

Oracle® Retail MICROS Retail-J
Administration Guide
Release 13.0

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- 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 Online Documentation available on the Oracle Technology Network Web site. It contains the most current Documentation Library plus all documents revised or released recently.

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Please give your name, address, electronic mail address, and telephone number (optional).

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Preface

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

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Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

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

Improved Process for Oracle Retail Documentation Corrections

To more quickly address critical corrections to Oracle Retail documentation content, Oracle Retail documentation may be republished whenever a critical correction is needed. For critical corrections, the republication of an Oracle Retail document may at times **not** be attached to a numbered software release; instead, the Oracle Retail document will simply be replaced on the Oracle Technology Network Web site, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

This process will prevent delays in making critical corrections available to customers. For the customer, it means that before you begin installation, you must verify that you have the most recent version of the Oracle Retail documentation set. Oracle Retail documentation is available on the Oracle Technology Network at the following URL:

<http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html>

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-02 is an updated version of a document with part number E123456-01.

If a more recent version of a document is available, that version supersedes all previous versions.

Oracle Retail Documentation on the Oracle Technology Network

Oracle Retail product documentation is available on the following web site:

<http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html>

(Data Model documents are not available through Oracle Technology Network. You can obtain them through My Oracle Support.)

Conventions

Navigate: This is a navigate statement. It tells you how to get to the start of the procedure and ends with a screen shot of the starting point and the statement “the Window Name window opens.”

This is a code sample

It is used to display examples of code

Introduction

Note: The rebranding for the latest version of this documentation set is in development as part of post MICROS acquisition activities. References to former MICROS product names may exist throughout this existing documentation set.

This document is intended as a day-to-day working reference for Retail-J administrators. It is organized around a set of daily, weekly, monthly and ad hoc checklists.

Troubleshooting hints are provided and functionality is described in sufficient detail to support your own investigation.

Operational Responsibilities

As your supplier, Micros accepts certain responsibilities in, for example, installation and support. There are some aspects of your use of the application which Micros does not usually control and these are generally managed by you or your service provider. These include:

- Hardware, database and network maintenance
- Operating system and database patch installation
- Backup and restore
- Archiving
- Purging
- Internal issue reporting
- Deploying software and database updates
- Third party imports and exports to other systems (for example settlement and IDocs)

Where this document touches on these elements it is to advise on commonly understood best practice, the relevance of which will depend on the specifics of your operation.

Management Checklists

The following checklists are designed to offer advice in establishing an operational routine for your installation. All implementations differ in some or many respects and so the checklists should be taken as a guideline rather than a complete operational blueprint.

Daily

Location		Operation
Estate Manager	Application	Review application alerts
		Check that scheduled jobs have run and expected processes are active
		Check for missing/out of sequence transactions
		Process missing transactions
		Check failed documents
		Check outstanding messages
		Confirm settlement submission
		Check import logs (data from third party applications)
		Check export logs (data to third party applications)
		Reconcile sales (and stock where installed) between POS and store server and/or between store and Estate Manager
		Broadcast changes to stores and tills
		Check that the off-line hot card list went to all stores and was updated
		Check all promotions went down to stores successfully
		Check that MMG, products, prices and selling codes have been transmitted to each branch and processed
	Database	Manually scan the log files
		Check Trace files (Oracle)
		Confirm hot backup (hourly)
		Confirm cold backup (nightly)
Store Server	Database	Confirm hot backup (hourly)
		Confirm cold backup (nightly)

Weekly

Location		Operation
Estate Manager	Application	Check for orphaned products not linked to a MMG
		Check for products not recognized at store level
		Check price over-rides (with appropriate reasons) as early indication of a pricing error at branch level
		Check size of logs stored in the file system
	Database	Check purging (size of baskets table)
		Rebuild indexes
		Update table statistics
		Check size of logs stored in the database
		Check disk space
Store Server	Application	Check size of logs stored in the file system
	Database	Check size of logs stored in the database
		Check disk space
POS	Application	Check size of logs stored in the file system
	Database	Check size of logs stored in the database
		Check disk space

Monthly

Location		Operation
Estate Manager	Application	Check that stock counts have been completed
	Database	Check that tapes are being archived at least monthly if not possibly weekly to guard against data corruption
		Check that database restore points are implemented and functioning.
Store Server		Check that tapes are being archived at least monthly if not (possibly) weekly to guard against data corruption




Ad hoc

Location		Operation
		Report and monitor the resolution of system issues
Estate Manager	Application	Add a new store
		Apply software updates
		Check software updates have been applied

Location		Operation
		Check that configuration changes are applied at branch level
		Check that stock counts have been completed
		Check for missing PEDs
	Performance	Review system performance

Application Alerts

Application alerts are useful status and troubleshooting indicators. They are shown on the Welcome screen when you logon to the application.

Application Alerts			
Topic	Date Raised	Priority	Description
 Broadcast Confirmations	26/11/09 17:40	Low	Broadcast job Broadcast Job Terminal: v2009.11.26.17.40.23 successfully completed
 Broadcast Confirmations	26/11/09 10:41	Low	Broadcast job Broadcast Job CustomerData: v2009.11.26.10.41.18 successfully completed
 Finance	17/11/09 19:15	High	Terminal count discrepancy, store 1, terminal 1.


Application Alerts window

They can also be seen from the **Administration** menu.




From the **Administration** menu, select **System Status**, and then select **Application Alert Viewer**.

Application Alert Viewer

Application alert viewer allows you to view all alerts raised for the topics that you subscribe to.

Location Type	-		
Location ID		-	
Priorities	Low <input type="checkbox"/>	Medium <input type="checkbox"/>	High <input type="checkbox"/>
Statuses	Raised <input checked="" type="checkbox"/>	Cleared <input type="checkbox"/>	
From Date			
To Date			
Apply Filter			

All alerts for the selected filters are shown below.

Options	Topic	Location	Date Raised	Priority	Status	Description
	Broadcast Confirmations	UK Store	26/11/09 17:40	Low	Raised	Broadcast job Broadcast Job Terminal: v2009.11.26.17.40.23 successfully completed
	Broadcast Confirmations	UK Store	26/11/09 10:41	Low	Raised	Broadcast job Broadcast Job CustomerData: v2009.11.26.10.41.18 successfully completed
	Finance	UK Store	17/11/09 19:15	High	Raised	Terminal count discrepancy, store 1, terminal 1.

Application Alerts Viewer window









Set up the topics, from which you would like to see alerts.

From the **Data Maintenance** menu, select **General**, and then select **Application Alert Topics**.

Application Alert Topic Maintenance

Application Alert Topic Maintenance will allow you to view, edit, remove and create application alert topics.

All existing application alert topics are shown below.

Options	ID	Description
  	BrdcastConfirmations	Broadcast Confirmations
  	BrdcastErrors	Broadcast Errors
  	CashManagement	Cash Management
  	XMLProcessing	XML Processing
		

Application Alert Topic Maintenance window


Here you can see the alert topics to which you are subscribed.

