**Oracle® Revenue Management and Billing**

Version 2.5.0.0.0

# Release Notes

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**ORACLE®**

Oracle Revenue Management and Billing Version 2.5.0.0.0 Release Notes

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# About this Document

This document describes the new features, enhancements, UI and database level changes, supported platforms, framework upgrade, supported upgrades, and technology upgrade made in this release. It also highlights the discontinued features, bug fixes, and known issues in this release.

This document does not describe the functionality of Oracle Revenue Management and Billing or technical know-how on how to install or upgrade Oracle Revenue Management and Billing. For more detailed information, you can refer to the following documents:

| Document | Description |
|---|---|
| *Oracle Revenue Management and Billing Banking User Guide* | Lists and describes various banking features in Oracle Revenue Management and Billing. It also describes all screens related to these features and explains how to perform various tasks in the application. |
| *Oracle Revenue Management and Billing Installation Guide* | Lists the application server pre-requisites, supported platforms, and software and hardware requirements for installing the Oracle Revenue Management and Billing application. It explains how to install the Oracle Revenue Management and Billing application. |
| *Oracle Revenue Management and Billing Quick Installation Guide* | Provides high-level information on how to install the Oracle Revenue Management and Billing (ORMB) application and selected additional software. |
| *Oracle Revenue Management and Billing Database Administrator's Guide* | Provides information about the Oracle Database Server and Client required for installing the Oracle Revenue Management and Billing database. It explains how to install database with and without demo data. It provides database configuration guidelines including recommended settings for the Oracle Exadata Database machine. |
| *Oracle Revenue Management and Billing Server Administration Guide* | Explains the Oracle Revenue Management and Billing (ORMB) architecture and technical know-how required for configuring and using the ORMB application. It explains how to configure and deploy web and business application servers. In addition, it explains how to monitor client machines, web and/or business application servers, and database connections. |
| *Oracle Revenue Management and Billing Security Guide* | Lists the security features available in the Oracle Revenue Management and Billing application. It explains how to configure security for the Oracle Revenue Management and Billing application using the default security features. |

# Change Log

| Revision | Last Update | Updated Section | Comments |
|----------|-------------|-----------------|----------|
| 1.1 | 02-Nov-2015 | Known Issues | Corrected Information |

# Contents

                              

# New Features

No new features are introduced in this release.

# Enhancements

This release of Oracle Revenue Management and Billing is based on Oracle Utilities Application Framework Version 4.3.0.0.1 which no longer supports COBOL. All COBOL code in Oracle Revenue Management and Billing Version 2.5.0.0.0 is converted to Java. This release is purely introduced due to technology upgrade. There are no feature related enhancements in this release.

# User Interface (UI) Level Changes

Because of Oracle Utilities Application Framework redesign, there are various changes in the application user interface (UI). For example, change in font size, icons, color schemes, menu behavior, navigation paths, etc.

Now, the application screen consists of the following:

1. Application toolbar
2. Page Title area
3. Object Display area
4. Dashboard area
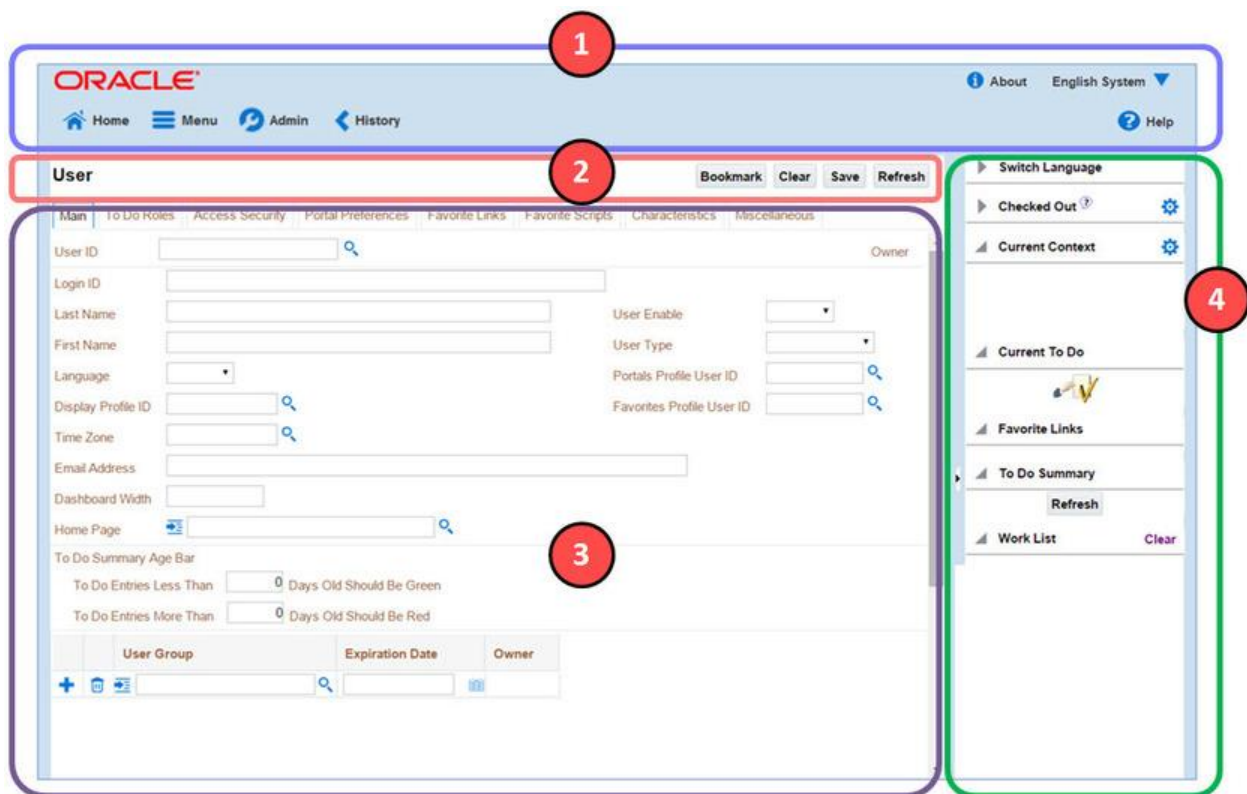


For more information about User Interface Enhancements, refer to *Oracle Utilities Application Framework Version 4.3.0.0 Release Notes*.

# Database Level Changes

To view the list of objects (such as tables, columns, algorithm types, business objects, and so on) that are newly added in Oracle Revenue Management and Billing Version 2.5.0.0.0, refer to the Appendix A : New Objects in the Oracle Revenue Management and Billing V2.5.0.0.0 Database section in *Oracle Revenue Management and Billing Database Administrator's Guide*.

# Supported Platforms

The following table lists the operating system and application server combinations on which Oracle Revenue Management and Billing Version 2.5.0.0.0 is supported:

| Operating System and Web Browser (Client) | Operating System (Server) | Chipset | Application Server | Database Server |
|---|---|---|---|---|
| Windows 7[1], 8.1 (Internet Explorer 11.x) | AIX 7.1 TL1 (64-bit) | POWER 64-bit | WebSphere 8.5 (64-bit) | Oracle 12.1.0.2 |
| | Oracle Linux 6.5 and 7.0 (64-bit) | x86_64 | WebLogic 12.1.3.0 (64-bit) | Oracle 12.1.0.2 |
| | Red Hat Enterprise Linux[2] 6.5 and 7.0 (64-bit) | x86_64 | WebLogic 12.1.3.0 (64-bit) | Oracle 12.1.0.2 |
| | Windows Server 2012 R2 (64-bit) | x86_64 | WebLogic 12.1.3.0 (64-bit) | Oracle 12.1.0.2 |

**Note:** We strongly recommend you to install Oracle Revenue Management and Billing (ORMB) on Windows platform only for non-production activities, such as User Acceptance Testing (UAT), development setup, and so on.

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[1] Oracle will not provide any support for Windows XP from 2014.
[2] Oracle Revenue Management and Billing is tested and certified on Oracle Linux 6.5 and 7.0. Oracle Linux is 100% userspace-compatible with Red Hat Enterprise Linux, and therefore Oracle Revenue Management and Billing is supported on Red Hat Enterprise Linux.

