

# Oracle CPQ Resolved Known Issues



Update 21D

## TABLE OF CONTENTS

Table of Contents.....	1
Hot Fixes .....	2
Browser Support .....	4
Custom JavaScript.....	5
Training.....	5
Disclaimer.....	5
Migration.....	5

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

## HOT FIXES

BUG ID	DESCRIPTION	RESOLUTION
<b>Administration</b>		
32961059	Occasionally an attempt to login to Oracle CPQ resulted in slow page loading and then displayed an error message.	Logging into Oracle CPQ response time is improved.
<b>BML</b>		
31541193	When a BML library function included a REL element, the function did not complete.	A BML library function that includes a REL element completes.
32378116	When 'rel=' was included in an attribute description and the attribute is imported in a library function, an error displayed.	Attributes that include 'rel=' in their description can be imported in a library function without an error.
<b>Bulk Download and Upload Services</b>		
28681073	When bulk downloading configurable attributes that had comparator not equals (<>) and the display type set to Single Select Pick List, the not equals (<>) were treated as if they were equals (=).	When bulk downloading configurable attributes that have comparator not equals (<>) and the display type set to Single Select Pick List, the not equals (<>) values are handled as expected.
<b>Commerce</b>		
29996049	In JET UI a validation rule error message that had been resolved continued to display until the page was refreshed.	In JET UI a validation rule error message no longer displays once the validation error is resolved.
31727905	When a user had set a language preference to a language other than the one for an email template, an error message displayed with vague content.	When a user has set a language preference to a language other than the one for an email template, an error message that contains useful troubleshooting information displays.
31757253	For Scatter Plot Analytics the <b>Maximum Number of Records</b> field did not save the value entered and instead reverted to 200.	For Scatter Plot Analytics the <b>Maximum Number of Records</b> field saves the value entered.
32145484	In JET UI when a Transaction Analytic was created that included an HTML attribute in one panel and a Date attribute in another panel, the Date attribute was not editable.	In JET UI when a Transaction Analytic is created that includes an HTML attribute in one panel and a Date attribute in another panel, the Date attribute is editable.
32424650	When importing JET Transaction Line items from an exported .XLSX file in an environment with large values for ids, the import failed and an invalid fieldId error displayed.	Importing JET Transaction Line items from an exported .XLSX file completes as expected.
32502085	eSignature attributes appeared misaligned even though they were aligned in the Transaction layout.	eSignature attributes appear just as they are aligned within the Transaction layout.

BUG ID	DESCRIPTION	RESOLUTION
32710414	In JET UI after editing a line item in the line-level layout where an HTML attribute displayed an analytic, returning to the quote layout showed blank values for all date attributes.	In JET UI after editing a line item in the line-level layout where an HTML attribute displays an analytic, returning to the quote layout the date attribute values display as expected.
32898053	When using the <code>setAttributevalue</code> BML function to set a non-integer value for a EUR currency attribute, an error displayed.	The <code>setAttributevalue</code> BML function is able to set a non-integer value for a EUR currency attribute.
33215811	Viewing history on large quotes caused the site to stop responding.	Viewing history on large quotes does not cause the site to stop responding.
<b>Configuration</b>		
27723134	When an Advanced BOM Mapping Rule had an incorrect BOM instance, the BOM instance was set to null but an error message to notify the user was not provided.	When an Advanced BOM Mapping Rule has an incorrect BOM instance, an error message displays indicating an error occurred.
33276566	In Legacy UI a Single Select Pick List value was not saved upon an Update action unless it was initially rendered in the drop down.	In Legacy UI a Single Select Pick List value is saved upon Update.
<b>Data Tables</b>		
32662786	Importing a .CSV data table that contained a string with double quotation marks caused an extra set of quotation marks added to the first column of the data table.	A .CSV data table that has a string with double quotation marks imports without adding an extra set of quotation marks in the first column.
<b>Integration</b>		
32351466	With a CX Commerce integration, closing the Oracle CPQ configurator did not terminate the CPQ guest session. This caused the currency in CPQ to not match the currency in CX Commerce if the CX Commerce currency preference was modified before subsequent requests.	An Oracle CPQ internal check is made to ensure the currency preference is loaded from the latest CX Commerce setting for the Oracle CPQ guest session.
32690084	When an OAuth user attempted to access a multi-node site, occasionally an expired authorization access token was provided.	When an OAuth user attempts to access a multi-node site, a valid authorization access token is provided.
32966695	When a user logged in using Single Sign-On (SSO) via remote services, the currency and locale setting were set to the user's currency preference instead of session SSO URL settings.	When a user logs in using Single Sign-On (SSO) via remote services, the currency and locale setting are set to the SSO URL settings for the user's session.
33308909	When a site had many Real Time Integration tasks in the queue that were retried, there was an impact on site performance.	Real Time Integration is enhanced to process retries more efficiently.

BUG ID	DESCRIPTION	RESOLUTION
<b>Migration</b>		
32727767	When Configuration menu items exceeded 65,000 records, migration failed and an error displayed.	Migration completes successfully with greater than 65,000 menu items.
32873760	When performing a granular migration of Commerce, attributes that had a mismatch of IDs from one site to another were removed from the layout. For example, the parent_id of the layout_model was not of the layout_model type but rather another object type.	When performing a granular migration of Commerce, attributes that have a mismatch of IDs from one site to another are not removed from the layout.
32903689	FullAccess administrators on a site with Administrator Groups disabled could not download new or previously released migration packages.	FullAccess administrators on a site with Administrator Groups disabled are able to download new or previously released migration packages.
<b>Reporting</b>		
31566087	On demand Usage Reports were not emailed to Internal Users when the <b>Receive Monthly Usage Report</b> setting in the General Site Options was set to <b>No</b> .	Internal Users receive email when the <b>Receive Monthly Usage Report</b> setting in the General Site Options is set to <b>No</b> .
<b>Users</b>		
31139242	Group variable names that included leading or trailing blank spaces were able to be entered.	Going forward when attempting to enter a group variable name that contains a leading or trailing blank space, a warning message is displayed indicating this is no longer allowed. Legacy group variable names remain as-is and will continue to function.
<b>Web Services</b>		
32577497	When performing Web Service calls for a Configuration action, performance is slow.	When performing Web Service calls for a Configuration action, performance is improved.

## 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 92.x
- Mozilla Firefox 90.x
- Microsoft Edge 92.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

While Oracle CPQ does not endorse or guarantee the use of JavaScript customizations, we recognize that some customers have extended the Oracle CPQ. Customizations may conflict with new Oracle CPQ platform features, data may be corrupted or lost, maintenance and support may be difficult, cross-browser support must be verified, performance may be impaired, and testing is required for each upgrade. Customers should consider carefully the relative benefits of JavaScript customizations in light of the associated risks.

If customers have added custom JavaScript that leverages the Document Object Model (DOM) structure or specific elements, classes or IDs, this customization should be thoroughly tested and may require refactoring.

Refer to the following resources for more information:

- Oracle CPQ Administration Online Help > Style & Templates > JavaScript Customizations for JET UIs
- Oracle CPQ JET Configuration and Transaction UI: Refactoring Existing JavaScript Customizations (Doc ID 2490016.1)
- JavaScript Extension Toolkit and JET v8.3.0 Release Notes

## 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 21D, 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 21D 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 21D
- "Minor update" = Update 21D Patch 1

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

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