Oracle CPQ
Resolved Known Issues

Update 24C

TABLE OF CONTENTS

The Oracle CPQ 24C 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 24C features, please see the Oracle CPQ 24C What's New document.

ORACLE CPQ 24C HOT FIXES

BUG ID	DESCRIPTION	RESOLUTION
Approvals		
36009787 36090616	Mobile approvals stopped processing due to UTF-7 encoded email found in email server.	Mobile approvals process as expected. UTF-7 encoded email will not prevent email sever processing.
Assets		
36554561	When a BOM asset was renewed with optional child items deleted and new mandatory child items added, the new child items were marked as optional.	When a BOM asset is renewed with optional child items deleted and new mandatory child items added, the new child items are added as mandatory.
Commerce		
31913636	In JET Responsive Layout when a Modify Action error displayed, it provided confusing Line Item Grid information.	In JET Responsive Layout when a Modify Action error displays, it provides more specific Line Item Grid error information for better troubleshooting.
34404073	In JET Responsive Layout when a Main Title translation was added the default language displayed instead of the translation text.	In JET Responsive Layout when a translation for Main Title is added, the translation text displays.
35137165	When a float attribute had more than 7 digits, the delimiter displayed in the quote but didn't display in the email designer output. For example; 99,999,999.0 displayed in a quote displayed as 99999999 in the email.	When a float attribute has more than 7 digits, the delimiter will display in the quote as well as in the email designer output.
36303252	Occasionally when a Revise action on the quote was performed, the quote did not complete rendering until the page was refreshed.	When a Revise action on the quote is performed, the quote renders as expected.
36338397	For a Modify Action with an Advanced BML rule, if the define destination rule URL contained multiple equal characters ("=") in a single parameter it would not navigate properly and an error occurred.	For a Modify Action with an Advanced BML rule where the define destination rule URL value contains multiple equal characters （"="） in a single parameter, you need to enable the Commerce Settings > **Enable URL Encoding** option to allow navigation to the URL location.

BUG ID	DESCRIPTION	RESOLUTION
36410305	When you updated the price book of a transaction using Advanced Modify and then added to that transaction via Quick Add, Parts Search or Configuration, the custom price book was not available.	When you update the price book of a transaction using Advanced Modify and then add to that transaction via Quick Add, Parts Search or Configuration, the custom price book is available.
36571001	Transaction manager search had slow performance.	Transaction manager search performance is enhanced.
36603276	In Redwood UX collaborative quoting a locked transaction did not display as locked and was editable by all users.	In Redwood UX collaborative quoting a locked transaction displays as locked and is not editable to users other than the user that locked the transaction.
36637820	In Redwood UX collaborative quoting a locked transaction displayed the Locked By column as an integer instead of the username.	In Redwood UX collaborative quoting a locked transaction displays the Locked By column the username.
Configuration		
35687844	In JET UI a Single Select Pick List (SSPL) tabbed array set with hidden attribute rules could result in the attributes assigned an empty string.	In JET UI a Single Select Pick List tabbed array set with hidden attribute rules display as expected.
36344602	In a multi-node system with collaborative quoting enabled, users could not reconfigure a quote when they were on a different node.	In a multi-node system with collaborative quoting enabled, users can reconfigure quotes when they are on a different node.
36621349	Inaccurate results displayed when using the Start Over action for a search flow in JET UI.	Accurate results display when using the Start Over action for a search flow in JET UI.
Document Designer		
35959894	When previewing or printing a Document Designer template, black boxes displayed within graphics of the pdf output.	Graphics appear as expected when previewing or printing a Document Designer template.
Favorites		
36373478	Favorites page would not load when the favorite contained a null currency value.	Favorites page loads when favorite has null currency value.

BUG ID	DESCRIPTION	RESOLUTION
Integration		
36415272	In an Oracle CPQ/Order Management integration where pricing was maintained by Oracle CPQ, when a product was terminated, CPQ did not send charges/rate plan details to Order Management.	In an Oracle CPQ/Order Management integration where pricing is maintained by Oracle CPQ, when a product is terminated, CPQ sends charges/rate plan for the asset to Order Management.
36696505	Oracle CPQ integration using Generation 3 of Oracle Integration Cloud (OIC) resulted in less detailed error message than provided using Generation 2.	Oracle CPQ integration using Generation 3 of OIC provides a detailed error message to aid in troubleshooting.
Parts		
36472103	When parts that contained the string "alert" were searched or added, the user was redirected to an Error page and could not navigate back to the previous Oracle CPQ page.	Parts containing the string "alert" can be added or searched.
Web Services		
36467989	When customers with large catalogs made multiple concurrent Get Collection REST API calls with `useNamedQuery` was set to **true**, the system experienced slow performance.	When customers with large catalogs make multiple concurrent Get Collection REST API calls with `useNamedQuery` set to **true**, the system performance is enhanced.
36356467	The `partExtendedDescription1` and `partExtendedDescription2` parameters of the Part Extended Descriptions REST API did not allow more than 255 characters.	The `partExtendedDescription1` and `partExtendedDescription2` parameters of the Part Extended Descriptions REST API allows 2,147,483,647 characters.

ORACLE CPQ 24B 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 CPQ 24C Update.

