Oracle® Retail CWDirect Order Management System

Release Notes
Release 18.0

October 2016

ORACLE

Oracle® Retail CWDirect Order Management System Release Notes, Release 18.0

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Note: The rebranding for the latest version of this document is in development as part of post MICROS acquisition activities. References to former MICROS product names may exist throughout this document.
This document was originally published in February, 2015.

Release Overview

This document briefly describes the enhancements and new features in CWDirect 18.0. For more information about this release, including a description of all resolved deficiencies and further explanation of the new features, please review the CWDirect 18.0 PTF Listing.

Prerequisites

Prior to installing this upgrade, you must be on CWDirect 17.0, which was released in June 2014.

Alerts

Alert 1: Prerequisites

To install the CWDirect v18.0 upgrade, you must be on CWDirect version 17.0 and a minimum of V7R1 of the IBM Operating system.

Alert 2: IBM Operating System

We have fully certified the CWDirect v18.0 application on IBM OS V7R1M0 L00, including integrations. The application has also been tested on IBM OS V7R2M, but no ancillary products or integrations have been tested.

Alert 3: Jacada GUI Application

This release of CWDirect supports Jacada v9.2.1 and is compatible with IE7 through IE11 and JRE up to version of 1.8.0_31.

Since we upgraded to Jacada v9.2.1 in CWDirect v17.0 and changes were required to the storing of JAR files, users will still have the following screens appear. These screens require the user to confirm that they want to run the applications needed to access GUI.

The user should check the box 'Do not show this again for apps from the publisher and location above' and select 'Run' for each of these windows. This will suppress these windows from displaying again when this user signs into GUI using the same browser. The windows will appear again if a different browser is used.

Alert 4: PkMS

There have been changes to the PkMS Integration in this release of CWDirect. If you use the PKMS / WMS integration, you need to download/load the PKMS CD as part of this upgrade.

Alert 5: QAS

With this release of CWDirect, the QAS Integration has been reestablished. We have tested version 3.7 of the QAS product with this release of CWDirect.

Alert 6: CWData 18.0

There have been no changes to CWData in this release. There will be no CWData CD distributed with the CWDirect 18.0 release.

Alert 7: CWStore

This release of CWDirect is compatible with CWStore 12.0 and 13.0, along with version 4.0 and 5.0 of the Store Sites. However, when you upgrade to CWStore 13.0, you must load a patch for version 4.0 of the Store site as well as the version 5.0 site. Please check with Customer Support or your Project Manager for more information.

Conversion Programs

Conversion Program 1 POST_IJCT (CVX0684) Update Trigger Rules & XML Inclusion file
Non-company specific conversion program that:
Updates the IJCT trigger rule and XML inclusion files without removing any records currently in these files.

Conversion Program 2 – POST_DTAAR
Non-company specific update program that:
Updates the release level in a data area to identify the **CW**Direct version you have most recently installed.

Conversion Program 3 – POST_OBRSQ
Non-company specific update program that:
Populates the new sequence # field in the Order Broker and Order Broker History files.

Documentation

The following documentation has been created or updated for this release.

Document Title	Description
Installation Instructions	Describes how to upgrade the CWDirect application to v18.0. Please review the installation instructions prior to the upgrade.
Release Notes	Describes at a high level the new features available in CWDirect 18.0. This document also includes any alerts and conversion program documentation.
Documented Project Listings	Identifies the features that have been newly documented in the online help and other reference guides.
CWDirect 18.0 PTF Listing	Describes the new enhancements and resolved deficiencies in CWDirect 18.0, and is organized by functional areas for ease of distribution.
Database New File Listing	Identifies database files that have been added as part of the upgrade.
Database Change Listings	Identifies database files that have been changed as part of the upgrade.
Java Install Instructions	Describes how to upgrade the CWDirect Java Components for CWDirect v18.0. Please review the installation instructions prior to the upgrade.
PkMS Object Change Listing	Identifies PkMS Object changes that have been made as part of the upgrade.
CWDirect 18.0 Data Security and Encryption Guide	Updated version of the Data Security and Encryption Guide to be referenced when setting up encryption or validating security procedures. This document is password protected.
CWDirect Ecommerce Manual	Updated version describes key integration points between CWDirect and a web storefront.