To add a new Application Alert Topic, click the Add  icon.

Application Alert Topic Maintenance

Please enter a unique ID for the new application alert topic and click Next.

New ID	Security
Select from preset topics	Security

Application Alert Topic Maintenance window



The available field is described in the table below:

Field	Description
New ID	Depending on your role, you will be able to select one of the following application topic alerts from the drop down list: Audit Data Extractor, Audit Validator, Broadcast Confirmations, Broadcast Errors, Cash Management, Communications, Customer Detection, Customer Notifications, Day End, Entity Updater, Finance, Import Confirmations, Import Errors, Inventory Reservation Request, Price Changes, Product Inventory, Returns, Security, Stock Counting, Stored Transactions, Tender Credit Limit Alerts, Tender Limit Alerts, Tender Limit Alerts (Customer Not Present), Transaction Tender Limit Alerts, Terminal Status, Unknown Flight Alerts, Update Confirmations, Update Errors, Web Mail, XML Processing.

On the following screen, you can set the Locale, Description and Function Code and at which level in the application hierarchy alerts can be seen.

Application Alert Topic Maintenance

You are editing application alert topic: Security

Field	Value
ID	Security
Locale	English (United Kingdom) ▼
Description	
Function Code	- ▼
Select the priorities to be raised upwards	
Low	<input type="checkbox"/>
Medium	<input type="checkbox"/>
High	<input type="checkbox"/>
 	

Application Alert Topic Maintenance window

The available fields are described in the following table.

Field	Description
ID	The chosen alert topic (read only).
Locale	A drop down list of available options.
Description	A unique description up to 10 characters in length.
Function Code	Select a role from the drop down list.
Priorities to be raised upwards.	Select one or more of the Low, Medium and High check boxes to categorize the alerts. You can filter on priority in the Application Alert Viewer.

Document Management

The following diagram uses a simplified model of document messaging for troubleshooting purposes.

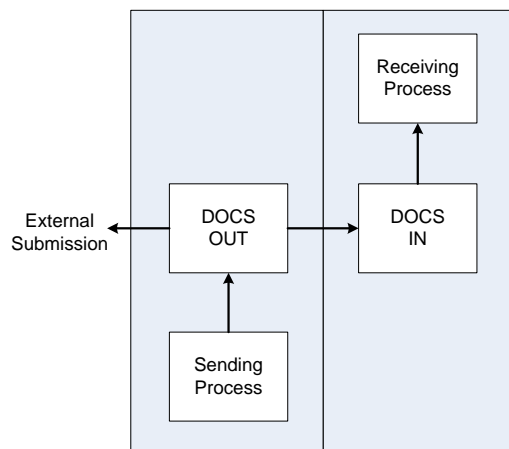


Figure 1: Document Troubleshooting

In the simplified model, a sending process places documents in Documents Out, these documents arrive in Documents In on a receiving device. Alternatively, they may be sent externally to another system. The receiving process takes the documents from Documents In and processes them. Say, Documents Out is situated at the store and Documents In is on the estate manager.

The following are possible outcomes of the messaging process for any given document.

Document Out Status	Document In Status	Notes
Unsent	Not Applicable	The document has not yet been sent.
Fail	Not Applicable	The document has failed before reaching Documents In or before external submission.
Sent	Received	The document has been submitted from Documents Out to Documents In and its receipt has been acknowledged but the document has not yet been processed by the receiving process.
Sent	Success	The document has been submitted from Documents Out to Documents In and has been successfully processed by the receiving process.
Sent	Fail	The Document has been successfully submitted from Documents Out to Documents In but has failed while being processed by the receiving process. Take an example, the Documents In status of a document is Failed. The error is reported as a Duplicate Transaction. In this case, you would not reprocess that item. The effect of reprocessing the item is to submit it to the receiving process again. Given it was a duplicate transaction then it would fail again. Instead, you might take a note of the when the document failed and check the Application log for more details.

Figure 2: Document Outcomes

Document Out Management

Any data leaving the system that is “this” device, such as POS sales, goods received or stock counts, are in the form of XML documents. The Document Management function shows which documents have been submitted and the outcome of the submission. It also enables the System Administrator to view documents and re-submit failed documents.

To view documents leaving the system:

From the **Administration Menu**, select **Processes**, and then select **Document Out Management**.

The Document Out Management screen is displayed.

Filter	Value
Select Status	(All)
Enter Start Date/Time	18/11/09 (dd/mm/yy) 00:00 (hh:mm)
Enter End Date/Time	20/11/09 (dd/mm/yy) 23:59 (hh:mm)
Enter Document ID	<input type="text"/>
Enter Root Tag	<input type="text"/>
Max. Results to display	1000
Apply Filter	

Document Out Management window

The available filter fields are described in the table below.



Field	Description
Status	Select one of the following from the drop down list: Unsent, Sent, Failed, System Busy, Ignored. The default is All.
Start Date/Time	The date range for document selection.
End Date/Time	
Document ID	Enter a specific Document ID.
Root Tag	Enter a specific document type, for example, POSBasket, SystemEvent, SafeCMAAction, POSStoreRecallEvent, Order, Layaway, StockAdjustmentEvent and so on.
Max No. Results to Display.	Enter the maximum number of results to be displayed on screen. The default is 1,000.

Apply the filter using the Filter icon and the Document Out Management screen is displayed.


Options	Document ID	Root Tag	Date Received	Status
 	b80dda9c5bfe6403:-69711478:125022c55d6:-71d9	SafeCMAction	20/11/09 13:44	Sent
 	b80dda9c5bfe6403:-69711478:125022c55d6:-761c	POSStoreRecallEvent	18/11/09 16:34	Sent
 	b80dda9c5bfe6403:-69711478:125022c55d6:-7624	StockAdjustmentEvent	18/11/09 16:32	Sent
 	b80dda9c5bfe6403:-69711478:125022c55d6:-7626	Order	18/11/09 16:32	Sent
 	b80dda9c5bfe6403:-69711478:125022c55d6:-7627	POSBasket	18/11/09 16:32	Sent
 	b80dda9c5bfe6403:-69711478:125022c55d6:-762d	StockAdjustmentEvent	18/11/09 16:31	Sent
 	b80dda9c5bfe6403:-69711478:125022c55d6:-762f	Order	18/11/09 16:31	Sent
 	b80dda9c5bfe6403:-69711478:125022c55d6:-7630	POSBasket	18/11/09 16:31	Sent
 	b80dda9c5bfe6403:-69711478:125022c55d6:-7638	Layaway	18/11/09 16:22	Sent
 	b80dda9c5bfe6403:-69711478:125022c55d6:-7639	POSBasket	18/11/09 16:22	Sent
 	b80dda9c5bfe6403:-69711478:125022c55d6:-763e	POSBasket	18/11/09 16:16	Sent
 	b80dda9c5bfe6403:-69711478:125022c55d6:-7641	POSBasket	18/11/09 16:14	Sent
 	b80dda9c5bfe6403:-69711478:125022c55d6:-764a	POSBasket	18/11/09 16:02	Sent
 	b80dda9c5bfe6403:-69711478:125022c55d6:-765d	POSBasket	18/11/09 15:18	Sent
 	b80dda9c5bfe6403:-69711478:125022c55d6:-7666	POSBasket	18/11/09 15:03	Sent
 	b80dda9c5bfe6403:-69711478:125022c55d6:-766b	SystemEvent	18/11/09 15:01	Sent

Document Out Management window

The available fields are described in the table below.

