

ORACLE®

**CONFIGURE, PRICE,
AND QUOTE
CLOUD**

Resolved Known Issues
Oracle CPQ Cloud

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Hot Fixes

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

Hotfix Bug ID	Description	Resolution
BML and Library Functions		
20989976	<p>When performing a <code>urldatabypost</code> using the optional <code>returnErrorResponse</code> parameter, the function returned the SOAP response XML when an error was generated as opposed to the default error message.</p> <p>When the server returned an HTTP response code of 200, the XML was returned as expected. However, when the SOAP response included fault information, the XML was returned with a status code of 500.</p>	<p>If <code>returnErrorResponse</code> is 'true' the response body or message is now returned. If <code>returnErrorResponse</code> is 'false', the default value is returned.</p> <p>When using the <code>urldata</code> BML function, the <code>Status-Code</code> key now returns additional failure response codes and no longer defaults to a 500 error.</p>
21147724	The following functions contained a coding error: <code>transformxml</code> , <code>readxmlsingle</code> , and <code>readxmlmultiple</code> .	Sample code for the BML functions <code>transformxml</code> , <code>readxmlsingle</code> , and <code>readxmlmultiple</code> no longer contain coding errors.
21472905	When overwriting an input variable for an imported rule within a specific document, the "[documentNumber]~" prefix did not work correctly when gaps in the document number sequence existed due to deleted line items.	Gaps in the document number sequence no longer affect the ability to overwrite an input variable for an imported rule within a specific document.
22976920	The third parameter (<code>defaultVal</code>) of the BML function <code>urldatabyget()</code> was ignored and a blank string was returned when an error occurred.	If an error occurs when creating a connection or retrieving data from the endpoint, the default value is now correctly returned.
23101818	When attempting to use a leading 0 on an integer within BML, CPQ Cloud would read the value as octal and then convert the value to a decimal equivalent of the octal value.	CPQ Cloud no longer reads integers within BML that lead with a zero as octal values and ignores any leading zeros for an integer.
Bulk Data Services		
22574570	A GUID error displayed when bulk uploading a new model via CSV.	A GUID error no longer displays when bulk uploading a new model via CSV.

Commerce		
18654845	When an email notification was defined for transition rules within Commerce process steps, including a group to CC on the email notification actually Bcc'd the users in the group.	When defining an email notification for transition rules within Commerce process steps, including a group to CC on the email notification now performs the expected behavior and CC's the users in the group.
18655109	When using workflow steps for approvals and approval emails and a notification was defined with an invalid email address while the approval process was transitioning from pending approval to approval, an email was sent stating that the approval was processed even though an error occurred. This behavior led to a false sense of approval.	When a notification is defined with an invalid email address while the approval process is transitioning from pending approval to approval, the approval behavior now functions as expected and an email is no longer sent stating that the approval was processed when an error has occurred.
19904367	In mobile Commerce, attribute validation error messages did not show the attribute label.	In mobile Commerce, attribute validation error messages now show the attribute label.
20448521	A Rich Text Editor would not save content in Internet Explorer 11.	A Rich Text Editor can now save content in Internet Explorer 11.
21881873	When a currency attribute had some read/write and some read-only rows, floating currency symbols displayed in the middle of the mobile line item grid on an iPad.	When transactions are viewed on an iPad and a currency attribute has some read/write and some read-only rows, floating currency symbols no longer display on the line item grid.
21947451	When using the reconfigure icon in the line item grid, the loading dialog did not appear when the option to display it was set on the action.	The loading dialog displays as expected for the reconfigure icon in the line item grid.
22079048	When two approver nodes existed in parallel (one set to true and the other to false) below a first level node, the true approval reasons and any subsequent reasons were executed simultaneously.	When two approver nodes exist in parallel (one set to true and the other to false) below a first level node, the true approval reasons and any subsequent reasons are now executed hierarchically.