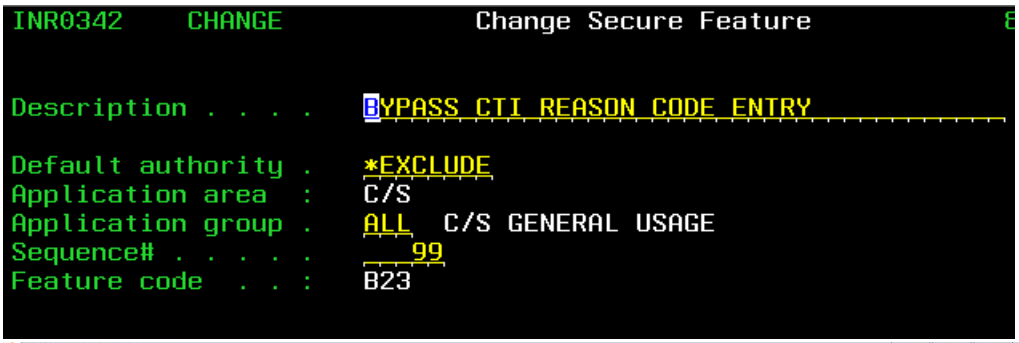
Features

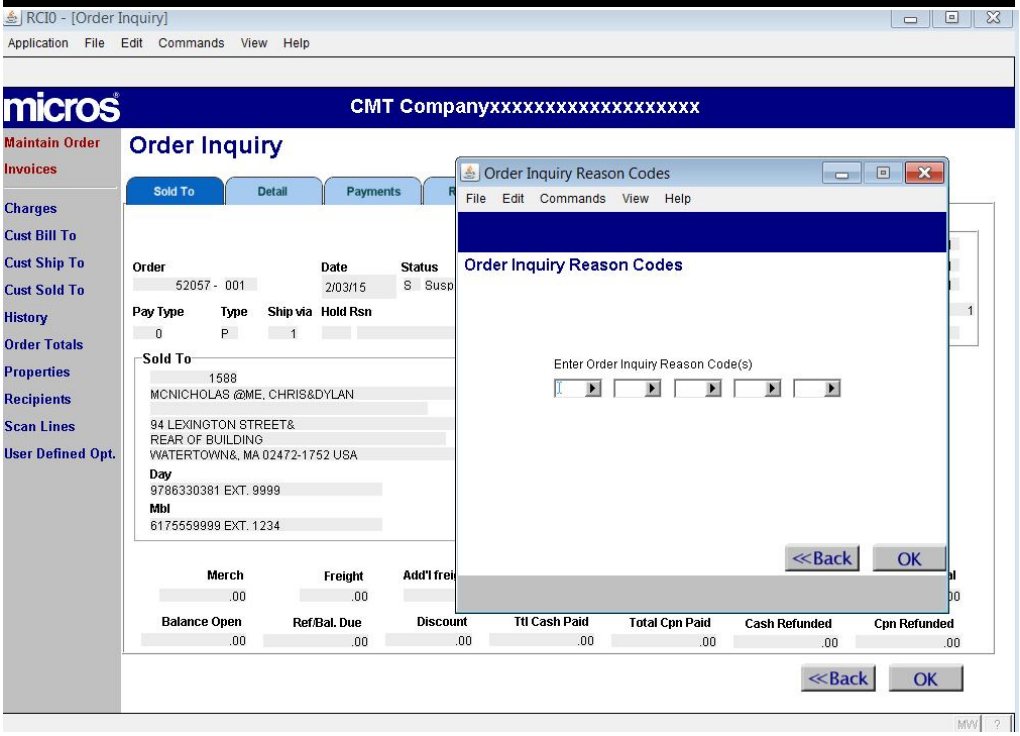
This section includes brief summaries of some of the enhancements to CWDirect 18.0. Please refer to the PTF Listing for a complete list of all enhancements.

Customer Service

Bypass CTI Reason Code Entry in Order Inquiry/Order Maintenance
In a previous release of CWDirect, an SCV was created to require an Order Inquiry Reason code to be entered when a user exited Order Inquiry or Order Maintenance from the Customer Selection screen (CTI). This enhancement did not allow any override to this entry.

With this release, a new secured feature B23 'Bypass CTI Reason Code Entry' has been created. This secured feature allows specific users or user groups; i.e. supervisors and managers; the ability to bypass the entry of a reason code.





Enhanced Auditing

The enhancements described below provide additional audit capabilities within the product.

User Security Logging

The latest version of PA-DSS, v3.0, requirement (4.2.5), requires the payment application to have an identification and authentication mechanisms (including, but not limited to creation of new accounts, elevation of privileges, etc.), and all changes, additions, deletions to application accounts with root or administrative privileges are logged.