Field	Description
Options	You can View  or Delete  the entry.
Document ID	The document reference.
Root Tag	The type of document, for example, SystemEvent, POSBasket and so on.
Date Received	Date and time of receipt.
Status	Unsent, Sent, Failed, System Busy, Ignored.

To view the details of a specific document:

Click View  beside the appropriate document
Details of the document are displayed.

Document Out Management

Document Out Management allows you to view documents out and to re-submit failed documents.

Field	Value
Document ID	b80dda9c5bfe6403:-69711478:125022c55d6:-7630
Root Tag	POSBasket
Date Received	18/11/09 16:31
Status	Successful

XML

```

- <POSBasket>
  <Keyword>1|1|11</Keyword>
  <ID>ALL.TIP.S01|20091118163107</ID>
  <LastUpdated>2009-11-18T16:31:07+00:00</LastUpdated>
  <MajorVersion>1</MajorVersion>
  <MinorVersion>0</MinorVersion>
  <BasketType>BasketAlteration</BasketType>
  <OriginalBasketType>Order</OriginalBasketType>
  <State>Processed</State>
+ <Header>
+ <ProductOrderedItem>
+ <Trailer>
</POSBasket>

```

[View Raw XML Text](#) →

↶


Document Out Management window

Note: If required raw XML code can be viewed by clicking

Next → beside View Raw XML Text.

When finished, click Back ↶ to return to the list of documents.

To remove a specific document:

Click Remove  beside the appropriate document.

The document is removed from the list.

Document In Management

Any data coming to the system, such as sales from POS terminals, expected delivery details, new prices or products, are in the form of XML documents. The Document Management function shows which documents have been received and whether they have been processed. It also enables the System Administrator to view documents and re-submit failed documents.



To view documents entering the system:

From the **Administration Menu**, select **Processes**, and then **Document In Management**.

The Document Management screen is displayed.

Document Management


Document Management will allow you to view documents and to re-submit failed documents.

Filter	Value
Select Status	(All) 
Enter Start Date/Time	09/12/08 (dd/mm/yy) 00:00 (hh:mm)
Enter End Date/Time	09/12/09 (dd/mm/yy) 23:59 (hh:mm)
Enter Document ID	<input type="text"/>
Enter Root Tag	<input type="text"/>
Max. Results to display	1000
Apply Filter	













Document Management window

The available filter fields are described in the table below.

Field	Description
Status	Select one of the following from the drop down list: All, Received, Successful, Failed, System Busy, and Ignored. The default is All.
Start Date/Time	Enter the latest date and time for which documents should be shown in the Enter End Date/Time fields. These default to today's date and 23:59. The format required is locale dependant and is shown to the right of each field, in this example dd/mm/yy and hh:mm. Alternatively, leave the field blank to finish with the most recent document.
End Date/Time	
Document ID	Enter a specific Document ID.
Root Tag	Enter a specific Root Tag, for example, POSBasket, SystemEvent, SafeCMAAction, POSStoreRecallEvent, Order, Layaway, StockAdjustmentEvent.
Max No. Results to Display.	Enter the maximum number of results to be displayed on screen. The default is 1000.



Apply the filter using the Filter  icon and the Document In Management screen is displayed.

All existing documents for the search criteria are shown below.


Options	Document ID	Root Tag	Date Received	Status
 	b80dda9c5bfe6403:65b58ea3:1256db76ff3:-7ff0	SystemEvent	08/12/09 09:56	Successful
 	b80dda9c5bfe6403:-5bf90c57:12568d792ee:-7ff0	SystemEvent	07/12/09 11:13	Successful
 	b80dda9c5bfe6403:-14673f67:125599dd5f9:-7ff0	SystemEvent	04/12/09 12:15	Successful
 	b80dda9c5bfe6403:54f92fc3:12555a82e63:-7ff0	SystemEvent	03/12/09 17:48	Successful
 	b80dda9c5bfe6403:70d3cfc3:1254aa29afc:-7ff0	SystemEvent	01/12/09 14:26	Successful
 	b80dda9c5bfe6403:da159f3:125308d4e85:-7f3f	SystemEvent	26/11/09 17:59	Successful

Document Management window

The available fields are described in the following table.



Field	Description
Options	You can View  or Delete  the entry. If a Document has failed, it will have a status of Failed and the Repost icon is displayed.
Document ID	The document reference.
Root Tag	The type of document, for example, System Event, Expected Delivery and so on.
Date Received	Date and time of receipt.
Status	Received, Successful, Failed, System Busy, Ignored.

To view the details of a specific document:

Click View  beside the appropriate document
Details of the document are displayed.

Document Management


Document Management will allow you to view documents and to re-submit failed documents.

Field	Value
Document ID	b80dda9c5bfe6403:-69711478:125022c55d6:-7667
Root Tag	POSBasket
Date Received	18/11/09 15:03
Status	Successful
XML	<pre> - <POSBasket> <Keyword>1 1 1 4</Keyword> <ID>ALL.TIP.S01 20091118150246</ID> <LastUpdated>2009-11-18T15:03:24+00:00</LastUpdated> <MajorVersion>1</MajorVersion> <MinorVersion>0</MinorVersion> <ManifestVersion>Gold</ManifestVersion> <DatabaseSchemaVersion>1.0.496.37</DatabaseSchemaVersion> <BasketType>Sale</BasketType> <State>Completed</State> + <Header> + <ProductSale> + <VoidItem> + <Trailer> </POSBasket> </pre>
View Raw XML Text	
Errors	
Error Date	Error Message
-	-
	


Document Management window

Note: If required raw XML code can be viewed by clicking


Next  beside View Raw XML Text.





When finished, click Back  to return to the list of documents.

To remove a specific document:

Click Remove  beside the appropriate document.

The document is removed from the list.


If a Document has failed, it will have a status of 'Failed' and will have a Repost  icon.

Options	Document ID	Root Tag	Date Received	Status
  	a6db496f6fb95e93:2b9406:108b5e3f239:-579e	ExpectedDelivery	11/01/06 16:17	Failed
				

Document Management window


To view the reason behind why the message failed, click the view  icon.

At the bottom of the screen will be a short summary of the reason the document failed.

Errors	
Error Date	Error Message
11/01/06 16:17	Duplicate Transaction.
	

