Oracle® Retail Workspace

Release Notes

Release 13.1.2

January 2010

This document highlights the major changes for Oracle Retail Workspace Release 13.1.2. Workspace 13.1.2 includes functional and technical enhancements and defect fixes. Workspace 13.1.2 is a full product release that replaces Workspace 13.1.1.

Oracle Customer Support investigates submitted issues assuming that all released updates have been applied. It is the customer's decision when to apply a new release; however, delays in applying updates can complicate the support process.

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 13.1.2 includes the following functional enhancements.

New Workspace Skin

With the new Oracle Application Development Framework (ADF) "orw" skin, Workspace 13.1.2 has a new look.

Changes to Workspace Skins to Facilitate Skin Customization

When the orw.css skin was developed, special attention was paid to the organization of the file, and additional explanatory comments were added Along with new reference information in the *Oracle Retail Workspace Implementation Guide* (see "Documentation Enhancements"), customers should find it easier to tailor the look of Workspace to specific visual requirements.

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Support for Transparency in the Workspace Content Area

Previous releases of Workspace did not support the Internet Explorer allowTransparency attribute in the Workspace content area <iframe> HTML element. If customers require the allowTransparency attribute to enable transparent backgrounds in their content, they can specify the following in the <work-item> element in the Workspace configuration file:

```
target-frame="_transparent_iframe"
```

Addition of BPEL Workflow Instances

The BPEL Workflow portlet was enhanced to add a list of the instances for each BPEL process. If the logged-in user is a BPEL administrator, the instance description is enabled as a link. Clicking the link launches the visual representation of the instance through the BPEL Admin Console.

Enhancement of External Application Launch Scripts

The sample application launch pages jSecAppORW.html and jSecAppRemote.html and their corresponding JavaScript files have been enhanced to allow launching additional categories of applications.

Technical Enhancements

Workspace 13.1.2 includes the following technical enhancements.

Support for High-Availability Configurations

Oracle Retail Workspace has been validated to run in two configurations on Linux:

- Standalone Oracle Application Server and Oracle Database installations
- Oracle Real Application Clusters (RAC) database and Oracle Application Server clustering

The Oracle Retail products have been validated against a Release 11.1.0.7 RAC database.

For more information, see the *Oracle Retail Workspace Installation Guide*.

Documentation Enhancements

Workspace 13.1.2 includes the following documentation enhancements.

Skinning Reference

Reference information about skinning has been added as an appendix to the *Oracle Retail Workspace Implementation Guide*. This appendix can be used as a guide to change the look of the Workspace application. It is based on the orw skin (orw.css) introduced and used in this release and in Oracle Application Development Framework 10g Release 1 (10.1.3.4).

Developing and Using Custom Managed Beans

A JavaServer Faces (JSF) managed bean is a Java bean with properties that can be referenced by expression language (EL) from within an Oracle ADF Faces application.

In certain situations, customers may need to develop their own custom managed beans and reference them in the Workspace configuration file.

To aid customers in that process, a section titled "Developing and Using Custom Managed Beans" has been added to the "Customization" chapter of the *Oracle Retail Workspace Implementation Guide*.

Creating Actionable iBot Alerts

Workspace includes the capability to display Oracle Business Intelligence (Oracle BI) Enterprise Edition iBot alerts. These alerts provide proactive delivery of real-time, personalized, actionable intelligence to the user. A white paper explains how a Web application can be launched from an iBot alert. The paper also explains how to code a simple application that can be used to trigger a BPEL workflow from an iBot alert. See "Supplemental Documentation at My Oracle Support" for more information.

Integrating with MicroStrategy Reports

MicroStrategy produces a number of business reporting systems. Although these applications are not compliant with Oracle Single Sign-On, the reports and other features can leverage the Oracle Single Sign-On facility for external applications in a manner similar to Oracle Retail Central Office and other external applications. A white paper has been prepared to guide customers in integrating MicroStrategy reports with Oracle Retail Workspace. See "Supplemental Documentation at My Oracle Support" for more information.

Transport Layer Security or Secure Socket Layer Certificates

Lightweight Directory Access Protocol over SSL (LDAPS) uses Transport Layer Security (TLS) or Secure Socket Layer (SSL) technologies to establish a connection between the application and an LDAP server. An appendix has been added to the *Oracle Retail Workspace Installation Guide* to describe the configuration needed for Workspace to connect to an LDAP server using LDAPS.

Known Issues

The following are known issues for Workspace 13.1.2.

Internet Explorer URL Length Limit

Microsoft 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 making use of the run-time

customization features for the portlets. 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.

Portlet Personalizations Cannot Be Exported and Imported

The new tools introduced 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

In Microsoft Internet Explorer 7, the bottom border of the Workspace Slideshow portlet disappears when there is a transition from one slide to another. This problem occurs if ClearType fonts are enabled.

User Without Permissions Can View Portlet Customization and Personalization Screens

A user without permissions to personalize or customize a portlet can view the customization and personalization screens for a portlet, if that user is using the same browser window as a previous user who has permissions.

This problem occurs if a previous user with sufficient permissions to customize or personalize a portlet navigates to the portlet personalization or customization screen, and fails to exit the personalization or customization screen before logging out of Workspace. Another user who later uses 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 logged against Oracle WebCenter.

Users Can View Other Users' Alerts

A user can view the alerts for a previous user, if that user uses the same browser window as a previous user.

After logging in to Workspace, a user can view the user's own Oracle BI alerts. When the user logs out from Workspace (and thus also from Oracle Single Sign-On), Oracle BI does not log the user out. If another user logs into Workspace using the same browser window, that user may be able to view the previously logged-in user's alerts. This should happen infrequently, because users usually do not share computers or the same browser sessions.

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

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

Some Web Pages Replace the Content of the Full Browser Window

Some Web pages may replace the entire contents of the full browser window when those pages are configured as the 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 any of the Workspace portlets 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, the user should ensure that 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 isPersonalizaModeAvailable 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.

If none of the above preventive measures were taken and a user inadvertently uses such a URL in one of the portlets, corrective action can be taken if the dashboard was configured to support the Safe Mode option. For more on this corrective action, refer to the related problem documented in the "Troubleshooting" chapter of the *Oracle Retail Workspace Implementation Guide*.

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 displayed. 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 can 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.

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 logged 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 whenever 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 logged against Oracle WebCenter.

Related Documentation

For more information, see the following documents in the Oracle Retail Workspace Release 13.1.2 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

Also see the following articles in the Oracle Support Knowledge Base. Access My Oracle Support at the following URL:

https://support.oracle.com

Creating Actionable iBot Alerts (ID 1051484.1)

This document explains how a Web application can be launched from an iBot alert. It also explains how you can develop a simple application that can be used to trigger a BPEL workflow. This simple application can then be launched from an iBot alert.

This document is new for Release 13.1.2.

Integrating with MicroStrategy Reports (ID 1051492.1)

This document describes how you can integrate one or more MicroStrategy reports with Oracle Retail Workspace.

This document is new for Release 13.1.2.

Oracle Retail Workspace Dashboard Examples Guide (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*.

This document is updated for Release 13.1.2.

Installing Oracle Retail Workspace Using Alternative LDAP Identity Stores (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.

This document is updated for Release 13.1.2.

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Value-Added Reseller (VAR) Language

Oracle Retail VAR Applications