To meet this requirement, a new User Audit file has been created to track additions and changes to any User or User Authority within the CWDirect application.

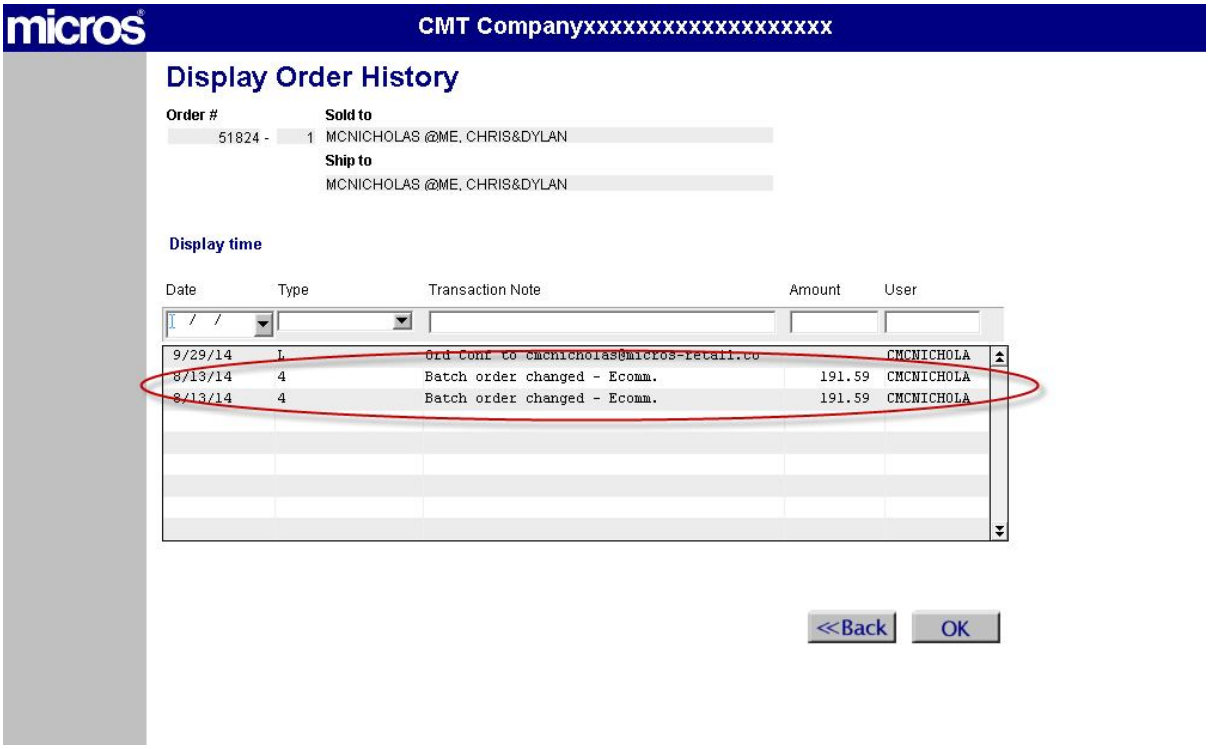
There is no display over this file. Query or SQL must be used to review entries in this file.

A purge of this file has also been created and has been implemented as a periodic function.

Remote Batch Order Change Audit

To provide better visibility to users who have maintained an order in error prior to the order being accepted, an order transaction history message is written each time an order in a remote batch is accessed.

Note: Remote orders refer to Ecommerce, Phone Interface, Retail Channel and Customer membership orders.



Refund Maintenance Audit

To avoid potential fraud and to better keep track of any change made to a refund record prior to being processed, an order transaction history message is written each time a refund record is accessed through Work with Refunds

