



Oracle CPQ Cloud

Update 19A

What's New

TABLE OF CONTENTS

REVISION HISTORY.....	3
OVERVIEW	4
FEATURE SUMMARY	5
ENTERPRISE PLATFORM	6
<i>Subscription Management Integration</i>	6
Create a Subscription in OSS from CPQ Cloud	7
Amend a Subscription.....	9
Add Amended Lines to Existing Subscription.....	12
Renew Existing Subscription.....	13
Terminate an Active Subscription.....	13
Display Subscription Charges in the Rating/Pricing Engine	14
Set up the Subscription Management Integration	14
<i>Generic Integration Service.....</i>	16
Create a Generic Integration	16
Add a BML Integration to a Commerce Process	17
CUSTOMER REQUESTED FEATURES AND ENHANCEMENTS.....	19
<i>Advanced Actions for Commerce Hiding Rules</i>	19
Add Advanced Actions to a Commerce Hiding Rule	19
<i>BML Search Optimization</i>	20
Enable Local Search/Comparison in BML Functions.....	20
<i>Event Logs Enhancement</i>	22
<i>File Attachment Support for Microsoft Mail Messages.....</i>	22
<i>Performance Analysis for Commerce Actions</i>	23
Generate a Commerce Action Performance Analysis.....	24
<i>Select All Columns Functionality for BMQL Data Table Queries</i>	25
<i>Single Select Pick List Processing Enhancement.....</i>	26
<i>User Profile Time Zone List Enhancement.....</i>	26
Deprecated Time Zone IDs	31
Deprecated Time Zones.....	32
<i>Web Services Password Expiration.....</i>	33
Enable Web Services Password Expiry Override.....	33
PRE-UPGRADE CONSIDERATIONS	35
<i>Known Functionality.....</i>	35
<i>Migration</i>	35
<i>Resolved Known Issues</i>	35
<i>Translation</i>	35
<i>Translation Status.....</i>	36
POST-UPGRADE CONSIDERATIONS	37
<i>Browser Support.....</i>	37
Certified Browsers	37
<i>Salesforce Integration Support</i>	37
<i>Training.....</i>	38
<i>Additional Information</i>	38
<i>Disclaimer.....</i>	38

REVISION HISTORY

This document will continue to evolve as existing sections change and new information is added. All updates appear in the following table:

Date	Feature	Notes
15 Feb 2018		Created initial document.

OVERVIEW

Oracle Configure, Price, and Quote (CPQ) Cloud enables companies to streamline the entire opportunity-to-quote-to-order process, including product selection, configuration, pricing, quoting, ordering, and approval workflows. CPQ Cloud provides a flexible, scalable, enterprise-ready solution ideal for companies of all sizes that sell products and services across direct, indirect, and e-commerce sales channels.

This guide outlines the information you need to know about new or improved functionality in Oracle CPQ Cloud 19A and describes any tasks you might need to perform for the update. Each section includes a brief description of the feature, the steps you need to take to enable or begin using the feature, any tips or considerations that you should keep in mind, and the resources available to help you.

SECURITY & NEW FEATURES

We would like to remind you if your system has modified security structures you may need to advise your security administrator of new features you would like to implement.

GIVE US FEEDBACK

We welcome your comments and suggestions to improve the content. Please send us your feedback at cpqcloud_documentation_us_grp@oracle.com.

FEATURE SUMMARY

We continue to add many new features to Oracle Cloud Applications and we now give you the option to take advantage of new functionality at a pace that suits you. The table below offers a quick view of the actions required to enable each of the new features.

Feature	Action Required to Enable Feature			
	Automatically Available	End User Action Required	Administrator Action Required	Oracle Service Request Required
Enterprise Platform				
Subscription Management Integration			✓	
Generic Integration Service	✓			
Customer Requested Features and Enhancements				
Advanced Actions for Commerce Hiding Rules	✓			
BML Search Optimization			✓	
Event Logs Enhancement	✓			
File Attachment Support for Microsoft Mail Messages	✓			
Performance Analysis for Commerce Actions	✓			
Select All Columns Functionality for BMQL Data Table Queries	✓			
Single Select Pick List Processing Enhancement	✓			
User Profile Time Zone List Enhancement	✓			
Web Services Password Expiration			✓	

ENTERPRISE PLATFORM

The following CPQ Cloud Release 19A features and enhancements cater to the needs of large, complex enterprises for a robust, integrated, and performant platform:

- Subscription Management Integration
- Generic Integration Service

SUBSCRIPTION MANAGEMENT INTEGRATION

Businesses across the industries are looking to adapt the change in buyer behavior and embrace subscription business models. In order to address these needs, Oracle recently launched the Oracle Subscription Management cloud application. By integrating front and back office business processes on one platform, Oracle Subscription Management allows organizations to build predictable, recurring revenue models by providing an end-to-end subscription solution that manages billing and revenue recognition and also informs customer-facing personnel with a complete view of purchasing behavior.

As part of the end-to-end subscription solution Oracle CPQ Cloud 19A provides integration with Oracle Subscription Management application. This allows customers to create and manage products and services they can sell using a subscription model. The subscription model supports the ability to manage a given product or service as a recurring or usage-based price item.

Leveraging this integration customers can enable their sales teams to capture subscription orders and perform subscription management activities throughout the lifecycle of these customer relationships. The integration, enabled by Oracle's next generation middleware Oracle Autonomous Integration Cloud (OAIC), formerly known as (ICS), comes with a Subscription Management package that includes installable artifacts for both CPQ and OAIC.

IMPORTANT: Oracle Subscription Management (OSS) is a separately licensed product. Please contact your Oracle Sales representative for more details.

The following functionality is available in 19A:

- Create a subscription in OSS by creating and submitting a Transaction in CPQ Cloud.
- Amend a subscription by changing the subscription quantity, duration, or product.
- Renew an existing subscription.
- Terminate an active subscription.
- Use the Rating/Pricing Engine to display subscription charges as line attributes using Transaction array attributes.
- Set up the Subscription Management integration using integration resources.

IMPORTANT: The examples provided in the following procedures are part of the Subscription Management Integration Package. The referenced CPQ attributes, actions, and other artifacts are from CPQ Reference Application for customers provisioned after 2016. Other customers can also configure this integration as per their current implementation's requirements.

Create a Subscription in OSS from CPQ Cloud

OAIC is the middleware used to establish an integration between CPQ Cloud and OSS. Once this integration is established, sales users can use CPQ Cloud to create a Transaction and invoke OAIC to create a subscription in OSS. To access CPQ Cloud to create a Transaction, sales users directly log in CPQ Cloud or gain access through a Customer Relationship Management (CRM) opportunity.

To create a subscription in OSS by creating and submitting a Transaction in CPQ Cloud, perform the following steps in CPQ Cloud:

1. Open CPQ Cloud.
2. Navigate to Transaction Manager.
3. Click **New Transaction**.
The Transaction page opens.
4. Select the date the subscription is to take effect from the **Default Request Date** field, which is used to specify the date when the subscription order should be activated. After approval of the Transaction, the **Submit Order** button is available on the Transaction page.

The screenshot displays the 'Transaction' page in CPQ Cloud. At the top, there is a navigation bar with buttons: 'Save', 'Return to Sales Cloud', 'Update Opportunity', 'Generate Proposal', 'Submit Order' (highlighted with a red box), 'Delete Transaction', and 'Customer Rejection'. Below this, the 'Transaction' section is visible, with tabs for 'Transaction Details', 'Customer Details', 'Pricing Details', and 'Troubleshooting and Support Controls'. The 'Transaction Details' tab is active, showing fields for 'Transaction Name' (01/29), 'Owner' (Super User), 'Status' (Created), 'Transaction Number' (CPQ-981-37021527), 'Created Date' (01/29/2019), 'Last Updated By' (Super User), 'Last Updated' (01/29/2019 3:11 AM), 'Version' (1), 'Win/Loss Status' (In Progress), 'Default Request Date' (01/30/2020), 'Customer Company Name', 'Customer First Name', 'Customer Last Name', 'OSC File Attachment', 'Oss Price Info' (input field), 'Subscription Id' (input field, highlighted with a red box), and 'Subscription Status'.

