

# Oracle CPQ Resolved Known Issues



Update 23D

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The Oracle CPQ 23D 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 23D features, please see the Oracle CPQ 23D What's New document.

## ORACLE CPQ 23D HOT FIXES

BUG ID	DESCRIPTION	RESOLUTION
<b>Approvals</b>		
34305018	DocuSign signature approvals were not routed per the sequential order specified in the Oracle CPQ User Interface.	DocuSign signature approvals are routed per the sequential order specified in the Oracle CPQ User Interface.
34566045	Mobile approvals where the second level used a docx attachment resulted in print server error.	Mobile approval processes without print server error.
<b>Commerce</b>		
33910694	An error resulted when performance analysis on an action that imports a util library function from a folder was run.	When performance analysis on an action that imports a util library function from a folder runs, results are provided.
33923081	A file attachment was saved even though “Modify without saving or validating” was designated for the file attachment.	If “Modify without saving or validating” is designated for a file attachment, the file attachment is not saved/modified.
33965161	The value of a dynamic menu attribute that was set while the attribute was hidden was not displayed in the User Interface until the page was refreshed.	The value of a dynamic menu attribute displays in the User Interface.
34019247	Decimal places past the third digit after the decimal point were rounded based on a value less than that set in the Decimal Place property of an attribute.	Decimal places are rounded-up based on the value set in the Decimal Place property of an attribute.
34162338	After versioning a quote an error resulted when attempting to open a line-level link within the Line Item Grid.	After versioning a quote you can open a line-level link within the Line Item Grid.
34535083	When a line-level validation rule message displayed, the Line Item Grid (LIG) could not collapse/expand nor render when moving between LIG pages.	When a line-level validation rule message displays, the LIG navigation performs as expected.
35290650	HTML attribute defaults were being executed for all lines when line level modify actions were performed.	HTML attribute defaults are being executed correctly when line level modify actions were performed.

BUG ID	DESCRIPTION	RESOLUTION
35675438	When a comma was used as the decimal format for filtering an array set, the filter did not function properly.	Using a comma as the decimal format when filtering an array set provides accurate results.
35743436	Line item grid hiding rules stopped running after a line-level modify action was invoked.	Line item grid hiding rules remain after a line item modify action is invoked.
35751613	Line item grid action icons were hidden or disabled after opening and closing a line item.	Line item grid action icons are viewable and available after opening and closing a line item.
<b>Configuration</b>		
34423603	Locked array attribute values that had been overwritten were reverted to the default value upon reconfiguration via SOAP.	Locked array attribute values that are manually set are retained upon reconfiguration via SOAP.
35023028	When a multi-node site ran into network issues, internal cache issues could result in an error.	Multi-node caches recover correctly from network issues.
35240356	Occasionally, a multi-node site displayed "Internal Error Message" when reconfiguring.	A multi-node site no longer displays "Internal Error Message" when reconfiguring.
35382648	When a model with multiple transition nodes/flows was reconfigured, navigating between the nodes allowed for navigation to a flow that does not meet current conditions.	When a model with multiple transition nodes/flows is reconfigured, navigation is only allowed to supported flows.
35414177	Incorrect price values displayed in Bill of Materials for non-base currency line items.	Correct price values display in Bill of Materials for non-base currency line items.
35475781	Performance was slow for sales users who performed actions within the modify asset flow.	Performance is improved for sales users performing actions within the modify asset flow.
35616014	Single Select Pick List (SSPL) values were not retained when the SSPL was reconfigured a second time.	Single Select Pick List values are retained upon reconfiguration.
35626371	After performing an upgrade, Single Select Pick List values were not able to be reconfigured if they were explicitly marked as hide in transaction.	After performing an upgrade, Single Select Pick List values are able to be reconfigured.

