

# Oracle CPQ Resolved Known Issues



Update 22C

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The Oracle CPQ 22C 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 22C features, please see the Oracle CPQ 22C What's New document.

## HOT FIXES

| BUG ID          | DESCRIPTION  | RESOLUTION  |
|-----------------|--|---|
| <b>Assets</b>   |  |   |
| 34038443        | When a user's language preference was Japanese and they imported an asset CSV file with errors, the log file was delayed and contained duplicate errors.                       | When a user's language preference is Japanese and they import an asset CSV file with errors, the log file performance is improved and the content is accurate.                |
| <b>BML</b>      |  |   |
| 34136359        | When the BML <code>getbom()</code> function called two or more Models at once, only the first Model with its associated parts were returned.                                   | When the BML <code>getbom()</code> function calls two or more Models at once, the Models and associated parts are returned.   |
| <b>Commerce</b> |  |   |
| 30324123        | In JET UI, the validation error message for attributes in a multi-page Line Item Grid displayed invalid values for the currently visible page only.                            | In JET UI, the validation error message displays all invalid attributes in a multi-page Line Item Grid regardless of whether the page is currently visible.                   |
| 32526652        | Performance when opening a very large quote was slow.  | Performance when opening a very large quote is improved.  |
| 33144272        | In JET UI an error message that indicated a required entry for an array set attribute remained after a value for the attribute was provided.                                   | In JET UI an error message indicating a required entry for an array set attribute clears after a value for the attribute is provided.   |
| 33231635        | When the Repopulate Data Column task was run on a process that had Asset-Based Ordering (ABO) set up, incomplete error details were displayed in the <code>bm.log</code> file. | When the Repopulate Data Column task is run on a process that has Asset-Based Ordering (ABO) set up, the complete error details are displayed in the <code>bm.log</code> file |
| 33855343        | When an action button was selected in the UI, the CSS <code>oj-hover</code> (button highlight) displayed on the button after the action completed.                             | When an action button is selected in the UI, the CSS <code>oj-hover</code> (button highlight) displays properly.  |
| 33891601        | When a REST API POST call was made to create a transaction and populate array type attribute values, the array set values were not populated.                                  | When a REST API POST call is made to create a transaction and populate array type attributes, the array set values populate.  |
| 34083496        | In Legacy UI, performance using Quick Key was slow.  | In Legacy UI, performance using Quick Key is improved.  |

| BUG ID               | DESCRIPTION  | RESOLUTION   |
|----------------------|--|--|
| 34161615             | If the user navigated to the Favorites page via an advanced destination from Commerce, the Add to Quote button did not appear.   | If the user navigates to the Favorites page via an advanced destination from Commerce, the invocation buttons appear correctly.                            |
| 34228591             | In Legacy UI, the Rich Text Editor (RTE) was ignoring line breaks.   | In Legacy UI, the RTE processes line breaks properly.  |
| <b>Configuration</b> |  |  |
| 30376875             | In Legacy UI when a BOM associated to a price book was added to a quote, the standard price displayed initially instead of the price book price.   | In Legacy UI when a BOM is associated to a price book and added to a quote, the price book price displays.   |
| 31480882             | In JET UI, an edited configuration array field displayed improperly in Pipeline viewer due to a hidden tab setting.  | In JET UI, an edited configuration array field displays properly in Pipeline viewer.   |
| 32919353             | When an Ajax hiding rule condition was triggered on a forced-set read-only array attribute, the attribute was editable.  | When an Ajax hiding rule condition is triggered on a forced-set read-only array attribute, the attribute is read-only.                                     |
| 33249413             | In JET UI, the progress wheel icon was not properly indicating the processing completion.  | In JET UI, the progress wheel icon properly indicates the processing status.   |
| 33363744             | In JET UI for Single Select Menu attributes with a constraint rule and a recommendation rule which set the entry value, the UI did not display the correct value; however, the actual saved value in the XML was correct.          | In JET UI for Single Select Menu attributes with a constraint rule and a recommendation rule which set the entry value, the UI displays the correct value. |
| 33740987<br>33754560 | Occasionally while a large BOM loaded in the UI, the browser timed out causing the system to retry loading. With each failed retry, system performance degraded and ultimately resulted in the system going into overcrowded mode. | Oracle CPQ has changed the internal behavior on loading very large BOM that improves loading performance.  |
| 33801209             | When a user's configuration of one Model exceeded the timeout value, an internal server error displayed during invocation of Commerce.   | When a user is actively configuring a model, the countdown to timeout is reset properly.   |

