

Oracle® Retail Process Orchestration and Monitoring

Release Readiness Guide



Release 26.2.301.0

G58729-01

July 2026



Copyright © 2026, 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.

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>.

Oracle customer access to and use of Oracle support services will be pursuant to the terms and conditions specified in their Oracle order for the applicable services.

Contents

Preface

1 Feature Summary

Noteworthy Enhancements	1
Identity and Access Management Changes	2
Move Email Notifications from System Level to Batch Schedule Level	4
Long Run Notification Improvements	4
UI Performance Improvements	5
Enhanced Callback Payload	5
Enable Callback for Manually Run Jobs	5
Enhanced Schedules Public API	5
Integration with Oracle Digital Assistant	5
AI-assisted Batch Error Resolution	6

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

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?
New and Updated Features				
Identity and Access Management Changes	Access Management	Large	Yes	Yes – Before July 2027
Move Email Notifications from System Level to Batch Schedule Level	Notifications	Medium	Yes	Yes – If making changes to email notifications configuration
Long Run Notification Improvements	Notifications	Small	Yes	No
UI Performance Improvements	User Interface	Small	Yes	No

Feature	Module Impacted	Scale	Delivered	Customer Action Required?
Enhanced Callback Payload	External Status Update (Callback)	Small	Yes	No
Enable Callback for Manually Run Jobs	External Status Update (Callback)	Small	Yes	No
Enhanced Schedules Public API	POM Integration	Small	Yes	No
Integration with Oracle Digital Assistant	Artificial Intelligence	Small	Yes	No
AI-assisted Batch Error Resolution	Artificial Intelligence	Small	Yes	No

Identity and Access Management Changes

POM is introducing the following identity and access management changes in v26.2.301.0

- [Use of Oracle Internal IDCS](#) instances for Oracle operational access and POM internal flows.
- [Migration from IDCS groups to application roles.](#)

Use of Oracle Internal IDCS

In order to support Oracle operational access to customer environments, and to provide a more robust service, POM will be routing Oracle operations users and POM internal flows through an internal Oracle Retail IDCS instance.

This also ensures that Oracle no longer requires access to a customer IAM identity domain, nor any Oracle users created within customer's IAM identity domain.

Access by Oracle users will be highly restricted to Oracle operations personnel. Customers will also be able to review tracked activities performed by those users. This ability will be available in the Retail Home application in a future release. Until then, customers can request access logs from Oracle support.

Migration to Application Roles

In previous versions, POM automatically seeded the following IDCS Groups as part of provisioning:

- PLATFORM_SERVICES_ADMINISTRATOR_ABSTRACT
- PLATFORM_SERVICES_ADMINISTRATOR_ABSTRACT_PREPROD
- PLATFORM_SERVICES_ADMINISTRATOR
- PLATFORM_SERVICES_ADMINISTRATOR_PREPROD
- DATA_PRIVACY_ADMINISTRATOR_JOB
- DATA_PRIVACY_ADMINISTRATOR_JOB_PREPROD
- DATAPRIV_ADMINISTRATOR_REST_API_ROLE
- DATAPRIV_ADMINISTRATOR_REST_API_ROLE_PREPROD

- BATCH_VIEWER_JOB
- BATCH_VIEWER_JOB_PREPROD
- BATCH_SCHEDULE_ADMINISTRATOR_JOB
- BATCH_SCHEDULE_ADMINISTRATOR_JOB_PREPROD
- BATCH_SCHEDULE_CONFIGURATION_MANAGER_JOB
- BATCH_SCHEDULE_CONFIGURATION_MANAGER_JOB_PREPROD
- BATCH_ADMINISTRATOR_JOB
- BATCH_ADMINISTRATOR_JOB_PREPROD
- BATCH_ORACLE_AMS_ADMINISTRATOR_JOB
- BATCH_ORACLE_AMS_ADMINISTRATOR_JOB_PREPROD
- DM_ADMINISTRATOR_JOB
- DM_ADMINISTRATOR_JOB_PREPROD
- DM_MONITOR_JOB
- DM_MONITOR_JOB_PREPROD

However, from v26.2.301.0 onwards, POM will no longer seed these IDCS Groups for newly provisioned environments.

To align with industry standards and to standardize identity management across Retail applications, POM is moving to an application roles model.

POM will be seeding the following application roles into customers IDCS. Notice that these application roles are named the same as the above groups:

- PLATFORM_SERVICES_ADMINISTRATOR_ABSTRACT
- PLATFORM_SERVICES_ADMINISTRATOR
- DATA_PRIVACY_ADMINISTRATOR_JOB
- BATCH_VIEWER_JOB
- BATCH_SCHEDULE_ADMINISTRATOR_JOB
- BATCH_SCHEDULE_CONFIGURATION_MANAGER_JOB
- BATCH_ADMINISTRATOR_JOB
- DM_ADMINISTRATOR_JOB
- DM_MONITOR_JOB

For access management, customers must perform the following steps:

New Environments

For new environments, this new application role model will be enabled by default. Customers are required to perform the following tasks in those new environments:

- Create their own IDCS groups as per their preference. They have the option to keep the same existing group names if they would like
- Map those groups to the above-mentioned POM application roles
- Assign users to the customers' IDCS groups created above.

