

Oracle® Retail Workspace

Release Notes

Release 13.0.1

August 2008

This document describes Oracle Retail Workspace 13.0.1. Workspace Release 13.0.1 is a full product release that replaces Workspace 13.0, which was the first product release.

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.

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. The hub for single sign-on is Oracle Retail Workspace, where users can launch Oracle Retail applications and reports 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.

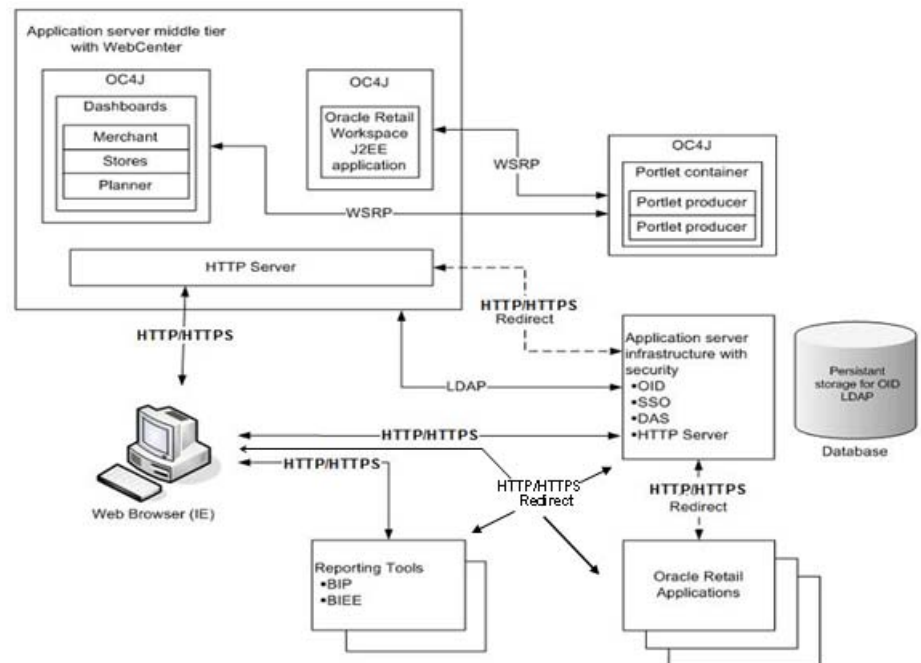
Role-Based Dashboards

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
- Any URL-based information
- Any JSR-168 portlet
- 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 (Java EE) 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 (10.1.3.3).

Workspace was developed with Oracle JDeveloper (10.1.3.3) 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). In addition, 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 (10.1.3.3). 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 four 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

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
- WebHelp setup

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

Integration with Oracle Retail Applications

Oracle Retail Workspace provides a single point of access to Oracle Retail applications and reports. Workspace provides single sign-on capability with the following Oracle Retail 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 Predictive Application Server
- Oracle Retail Price Management
- Oracle Retail Price Optimization
- Oracle Retail Promotion Planning and Optimization
- 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 BI Enterprise Edition, 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 information

Operating System and Database Support

Workspace 13.0.1 is compatible with Oracle Database 10g and the following operating systems:

- Oracle Enterprise Linux 4 Update 5
- HP-UX Itanium 11.23
- IBM AIX 5.3
- Sun Solaris 10

Oracle Configuration Manager

Oracle Configuration Manager is an optional configuration data collector that provides continuous tracking of key Oracle and system configuration settings for machines on which it is installed. This tool collects configuration details for customer environments and uploads them to a repository that is viewable through the Software Configuration Manager Metalink Web site. The OCM collector is optionally installed as part of your application installation.

Using Oracle Configuration Manager can reduce a retailer's support costs by providing extra configuration information that otherwise requires a phone call or e-mail correspondence.

Note: Sensitive configuration information (such as passwords) is not included in Oracle Configuration Manager collection.

