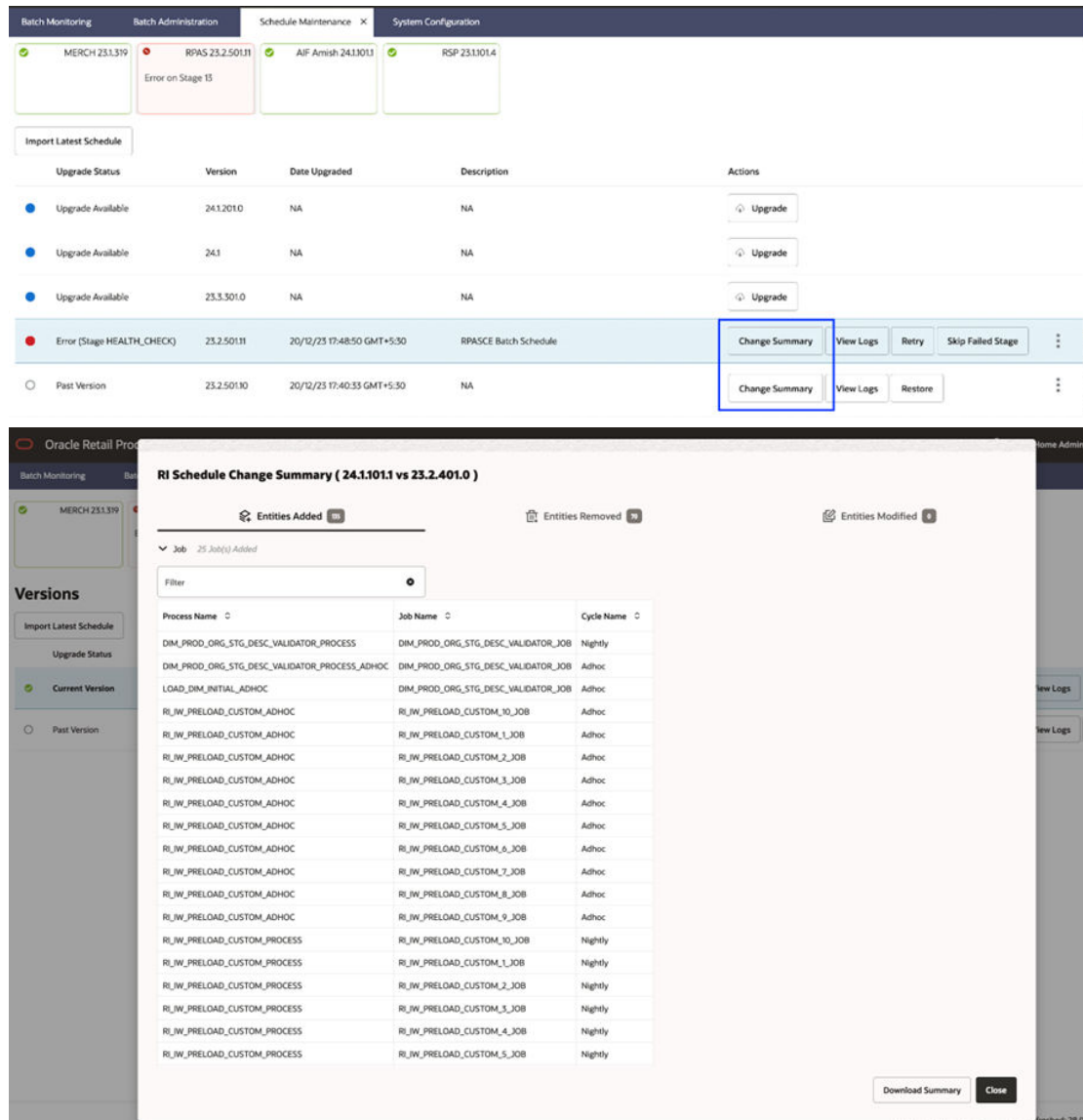
▼ Custom Dependencies

Enabled	Target Flow/Process	Sequence of Execution	
<input checked="" type="checkbox"/> Yes	AM1_CFLOW	1	<input type="button" value="Remove"/>
<input checked="" type="checkbox"/> Yes	MERCHAPI_DELTA_OMNI_ORG_HIER_STR_WH_ADHOC_PROCESS	2	<input type="button" value="Remove"/>

