



# Oracle Retail Reference Model Model (RRM)



## Installation Guide

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## Preface

This document provides instructions on installing the Oracle Retail Reference Model (RRM). The RRM consists of the following components:

- Business Process Flows (rebranded from the Retail Reference Model)
- Technical Models (rebranded from the Retail Reference Architecture)
- Retail Glossary (rebranded from the Retail Semantic Glossary) in read-only or editable versions

## Audience

This guide is intended for anyone who needs to download and install the RRM.

## Related Documents

For more information, see the following documents in the Oracle Retail Reference Model RRM 22.2.302.0 documentation set:

- *Oracle Retail Reference Model Release Notes*

The Retail Reference Model documentation is available in My Oracle Support Knowledge Base (<https://support.oracle.com>). To access links for any RRM release query the following Knowledge Base article number in MOS:

- 2058843.2 for the Retail Reference Model Information Center

## Conventions

CONVENTION	MEANING
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

## Preinstallation Tasks

### Check Supported Web Browser Requirements

**Note:** Oracle Retail assumes that the retailer has ensured its Operating System has been patched with all applicable Windows updates.

The following web browsers are supported:

- Mozilla Firefox
- Microsoft Edge
- Google Chrome
- Apple Safari

Microsoft has deprecated Internet Explorer 11 in Windows 10 and recommends using Edge as the default browser. Refer to the [Oracle Software Web Browser Support Policy](#) for additional information.

## Check Supported Image Viewer Requirements

The images of Retail Reference Model can be viewed in the following software/viewers:

- [draw.io](https://draw.io) Diagrams
- Microsoft Visio 2019 or later
- Microsoft Visio Viewer and Microsoft Silverlight accessible on [Microsoft.com](https://Microsoft.com)

## Check PDF Support Requirement

Adobe Reader is used for reading the PDF format.

## Supported Retail Reference Model Files

The following files are found in the RRM\Supporting Collateral directory:

- Index to Business Processes in Retail Reference Model.xlsx  
This spreadsheet contains a list of all process flows and their location, associated primary solution, and retail vertical relationships.
- RRM Roles.xlsx  
This spreadsheet contains a list and description of standard retail roles that are utilized in the creation of the business process flows.
- RRM\_Level\_01\_02\_Template.vsd  
This template is used for Oracle Retail Reference Model Visio flows for levels 1 and 2.
- RRM\_Level\_01\_02\_Stencils.vss  
This stencil is used for Oracle Retail Reference Model Visio flows for levels 1 and 2.
- RRM\_Level\_03\_Template.vsd  
This template is used for Oracle Retail Reference Model Visio flows for level 3.
- RRM\_Level\_03\_Stencils.vss  
This stencil is used for Oracle Retail Reference Model Visio flows for level 3.
- RRM 2020 Release 2 User Guide  
This PDF document provides information on the Oracle Retail Reference Model (RRM) process modeling standards and style.

## Retail Reference Model Translated Visio Business Process Flows

The RRM 22.3.302.0 Business Process Flows have not been translated at this time. Previous versions are available in languages other than English and are detailed by release on the Retail Reference Model Information Center on Oracle Support (KB 2058843.2). Please email [retailprocess\\_ww@oracle.com](mailto:retailprocess_ww@oracle.com) with translation requests.

## Installation

### Installation Directory

Oracle Retail recommends that the RRM directories be maintained at the highest level of the local directory for example C:\ to avoid windows file path restriction limitations.

The directories can exist in any other directory, for example, My Documents. However, file access issues may occur. If any access issues occur, move the directory to the root path, for example, the C:\ drive.

### Download from My Oracle Support

Information on the RRM 22.3.302.0 release can be viewed on My Oracle Support (MOS) (<https://support.oracle.com>) using Oracle Support Document Number 2898283.1. To access the zip file directly, query patch id 34633830.

## Install the Retail Reference Model

The following prerequisites are required for an RRM installation:

- The RRM release patchset must be downloaded from Oracle Support (MOS).
- All components must be installed in the RRM directory.
- The integrated components are available.
- The RRM Home Page is available for navigation.

To install RRM:

1. Access and download the Retail Reference Model files from My Oracle Support using the latest RRM patch number 34633830.
2. Create a new folder in your local C drive named RRM\_22.3.302.0.

**Note:** Oracle Retail recommends that the RRM directories be maintained at the highest level of the local directory, that is, C:\ to avoid windows file path restriction limitations.

3. Locate the generic zip file in the local Downloads folder and select the option to extract files to a specific location:

Extract to:

C:\RRM\_22.3.302.0

☐

Path mode:

Full pathnames

☒ Eliminate duplication of root folder

Overwrite mode:

Ask before overwrite

Password

☐ Show Password

☐ Restore file security

OK Cancel Help

4. Select OK to extract the zip file in the newly created local RRM\_22.3.302.0 folder.
5. Extract the RRM.zip file. This creates the RRM, RSG, and RRA directories containing the required files.
6. Delete the original RRM.zip file.

The completed RRM\_22.3.302.0 directory contains the following:

- css (Folder)
- RRA (Folder)
- RRLCoverImages (Folder)
- RRM (Folder)
- RSG (Folder)
- RRLcover.html
- RRM\_Installation\_Guide\_22.3.302.0.pdf
- RRM\_Release\_Notes\_22.3.302.0.pdf

- README.html
7. To access the Model, open the RRLcover.html file.

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