

Oracle® Retail Workspace

Release Notes

Release 13.1

June 2009

This document highlights the major changes for Oracle Retail Workspace (ORW) Release 13.1. Oracle Retail Workspace 13.1 is a full product release that replaces Oracle Retail Workspace 13.0.2.

Product Overview

The following is a functional and technical overview of Oracle Retail Workspace 13.1.

Functional Overview

Oracle Retail Workspace is a retail-specific next-generation portal that provides an integrated, targeted user experience for interacting with Oracle Retail applications and data.

Oracle Retail Workspace delivers the following capabilities:

- Single sign-on
- Central launch
- Role-based dashboards

The primary goal of Workspace is to provide greater productivity for Oracle Retail users through an integrated user experience. Less time spent on navigating a desktop is more time spent on resolving retail issues. Relevant information provided in role-based dashboards reduces research time, raises resolution quality, and brings issues to attention.

Single Sign-On

A majority of Oracle Retail applications provide single sign-on through enablement of Oracle Single Sign-On. Those applications that cannot be enabled for Single Sign-On can be configured as External Applications to provide single sign-on capability. The hub for single sign-on is Oracle Retail Workspace, where users can launch Oracle Retail applications and reports, as well as other applications, without having to log in. This reduces the need for users to remember different passwords for different applications, and it reduces security exposure from passwords being written down in view at a desk. It also increases user productivity and satisfaction in using the Oracle Retail application suite.

Central Launch

Users have central, immediate access to all Oracle Retail applications, reports, and reporting tools assigned to their role or their user ID. This brings all Oracle Retail applications to users' fingertips, rather than requiring users to navigate to each application or remember where each report or reporting tool is located. Simplified and central availability promotes application and report use, thus raising return on investment for the implementation.

Role-Based Dashboards

Role-based dashboards can contain any of the following:

- Oracle Business Intelligence (Oracle BI) reports for operational information
- Oracle BI reports for analytical information
- RSS feeds
- URL-based information
- JSR-168 portlets
- Any ADF code

Role-based dashboards can be key channels to provide timely information to support decision-making.

Technical Overview

Oracle Retail Workspace is a JavaServer Faces (JSF) Java Enterprise Edition application that provides a single point of entry to participating Oracle Retail applications. In addition, Workspace provides navigation to various types of content, including reports created with Oracle BI Enterprise Edition and Oracle BI Publisher.

Workspace requires Oracle Application Server 10g Release 3 (10.1.3.4).

Workspace was developed with Oracle JDeveloper (10.1.3.4) and the Oracle Application Development Framework (ADF) using Oracle ADF Faces JSF components. ADF Faces is a set of user interface components based on the JavaServer Faces JSR (JSR-127). ADF Faces also provides a number of JSF application framework features. Workspace takes advantage of a number of these features, including:

- Partial page rendering
- Internationalization and accessibility support
- Look and feel "skinning" support

Workspace also requires the Oracle WebCenter Framework component of Oracle WebCenter Suite 10g (10.1.3.4). WebCenter Suite is a suite of technologies that brings together standards-based development using JavaServer Faces with the flexibility and power of portals, to provide the ability to build context-rich applications. WebCenter Framework makes it possible to consume JSR-168 standards based portlets within a JSF application.

Workspace uses Oracle Internet Directory for its user repository and Oracle Single Sign-On. These are components of Oracle Identity Management 10gR2 (10.1.2), which is included in Oracle Application Server Infrastructure 10g Release 2 (10.1.2.0.2). Workspace includes support for a Tools work list that provides links to Oracle Delegated Administration Service units. Delegated

Administration Service is a Web-based interface that is used to create and manage users and groups in Oracle Internet Directory.

Workspace is a highly configurable application that allows customers to develop their own content using JDeveloper, ADF Faces, and WebCenter Framework. The Retail Workspace navigation panel and content can be configured using an XML configuration file. The default Workspace navigation panel includes a set of work lists. Customers can delete or change the configuration of existing work lists, add new work lists, and assign role-based home pages. Customers can control access to work list content by assigning permission grants to roles (Oracle Internet Directory groups).

Workspace includes a set of reusable JSR-168 portlets:

- URL portlet – A simple portlet that can be used to display the contents of a Web page
- Reports portlet – A specialized version of the URL portlet that can be used to display reports developed using Oracle BI, or using other reporting tools that expose reports through URLs
- RSS portlet – A portlet that can be used to display the contents of an RSS feed that conforms to RSS 2.0
- Alerts portlet – A portlet that can be used to display and manage Oracle BI Delivers Alerts
- BPM Worklist portlet – A portlet that can be used to view and manage a user's tasks from BPEL workflows
- BPEL Workflow portlet – A portlet that can be used to view and invoke a user's role-specific BPEL workflows
- Slideshow portlet – A portlet that can be used to display the contents of multiple Web pages in a slideshow format

Workspace also provides example dashboard content that has been developed using the Reports and RSS portlets.