Submit Order Button

IMPORTANT:

- When the Subscription Management package is installed, a **Subscription Status** field and a **Subscription Id** field are added. Administrators can add these fields to the layout.
- OSS requires the generation of a billing schedule as part of subscription creation. If billing or charge related fields are missing or incorrect in the Create subscription payload, the billing schedule is typically not generated. Administrators can resolve this discrepancy by attempting to activate the subscription in OSS.

5. Click **Submit Order**.

Once the subscription is created, the **Subscription Id** is updated.

- If subscription activation is successful, the **Subscription Status** field updates to "Success".
- If the billing schedule is not generated, a new **Subscription id** is created, but the **Subscription Status** field updates to "Failure".

6. When the subscription reaches the Subscription Created state, the Update Asset Timer is triggered. Refreshing the Transaction changes the **Fulfillment Status** from Created to Fulfilled.

Request Date	Fulfillment Status	Action Code	Instance ID
06/21/2018	Fulfilled	Add	abo_1ba458b0-e93c-4e01-89ac-91c30c00dea6
06/21/2018		Add	abo_8913e29f-e471-4f45-84bc-75c2aa7dbad2
06/21/2018		Add	abo_007caeec-00f8-4cfb-8917-efd48c5e50aa
06/21/2018		Add	abo_b2b31f92-565c-44d6-b4c6-79cb847a3b85
06/21/2018		Add	abo_e1edf6a7-53e6-4415-b9de-b8ae459e03ab

Fulfillment Status - Fulfilled

The Update Asset Timer is configured in the Subscription Created step and monitors the **Max Request Date** field. The **Max Request Date** field, which is part of the Subscription Management installation package, defaults to the **Default Request Date** during the creation of a Transaction.

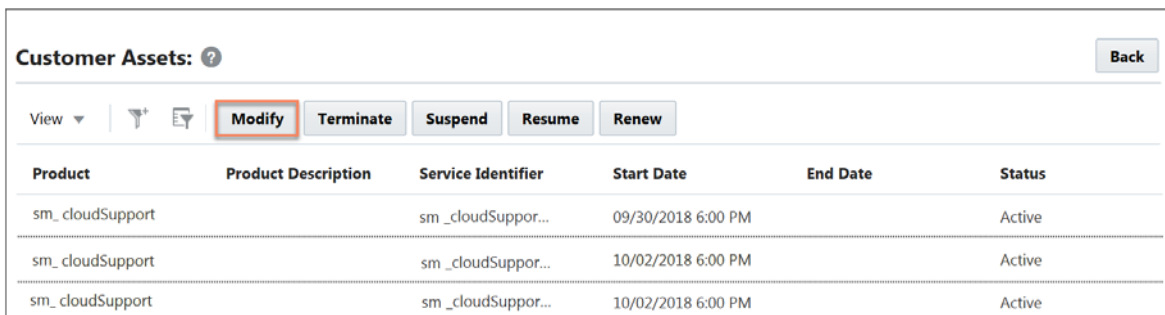
The Update Asset Timer creates assets only when the **Contract Start Date** is less than or equal to the **Max Request Date**. After the Update Asset Timer is executed, the **Max Request Date** field is updated to the next **Contract Start Date**. The Update Asset Timer will then execute on this date. CPQ Commerce Timer functionality is leveraged to activate the asset as specified on the request date. For details about Timer functionality, refer to the CPQ Cloud Administration Online Help.

Amend a Subscription

The Subscription Management solution uses Subscription Ordering functionality to support the modification of an existing asset-based subscription. After a subscription is created and fulfilled, sales users can use the Subscription Ordering Modify flow to change the subscription product, quantity, or duration. During the amend flow, OAIC obtains charge information from OSS and adds the charge information to the amended Transaction. Charges, sometimes referred to as Pricing Charges, are a way to model multiple prices for a given subscription product or service. For instance, an internet subscription may include charges like one-time installation fee, monthly recurring fee, overage fee, etc.

To amend a subscription by changing the subscription product, quantity, or duration; perform the following steps:

1. Open CPQ Cloud.
2. Navigate to Transaction Manager.
3. Click the Transaction Number associated with the asset to amend.
The Transaction page opens.
4. Click the **Customer Assets** button.
The **Customer Assets** page opens.
5. Select the asset to modify.
Sales users must know the asset key associated with the asset-based subscription to modify.



Product	Product Description	Service Identifier	Start Date	End Date	Status
sm_cloudSupport		sm_cloudSuppor...	09/30/2018 6:00 PM		Active
sm_cloudSupport		sm_cloudSuppor...	10/02/2018 6:00 PM		Active
sm_cloudSupport		sm_cloudSuppor...	10/02/2018 6:00 PM		Active

Customer Assets Page

6. Click **Modify**.

The **Model Configuration** page opens.

Update Start Over Add to Transaction Return - Transaction Create Transaction

Model Configuration
Pipeline Viewer

Service Type Cloud Backup Service

Users 1

Start Date 09/24/2018

End Date 09/24/2019

▼ Bill of Materials

Select	Lead Time	Comment	Price	Extended Description 2	Part Number	Extended Description 1	Description	Units
<input checked="" type="checkbox"/>			Not Defined		Cloud Support			
<input checked="" type="checkbox"/>			On Request	View...	Cloud Backup Service	View...		

Model Configuration Page

7. Modify the subscription service, quantity, or duration.

8. Click **Update**.

Update Start Over Add to Transaction Return - Transaction Create Transaction

Model Configuration
Pipeline Viewer

Service Type Premium Cloud Backup Service

Users 2

Start Date 09/25/2018

End Date 09/25/2019

▼ Bill of Materials

Select	Lead Time	Comment	Price	Extended Description 2	Part Number	Extended Description 1	Description	Units
<input checked="" type="checkbox"/>			Not Defined		Cloud Support			
<input checked="" type="checkbox"/>			On Request	View...	Premium Cloud Backup Service	View...		

Model Configuration Page

9. Click **Create Transaction**.

The Transaction page opens.

10. (Optional) Click **Add Line Item** to add one or more additional products.

- Click **Update**.

- Click **Add to Transaction**.

The modified subscription details are shown on the Transaction page.

11. Select the date the amended subscription is to take effect from the **Default Request Date** field.
12. Select a **Change Reason**.
If the product was modified, select **Upgrade** or **Downgrade** as the **Change Reason**.
The **Amend Replacement** field must be the **instance Id** of the deleted product.

Action C...	instance Id	parent ID	Change Reason	Change Code
Update	abo_36677715-07		Upgrade	Full
Update	abo_d49853b8-5C	BOM_cloudService		

Transaction Page – Change Reason and Change Code Fields

IMPORTANT: The amendment process requires CPQ to send fields like Change Reason, Change Code, Amendment Replacement, Instance ID, etc. to OSS. Administrators can write Commerce rules to set the values for these fields as part of the amendment flow call to OSS.

13. Use the **UpdateOldSubscription** menu to determine whether to apply the subscription amendments to a new subscription or to the existing subscription. In the following example, the amendments to the subscriptions are applied to a new subscription.
 - When the **UpdateOldSubscription** menu is set to False, the amended product lines are added to a new subscription in OSS.
 - When the **UpdateOldSubscription** menu is set to True, the amended product lines are added the existing subscription in OSS.

