

Oracle® Retail Store Inventory Operations Cloud Services Release Readiness Guide



Release 23.2.401.0
F85937-04
December 2023

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Preface

This guide outlines the information you need to know about Oracle Retail Store Inventory Operations Cloud Services 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 Store Inventory Operations Cloud Services.

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 Retail Store Inventory Operations Cloud Services 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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Overview

Oracle Retail Store Inventory Operations Cloud Service includes the following applications:

- Oracle Retail Enterprise Inventory Cloud Service (EICS)
- Oracle Retail Store Operations Cloud Service (SOCS)



Note:

For a description of recent enhancements for this application, see the previous Release Readiness Guide on Oracle Help Center.

Oracle Retail Store Inventory Operations Cloud Service 23.2.401.0 is a mandatory Critical Update. All the defect fixes from previous Hot Fixes, including 23.2.301.2, are bundled in this release. There are no additional functional defect fixes added in this release.

Please note that a Critical Update is intended to deliver minimum impact while maintaining Oracle's security and performance standards. However, Oracle security updates that are being applied may include cloud infrastructure changes that may affect your application. To ensure business continuity when the Critical Update is applied, please follow your standard Minimal Acceptance Test (MAT) Plan to verify the cloud update.

Please see the *Critical Patch Updates, Security Alerts and Bulletins* page on [Oracle.com](https://www.oracle.com) for more information regarding security updates.

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Client System Requirements and SOCS Mobile Version Requirements

This chapter covers the Client System requirements and SOCS mobile version requirements for Oracle Retail Store Inventory Operations Cloud Services.

Client System 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.

Store Operations Cloud Service (SOCS) Mobile Version Requirements



Note:

The EICS 23.2.401.0 release is compatible with the SOCS mobile application release 23.2.301.2.1 ([My Oracle Support Patch 36005325](#)).

For documentation updates made in conjunction with the 23.2.301.2 hot fix release to the SIOCS 23.2.301.0 documentation, see the applicable documentation library at this URL: <https://docs.oracle.com/en/industries/retail/store-inventory-op-cloud/23.2.301.0/>.

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Known Issue

Known Issue Requiring Customer Action

SIOCS Integration with External Service Credential Administration

Due to a known issue with the user-fed credentials, customers are advised to review and ensure external service integration user-fed credentials are intact after the version update has completed on the non-production and production environments. Follow the steps below to verify and update the user-fed credentials if they become invalid after the version update.

1. Log on to the SIOCS web client.
2. Select Task Menu > Admin > Technical Maintenance > Credential Administration.
3. Verify and update any external service integration user credentials.

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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 Store Inventory Operations Cloud Services Documentation Library at [Doc ID 2614551.1](#).