

# Oracle® Retail Workspace

Release Notes

Release 13.0.2

January 2009

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This document highlights the major changes for Oracle Retail Workspace (ORW) Release 13.0.2. Workspace 13.0.2 is a full product release that replaces Workspace 13.0.1.

## Hardware and Software Requirements

See the *Oracle Retail Workspace Installation Guide* for information about the following:

- Hardware and software requirements
- Oracle Retail application software compatibility information

## Functional Enhancements

Workspace 13.0.2 includes the following functional enhancements:

### Single Sign-On for External Applications

Workspace refers to any application that does not participate in the Oracle Single Sign-On authentication process as an external application. These applications typically implement their own authentication processes. Because of this, when launching an external application, the user is normally prompted for an application-specific user name and password. Workspace 13.0.2 uses the Oracle Single Sign-On facility of defining external applications by mapping user credentials for Single Sign-On. This provides a Single Sign-On experience when using these applications and Oracle Retail Workspace. The Workspace sample configuration includes support for Oracle Retail Central Office as an external application.

### Integration with BPEL Workflows and BPM Worklists

Workspace 13.0.2 includes two new role-based dashboards. These dashboards display Oracle BPEL workflows and BPM worklists, using the corresponding PDK portlets supplied by Workspace. Additionally, a link to the BPEL administration console has been added to the sample Workspace configuration.

## Oracle BI Delivers Alerts

Workspace 13.0.2 includes integration with Oracle BI Delivers Alerts. A new link has been added to the sample Workspace configuration that displays the BI Delivers Alerts page. Also, a new portlet is provided that can be dropped on a dashboard to display BI Delivers Alerts.

## Technical Enhancements

Workspace 13.0.2 includes three new portlets:

- A JSR-168 alerts portlet that can be used to display alerts from Oracle BI Delivers
- Two reusable PDK portlets:
  - BPM Worklists portlet, which displays a user's BPM worklists
  - BPEL Workflows portlet, which displays a user's BPEL workflows

A set of sample JavaScript files is supplied with Workspace 13.0.2 for launching external applications using a stateful login sequence. One category of external applications comprises those that use the `j_security_check` API.

## Integration Enhancements

The following integration enhancements are included in Workspace 13.0.2.

### Oracle Single Sign-On

Workspace 13.0.2 includes Oracle Single Sign-On integration support for applications defined as external applications in Oracle Single Sign-On. This subsystem provides user name and password mapping on a per user, per application basis. After it is configured and initialized, the Oracle Single Sign-On External Application facility provides transparent login for a user to an external application.

Workspace 13.0.2 also includes Oracle Single Sign-On integration with three new components by using supplied portlets:

- Oracle BI Alerts  
Using the Alerts portlet and the ORWOBIEEAlerts application, a user-specific list of alerts generated by iBots can be displayed on a dashboard.
- BPEL Workflows  
The BPEL Workflows portlet can be used to display user-specific workflows generated by BPEL Server.
- BPM Worklists  
The BPEL Worklists portlet can be used to display user-specific worklists generated by BPEL Server.

## Oracle MapViewer

Oracle Retail Workspace 13.0.2 certifies the use of Oracle MapViewer. Oracle MapViewer can be used to display location-based analytics in the Workspace Report portlet on a Workspace dashboard. See Metalink Note 758030.1 for more information.

## Noteworthy Defect Fixes

Several internal defects were fixed in Oracle Retail Workspace Release 13.0.2. The following are high-level descriptions of the defects and what was done to address them:

- Several code changes were done, based on suggestions by a code checker tool.
- Error handling for configuration exceptions was improved.
- The demo Executive Dashboard was removed as an ADF subview of the Workspace page. This dashboard was re-created as a separate application like the other demo dashboards. Support for ADF subviews was deprecated, and this will be removed in a future release of Workspace.
- Other minor defects and enhancements were discovered internally and addressed.

## Known Issues

The following table lists known issues discovered during the development of this release of Workspace. Administrators and users should review this information before they begin implementation.