Automated Installation in UNIX Environments

An installation tool is available to install Workspace in UNIX environments. This tool is Java-based and automates the following:

- Deployment of the Oracle Retail portlets
- Deployment of the example dashboards
- Deployment of the Workspace application
- Online help setup

Complete installation instructions are in the *Oracle Retail Workspace Installation Guide*.

Integration with Oracle Applications

Oracle Retail Workspace provides a single point of access to Oracle Retail applications and reports. Workspace allows single sign-on capability with the following Oracle applications and reporting tools:

- Oracle Business Intelligence Enterprise Edition
- Oracle Business Intelligence Publisher
- Oracle Retail Active Retail Intelligence
- Oracle Retail Allocation
- Oracle Retail Invoice Matching
- Oracle Retail Merchandising System
- Oracle Retail Price Management
- Oracle Retail Sales Audit
- Oracle Retail Store Inventory Management
- Oracle Retail Trade Management

Note: Oracle Retail Data Warehouse (RDW) is integrated with Workspace through Oracle Business Intelligence, which serves as the front-end reporting tool for RDW.

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

Functional Enhancements

Workspace 13.1 includes the following functional enhancements.

Slideshow Portlet

The Slideshow portlet is a new portlet that can be used on Workspace dashboards to display one to eight URLs in a slideshow format. When configured to show just one URL, the Slideshow portlet is functionally equivalent to the URL portlet. When configured to show two or more URLs, the slideshow can be configured to either advance slides automatically at a prescribed speed, or advance manually. The slideshow includes navigation controls for forward and backward navigation, starting and pausing the slideshow, and direct navigation to individual slides. Refer to the *Oracle Retail Workspace Implementation Guide*, "Dashboard Development Tutorial" chapter for more details.

Portlet Customization and Personalization

Several portlets have been enhanced in Workspace 13.1 to support run-time customization and personalization. Portlet customizations are default preferences that are visible by all users. Portlet personalizations are preferences that are visible only by the user that specified them.

- URL portlet – The URL portlet has been enhanced to support run-time customization and personalization of the portlet title, the URL of the content displayed in the portlet, and the optional alternate URL that is displayed when the Open in New Window link is clicked.
- Report portlet – The Report portlet has been enhanced to support run-time customization and personalization of the portlet title, the URL of the report displayed in the portlet, and the optional alternate URL that is displayed when the Show Details link is clicked.
- RSS portlet – The RSS portlet has been enhanced to support run-time customization and personalization of the URL of the RSS feed. The feed must conform to RSS 2.0.
- Slideshow portlet – The new Slideshow portlet includes support for run-time customization and personalization of the portlet title, slideshow state, slideshow speed, slide URLs, and slide titles.
- BPM Worklist portlet – The BPM Worklist portlet supported personalization in release 13.0.2. For release 13.1, there is added support for customization. The Personalize link has been moved from the portlet body to the portlet menu.

To take advantage of the portlet customization and personalization feature, pages displaying the portlets must be secure. Secure dashboard pages that include portlets can be configured to control access to run-time customization and personalization of the portlets that are displayed on the page. The Permissions Management tool has been enhanced in Workspace 13.1 to include options for assigning customization and personalization privileges for secure pages. This new feature is available when Workspace is configured to use Oracle Internet Directory as the LDAP server.

Tools for Exporting and Importing Portlet Customizations

In addition to enhancements to support portlet customization and personalization, Workspace 13.1 includes new tools for exporting and importing portlet customizations. Portlet customizations and personalizations are stored in a portlet data repository. The Portlet Export/Import Tool makes it possible to copy portlet customization data from one environment to another.

The Export/Import Tool is a utility consisting of two shell scripts:

- exportPortletPrefs.sh
- importPortletPrefs.sh

See the *Oracle Retail Workspace Administration Guide*, "Managing Workspace" chapter, "Exporting and Importing Customizations" section for more details.

Workspace Customization Enhancements

The Workspace configuration file provides a great deal of flexibility for customizing the Workspace navigation panel. In certain situations, the out-of-the-box capabilities of `retail-workspace-page-config.xml` may not completely suit customer needs. For those situations, Workspace 13.1 has been enhanced to provide facilities to develop custom Workspace configuration elements. The Workspace configuration framework has been enhanced to allow customers to develop their own configuration elements based on Workspace configuration elements. See the *Oracle Retail Workspace Implementation Guide*, "Customization Guide" chapter, "Developing and Using Custom Configuration Elements" section for more details.