BUG ID	DESCRIPTION	RESOLUTION
<b>Integration</b>		
35306478	An attempt to access the Service Request details page via a button within Oracle CPQ returned a blank page.	Accessing the Service Request details page via a button within Oracle CPQ goes to the correct browser location.
35402024	From the Integration Center, the action related to "Enable integration" was not recorded in the Administration Logs.	The Integration Center, the action related to "Enable integration" is recorded in the Administration Logs.
<b>Parts</b>		
34779701	When a part search and eligibility rule ran simultaneously, the part search did not function as expected.	When a part search and eligibility rule run simultaneously, the part search functions properly.
35493394	When a parts search ran, performance was slow.	When a parts search runs, performance is improved.
<b>Pricing</b>		
34479090	When navigating to the Pricing Rules tab, a null pointer error displayed at the top of the page. Rules created when the error was displayed, were not saved after navigating away from the Pricing Rules tab.	When navigating to the Pricing Rules tab, a null pointer error is not displayed or prevent pricing engine actions.
<b>User Management</b>		
35187530	When querying for newly created users who had not logged into their Oracle CPQ account via the Users REST API, the MongoDB operator "\$exists=false" did not return results.	When querying for newly created users who have not logged into their Oracle CPQ account via the Users REST API, the MongoDB operator "\$exists=false" returns the correct results.
35751277	Changes to users did not show up in administration logs.	Changes to users create entries in administration logs.

## ORACLE CPQ 23C PATCH SUMMARY

The following table lists the hot fixes that are patched in the previous Oracle CPQ Update. These fixes are included as part of the Oracle 23D Update.

BUG ID	DESCRIPTION	RESOLUTION
<b>ORACLE CPQ 23C PATCH 8</b>		
<b>Configuration</b>		
35616014	Configuration Single Select Pick List values that contained a space did not retain their value after a second reconfiguration.	Configuration Single Select Pick List values that contained a space retain their value after reconfiguration.
35626371	When an array controller was modified on a reconfigure, array attributes that were marked 'hide in transaction' could result in an error when saved to the transaction.	When an array controller is modified on reconfigure, array attributes are modified as expected.
35796279	When an item price/part base price was referenced in a Sub-document Before BML formula and parts were added from the configurator, some price attributes were 0.00.	When an item price/part base price is referenced in a Sub-document Before BML formula and parts are added from the configurator, the price attributes are accurate.
<b>ORACLE CPQ 23C PATCH 7</b>		
<b>Configuration</b>		
35765253	When a new array attribute was added to an existing array set, reconfiguring a pre-existing model could result in an input string error.	When a new array attribute is added to an existing array set, reconfiguring a pre-existing model works as expected.
<b>ORACLE CPQ 23C PATCH 6</b>		
<b>Commerce</b>		
35685450	The sub-document Details page couldn't be accessed using the Line Detail link in the Line Item Grid after returning to a main document from a sub-document via a Back action or modify action with a "Parent page" destination.	The sub-document Details page can be accessed using the Line Detail Link in the Line Item Grid when returning to a main document from a sub-document via a Back action or modify action with a "Parent page" destination.

35743436	Hiding rules stop running after returning to a main document from a sub-document via a Back action or modify action with a "Parent page" destination.	Hiding rules are running as expected when returning to a main document from a sub-document via a Back action or modify action with a "Parent page" destination.
35751613	Remove line, edit, and reconfigure actions are hidden or disabled after returning to a main document from a sub-document via a Back action or modify action with a "Parent page" destination.	Remove line, edit, and reconfigure actions are visible and available when returning to a main document from a sub-document via a Back action or modify action with a "Parent page" destination.

## ORACLE CPQ 23C PATCH 5

### Configuration

35737489	Performance was slow when making a call using the Modify Assets REST API.	Performance is improved when making a call using the Modify Assets REST API.
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### Parts

35729282	Inefficiencies in calculating pricing for parts during Bulk upload resulted in slow performance.	Calculating pricing for parts during Bulk Upload is improved.
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### Pricing

35742160	When pricing behavior was set to v1, v3, or v4, a quote line attribute part base price value was set incorrectly.	When pricing behavior is set to v1, v3 or v4, a quote line attribute part base price value is calculated accurately.
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## ORACLE CPQ 23C PATCH 4

### Commerce

35687880	In JET UI, Favorites REST API did not allow adding a set of favorites to an existing transaction.	In JET UI, Favorites REST API supports adding a set of favorites to an existing transaction.
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### Configuration