BUG ID	DESCRIPTION	RESOLUTION
ORACLE CPQ 24B PATCH 9		
Assets		
36641925	When a BOM asset was renewed with optional child items deleted and new mandatory child items added, the new child items were marked as optional.	When a BOM asset is renewed with optional child items deleted and new mandatory child items added, the new child items are added as mandatory.
Commerce		
36730301	Occasionally when a Revise action on the quote was performed, the quote did not complete rendering until the page was refreshed.	When a Revise action on the quote is performed, the quote renders as expected.
Configuration		
36745226	In a multi-node system with collaborative quoting enabled, users could not reconfigure a quote when they were on a different node.	In a multi-node system with collaborative quoting enabled, users can reconfigure quotes when they are on a different node.
Integration		
36726958	Oracle CPQ integration using Generation 3 of Oracle Integration Cloud (OIC) resulted in less detailed error message than provided using Generation 2.	Oracle CPQ integration using Generation 3 of OIC provides a detailed error message to aid in troubleshooting.
ORACLE CPQ 24B PATCH 8		
Configuration		
36675668	When reconfiguring system configuration models, some rules were executed multiple times.	Performance when reconfiguring system configuration models is enhanced.
36695534	If a recommendation rule set an Array Type SSPL Attribute with a value which contained spaces, a recommendation warning was shown saying the recommended value is recommended.	If a recommendation rule sets an Array Type SSPL Attribute with a value which contains spaces, there is not a warning shown.

36716180	An error was logged if BMQL was used for querying transaction data from a configuration rule when the Commerce transaction did not already exist.	Using BMQL to query transaction data from a configuration rule when a commerce transaction does not already exist does not throw an error.
Users		
36641930	When the **Continue Working** button was clicked from the Session Timeout yellow banner, the user was always taken to Login screen.	When the Session Timeout banner displays, the user has 120 seconds to click **Continue Working** to continue the existing session. If the user doesn't react within 120 seconds, he is logged out.
36685794	After 24B upgrade customers with CORS implementation received 403 error when completing Single Sign-on (SSO).	CORS implementations process as expected.
Web Services		
36597183	Get Category Migration Resources REST API call failed when a configuration included an action in low level details.	Get Category Migration Resources REST API call completes if a configuration includes an action in low-level details.
ORACLE CPQ 24B PATCH 7		
Configuration		
36675311	In JET UI when model attribute values were set using search results that included multiple results for the same model, an inaccurate value setting resulted for the target model.	In JET UI when model attribute values are set using search results that included multiple results for the same model, the target model attribute value is accurate.
36670447	Attempting to launch an external configurator gave an error.	External configurators are launched successfully.
ORACLE CPQ 24B PATCH 6		
Assets		
36597521	In collaborative quoting mode when a root asset was renewed, renew lines were not created on the quote and an error displayed.	Renewing an asset in collaborative quoting mode performs as expected.

ORACLE CPQ 24B PATCH 5

Commerce

36611757	When more than one line item was copied at the same time, the number of copies per line returned did not match the number of copies per line requested.	When more than one line item is copied at the same time, the number of copies per line matches the number of copies per line requested.

Logs

36617076	The Overcrowded Mode notification email was not sent in some instances.	The Overcrowded Mode email notification is sent as expected when the system enters overcrowded mode.

ORACLE CPQ 24B PATCH 4

Pricing

36603188	In Legacy UI with Pricing Behavior Version 1 and Override Price set, the line item subtotal value was not calculated.	In Legacy UI with Pricing Behavior Version 1 and Override Price set, the line item subtotal value calculates as expected.

ORACLE CPQ 24B PATCH 3

Users

36511835	In JET UI if certain languages were enabled on the site, an attempt to open Configuration or a Transaction resulted in a blank page.	In JET UI opening Configuration or a Transaction works as expected.
36597136	Users with certain browser language settings received an error message and were unable to login to Oracle CPQ.	Regardless of their browser language settings, users can login to Oracle CPQ.

ORACLE CPQ 24B PATCH 2

Configuration

36534812	Navigating from selector to configurator sometimes resulted in a config cache error.	Navigating from selector to configurator works correctly.

Document Designer

36540325	When a DOCX document was generated the Table of Contents heading style did not match the style defined in Oracle CPQ.	When a DOCX document is generated the Table of Contents heading style matches the defined heading style.

ORACLE CPQ 24B PATCH 1		
BML		
36508796	The `setAttributeValue` BML function was intermittently setting values for incorrect document numbers.	The `setAttributeValue` BML function sets the expected value in the correct location.
Commerce		
36446032	Integration XML was produced for integrations that did not use it.	Performance improved for processes that do use integration XML.
Integration		
36496335	The Sales Product Information Master (SPIM) integration setup did not work consistently.	The SPIM integration works consistently.
Pricing		
36487691	The following Pricing Migration issues existed: • Rate Card option appeared in the Migration Center erroneously. • Migration of **One-time Price** charge definitions from previous version to current version failed with constraint violation. • Rolling back a Pricing top-level package did not properly restore the charge definition in pricing data and/or the currency values in the Pricing Matrix.	The following Pricing Migration issues are fixed: • Rate Card option does not appear in the Migration Center. Use Bulk Services to move rate card data. • Migration of **One-time Price** charge definitions from previous version to current version transfer data as expected. • Rolling back a Pricing top-level package properly restores the charge definition in pricing data and/or the currency values in the Pricing Matrix.

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 122.x

- Mozilla Firefox 125.x

- Microsoft Edge 124.x

Mobile Devices

- Apple iPad iOS 17.x, Safari browser

- Apple iPhone iOS 17.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 24C, 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 24C 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 24C
- "Minor update" = Update 24C Patch 1

Migration packages from 19A and forward can be uploaded to the latest site version.

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