

Oracle® On Track Communication

Release Notes

Release 1 (1.0) E20962-02

April 2011

This document contains the release notes for Oracle On Track Communication, Release 1 (1.0).

Note: This document was updated on April 12, 2011.

This document contains the following sections:

- [Changes in Oracle On Track Communication Release Notes](#)
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Changes in Oracle On Track Communication Release Notes

The first edition of Oracle On Track Communication Release Notes Release 1 (1.0) was produced on March 9, 2011. This section lists the changes that have been made in each subsequent edition. All changes are cumulative.

The following table lists the changes made in the April 12, 2011 edition of the *Oracle On Track Communication Release Notes*.

Table 1 *Changes in Oracle On Track Communication Release Notes, April 12 2011*

Section	Change
Known Limitations and Workarounds with End-User Clients	Added Download of On Track Plug-In Not Visible in Google Chrome Browser

Installation and Configuration Notes

The following notes relate to Oracle On Track Communication installation and configuration. This section contains the following topics:

- [Known Limitations and Workarounds with Installation and Configuration](#)
- [Known Issues with Installation and Configuration](#)

Known Limitations and Workarounds with Installation and Configuration

The following are limitations and workarounds in Oracle On Track installation and configuration:

- [On 64-Bit Platforms, During Uninstallation Segment Fault May Occur](#)

On 64-Bit Platforms, During Uninstallation Segment Fault May Occur

On 64-bit platforms when using a 64-bit JDK, performing an un-install operation may cause a segment fault.

To work around this issue, pass the `-jreLoc` argument to the `runInstaller -deinstall` command.

Known Issues with Installation and Configuration

The following are known issues with Oracle On Track installation and configuration:

- [Installation and Configuration of Voice Conferencing](#)

Installation and Configuration of Voice Conferencing

To configure the voice conferencing feature of Oracle On Track Communication, please contact Oracle Support for assistance.

Administration Notes

The following notes relate to Oracle On Track Communication administration. This section contains the following topics:

- [Known Limitations and Workarounds with Administration](#)

Known Limitations and Workarounds with Administration

The following are limitations and workarounds in Oracle On Track administration:

- [Multiple Windows or Tabs Open in Administration Client is Not Supported](#)

Multiple Windows or Tabs Open in Administration Client is Not Supported

Bug 11727427. The Oracle On Track Administration Console is not designed to have multiple, simultaneous access. If you open multiple browser windows or log in simultaneously from different browser windows or tabs, changes in one view will not be automatically shown in the others. To see changes made from another window or account, you must manually reload or refresh the browser.

End-User Client Notes

The following are general notes about Oracle On Track Communication end-user clients. This section contains the following topics:

- [General End-User Client Notes](#)
- [Known Limitations and Workarounds with End-User Clients](#)

General End-User Client Notes

The following are general notes about Oracle On Track Communication end-user clients:

- [User Time Zone Preference Only Affects Date and Time Formatting](#)

User Time Zone Preference Only Affects Date and Time Formatting

The **Time Zone** setting in the **User Settings** only affects how date and time fields will be formatted for display in the clients (that is, day/month/year or month/day/year) and is mainly for informational purposes (to inform other users of a user's time zone when they examine a user profile).

Both the Web client and the Oracle On Track Add-In for Outlook use the local user's system time zone to determine how system dates and times should be adjusted. Users should change their time zone directly in their operating system settings to have dates and times be shown correctly in their local time zone.

Known Limitations and Workarounds with End-User Clients

The following are known limitations and workarounds with the Oracle On Track Communication end-user clients:

- [Microsoft Outlook Temporarily Unavailable When On Track Server Cannot Be Contacted](#)
- [Inline E-mail Images Not Copied to On Track from Microsoft Outlook](#)
- [When Sharing Microsoft PowerPoint and Excel, Only Main Window Is Shared](#)
- [Download of On Track Plug-In Not Visible in Google Chrome Browser](#)

Microsoft Outlook Temporarily Unavailable When On Track Server Cannot Be Contacted

Bug 11697978. If the Oracle On Track Add-In for Outlook loses contact with the On Track server, such as due to a network interruption, a "Connecting..." message pops up and the client becomes unavailable. The client will attempt to reconnect for up to 30 seconds before timing out, after which users can continue to use the client in a disconnected mode.

Inline E-mail Images Not Copied to On Track from Microsoft Outlook

Bug 11666049. In the Oracle On Track Add-In for Outlook, when a user selects an e-mail message containing an image placed inline in HTML format and adds the e-mail message to the conversation, the image is not added to the conversation.

When Sharing Microsoft PowerPoint and Excel, Only Main Window Is Shared

In the On Track Real-Time Features Plug-In, when sharing Microsoft PowerPoint or Excel applications, the system will only show the main window, with the title of the document which has been most recently active. It will not show multiple documents, even if multiple documents are open in that application.

To work around this issue, the user can change focus to the other documents in that application and the application viewers will then see the other files.

Download of On Track Plug-In Not Visible in Google Chrome Browser

In Google Chrome, after clicking the On Track Plug-In install icon, users may not be shown a visible download progress or completion indicator. Users must run the On

Track.exe executable file to complete the installation. This executable is available from the Google Chrome downloads page, or by clicking the **Show all downloads...** link in the download popup window.

Globalization Notes

The following notes relate to Oracle On Track Communication administration. This section contains the following topics:

- [Known Issues with Globalization](#)
- [Known Limitations and Workarounds with Globalization](#)

Known Issues with Globalization

The following are known issues with Oracle On Track globalization:

- [Searches with Non-ASCII Characters May Return No Results](#)

Searches with Non-ASCII Characters May Return No Results

Bug 11830386. Due to a bug in Oracle Text, searches in the On Track Communication clients which include non-ASCII characters in the search string may return no results from non-UTF8 formatted HTML and text files. Additionally, searches using ASCII characters which return results from non-UTF8 formatted files may show garbled non-ASCII data.

Known Limitations and Workarounds with Globalization

The following are limitations and workarounds in Oracle On Track globalization:

- [Garbled Prompt when Installing Oracle On Track Add-In for Outlook](#)
- [Non-UTF8 Encoded Text Files May Not Render Correctly in Document View](#)

Garbled Prompt when Installing Oracle On Track Add-In for Outlook

Bug 11830341. When installing Oracle On Track Add-In for Outlook on a computer using non-English operating system settings, after installation the pop up window informing the user that they need to close the browser is garbled.

When users see this garbled message, they need to close all browser windows and then click the **Yes** button.

Non-UTF8 Encoded Text Files May Not Render Correctly in Document View

Bug 11834300. Raw text files using non-UTF8 formats and saved without specifying encoding (such as when saving a file using Windows Notepad) may not display properly in the end-user client document view.

To work around this issue, save .txt files using UTF8 encoding, or use another file format (such as Microsoft Word).

Accessibility Notes

The following notes relate to accessibility in Oracle On Track Communication interfaces. It contains the following topic:

- [General Accessibility Notes](#)

General Accessibility Notes

The following are general notes about Oracle On Track Communication accessibility:

- [Oracle On Track Communication Web Client Not Certified](#)

Oracle On Track Communication Web Client Not Certified

The Oracle On Track Communication web client is not certified by Oracle as accessible. Users requiring an accessible interface for Oracle On Track Communication should use the Oracle On Track Add-in for Outlook to access On Track using the Microsoft Outlook client.

See Also: For installation instructions, see "How do I download and install Oracle On Track Add-In for Outlook?" in the *Oracle On Track Communication Add-In for Outlook Online Help*.

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