The image shows a dropdown menu with the label 'updateOldSubsc...' and an upward-pointing triangle. The menu is open, showing three options: 'False', 'False', and 'False'. The bottom 'False' option is highlighted with a yellow background and a downward-pointing triangle, indicating it is the selected option.

Subscriptions Changes Applied to New Subscription

14. Submit the transaction to get the required approvals and create the amendment order.

IMPORTANT:

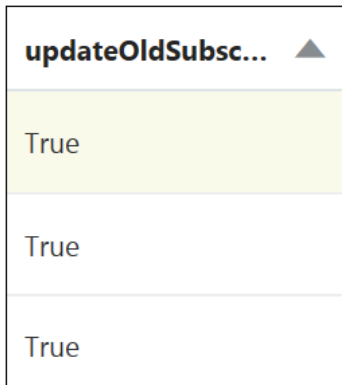
- When a subscription is amended, the status of both the original subscription and the amended subscription is "Active" in OSS.
- Quantity changes are supported at the subscription line level and not at the root model level.
- Sales users cannot amend a subscription with a future-dated termination date. The termination of a subscription is handled by OSS.
- Sales users can use the Update flag with all types of Amend flows to determine whether to apply subscription changes to a new subscription or the existing subscription.

Add Amended Lines to Existing Subscription

Once a subscription is created, sales users can change the subscription and have the amended lines included in the existing subscription. As an example, a sales user subscribes to "Cloud Backup Services" in CPQ Cloud and later decides to upgrade to "Premium Cloud Backup Service". The sales user wants to include the amended lines in the existing subscription instead of creating a new subscription.

To add amended lines to an existing subscription, perform the following steps:

1. Open CPQ Cloud.
2. Navigate to Transaction Manager.
3. Click the Transaction Number associated with the subscription to amend. The Transaction page opens.
4. Amend the subscription by adding, updating, or deleting products.
5. Set the **UpdateOldSubscription** checkbox next to the amended products to True. The amended product lines are added to the existing subscription in OSS.



Subscription Changes Applied to Existing Subscription

IMPORTANT:

- Administrators can also automate the process by setting the "Update" flag through the BOM configuration approach.
- The **Populate OSS Charge** action allows users to call OSS to get and update the charges for the pre-existing subscription lines from the original subscription contract that are getting amended in the current Transaction.

Renew Existing Subscription

Sales users can renew a subscription from OSS. This creates a new Transaction in CPQ Cloud and a new subscription in OSS. When the OSS Renew event is triggered, a new Transaction is created in CPQ Cloud with a Renew state for the Transaction Lines of all products. A new, renewed subscription is created in OSS.

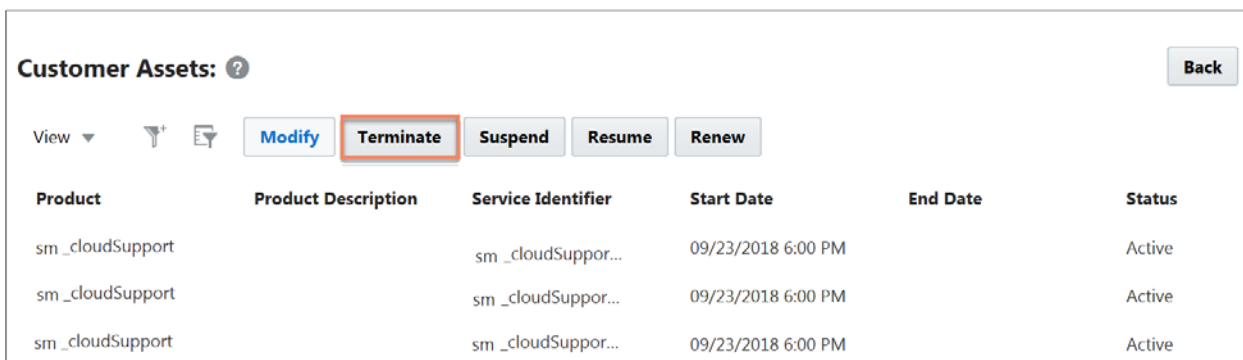
IMPORTANT: If administrators define email notifications for renewals, the subscription owner will receive an email notification informing of the subscription renewal.

Terminate an Active Subscription

Sales users can use the **Customer Assets** page to terminate subscriptions that are in an active state in OSS. Terminating an active subscription creates a Transaction Line in a new Transaction, where the root line item has an action code of Terminate and all products have an action code of Delete.

To terminate an active subscription, perform the following steps:

1. Open CPQ Cloud.
2. Navigate to the **Customer Assets** page.
3. Select the asset that corresponds to the subscription to terminate.



Customer Assets Page

4. Click **Terminate**.
The Transaction page opens.

5. Click **Save**.
6. Click **Submit Order**.
Use OSS to verify the termination of the subscription.
The product status of the subscription displays as "closed" in OSS.

Display Subscription Charges in the Rating/Pricing Engine

The Subscription Management integration supports the ability to model subscription products to hold different prices at any given point. Customers can model the prices of their subscription products, known as charge lines, through child line items and add them to a Transaction through Configuration. The Rating/Pricing Engine was enhanced in 19A to support Transaction arrays. The Subscription Management solution displays subscription charges as line attributes using Transaction arrays.

Set up the Subscription Management Integration

The *Oracle CPQ Cloud Subscription Management Installation Guide* contains integration details for Subscription Management and is published as a separate document for 19A.

The CPQ Cloud Subscription Management Integration Package contains the following artifacts:

- *Oracle CPQ Cloud Subscription Management Installation Guide*: A document containing detailed instructions on setting up the integration.
- *CPQ Cloud Subscription Management Package*: A granular migration package containing new Commerce attributes, actions, and rules supporting Subscription Management.
- *OAIC Integration for End-to-End Flow*: An OAIC flow package for creating, amending, terminating, and renewing subscriptions.
- *OAIC Flow for the OSS Renew Event*: An OAIC flow package that listens to the OSS Renew Event and creates a Transaction in CPQ Cloud for the OSS Renew Event.
- *OAIC Usage Rating Flow*: The OAIC flow for rating usage charges for OSS by invoking the CPQ Cloud Pricing API.
- *Populate Amend Charge Flow*: This flow populates charge information from the original subscription into the amended Transaction.

IMPORTANT: The required prerequisites for the Subscription Management integration to work include the *Oracle CPQ Cloud Subscription Management Installation Guide* (available with 19A), Oracle Customer Data Management for customer account information, Oracle Product Information Management (PIM) with parts synced between CPQ Cloud and OSS, and the Oracle Subscription Ordering flow with BOM Mapping and Asset-Based Ordering (ABO) setup.

STEPS TO ENABLE

Refer to the *Oracle CPQ Cloud Subscription Management Installation Guide*.

TIPS AND CONSIDERATIONS

Consider the following tips when using the Subscription Management integration:

- Bill of Materials (BOM) and Subscription Ordering (often referred to as "Asset Based Ordering") are required for the Subscription Management Integration to work.
- Subscription lines in the Subscription Management integration are only created from BOM child parts. This excludes recommended parts, parts added ad hoc, and also the root model line and child model lines in a system.

