

Oracle CPQ Resolved Known Issues



Update 21C

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The Oracle CPQ 21C 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 21C features, please see the Oracle CPQ 21C What's New document.

HOT FIXES

BUG ID	DESCRIPTION	RESOLUTION
BML		
31873410	When a user made multiple SELECT * queries to the same Data Table, saved each query to its own variable, and then printed the variable that was populated last, the debugger output displayed multiple record sets combined into a single output.	When a user makes multiple SELECT * queries to the same Data Table, saves each query to its own variable, and then prints the variable populated last, the debugger output displays the record set for that variable.
32304710	When BML string functions were run concurrently, performance was slow.	When BML string functions are concurrently, performance is improved.
Bulk Upload		
32633258	When a ZIP file was uploaded to the SFTP server for manual Bulk Upload Utility processing, it could not be processed in Oracle CPQ.	ZIP files uploaded to the SFTP server for manual processing in Bulk Upload Utility can be accessed and processed in Oracle CPQ.
Commerce		
31724759	The count of errors displayed in the Error Message Panel in JET UI was misleading to customers. For example, if one attribute had a value which prevented an action from completing, the error message showed two errors: one for the incomplete action and one for the invalid value of the attribute.	The count of errors displayed in the Error Message Panel in JET UI provides a logical counting of errors for customers. The number of errors counted matches the number of attributes with invalid values. For example, if one attribute had a value which prevented an action from completing, the error message shows one attribute value needing to be fixed.
31886528	Multiple print actions could be mapped to the same file attachment attribute.	Only one print action can mapped to a file attachment attribute.
31978171	Esignature attributes were not available components for Commerce constraint and validation rules.	Esignature attributes are available components for Commerce constraint and validation rules.
32667424	When base currency was set to EUR and a currency attribute was used in a simple condition or validation rule, the attribute's value was multiplied by 10 every time the rule was saved.	When the base currency is set to EUR and a currency attribute is used in a simple condition or validation rule, the attribute's value populates accurately.
32718370	When an approver used a web email client such as gmail to approval or reject a quote, additional lines from the approval email were added as approval comment to the approval history.	When an approver using a web email client such as gmail approves or rejects a quote, only the intended user comment lines are added to the approval history.
Configuration		
31774753	In JET Configuration UI when a user entered a 0 value for a currency attribute in an array set, the value displayed as blank.	In JET Configuration UI when a user enters a 0 value for a currency attribute in an array set, the value displays the 0 value as expected.

BUG ID	DESCRIPTION	RESOLUTION
31869346	When adding Single Select Pick List (SSPL) attribute values via Bulk Add to Transaction REST API, the attribute values did not display in the SSPL dropdown in the User Interface.	When adding Single Select Pick List (SSPL) attribute values via Bulk Add to Transaction REST API, the attribute values display in the SSPL dropdown in the User Interface.
32181574	Upgrade from Oracle CPQ 19D or earlier did not provide a value for the <code>configSource</code> parameter which resulted in not being able to reconfigure legacy configurations.	After upgrading from Oracle CPQ 19D or earlier, you are able to reconfigure legacy configurations.
32008027	When an array attribute with a defined pick map relationship and set for auto update was modified, the auto update was not triggered.	When an array attribute with a defined pick map relationship and set for auto update is modified, the auto update is triggered.
32441081	In JET UI when a hidden Single Select Pick List (SSPL) contained a Japanese or Chinese value and received its value from a Data Table containing Japanese or Chinese characters, the Japanese/Chinese value for the SSPL attribute was empty.	In JET UI when a hidden Single Select Pick List (SSPL) contains a Japanese or Chinese value and gets its value from a Data Table containing Japanese or Chinese characters, the SSPL values are retained.
Integration		
28071204	When attempting to import parts from a CRM with "Delta Parts Sync" enabled, the task could fail.	When attempting to import parts from a CRM with "Delta Parts Sync" enabled, the task completes.
32351466	With an Oracle CX Commerce integration, the Oracle CPQ guest session did not terminate after the configuration was closed in the Oracle CX Commerce application. This caused the Oracle CX Commerce currency preference to not be retained in Oracle CPQ if the currency was changed in the same session.	With an Oracle CX Commerce integration, the Oracle CPQ guest session terminates after the configuration is closed. Oracle CX Commerce currency preference is retained in Oracle CPQ.
Migration		
31688247	Error message received when migrating configuration rules did not provide helpful troubleshooting information.	The error message received when migrating configuration rules is enhanced to better identify the function id and rule script for troubleshooting.
Users		
31111497	Inactivating a user did not remove the user as a delegate approver for those approvers who had the inactive user assigned as their delegate.	Inactivating a user clears the user from being a delegate approver for all users.
Text Administration		
32133066	In JET UI when a change was made to the Text Administration on a node, the change was not displayed on the site's other nodes.	In JET UI when a change is made to the Text Administration on a node, the change is displayed on the site's other nodes.

Browser Support

Oracle CPQ 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 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 90.x
- Mozilla Firefox 88.x
- Microsoft Edge 90.x

Mobile Devices

- Apple iPad iOS 14.x, Safari browser
- Apple iPhone iOS 14.x, Safari browser

Notes:

- Internet Explorer browser certification and support was discontinued in Oracle CPQ 21A.
- 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 [My Oracle Support](#) to determine the availability of workarounds and minor fixes.

Custom JavaScript

If customers have added custom JavaScript that leverages the Document Object Model structure or specific elements, classes or IDs, this customization should be thoroughly tested and may require refactoring. For more information about custom JavaScript, go to Style & Templates > JET JavaScript Customization in the Oracle CPQ Online Help.

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 21C, Oracle strongly recommends referring to the CPQ 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 CPQ Online Help.

Disclaimer

The Oracle CPQ 21C 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 using Import From Source or Connect To Destination to migrate content, both sites must use the same major update. The migration of content can only occur across minor updates within the same major update.

- "Major update" = Update 21C
- "Minor update" = Update 21C Patch 1

For Oracle CPQ 21C, migration packages from 19A and forward can be uploaded to the latest site version.

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