# Framework Upgrade

Oracle Revenue Management and Billing Version 2.5.0.0.0 is based on Oracle Utilities Application Framework Version 4.3.0.0.1. This version of Oracle Utilities Application Framework no longer supports COBOL. It includes many enhancements that were not available in the previous release of Oracle Revenue Management and Billing. For more information about these enhancements, refer to *Oracle Utilities Application Framework Version 4.3.0.0 Release Notes.*

# Technical Recommendations

To improve the overall batch performance on Windows, AIX, and Linux platforms, we recommend you to make changes in the following files:

| File Name | Change From | Change To |
|---|---|---|
| hibernate.properties | hibernate.c3p0.timeout = 300 | hibernate.c3p0.timeout = 600 |
| threadpoolworker.sh | MEM_ARGS="-Xms512m -Xmx1024m -XX:MaxPermSize=768m" | MEM_ARGS="-Xms512m -Xmx4096m -XX:MaxPermSize=768m" |

# Supported Upgrades

For upgrading from any version of Oracle Revenue Management and Billing to 2.5.0.0.0, consult with Oracle Support, Oracle Partner, or Oracle Consulting that may be supporting your implementation and upgrade process.

# Technology Upgrade

The following versions of software are supported in this release of Oracle Revenue Management and Billing:

- Windows 8.1 (Client)

- Windows Server 2012 R2 (64-bit)

- WebLogic 12.1.3.0 (64-bit)

- Java 1.8 for Linux and Windows operating systems

- Oracle Database Server 12.1.0.2

- Oracle Database Client 12.1.0.1

And, the following version of software and browser are not supported in this release of Oracle Revenue Management and Billing:

- AIX 6.1 TL5 (64-bit)

- Internet Explorer 9.x and 10.x

- Google Chrome 43.x

- Firefox 31.x ESR

- Oracle Linux and Red Hat Enterprise Linux 5.8, 6.2, 6.4 and 6.6

- Windows Server 2008 R2 (64-bit)

- WebLogic 10.3.6.0.8  (64-bit)

- WebLogic 12.1.2 (64-bit)

- Oracle Database Server 11.2.0.4 and 12.1.0.1

- Oracle Database Client 11.2.0.1

# Discontinued Features

The following features are deprecated in this release:

- **Configuration Lab** - This has been superseded by the Configuration Migration Assistant (CMA) functionality.

- **Archiving Engine (COBOL based)** – This has been superseded by the Information Lifecycle Management (ILM) functionality.

The following features are scheduled to be removed in a future release of Oracle Revenue Management and Billing:

- **TOU (Variance Parameter) Based Pricing** – We strongly recommend you to use the multi parameter based pricing feature instead of the TOU based pricing feature.

- **UOM Based Billable Charges** – We strongly recommend you to use pass through based or service quantity based billable charges.

- **Legacy mechanism to upload pass through billable charges using the BCU1 and BCU2 batches** - We have introduced the On Demand Billing feature which allows you to upload both pass through and rate based billable charges. We strongly recommend you to start using the On Demand Billing feature for uploading pass through and rate based billable charges.

- **XAI Inbound Services** - This has already been superseded by the Inbound Web Services functionality. 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.

The following table lists the objects which will be deprecated in the next release of Oracle Revenue Management and Billing:

| Object Type | Object Name |
|---|---|
| Algorithm Type | C1_CURALG, FTFREZBSEG, FTFREZFTGLEX, C1-MDOV-BILL, C1-MDOV-BSEG, C1-MDOV-ONSA |
| Feature Configuration | C1_EX_ROUND |
| Option Types | Currency Conversion Algorithm and Payment Distribution To-Do (from the **C1_MLTCURACC** feature configuration) |
| Table Columns | FILE_NAME, UPLD_FLTY_CD, and ACCESS_GRP_CD columns from the CI_BCHG_HSTG table |
| Batch Control | GLASSIGN |

| Object Type | Object Name |
|---|---|
| View | CI_EFF_ACCT_PRICING_VW, CI_EFF_PER_PRICING_VW |

Therefore, henceforth, we strongly recommend you not to use these objects in any custom implementation.