LDIF Generation Tools Enhancements

In previous releases of Workspace, LDAP Data Interchange Format (LDIF) generation tools generated scripts to create entries within Oracle Internet Directory. In this release, these tools have been enhanced to also generate the deletion scripts for these same entries. See the *Oracle Retail Workspace Installation Guide* for more details.

Technical Enhancements

Workspace 13.1 includes the following technical enhancements.

BPEL Workflow Portlet and BPM Worklist Portlet JSR-168 Enhancements

The Workspace BPEL Workflow portlet and the BPM Worklist portlet have been converted from Oracle PDK portlets to JSR-168 compliant portlets. This enhancement takes advantage of the remote Worklist and Workflow APIs provided by the BPEL server. As a result of this enhancement, the BPEL Workflow and BPM Worklist portlets are now deployed to the same portlet container as the other Workspace portlets, and they are no longer deployed on the BPEL Server instance.

Support for LDAP Version 3 Identity Stores

Workspace 13.1 has been enhanced to allow configuration with any LDAP Version 3 product. However, Oracle provides configuration support for Workspace only when using Oracle Internet Directory as the identity store. Only limited support is provided for using Workspace with other LDAP products. When Workspace is configured with an alternate LDAP product, functionality such as User Administration provided by the Oracle Internet Directory DAS application and Oracle Single Sign-On will be lost unless replaced by alternate implementations.

Known Issues

The following are known issues in Workspace 13.1.

Internet Explorer URL Length Limit

Internet Explorer has a URL length limit of approximately 2,000 characters. If the full URL for an external dashboard (including query string parameters) exceeds the browser limit, the dashboard will not display in the content area of Workspace.

Customers should limit the size of the URLs and other parameters for each of the portlets within a dashboard. As an alternative, consider hard-coding portlet parameters in a dashboard's "page def" file, or make use of the portlets' run time customization features. See the "Dashboard Development Tutorial" and "Troubleshooting" chapters of the *Oracle Retail Workspace Implementation Guide* for more details.

Multibyte User Names and Passwords Not Supported by Some Applications

Some Oracle Retail applications do not support multibyte user names or passwords. Administrators should take these limitations into account when setting up applications and Workspace for Oracle Single Sign-On.

If an application does not support multibyte user names or passwords, do not use multibyte values when configuring users and passwords in Oracle Internet Directory. Another option is not to enable applications for Oracle Single Sign-On if they do not support multibyte values for user names or passwords.

Mismatched BPEL and ORW Permissions Cause Empty Results for BPEL Workflows and BPM Worklists Links

A Workspace user with permissions to view the BPEL Workflows or BPM Worklists links in the Workspace Navigation pane, but without permissions to access the BPEL server, may be prompted with "No Workflows to display" for the BPEL Workflows link, and "No tasks to display" for the BPM Worklists link.

The workaround is to ensure that the Workspace user is also a valid BPEL user, and vice versa.

Portlet Personalizations Cannot be Exported and Imported

The new tools included in Workspace 13.1 for exporting and importing portlet preferences can only export and import portlet customizations. They do not export or import portlet personalizations.

A defect has been opened against Oracle WebCenter.

Slideshow Rendering Anomalies in Internet Explorer 7

The bottom border of the Workspace Slideshow portlet disappears when transitioning from one slide to another in Internet Explorer 7. This problem occurs if ClearType fonts are enabled.

User Without Permissions to Personalize or Customize a Portlet Is Able to View Portlet's Customization or Personalization Screen if Using Same Browser Window as Previous User

This problem occurs if a previous user with sufficient permissions to customize or personalize a portlet navigates to the portlet's personalization or customization screen, and fails to exit the personalization/customization screen

before logging out of Workspace. A subsequent user using the same browser window is presented with the customization or personalization screen when trying to display the same portlet. The workaround is to exit portlet personalization and customization screens before logging out of the Workspace application, and to close the browser session upon logging out.

A defect has been opened against Oracle WebCenter.

User Is Able to View a Previously Logged-in User's Alerts If Using Same Browser Window as Previous User

After logging in to Workspace, a user is able to view the user's own Oracle BI EE Alerts. When the user logs out from Workspace (and thus from Oracle Single Sign-On), Oracle BI EE does not log the user out. If another user logs into Workspace using the same browser window, that user views the previously logged-in user's Alerts.

The workaround is to close the browser session upon logging out of the Workspace application.

A defect has been logged against Oracle Business Intelligence Enterprise Edition 10.1.3.3.0.

Some Web Pages May Replace Contents of Full Browser Window When Configured as Contents of URL, Reports and Slideshow Portlets

If a Web site sets the `window.top.location` to `window.self.location`, or sets its target frame to `_top` or `_parent`, the site replaces the contents of the browser window. If a URL, Reports or Slideshow portlet is configured with the URL of one of these Web sites, the Web site is not displayed within the portlet, but rather fills the browser window. When this happens, the user cannot use the Personalize or Customize link to change the URL. To prevent this from happening, all URLs entered in these portlets must be able to be displayed correctly within an iframe.

