

Oracle® Retail Xstore Office Cloud Service

Release Readiness Guide



Release 19.10

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The Oracle logo, consisting of a red square with the word "ORACLE" in white, uppercase letters inside it.

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Preface

This guide outlines the information you need to know about Oracle Retail Xstore Office Cloud Service 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 Xstore Office Cloud Service.

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

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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 Retail Xstore Office Cloud Service 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.

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Feature Summary

This chapter describes the feature enhancements in this release.

Noteworthy Enhancements — NA

There are no enhancements in this release.

Resolved Issues

This release includes resolutions to logged issues in various functional areas. For specific descriptions of the resolved issues, see [Noteworthy Resolved Issues](#).

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Browser Requirements and Supported Products

This chapter covers the Client System requirements and products supported for Oracle Retail Xstore Office Cloud Services.

Browser Requirements



Note:

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)

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.

Supported Oracle Products

This chapter covers the Client System requirements supported for Oracle Retail Xstore Office Cloud Service.

Application	Latest Supported Version
Oracle Retail Merchandising System (RMS)	16.0.2
Oracle Retail Merchandising Foundation Cloud Service (RMFCS)	19.1.000
Oracle Retail Customer Engagement (ORCE)	19.4 and 19.6
Oracle Retail Order Broker (OROB)	19.4
Omnichannel Cloud Data Service (OCDS)	19.1+
Oracle Retail XBRI Loss Prevention	18.4

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Noteworthy Resolved Issues

This following table highlights specific key fixes that are included in this release.

Affected Component	Defect Number	Description
Xenvironment	35689010	Cloud enrollment fails from older version of Xenvironment.
Xadmin	35699504	Updated Xadmin Cache definition for better performance.
ORCE REST Integration	35654013	Fixed an issue with ORCE REST integration.

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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 the full schedule of planned deprecations for this product, see the Deprecation Advisory accessed from the following MOS Documentation Library: Oracle Retail Xstore Suite Supplemental Documentation Library [Doc ID 1994467.1](#) .