Oracle® Utilities Work and Asset Management

Release Notes

Release 1.9.0.4.11

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ORACLE

Oracle® Utilities Work and Asset Management Upgrade Installation Guide for Release 1.9.0.4.11

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Primary Author: TUGBU Documentation

Contributing Author: n/a

Contributor: n/a

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Preface

This document contains release notes describing enhancements and repairs to this release of Oracle Utilities Work & Asset Management. Items are sorted by subsystem and module, then by Bug DB number.

Audience

These release notes are intended for anyone upgrading to Oracle Utilities Work and Asset Management Release 1.9.0.4.11.

Related Documents

For more information on this release, refer to the following related documentation. Please ensure that you are using the appropriate guide based on whether you are installing on Windows or Linux Application Server.

User Documentation

In general, user documentation is only updated for major releases, however it was updated from release 1.9.04 to 1.9.0.4.6 to capture updates that were added between several patches.

- *Oracle Utilities Work and Asset Management Configuration Guide for Release 1.9.0.4.6*
- *Oracle Utilities Work and Asset Management Online Help for Release 1.9.0.4.6*
- *Oracle Utilities Work and Asset Management User Guide for Release 1.9.0.4.6*
- *Oracle Utilities Work and Asset Management Customization Guide for Release 1.9.0.4.6*

Installation Documentation

Update this Release

- *Oracle Utilities Work and Asset Management Quick Install Guide for Release 1.9.0.4.11*
- *Oracle Utilities Work and Asset Management Release Notes Guide for Release 1.9.0.4.11*
- *Oracle Utilities Work and Asset Management Upgrade Install Guide for OAS Release 1.9.0.4.11 on Linux OS Application Server*
- *Oracle Utilities Work and Asset Management Upgrade Install Guide for WebLogic Release 1.9.0.4.11 on Linux OS Application Server*
- *Oracle Utilities Work and Asset Management Upgrade Install Guide for OAS Release 1.9.0.4.11 on Windows OS Application Server*

- *Oracle Utilities Work and Asset Management Upgrade Install Guide for WebLogic Release 1.9.0.4.11 on Windows OS Application Server*

New Installations of 1.9.0.4

- *Oracle Utilities Work and Asset Management Installation Guide for OAS Release 1.9.0.4 on Linux OS Application Server* - New installation on OAS/Linux OS
- *Oracle Utilities Work and Asset Management Installation Guide for OAS Release 1.9.0.4 on Windows OS Application Server* - New installation on OAS /Windows OS
- *Oracle Utilities Work and Asset Management Installation Guide for Weblogic Release 1.9.0.4 on Linux OS Application Server* - New installation on WebLogic /Linux OS
- *Oracle Utilities Work and Asset Management Installation Guide for Weblogic Release 1.9.0.4 on Windows OS Application Server* - New installation on WebLogic / Windows OS

Supporting Docs

- *Oracle Application Server: http://www.oracle.com/technetwork/middleware/ias/documentation/index.html*
- *Oracle Weblogic Server: http://www.oracle.com/technetwork/middleware/weblogic/documentation/index.html*

Knowledge Base Articles

Please access https://support.oracle.com to find related knowledge base articles.

- Support for Add-ons: Article ID 1336258.1
- Changing the Default Download Directory For Forms WebUtil Client Files: Article ID 783937.1

Conventions

The following text conventions are used in this document:

Convention	Meaning
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	`Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.`

Supported Platforms and Hardware Requirements

This section provides information regarding the operating systems and servers on which this release has been tested and certified.

Supported Platforms

The installation has been certified to operate on many operating system, application server, and database server combinations. See below for details on the browser, operating system and application server combinations on which this release has been tested and certified. If you are consulting this matrix in between releases (including service pack and patch releases), you should contact customer support for the most up to date version.

Operating System	Chipset	Application Server	Database Server	Client Operating System
*AIX 5.3 (64-bit) TL11 *AIX 6.1 (64-bit) TL4	Power 64-bit	Not Supported	Supported Oracle Database versions include 10.2.0.4, 11.1.0.7, and 11.2.0.1, Enterprise or Standard Edition.	Windows XP x86 SP3 (32-bit) Windows7 x86 SP1 (64-bit and 32-bit) Windows Vista x86** (64-bit and 32-bit) Oracle Enterprise Linux 5.4 (64-bit)
Oracle Enterprise Linux 5.4 (64-bit) Red Hat Enterprise Linux 5.4 (64-bit)	x86_64	Oracle Application Server v10g (10.1.2.3)		
Oracle Enterprise Linux 5.4, 5.6 & 5.8 (64-bit) Red Hat Enterprise Linux 5.4, 5.6 & 5.8 (64-bit)	x86_64	Weblogic Server 10.3.4 Forms 11g 11.1.1.4		
*Solaris 10 (64-bit)	SPARC	Not Supported		
Windows 2008 Server Enterprise Edition R2 (64-bit)	x86_64	Weblogic Server 10.3.4 Forms 11g 11.1.1.4		
Windows 2003 Server Enterprise Edition SP2 (64-bit and 32-bit)	x86_64 x86_32	Oracle Application Server v10g (10.1.2.3)		