KEY RESOURCES

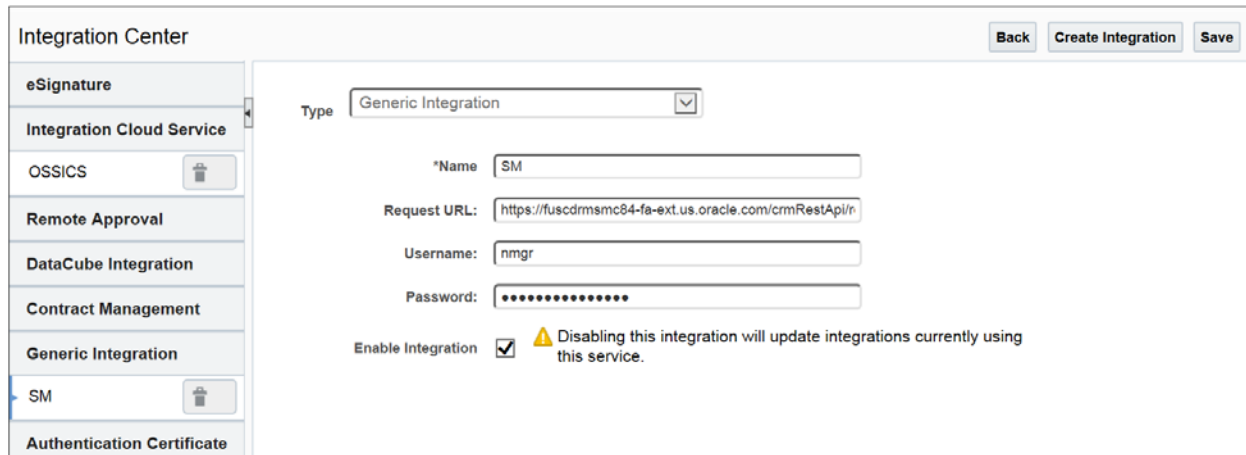
Refer to CPQ Cloud Administration Online Help for additional information.

In CPQ Cloud 19A, the Integration Center contains a new generic type integration. In prior releases, the Commerce BML Integration type was only available for integrating CPQ Cloud with Microsoft Dynamics 365. The generic type integration leverages the Commerce BML integration to communicate with any external system.

Create a Generic Integration

To create a generic integration, perform the following steps:

1. Open the Admin Home page.
2. Select **Integration Center** under **Integration Platform**.
3. Click **Create Integration**.
4. From the **Type** drop-down, select **Generic Integration**.
5. In the **Name** field, enter a name that describes the integration.
6. In the **Request URL** field, enter the URL of the third-party system.
7. In the **Username** and **Password** fields, enter the login credentials for the third-party system.
8. Select the **Enable Integration** check box to enable the integration.
9. Click **Save**.



The screenshot shows the 'Integration Center' configuration page. On the left is a sidebar with a list of integration types: eSignature, Integration Cloud Service, OSSICS, Remote Approval, DataCube Integration, Contract Management, Generic Integration, SM (selected), and Authentication Certificate. The main area is titled 'Integration Center' and contains the following fields and controls:

- Type:** A dropdown menu set to 'Generic Integration'.
- *Name:** A text input field containing 'SM'.
- Request URL:** A text input field containing 'https://fuscdmsmc84-fa-ext.us.oracle.com/crmRestApi/r'.
- Username:** A text input field containing 'nmgr'.
- Password:** A password input field with masked characters.
- Enable Integration:** A checked checkbox with a warning icon and the text: 'Disabling this integration will update integrations currently using this service.'

At the top right of the main area are three buttons: 'Back', 'Create Integration', and 'Save'.

Sample Generic Integration

Add a BML Integration to a Commerce Process

To add a Generic Integration to a Commerce Process, perform the following steps:

1. Navigate to the Admin Home.
2. Click **Process Definition** in the **Commerce and Documents** section.
The **Processes** page opens.
3. For the applicable process, select **Integrations** in the **Navigation** column.
4. Click **List**.
The **Integrations** page opens.
5. Click **Add**.
The **Select Integration Type** page opens.

Select	Type
<input type="radio"/>	Integration Cloud Service
<input checked="" type="radio"/>	BML

Next Cancel

Select integration Types

6. Select **BML**, then click **Next**.
The **Edit Integration** page opens.

Integration Information	
*Name:	<input type="text" value="BML Integration"/>
*Variable Name:	<input type="text" value="bMLIntegration"/>
Description:	<input type="text"/>
*Integration Type:	BML
Instance Type	Generic ▾
BML Function	<input type="button" value="Define"/>

Add Cancel

Edit Integration Page

7. Enter the **Name** and **Variable Name** of the integration.
8. If required, enter a **Description**.
9. Select the **Interface Type**.

10. Click **Define** to open the BML Editor. Using the BML Editor, administrators can set up the BML for the integration.

11. Click **Add**.

STEPS TO ENABLE

The generic type integration is available on CPQ Cloud 19A sites.

KEY RESOURCES

Refer to CPQ Cloud Administration Online Help for additional information.

CUSTOMER REQUESTED FEATURES AND ENHANCEMENTS

The CPQ Cloud 19A introduces the following customer requested features and enhancements:

- Advanced Actions for Commerce Hiding Rules
- BML Search Optimization
- Event Logs Enhancement
- File Attachment Support for Microsoft Mail Messages
- Performance Analysis for Commerce Actions
- Select All Columns Functionality for BMQL Data Table Queries
- Single Select Pick List Enhancement
- User Profile Time Zone List Enhancement
- Web Services Password Expiration

ADVANCED ACTIONS FOR COMMERCE HIDING RULES

As in prior releases, customers can use hiding rules in Commerce to hide select actions and attributes when a predefined condition is satisfied. CPQ Cloud 19A extends this functionality by providing advanced actions that allow administrators to use BML to define dynamic hiding rule actions. With this feature, administrators can decrease the number of hiding rules.

Add Advanced Actions to a Commerce Hiding Rule

To add advanced actions to a Commerce Hiding rule, perform the following steps:

1. Navigate to the Rules List page.

Admin > Commerce and Documents > Process Definition > Documents > Rules

2. Select **Hiding** from the **Add** drop-down to create a new Hiding rule.
The Hiding Rule Definition page opens.

The screenshot displays the 'Hiding: New Rule' configuration page. On the left, a navigation pane shows 'Hiding' selected under 'Add'. The main form includes fields for 'Name' (Line Item Grid: Price Attribute Set), 'Variable Name' (lineItemGridPriceAttributeSet), and 'Status' (Active). Below these are sections for 'Condition' (Always True selected) and 'Components to Hide' (Action Type: Advanced selected). The 'Components' list at the bottom is currently empty.

Hiding Rule Definition Page

3. Select **Advanced** for the **Action Type**.
4. Click **Define Function**.
5. Select the applicable variables and functions, then click **Next**.
6. Enter the BML function, then click **Save and Close**.
7. Click **Save**.

IMPORTANT: For more information about creating Hiding rules, refer to the CPQ Cloud Administration Online Help - Commerce Rules topic.

STEPS TO ENABLE

Advanced Actions for Commerce Hiding Rules are automatically available on CPQ Cloud 19A sites.

KEY RESOURCES

Refer to CPQ Cloud Administration Online Help for additional information.

BML SEARCH OPTIMIZATION

Beginning in CPQ Cloud 19A, BML operations like "find" and "equals" will perform a strict comparison of characters by default. This enhancement provides more precise behavior and improved performance for long BML scripts. When locale search/comparison in BML functions is disabled, character variations are not normalized. For example: A search for a lower case "a" only returns the "a" character, and a search for a lower case "a" with an acute accent (á) only returns the (á) character. Use Locale search/comparison in BML functions is disabled by default.

If required, administrators can enable locale search/comparison in BML functions. When enabled, all character variations are normalized to their basic version. For example: A search for a lower case "a" returns the following characters: a, à, á, â, ã, ä, and å. Likewise, a search for a lower case "a" with an acute accent (á) also returns the following characters: a, à, á, â, ã, ä, and å.