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

Fixed Defect

In Workspace 13.0, ANT_HOME was not set appropriately for Sun Solaris in LDIF data scripts, causing them to fail. This issue has been fixed in Workspace 13.0.1. (References: ARU 10343705, BugDB 7261994)

Known Issues

Table 1 lists known issues discovered during the development of this release of Workspace. Administrators and users should review this information before they begin implementation.

Table 1 Known Issues

Issue	Area	Functional Impact	Mitigation
The Demo Executive dashboard has been developed as a JSF subview of the Workspace page, rather than as an external application. This means that this dashboard was coded as part of the Workspace application. (Its content is still configurable, however.) Because of the way the ADF security framework is designed and the way in which the subview is imported into the Workspace page, this dashboard needs to be granted the "anyone" permission.	Dashboards	The Demo Executive dashboard is viewable outside the Workspace application.	Customers should not use the Demo Executive dashboard if the data displayed in it is sensitive
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.
Right-clicking over a dashboard link and selecting Open in New Window from the browser context menu does not change the selection, and it does not launch that link in a new browser window. Instead, a new copy of Workspace is launched.	User interface	This has impact for any link in the navigation panel that is configured as show-in-content-area = "true", such as links in the Dashboard work list. This also affects the About link. Selecting Open in New Window launches a new copy of Workspace, with the currently selected work item displayed in the content area.	This is the expected behavior of the ADF "command link" component used to render the link.
Oracle BI "Bookmark Link Error On Windows With FAT32"-see Section 1.4.7 at the following URL: http://download.oracle.com/docs/cd/E10415_01/doc/bi.1013/e10404/cha-pter.htm	Reports URLs	The portlet on the dashboard displays an error instead of the Oracle BI report.	This issue occurs when Oracle BI Presentation Services is running on a Microsoft Windows machine with a FAT32 file system. Convert the FAT volumes to NTFS. Refer to your Windows operating system documentation for instructions for the file system conversion.

Table 1 (Cont.) Known Issues

Issue	Area	Functional Impact	Mitigation
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 setup in Oracle Internet Directory (OID) 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.
If the server name for different content configured to display in Workspace is not fully qualified (for example, server01 rather than server01.us.mycompany.com), the content may not be displayed.	Dashboards launching / Portlets content	Dashboards may not launch, or content such as reports within portlets may not appear.	All server names used in the Workspace configuration should be fully qualified, especially when used in URLs.
Content in portlets within dashboards sometimes does not appear when a dashboard is first launched.	Portlets content	Content within portlets such as reports may not appear.	Right-click inside the portlet. When the drop-down menu appears, click Refresh.
<p>The Workspace application uses JSF session-scoped managed beans to maintain user interface state information in the browser session.</p> <p>The application also uses the ADF Session Change Manager to track the expansion/selection state of interface components. This affects the application behavior if the browser session times out.</p> <p>The default Workspace session timeout period is 35 minutes.</p> <p>User interface state information that may be affected includes:</p> <ul style="list-style-type: none"> ■ The expansion state of tree nodes and containers in the navigation panel ■ The role-based lists of work items to display in the navigation panel ■ The currently selected work item 	User Interface	<p>If the browser session times out because of a prolonged period of inactivity, either of the following may occur:</p> <ul style="list-style-type: none"> ■ When you interact with a tree or with buttons or links on the Workspace page, nodes in the trees may collapse unexpectedly. If your Single Sign-On session has also timed out concurrently, tree nodes may also disappear, if unauthenticated users have not been given permission to view the work items. ■ When you interact with a tree, work list, buttons, or links on the Workspace page, the content displayed in the page content may revert to the default home page associated with the roles to which you have been assigned. 	<p>This is the expected behavior when the session times out. To prevent session timeout, users should not leave the application open for prolonged periods of inactivity. Log out of Workspace and close the browser window if you plan to be away from your desk for a prolonged period.</p> <p>If it appears your session has timed out:</p> <ul style="list-style-type: none"> ■ Refresh the Workspace application using the browser Refresh button. ■ After you refresh the page, if you are no longer logged in to the application, click the Login link and log in again. <p>It is possible for customers to change the Workspace web.xml deployment descriptor to increase the value of <session-timeout>, but this is not recommended.</p>