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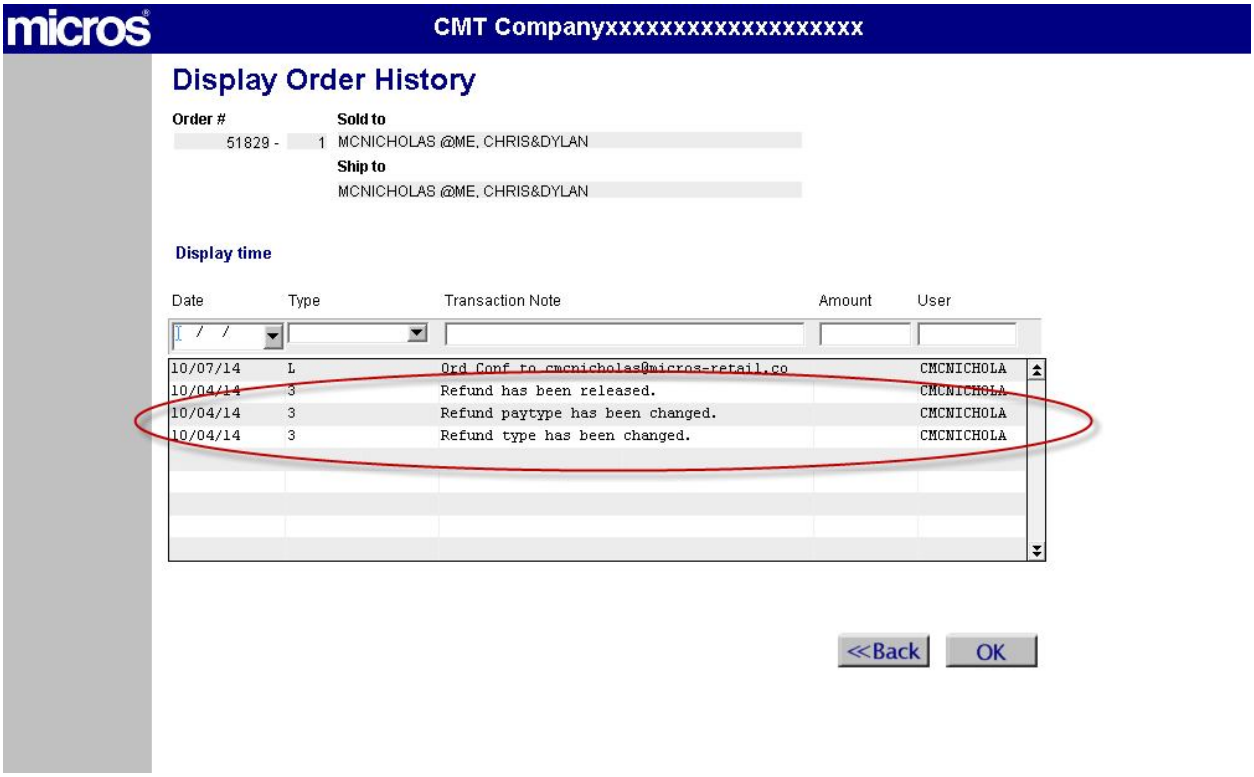


Payment Processing

Require Card Security Value by Bin Range

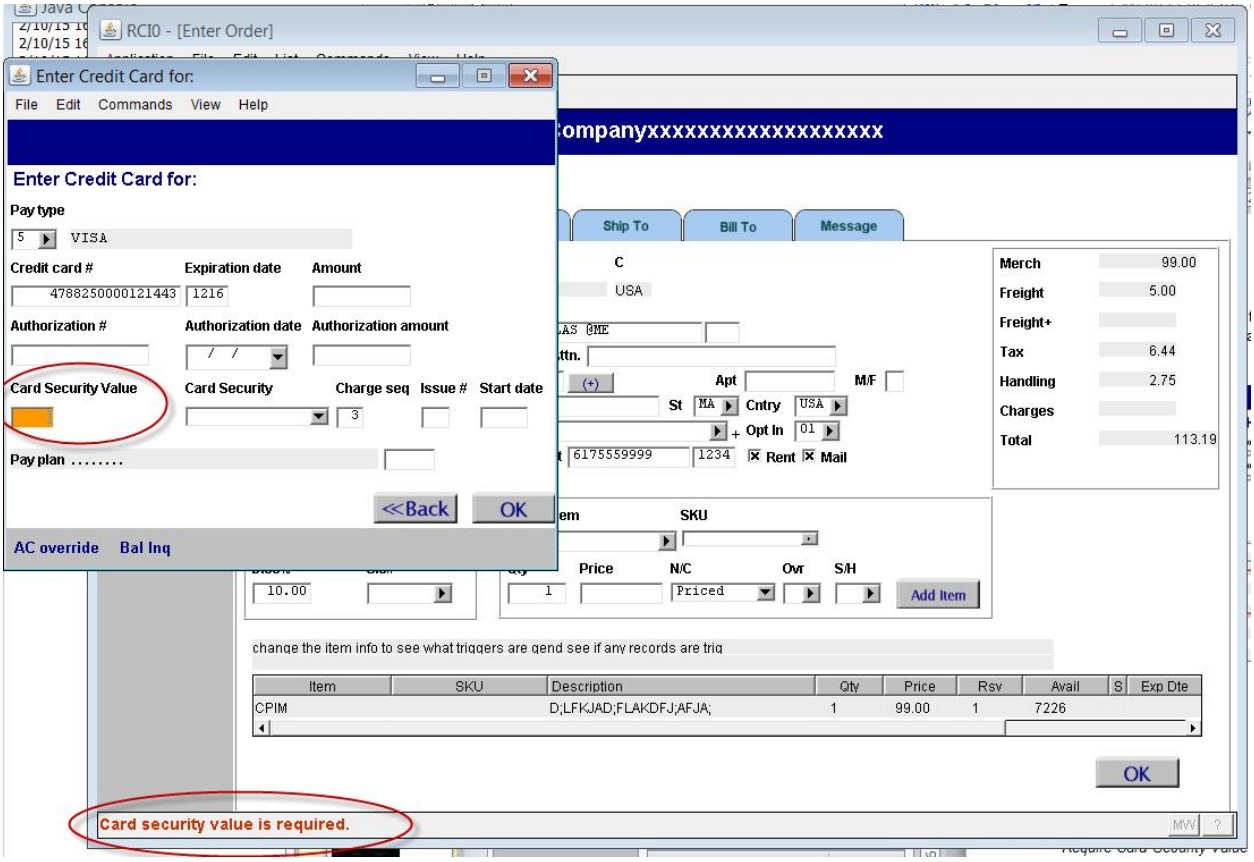
Some prepaid cards and stored value cards require a PIN or card security value. To remove this responsibility from the operator, the Credit Card Bin File has been modified to add a 'Require Card Security' field.

