

Oracle Utilities Customer Care and Billing
Release Notes

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Oracle Utilities Customer Care and Billing Release Notes

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Preface

These release notes provide an overview of the enhancements, known issues, and other changes in this release.

Audience

Oracle Utilities Customer Care and Billing Release Notes is intended for anyone installing or using Oracle Utilities Customer Care and Billing.

Related Documents

For more information, refer to these Oracle documents:

Installation Guides and Release Notes

- *Oracle Utilities Customer Care and Billing V2.5.0 Release Notes*
- *Oracle Utilities Customer Care and Billing V2.5.0 Quick Install Guide*
- *Oracle Utilities Customer Care and Billing V2.5.0 Installation Guide*
- *Oracle Utilities Customer Care and Billing V2.5.0 Database Administrator's Guide*
- *Oracle Utilities Customer Care and Billing V2.5.0 Optional Product Installation Guide*
- *Oracle Utilities Application Framework V4.3.0.0 Release Notes*

Administration and Business Process Guides

- *Oracle Utilities Customer Care and Billing V2.5.0 Administration Guide*
- *Oracle Utilities Customer Care and Billing V2.5.0 Business Process Guide*
- *Oracle Utilities Application Framework V4.3.0.0 Administration Guide*
- *Oracle Utilities Application Framework V4.3.0.0 Business Process Guide*

Supplemental Documents

- *Oracle Utilities Customer Care and Billing V2.5.0 Server Administration Guide*
- *Oracle Utilities Customer Care and Billing V2.5.0 Security Guide*

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.
<i>italic</i>	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.

Chapter 1

Release Notes

This document provides general information about this release of Oracle Utilities Customer Care and Billing, including new functionality, known issues, and other important information.

Refer to the *Quick Install Guide* and *Installation Guide* for information regarding supported platforms and installation steps.

This guide includes the following:

- [Release Overview](#)
- [Database Changes](#)
- [New Functionality](#)
- [Known Issues](#)
- [Deprecation Notices](#)
- [Supported Integrations](#)
- [Demo Data Information](#)

Release Overview

This section contains general information about this release of Oracle Utilities Customer Care and Billing version 2.5.0.

This release includes the following components:

- Oracle Utilities Customer Care and Billing version 2.5.0
- Oracle Utilities Application Framework version 4.3.0.0.1

Supported Platforms

See the Supported Platforms section of the *Oracle Utilities Customer Care and Billing Quick Installation Guide* included in this release for an updated list of supported platforms.

Supported Upgrades

This version of Oracle Utilities Customer Care and Billing supports the following upgrade paths:

- Upgrade from Oracle Utilities Customer Care and Billing version 2.4.0.2 to version 2.5.0
- Upgrade from Oracle Utilities Customer Care and Billing version 2.4.0.1 to version 2.5.0
- Upgrade from Oracle Utilities Customer Care and Billing version 2.3.1 Service Pack 10 to version 2.5.0
- Upgrade from Oracle Utilities Customer Care and Billing version 2.2.0 Service Pack 10 to version 2.5.0
- Upgrade from Oracle Utilities Customer Care and Billing version 2.2.0 to version 2.5.0
- Upgrade from Oracle Utilities Customer Care and Billing version 2.1.0 to version 2.5.0
- Upgrade from Oracle Utilities Customer Care and Billing version 2.0.5 to version 2.5.0
- Upgrade from Oracle Utilities Customer Care and Billing version 1.5.20 to version 2.5.0
- Upgrade from Oracle Utilities Customer Care and Billing version 1.5.10 or 1.5.15 to version 2.5.0

Database Changes

This version includes the following database changes:

- Increased SVC_CYC_CD field's size from CHAR(4) to CHAR(16) and SVC_RTE_CD field's size from CHAR(8) to CHAR(16) for tables CI_SP_RTE and CI_SVC_RTE_STG_DWN
- Changed the XT069S0 index of CI_COLL_EVT table
- Created unique index XT064S1

Version 2.5.0 also includes database enhancements. For more information, refer to the *Oracle Utilities Customer Care and Billing Database Administrator's Guide*.

New Functionality

This section describes new and enhanced features in this release of Oracle Utilities Customer Care and Billing, including:

- [New User Interface](#)
- [Full Java Release](#)
- [Internet Explorer Standards Support](#)
- [Firefox Support](#)

New User Interface

Oracle Utilities Customer Care and Billing version 2.5.0 adopts the Oracle Alta User Interface (UI) standard. The Oracle Alta UI is the new standard for Oracle Applications and Oracle Cloud-based services. The new user interface enables a strikingly modern, simpler and more engaging experience to address customers' increased user interface expectation. For backward compatibility, the structure of existing screens is retained.

Full Java Release

Oracle Utilities Customer Care and Billing version 2.5.0 is a full Java release. All implementation-specific customizations / extensions to the base product will be required to be written in Java or scripting language (COBOL is no longer supported).

For existing Oracle Utilities Customer Care and Billing implementations upgrading to version 2.5.0, all existing implementation-specific customizations / extensions written in COBOL are required to be converted / migrated to Java.

Internet Explorer Standards Support

This release supports Internet Explorer 11 client browser without the need to be configured in compatibility mode.