22145369	<p>If the _parent_doc_number was left empty when invoking the updateTransaction Web Service API with the Update Line Items Type action, the soap threw the following exception error:</p> <pre><bm:exceptionMessage> Could not perform Action: Update Line Items For input string: "" </bm:exceptionMessage></pre>	<p>An exception error is no longer thrown when the _parent_doc_number is left empty when the updateTransaction Web Service API is invoked with the Update Line Items Type action.</p>
22199326	<p>When the first 28 characters in attribute variable names were not uniquely defined, an error occurred when invoking REST APIs.</p>	<p>Invoking a REST API now works correctly when the first 28 characters in an attribute variable name are not uniquely defined.</p>
22307357	<p>If the customer ID was hidden when creating a new quote, account information was not populated in the quote.</p>	<p>If the customer ID is hidden when creating a new quote, account information now populates the quote.</p>
22456771	<p>When a Versioning action was performed to create a new version of the current quote by a user who was given access to a quote via forwarding, an error message displayed stating "You do not have permission to perform action."</p>	<p>Users given access to a quote via forwarding can now complete the Versioning action to create a new version of the current quote and an error message no longer displays.</p>
22204172	<p>The HTML class name for sub-document Float attributes in a line item grid changed from "form-input-number" to "form-input."</p>	<p>The HTML class name for sub-document Float attributes in a line item grid no longer changes and now displays the expected name, which is "form-input-number."</p>
22217975	<p>When a new transaction was created, a hiding rule was triggered that hid a panel. When the hiding rule was re-triggered, the panel still displayed and the associated attributes were hidden.</p>	<p>When a hiding rule is re-triggered, the panel is now hidden as expected.</p>
22227348	<p>Shared views in Transaction Manager did not display for reactivated users.</p>	<p>Shared views in Transaction Manager now display for reactivated users.</p>

22354195	Commerce Boolean attributes that remained unchecked generated a blank value in the document XML instead of "False."	Commerce Boolean attributes that remain unchecked now correctly generate a "False" in the document XML.
22749752	After using the Deployment Center to remove transactions from a deployed Commerce process and then deploying, the deployment failed and an error appeared in the event log.	When removing transactions from a deployed Commerce process and then deploying, both actions now complete successfully. Note: Administrators should not remove transactions as this will delete all transaction data.
22751550	When a Commerce Boolean attribute was added to a layout with a Check box display type, the validation rule on the Submit action ignored changes to the Boolean check box when saving.	The Validation rule on the Submit action no longer ignores changes to the Boolean check box when a Commerce Boolean attribute is included in a layout with a Check box display type.
22657568	When the Optimized Data Request functionality was enabled, using auto-update made updates to Commerce date attributes that were not in the layout.	Using auto-update when the Optimized Data Request functionality is enabled no longer updates Commerce data attributes not in the layout.
22910013	When uploading a file to CPQ Cloud using IE 11, the file attachment name changed to the full path of the upload location and resulted in upload errors.	When using IE 11 to upload a file to CPQ Cloud, the file attachment name no longer changes to the full path of the upload location and associated upload errors no longer display.
23063682	The attributes from Commerce version attribute sets (version_number_version and parent_transaction_id_version) inconsistently presented data types. In most cases, data types were shown as text attributes but were sometimes shown as integer attributes.	The attributes from Commerce version attribute sets (version_number_version and parent_transaction_id_version) now consistently present data types.

23201040	The variable name of the menu entry for a Commerce single-select or multi-select menu attribute printed in output instead of the display name of the menu entry.	The display name of the menu entry now prints in output.
23261333	History XML was not viewable when a rejected approval reason was deleted.	History XML is now viewable when a rejected approval reason is deleted.
24361419	When using Internet Explorer 11 in previous releases and attempting to change an attribute that triggered AJAX via Auto Update, the loading dialog was intermittently stuck on the screen in certain erroneous states.	A refresh to the window is no longer needed to remove the loading dialog stuck on the screen in certain erroneous states when using Internet Explorer 11 and attempting to change an attribute that triggers AJAX via Auto Update. While an error message still displays, it does not impact the loading of the dialog.
Configuration		
20155219	When an array control and an array set were on the same node and the same tab in 2014 R1, users could create a quote with an empty required field.	Users can no longer create a quote with an empty required field when an array control and an array set are on the same node and the same tab.
21149620	When using auto-lock on a configurable array, only the first element of the array was locked upon reconfigure. The remaining elements were set by any recommendation rules that affected the array attributes.	When using auto-lock on a configurable array, all elements of the configurable attribute array now retain the auto-lock property, which prevents rules from changing values.
21825292	When there were multiple recommendation rules on an array attribute and the Auto-Lock set type was selected for the attribute, the Auto-Lock setting was ignored.	The Auto-Lock setting is no longer ignored when there are multiple recommendation rules on an array attribute and the Auto-Lock set type is selected for the attribute.
21983657	The Start Date and End Date fields in the Configuration Rule Editor require a calendar date and time selection. When 11:59 PM was selected in the time field, the value disappeared upon clicking Apply.	When 11:59 PM is entered as the time value for the Configuration Rule Editor Start Date and End Date fields, the value is now saved and appears in the interface upon clicking Apply.