35664239	A Single Select Menu (SSM) attribute value in an array was cleared when its parent item was reconfigured.	The Single Select Menu (SSM) attribute value is retained accurately when reconfiguring its parent item.
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Document Designer		
35662741	Vietnamese language translation was not supported.	Vietnamese language translation is supported.
35662750	The translated menu entries of an array set menu attribute displayed the translation based on the user profile language instead of the selected language attribute connected to the Print action.	The translated menu entries of an array set menu attribute display the translation based on the selected language attribute connected to the Print action.
ORACLE CPQ 23C PATCH 3		
Commerce		
35469956	In single user transaction editing mode, when a user triggered an action from UI which updated attributes and another action was triggered via REST that updated attributes and changed the step, the step transition was rolled back without warning.	A warning displays when concurrent actions are performed via UI and REST in single user transaction editing mode.
Document Designer		
35580166	If text in a table cell exceeded one page, the content was truncated in the PDF output.	The PDF output provides all of the content for a table cell. If needed, the full content for a table cell may span multiple pages.
ORACLE CPQ 23C PATCH 2		
Data Tables		
35528792	When many threads performed insert/delete/update BMQL operations on the same data within a Data Table, a locking issue could occur.	A Data Table does not lock when multiple insert/delete/update BMQL operations are performed on the same data in a Data Table.
Document Designer		
35543033	The print server became unavailable after an attempt to print and preview a document with the Inter font.	Users are able to print and preview a document.



Oracle CPQ Connector for Salesforce Managed Package		
29193058	In a Salesforce Integration, the iFrame was not appropriately sized when a sidebar was enabled in the Home Page Layout.	In a Salesforce Integration, the iFrame sizes appropriately when a sidebar is enabled in the Home Page Layout. This fix is available in the Oracle CPQ Connector for Salesforce Managed Package 8.6.1 and later and is not dependent on the Oracle CPQ Update.
35206877	In a Salesforce Integration when a quote opened, it only displayed on the top half of the window instead of the full window.	In a Salesforce Integration when a quote opens, it displays in the full window. This fix is available in the Oracle CPQ Connector for Salesforce Managed Package 8.6.2 and later and is not dependent on the Oracle CPQ Update.
ORACLE CPQ 23C PATCH 1		
Commerce		
35554970	When using Legacy UI, updates in the Line Item Grid were not preserved on Save.	When using Legacy UI, updates in the Line Item Grid are preserved on Save as expected.
35561112	<p>When using Legacy UI, errors were encountered when adding line items:</p> <ul style="list-style-type: none"> <li>When attempting to add a new part, line item sequence errors were received.</li> <li>When adding a new BOM item, line items were not saved in the correct sequence and quantity values were not preserved.</li> </ul>	When using Legacy UI, additional line items can be added without sequencing errors and quantity values are preserved for BOM items.

## 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 115.x
- Mozilla Firefox 115.x
- Microsoft Edge 115.x

## Mobile Devices

- Apple iPad iOS 16.x, Safari browser
- Apple iPhone iOS 16.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 [CPQJS 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 23A and later supports JET v12.1.0. Please note the following:

- Select One component (`<oj-select-one>`) is deprecated and has been replaced with Select Single (`<oj-select-single>`). The following are impacted by this change: Favorites List and Detail pages, Commerce Analytics graph, and Single Select Menu (SSM).
- Standard JET tables with data table cell tag (`<td>`) has updated id property syntax and the headers property is removed. For example:
  - JET v12.1.0 syntax: `<td class="oj-table-data-cell oj-form-control-inherit" id="mandatoryModels-table:48_0">Recommended Model 1</td>`
  - JET v10.0.0 syntax: `<td class="oj-table-data-cell oj-form-control-inherit" id="mandatoryModels-table:modelName_48" headers="mandatoryModels-table:modelName">Recommended Model 1</td>`
- For Configuration Array set read-only cells, `.oj-table-data-cell.oj-hover` styling has been updated from `{background-color: #f2f2f3;}` to `linear-gradient (rgb(242, 242, 243), rgb(242, 242, 243))`.
- When changing column selections for Simple List UIs and Configuration BOM panels, you need to hover over the columns to see the options list display. This change impacts Recommended Items List, Asset List, Performance Logs, and Eligibility Rules.
- In data tables, clicking on a table cell selects the current value in the table cell (all table cell contents are highlighted). If you begin typing, the newly entered content replaces the highlighted content.
- In the Commerce Layout Editor, the tooltip remains in view even after the applicable field is no longer visible.
- The error message text for required attributes is modified from "Enter a value" to "Select a value".
- When a sales user edits a date attribute, the date-picker tool will not automatically open. The user must either type in a value or click the date picker icon to select a value. On a mobile device, the user must select the date picker icon to select a value.

**IMPORTANT:** 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 22C upgraded 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 v12.1.0 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 23C, 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 23D 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 23D
- “Minor update” = Update 23D Patch 1

For Oracle CPQ 23D, migration packages from 19A and forward can be uploaded to the latest site version.

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