Document Management window

To view a more in-depth reason behind the failure, view the Application log for that date and time.

To repost the document, click the Repost  icon. This will change the status of the document from failed to unsent and will force the XML Document Processor to reprocess the transaction when it next runs.

Note: This can be useful if, for example, a document failed because the device didn't exist. The device could be added and the documents reposted.

If a large number of documents have failed, the search criteria can be changed to

encompass all known failures and the Repost All  icon can be clicked at the bottom of the Documents In page. This will repost all documents for the date range specified.

Estate Level Troubleshooting

Failed Documents Report

The Failed Documents Report provides a list of the documents that have failed in each location. This may be useful when troubleshooting, for example to establish whether a set of price or product data has been successfully transmitted.


To view the list of Failed Documents:

From the **Administration** menu, select **Processes**, and then select **Failed Documents Report**.

The Failed Documents Report is displayed.

Failed Document Report

This report shows the number of failed documents found at each location. It will also indicate if a connection could not be made to the server.

Filter	Value
Enter Start Date/Time	09/12/08 (dd/mm/yy) 00:00 (hh:mm)
Enter End Date/Time	09/12/09 (dd/mm/yy) 23:59 (hh:mm)
Apply Filter	
ALL.TIP.S02	Could not connect to server (localhost:8082)
TIP	Invalid server device set on location
ALL.TIP.S03	Could not connect to server (localhost:8083)

Failed Document Report

The list also includes attempts to connect to the server which have failed.

Estate Messaging Report

The Estate Messaging Report shows the total number of uncollected messages and outstanding receipts for each device within the estate. This is useful for spotting potential problems and communication (network) failures.

To view the Estate Messaging Report:

From the **Administration** menu, select **Messaging**, and then select **Estate Messaging Report**.

The Estate Messaging Report screen is displayed.

Estate Messaging Report

This report shows the total number of uncollected messages and outstanding receipts for each device within the estate

Device Name	Uncollected Messages	Outstanding Receipts
ALL.TIP	Web server port not set on device	
ALL.TIP.S01	5	0
ALL.TIP.S02	Could not connect to device web server (localhost:8082)	
ALL.TIP.S03	Could not connect to device web server (localhost:8083)	
Ryde	Web server port not set on device	

Estate Messaging Report

The following information is displayed.

Field	Description
Device Name	This indicates the Name of the device.
Uncollected Messages	This column shows either the total number of uncollected messages for the device or another message explaining why a number is not displayed. For example, "web server port not set on device" as shown in the above example. This can be corrected by changing the web server IP address and port from Data Maintenance and then select Devices.
Outstanding Receipts	This indicates the total number of outstanding receipts for the device.

FTP Replication Report

The FTP Replication Status Report displays a list of devices and the time each of these last communicated by using the FTP Replicator.

To display the report:

From the **Administration** menu, select **System Status**, and then select **FTP Replication Report**.

The FTP Replication Status Report is displayed.

FTP Replication Status Report

The report displays all devices connected using the FTP replicator. Highlighted entries indicate devices that have not communicated since their configured communications threshold (if not specified this defaults to one hour).

Device	Description	Last Communication
ALL.MAT.S01	Store 1	13 November 2003 12:51:51
ALL.MAT.S01.T01	Store 1, Till 1	13 November 2003 12:51:56
ALL.MAT.S01.T04	Store 1, Till 4	13 November 2003 10:20:11

FTP Replication Status Report

Devices that have failed to communicate within the configured duration are highlighted in red.

The report works by reading the .inf files which are held in <Application Home>\<Organisation Home>\FTPReplicator\stats.

The files in this directory are automatically updated each time a device's FTP Replicator makes a connection to its parent device. If devices are shown in this list but no longer exist, delete the files in the above directory.

Importing Data

This section looks at data import from the point at which data enters Retail-J.

Note: The main assumption is that the data has been validated, structured and formatted ready for import to the system.

The following diagram depicts an example three tier estate, showing a data import flow and the points at which you can check that data has been imported successfully.

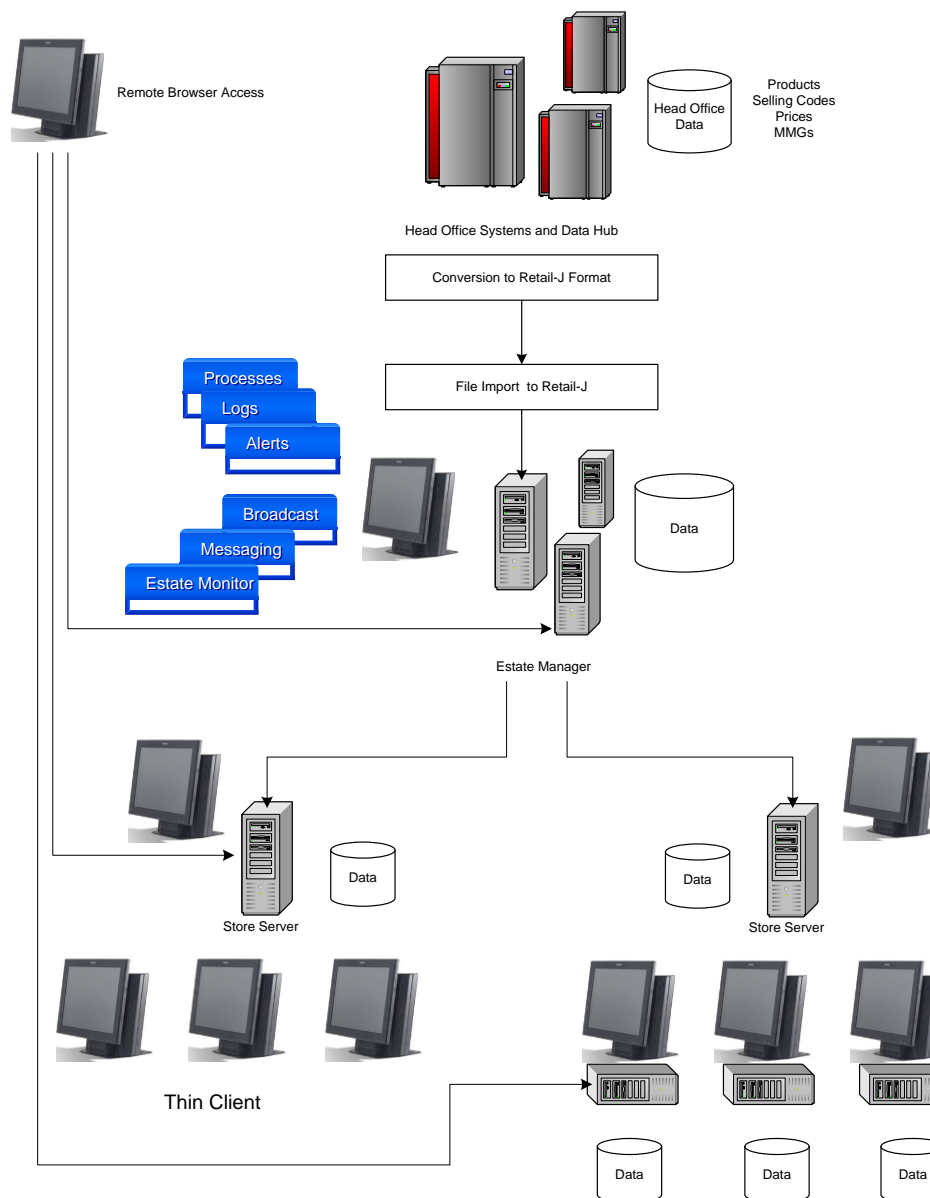


Figure 3: Data Import Example Estate

At the top of the diagram are head office applications and data storage.

