

Oracle Utilities Customer Self Service

Release Notes

Release 2.2.0.0

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Chapter 1

Preface

This document describes new features and functionality available in Oracle Utilities Customer Self Service version 2.2.0.0, 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 2.2.0.0.

Additional Resources

The *Oracle Utilities Customer Self Service Installation Guide* and the *Oracle Utilities Customer Self Service Implementation 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](#) area on the Oracle Technology Network (OTN) web site (http://docs.oracle.com/cd/E72219_01/documentation.html), then choose the Oracle Utilities Customer Self Service link).

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 2.2.0.0. 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">• Self-Service User Synchronization• Notification Profile and Preferences stored in CCB (option)• Schedule and Cancel One- Time Payments• Bill Charge Projection• Detailed Scalar Usage Graph• User Login using Email Address• Mailing Address Validation• Deployed on WebCenter 12c
Mobile Access	<ul style="list-style-type: none">• None

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
20951434	Scalar meter read	A user cannot add a scalar meter read if the consumption summary panel shows "no data". This issue will be resolved in the next release or can be addressed as a customization.
20929811	Scalar meter read	The add scalar read page does not refresh properly when another account is selected from the dropdown. This issue will be resolved in the next release or can be addressed as a customization.
23495324	Registration & Enrollment	An email address that was used to register a user before cannot be used to register a new user even if it is no longer associated with the first user.
24336497	Registration & Enrollment	Enrolled accounts are no longer displayed after remove access the last account if only one account existed on the last page.
24355794	Account Set	Self-Service User invited from account set functionality will not be synchronized to Oracle Utilities Customer Care and Billing (CCB). If account set functionality is going to be used, implementation should not utilize the new feature to store notification profile and preferences in CCB. Implementation should continue to use existing capabilities where notification profile and preference are stored in CSS / Notification Center.
23508942	Payment Arrangement	Payment arrangement alert not refreshing after the payment arrangement is created.
23550728		CSS_ACCESS_ROLE lookup and all the lookup values are not refreshed from CCB. ACCOUNT_HOLDER and GUEST access roles are part of the seed data delivered with CSS. More access roles can be added in CCB, but upload of new access roles into CSS does not work. The CCB sourced access roles need to be added into CSS DB manually
