

**Oracle[®] Retail Price Management
Operations Guide Addendum
Release 11.0.8
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Preface

Oracle Retail Operations Guides are designed so that you can view and understand the application's 'behind-the-scenes' processing, including such information as the following:

- Key system administration configuration settings
- Technical architecture
- Functional integration dataflow across the enterprise

This Operations Guide Addendum should be used in conjunction with previously released Oracle Retail Price Management 11.x documentation.

Audience

Anyone with an interest in developing a deeper understanding of the underlying processes and architecture supporting Oracle Retail Price Management functionality will find valuable information in this guide. There are three audiences in general for whom this guide is written:

- Business analysts looking for information about processes and interfaces to validate the support for business scenarios within and other systems across the enterprise.
- System analysts and system operations personnel:
 - Who are looking for information about Oracle Retail Price Management's processes internally or in relation to the systems across the enterprise.
 - Who operate Oracle Retail Price Management regularly.
- Integrators and implementation staff with overall responsibility for implementing Oracle Retail Price Management.

Related Documents

You can find more information about this product in these resources:

- Oracle Retail Price Management Installation Guide 11.0.8
- Oracle Retail Price Management Release Notes 11.0.8
- Oracle Retail Price Management Data Model 11.0.8
- Oracle Retail Price Management User Guide 11.0.8
- Oracle Retail Price Management Online Help 11.0.8

Customer Support

- <https://metalink.oracle.com>

When contacting Customer Support, please provide:

- Product version and program/module name.
- Functional and technical description of the problem (include business impact).
- Detailed step-by-step instructions to recreate.
- Exact error message received.
- Screen shots of each step you take.

Introduction

The information in this document reflects modifications and updates to the Oracle Retail Price Management 11.0 Operations Guide. Using this document in conjunction with that guide provides retailers with a complete overview of the application.

For more specific information regarding enhancements and modifications made to the previous Oracle Retail Price Management release, see the *Oracle Retail Price Management 11.0.8 Release Notes*.

Backend System Administration and Configuration

Internationalization

RPM has been internationalized to handle multiple languages in the same instance. That is, the technical infrastructure of RPM supports languages other than English.

The strings in the .properties files listed below are translated. The translated properties files are differentiated by the two letter ISO code for the retailer's country. For example, messages_de.properties for German language properties.

- messages.properties
- resources.properties
- codes.properties
- application_definition_rpm_messages.properties (contains labels that are displayed in the RSM GUI for data security setup)
- worksheet_column_names.properties (contains the labels from the worksheet details table's columns)

RPM resource bundles are packaged within RPM jar files. As shown below, the properties files can be found in rpm_client_properties.jar and rpm_server_properties.jar.

- rpm_client_properties.jar
 - rpm11-ui/src/com/retek/rpm/gui/Resources.properties
 - rpm11-ui/src/com/retek/rpm/gui/worksheet/Worksheet_column_names.properties
- rpm_server_properties.jar
 - rpm11-server/conf/retek/messages.properties
 - rpm11-server/conf/retek/codes.properties
 - rpm11-server/conf/retek/application_definition_rpm_messages.properties

In addition to the RPM jars, RPM uses platform libraries. The platform libraries have their own resource bundles. Those platform resource bundles are packaged within the platform jar files (platform-server.jar, platform-client.jar, platform-common.jar, and platform-api.jar).

Translation

Translation is the process of interpreting and adapting text from one language into another. Although the code itself is not translated, components of the application that are translated include the following, among others:

- User interface text (UI)
- Error messages

Set the Client Operating System to the Applicable Locale

For a client machine to leverage internationalization, you should set the client machine's operating system to the appropriate locale. Below is the procedure for setting a Microsoft Windows XP OS to a particular language. For other operating systems, please consult the operating system's guide.

Note: You must install the required language according to Microsoft's instructions before setting regional and language options.

1. From the Control Panel, select Regional and Language Options. The Regional and Language Options window appears.
2. Select the Advanced tab.
Select the required language from the Language for non-Unicode programs drop-down list.
3. Click **Apply**.
4. Click **OK**. A dialog appears informing you that the required files are installed on your hard disk.
5. Click **Yes**.
6. If you are prompted to restart your computer, click **Yes**.

RPM Cached Objects

RPM can cache objects within the server in order to reduce repeated creation and loading of frequently accessed information from the database. This strategy helps in reducing database access latency and bottlenecks. The object caches are accessible across requests and users and are configured to be refreshed at configurable time intervals.

RPM caches certain types of business objects and database query results. The business objects that RPM caches are those that are frequently accessed but infrequently changed. RPM sets a cache for each of the following business objects:

- System Date (VDATE)
- System Options
- System Defaults
- Divisions
- Groups
- Departments
- Districts
- Stores
- Warehouses
- Suppliers
- Partners
- Dynamic Codes
- Units Of Measure
- Zone Groups
- Zones
- Differentiators
- Differentiator Types
- Reference Items
- Class Hierarchies
- Subclasses
- Deal Status Codes
- Deal Type Codes

RPM also caches results from non-parameterized database queries. Non-parameterized database queries usually happen when RPM needs data that are not of specific criteria. An example would be to retrieve all clearance information for the Clearance Workflow. In contrast, parameterized database queries retrieve data that fall under a specific criteria such as retrieving all clearances affecting a given location.

RPM uses an open-source product called **EHCache** as a caching framework. **EHCache** features both memory and disk cache storage options and flexible configuration. Further information about this framework can be found at <http://ehcache.sourceforge.net/>.

With the exception of the Virtual System Date, the cache for business objects and database query results are configured as follows:

- RPM can store in the memory cache up to 10,000 instances within a business object cache and 10,000 database query result sets. If there are more than 10,000 elements to be stored, the overflow is stored onto disk.
- A cache is refreshed if they have not been accessed for 3600 seconds.

The Virtual System Date (VDATE) differs in configuration in such a way that there is only one instance of a VDATE within its cache and there's no expiration of that instance.