ORACLE

# Oracle Xstore Office Cloud Service

Next Gen Cloud Update Guide

March 2026 | Release 26.0.101.0
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# Introduction

## Document Summary

This document provides general enablement processes for Oracle Retail Xstore Office Cloud Service (XOCS) 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.

## Overview of Next Generation SaaS Architecture

All of Oracle's Xstore Office Cloud Service 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 uptime and availability. This is accomplished by using a Kubernetes cluster management backend that is connected to an Oracle database service. This new architecture yields the following benefits:

- Significantly reduced downtime.
- Significant improvements in middle-tier and application-tier scalability.
- Higher overall throughput.
- Adoption of additional industry-standard tools.
- Improved, simplified intra-Oracle Retail integration.
- Availability of a centralized Oracle Retail Data Store (RDS) instance for easier reporting administration.

## Assumptions

Note the following assumptions regarding the Update:

- An Update Utility (Host Redirection Client Creator) to support Xstore Rollover Support for in-store components needs to be downloaded for the specific, implemented version of Xstore. The minimum version required to update to versions of this utility is available for Xstore versions 19.0.x (minimum versions required to update to XOCS Next Gen).
- This Utility will need to be applied to all Stores (Non-Prod/Stage/Test Stores and Production Stores). Applying the utility will allow for the Stores to automatically switch over to the Next Gen SaaS XOCS version when updated.
- The XOCS (Stage or Prod) 19.x environment will be shut down for the update. It may require around **~12 hours** for a complete update of Xstore Office Cloud Service, depending upon the size of your Stage and Production databases.
- If the Customer has another NPE (Dev) XOCS 19.x environment besides their Stage 19.x XOCS environment, a replacement XOCS Next Gen SaaS NPE (Dev) environment will be created to replace the existing environment. However, only Stage and Production environments will have their configurations and data updated to the respective Next Gen XOCS environment.
- The XOCS 19.x Stage environment update occurs first to enable customers to perform their testing and validation activities with the Update Utility and prepare for the Production 19.x XOCS environment Update. Stage XOCS 19.x environments will be brought back online for customers to validate against. However, once updated, the production v19.x XOCS environment will not be brought back online.
- Please contact your CSM to set up a conversation with the Oracle Team once the update decision is made.
- Update activity will be performed for each environment at a time coordinated with each Customer.
- No changes are required for IDCS or OCI IAM if all the Oracle Retail Cloud services are currently using the same IDCS or OCI IAM instance. 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 which needs to be the same as the IDCS/OCI IAM Tenancy used by XOCS.


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## Customer Actions for Xstore Office Cloud Service

Due to the technical changes in Oracle's Next Generation SaaS architecture, the actions below are performed by the customer.

### Update Xstore Version and Download Client Update Utility

| | | | |
|---|---|---|---|
| ☐ | **STEP 1** | Ensure that all Stores are updated to base version 19.0.6.<br><br>**Note:** Xstore version 19.0.x is no longer in Premium Support as of December 2024. Terminal Patch 19.0.6 for Xstore version 19.0 was released in January 2025. | Resources:<br>• *Oracle Xstore Office Cloud Service Documentation:* https://docs.oracle.com/en/industries/retail/retail-xstore-cloud/26.0.101.0/.<br>• In Automated Release Updates (ARU), see Bug 36403348 - 19.0.5 and Higher - EGRESS DEPLOYABLE CLIENT - ROLLOVER SUPPORT FOR IN-STORE COMPONENTS , ARU 25647788 provides the latest version of this client utility. For any issues with this, please contact your Client Success Manager or Oracle contact. HRU Versions are available through your Oracle CSM or Egress Team. |
| ☐ | **STEP 2** | Download the Client Update Utility: Host Redirection Client Creator for the specific version of Xstore you have deployed in your Stores. Please reach out to your Customer Success Manager with any questions. Do not deploy the Client Update Utility without reviewing and agreeing upon an uptake plan for XOCS with your Client Success Manager. | |

### Update Solution URLs

| | | | |
|---|---|---|---|
| ☐ | **STEP 1** | Configure all application and/or REST service calls into XOCS from your internal applications to use the new URLs. | Resources:<br>• Oracle Retail Xstore Cloud - Service Administrator Action List: https://docs.oracle.com/en/industries/retail/retail-xstore-cloud/26.0.101.0/xocal/ |


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## Re-enable Broadcasters and Integrations after the Update

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| ☐ | **Note** | After the update is complete for your Stage or Prod XOCS Next Gen environments, the customer will need to re-enable Broadcasters from Broadcaster Management. This will require the Admin to re-enter Basic Auth and connection credentials. If using the REST Broadcaster, please update the URL and test whether the Broadcaster REST service is working correctly. Republish the Broadcaster queue if necessary.<br><br>Re-enable Integrations from Integration Management. This will require you to re-enter Basic Auth credentials. For SFTP integration, the configuration needs to be recreated. The customer should recreate the integration configuration using the same details with a new username, and then recreate the key. Then delete the old configuration. The new key needs to be added to the target SFTP server. | Resources:<br>• *Oracle Xstore Office Cloud Service Documentation:* https://docs.oracle.com/en/industries/retail/retail-xstore-cloud/26.0.101.0/ |


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## Customer Responsibilties

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| ☐ | **STEP 1** | Customers should create a project team and work with their CSM to create a timeline for the uptake for Next Gen XOCS. It is the customer's responsibility to validate the Client Update Utility deployment to all Stores and ensure that appropriate testing is done on the Next Gen XOCS SaaS version. |
| ☐ | **STEP 2** | Uptake and deploy the Host Redirection Client Utility. Ensure that any issues with the Utility are addressed during the Stage XOCS uptake. |
| ☐ | **STEP 3** | Ensure there is good understanding of the steps required to uptake the Next Gen XOCS version. |
| ☐ | **STEP 4** | Raise any questions with your Customer Success Manager, Oracle Development, and Oracle Support Team members. |
| ☐ | **STEP 5** | Plan to perform sufficient regression testing (both with the Client Utility Deployed and Client Switch Over) as well as after applying an update build to their Xstore Registers. Ensure that enough time is planned for the initiative to both test and resolve any issues found after uptaking the Next Gen SaaS XOCS Version in the test/Stage environment. |

## References

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


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