

# Oracle® Retail Process Orchestration and Monitoring

## Release Readiness Guide



Release 25.1.301.0

G38480-01

July 2025



Copyright © 2025, Oracle and/or its affiliates.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, MySQL, and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

# Contents

Preface

---

1 Feature Summary

---

Noteworthy Enhancements	1
Separate Base and Custom Restartable Error Messages for ReST Jobs	1
Enhanced Auto-retry Mechanism for Restartable ReST Jobs	2
Extend Expiry of IDCS JWT Tokens	2

2 System Requirements

---

Browser Requirements	1
----------------------	---

3 Noteworthy Resolved Issues

---

# Preface

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

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>

## Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

## Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

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 Oracle Help Center at <https://docs.oracle.com/en/industries/retail/index.html>.

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

## 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](mailto:retail-doc_us@oracle.com)

**Oracle Retail Cloud Services and Business Agility**

Oracle 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?
<b>New and Updated Options</b>				
<a href="#">Separate base and custom Restartable Error Messages</a>	Restartable Error Messages	Small	Yes	No
<a href="#">Enhanced auto-retry mechanism for restartable ReST Jobs</a>	Restartable Error Messages	Small	Yes	No
<a href="#">Extend expiry of IDCS JWT Tokens</a>	Authentication	Small	Yes	No

### Separate Base and Custom Restartable Error Messages for ReST Jobs

POM supports the definition of Restartable Error Messages through the Batch Schedule spreadsheet. It also allows customers to further customize these messages via the UI. When a job fails with one of these defined messages, POM automatically restarts it. In the current implementation, once a Restartable Error Message is customized through the UI, Oracle application teams can no longer modify it via the spreadsheet.

In 25.1.301.0, POM is introducing an enhancement where the base Restartable Error Messages from the spreadsheet are merged with the ones customized from the UI. This then allows Oracle product teams to modify these restartable messages. The merged value is reflected in the Job Agent popup when a new scheduler day is created and is also visible in job execution logs. This ensures both base and customer-defined messages are retained and used for automatic job restarts.

## Enhanced Auto-retry Mechanism for Restartable ReST Jobs

Currently, POM automatically restarts ReST jobs that fail with Restartable Error Messages. After the initial failure, POM retries the job up to two more times each 30 seconds apart. POM has been enhanced to increase the number of retries to four. The retry logic has also been improved with the below incremental delays between attempts.

- 1st retry: 30 seconds after the initial failure with a Restartable Error Message
- 2nd retry: 40 seconds after the 2<sup>nd</sup> failure
- 3rd retry: 50 seconds after the 3<sup>rd</sup> failure
- 4th retry: 60 seconds after the 4<sup>th</sup> failure

## Extend Expiry of IDCS JWT Tokens

POM integrates with various retail applications such as Merchandise Foundation Cloud Service (MFCS) and Retail Analytics and Planning (RAP), to name a few, as well as with customer applications. It uses a IDCS JWT token for authentication and authorization, when interacting with these applications. To reduce calls to IDCS, POM currently caches that token for an hour. To further improve the resiliency of integration flows, in this release, POM is extending the IDCS JWT token expiry from 1 hour to 8 hours. This change reduces the risk of authentication failures during IAM outages and minimizes rate-limit issues. This is done to ensure uninterrupted batch execution and reduction of business impact.

# 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

For the Noteworthy Resolved Issues document for this release, see the following on My Oracle Support (MOS): Oracle Retail Process Orchestration and Monitoring Documentation Library at [Doc ID: 2815464.1](#).