Schedule Change Summary Report

You can use the **Change Summary** button on the **Schedule Maintenance** screen to show changes between the respective schedule upgrade and the previous version. These changes include:

- **Entities Added:** Displays the list of the entities (Job, Process, Flow, Dependencies, External Assoc) added as part of the upgrade.
- **Entities Removed:** Displays the list of the entities removed as part of the upgrade.
- **Entities Modified:** Displays the list of entities modified in the upgrade. For example: Custom Entities (Flow or Process) are marked as disabled because of invalid, seeded (from Oracle) jobs.



View Live Log

You can use the **View Live Log** icon on the **Batch Jobs** table of the **Batch Monitoring** screen to monitor the live log of job execution. You can also click on the same icon when it is visible on the **Batch Job Details** table.

RI Nightly Batch Jobs

Actions View [Refresh] [Filter] [Detach] Show Disabled Hold Release Skip Release Skip Run Rerun Kill

Job	Process Name	Status	Start Time	End Time	Log	Last Update
GENERIC_BATCH_MILE_MARKER_JOB	BATCH_INITIAL_START_PROCESS	Error	22/12/23 16:30:54 IST	22/12/23 16:30:54 IST		22/12/23 16:30:54 IST
ZIP_FILE_UNLOAD_JOB	CONTROL_FILE_VALIDATION_PROCESS	Long Running				21/12/23 17:14:38 IST
RAF_FILTER_GROUP_MERCH_COPY_JOB	COPY_RAF_FILTER_GROUP_MERCH_PRO...	Waiting				21/12/23 17:14:38 IST
DAT_FILE_VALIDATE_JOB	CONTROL_FILE_VALIDATION_PROCESS	Running				21/12/23 17:14:38 IST
W_PDS_FLEXFACT2_F_JOB	LOAD_PDS_FLEXFACT2_FACT_PROCESS	Skipped on Error				21/12/23 17:14:38 IST