22045751	When "</=" was entered to a text area (configurable text type attribute) on the layout, the configurator broke and actions such as Update and Create quote did not work.	The configurator no longer breaks when "</=" is entered in a text area (configurable text type attribute) on the layout.
22073541	To determine whether an attribute was set by a Single Select Pick List, administrators looked through each individual Single Select Pick List and pick map to make this determination.	Single Select Pick Lists now show up in the Related Rules tab for filter and pick mapped attributes.
22262882	If configurable attributes were created with long descriptions, an error occurred when attempting to update the attributes at a lower level of the hierarchy.	Configurable attributes with long descriptions can now be updated at lower levels of the hierarchy.
22603117	When a configurable attribute was part of an array set that was set by two recommendation rules (one Set and one Force Set) that acted on a per-row basis, rows that used the Set rule over-wrote values input by the user.	When a configurable attribute is part of an array set that is set by two recommendation rules (one Set and one Force Set) that act on a per-row basis, rows that use the Set rule no longer over-write values input by the user.
22821221	The Set Type for Boolean attributes was not editable in Layout Editor. In addition, when trying to modify the Set Type – Layout settings, the drop-down menu showed incorrect options.	The Set Type for Boolean attributes is now editable in Layout Editor. When modifying the Set Type – Layout Settings, the correct options now display (e.g. None, Set, Forced Set).
22887299	When a configuration was saved and a quote was then created, the Version Save action that was triggered resulted in the selection made from the Single Select Pick List Image Menu not saving when a reconfiguration was performed.	The selection made from the Single Select Pick List Image Menu now maintains the user selection when a reconfiguration is performed.
23032661	When a site had numerous models and an export of the models was attempted, only a partial set of records were downloaded.	All records are now downloaded in the export of models.

23033852	Configurable attributes that contained a variable name of BOM caused an error message to display upon clicking Reconfigure. Even through the user was taken to the Reconfigure page, the error message still displayed.	Configurable attributes that contain a variable name of BOM no longer cause an error to display on reconfigure.
23307202	Recommendation rules on an array attribute did not allow users to make a selection from a Single Select menu.	Recommendation rules on an array attribute no longer affect users' ability to make a selection from a Single Select menu.
23618471	When running a recommendation rule on a configuration attribute in an array, an error was thrown for fully translated non-English languages when an empty string ("") was returned.	Errors no longer occur for fully translated non-English languages when an empty string ("") is returned when running a recommendation rule on a configuration attribute in an array.
24325464	If a Single Select Pick List attribute maintained menu options through a data table with more than 1000 rows, the model attribute mapped to the Single Select Pick List was not Forced Set to the selected value.	If a Single Select Pick List attribute maintains menu options through a data table with more than 1000 rows, the model attribute mapped to the Single Select Pick List is now Forced Set to the selected value.
24363183	In a Configuration Menu type attribute, changing Image Menu to "Yes" did not change the Display Type options to "Drop-down Menu" and "Grid".	Changing Image Menu to "Yes" now changes the Image Menu options to "Drop-down Menu" and "Grid".
Data Tables		
22294274	Some customers were missing data table indexes and validation flags. As a result, there were performance issues with administrative tasks such as data table uploads.	Indexes were added to improve the general performance of data tables in administrative tasks.
22957633	The bulk download of large data tables took a significant amount of time to complete.	Bulk downloads were optimized to improve the performance of large data table downloads.

Document Designer, Email Designer, and Document Engine		
22078700	When a comment was added to an XSL snippet in Document Designer, an error message displayed.	An error message no longer displays when a comment is added to an XSL snippet in Document Designer.
22249302	When a PDF stored in a File Attachment attribute was added to a large Document Designer document, the selected File Attachment attribute PDF did not print out and merge with the Document Designer document.	File attachment attribute PDFs added to a large Document Designer document now print out and merge with Document Designer documents.
22387272	Deleting text elements with translations defined in a multi-language Document Designer document resulted in errors when deploying or changing the document language to view the translations.	Errors no longer occur when deleting text elements with translations defined in a multi-language Document Designer document.
22518037	When using Document Designer and Document Engine and Antenna House was enabled, a broken image icon displayed when viewing a PDF file that contained an image.	Images in PDF files now display correctly when using Document Designer and Document Engine with Antenna House enabled.
23206420	When attempting to copy an extremely large document or template in Document Designer, an error message displayed.	As a result of several performance improvements, users can now copy extremely large documents and templates in Document Designer without an error message.
Formulas		
23175899	When users with a non-English language set selected an attribute in formulas, a literal value (within quotes) rather than the variable name was inserted.	Selecting the attribute within formulas inserts the variable name for all administrative users.