Client Operating System Specific

Browsers

- Internet Explorer 7.x(32-bit) - not supported on Linux client
- Internet Explorer 8.x (32-bit) - not supported on Linux client
- Mozilla Firefox 3.6.x (32-bit)
- Mozilla Firefox 4.0 (32-bit)
- Mozilla Firefox 5.0 (32-bit)

Java

- Java Virtual Machine Plug-in for Browser - Java Plug-in v1.6.0_39 (32-bit) and v1.7.0.13 (32-bit)

Application Server Specific

Java

- JDBC Driver

  10.2.0.4 (OAS)

  11.2.0.2.0 (WebLogic)

Integrations

- GIS - ESRI ArcGIS 10
- GIS - ESRI ArcIMS 10
- GIS - ESRI ArcMAP 9.3
- GIS - Oracle MapViewer 10.1.3.4
- Microsoft Project 2007
- Oracle Business Intelligence Publisher 11g Release 1 (11.1.1.6.0)
- Oracle Business Intelligence v2.4.0
- Oracle Integration Pack for Oracle Utilities Field Work 3.1
- RFGen (Barcode) v3.2.1.28
- Windows Mobile 6.5

VM Products

- Oracle VM 2.2

Notes

- Oracle VM may be used to create a virtual machine for either the database or application server operating system. Refer to the Oracle VM Release 2.2 documentation for more information about using Oracle VM.
- Barcoding, Mobile, and Chart server add-on applications do not run on Linux. Please refer to knowledge base article ID 1336258.1 on https://support.oracle.com for more information.
- Fine Grain Access functionality requires Enterprise Edition Database Server.
- * If your database server is installed on AIX or Solaris, please refer to the database support document for these servers.
- ** Windows Vista to be de-supported in a future release.

Support for Software Patches and Upgrades

Due to the ongoing nature of software improvement, outside vendors and other Oracle products will issue patches and service packs for the operating systems, application servers and database servers on top of specific versions that Oracle Utilities Work and Asset Management has been tested with.

If it is necessary to apply an upgrade, please do that in a test environment prior to updating the Oracle Utilities Work and Asset Management production environment.

Always contact Oracle Utilities Work and Asset Management support prior to applying vendor updates that do not guarantee backward compatibility.

Release Notes

These release notes contain the following sections:

- About This Release
- Known Issues
- Integration Information
- Fixes and Enhancements

About This Release

Refer to the quick install guide and upgrade guide for information regarding certifications, supported platforms and installation steps.
Please visit My Oracle Support (http://support.oracle.com) for the most recent service packs and/or patches for this release to ensure you have the most current version of this product.

11G Database Support

If you are upgraded to the Oracle Database 11g, a special script is required to allow email and product integration URLs to be successful as in older versions of the database (8, 9i, 10g). Follow the instructions in the *Oracle Utilities Work and Asset Management Upgrade Installation Guide for Release 1.9.0.4.11* to meet this requirement.
Please refer to the Oracle 11g DBMS documentation located on support.oracle.com for more details on how to restrict unwanted URLs.

Oracle Forms Patches

If there are any Oracle Forms patches that need to be applied prior to upgrading, these are indicated in Known Issues section.

Previous Patches

If you have recently applied a patch, please review these notes carefully to verify that your patch is included in this release. In rare cases, when a patch is requested close to the release date for the next software distribution, there may not be time to include the patch content in the general release. Functionality may be impacted if you apply a release that does not include a previously deployed patch. Check with Customer Support to verify the status of a particular item.

Unwrapped Database Procedures

This release of Oracle Utilities Work and Asset Management includes database procedures that are no longer wrapped to encode the programs. This was provided to allow customers to better understand the business logic that happens within various procedures so that it is easier to integrate Oracle Utilities Work and Asset Management with other products. These procedures are provided as a reference resource only. They should not be altered as they are an important part of the Oracle

Utilities Work and Asset Management Base application and changing them will cause adverse affects to the application.

