

Oracle CPQ Update 21C Patch 9 Document

TABLE OF CONTENTS

Table of Contents.....	1
Hot Fixes	2
Browser Support	2
Custom JavaScript.....	2
Training.....	2
Disclaimer.....	2
Migration.....	3

The Oracle CPQ 21C Patch 9 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

Oracle CPQ Update 21C Patch 9 includes supplemental maintenance to improve the performance and stability of your environment(s).

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 or with the Oracle CPQ Consulting team.

Disclaimer

The Oracle CPQ 21C Patch 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 9

When using Migration Packages, content from 19A and forward can be uploaded to the latest site version.

Note: Bug ID numbers correspond to Oracle BugDB numbers.

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