General		
19284485	When using CPQ Cloud to auto-generate a password, the generated password sometimes caused a mod security error.	Passwords generated by CPQ Cloud no longer cause mod security errors.
19789866	When an HTML "Meta" tag was placed in the header or footer of a CPQ site, a 403 error page displayed.	HTML "Meta" tags are now supported in the header and footer of CPQ sites.
20404306	After migrating a configurable attribute that was part of a Configurable Attribute Set, the Exclude from XML check box became unselected regardless of source site setting.	After migration, the Exclude from XML check box is now set to the same value as in the source site.
20148829	Administrators could not use the Sumif function to return an integer.	Administrators can now use the Sumif function to return an integer.
21198710	When Japanese was set as the language preference under My Profile, the Default Address label in the Customer Addresses tab was not translated to Japanese.	When Japanese is set as the language preference under My Profile, the Default Address label in the Customer Addresses tab now translates to Japanese.
21327758	The data table migration process failed when attempting to migrate approximately one million records.	The data table migration process was optimized to handle migrations involving large quantities of records.
22331800	Case sensitivity on email addresses caused broadcast emails to fail if one email address had different case than the server address.	Email addresses no longer check for case match on broadcast emails.
22456695	Single Sign On for remote Web services did not work when the method was Federated and Remote.	Single Sign On for remote Web services now works when the method is Federated and Remote.
23140546	Session handling logic did not properly clean-up expired sessions.	Session handling logic was updated to properly clean-up expired sessions.

Home Page		
22097767	When a Selector or Model was created with a quotation mark (“) in the name and the configuration was deployed, the New, Delete, Save, and Close buttons did not function on the Selector Punch-In List and the Model Punch-In List.	When creating a Selector or Model, customers can now use quotation marks in the name without disrupting the functionality of the New, Delete, Save, and Close buttons on the Selector Punch-In List or the Model Punch-In List.
Integration		
21086360	When CRM OAuth was enabled for a site, the Save button on the CRM tab of the Partner Info page was hidden when the Partner Info page was loading.	When CRM Oath is enabled for a site, the Save button on the CRM tab of the Partner Info page is no longer hidden when the Partner Info page is loading.
21563774	When Real-Time integration was set up without basic authorization, user credentials, or step transitions, sending an XML was triggered by web services 2.0 and resulted in an error. Real-Time integration did not work until the site was restarted.	An XML is no longer triggered by web services 2.0 when Real-Time integration is set up without basic authorization, user credentials, and step transitions. An error no longer displays and a site re-start is not needed to get the Real-Time integration to work.
21849764	The delay in loading CPQ Cloud in a full-screen iFrame in Oracle Sales Cloud (OSC) sometimes caused the creation of duplicate quotes.	The delay in loading CPQ in a full-screen iFrame in OSC and the associated risk of creating duplicate quotes has been eliminated.
21918805	The incorrect price was returned from the Configure Web service when a comma was used as a decimal.	An incorrect price is no longer returned by the Configure Web service when a comma is used as a decimal.
22031682	When a group variable name contained special characters (e.g. @ ~), the GETGROUPS web service call returned an error message stating “Could not get document from XML.”	The GETGROUPS web service call now supports group variable names that contain special characters.

22079924	When punching into Salesforce using an iOS tablet device and accessing a CPQ Cloud transaction, users were unable to scroll on CPQ Cloud quotes that displayed in a Salesforce iFrame.	Users can now punch in to Salesforce using an iOS tabled device, access a CPQ Cloud transaction, and scroll through CPQ Cloud quotes that display in a Salesforce iFrame.
22499313	When attempting to switch between multiple Commerce processes, configurations, or data tables to conduct different web service 2.0 calls, the SOAP server URL did not change and an error message displayed.	The SOAP server URL now changes as expected when switching between multiple Commerce processes, configurations, or data tables and a different web service 2.0 call is made.
22859273	When the Help link was clicked next to the Partner Login Server property, the Help text related to Salesforce that displayed was not up-to-date.	When the Help link is clicked next to the Partner Login Server property, updated Help text now displays for Salesforce (production) and Salesforce (test).
Parts		
22027092	Any currency that used the “.” for the thousands separator caused errors when a Part page was updated.	Currencies that use the “.” for the thousands separator no longer cause errors when a Part page is updated.
22965565	When uploading parts, invalid characters displayed in the description were uploaded without issue and parts were added to a quote as expected. However, any attempt to generate document XML through a printer-friendly XSL link or a web services getTransaction generated the following error: “Could not get document from XML.”	Validation errors are thrown on part uploads that contain invalid characters.