Firefox Support

This release introduces support for Firefox 31.x.x ESR.

Oracle Utilities Application Framework Enhancements

This release includes Oracle Utilities Application Framework version 4.3.0.0.1. For information about specific modifications and enhancements in this framework release, refer to the following documents included with the documentation delivered with this release:

- *Oracle Utilities Application Framework v4.3.0.0.1 Release Notes*
- *Oracle Utilities Application Framework v4.3.0.0.1 Administration Guide*
- *Oracle Utilities Application Framework v4.3.0.0.1 Business Process Guide*

Known Issues

The following table lists known issues in Oracle Utilities Customer Care and Billing version 2.5.0 at the time of release.

Bug Number	Description
20265065	When Installation Billing Option 'Alternate Bill ID Option' equals 'Document Numbers' the Payment Event Search page should include the following search fields: Document Number, Char Type and Char Value. This is not working as expected.
18547228	When an invalid External Account ID is entered when adding a new Autopay to an Account, the error message may display the invalid External Account ID unmasked.
20308420	Under certain conditions, Field Activity Information is suppressed on Start/Stop - Pending Field Activities in "Large Premise" format.
20906044	Certain custom page maintenance extensions written in Java may not execute properly.

The following table lists known issues in Oracle Utilities Application Framework version 4.3.0.0.1 at the time of release.

Bug Number	Description
20742767	Ignore the warning messages in logs while starting the application server "SystemId Unknown; Line #-1; Column #-1; A node test that matches either NCName:* or QName was expected.

Bug Fixes Not Included in This Release

This section lists bug fixes released for previous versions of the product that have not been included in this release. These fixes are planned for a future date for the current release using the bug numbers listed in the tables below:

Oracle Utilities Customer Care and Billing

Original Version	Original Fix	Description	2.5.0.1.0
2.4.0.2HOT	20482352	C1-PAYARRANGEMENTTASK Creation of Pay Arrangement SA failing	20905406
2.4.0.2HOT	20539305	Missing Identifier in Error (8,15707) issued during FACOML run	20905440
2.4.0.2HOT	20861007	Rate check and Rate Check Classic return error for RC with bill factor	20905472

Deprecation Notices

This section describes items that are deprecated in this release or planned for deprecation in a future release, including:

- [Deprecated Functionality in This Release](#)
- [Deprecated Functionality Planned For Future Releases](#)

Deprecated Functionality in This Release

The following platforms and functionality are not supported by this version of Oracle Utilities Customer Care and Billing:

- Configlab: This has been superseded by the Configuration Migration Assistant (CMA) functionality that has been available since Oracle Utilities Customer Care and Billing version 2.4.0.1
- Archiving Engine (COBOL based) – This has been superseded by the Information Lifecycle Management (ILM) functionality that has been available since Oracle Utilities Customer Care and Billing version 2.4.0.2.
- COBOL-based Oracle Utilities Analytics extract programs – These have been superseded by new Extract – Load – Transform (ETL) modules based on Oracle GoldenGate/Oracle Data Integrator. Oracle Utilities Customer Care and Billing implementations using the COBOL-based modules must upgrade to Oracle Utilities Analytics version 2.5.1 and use the new ETL modules.

Deprecated Functionality Planned For Future Releases

The following functionality is planned to be deprecated in a future product version release:

- XAI Inbound Services - This has already been superseded by the Inbound Web Services functionality that has been available in the product since Oracle Utilities Customer Care and Billing version 2.4.0.2.

For more information on migrating from XAI to IWS, please refer to *Migrating from XAI to IWS Oracle Utilities Application Framework (Doc ID 1644914.1)* on My Oracle Support.

Supported Integrations

The following integrations are supported in this version of Oracle Utilities Customer Care and Billing (CCB):

Oracle Application Integrations

- CCB version 2.5.0 to E-Business Suite (Revenue Accounting) version R12.2.2
- CCB version 2.5.0 to PeopleSoft (Financials) version 9.2
- CCB version 2.5.0 to JD Edwards (Enterprise One) version 9.1

Oracle Utilities Product Integrations

- CCB version 2.5.0 / Oracle Utilities Analytics version 2.5.1
- CCB version 2.5.0 to Oracle Utilities Meter Data Management version 2.0.1.0 and version 2.1.0.0
- CCB version 2.5.0 to Oracle Utilities Network Management System version 1.11.0.0 and version 1.12.0.0
- Oracle Integration Pack for Oracle Utilities Field Work version 11.2
 - Oracle Utilities Mobile Workforce Management version 2.0.1.3, version 2.1.0.0 and version 2.2.0.0
 - Oracle Utilities Work and Asset Management version 1.9.0.1 and version 1.9.1.0

Additional Integrations

- Oracle Documaker version 12.3
- BI Publisher version 11.1.1.5.0
- Oracle Utilities Customer Self Service version 2.1.0
- CCB version 2.5.0 to Siebel version 8.1.1.6

Demo Data Information

The application delivers a demo database based on the application versions provided with the release, including Oracle Utilities Application Framework. Demo data provides sample configuration and data for key application features.

Demo data is included in the package and includes its own installation instructions. Please refer to the installation guide for more information or contact Oracle Support.