Enable Local Search/Comparison in BML Functions

To enable locale search/comparison in BML functions, perform the following steps:

1. Navigate to the Admin Home page.
2. In the **General** section, select **General Site Options**.
The **Options – General** page opens.

Options - General

Options - General

Show the Oracle Logo at the bottom of each page Yes No

Occupy entire window when the site is inside a frame Yes No

Show Parent Parts on Part Detail Page Yes No

Receive Monthly Usage Report Yes No [Usage Reports](#)

Button Position on Pages with no Template Top Bottom Both

Button Alignment on Pages with no Template Left Right Center

Sticky Buttons on Configuration Page and Parts Search Results Page Yes No

Accounts Browse Dialog Dimensions Width: Height:

Number of Page Tabs in a Row

Loading Dialog Image: Include Text: Yes No

Help popup window settings Width: Height:

Allow full access users from partner companies to modify groups Yes No

Enable CRM OAuth Yes No

Enable desktop selector links on mobile homepage Yes No

Enable BML print logging Yes No

Enable contract generation in Document Designer Yes No

Enable Administrator Groups Yes No

BML URL Function Timeout milliseconds

Notification Emails

Show Overcrowded Mode Banner to full access user on the top of each page Yes No

Apply only the first matching Pricing profile Yes No

Include Language Preference? Yes No

Use Locale search/comparison in BML functions Yes No

Options - Login

Allow Guest Access Yes No [Guest Profile](#)

Allow Direct Login Yes No
[Deprecated: Please use SSO feature]

Display Home Page Greeting Yes No

Enable Quick Registration Yes No [Email Message](#)

[View Login History](#)

Options - Password

Password Strength Low High

Number of Login Attempts

Password Expires After Days

Password Reuse After Days

Password Expiry Override For Web Services Only User Yes No

Feature Settings

- [Exchange Rates](#)
- [Row Count Per Page](#)
- [Unit Conversions](#)
- [Search Behavior](#)

[Back to Top](#)

Use Locale Search/Comparison in BML Functions Option

3. Set **Use Locale search/comparison in BML functions** option to **Yes**.
4. Click **Apply**.

STEPS TO ENABLE

The BML Search Optimization feature is automatically available on CPQ Cloud 19A sites.

TIPS AND CONSIDERATIONS

IMPORTANT: BML search operations will take longer when **Use Locale search/comparison in BML functions** is enabled. This behavior will be most noticeable on sites with long strings or a large number of strings. Customers should only enable **Use Locale search/comparison in BML functions** if locale search/comparison is required.

KEY RESOURCES

Refer to CPQ Cloud Administration Online Help for additional information.

EVENT LOGS ENHANCEMENT

In CPQ Cloud 19A, the application events, response time, and system statistics log tables have been optimized to better manage maintenance operations, such as background cleanup. This enhancement eliminates the event logging issues previously experienced during the deletion of out-of-date log entries.

STEPS TO ENABLE

The Event Logs enhancement is automatically available on CPQ Cloud 19A sites.

FILE ATTACHMENT SUPPORT FOR MICROSOFT MAIL MESSAGES

CPQ Cloud 19A provides support for Microsoft Outlook and Exchange mail message files (.msg) in Commerce. Customers can now attach .msg files in Commerce File Attachment attributes and use REST API and SOAP web services to update and retrieve associated .msg file attachments.

STEPS TO ENABLE

File Attachment support for .msg files is automatically available on CPQ Cloud 19A sites.

KEY RESOURCES

Refer to CPQ Cloud Administration Online Help for additional information.

PERFORMANCE ANALYSIS FOR COMMERCE ACTIONS

CPQ Cloud 19A introduces performance analysis functionality for Commerce actions to enable customers to detect potential BML issues. The performance analysis operation scans BML functions in Advanced Modify Before and After Formulas, Advanced Validation, Modify options, Destination options, and BML integrations. Upon execution, the new Commerce action Performance tab displays all associated BML loops, BMQL, URL data calls, library calls, and JSON parsing. This allows administrators to see the flow of BML associated with a Commerce action and identify performance hindrances, such as nested loops.

The performance analysis results indent nested functions below their parent function. For example: The following image displays a BML function with multiple nested loops, BMQL within nested loops, and urldataby calls within loops.

The screenshot shows the 'Admin Action (modify)' interface with the 'Performance' tab selected. The document path is 'Oracle Quote to Order > Transaction'. The 'Performance' tab contains a 'Generate' button and a 'Results' section. The results are displayed as a list of BML functions with nested indentation:

```
Advanced Modify - After Formulas
  bmql
  Start Loop
  End Loop
  Start Loop
  bmql
  Start Loop
  End Loop
  Start Loop
  End Loop
  bmql
  Start Loop
  Start Loop
  End Loop
  bmql
  Start Loop
  End Loop
  End Loop
  bmql
  Start Loop
  End Loop
  End Loop
  urldatabyget
  urldatabyget
  End Loop
  Start Loop
  End Loop
  Start Loop
  End Loop
  Start Loop
  End Loop
```

At the bottom of the interface, there are buttons for 'Translations', 'Apply', 'Update', 'Update and New', and 'Back'.

Performance Analysis with Nested Functions

Generate a Commerce Action Performance Analysis

To generate a Commerce action performance analysis, perform the following steps:

1. Navigate to the **Action List** page.
Admin > Commerce and Documents > Process Definition > Documents > Actions
2. Click on the name of the applicable action.
The **Admin Action** page opens.
3. Click on the **Performance** tab.
The tab displays the number of BML Functions to Analyze.

The screenshot shows the 'Admin Action (modify)' page for the document 'Oracle Quote to Order > Transaction'. The 'Performance' tab is selected. It displays 'BML Functions to Analyze: 10' and a 'Generate' button. Below this, it says 'Results: Click Generate to initiate the performance analysis.' At the bottom, there are buttons for 'Translations', 'Apply', 'Update', 'Update and New', and 'Back'.

Admin Action Performance Tab (Before Analysis)

4. Click **Generate**.
The Performance Analysis is displayed.

The screenshot shows the 'Admin Action (modify)' page after the performance analysis. The 'Performance' tab is still selected. It displays the same 'BML Functions to Analyze: 10' and 'Generate' button. Below this, the 'Results' section lists various BML functions and their types, such as 'Modify Attribute - Billing Company Name (_bill_to_company_name)' with a 'Start Function performance_mapping_leaf_util' and 'End Function performance_mapping_leaf_util', and 'Modify Attribute - Shipping Last Name (_ship_to_last_name)' with a 'urldata' type. At the bottom, there are buttons for 'Translations', 'Apply', 'Update', 'Update and New', and 'Back'.

Performance Analysis

STEPS TO ENABLE

Performance Analysis for Commerce Actions is automatically available on CPQ Cloud 19A sites.

KEY RESOURCES

Refer to CPQ Cloud Administration Online Help for additional information.

SELECT ALL COLUMNS FUNCTIONALITY FOR BMQL DATA TABLE QUERIES

Beginning in 19A, CPQ Cloud allows the Select * function for columns in BMQL Data Table queries. For Data Tables with a large number of columns, this greatly simplifies BMQL statements and reduces the risk of missing columns in queries. It also eliminates the need for updates if the table schema changes.