When the operator enters a card number with a bin range that matches a record in the Credit Card Bin file that requires a card security, the screen will prompt the user for the card security value and will not allow them to accept the order without this information.

```
WORK WITH DATA IN A FILE                          Mode . . . . :   CHANGE
Format . . . . :   @BINRFU                        File . . . . :   CCBINRL1

Company:                      713
CBR CC BIN Low Range:          4788250000121443
CBR CC BIN High Range:         4788250000121443
CBR CC BIN Type Business:      _
CBR CC BIN Type Purchase:      P
CBR CC BIN Type Corporate:     _
CBR CC BIN Type Fleet:         _
CBR Last Update Date:          _________
CBR Last Update Time:          _______
CBR Require card security:     Y

F3=Exit                  F5=Refresh               F6=Select format
F9=Insert                F10=Entry                F11=Change
```



Virtual Stored Value Card PIN

Because some companies want to require a PIN for a virtual stored value cards from the time the card is created through use of that card, CWDirect has been modified to allow this ability.

The product has been enhanced to allow the Virtual Stored Value Card file to store Virtual Card Number ID#, which is the actual PIN. When a customer purchases a virtual stored value card, the VCN ID# will be pulled along with the card number and be used for activation. This information will also be sent in the stored value card email for the customer's use and will be stored with the stored value card file.

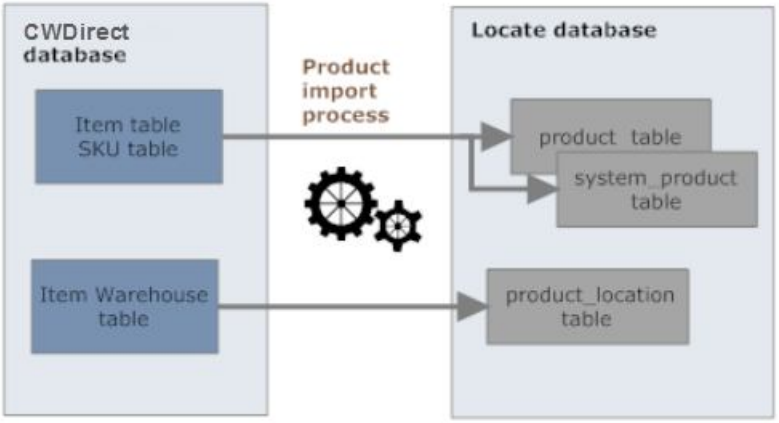
Note: This enhancement was developed for use with Paymentech. Relate and/or ValueCard has not been modified to support this new feature.