Batch Monitoring x

View Live Log for Job GENERIC_BATCH_MILE_MARKER_JOB

Job Status **Error** Enable Auto-scroll [Go To Top] [Go To Bottom] [Download Log]

```

2023-12-22T11:00:53:967 [pool-9-thread-60] INFO AbstractJobExecutor - Start Job[GENERIC_BATCH_MILE_MARKER_JOB]Process[BATCH_INITIAL_START_PROCESS]
2023-12-22T11:00:53:988 [pool-9-thread-60] INFO AbstractJobExecutor - Agent Id pomgent-deployment-69c54b484-4qcb_064022, current Agent Id pomgent-deployment-69c54b484-4qcb_064022, Request Instance Id 856706f-5d0a-4594-a787-dbf77649be87, Current Thread Instance Id 856706f-5d0a-4594-a787-dbf77649be87
2023-12-22T11:00:53:989 [pool-9-thread-60] INFO AbstractJobExecutor - Updating job status RUNNING, payload null
2023-12-22T11:00:53:992 [pool-9-thread-60] INFO AbstractJobExecutor - Job Request oracle.retail.apps.poom.agent.model.entity.BatchJobRequest@300cb945[agentId=pomgent-deployment-69c54b484-4qcb_064022,applicationName=RL,createDate=2023-12-22 11:00:53.0,cycleNumber=2,startTime=
...
2023-12-22T11:00:53:992 [pool-9-thread-60] INFO AbstractJobExecutor - Agent ID pomgent-deployment-69c54b484-4qcb_064022
2023-12-22T11:00:54:008 [pool-9-thread-60] INFO AbstractJobExecutor - Updating Job GENERIC_BATCH_MILE_MARKER_JOB to Status RUNNING in POM
2023-12-22T11:00:54:741 [pool-9-thread-60] INFO AbstractJobExecutor - Agent Id pomgent-deployment-69c54b484-4qcb_064022, current Agent Id pomgent-deployment-69c54b484-4qcb_064022, Request Instance Id 856706f-5d0a-4594-a787-dbf77649be87, Current Thread Instance Id 856706f-5d0a-4594-a787-dbf77649be87
2023-12-22T11:00:54:742 [pool-9-thread-60] INFO AbstractJobExecutor - Begin dowork
2023-12-22T11:00:54:743 [pool-9-thread-60] INFO AbstractJobExecutor - externalCommandWorkingDir(/u01/retail/rl/mmh/home/rl) must exist and must be a directory.
2023-12-22T11:00:54:743 [pool-9-thread-60] ERROR AbstractJobExecutor - An exception occurred: externalCommandWorkingDir(/u01/retail/rl/mmh/home/rl) must exist and must be a directory.
2023-12-22T11:00:54:746 [pool-9-thread-60] INFO AbstractJobExecutor - Agent Id pomgent-deployment-69c54b484-4qcb_064022, current Agent Id pomgent-deployment-69c54b484-4qcb_064022, Request Instance Id 856706f-5d0a-4594-a787-dbf77649be87, Current Thread Instance Id 856706f-5d0a-4594-a787-dbf77649be87
2023-12-22T11:00:54:746 [pool-9-thread-60] INFO AbstractJobExecutor - Updating job status ERROR, payload { "notification": { "type": "ERROR", "code": "JDK", "message": "externalCommandWorkingDir(/u01/retail/rl/mmh/home/rl) must exist and must be a directory.", "errorStackTrace": "java.lang.RuntimeException: externalCommandWorkingDir(/u01/retail/rl/mmh/home/rl) must exist and must be a directory.\n\tat oracle.retail.apps.poom.agent.engine.executor.AbstractJobExecutor.throwRuntimeException(AbstractJobExecutor.java:398)\n\tat oracle.retail.apps.poom.agent.engine.executor.ShellJobExecutor.doWork(ShellJobExecutor.java:407)\n\tat oracle.retail.apps.poom.agent.engine.executor.AbstractJobExecutor.call(AbstractJobExecutor.java:432)\n\tat oracle.retail.apps.poom.agent.engine.executor.AbstractJobExecutor.call(AbstractJobExecutor.java:393)\n\tat java.util.concurrent.FutureTask.run(FutureTask.java:266)\n\tat java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1149)\n\tat java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:624)\n\tat java.lang.Thread.run(Thread.java:750)\n"},"notification":null}

```

Option to Skip Hourly

You can use the **Skip Recurring Flow(s)** screen under the **AMS Utilities** menu option to skip an hourly flow or all remaining hourly cycles.

The image displays two screenshots of the 'Skip Recurring Flow(s)' dialog box. Both screenshots have a dark blue header with the text 'Skip Recurring Flow(s) X'. The main content area is titled 'Skip Recurring Flow(s)'.
The top screenshot shows the following configuration:
- Schedule: RI (dropdown)
- Flow: RI_INTRADAY_CYCLE (dropdown)
- Cycle: Single
- Cycle dropdown: Hourly_Cycle_1
- Cycle: Range
- Comments: Please provide comment (text input, Required)
- Skip button (black with white text)

The bottom screenshot shows the following configuration:
- Schedule: RI (dropdown)
- Flow: RI_INTRADAY_CYCLE (dropdown)
- Cycle: Single
- Cycle: Range
- From: Hourly_Cycle_3 (dropdown)
- To: Hourly_Cycle_5 (dropdown)
- Comments: Please provide comment (text input, Required)
- Skip button (black with white text)

Additionally, you can skip a job either for the currently selected recurring cycle or for all subsequent recurring cycles from the **Batch Jobs** table on the **Batch Monitoring** screen.

Skip CLEANUP_C_LOAD_DATES_INTRADAY_JOB

Warning
Skipping a job may result in data corruption. You are required to enter a detailed reason for this action.