The following example shows a SELECT statement for all columns in the "customer" Data Table.

```
SELECT userId, userType, firstName, lastName, jobTitle, email, fax,
phone, mobile, status, companyName, companyId, language, timeZone,
unitsPreference, currencyPreference, datePreference, billAddress,
billCity, billCompany, billCountry, billEmail, billFax, billFirstName,
billLastName, billPhone, billStateProvince, billZip, shipAddress,
shipCity, shipCompany, shipCountry, shipEmail, shipFax, shipFirstName,
shipLastName, shipPhone, shipStateProvince, shipZip FROM customer
```

By using SELECT *, this statement can be greatly simplified as shown in the following example.

```
SELECT * FROM customer
```

STEPS TO ENABLE

Select all columns functionality for BMQL Data Table queries is automatically available on CPQ Cloud 19A sites.

TIPS AND CONSIDERATIONS

BMQL JOIN clauses do not support Select All columns functionality.

KEY RESOURCES

Refer to CPQ Cloud Administration Online Help for additional information.

SINGLE SELECT PICK LIST PROCESSING ENHANCEMENT

Beginning in 19A, CPQ Cloud improves the responsiveness of user-side Single Select Pick Lists (SSPLs), also referred to as Dynamic Menus, by streamlining menu processing calls.

STEPS TO ENABLE

The Single Select Pick List enhancement is automatically available on CPQ Cloud 19A sites.

USER PROFILE TIME ZONE LIST ENHANCEMENT

This enhancement adds new time zone definitions to further extend CPQ's support for global operations. Beginning in CPQ Cloud 19A, the following Times are available for User Profiles.

- Time Zones are displayed in Greenwich Mean Time (GMT) and use the following format: *<standard time> <daylight saving time> <city>*
- Time Zone IDs use the following format: *<continent>/<city>*

Time Zone	Time Zone ID
(GMT+1:00 GMT+1:00) Algiers	Africa/Algiers
(GMT+2:00 GMT+2:00) Cairo	Africa/Cairo
(GMT+0:00 GMT+1:00) Casablanca	Africa/Casablanca
(GMT+2:00 GMT+2:00) Johannesburg	Africa/Johannesburg
(GMT+3:00 GMT+3:00) Nairobi	Africa/Nairobi
(GMT+2:00 GMT+2:00) Tripoli	Africa/Tripoli
(GMT+1:00 GMT+1:00) Tunis	Africa/Tunis
(GMT+1:00 GMT+1:00) Tunis	Africa/Tunis
(GMT-10:00 GMT-9:00) Adak	America/Adak
(GMT-9:00 GMT-8:00) Anchorage	America/Anchorage
(GMT-5:00 GMT-5:00) Bogota	America/Bogota
(GMT-3:00 GMT-3:00) Buenos Aires	America/Buenos Aires
(GMT-4:00 GMT-4:00) Caracas	America/Caracas
(GMT-6:00 GMT-5:00) Chicago	America/Chicago
(GMT-7:00 GMT-6:00) Denver	America/Denver
(GMT-6:00 GMT-6:00) El Salvador	America/El_Salvador

Time Zone	Time Zone ID
(GMT-3:00 GMT-2:00) Godthab	America/Godthab
(GMT-4:00 GMT-3:00) Halifax	America/Halifax
(GMT-5:00 GMT-4:00) Indianapolis	America/Indianapolis
(GMT-5:00 GMT-5:00) Lima	America/Lima
(GMT-8:00 GMT-7:00) Los Angeles	America/Los_Angeles
(GMT-7:00 GMT-6:00) Mazatlan	America/Mazatlan
(GMT-6:00 GMT-5:00) Mexico City	America/Mexico_City
(GMT-5:00 GMT-4:00) New York	America/New_York
(GMT-2:00 GMT-2:00) Noronha	America/Noronha
(GMT-5:00 GMT-5:00) Panama	America/Panama
(GMT-7:00 GMT-7:00) Phoenix	America/Phoenix
(GMT-4:00 GMT-4:00) Puerto Rico	America/Puerto_Rico
(GMT-6:00 GMT-6:00) Regina	America/Regina
(GMT-4:00 GMT-3:00) Santiago	America/Santiago
(GMT-3:00 GMT-2:00) Sao Paulo	America/Sao_Paulo
(GMT-1:00 GMT+0:00) Scoresbysund	America/Scoresbysund
(GMT-3:30 GMT-2:30) St Johns	America/St_Johns
(GMT-8:00 GMT-7:00) Tijuana	America/Tijuana
(GMT+6:00 GMT+6:00) Almaty	Asia/Almaty
(GMT+2:00 GMT+3:00) Amman	Asia/Amman
(GMT+3:00 GMT+3:00) Baghdad	Asia/Baghdad
(GMT+4:00 GMT+4:00) Baku	Asia/Baku
(GMT+7:00 GMT+7:00) Bangkok	Asia/Bangkok
(GMT+2:00 GMT+3:00) Beirut	Asia/Beirut
(GMT+5:30 GMT+5:30) Kolkata	Asia/Calcutta
(GMT+5:30 GMT+5:30) Colombo	Asia/Colombo
(GMT+2:00 GMT+3:00) Damascus	Asia/Damascus
(GMT+6:00 GMT+6:00) Dhaka	Asia/Dhaka

Time Zone	Time Zone ID
(GMT+4:00 GMT+4:00) Dubai	Asia/Dubai
(GMT+7:00 GMT+7:00) Ho Chi Minh	Asia/Ho_Chi_Minh
(GMT+8:00 GMT+8:00) Hong Kong	Asia/Hong_Kong
(GMT+8:00 GMT+8:00) Irkutsk	Asia/Irkutsk
(GMT+7:00 GMT+7:00) Jakarta	Asia/Jakarta
(GMT+2:00 GMT+3:00) Jerusalem	Asia/Jerusalem
(GMT+4:30 GMT+4:30) Kabul	Asia/Kabul
(GMT+12:00 GMT+12:00) Kamchatka	Asia/Kamchatka
(GMT+5:00 GMT+5:00) Karachi	Asia/Karachi
(GMT+5:45 GMT+5:45) Katmandu	Asia/Katmandu
(GMT+7:00 GMT+7:00) Krasnoyarsk	Asia/Krasnoyarsk
(GMT+8:00 GMT+8:00) Kuala Lumpur	Asia/Kuala_Lumpur
(GMT+11:00 GMT+11:00) Magadan	Asia/Magadan
(GMT+8:00 GMT+8:00) Manila	Asia/Manila
(GMT+7:00 GMT+7:00) Novosibirsk	Asia/Novosibirsk
(GMT+5:00 GMT+5:00) Oral	Asia/Oral
(GMT+6:30 GMT+6:30) Yangon	Asia/Rangoon
(GMT+3:00 GMT+3:00) Kuwait	Asia/Riyadh
(GMT+3:00 GMT+3:00) Riyadh	Asia/Riyadh
(GMT+9:00 GMT+9:00) Seoul	Asia/Seoul
(GMT+8:00 GMT+8:00) Shanghai	Asia/Shanghai
(GMT+8:00 GMT+8:00) Singapore	Asia/Singapore
(GMT+8:00 GMT+8:00) Taipei	Asia/Taipei
(GMT+5:00 GMT+5:00) Tashkent	Asia/Tashkent
(GMT+4:00 GMT+4:00) Tbilisi	Asia/Tbilisi
(GMT+3:30 GMT+4:30) Tehran	Asia/Tehran
(GMT+9:00 GMT+9:00) Tokyo	Asia/Tokyo
(GMT+10:00 GMT+10:00) Vladivostok	Asia/Vladivostok