| BUG ID                                      | DESCRIPTION   | RESOLUTION   |
|---|---|--|
| <b>Document Designer and Email Designer</b> |   |  |
| 28666257                                    | In Document Designer, performance of the Save button activating was slow when one of many large, complex templates was opened.  | In Document Designer, performance of the Save button activating is improved when one of many large, complex templates is opened.   |
| 33958297                                    | The formatting, line spacing, and/or indentation shown in the JET UI RTF editor did not accurately reflect what the attribute looked like when embedded in a Document Designer document.                          | The formatting, line spacing, and/or indentation shown in the JET UI RTF editor accurately reflects what the attribute looks like when embedded in a Document Designer document.                   |
| <b>Reporting</b>                            |   |  |
| 33912583                                    | When report data was refreshed using the Refresh Reporting Data button, an empty alert window displayed in certain browsers after a period of time and the data was refreshed.                                    | When report data is refreshed using the Refresh Reporting Data button, the data is refreshed and an alert tells the user that the refresh has been initiated.                                      |
| <b>Parts</b>                                |   |  |
| 33584535                                    | There was poor performance for BMQL queries to the parts when part custom fields were not deployed.   | Performance is improved for BMQL queries to the parts when part custom fields are not deployed.  |
| <b>Performance</b>                          |   |  |
| 33811282                                    | When the Task table exceeded an excessively large number of pending tasks, all currently scheduled and newly scheduled tasks failed.  | The task scheduler will properly queue excessively large number of scheduled tasks.  |
| <b>Pricing</b>                              |   |  |
| 31709666                                    | When setting advanced profile pricing conditions, if a new condition was added without assigning a row grouping to a previously valid list, a validation error was not displayed and the invalid setup was saved. | When setting advanced profile pricing conditions, if a new condition is added without assigning a row grouping to a previously valid list, a validation error displays and the setup is not saved. |
| 33727585                                    | The RSD currency format was incorrectly showing a decimal separator.  | The RSD currency format is correctly showing a comma separator.  |

| BUG ID       | DESCRIPTION   | RESOLUTION   |
|--------------|---|--|
| <b>Users</b> |   |  |
| 33703188     | When a user had a Security Question/Answer defined and then changed their User email, they were not able to reset their password via the "Forgot Password?" link. | When a user has a Security Question/Answer defined and then changes their User email, they can reset their password via the "Forgot Password?" link. |

## 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 100.x
- Mozilla Firefox 99.x
- Microsoft Edge 100.x

#### Mobile Devices

- Apple iPad iOS 15.x, Safari browser
- Apple iPhone iOS 15.x, Safari browser

**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 [My Oracle Support](#) to determine the availability of workarounds and minor fixes.

## Custom JavaScript and CSS

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.

Customers are recommended to utilize the [CPOJS APIs](#) instead of manipulating the Document Object Model (DOM) structure or specific elements, classes or IDs.

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.

Oracle CPQ Update 21C and 21D, which supported JET v8.3.0, included changes to the following DOM structures. Unless JavaScript customizations were modified to address this change, the change will very likely impact existing JavaScript customizations:

- JET widget CSS applies to elements with class that starts with '.oj'. Oracle JET reserves this as a namespace. As such all customized elements that include '.oj' should be reviewed, tested, and refactored. Going forward no customized elements should include '.oj' in order to prevent future issues.

Oracle CPQ 22A and later support JET v10.0.0. Please note the following deprecation:

- Select One component (`<oj-select-one>`) is deprecated and has been replaced with Select Single (`<oj-select-single>`). Single Select Menu (SSM) attributes are impacted by this change.

Oracle CPQ 22C upgrades jQuery to 3.6.0. Customers using earlier versions of jQuery need to upgrade and test their JavaScript customizations.

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 v10.0.0 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 22B, 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 22C 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 22C
- “Minor update” = Update 22C Patch 1

For Oracle CPQ 22C, migration packages from 19A and forward can be uploaded to the latest site version.

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