**Oracle® Retail Workspace**

Implementation Guide

Release 13.2.4

**E35355-1**

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Oracle Retail Workspace Implementation Guide, Release 13.2.4

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**Value-Added Reseller (VAR) Language**

**Oracle Retail VAR Applications**

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Oracle Retail Workspace Implementation Guide, Release 13.2.4

Oracle welcomes customers' comments and suggestions on the quality and usefulness of this document.

Your feedback is important, and helps us to best meet your needs as a user of our products. For example:

- Are the implementation steps correct and complete?
- Did you understand the context of the procedures?
- Did you find any errors in the information?
- Does the structure of the information help you with your tasks?
- Do you need different information or graphics? If so, where, and in what format?
- Are the examples correct? Do you need more examples?

If you find any errors or have any other suggestions for improvement, then please tell us your name, the name of the company who has licensed our products, the title and part number of the documentation and the chapter, section, and page number (if available).

> **Note:** Before sending us your comments, you might like to check that you have the latest version of the document and if any concerns are already addressed. To do this, access the new Applications Release Online Documentation CD available on My Oracle Support and www.oracle.com. It contains the most current Documentation Library plus all documents revised or released recently.

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If you require training or instruction in using Oracle software, then please contact your Oracle local office and inquire about our Oracle University offerings. A list of Oracle offices is available on our Web site at www.oracle.com.

# Preface

The Oracle Retail Workspace Implementation Guide explains how to configure Oracle WebCenter Spaces for Oracle Retail.

## Audience

The Implementation Guide is intended for system administrators and developers who are familiar Oracle WebCenter infrastructure.

## Related Documents

For more information, see the following documents in the Oracle Retail Workspace Release 13.2.4 documentation set:

- *Oracle Retail Workspace Release Notes*

For more information about installing Oracle WebCenter, see the following document:

- *Oracle® Fusion Middleware Quick Installation Guide for Oracle WebCenter 11g and Oracle® Fusion Middleware Installation Guide for Oracle WebCenter 11g*

For more information about Oracle WebCenter, see the following website:

http://docs.oracle.com/cd/E21764_01/webcenter.htm

## 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

## Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 13.2) or a later patch release (for example, 13.2.3). If you are installing the base release, additional patch, and bundled hot fix releases, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch and bundled hot fix releases can contain critical information related to the base release, as well as information about code changes since the base release.

## Oracle Retail Documentation on the Oracle Technology Network

Documentation is packaged with each Oracle Retail product release. Oracle Retail product documentation is also available on the following Web site:

http://www.oracle.com/technology/documentation/oracle_retail.html

(Data Model documents are not available through Oracle Technology Network. These documents are packaged with released code, or you can obtain them through My Oracle Support.)

Documentation should be available on this Web site within a month after a product release.

## Conventions

The following text conventions are used in this document:

| Convention | Meaning |
| --- | --- |
| **boldface** | Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary. |
| *italic* | Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values. |
| monospace | Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter. |

# 1

# Introduction

This guide describes how you can integrate Oracle Retail applications with Oracle Retail Workspace 13.2.4.

This guide includes the following chapters:

- Chapter 1, "Introduction"

  This chapter provides an introduction to the Oracle Retail Workspace 13.2.4 and the contents of this guide.

- Chapter 2, "Integrating Oracle Retail Applications with Oracle WebCenter Spaces"

  This chapter describes how you can integrate the Oracle Retail applications with Oracle WebCenter Spaces.

## About Oracle Retail Workspace

Oracle Retail Workspace 13.2.4 is a configuration of Oracle WebCenter Spaces 11.1.1.5 for Oracle Retail. Oracle WebCenter Spaces is built on the Oracle WebCenter Framework.

Going beyond a traditional portal, Workspace offers the ability to perform tasks in the context of relevant, valuable information that supports better decisions. By leveraging an open framework on top of standards-based technology, Workspace makes it easier for retailers to unite their disparate systems, thus increasing employee productivity and effectiveness. It enables organizations to evolve with the needs of the business, delivering a role-based business process layer for the enterprise that's focused first on the best way to get a job done, and second on the source of data and logic.