Time Zone	Time Zone ID
(GMT+9:00 GMT+9:00) Yakutsk	Asia/Yakutsk
(GMT+5:00 GMT+5:00) Yekaterinburg	Asia/Yekaterinburg
(GMT+4:00 GMT+4:00) Yerevan	Asia/Yerevan
(GMT-1:00 GMT+0:00) Azores	Atlantic/Azores
(GMT-4:00 GMT-3:00) Bermuda	Atlantic/Bermuda
(GMT-1:00 GMT-1:00) Cape Verde	Atlantic/Cape_Verde
(GMT-2:00 GMT-2:00) South Georgia	Atlantic/South_Georgia
(GMT+9:30 GMT+10:30) Adelaide	Australia/Adelaide
(GMT+10:00 GMT+10:00) Brisbane	Australia/Brisbane
(GMT+9:30 GMT+9:30) Darwin	Australia/Darwin
(GMT+10:00 GMT+11:00) Hobart	Australia/Hobart
(GMT+10:30 GMT+11:00) Lord Howe	Australia/Lord_Howe
(GMT+10:00 GMT+11:00) Melbourne	Australia/Melbourne
(GMT+8:00 GMT+8:00) Perth	Australia/Perth
(GMT+10:00 GMT+11:00) Sydney	Australia/Sydney
(GMT-12:00 GMT-12:00)	Etc/GMT+12
(GMT+1:00 GMT+2:00) Amsterdam	Europe/Amsterdam
(GMT+2:00 GMT+3:00) Athens	Europe/Athens
(GMT+1:00 GMT+2:00) Belgrade	Europe/Belgrade
(GMT+1:00 GMT+2:00) Berlin	Europe/Berlin
(GMT+1:00 GMT+2:00) Brussels	Europe/Brussels
(GMT+2:00 GMT+3:00) Bucharest	Europe/Bucharest
(GMT+0:00 GMT+1:00) Dublin	Europe/Dublin
(GMT+2:00 GMT+3:00) Helsinki	Europe/Helsinki
(GMT+3:00 GMT+3:00) Istanbul	Europe/Istanbul
(GMT+0:00 GMT+1:00) Lisbon	Europe/Lisbon
(GMT+0:00 GMT+1:00) London	Europe/London
(GMT+3:00 GMT+3:00) Minsk	Europe/Minsk

Time Zone	Time Zone ID
(GMT+3:00 GMT+3:00) Moscow	Europe/Moscow
(GMT+1:00 GMT+2:00) Paris	Europe/Paris
(GMT+1:00 GMT+2:00) Prague	Europe/Prague
(GMT+1:00 GMT+2:00) Rome	Europe/Rome
(GMT+1:00 GMT+2:00) Warsaw	Europe/Warsaw
(GMT+0:00 GMT+0:00) GMT	GMT
(GMT+12:00 GMT+13:00) Auckland	Pacific/Auckland
(GMT+12:45 GMT+13:45) Chatham	Pacific/Chatham
(GMT+13:00 GMT+13:00) Enderbury	Pacific/Enderbury
(GMT+12:00 GMT+13:00) Fiji	Pacific/Fiji
(GMT-9:00 GMT-9:00) Gambier	Pacific/Gambier
(GMT+11:00 GMT+11:00) Guadalcanal	Pacific/Guadalcanal
(GMT-10:00 GMT-10:00) Honolulu	Pacific/Honolulu
(GMT+14:00 GMT+14:00) Kiritimati	Pacific/Kiritimati
(GMT-9:30 GMT-9:30) Marquesas	Pacific/Marquesas
(GMT-11:00 GMT-11:00) Niue	Pacific/Niue
(GMT+11:00 GMT+11:00) Norfolk Island	Pacific/Norfolk
(GMT-11:00 GMT-11:00) Pago Pago	Pacific/Pago_Pago
(GMT-8:00 GMT-8:00) Pitcairn	Pacific/Pitcairn
(GMT+11:00 GMT+11:00) Pohnpei	Pacific/Ponape
(GMT+13:00 GMT+14:00) Tongatapu	Pacific/Tongatapu

Deprecated Time Zone IDs

Beginning in 19A, numerous Time Zone IDs have been updated. The following table shows the Time Zone IDs that were deprecated, each followed with its corresponding replacement.

Deprecated Time Zone ID	Replacement Time Zone ID
America/Argentina/Buenos_Aires	America/Buenos_Aries
America/Beunos_Aires	America/Buenos_Aries
America/Indiana/Indianapolis	America/Indianapolis
America/Mexico	America/Mexico_City
Asia/Calcutta	Asia/Kolkata
Asia/Kathmandu	Asia/Katmandu
Asia/Rangoon	Asia/Yangon
Australia/Canberra	Australia/Sydney
Australia/Queensland	Australia/Brisbane
Brazil/DeNoronha	America/Noronha
Canada/Atlantic	America/Halifax
Canada/Newfoundland	America/St_Johns
Canada/Saskatchewan	America/Regina
Chile/Continental	America/Santiago
Israel	Asia/Jerusalem
NZ	Pacific/Auckland
US/Alaska	America/Anchorage
US/Aleutian	America/Adak
US/Arizona	America/Phoenix
US/Central	America/Chicago
US/Eastern	America/New_York
US/Hawaii	Pacific/Honolulu
US/Mountain	America/Denver
US/Pacific	America/Los_Angeles
US/Samoa	Pacific/Pago_Pago

Deprecated Time Zones

Beginning in 19A, numerous Time Zones have been updated. The following table shows the Time Zones that were deprecated, each followed with its corresponding replacement.

Deprecated Time Zone	Replacement Time Zone
(GMT+10:00 GMT+11:00) Vladivostok	(GMT+10:00 GMT+10:00) Vladivostok
(GMT+10:30 GMT+9:30) Adelaide	(GMT+9:30 GMT+10:30) Adelaide
(GMT+11:00 GMT+10:00) Melbourne	(GMT+10:00 GMT+11:00) Melbourne
(GMT+11:00 GMT+10:00) Sydney	(GMT+10:00 GMT+11:00) Sydney
(GMT+11:00 GMT+10:30) Lord Howe	(GMT+10:30 GMT+11:00) Lord Howe
(GMT+11:00 GMT+11:00) Ponape	(GMT+11:00 GMT+11:00) Pohnpei
(GMT+11:00 GMT+12:00) Magadan	(GMT+11:00 GMT+11:00) Magadan
(GMT+11:30 GMT+11:30) Norfolk	(GMT+11:00 GMT+11:00) Norfolk Island
(GMT+12:00 GMT+12:00) Fiji	(GMT+12:00 GMT+13:00) Fiji
(GMT+12:00 GMT+13:00) Kamchatka	(GMT+12:00 GMT+12:00) Kamchatka
(GMT+13:45 GMT+12:45) Chatham	(GMT+12:45 GMT+13:45) Chatham
(GMT+2:00 GMT+1:00) Windhoek	(GMT+2:00 GMT+2:00) Windhoek
(GMT+3:00 GMT+4:00) Moscow	(GMT+3:00 GMT+3:00) Moscow
(GMT+4:00 GMT+5:00) Oral	(GMT+5:00 GMT+5:00) Oral
(GMT+5:00 GMT+6:00) Yekaterinburg	(GMT+5:00 GMT+5:00) Yekaterinburg
(GMT+6:00 GMT+7:00) Novosibirsk	(GMT+7:00 GMT+7:00) Novosibirsk
(GMT+7:00 GMT+8:00) Krasnoyarsk	(GMT+7:00 GMT+7:00) Krasnoyarsk
(GMT+8:00 GMT+9:00) Irkutsk	(GMT+8:00 GMT+8:00) Irkutsk
(GMT+9:00 GMT+10:00) Yakutsk	(GMT+9:00 GMT+9:00) Yakutsk
(GMT-2:00 GMT-3:00) Sao Paulo	(GMT-3:00 GMT-2:00) Sao Paulo

STEPS TO ENABLE

The User Profile Time Zone enhancement is automatically available on CPQ Cloud 19A sites.