The next level is the Retail-J Estate Manager. It is assumed that the management of imported data is undertaken at this level.

In the example estate, there are 2 stores. One store operates with a store server and thin clients. The other store operates a store server with thick clients.

Data enters Retail-J via the File Importer. Once imported to the Estate Manager database, data is distributed to the remaining databases in the estate using the Batch Broadcaster process.

The process of data import and broadcast comprises four main stages:

Configuration

Importing data

Broadcasting

Checking that updates have been implemented

Configuration

The two aspects of configuration covered in this section are:

Data format

Application Alerts

Data Formats

Retail-J data is formatted as XML. The allowable structure and contents of each type of data record is specified in its own XSD. XSDs are distributed with the application.

The following are populated examples of records commonly imported into Retail-J.

Product

```
Product>
  <XMLSchemaVersion>1</XMLSchemaVersion>
  <LastUpdated>2009-11-25T14:50:01+00:00</LastUpdated>
  <MajorVersion>1</MajorVersion>
  <MinorVersion>0</MinorVersion>
  <ProductID>test1</ProductID>
  <Type>1</Type>
  <MMGroupID>0013</MMGroupID>
  <Description enabled="1">test product</Description>
  <Description country="GB" language="en" variant="">test product</Description>
  <StartDate>2009-11-25T00:00:00+00:00</StartDate>
  <EndDate>2069-12-31T00:00:00+00:00</EndDate>
  <ItemPackages>1</ItemPackages>
  <AssociatedProductTotal>0.0</AssociatedProductTotal>
</Product>
```

Selling Code

```
SellingCode>
  <XMLSchemaVersion>1</XMLSchemaVersion>
  <LastUpdated>2009-11-25T14:49:56+00:00</LastUpdated>
  <MajorVersion>1</MajorVersion>
  <MinorVersion>0</MinorVersion>
  <SellingCodeID>1</SellingCodeID>
  <ItemCode>test1</ItemCode>
</SellingCode>
```


Product Price

<ProductPrice>

```
<ProductID>11</ProductID>
<UnitPrice productID="11" baseProductID="" currencyID="GBP" startDate="2009-12-
10T00:00:00+00:00" endDate="2069-12-31T00:00:00+00:00" locationRegion="ROOT"
locationType="ROOT">2999</UnitPrice>
</ProductPrice>
```

Promotion

```
<Promotion>
<XMLSchemaVersion>1</XMLSchemaVersion>
<LastUpdated>2009-12-10T12:10:36+00:00</LastUpdated>
<MajorVersion>1</MajorVersion>
<MinorVersion>1</MinorVersion>
<PromotionID>000003</PromotionID>
<Description enabled="1">Buy two test product get £1 off</Description>
<Description country="GB" language="en" variant="">Buy two test product get 1
free</Description>
<MultibuyGroup>
<XMLSchemaVersion>1</XMLSchemaVersion>
<CriterionID>1</CriterionID>
<ThresholdType>1</ThresholdType>
<ThresholdValue>0.0</ThresholdValue>
<ThresholdValue currency="GBP">2.0</ThresholdValue>
<MinItemPriceRange>0.0</MinItemPriceRange>
<MinItemPriceRange currency="GBP">0.0</MinItemPriceRange>
<MaxItemPriceRange>0.0</MaxItemPriceRange>
<MaxItemPriceRange currency="GBP">0.0</MaxItemPriceRange>
<RewardType>4</RewardType>
<RewardValue>0.0</RewardValue>
<RewardValue currency="GBP">100.0</RewardValue>
<EffectiveRewardValue>0.0</EffectiveRewardValue>
<EffectiveRewardValue currency="GBP">0.0</EffectiveRewardValue>
<ExpiryDate>2069-12-31T00:00:00+00:00</ExpiryDate>
<StartDate>1970-01-01T00:00:00+00:00</StartDate>
<AccountToDept>0025</AccountToDept>
<AlertThresholdValue>0.0</AlertThresholdValue>
<AlertThresholdValue currency="GBP">0.0</AlertThresholdValue>
<UseFixedValueInBestDeal>0</UseFixedValueInBestDeal>
<UpperThresholdValue>0.0</UpperThresholdValue>
<UpperThresholdValue currency="GBP">0.0</UpperThresholdValue>
<GroupDescription>Buy two test product get 1 free</GroupDescription>
<Rolling>0</Rolling>
<DisableOnItemDiscount>0</DisableOnItemDiscount>
<UniqueItems>0</UniqueItems>
<AllItems>0</AllItems>
<RoundingRule>2</RoundingRule>
<UseLowestNetValue>0</UseLowestNetValue>
<MMGroupID>0013</MMGroupID>
<TriggerOnLostSales>0</TriggerOnLostSales>
</MultibuyGroup>
<Timetable>
<XMLSchemaVersion>1</XMLSchemaVersion>
<CriterionID/>
<StartDate>1970-01-01T00:00:00+00:00</StartDate>
<FinishDate>2069-12-31T00:00:00+00:00</FinishDate>
</Timetable>
<Notes enabled="1"/>
<AlertMessage enabled="1"/>
</Promotion>
```

Note: It is the responsibility of the user to deliver valid and correctly formatted data to the File Importer.

Set up Application Alerts

You need the following Application Alerts to monitor imports and import errors:

Import Confirmations

Import Errors

To set up Application Alerts:

From the Data Maintenance menu, select General, and then select Application Alert Topics. An example is shown below.

The screenshot shows the 'Application Alert Topic Maintenance' window. On the left is a navigation menu with options: Time And Attendance, Product Inventory, Reports, KPIs, Commission, Multimedia, Content Management, Workflow, Airport, Security, General, Menus, Translations, Application Alert Topics, and Keys. The 'General' section is expanded, showing 'Application Alert Topics'. The main area is titled 'Application Alert Topic Maintenance' and states 'You are editing application alert topic: ImportConfirmations'. It contains a table with two columns: 'Field' and 'Value'. The fields are ID (ImportConfirmations), Locale (English (United Kingdom)), Description (Import Confirmations), and Function Code (MANAGER). Below this is a section titled 'Select the priorities to be raised upwards' with three checkboxes: Low (unchecked), Medium (unchecked), and High (checked). At the bottom are icons for a document and a red X.