Would you like to skip this job

for just the execution of currently selected recurring cycle ?

for all execution(s) as part of the currently selected and all subsequent recurring cycles ?

Comments

Enter a reason for this action that is at least fifteen non-repeating characters for audit purposes.

Required

Cancel
Skip

Multi Row Selection and Action

You can use the multi-row selection option on the **Batch Jobs** table of the **Batch Monitoring** screen to perform actions such as Hold, Release, Skip, Run, Rerun, and Kill on multiple jobs at the same time.

RI Nightly Batch Jobs

Actions View Filter Detach Show Disabled Hold Release Skip Release Skip Run Rerun Kill

Job	Process Name	Status	Start Time	End Time	Log
GENERIC_BATCH_MILE_MARKER_JOB	BATCH_INITIAL_START_PROCESS	Error	22/12/23 16:30:54 IST	22/12/23 16:30:54 IST	
ZIP_FILE_UNLOAD_JOB	CONTROL_FILE_VALIDATION_PROCESS	Long Running			
RAF_FILTER_GROUP_MERCH_COPY_JOB	COPY_RAF_FILTER_GROUP_MERCH_PROC...	Waiting			
DAT_FILE_VALIDATE_JOB	CONTROL_FILE_VALIDATION_PROCESS	Running			
W_PDS_FLEXFACT2_F_JOB	LOAD_PDS_FLEXFACT2_FACT_PROCESS	Skipped on Error			

Performing KILL Action

Warning
The action KILL will be performed on all the jobs listed below. Please review the list and provide comment to move forward.

Process Name	Job	Status	Job Run Id	Application	Job Type	Error Source
CONTROL_FILE_VALIDATION_PROCESS	DAT_FILE_VALIDATE_JOB	Running	8809854	RI	EXEC	
CONTROL_FILE_VALIDATION_PROCESS	ZIP_FILE_UNLOAD_JOB	Long Running	8816286	RI	EXEC	

Comment

Enter a reason for this action that is at least fifteen non-repeating characters for audit purposes.

Required

Cancel
Kill

External Associations

You can see whether a job has any External Association on the **Batch Jobs** table on the **Batch Administration** screen. A job on that table will show a check mark in the **External Associations** column if it has any of the following: Custom Dependencies, Inter-schedule Dependencies, Schedule Links, and/or External Dependencies.

MERCH Nightly

Actions View Filter Detach Enable All Disable All View Flow Diagram

Enabled	Job	Process Name	Base Priority	Active Priority	External Associations	Applica
<input checked="" type="checkbox"/> Yes	ALC_DAILY_CLEANUP_JOB	ALC_DAILY_CLEANUP_PROCESS	0		✓	ALLOC
<input checked="" type="checkbox"/> Yes	ALC_DASHBOARD_REFRESH_JOB	ALC_DASHBOARD_REFRESH_PROCESS	0			ALLOC
<input type="checkbox"/> No	ALC_PURGE_ALLOC_JOB	ALC_PURGE_ALLOC_PROCESS	0			ALLOC

Priority	Applica
<input type="checkbox"/> Custom Dependencies	ALLOC
<input type="checkbox"/> Inter-schedule Dependencies	RMS
<input type="checkbox"/> Schedule Links	ALLOC
<input type="checkbox"/> External Dependencies	ALLOC
<input type="checkbox"/> Clear	ALLOC

Ability to Downgrade the Schedule

You can use the **Restore** button on the **Schedule Maintenance** screen to downgrade a schedule to a past version.

Versions

Import Latest Schedule

Upgrade Status	Version	Date Upgraded	Description	Actions
<input checked="" type="radio"/> Current Version	23.1319	15/12/23 15:52:12 IST	Merch Batch Schedule	Change Summary View Logs
<input type="radio"/> Past Version	23.1318	15/12/23 12:55:21 IST	NA	Change Summary View Logs Restore
<input type="radio"/> Past Version	23.1317	07/12/23 17:56:50 IST	NA	Change Summary View Logs
<input type="radio"/> Past Version	23.1316	07/12/23 17:25:45 IST	NA	Change Summary View Logs
<input type="radio"/> Past Version	23.1315	07/12/23 17:08:49 IST	NA	Change Summary View Logs

MERCH Schedule Restore to 23.1318

Warning
This operation removes the schedule metadata and configuration of version (23.1319), and restores version (23.1318), with the configuration taken on (15/12/23). Would you like to continue?

