

**Oracle Utilities
Customer Self Service**

Release Notes

Release 2.1.0

E24863-06

September 2013

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Chapter 1

Preface

This document describes new features and functionality available in Oracle Utilities Customer Self Service version 2.1.0, as well as known issues identified in this release.

Audience

This document is intended for anyone installing or using Oracle Utilities Customer Self Service version 2.1.0.

Additional Resources

The *Oracle Utilities Customer Self Service Installation Guide* and the *Oracle Utilities Customer Self Service Installation Guide* provide information on product installation/uninstallation, requirements, configuration, and administration.

Note: This document and the documentation mentioned above is subject to revision and updating. For the most recent version of this and related documentation, as well as information on functionality and known issues for other Oracle products that may be required for installation and proper functionality of this product, check the [Oracle Utilities Documentation](http://www.oracle.com/technetwork/apps-tech/utilities/documentation/index.html) area on the Oracle Technology Network (OTN) web site (<http://www.oracle.com/technetwork/apps-tech/utilities/documentation/index.html>).

Chapter 2

New in This Release

This section provides high-level descriptions of new features and functionality available in Oracle Utilities Customer Self Service Release 2.1.0. For details on these and other supported features and improvements in this release, consult the implementation and installation guides that accompany the product.

Functional Area	Feature
Base Application	<ul style="list-style-type: none">• Advanced Notification Management• Automatic User Enrollment• Account Documents Download• CSR Account and Customer Search• Base Application Enhancements: Account Context Service, Error Handling
Billing and Payment Management	<ul style="list-style-type: none">• Automated Payment Arrangements• Account Charges Summary Enhancement• Budget Management and Billing• Prepaid Customer Enhancement• Financial History Enhancement
Customer Service Management	<ul style="list-style-type: none">• New Service Automation• Management of Forms and Issues with Attachments• Usage Details Enhancement• Outage Management Enhancement• Scalar Usage Details
Commercial Account Management	<ul style="list-style-type: none">• Set Management and Advanced Search• Multiple Account Financial History

- Multiple Account Usage Data Aggregation
 - Multiple Account Usage Data Download
 - Usage Compare
-

Mobile Browser Access

- User Enrollment
 - Auto Pay Setup
 - Financial History Enhancement
 - Forms and Issues Management
 - Prepaid Customer Enhancement
 - Account Charges Summary Enhancement
 - Outage Management Enhancement
-

Deprecated in This Release

Functional Area

Deprecation

Flows/Topology

'Pass through' flows from CSS via CCB to MDM for Usage Data Overview, Usage Data Detail and Download are deprecated. In 2.1 only the CSS-MDM topology will be supported for these flows.

Chapter 3

Known Issues and Workarounds

This section describes known issues in Oracle Utilities Customer Self Service at the time the product was released. Single fixes for these issues will be released at a later date.

Bug Number	Component Impacted	Known Issue/Workaround
17489667	Outage Map Viewer	The Outage map shows the markers on the correct location but the information window displayed when the marker is clicked is sometimes incorrect. Workaround : N/A
17443808	System-wide	Several labels are still shown in English, even if multi-language support is enabled and the user has a different locale set in the browser. Workaround : N/A
17405041	Forms Management	When a user changes information while updating forms and navigates to another screen without saving, there is no warning that there are unsaved changes made in the current portlet. Workaround : User must save changes to the form before navigating from the screen.
17320093	Notification Center	The email address specified in the External Communication section of the Self-Service Master Configuration in CCB is not reflected as sender email in the notification received by the OUCSS user. Workaround : The "From Address" in the email notification is picked up from the SOA configuration. The "From Address" value is picked from EM > SOA > soa-infra > SOA Administration > Workflow Properties. Configuration can be updated in SOA to use the required address.

17303612	Notification Center	<p>When the CCB Notification service task is deactivated from CCB, it is still displayed in the OUCSS Notification Preference page.</p> <p>Workaround :</p> <p>The service task should not be deactivated from the CCB application. Instead, login into CSS and remove the notification preferences there.</p>
17531064	BPEL flows	<p>Security policies do not get attached while performing installation for BPEL flows.</p> <p>Workaround :</p> <p>Modify the build script <code>InstallationDeployCompositeLibrary.xml</code> from the location <code>\$PRODUCT_HOME/bin</code>.</p> <p>Find the target <code><target name="deployOUCSSEBF"></code> and ensure all the composites are present.</p> <p>Perform the following steps:</p> <ul style="list-style-type: none">A Execute the steps 2 through 6 in Chapter 3, "Installing CSS BPEL Flows", in the <i>Oracle Utilities Customer Self Service Installation Guide</i>.B Run the command: <pre>ant -f InstallationDeployCompositeLibrary.xml deployOUCSSEBF -DInstallProperties=\$PRODUCT_HOME/config/InstallProperties.xml -l deployOUCSSEBFrun.log</pre>C Verify that the log file contains no errors.