Field	Value
ID	ImportConfirmations
Locale	English (United Kingdom)
Description	Import Confirmations
Function Code	MANAGER

Select the priorities to be raised upwards

Low	<input type="checkbox"/>
Medium	<input type="checkbox"/>
High	<input checked="" type="checkbox"/>

Application Alert Topic Maintenance window

When you broadcast the incoming static data changes out to your estate you will also need to set up the following Application Alerts:

Broadcast Confirmations

Broadcast Errors

Note: Select one or more of the Low, Medium and High check boxes to categorize the alerts. You can filter on priority in the Application Alert Viewer.

Application Alerts are shown on the Welcome screen and from the Administration menu. From the Administration menu, select System Status, and then select Application Alert Viewer.

Data Import

The two methods of data import covered in this section are:

Manual File Import

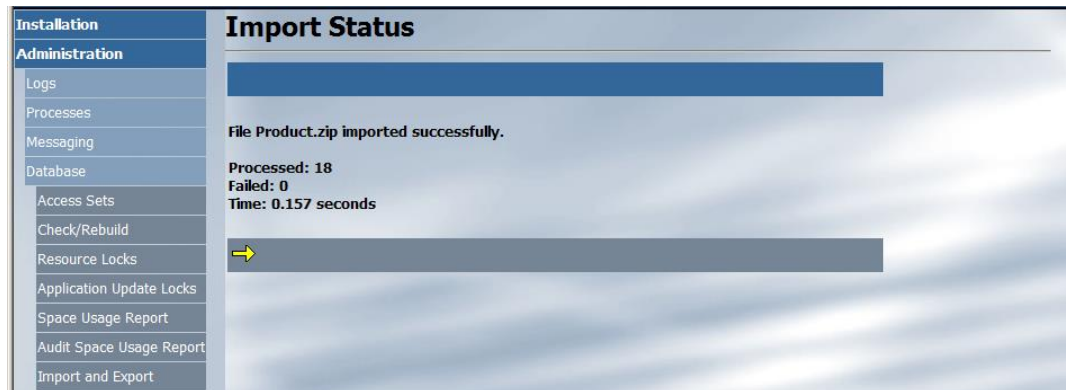
File Importer

Manual Import

It is possible to manually import and export data.

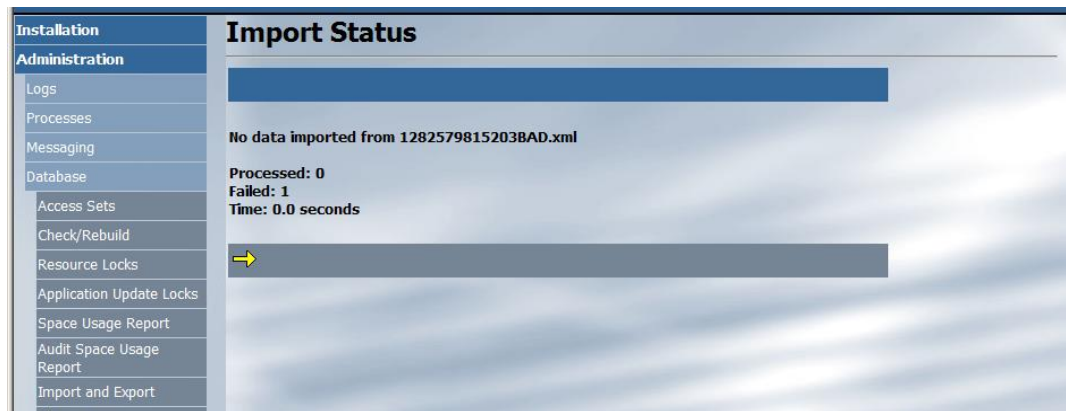
From the Administration menu, select Database, and then select Import and Export.

The numbers of processed and failed records are reported on the Import Status page once the import is complete.



Import Status window – Successful example

An invalid record will be rejected and cause the import to fail as with the example below.



Import Status window - Failed example

Note: Manual file imports are not reported as Application Alerts.

File Importer

The file importer checks a nominated import directory at a configured interval and imports supported file types into Retail-J taking account of the configured maximum number of errors allowed.

To set the processes in use:

From the Administration menu, select Process Configuration.

To start, pause and stop processes:

From the Administration menu, select Process Management.

Records will import successfully if their structure and data types match those specified in the corresponding XSD.

The result of the import can be seen in the following locations:

The Welcome page (where all Application Alerts are listed).

Application Alerts

Topic	Date Raised	Priority	Description
● Import Confirmations	15/09/10 17:43	Low	Successfully processed import, file : AAuto15203GOOD.xml
● Import Confirmations	15/09/10 17:43	Low	Successfully processed import, file : AAuto15203GOOD2.xml
● Import Errors	15/09/10 17:43	High	Failed to process import, file : AAuto15203BAD3.xml
● Import Errors	15/09/10 17:43	High	Failed to process import, file : AAuto15203BAD.xml
● Import Errors	15/09/10 17:43	High	Failed to process import, file : AAuto15203BAD2.xml




Application Alerts window

From the Administration menu, select System Status, and then select Application Alert Viewer.

Options	Topic	Location	Date Raised	Priority	Status	Description
●	Import Confirmations	TIP	15/09/10 17:43	Low	Raised	Successfully processed import, file : AAuto15203GOOD.xml
●	Import Confirmations	TIP	15/09/10 17:43	Low	Raised	Successfully processed import, file : AAuto15203GOOD2.xml
●	Import Errors	TIP	15/09/10 17:43	High	Raised	Failed to process import, file : AAuto15203BAD3.xml
●	Import Errors	TIP	15/09/10 17:43	High	Raised	Failed to process import, file : AAuto15203BAD.xml
●	Import Errors	TIP	15/09/10 17:43	High	Raised	Failed to process import, file : AAuto15203BAD2.xml

Application Alert Viewer window

From the Administration menu, select Logs, and then select View Application Event Log.

Date/Time	Application ID	Reference ID
Severity	Message	
15/09/10 17:43	FileImportProcess	AAuto15203BAD3.xml
	Successfully processed : 0, Failed to process : 3	
15/09/10 17:43	FileImportProcess	AAuto15203BAD.xml
	Successfully processed : 0, Failed to process : 2	
15/09/10 17:43	FileImportProcess	AAuto15203BAD2.xml
	Successfully processed : 0, Failed to process : 1	

View Application Event Log window

Failed files should be corrected and re-imported. Alternatively, import a new file which includes the failed records.

Broadcasting

Once data has been imported into the Estate Manager, the next step is to broadcast it to the remaining databases in the estate.

This section looks at broadcasting in the context of distributing imported data.










Broadcast Targets

Broadcast targets are relative to the device on which they are set. The screen below shows the broadcast targets for a simple estate comprising an estate manager, a store server and an in-store till.

