Oracle® Cloud

Known Issues for Trial and Paid Subscriptions

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ORACLE®

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Preface

Known Issues for Trial and Paid Subscriptions describes the issues for the My Account and My Services applications.

Topics:

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Audience

This document is primarily for administrators who are responsible for provisioning an Oracle Cloud service.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at `http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc`.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit `http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info` or visit `http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs` if you are hearing impaired.

Related Documents

See documentation, videos, and tutorials for trial and paid subscriptions.

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.

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.

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Known Issues

This section describes issues associated with managing trial and paid services in Oracle Cloud.

Topics:

Services Menu Greyed Out in Chrome and Safari Browsers

Currently, when you log in to My Services, the **Services** option in the quick navigation menu (on the left) is greyed out in Chrome and Safari browsers.

However, you can access the service consoles by using either of the following options:

- From the service tile on the dashboard, click ☰ **Action** and then select **Open Service Console**.

  Or,

- From the ☰ **Action** menu on the service tile, click **View Details** to view the service details page. In the service details page, click **Open Service Console**.

Some Predefined Roles Inadvertently Listed on the Custom Roles Tab

When you activate a paid subscription to an Oracle Cloud service, you enter a name for the service and a name for its identity domain.

If you specify the **same name** for both your service and its identity domain, then the My Services application inadvertently displays some of the predefined roles in the **Custom Roles** tab on the **Security** page. This is incorrect. All Oracle Cloud predefined roles should be displayed on the **Roles** tab.

The **Batch Assign Role** button, which appears on both the Roles tab and the Custom Roles tab, lets you assign one role to a group of user accounts. Because of the known issue, remember to check each tab for the predefined role you want to assign.

Note that this bug does not affect the list of roles displayed in the Add User dialog box. When you create or modify a single user account, the Add User dialog box shows the complete list of roles (predefined and custom) that you can assign to a user.

SFTP User for Oracle Java Cloud Service Changed After Migration

When Oracle Java Cloud Service is migrated, the system creates a new SFTP user account for the service. Your former service SFTP user account for your Oracle Cloud Java Service will no longer work.

To retrieve information about your new service SFTP account:

Task 1 Retrieve Information About Your New Service SFTP Account

1. Sign in to My Services.
2. Click the name of the Oracle Java Cloud Service to go to the details page for the service.
3. Scroll to the **Additional Information** section.
4. Look at the following fields for information about your new SFTP account:
   - **Service SFTP Host & Port**
   - **Service SFTP User Name**
5. Remember the user name because you need it to configure the password.

Task 2 Configure or Change the Password for an SFTP Account

1. Sign in to My Services.
2. Click **Security**.
3. Click the **SFTP Users** tab.
4. Find the user name for your service SFTP account.
5. Click the **Menu** icon and select **Reset Password**.
6. Follow the on-screen instructions to reset the password.

Automatic Session Timeouts Cannot Be Extended by an End User

The Oracle Cloud user interface has different timeouts in effect (maximum idle time and maximum session time), which cannot be extended by an end user.

The maximum idle time length will depend on the user's current context. If the user has authenticated with Oracle Identity Management (for example, to sign in to **My Services**), the maximum idle time is 30 minutes. If the user has authenticated with Oracle Single Sign-On (for example, to sign in to **My Account**), the maximum idle time is 60 minutes. The maximum session time for both scenarios is always 480 minutes (8 hours). When any of these timeouts are reached, the session will silently expire and the next time the user tries to perform an action, any unsaved changes will be lost.

When a session has expired, the user is redirected. The destination page also depends on the user's current context.

If the user has authenticated with Oracle Identity Management, the Oracle Identity Management Sign In page opens and the user must re-authenticate. If the user has

authenticated with Oracle Single Sign-On (SSO), then the redirect destination depends on whether the SSO session has expired. If the SSO session has expired, the SSO page opens and the user must re-authenticate. If the SSO session has not expired, the current page the user is viewing will reload (but any unsaved changes will be lost).

Oracle Password Expires After 90 Days in DBaaS Instances

Currently, in Database as a Service (DBaaS) instances, the password for the `oracle` user expires after 90 days from the date of provisioning.

After provisioning the DBaaS instance, you can change the password expiry setting to never expire the password for the `oracle` user:

1. Connect to the DBaaS instance as the `opc` user.

2. Run the following command to become the root user:

   ```
   sudo sh
   ```

3. Run the following `chage` command to never expire the password for the `oracle` user:

   ```
   /usr/bin/chage -I -1 -m 0 -M 99999 -E -1 oracle
   ```

Problems Switching Identity Domains When Signing In

Currently, you may not be able to switch identity domains when signing in to an Oracle Cloud service in another identity domain. The browser remembers the identity domain name that was entered last and automatically logs you into the same identity domain.

To switch the identity domain:

1. Clear your browser's cache. Specifically, clear the cookie with the key `OAM_PREFS` set by `*.oraclecloud.com.`.

2. Close the browser window and open it again.

3. Sign in to the My Services application.

4. Enter your user name, password, and the name of the required identity domain.

5. Click **Sign In.**

> **Note:**
>
> If you are frequently switching between identity domains, use the private browsing mode (sometimes called incognito mode) in your browser instead of clearing the cache.