To prevent users from customizing or personalizing these portlets, dashboard developers can set the `isCustomizeModeAvailable` and `isPersonalizeModeAvailable` attributes of the `<adfp:portlet>` tag to false. If Workspace is configured to use Oracle Internet Directory as the LDAP server, the customization and personalization privileges can be removed by using the Workspace Permission Management tool.

Selecting Customize or Personalize on a Minimized Portlet Opens a Blank Page

If a portlet is configured to allow minimization, a user can click on the minimize button in the upper left corner to hide the portlet content. As a result, only the portlet title bar is rendered. If the user then selects Customize or Personalize from the portlet menu, a blank page is displayed, rather than the portlet Customization or Personalization screen.

The workaround is not to select Customize or Personalize if the portlet is minimized. To prevent users from minimizing portlets, dashboard developers should set the value of the `isMinimizable` attribute of the `<adfp:portlet>` tag to false.

Slideshow Portlet Performance Issues

The time to load and initialize the Workspace Slideshow portlet is affected by the number of URLs configured and the type of content displayed on each Web page. Large Web pages, and pages that download large images or many script files, require more time to load. To improve slideshow performance, reduce the number of slides, specify URLs for Web pages that do not download large images or script files, and limit the number of slideshows used on a dashboard page.

Non-English Text on Login Screen in English Locale

If Workspace 13.1 has been configured to use an LDAP server other than Oracle Internet Directory, the application's Login screen may show non-English text when running in an English locale. This problem occurs when languages other than English are configured in the Internet Explorer Language Preference dialog, even if English is at the top of the list. The language that is displayed is the first non-English language in the list that Workspace supports. The workaround is to remove all languages but English from the browser's Language Preference list.

Note: Oracle Retail Workspace can be configured with any LDAP Version 3 product; however, Oracle provides configuration support for Workspace only with Oracle Internet Directory.

Portlet Personalize and Customize Menu Items Translated to the Same String in Some Languages

If a portlet is configured to allow both customization and personalization, and a user has permissions for both actions, Customize and Personalize menu items are included in the portlet's menu. The translations for both menu items are the same string in French, Spanish, Italian, and Portuguese.

A defect has been opened against Oracle WebCenter.

When both menu items are enabled, the Customize menu item is above the Personalize menu item.

Blank Values Displayed in Portlet Customization and Personalization Screens

It is now possible to configure permissions to allow customization and personalization of the portlets in the example dashboards included with Workspace. A known issue is that anytime the Customization or Personalization screen is opened for a portlet for which customizations or personalizations have not previously been saved, the default values in the form might be blank. This occurs for any dashboard page that uses an EL expression in the dashboard "page def" file to retrieve parameter values.

This issue does not affect the operability of the Customization and Personalization screens; it is still possible to customize and personalize the portlets. Dashboard developers can avoid this issue by hard-coding values in a dashboard's "page def" file rather than using EL expressions. See the "Dashboard Development Tutorial" section of the *Oracle Retail Workspace Implementation Guide* for more information about developing dashboards.

A defect has been opened against Oracle WebCenter.

Related Documentation

For more information, see the following documents in the Oracle Retail Workspace Release 13.1 documentation set:

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

Supplemental Documentation at My Oracle Support

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

<https://metalink.oracle.com>

Oracle Retail Reports Resizing Guide (Doc ID 559554.1)

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.

Oracle Retail Workspace Dashboard Examples Guide (Doc ID 833927.1)

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 about creating or customizing your dashboards, see the *Oracle Retail Workspace Implementation Guide*.

Oracle Retail Workspace – Integrating with Oracle BI EE Delivers Alerts (Doc ID 752517.1)

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 Oracle BI 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*.

Oracle Retail Workspace – Oracle BI EE Integration with Oracle MapViewer (Doc ID 758030.1)

This document describes how to create an Oracle Retail Workspace dashboard that displays location-based analytics using Oracle MapViewer. The proof of concept 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.

Installing Oracle Retail Workspace Using Alternative LDAP Identity Stores (Doc ID 826164.1)

The default installation of Oracle Retail Workspace uses an Oracle Internet Directory LDAP server as the Workspace identity store. Workspace also allows the configuration of alternate LDAP server implementations. This document describes how to configure Workspace to use an LDAP implementation other than Oracle Internet Directory. The LDAP implementation must be Version 3 compliant and supported by Oracle Application Server version 10.1.3.4.

Note: Oracle Retail Workspace can be configured with any LDAP Version 3 product; however, Oracle provides configuration support for Workspace only with Oracle Internet Directory.

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Value-Added Reseller (VAR) Language

Oracle Retail VAR Applications

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