Comment

Required


Cancel Ok

Additional Run Details in Batch Monitoring Screen

You can see additional batch run details on the **Batch Monitoring** screen of the **Nightly** cycle. These details include: Expected Completion, Remaining Duration, and Average Duration.

Nightly
 Recurring
 Standalone

RI Nightly Schedule Details



- Error (1)
- Skipped on Error (3)
- Skipped (2)
- Running (1)
- Long Running (1)
- Waiting (1)
- Loaded (81)

Run Start: 22/12/23 16:30:02 IST

Expected Completion: 22/12/23 17:36:16 IST

Remaining Duration: 1 hours, 6 minutes, 14 seconds

Average Duration: 1 hours, 6 minutes, 16 seconds

Auto Seed Nightly Jobs and Application Name for Custom Schedule

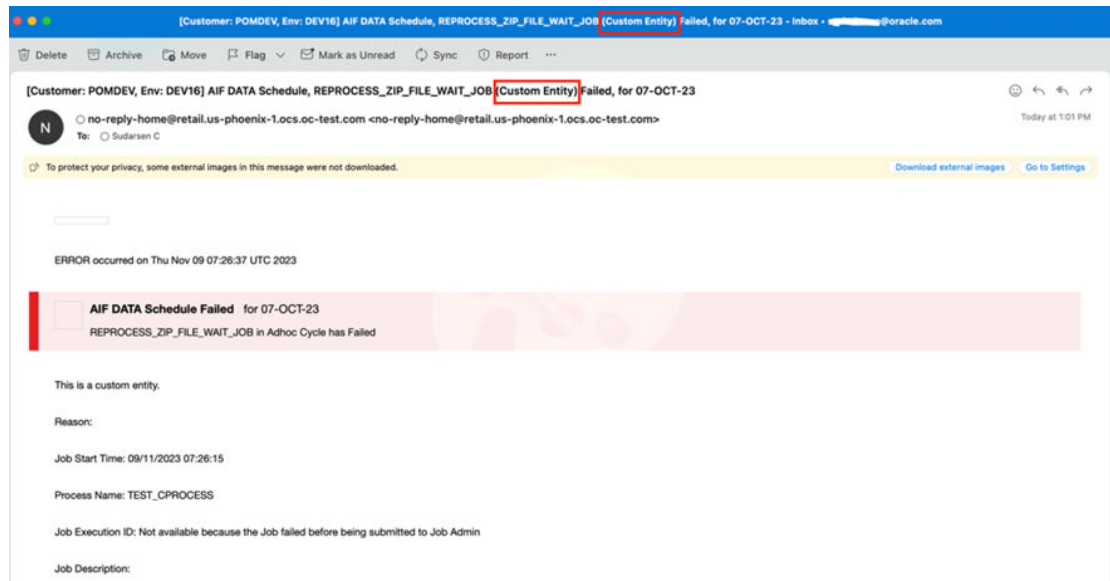
You can use the **Do you want to seed the Nightly Cycle?** Switch to auto-seed the required nightly Start and End jobs and application name for a new custom schedule on the **Configure New Schedule** window of the **System Configuration** screen. This new option renders unnecessary the need to create a Schedule spreadsheet and upload it.

The screenshot shows the 'Configure New Schedule' dialog box. It contains the following sections:

- Schedule Configuration:** Fields for Schedule Name (Custom_Schedule) and Description.
- External System Configuration:** Fields for URL, Username, and Password.
- Platform Services:** Field for URL.
- Job Agent:** Fields for Name and URL (Required).
- Schedule Variables:** Table with columns for Type, Variable Name, and Value.
- Services:** Table with columns for Type, Application, and URL (Required).
- Job Type:** Fields for Name, Url, and OAuth Scope.
- Seed Nightly Cycle:** A checkbox labeled 'Do you want to seed the Nightly Cycle?' which is checked.