Existing Environments

For existing environments, customers can retain their current setup and migrate with minimal impact by reusing the previously seeded POM groups.

To move to the new model for existing environments, customers must perform the following steps:

- Retain the existing POM seeded IDCS groups.
- Map the existing groups to the new POM application roles.
- Verify that users who are assigned to the existing groups now have the same required access.
- Continue maintaining those IDCS groups as customer managed groups going forward.

Oracle recommends that existing customers migrate to this model at the earliest opportunity. The existing group based model is being deprecated and will continue to be supported only until the July 2027 POM release (27.2.301.0). Customers therefore have one year to complete migration to the new application role model.

Move Email Notifications from System Level to Batch Schedule Level

In previous versions, the email configuration for Notifications was specified at a System level. This meant that if an email recipient subscribed to a specific notification, they would receive email notifications for all batch schedules within that POM instance. This became an issue with the introduction of custom schedules, as Oracle internal recipients would not receive notifications for those custom schedules.

In version 26.2.301.0, POM has moved all email configuration for Notifications from the System level to the individual batch schedules level. This enables Oracle operations to remove Oracle distribution lists from the custom schedules, which they do not monitor.

Although subscribing to notifications at the System level is still possible, customers are discouraged from this practice and are strongly recommended to subscribe to notifications at the individual schedule level.

Long Run Notification Improvements

In version 26.2.301.0, POM added two long run notifications improvements:

- Option to only receive long run notifications if a job's long run will potentially cause the Nightly target batch duration to be surpassed. To take advantage of this option, a customer needs to make sure the Target Batch Duration is set to a reasonable time period on the Settings window of the particular schedule on the System Configuration screen. Currently this defaults to 150 minutes. The customer also needs to enable the Nightly Batch Window Long Running Alerts flag on that same window.
- Ability to turn off long run notifications for non-nightly jobs (Adhoc and Hourly). Before this version, the user received long running notifications for jobs of all cycles (Nightly, Adhoc and Hourly). As of 26.2.301.0, if the user elects to only receive notifications when the Nightly target batch duration is surpassed, the user might also want to elect not to receive Adhoc and Hourly long run notifications. To make that election, disable Manual Run Callback on the Settings window of the particular schedule on the System Configuration screen.

UI Performance Improvements

In version 26.2.301.0, POM made the following UI performance improvements:

- Removed the job count for all cycles from the Schedule tiles at the top of both Batch Administration and Scheduler Administration screens. This saves screen loading time. The job counts can still be seen on each cycle tab right below the tiles.
- Perform loading activities in parallel on Batch Monitoring screen.
- On initial load of POM, load all necessary libraries in parallel.
- Added a spinner on the Batch Monitoring screen so the user is aware the screen is making progress loading and is not stuck.

Enhanced Callback Payload

In version 26.2.301.0, POM has added the following fields to the External Status Update (Callback) payload:

- jobStartTime
- jobEndTime
- jobExecutionDuration
- jobLongRunningInd
- activityProcessName
- requestType

Enable Callback for Manually Run Jobs

In previous versions, POM would not send External Status Updates (Callbacks) for manually run jobs (from the UI). In version 26.2.301.0, POM provides an option - Manual Run Callback - on the Settings window of a particular schedule on the System Configuration screen. It is disabled by default, but when enabled, POM will send callbacks for manually run jobs.

Enhanced Schedules Public API

In version 26.2.301.0, the public API - ProcessServices/services/public/schedules – has been enhanced to include the following fields. These fields provide visibility of the Scheduler and Execution Engine status.

- schedulerEnabled
- executionEngineEnabled

Integration with Oracle Digital Assistant

In version 26.2.301.0, POM is introducing the POM Assistant, an AI-powered assistant integrated with Oracle Digital Assistant. The assistant is designed to help users find information and answer questions about POM using the User Guide, Implementation Guide, and Oracle's internal POM support knowledge base. The POM Assistant can be accessed by clicking the POM Assistant icon located in the bottom-right corner of the application.

AI-assisted Batch Error Resolution

In version 26.2.301.0, POM is introducing the Analyze Error feature for failed batch jobs. Accessible from the Batch Monitoring screen by clicking the job status hyperlink of a failed job, this feature provides an AI-generated analysis that includes a summary of the error, possible root causes, and recommended actions to help users diagnose and resolve issues more quickly.

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 [KB121502](#).