Broadcast Target Maintenance

Broadcast Target Maintenance will allow you to view, edit, create and remove broadcast target information. These details specify where database changes should be broadcast to depending on which device is making the changes.

All existing broadcast target details are shown below.

Options	Device ID
  	ALL.TIP
  	ALL.TIP.S01
  	ALL.TIP.S01.T1

+

Broadcast Target Maintenance window

There are two basic approaches to setting broadcast targets. You can set each device to broadcast to every device beneath it or you can set a device to broadcast only to its immediate subordinates in the hierarchy. In the latter case, a subordinate would broadcast to its subordinates when changes were made to its database, provided it was running a Batch Broadcaster process. For the purposes of centralized reporting, the former approach is recommended.

In the following example, broadcast targets have been set at the Estate Manager for both subordinate devices.


Broadcast Target Maintenance



You are editing the broadcast targets for device ALL.TIP. Database changes made at this device will be broadcast to the devices specified.

Field	Value
Device ID	ALL.TIP
Item Type	DEFAULT
Exclude from Trickle Feed	<input type="checkbox"/>
Exclude from Broadcasts	<input type="checkbox"/>
Broadcast Mode	<input checked="" type="radio"/> All <input type="radio"/> By Location <input type="radio"/> By Trading Region <input type="radio"/> By Location Region

Target Addresses...

ALL.TIP.S01
ALL.TIP.S01.T1

Edit Excluded Targets 

Broadcast Target Maintenance window

In practice, a wild card (*) would be used to cover multiple devices at each level in the estate hierarchy, for example: ALL.TIP.* and ALL.TIP.*.* would cover all store servers and all tills in a three level hierarchy.

Batch Broadcaster Process

Batch Broadcasting can be run as a process or manually.

Note: Where Batch Broadcasting is run as a scheduled process, we suggest that there should be a checkpoint in your processes between file import and the broadcast of updates out to the estate. Errors are more easily corrected the earlier they are discovered.

Checking Updates

You can monitor messaging, to check the flow of updates through the estate, from the following locations:

- The Welcome page (where all Application Alerts are listed)
- From the Administration menu, select System Status, and then select Application Alert Viewer
- From the Administration menu, select Logs, and then select View Application Event Log
- From the Administration menu, select Messaging, and then select Estate Messaging Report

- From the Administration menu, select Messaging, and then select Message Maintenance

Percentage Completion





































You can review the contents of message bundles:



- From the Administration menu, select Messaging, and then select Message Maintenance.

Message Maintenance

Message Maintenance will allow you to view bundles and individual messages and allow you to resend failed broadcasts.

All outstanding messages within this bundle are shown below.

Options	Message ID	Percent Complete
   	b80dda9c5bfe6403:47e4ce9:12b15cb3dec:-7fe6	0%
   	b80dda9c5bfe6403:6a5b6a5c:12b15e06758:-7fe5	0%
   	b80dda9c5bfe6403:6a5b6a5c:12b15e06758:-7fd5	0%
   	b80dda9c5bfe6403:6a5b6a5c:12b15e06758:-7fd0	0%
   	b80dda9c5bfe6403:3d619103:12b1610e0a9:-7fe1	0%
   	b80dda9c5bfe6403:3d619103:12b1610e0a9:-7fce	0%
   	b80dda9c5bfe6403:3d619103:12b1610e0a9:-7fc6	0%
   	b80dda9c5bfe6403:3d619103:12b1610e0a9:-7fba	0%
   	b80dda9c5bfe6403:-621712aa:12b16455983:-7fe0	0%

Message Maintenance window

Each message bundle shows Percent Complete which can offer an indicator to devices which have not been updated.

For one receiving device, messaging percentages are:

- 0% Not Sent
- 50% Sent
- 100% Acknowledgement Received

Where there are a number of receiving devices, percentages are reported pro rata. In the example below there are 10 receiving devices with different numbers of devices online.

Total Number of Receiving Devices	Number of online devices.	Message Not Sent %	Message Sent %	Acknowledgement Received %
10	10	0	50%	100%

Total Number of Receiving Devices	Number of online devices.	Message Not Sent %	Message Sent %	Acknowledgement Received %
	5	0	25%	50%
	1	0	5%	10%

Where messages are sent by one device to another for onward routing, for example from a store server to a number of tills; the intermediate device waits for all of its own recipients to respond before transmitting an acknowledgement to the next level up (usually the Estate Manager).

Note: The default configuration deletes messages after 7 days. Devices left off line for longer than the configured period for message deletion may not be fully updated when brought back online.

Estate Browsing

To confirm that updates have been made in the estate, you can browse directly to a selection of devices (by typing the URL of the relevant device into your browser address line) and check the data concerned.

Alternatively, to reach your chosen device or devices:

From the Administration menu, select System Status, and then select Estate Monitor.

Troubleshooting

A summary of troubleshooting activities is listed below:

- Validate import files on extraction from the host system.
- Check failed files for bad records and resubmit.
- Ensure that Batch Broadcasting runs only once you are satisfied that all your data is correct and fully downloaded.
- Review messaging progress.
- Use % completion to determine which devices may need to be checked.
- Browse to suspect devices.

Browse to sample stores to check updates have been affected

Transaction Monitoring (Sales Audit)

Sales Audit is an important tool for investigating the progress, success and failure of transactions. Generally, only the system administrator and auditor roles will have access to the Sales Audit system.

The Sales Audit system resides only on the Estate Manager and uses a separate audit database. When a transaction is received from a store, this is processed to both the operational and the audit databases.

The audit database provides a data source for exporting transactions to 3rd party applications and collating card sales for acquirer settlement files.

The following diagram illustrates the transaction flow through the Sales Audit process.