## About Oracle Retail

Oracle Retail offers the industry's most complete, open and integrated suite of software applications to help retailers deliver on their brand promise and drive profitable growth through seamless cross-channel experiences.

## About Oracle WebCenter 11g

Oracle WebCenter 11g is the industry's most complete, open, and manageable enterprise portal platform. Its unified, standards-based portal platform enables business applications to be designed by developers and evolved by business users as business requirements change.

## About Oracle WebCenter Spaces

Oracle WebCenter Spaces is a social networking application that enables business users to quickly build individual and group work environments with a few simple clicks.

## Implementing Oracle Retail Workspace

The following steps should be performed in order to implement Oracle Retail Workspace.

1. Install Webcenter Infrastructure.

   In order to install Oracle WebCenter Infrastructure refer to  *Oracle® Fusion Middleware Quick Installation Guide for Oracle WebCenter 11g* and *Oracle® Fusion Middleware Installation Guide for Oracle WebCenter 11g*.

2. Configure SSO for Oracle WebCenter Spaces.

   In order to configure SSO for WebCenter Spaces, refer to the *Oracle® Fusion Middleware Application Security Guide 11g*.

3. Install your Retail applications and configure SSO for Retail applications.

   Refer to the following application guides for specific instructions:

   - Oracle Retail Merchandising System (RMS): *Oracle® Retail Merchandising System Installation Guide*

   - Oracle Retail Price Management (RPM): *Oracle® Retail Price Management Installation Guide*

   - Oracle Retail Invoice Matching (ReIM): *Oracle® Retail Invoice Matching Installation Guide*

   - Oracle Retail Store Inventory Management (SIM): *Oracle® Retail Store Inventory Management Installation Guide*

   - Oracle Retail Allocation *Oracle® Retail Allocation Installation Guide*

   - Oracle Retail Active Retail Intelligence (ARI): *Oracle® Retail Active Retail Intelligence Installation Guide*

   - Oracle Retail Analytics: *Oracle® Retail Analytics Installation Guide*

4. Create a Retail Dashboard.

   In order to create a dashboard in Oracle WebCenter Spaces please refer to *Oracle® Fusion Middleware User's Guide for Oracle WebCenter Spaces (Section 7 Preparing Your Initial Portal Pages)*.

5. Add Retail Content to a Retail Dashboard.

   In order to add retail content to the newly created retail dashboard refer to the Oracle Retail Workspace Retail Library in My Oracle Support Note 1461281.1 .

   > **Note:** The Oracle Retail Workspace Retail Library released on My Oracle Support Note 1461281.1  is non-GA and is not supported.

6. Refer to the Integration chapter to find out how to configure Oracle Retail applications in Oracle WebCenter Spaces.

The Fusion Middleware guides listed above can be found at the following locations:

■ The Oracle WebCenter Framework 11g Release 1 (11.1.1.5) documentation library can be found at

```
http://docs.oracle.com/cd/E21764_01/webcenter.htm
```

■ The Oracle Fusion Middleware 11.1.1.5 documentation library can be found at location

```
http://docs.oracle.com/cd/E21764_01/index.htm
```

# 2

# Integrating Oracle Retail Applications with Oracle WebCenter Spaces

This chapter describes how you can integrate Oracle Retail applications in Oracle WebCenter Spaces. It includes the following sections:

- Oracle WebCenter Spaces Favorite
- Oracle WebCenter Spaces External Application Functionality

## Oracle WebCenter Spaces Favorite

Adding an Oracle Retail Application link in the Favorites section of Oracle WebCenter Spaces is the simplest way of making the Oracle Retail Application available in the Oracle WebCenter Spaces. However, both Oracle WebCenter Spaces and the Oracle Retail application should be single sign-on enabled; otherwise a login will be required every time the application is launched.

The 'Add To Favorites' menu item is on the top right corner of the Oracle WebCenter Spaces home page.

## Oracle WebCenter Spaces External Application Functionality

This section provides an overview of external applications and highlights the steps you must complete to configure Oracle Retail Applications as external applications. It includes the following topics:

- About External Applications
- Configuring Oracle Retail Applications as External Applications

### About External Applications

Oracle WebCenter Spaces Framework defines an external application as any application that implements its own authentication process. That is, an application that does not take part in Oracle WebCenter Spaces application's single sign-on process. In some cases, the identity management solution may be the same, but the authentication process can be different.

