ORACLE®

CONFIGURE, PRICE, AND QUOTE CLOUD

May 2017

Resolved Known Issues
Oracle CPQ Cloud
2017 Release 1

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The Oracle CPQ Cloud 2017 R1 Resolved Known Issues document provides a high-level description of bug fixes implemented in this release. This document also provides information on supported browsers. For more information on 2017 R1 features, please see the 2017 R1 What's New document.

Bug ID	Description	Resolution
BML and Library Functions		
24763084	In previous releases, the gettransaction() BML function failed when users attempted to retrieve a long integer value for Transaction IDs that exceeded the integer maximum value of 2147483167.	The gettransaction() BML function will now retrieve long integer values for Transaction IDs above 2147483167.
Bulk Download and Upload Services		
25249564	In 2016 R1, when users exported Configuration Attributes using Bulk Download services, Menu Attributes with large IDs were missing from the export and errors were generated.	Menu Attribute with large IDs can be exported using Bulk Download services.
Commerce		
21272850	In 2014 R2, font type and size changes for Rich Text attribute were not saved when Format changes were made using a Rich Text editor that was opened in Internet Explorer 11.	Font changes in Rich Text Editor attributes are now saved when changes are made using an Internet Explorer 11 browser.
21777027	Beginning in 2014 R1, the Printer Friendly XSL Output name was ignored for attachments to approval emails, step transition emails, and email action emails.	If specified, all email file attachments will be named as indicated by the Printer Friendly XSL Output name.
21825102	In 2015 R1, the "Select All" button was not displayed on Document and Process Views for Commerce actions and attributes when the last step in the list did not have a Participant Profile.	The "Select All" button is now displayed even when the last step in the list does not have a Participant Profile.
22997714	In 2015 R2, when a Supported Language label was modified and overridden in Text Administration, the system label values were displayed instead of override values in areas such as host company languages and printer-friendly language options.	Override values for Supported Language labels are now displayed anywhere that language label appears.
23651957	Beginning in 2014 R2, the Document Views setting for the Transaction Total system Currency attribute was not accessible from Commerce Process – Steps Administration.	The Transaction Total system Currency attribute is now accessible from Commerce Process – Steps Administration.

Bug ID	Description	Resolution
24453350	In 2014 R2, Pending Approvals were not displayed after an invoked action failed due to validation rules. Pending Approvals were displayed when the quote was refreshed, re-opened, or an action was performed successfully.	Pending Approvals are now displayed after an invoked action fails due to validation rules.
25367995	When a currency used a comma as a decimal separator in 2016 R1, the decimal precision was not displayed correctly and occasionally the currency symbol was missing for Currency type attributes after auto-updates occurred.	The decimal precision displays correctly and the currency symbol appears for Currency type attributes after auto-updates occur.
25483573	When a Configure Web Service call was invoked in 2016 R2 from a modify action with a validation option other than "Modify Without Saving or Validating", line items were added to the database but the last document number was incorrect. As a result, the quote was corrupted and customers received the following error message when attempting to add additional lines: "Error trying to save duplicate document number in the database".	When a Configure Web Service call is invoked by a modify type action that has a validation type other than "Modify Without Saving or Validating", attempts to concurrently add or remove line items via a Web Service, the call will fail. This prevents the quote from being corrupted by incorrect document numbers. If customers receive the following error from a previously corrupted quote, open a Service Request and provide the quote id. "The quote cannot be saved because it was previously saved with duplicate or invalid document numbers."
24763390	When help text was enabled for Commerce Transaction layouts in 2016 R1, the attribute help text pop-up messages did not close when a customer navigated to a different tab.	Help text pop-up messages are now closed when a customer navigates away from the current tab.
25162527	In 2015 R2, Commerce rules would not run when conditions or constraints contained Float type attributes with more than six digits after the decimal.	Commerce rules now run when conditions or constraints contain Float type attributes with more than six digits after the decimal.

Bug ID	Description	Resolution
25788944	In 2016 R2, customers were not able to approve a quote via email when the "mobile_device_enabled" attribute was enabled and specified in an Advanced Modify function for an approval submit action.	Quotes can now be approved via email when the "mobile_device_enabled" attribute is enabled and specified in an Advanced Modify function for an approval submit action.
Configuration		
24313439	In 2015 R2, administrators were unable to highlight and copy text in the Configuration Debugger Console.	Administrators are now able to highlight and copy text in the Configuration Debugger Console.
24757460	In 2016 R1, when administrators attempted to delete a Configuration attribute that was only referenced by Hiding Rules, they did not receive errors and could erroneously delete an attribute with dependencies.	If an administrator attempts to delete a Configuration attribute with any rule dependencies, errors are generated and the attribute is not deleted.
24801984	In 2015 R2, Configuration Configure API web service calls would fail when menu attributes were queried and the target model contained Single Select Pick List attributes.	Configuration Configure API web service calls no longer fail when Single Select Pick List attributes are queried.
25455499	In 2016 R2, when an array control attribute was increased by a Recommendation Rule and the array used simple Configuration rules, some rules did not run on new lines until there was an update. In addition, this issue caused configuration errors that forced the user to restart configuration.	All rules run correctly for new array elements when an array control attribute is increased by a recommendation rule and the array uses simple Configuration rules. As a result, Configuration errors are no longer generated.
25703126	In 2016 R2, erroneous range check errors were generated during Update because range validation for Float type attributes misinterpreted decimal points as thousands operators and thousands operators as decimal points.	Decimal points and thousands operators are now interpreted correctly during range validation for Float type attributes.
Data Cube		
24441626	In 2015 R2, Data Cube exports did not return "approval_history_submit_quote" attribute data in the export .dat file.	Data Cube exports now return "approval_history_submit_quote" attribute data.