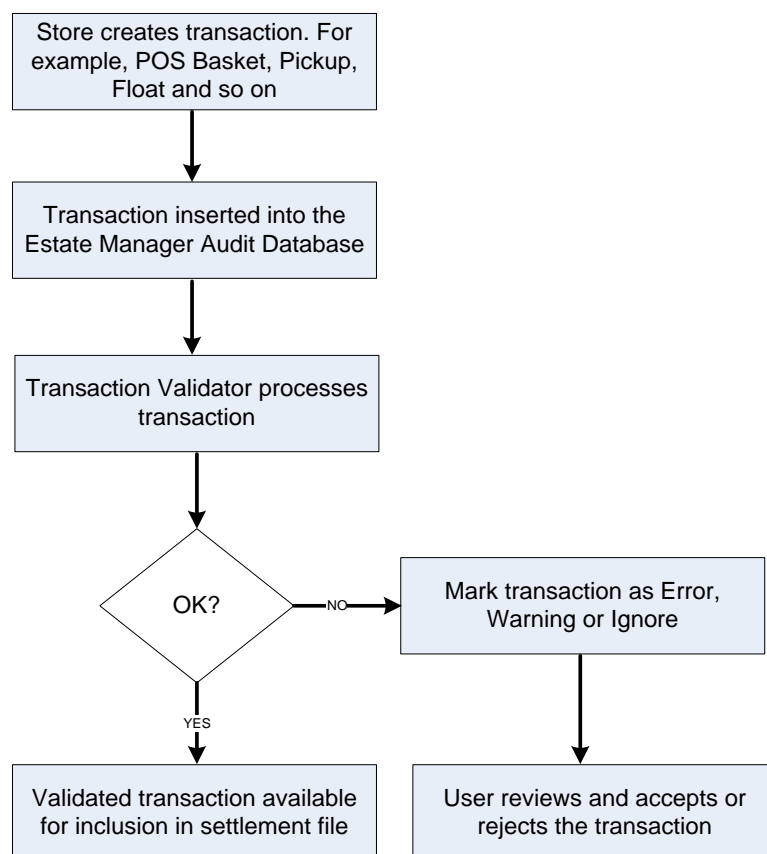


Figure 4: Sales Audit Transaction Flow

The Sales Audit system processes all transactions from all stores and checks the integrity of each transaction, flagging the results in the user interface.

Typically, the system administrator will concentrate on transactions reported on the Audit Status screen.

Transaction and Sequence Number Errors

The Audit Status screen reports on errors of interest to the system administrator. These include:

Duplicate Transactions
 Duplicate Sequence Numbers
 Missing Sequence Numbers
 Unexpected Sequence Numbers
 Transaction numbers wrapped round to zero
 Sequence numbers wrapped round to zero

Usually the reason for these errors is straightforward, for example:

- If a till has been replaced, its sequence number should be reset to a number above the next sequence number expected for that device.
- Transactions have been resent.
- Transactions have been suspended at the POS and possibly deleted.
- Transactions are processed at different times and speeds.
- More than 9,998 transactions have been processed on a till without a purge taking place.

POS Failure

A transaction number can be lost if the POS fails during a transaction.

To configure the system to retain the current transaction (and transaction number) and to create a recovery file during each transaction:

From the **Data Maintenance** menu, select **POS Support**, and then select **Terminal Profiles**.

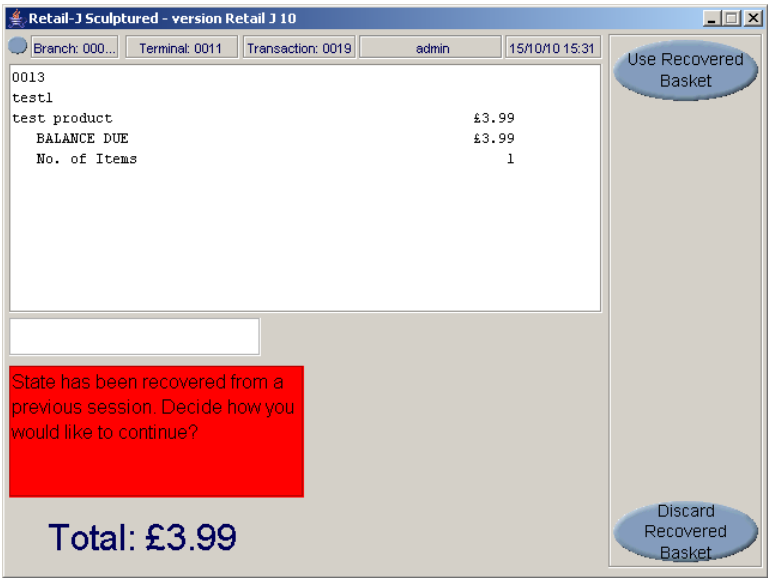
Select the Enable Recovery check box.

Record Lost Sales	<input type="checkbox"/>
Exclude Basket Contents From Inventory Check	<input type="checkbox"/>
Basket Item Limit	<input type="text" value="999"/>
Item Quantity Limit	<input type="text" value="0"/>
Maximum Item Quantity Limit	<input type="text" value="0"/>
Item Reservation limit	<input type="text" value="0.0"/>
Home Delivery Refund Item Limit	<input type="text" value="0.0"/>
Enable Recovery	<input checked="" type="checkbox"/>
Force recovery by the same operator	<input type="checkbox"/>
Perform Inventory Movements Immediately	<input type="checkbox"/>
Check Prices Against Maximum Retail Price	<input type="checkbox"/>

Terminal Profiles window

The recovery file is called DEVICE_ID_recovery.xml. The current transaction is recorded in this file in case of POS failure.

When the POS is restarted, the operator can chose to use or discard the recovered basket.



POS Screen

Here is an example of the recovery file:

C:\RetailPOSThinClient\ALL.TIP.S01.T1_recovery.xml	
Tree View	XSL Output
RecoveryFile	2010-10-15T15:30:15+01:00
lastModified	
EntityRecoveryItem	
Key	Basket
#text	
Entity	
POSBasket	
Keyword	1 1 11 19
ID	ALL.TIP.S01.T1 20101015152944 19
XMLSchemaVersion	2
LastUpdated	2010-10-15T15:30:15+01:00
MajorVersion	1
MinorVersion	0
ManifestVersion	Retail J 10
DatabaseSchemaVersion	1.0.496.64
BasketType	
#text	
State	Sale
Header	Open
ProductSale	
XMLSchemaVersion	1
LineNumber	1
NetValue	399
EffectiveNetValue	399
Description	test product
DeviceID	ALL.TIP.S01.T1
NewItem	1
UserID	ADMIN
DateTimeCreated	2010-10-15T15:29:44+01:00
ExtendedValue	399
UnitPrice	399
MMGroupID	0013
Quantity	1.0
TaxCode	0
OriginalTaxAmountSet	1
ProductID	test1
SellingCode	1
HandKeyed	1
CustomerDetails	
Trailer	
DateTimeCompleted	1970-01-01T00:00:00+00:00
CompletedBy	
Total	399
ItemCount	1
ItemQuantity	1
NetItemQuantity	1
SequenceDeviceID	
SequenceNumber	0

Example Recovery File

Glossary

Access set

Access sets contain details used to connect to the database, LER and HTTP. Two files are associated with access data sets namely: Access.dat and Access.hdx.

Cold Backup

Backup taken while the database is offline

Hot Backup

Backup taken while the database is online

IIN

(Card) Issuer Identification Number; allocated in ranges to issuing networks (for example Visa) by the American Bankers Association. Issuer Identification Numbers are associated with specific attributes which help validate card transactions.

LER

Local Entity Repository

SUP

Software Update Process

TRC file

The trace facility allows a network or database administrator to obtain more information on the internal operations of the components of an Oracle application network than is provided in a log file. Tracing an operation produces a detailed sequence of statements that describe the events as they are executed. All trace output is directed to trace output files that can be evaluated to identify the events that led to an error.

XSD

XML Schema Definition; used by Retail-J to define the structure and format of data imported, used and exported by the application.