Issue	Area	Functional Impact	Mitigation
Internet Explorer has a URL length limitation of 2,083 characters.	Dashboard launching	If the URL for an external dashboard (including parameters) exceeds the 2,083 character limit, the dashboard will not display in the content area of Workspace.	Customers should limit the individual size of the URLs and other parameters for each of the portlets within the dashboard. See the Troubleshooting section of the Implementation Guide for more details.
Some Oracle Retail applications such as Promote do not support multibyte user names and passwords. Therefore, when Promote is enabled for Oracle Single Sign-On, user names and passwords set up in Oracle Internet Directory should not be multibyte values.	Single Sign-On	User IDs and passwords cannot be set up as multibyte values if applications not supporting multibyte values are to be included in Oracle Single Sign-On.	Do not use multibyte values for user IDs and passwords in OID. Another option is not to enable applications for Oracle Single Sign-On if they do not support multibyte values for user IDs and passwords.

Issue	Area	Functional Impact	Mitigation
Workspace displays a list of BPM worklists in the BPMWorklistPortlet. Because Oracle Single Sign-on is enabled for BPEL, there is a seamless integration with the worklists. Once logged into Workspace, users can view their own worklists. If the current user logs out of Workspace (and therefore from Oracle Single Sign-On), and another user logs into Workspace using the same browser window and navigates to the BPM Worklists personalization page, that user will encounter the following error: "Error. Provider could not authenticate with BPEL Worklist service".	Workspace BPM Worklists integration	The user encounters the following error: "Error. Provider could not authenticate with BPEL Worklist service."	The development team is investigating the issue. The workaround is to close the browser session upon logging out of Workspace.
A Workspace user with permissions to view the BPEL Workflow/BPM Worklists links in the Navigation Pane, but with no permissions to access BPEL, is repeatedly prompted with the Oracle Single Sign-On login screen, even after entering valid Workspace credentials.	Workspace BPM Worklists/ BPEL Workflows integration	The user is repeatedly prompted with the Oracle Single Sign-On login screen, even after entering valid credentials.	The development team is investigating the issue. The workaround is to ensure that the Workspace user is also a valid BPEL user, or vice versa.

## Related Documentation

For more information, see the following documents in the Oracle Retail Workspace Release 13.0.2 documentation set:

- *Oracle Retail Workspace Administration Guide*
- *Oracle Retail Workspace Implementation Guide*
- *Oracle Retail Workspace Installation Guide*

## Supplemental Documentation in Metalink Notes

The following documents are available through My Oracle Support (Metalink). Access Metalink at the following URL:

<https://metalink.oracle.com>

### *Metalink Note 559554.1: Oracle Retail Reports Resizing Guide*

Due to the space constraints of the content area in Oracle Retail Workspace, reports accessed in a dashboard may need to be resized. This guide provides a quick and simple step-by-step process for resizing reports in both Oracle Business Intelligence Enterprise Edition and Oracle BI Publisher.

***Metalink Note 559552.1: Oracle Retail Workspace Dashboard Examples Guide***

This document includes dashboard examples that provide content examples for the Executive, Merchant, Planner, and Store Manager roles in a retail organization. These dashboard examples can help you assess and plan the Workspace content you need for your business. For more information on creating or customizing your dashboards, see the *Oracle Retail Workspace Implementation Guide*.

***Metalink Note 752517.1: Oracle Retail Workspace - Integrating with Oracle BI EE Delivers Alerts***

Workspace can display Oracle BI EE alerts generated by iBots in a JSR-168 Portlet. These iBots can deliver reports and alerts to end users, and they are configured and submitted for execution using the Delivers component of Oracle BI. For a user to create iBots, the Scheduler must be configured and four tables must be created to hold information from the Scheduler jobs. This document covers the steps required to configure Oracle BI Scheduler under Linux.

To create an iBot that generates an alert, see the "Using Oracle BI Delivers" chapter of the *Oracle Business Intelligence Answers, Delivers, and Interactive Dashboards User Guide*.

To use Oracle BI iBots alerts with Workspace, see the "Integration Methods and Communication Flow" chapter of the *Oracle Retail Workspace Implementation Guide*.

***Metalink Note 758030.1: Oracle Retail Workspace - Oracle BI EE Integration with MapViewer***

This document describes how to create an Oracle Retail Workspace dashboard that displays location-based analytics using Oracle MapViewer. The proof of concept (POC) integrates Oracle MapViewer, Oracle Spatial, and Oracle BI EE. The result is an Oracle BI EE dashboard that can be displayed in an Oracle Retail Workspace dashboard using the Workspace Report portlet.

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