Integrations

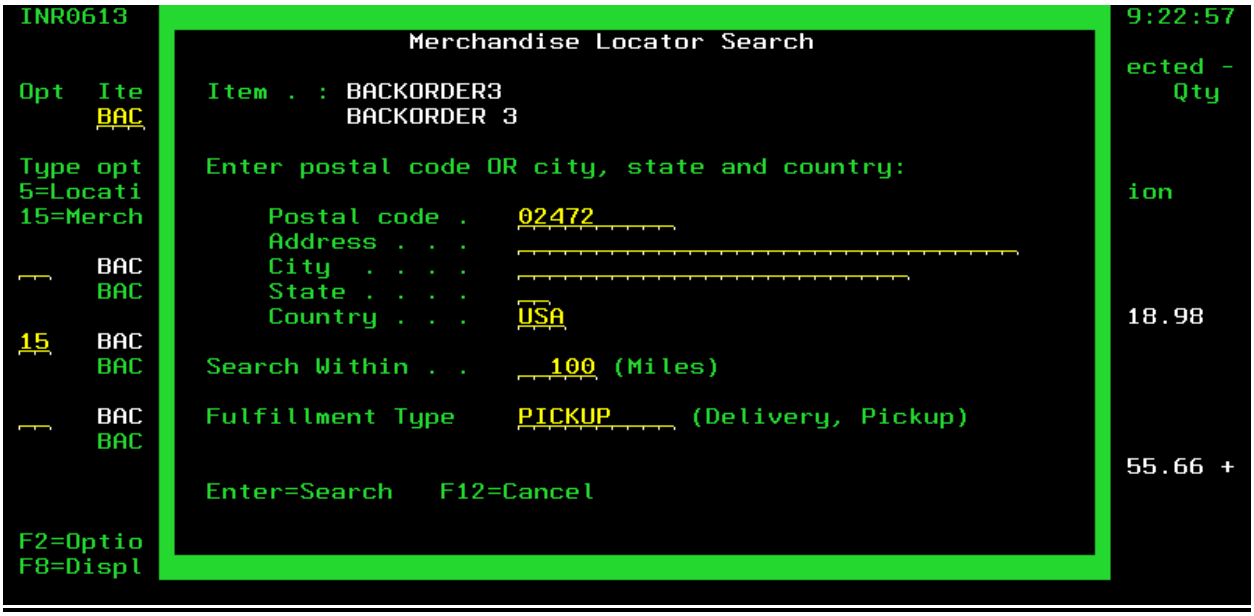
Locate Java Integration

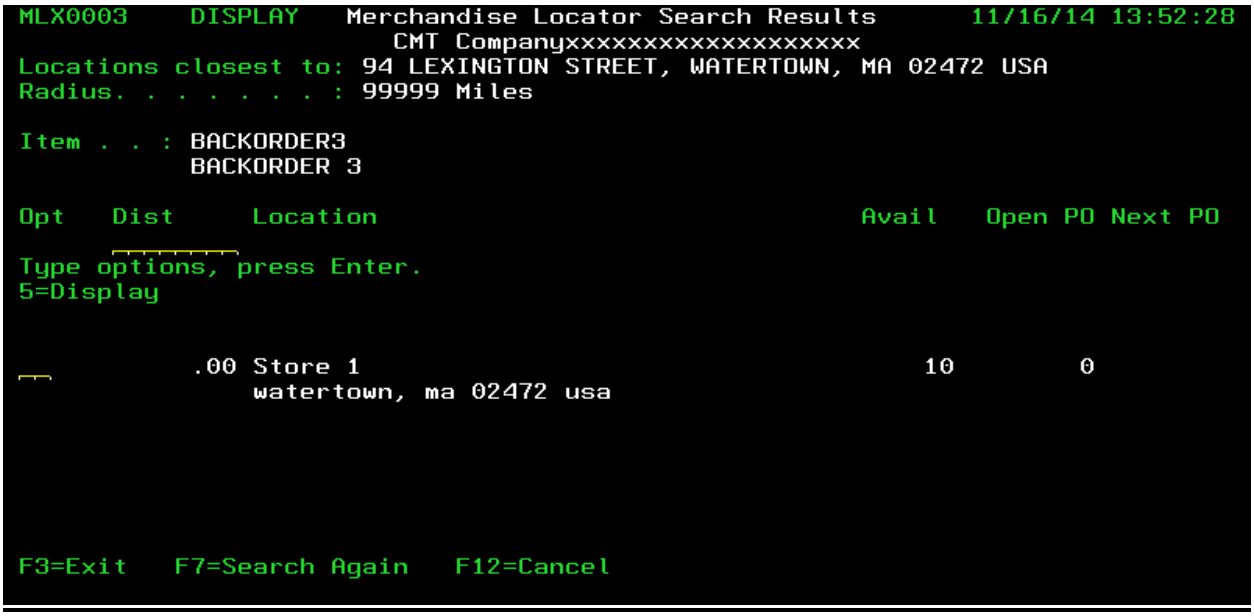
With this release of CWDirect, a new Locate Java Integration has been created that will no longer use CWIntegrate. This integration will include:

- Streamlined Product and Inventory Import into Locate

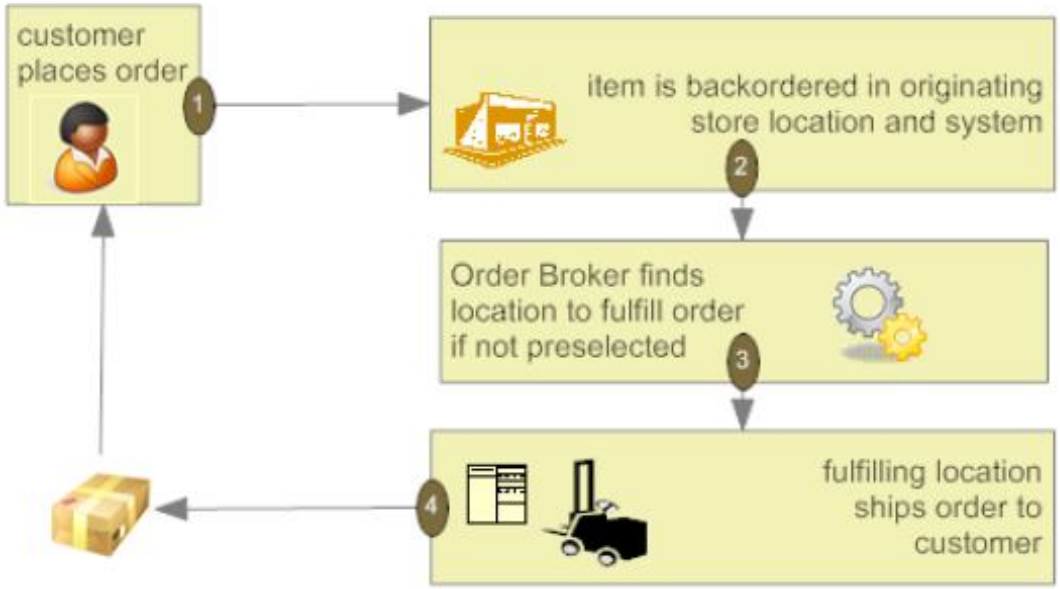


- Merchandise Locator/Item Availability from both CWDirect and the POS system via Locate.