When Oracle WebCenter Spaces Framework Service interacts with an application that handles its own authentication, you can associate that service with an external application to allow for credential provisioning. Therefore, the use of an external application definition provides a means of accessing content from these independently authenticated applications.

To replicate a single sign-on experience from the end user's perspective, the external application service captures the user name and password, along with any other credentials for the external application, and supplies it to the Oracle WebCenter Spaces service requiring it. The Oracle WebCenter Spaces service then uses this and logs in on behalf of the end user. This user name and password combination is securely stored in a credential store configured for the WebLogic domain where the application is deployed.

The user provides the login credentials when prompted, and these credentials are mapped to the Oracle WebCenter Spaces application user and stored in the credential store configured for the domain. The credential store subsequently supplies that information during authentication to the external application. Unless the external application's credentials change, the user supplies the credentials only once as the mapped information is read from the credential store for future requests.

Third party applications such as Google, Yahoo, and so on can be configured in WebCenter Spaces as external applications and the end user will get a complete single sign-on experience.

## Configuring Oracle Retail Applications as External Applications

The Oracle WebCenter Framework comes with an Application Navigator task flow which enables centralized access to frequently used applications. The application navigator taskflow can be utilized to list the frequently used Oracle Retail applications. In order for an application to be available in the application navigator taskflow, it has to be first registered as an external application. An application can be registered as an external application in Oracle WebCenter Spaces using the Oracle WebCenter Spaces administration screen or the external application taskflow provided by the Oracle WebCenter Framework.

For more information on registering external applications, refer to the *Oracle® Fusion Middleware User's Guide for Oracle WebCenter Spaces 11g Release 1 (11.1.1.5.0) (Section 6.6 Registering External Applications).*

You will be required to register information about the application, including the URL of the login page, the names of the application's user ID and password fields, the application's authentication method, and any optional parameters included in the login page. The document also explains how you can determine the values by examining the HTML source of the application's login form.

### Configuring Allocation and ReIM as External Applications

Web-based Oracle Retail applications including Allocation and Invoice Matching (ReIM) can be added directly as External Applications.

Table 2–1, " External Application Registration Parameters for Web-based Oracle Retail Applications" lists the external application registration parameters for Allocation and ReIM.

*Table 2–1    External Application Registration Parameters for Web-based Oracle Retail Applications*

| Application Name | Registration Information | Value |
| --- | --- | --- |
| Allocation | Login URL | http://<hostname>:<port>/<context>/gencookie.jsp?action=login |
| | | where hostname, port and context refer to where the Allocation application is deployed. |
| | HTML User ID Field Name | Username |
| | HTML User Password Field Name | Password |
| | Authentication Method | POST |
| Invoice Matching (ReIM) | Login URL | The full URL to the Invoice Match application; get it from the application administrator |
| | HTML User ID Field Name | Username |
| | HTML User Password Field Name | Password |
| | Authentication Method | POST |

Once you have completed the external application registration, the applications become available in the application navigator taskflow. An end user can show/hide the application in the application navigator taskflow based on his preference. For more information on how to use the application navigator taskflow refer to the *Oracle® Fusion Middleware User's Guide for Oracle WebCenter Spaces 11g Release 1 (11.1.1.5.0) (6.6.3 Working with Task Flows for External Applications)*.

### Configuring RPM, SIM, RMS, ARI, and Retail Analytics Applications

Some of the Oracle Retail applications cannot be configured as true external applications with automated login support. External applications must be Web-based applications and handle their own authentication. In order to fully support automated login, an application must:

- Include User ID and password fields on the application's login page.

- Support post or get authentication methods.

- Support UTF8 encoding.

- Not be configured for SSO.

> **Note:** Applications with a customized login page built using ADF Faces must implement the J2EE security container login method j_security_check for authentication.