JAR File Certificate Information

Files (all files signed with the same certificate)

- jacob.jar
- jspell2n_java11.jar
- synergenpjcs.jar
- syn.jar

certificate is valid from 1/21/13 4:00 PM to 1/22/16 3:59 PM

Integration Information

The following integrations are supported in this version of Oracle Utilities Work and Asset Management:

Oracle Utilities Work and Asset Management Product Integrations

Oracle Integration Pack for Oracle Utilities Field Work 3.1

Desupported Integrations

The Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Work and Asset Management is no longer supported. This legacy integration was deprecated with the release of Oracle Utilities Customer Care and Billing 2.3.1 and Oracle Utilities Work and Asset Management 1.9 and was not certified with these versions.

Support continues for existing customers currently using or implementing this integration (i.e. address product defects related to this legacy integration). However the integration will not be enhanced or supported going forward therefore, we strongly discourage using this integration for new implementations. Existing customers can continue to leverage the integration patterns that were formerly delivered with the edge applications. However, please be advised that it will be necessary to maintain these as custom interfaces when upgrading to newer versions of the applications. Alternatively, customers can evaluate Oracle Integration Pack for Oracle Utilities Field Work, as the productized solution. The Field Work integration is generally more robust, configurable, and extensible than the older integration.

Known Issues

This section describes known issues in Oracle Utilities Work and Asset Management Release 1.9.0.4.11 at the time of release. Fixes for these issues will be released as they become available.

Oracle 11G Database

- 11G databases contain user profile features not related to Oracle Utilities Work and Asset Management that can still affect an Oracle Utilities Work and Asset Management user's ability to log in.

  If users experience problems logging in, one possible cause is that the 11G default profile has an expiration of 180 days. Make sure that the PASSWORD_LIFE_TIME setting for the applicable database profile is consistent with Oracle Utilities Work and Asset Management password expiration settings.

  Consult Oracle 11g Database documentation (available on my.oracle.support) for details.

General Browser Issues

- To support readability and accessibility compliance, style changes have been made to specify a relative size rather than a fixed font in web browsers. This allows different text elements to increase or decrease in size proportion based on generic web settings. In some versions users might see an increase in font size on some screens. To fix this issue, adjust the zoom setting:

Firefox

- Unable to launch the Entity Relationship Viewer. The viewer requires XSLT processing that Firefox is unable to perform. If the user attempts to upgrade Firefox using the recommended XML installer from Microsoft, the installer does not run.
- Right-click context menus do not function. These are the menus specific to Oracle Utilities Work and Asset Management, not standard right-click functionality.
- There is no Effects option for graphs.
- Dialog windows show a URL box which should not be visible. This was purposefully hidden in Internet Explorer.
- If you find that fonts do not appear sharp in Firefox try the following fix with Windows ClearType to improve the clarity.

  http://risingline.com/blog/smoother-firefox-fonts-windows-xp.php

  Summary of Steps

  1. Minimize all your windows and right click anywhere on your desktop.
  2. Select Properties then choose the Appearance tab then click the Effects button.
  3. Make sure the check mark is in the box next to "Use the following method to smooth edges of screen fonts:" and select ClearType. Then click OK.
- There are slight differences in font display and size as well as differences in appearance for some portions of some components. Selecting the ClearType option as described above can also help to minimize this issue.
- The View Document action in Document module does not work for files which are stored on a shared network folder and whose storage type is 'File System'. This is due to a security restriction that prevents Firefox from loading such files. The workaround for this issue is to manually enter the file path in Firefox's address bar in order to load the file.

Internet Explorer

- The online help does not display correctly in IE 10.
- In IE 8, when new browser windows are opened from forms, they may appear behind the current window. For example, when opening Advanced Options windows, Export Results of Search, or opening Online Help the newly opened window may not automatically appear in the forefront of the screen.
- IE 8 and IE 7 security features prevent charts from opening. There are 2 settings that can be changed to work around this issue. One setting is to allow the chart to run, and the second setting is to disable the warning dialogs. It is recommended that these changes are limited to trusted sites or the local intranet:

  1. In Internet Explorer select Tools > Internet Options.
  2. Select the Security tab.
  3. Click the Custom Level button.

4. Under Miscellaneous - "Access data sources across domains" -- set to Enable instead of prompt (prompts are the warning dialogs).

5. Under User Authentication, Logon - "Automatic logon with current user name and password" -- set to "Automatic logon with current user name and password."

Windows 7 Client

- The Webutil components do not download automatically to a Windows 7 client. This is a known issue of the Oracle Application Server team but there is no patch to push the correct DLLs. This is related to new security in Windows 7 and Vista.