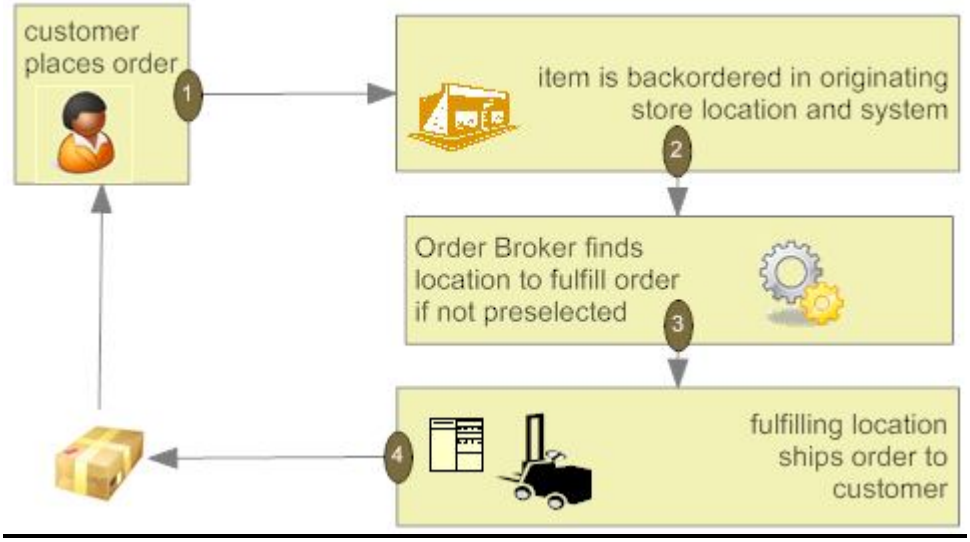




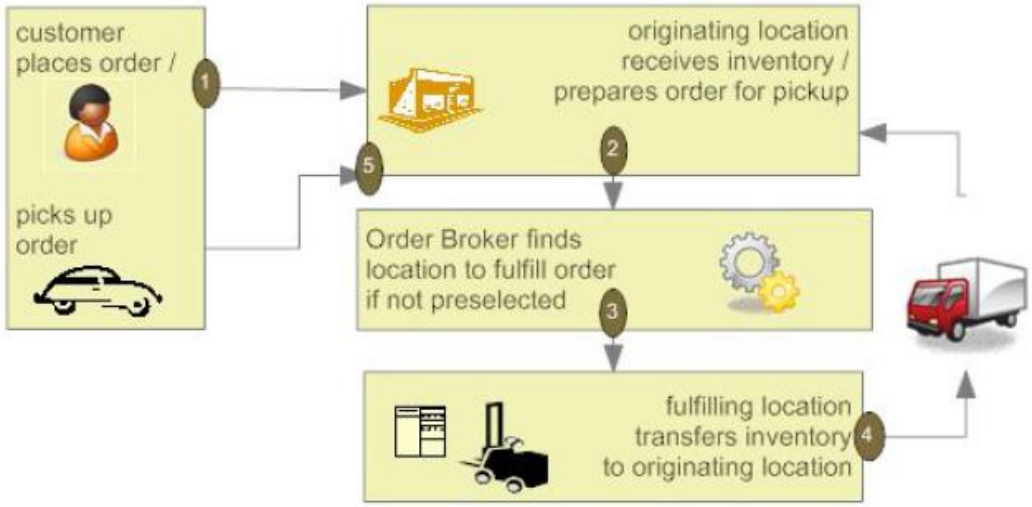
- Brokered Backorders – Buy in CWDirect, ship from store



- Delivery orders – Buy in store, deliver to customer from CWDirect



- Retail Pickup orders – Buy in store, ship from CWDirect , to originating store



Note: The existing Locate Integration that requires use of the CWIntegrate Locate site is still supported with Locate v2.5. This new integration requires Locate v5.1.

Note: This new Locate Java Integration requires that the programs be stored in a file folder on the I
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Compatibility Matrix

Product	Supported Versions
CWData	18.0
CWAnalytics	2.0
CWIntegrate	3.0, 4.0
CWCollaborate	3.6
CWStore	12.0 & 13.0
Locate	2.5 (.NET Integration, Locate Site Required – Order broker only) 4.5 (Drop Ship Module only – Web Service based) 5.1 & 5.2 (new Java Integration – Order Broker & Drop Ship)
CWValueCard	2.5
OS/400	OS Version V5R4 thru V7R1 V7R2 has been tested with the application only, not any ancillary products or integrations.
Websphere MQ	AS400 – V7R1M8 Server – V7R0M1 and no higher
Vertex	Vertex 5.2, Vertex 6.0
Group One / Code One	2.7
Manhattan Associates PkMS	v19, v2001
Quadrant – FastFax Product	FastFax Enterprise Version 4.3
Jacada	Jacada (JIS Java) version 9.1.2 Supports JRE in browser of Sun up to 1.8.0_31
Internet Explorer (for GUI)	V11.0 and below
QAS	v3.7 of the Text Protocol Server
Chase Paymentech Orbital Gateway	XML version 5.4 Rel 2
Paymentech File Formats	Online v4.0 And 96-byte 1.6.2 Batch Format – Point to point Online v6.0 and 96-byte v1.7.1 Batch Format – Site v2.0 Online v7.4 and 120-Byte v3.0.0 Batch Format – Site v3.0
Litle Schema	V1.0 – Litle XML Reference Guide 8.2 v2.1 (no Tokenization) V2.0 – Litle XML Reference Guide 8.5 v2.1 (Tokenization & BML)
Chase File Formats	P.O.S. Authorization Non-Transparent, Character Formats for Retail and Mail/Telephone Order Industries dated 10/04/2004 RM3 Version 13.1 and Electronic File Specifications for Batch Authorization and Settlement Processing dated 10/18/2004 Version 3.16.
Cybersource Transaction Schema	1.3.8
eBillMe Schema	3.0
Paymentech CWIntegrate Site	2.0, 3.0
Litle CWIntegrate Site	1.0, 2.0
Chase CWIntegrate Site	2.0, 3.0
CWStore CWIntegrate Site	4.0
eBillMe CWIntegrate Site	1.0
CyberSource CWIntegrate Site	1.0