Bug ID	Description	Resolution
Document and Email Designer		
25099281	In previous releases, customers were unable to deploy Email Designer templates after changing Currency or Date formats.	The Email Designer template Save function has been updated, allowing customers to deploy Email Designer templates after changing Currency or Date formats.
25603530	In 2016 R2, Document Designer inserted an extra header into DOCX and RTF outputs, which added extra whitespace at the top of these documents.	The text for Document Designer DOCX and RTF output pages is now aligned to the top margin. **Note**: Margins that are set to less than .17 inches will automatically default to the Microsoft Word limit of .17 inches.
Integration		
22541969	In 2015 R1 Update 1 and 2015 R2, Web Service v2.0 actions generated SOAP Exception errors when Log Levels were set to "perf".	Web Service v2.0 actions no longer generate errors when Log Levels are set to "perf".
25878103	When there were blank attribute values in 2016 R2, the Get Transaction REST API returned "null" values instead of empty strings. This occurred when v1 services returned non-data mapped attributes and v2 services returned Text attributes.	Empty strings are now returned for blank attributes when v1 services return non-data mapped attributes and v2 services return Text attributes. **Note**: v3 services will continue to return "null" values for blank Commerce attributes.
Migration		
24751499	In 2016 R1 Update 1, ABO_RefApp_Package migration imports would fail and generate errors if a customer site had orphaned entities in the Participant Profile views.	CPQ Cloud 2017 R1 removes orphaned Participant Profile views allowing customers to import the ABO_RefApp_Package through the Migration Center. In addition, deleting entities from Participant Profile views no longer creates orphan records.
24920390	In 2016 R1, Granular Migrations could create duplicate attributes.	Granular Migrations now recognize and update common logical items instead of generating duplicate attributes.
25042940	In 2016 R1, the Document Engine complex conditional templates were deleted when a Package was installed, resulting in missing complex conditional items when Document Engine documents were printed.	Package Migrations no longer delete target site items that do not exist on the source site.

Bug ID	Description	Resolution
25269055	In 2016 R2 Update 5, Configuration migrations intermittently failed when the migration was performed at the same time as a File System Cleanup.	File System Cleanups now check to make sure they do not remove files needed for a migration.
25577042	In 2016 R2, after a site was reverted to an older snapshot, Undo instances were still available for snapshots that were more recent. Attempts to revert to recent snapshots failed because the files were unavailable.	Undo instances from more recent snapshots are no longer available after reverting to an older snapshot.
Parts		
25137738	In 2015 R2, when an integration service was used for parts creation, duplicate parts could be created in the CPQ Parts Database.	Duplicate Parts can no longer be created in the CPQ Part Database regardless of where the duplicate part is introduced. Duplicate parts that fail to be created are also recorded in the integration logs.
Users, Groups, Partner Organizations		
18655131	In previous releases, duplicate users were occasionally created in CPQ when creation requests were initiated from Salesforce or Web services.	Duplicate users can no longer be created when initiating creation requests from Salesforce or Web services.
25789244	In 2016 R2, FullAccess Partner Organization Users could navigate to restricted pages using the full URL.	Users can no longer navigate to restricted pages using the full URL.

Browser Support

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

Supported Browsers

Windows

- Major releases of **Google Chrome** upon general browser availability and until Google no longer supports the version
- Major releases of **Mozilla Firefox** upon general browser availability and until Mozilla no longer supports the version
- Major releases of **Internet Explorer/Microsoft Edge** within nine months of general browser availability and until Microsoft no longer supports the version

Mac OS X

- Major releases of **Google Chrome** upon general browser availability and until Google no longer supports the browser version
- Major releases of **Mozilla Firefox** upon general browser availability and until Mozilla no longer supports the version
- Major releases of **Safari** within nine months of general browser availability and until Apple no longer supports the version

iOS

- Major releases of **Safari** within nine months of general browser availability and until Apple no longer supports the browser version

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 a fix is delivered. Certified browsers are selected based on current market share and are thoroughly tested to work with the current version's standard functionality.

Certified Browsers

Windows

- Google Chrome 58.x
- Mozilla Firefox 53.x
- Internet Explorer 11.x

iOS

- Operating System: iOS 10.x
- Browser: Safari 10.x
- Screen resolution: 2048 x 1536

> **Note:** Compatibility issues with the selected browsers may exist when sites are created with additional JavaScript, alternate CSS, or other custom functionality. Customizations may require add-on work. Contact Customer Support to determine the availability of workarounds and minor fixes.

Training

To see all new functionality and known issues between your current version and the version to which you are upgrading, refer to the What's New documents. To familiarize yourself with the new features introduced in Oracle CPQ Cloud 2017 R1, Oracle strongly recommends referring to the Online Help. For additional assistance, please see My Oracle Support. Verify any information not explicitly mentioned in the release notes as supported by the software against the Oracle CPQ Cloud 2017 R1 Product Help or with the Oracle CPQ Cloud Consulting team.

Disclaimer

The 2016 R1 Resolved Known Issues document is provided for high-level informational purposes only and is not intended to function as a specification or to replace the product Help and User Guide. Upgrading to a subsequent release may require modifications to integration XML and APIs or the re-deployment of Commerce Processes, Configuration, Document Engine documents, or global function settings.

Migration

When migrating from one site to another using the Migration Center, both sites must use the same major release. The migration of content can only occur across minor releases within the same major release. Migration across major releases cannot occur.

- "Major release" = A major product release, e.g. 2017 R1
- "Minor release" = A release update, e.g. 2017 R1 Update 1

> **Note:** Bug ID numbers correspond to Oracle BugDB numbers.

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