Reporting		
21377370	<p>When a Date Type attribute included a Time property set to "No" and a data column mapped to this attribute was used as a date filter with a custom duration in native reports, clicking "Run Report" resulted in the following error:</p> <p>"Invalid date entered. Please make sure the value is in the proper format (MM/dd/yyyy h:mm am) with valid date/time values."</p>	<p>An error message no longer displays when "Run Reports" is clicked and a Date Type attribute includes a Time property set to "No" and a data column mapped to the attribute is used as a date filter with a custom duration in native reports.</p>
21548285	<p>Full access users who generated reports showed different results than superusers who generated reports.</p>	<p>Reports generated by full access users and superusers now show the same results.</p>
Salesforce Commerce Integration Managed Package		
23108727	<p>When attempting to synchronize a user to CPQ Cloud using v6.x of the Managed Package, the synchronization failed when the user provided a delegated approver.</p>	<p>When synchronizing a user to CPQ Cloud, the synchronization no longer fails when a delegated approver is provided.</p>
Translations		
23139824	<p>Approval history attributes were not translatable and did not use the translated names of available actions. Regardless of the user preference, approval history attributes displayed in English.</p>	<p>Translations are displayed for Submit actions, Submit action attributes, and Submit set attributes. A list of Status and History attribute sets is also translatable.</p>
23503625	<p>When a transaction was created in the English language and a part was added to the transaction with translations, the English part descriptions were missing from the transaction.</p>	<p>English part descriptions are no longer missing from transactions created in the English language when parts are added to the transaction with translations.</p>

Users, Groups, Partner Organizations		
21840543	<p>When using remote web services for Single Sign On, users could create a link leading directly to a configuration punch-in.</p> <p>The remote web services functionality worked as expected on a desktop computer, but an HTTP error message displayed when using a mobile browser.</p>	All mobile devices can now punch-in to the CPQ Cloud Home page and the Configurator when using remote web services for Single Sign On. An error message no longer displays.
22097619	<p>If multiple group instances were added with the same variable name when using the updateUsers web service, then the user was added to the group multiple times.</p> <p>If the user was already in the group, the first instance of the group was ignored and the user was added for each subsequent occurrence of that group.</p>	When multiple group instances are added with the same variable name when using the updateUsers web service, the user is no longer added to the group multiple times.
22226694	When attempting to create a new user on CPQ sites integrated with Oracle Sales Cloud (OSC) and the login already existed, a null pointer exception was thrown instead of the standard "This user already exists" error.	The standard "This user already exists" error now displays when attempting to create a new user on CPQ sites integrated with OSC and the login already exists.

Browser Support

CPQ Cloud supports all browser versions that meet the criteria of the Oracle Software Web Browser Support Policy.

Supported Browsers

Windows

- Major releases of **Google Chrome** upon general browser availability and until Google no longer supports the version
- Major releases of **Mozilla Firefox** upon general browser availability and until Mozilla no longer supports the version
- Major releases of **Internet Explorer/Microsoft Edge** within nine months of general browser availability and until Microsoft no longer supports the version

Mac OS X

- Major releases of **Google Chrome** upon general browser availability and until Google no longer supports the browser version
- Major releases of **Mozilla Firefox** upon general browser availability and until Mozilla no longer supports the version
- Major releases of **Safari** within nine months of general browser availability and until Apple no longer supports the version

Android

- Major releases of **Google Chrome** upon general browser availability and until Google no longer supports the browser version

iOS

- Major releases of **Safari** within nine months of general browser availability and until Apple no longer supports the browser version
- 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 51.x
- Mozilla Firefox 47.x
- Internet Explorer 11.x

Mac OS X

- Google Chrome 51.x
- Mozilla Firefox 47.x

Android

- *Operating System:* Android Lollipop 5.x
- *Browser:* Google Chrome 51.x
- *Screen resolution:* 2560 x 1600

iOS

- *Operating System:* iOS 9.x
- *Browser:* Safari 9.x
- *Screen resolution:* 2048 x 1536

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 Customer Support to determine the availability of workarounds and minor fixes.

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 Oracle CPQ Cloud 2016 R1, Oracle strongly recommends referring to the 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 Oracle CPQ Cloud Product Help or with the Oracle CPQ Cloud Consulting team.

Disclaimer

The 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, or global function settings.

Migration

When migrating from one site to another using the Migration Center, both sites must use the same major release. The migration of content can only occur across minor releases within the same major release. Migration across major releases cannot occur.

- "Major release" = A major product release, e.g. 2024 R1
- "Minor release" = A release update, e.g. 2024 R2 Update 6

Note: Bug ID numbers correspond to Oracle BugDB numbers.



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Hardware and Software, Engineered to Work Together