The Oracle Retail applications RPM, SIM, RMS, Retail Analytics, and ARI cannot officially be configured as external applications with automated login. However, it is possible to work around these constraints, configure them as external applications, and include them in the applications navigator taskflow. Perform the following steps:

1. Enable Single sign-on for these applications with Oracle WebCenter Spaces.

2. Just as with the Web-based applications, you are required to register information about the application, including the URL of the login page, the names of the application's user ID and password fields, the application's authentication method, and any optional parameters included in the login page.

3. Although the values for HTML User ID and HTML User Password will be ignored, you must provide random values for the HTML User ID and HTML User Password field names. Ensure that the field name values do not conflict with query string parameters supported by the application.

4. Configure the applications with the GET authentication method.

5. Certain applications will require configuration of additional login fields.

6. When the users access the application for the first time, the External Applications login screen will appear. Users can enter any values for user name and password, as these values will be ignored.

   To avoid the initial External Applications login screen, users can choose to set up the random user name and password values in the My Accounts tab of the WebCenter Spaces Preferences dialog box.

Table 2–2, " Work Around Parameters for RPM, SIM, RMS, ARI, and Retail Analytics Applications" summarizes the work around for RPM, SIM, RMS, ARI, and Retail Analytics. Once you have registered these applications, you can add the applications to the Oracle WebCenter Spaces application navigator taskflow.

*Table 2–2   Work Around Parameters for RPM, SIM, RMS, ARI, and Retail Analytics Applications*

| Application Name | Registration Information | Value | | |
|---|---|---|---|---|
| RPM, SIM | Login URL | Specify the URL to the application, excluding query string parameters such as the template parameter. For example: | | |
| | | http://<hostname>:<port>/Jnlplaunch/launch? | | |
| | | where hostname and port refer to the location where the application is deployed. | | |
| | HTML User ID Field Name | Any string that does not conflict with query string parameter names that are supported by the application. It is recommended that you use a string which indicates the value is ignored. | | |
| | | For example, "username-ignored". | | |
| | HTML User Password Field Name | Any string that does not conflict with query string parameter names that are supported by the application. It is recommended that you use a string which indicates the value is ignored. | | |
| | | For example, "password-ignored". | | |
| | Authentication Method | GET | | |
| | Additional Login Fields for RPM and SIM<br><br>Note: Ensure that any other required query string parameters are also added as additional login fields. | **Name** | **Value** | **Display to user** |
| | | Template | The name of the application's jnlp template. For example, "rpm_jnlp_template.vm" or "sim_jnlp_template.vm". | leave unchecked |

*Table 2–2   (Cont.)  Work Around Parameters for RPM, SIM, RMS, ARI, and Retail Analytics Applications*

| Application Name | Registration Information | Value | | |
|---|---|---|---|---|
| Forms-based applications<br><br>RMS and ARI | Login URL | Specify the URL to the forms servlets, excluding any query string parameters. For example:<br><br>http://\<hostname\>:\<port\>/forms/frmservlet?<br><br>where hostname and port refer to the location where the application is deployed. | | |
| | HTML User ID Field Name | Any string that does not conflict with query string parameter names that are supported by the application. It is recommended that you use a string which indicates the value is ignored.<br><br>For example, "username-ignored". | | |
| | HTML User Password Field Name | Any string that does not conflict with query string parameter names that are supported by the application. It is recommended that you use a string which indicates the value is ignored.<br><br>For example, "password-ignored". | | |
| | Authentication Method | GET | | |
| | Additional Login Fields | **Name** | **Value** | **Display to user** |
| | | Config | The value of the Forms application's configuration parameter. | leave unchecked |
| Retail Analytics | Login URL | Specify the URL to retail analytics, excluding any query string parameters. For example:<br><br>http://\<hostname\>:\<port\>/analytics<br><br>where hostname and port refer to the location where retail analytics is deployed. | | |
| | HTML User ID Field Name | Any string that does not conflict with query string parameter names that are supported by the application. It is recommended that you use a string which indicates the value is ignored.<br><br>For example, "username-ignored". | | |
| | HTML User Password Field Name | Any string that does not conflict with query string parameter names that are supported by the application. It is recommended that you use a string which indicates the value is ignored.<br><br>For example, "password-ignored". | | |
| | Authentication Method | GET | | |