Custom Label for Custom Entities in Application, Notification etc.

You can see a **Custom** label in the application, reports, emails, and specifically on notifications such as Error and Long Running to distinguish between seeded (from Oracle) and custom entities. If this label appears on an error notification, this indicates to the customer that the issue is with a customization they applied.



2

System Requirements

This chapter covers the Client System requirements for Oracle Retail Process Orchestration and Monitoring Cloud Service.

Browser Requirements



Note:

If running Windows, Oracle Retail assumes that the retailer has ensured its Operating System has been patched with all applicable Windows updates.

The following web browsers are supported:

- Mozilla Firefox
- Microsoft Edge
- Google Chrome (Desktop)
- Apple Safari

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.

3

Noteworthy Resolved Issues

This following table highlights specific key fixes that are included in this release. In some cases, only a percentage of the overall fixed defects are listed.

Affected Component	Defect Number	Summary
Batch Monitoring	35334352	<p>POM WITHOUT UI OPTION TO MONITOR THE LOGS.</p> <p>The Batch Jobs table on the Batch Monitoring screen is enhanced with an option to monitor the live log of a job execution in progress.</p> <p>See the View Live Log entry above in the “Scheduled Noteworthy Enhancements” section.</p>
Batch Monitoring	35847995	<p>POM DOES NOT ALLOW MULTIPLE JOB UPDATES AT THE SAME TIME ON THE BATCH MONITORING SCREEN.</p> <p>The Batch Jobs table on the Batch Monitoring screen was enhanced with an option to multiselect job rows and perform actions on them such as Hold, Release, Skip, Run, Rerun, and Kill.</p> <p>See the Multi-Row Selection and Action entry above in the “Scheduled Noteworthy Enhancements” section.</p>
Skip Recurring Flow(s) Batch Monitoring	36030534	<p>SELF SERVICE OPTION FOR CUSTOMER - TO SKIP HOURLY.</p> <p>The Skip Recurring Flow(s) screen under AMS Utilities was added to provide the ability to skip an hourly flow or all remaining hourly cycles for the day.</p> <p>Additionally, the Batch Jobs table on the Batch Monitoring screen was enhanced with the ability to skip a job from an hourly cycle for the currently selected recurring cycle or for all subsequent recurring cycles.</p> <p>See the Option to Skip Hourly entry above in the “Scheduled Noteworthy Enhancements” section.</p>
Nightly Batch Summary	35918631	<p>ISSUE IN NIGHTLY BATCH SUMMARY - BATCH TIMING FORMAT ISSUES.</p> <p>The naming of months on the Nightly Batch Summary screen was modified so that the format is uniform.</p>
Notification	35212413	<p>MERCHAPI_EXT_MERCH_HIER_ADHOC_JOB BATCH FAILURE.</p> <p>The Scheduler task failure notification was modified to have a better, meaningful message.</p>

Affected Component	Defect Number	Summary
Scheduler Administration	36043050	<p>POM SCHEDULER ADMINISTRATION ISSUE IN STANDALONE CYCLE.</p> <p>Adhoc jobs that are scheduled to recur at a shorter frequency (for example, 5 minutes) were enhanced so that none of the executions are missed.</p>
POM Proxy Selection	36074534	<p>UNABLE TO REACH THE EXTERNAL CALLBACK URL FROM FRA REGION TO ABU DHABI REGION.</p> <p>The POM proxy selection logic was enhanced to check the regions for URLs ending with .oraclecloud.com to determine whether to bypass the proxy. If a region of the target host and the POM host match, the target host proxy will be bypassed. Otherwise, it will be routed through the proxy.</p> <p>If POM is unable to fetch the region, a manual step with the help of Oracle support is required to re-patch POM. The Oracle internal provisioning tool needs to be used to correct the hostname and indicate on the Additional Parameters screen that the proxy needs to be bypassed. The key is NON_PROXY_HOSTS_INTERNAL.</p>

4

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: 2815461.1.