Table 1 (Cont.) Known Issues

Issue	Area	Functional Impact	Mitigation
<p>The Workspace application uses JSF session-scoped managed beans to maintain user interface state information in the browser session. This affects the application behavior if multiple browser windows share the same session.</p> <p>User interface state information that may be affected includes:</p> <ul style="list-style-type: none"> ■ The role-based lists of work items to display in the navigation panel ■ The currently selected work item 	User Interface	<p>If you open multiple browser windows associated with a single browser session, you will notice that selecting an item in the navigation pane in one window may affect what is displayed in the other browser windows when they are refreshed.</p> <p>To observe this behavior, open the Workspace application in Internet Explorer and log in. If you right-click on one of the application hyperlinks and select Open in New Window from the browser context menu, the application opens in a new browser window. You will be logged into the application, and the dashboard that was displayed in the original window will be displayed in the new browser window. Select a different dashboard in either of the browser windows, and then refresh the other window. Both windows will show the same dashboard.</p>	<p>This is the expected behavior when multiple Workspace windows share the same browser session. To avoid this behavior, do not open multiple browser windows that share the same session.</p>

Related Documentation

For more information, see the following documents in the Oracle Retail Workspace Release 13.0.1 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 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 (Oracle BI) 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*.

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Value-Added Reseller (VAR) Language

(i) the software component known as **ACUMATE** developed and licensed by Lucent Technologies Inc. of Murray Hill, New Jersey, to Oracle and imbedded in the Oracle Retail Predictive Application Server - Enterprise Engine, Oracle Retail Category Management, Oracle Retail Item Planning, Oracle Retail Merchandise Financial Planning, Oracle Retail Advanced Inventory Planning and Oracle Retail Demand Forecasting applications.

(ii) the **MicroStrategy** Components developed and licensed by MicroStrategy Services Corporation (MicroStrategy) of McLean, Virginia to Oracle and imbedded in the MicroStrategy for Oracle Retail Data Warehouse and MicroStrategy for Oracle Retail Planning & Optimization applications.

(iii) the **SeeBeyond** component developed and licensed by Sun Microsystems, Inc. (Sun) of Santa Clara, California, to Oracle and imbedded in the Oracle Retail Integration Bus application.

(iv) the **Wavelink** component developed and licensed by Wavelink Corporation (Wavelink) of Kirkland, Washington, to Oracle and imbedded in Oracle Retail Store Inventory Management.

(v) the software component known as **Crystal Enterprise Professional and/or Crystal Reports Professional** licensed by Business Objects Software Limited ("Business Objects") and imbedded in Oracle Retail Store Inventory Management.

(vi) the software component known as **Access Via™** licensed by Access Via of Seattle, Washington, and imbedded in Oracle Retail Signs and Oracle Retail Labels and Tags.

(vii) the software component known as **Adobe Flex™** licensed by Adobe Systems Incorporated of San Jose, California, and imbedded in Oracle Retail Promotion Planning & Optimization application.

(viii) the software component known as **Style Report™** developed and licensed by InetSoft Technology Corp. of Piscataway, New Jersey, to Oracle and imbedded in the Oracle Retail Value Chain Collaboration application.

(ix) the software component known as **WebLogic™** developed and licensed by BEA Systems, Inc. of San Jose, California, to Oracle and imbedded in the Oracle Retail Value Chain Collaboration application.

(x) the software component known as **DataBeacon™** developed and licensed by Cognos Incorporated of Ottawa, Ontario, Canada, to Oracle and imbedded in the Oracle Retail Value Chain Collaboration application.