- On Windows 7 client machines, DLL files required to run Webutil functions may not download to the client machine. This is a known issued caused by security features in Windows 7 and Vista operating systems. You can work around this issue by configuring Webutil to download the required DLL files into a directory that is not restricted. By default, the directory will be the user's home directory, but you can choose a specific path. This configuration change will be used for all client machines accessing the OC4J instance.

  Within the webutil.cfg file, make sure the following setting is available.

  ```
  install.syslib.location.client.0
  ```

  The default value will be the user's home directory on the client machine. On Windows 7 client machines, this is usually "\Users\username", where "username" is the Window's 7 username currently logged in. You can determine what the user's home directory is by issuing the command "s" within the Java Plug-in Java Console and looking for the "user.home" setting.

  Setting the "install.syslib.location.client.0" value to a relative path (not including the drive), will write to a directory relative to the user's home directory. For example, you can use "install.syslib.location.client.0=webutil", and this will add the DLL files to "\Users\username\webutil".

  Reference the document titled, "How To Change The Default Download Directory For Forms WebUtil Client Files" [ID 783937.1] located on http://support.oracle.com for instructions and additional information.

Web Services

- A conversion error occurs on Axis based web services when the web service attempts to convert date or time values. This occurs because of bugs in earlier versions of the JDBC driver. The default JDBC Driver for Oracle Application Server is 10.1.0.5.0 and this is where the error typically happens. You must use **version 10.2.0.4.0 or above**.

Java Runtime Environment 1.6.0.24 or higher

- After upgrading JRE to version 1.6.0.24 or higher, you may encounter security exceptions while viewing or printing attachments in Oracle Utilities Work and Asset Management. This error occurs because UNC file path names are not supported by JRE v1.6.0.24 or higher. You can workaround this issue by:

  1. Using JRE v 1.6.0_23

  2. Updating the REPCACHE UNC PATH key of the ATTACHMENT PRINT CONFIGURATION rule to a physical address (for example

C:\Ora10gMID\Apache\Apache\htdocs\repcache) or a URL (for example, http://njwin20-v02.us.oracle.com:7779/repcache/) while creating the attachment

3. Updating all Document module records and Links/News that have UNC pathnames to have full file path or physical address as above.

Linux Client

- To ensure that mouse focus works properly on Linux client, you must modify the basewam.html file to delayTime=1000 and delayTries=5. These additional settings in the file are meant for specific environments that require further delays to allow Java and Forms to load before a Forms request is made. By default, there is minimum to no delay.
- Different desktop screen resolutions affect the Forms applet font sizes and placement of items on canvases. The recommended screen resolution on a Linux client is 1280 x 1024.
- The following features which require client-side file manipulation do not currently function on a Linux client:

  1. Viewing, Uploading, Downloading and Printing documents and attachments
  2. Using RFQ Import/Export wizard features
  3. Launching third-party applications that are not web-based applications (MS project integration, GIS non-web-based vendor integrations etc)
  4. Using Operational Data Wizard features

These features require an enhancement which will be delivered in a later release.

Mouse Focus

OAS only: If you have experienced mouse focus issues, you should upgrade the Oracle Application Server to V10.1.2.3 and then apply Oracle Forms patch 9282569. This patch is a merge of patch 8727236 and other patches that were previously required to resolve forms mouse focus issues.

Fixes and Enhancements

This section describes bug fixes and enhancements in Oracle Utilities Work and Asset Management Release 1.9.0.4.11 at the time of release. Please refer to the list of fixes and enhancements below.

Subsystem			Description	Prior Release	Bug #
Purchasing					
17569864	Purchase Order		Fixed 'Too many Work Order Material records' error encountered when running Cost Invoice Job caused by an item in PO that has been transferred from a canceled Purchase Order.	Backport 1.9.1	15948284
Maintenance					
17662055	Work Design Work Order Benchmark WO		Modified the unique record constraints on the Work Order Task and Work Design > CU Location Worksheet and the Work Order Task > CU Worksheet to allow for the same Compatible Unit to be added as multiple records with the same Function, Usage Code and Account Treatment Type but different values for Difficulty.		
System Administration					
17309803	Job Manager	✓	A new database procedure, sdbp_clnup_incrct_srvinc_chrgs, has been created to allow for clean-up of any incorrectly posted Service Invoice charges to the wrong Work Order Task. An individual job manager record must be created for each Service Contract which may have the incorrect service invoice charges posted to Work Order Tasks. The format for the job manager is: sdbp_clnup_incrct_srvinc_chrgs(job number, 'plant', 'service_contract_no');		
15879404	Reports Administration		Updated the reports list module to automatically set the print destination type to "Screen" when a new custom report is added.		