TIPS AND CONSIDERATIONS

IMPORTANT: If time zone values are used in BML functions, administrators should update any deprecated time zone values. For example, (GMT+5:30 GMT+5:30) Calcutta is now (GMT+5:30GMT+5:30) Kolkata. For a complete list of deprecated values, refer to [Deprecated Time Zone IDs](#) and [Deprecated Time Zones](#).

KEY RESOURCES

Refer to CPQ Cloud Administration Online Help for additional information.

WEB SERVICES PASSWORD EXPIRATION

In CPQ Cloud 19A, administrators have the option to not expire passwords for Web Services Only users. Unless this new option is enabled, SOAP and REST API Web Services user passwords follow the password options set for all users on the site. The default setting for this option is No.

Enable Web Services Password Expiry Override

To enable the web services password expiry override option, perform the following steps:

1. Navigate to the Admin Home page.
2. Under **General**, click **General Site Options**.
The **Options – General** page opens.

Options - General

Options - General

Show the Oracle Logo at the bottom of each page Yes No

Occupy entire window when the site is inside a frame Yes No

Show Parent Parts on Part Detail Page Yes No

Receive Monthly Usage Report Yes No [Usage Reports](#)

Button Position on Pages with no Template Top Bottom Both

Button Alignment on Pages with no Template Left Right Center

Sticky Buttons on Configuration Page and Parts Search Results Page Yes No

Accounts Browse Dialog Dimensions Width: Height:

Number of Page Tabs in a Row

Loading Dialog Image: Include Text: Yes No

Help popup window settings Width: Height:

Allow full access users from partner companies to modify groups Yes No

Enable CRM OAuth Yes No

Enable desktop selector links on mobile homepage Yes No

Enable BML print logging Yes No

Enable contract generation in Document Designer Yes No

Enable Administrator Groups Yes No

BML URL Function Timeout milliseconds

Notification Emails

Show Overcrowded Mode Banner to full access user on the top of each page Yes No

Apply only the first matching Pricing profile Yes No

Include Language Preference? Yes No

Use Locale search/comparison in BML functions Yes No

Options - Login

Allow Guest Access Yes No [Guest Profile](#)

Allow Direct Login Yes No
[Deprecated: Please use SSO feature]

Display Home Page Greeting Yes No

Enable Quick Registration Yes No [Email Message](#)

[View Login History](#)

Options - Password

Password Strength Low High

Number of Login Attempts

Password Expires After Days

Password Reuse After Days

Password Expiry Override For Web Services Only User Yes No

Feature Settings

- [Exchange Rates](#)
- [Row Count Per Page](#)
- [Unit Conversions](#)
- [Search Behavior](#)

[Back to Top](#)

Password Expiry Override for Web Services Only User Option

3. Within the Options – Password section, set the **Password Expiry Override For Web Services Only User** option to **Yes**.
4. Click **Apply**.
The user password expiry policy is not applied to Web Services Only users.

STEPS TO ENABLE

The Web Services Password Expiration enhancement is automatically available on CPQ Cloud 19A sites.

KEY RESOURCES

Refer to CPQ Cloud Administration Online Help for additional information.

PRE-UPGRADE CONSIDERATIONS

KNOWN FUNCTIONALITY

In 19A, CPQ added new time zone definitions to further extend CPQ's support for global operations. If time zone values are used in BML functions, administrators should update any deprecated time zone values. For example, (GMT+5:30 GMT+5:30) Calcutta is now (GMT+5:30GMT+5:30) Kolkata. For a complete list of deprecated values, refer to [Deprecated Time Zone IDs](#) and [Deprecated Time Zones](#).

MIGRATION

When migrating from one site to another using the Migration Center, both sites must use the same major release. Content may only be migrated across minor releases within the same major release. Migration across major releases cannot occur.

- "Major release" = A major product release, e.g. Update 19A
- "Minor release" = A release update, e.g. Update 19A Patch 1

RESOLVED KNOWN ISSUES

For information on bugs fixed in Update 19A, refer to the CPQ Cloud 19A Resolved Known Issues document available on [My Oracle Support](#) and the CPQ Cloud Online Help.

TRANSLATION

For some system-defined messages and components, strings were removed and others added in CPQ Cloud 19A. If you have created your own implementation-specific translations of system-defined strings, some of these strings may no longer appear. Other strings may appear in English. The strings appearing in English are new and require translation.

Most of these messages and components are on the Administration side of CPQ Cloud, but you should review both your end user and administration pages before deploying your updated installation to confirm that all strings appear in the desired language.

TRANSLATION STATUS

CPQ Cloud supports the consumption of both single and multi-byte character sets. Submit a service request on [My Oracle Support](#) to enable your site for a new language.

For the following languages, a translation of the CPQ Cloud user interface is available for both the platform and the reference application:

- Chinese (Simplified) [China]
- Chinese (Traditional) [Taiwan]
- Czech [Czech Republic]
- Danish [Denmark]
- Dutch [Netherlands]
- English
- Finnish [Finland]
- French
- French [Canada]
- German
- Hungarian [Hungary]
- Italian
- Japanese [Japan]
- Korean [South Korea]
- Norwegian (Bokmål) [Norway]
- Polish [Poland]
- Portuguese [Brazil]
- Romanian [Romania]
- Russian [Russia]
- Spanish (Worldwide)
- Swedish [Sweden]
- Turkish [Turkey]

POST-UPGRADE CONSIDERATIONS

Upgrade and test all test instances on Oracle CPQ Cloud 19A before upgrading to production.

BROWSER SUPPORT

CPQ Cloud supports all browser versions that meet the criteria of the Oracle Software Web Browser Support Policy.

If you experience issues using a supported browser version, open a ticket on [My Oracle Support](#) to resolve the issue. If an issue arises when using a supported browser, use a certified browser version until the delivery of a fix. Certified browsers are selected based on current market share and thoroughly tested to work with the current version's standard functionality.

Certified Browsers

Windows

- Google Chrome 71.x
- Mozilla Firefox 62.x
- Internet Explorer 11.x

IMPORTANT: Compatibility issues with the selected browsers may exist when sites contain additional JavaScript, alternate CSS, or other custom functionality. Customizations may require add-on work. Contact [My Oracle Support](#) to determine the availability of workarounds and minor fixes.

SALESFORCE INTEGRATION SUPPORT

Oracle officially supports the Summer 18 Update (also known as managed package version 8) of the Oracle CPQ Connector for Salesforce (formerly the Oracle Adapter for Salesforce Lightning) and version 7.2 (also known as managed package version 7) of the Oracle CPQ Commerce Integration. Version 5 and later of these packages are expected to continue to function; however, Oracle will not address new issues that arise. We strongly encourage customers to upgrade to a supported version.

TRAINING

Please refer to the release documentation for all versions between your current version and the version to which you are upgrading to see all new functionality, resolved known issues, and functional known issues.

Refer to the CPQ Cloud Online Help to become familiar with the new features introduced in Oracle CPQ Cloud 19A. For additional help, see [My Oracle Support](#).

Verify any information not explicitly mentioned in this document as supported by the software against the product help for Oracle CPQ Cloud 19A or the Oracle CPQ Cloud Consulting team.

ADDITIONAL INFORMATION

For more information on Oracle CPQ Cloud, visit the [Oracle CPQ Cloud](#) documentation site.

DISCLAIMER

The details in this document are provided for high-level informational purposes only and are not intended to function as a specification or to replace the Online Help. Upgrading to a subsequent release may require the re-deployment of Commerce Processes, Configuration, or global function settings. Modifications to integration XSL files or APIs may also be required.



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Integrated Cloud Applications & Platform Services