# Product Documentation

User manuals and other technical documents are available in the Portable Document Format (PDF) format. You can download Oracle Revenue Management and Billing release specific documentation library (for example, Oracle Revenue Management and Billing Version 2.5.X.X.X Documentation Library) using the following URL:

http://www.oracle.com/technetwork/indexes/documentation/fsgbu-1364781.html

# Media Pack Download

Oracle Financial Services Revenue Management and Billing Version 2.5.0.0.0 and Oracle Insurance Revenue Management and Billing Version 2.5.0.0.0 media pack can be installed on the following supported platforms:

- Windows (Microsoft Windows x64 (64-bit))

- AIX (IBM AIX on POWER Systems (64-bit))

- Linux (Linux x86-64)

The media pack includes multiple packages. For more information, refer to the Media Pack Contents section in the *Oracle Revenue Management and Billing Version 2.5.0.0.0 Quick Installation Guide*.

To download a package from a media pack:

1. Login to Oracle Software Delivery Cloud. The **Export Restrictions** page appears.
2. Read the terms and conditions and click **Accept**. A page appears which allows you to select the products that you want to download.
3. Select **Oracle Financial Services Revenue Management and Billing** or **Oracle Insurance Revenue Management and Billing** option from the **Product** list.
4. Click **Select Platform**. A window appears which lists all supported platforms.
5. Select the required platform check box and then click **Select**. A row appears in the **Selected Products** list.
6. Click **Continue**. A page appears with the most recent release of the product.

**Note:** If you want to use any previous release of the product which is available on Oracle Software Delivery Cloud, use the **Select Alternate Release** link.

7. Click **Continue**. A window appears with the license agreement.
8. Scroll and read the full license agreement and then click the **I have reviewed and accept the terms of the Commercial License, Special Programs License, and/or Trial License** check box.
9. Click **Continue**. The **File Download** window appears.
10. Click the **Save** icon corresponding to the package that you want to download from the media pack. A message appears confirming whether you want to open or save zip file.
11. Select the **Save as** option from the **Save** list. The **Save As** dialog box appears.
12. Browse to the location where you want to download the package and then click **Save**. The package is downloaded on your local machine.

# Bug Fixes

No new bugs are fixed in this release.

# Known Issues

This section lists the known issues in Oracle Revenue Management and Billing Version 2.5.0.0.0 along with workarounds available to handle these issues. The known issues are grouped into the following categories:

- Banking

- Insurance

- Documentation

## Banking

| Issue | TRANSACTION AGGREGATION: INCORRECT RESULTS WHEN BATCHES NOT EXECUTED IN SEQUENCE |
|---|---|
| Description | During the transaction aggregation process, you need to execute batches in the specified order (as stated in the user manual). If you do not follow the sequence, erroneous results may occur. |
| Workaround | None |

| Issue | THE FEED MANAGEMENT BATCHES CANNOT RUN CONCURRENTLY |
|---|---|
| Description | You cannot execute the transaction feed management batches concurrently. |
| Workaround | None |

| Issue | SEARCH RESULT FOR EXCHANGE RATE NOT DISPLAYED CORRECTLY |
|---|---|
| Description | Searching for the lowest precision rate (0.00000000000000001 /0.00000000000000011/ 0.00000000000000023) from the **Search Exchange Rate** zone results in displaying the rate in exponential format "IE -18". |
| Workaround | None |

| Issue | **VALIDATION RULES FOR ADHOC CHARACTERISTIC TYPES ARE NOT TRIGGERED IN THE MANAGE PRODUCTS, MANAGE PRICE LISTS, ADD PRODUCT PRICING, OVERRIDE PRODUCT PRICING, AND EDIT ASSIGNED PRICING SCREENS** |
|---|---|
| Description | When you associate adhoc characteristic types with a product, price list, and a price assignment, validations defined for adhoc characteristic types are not triggered in the **Manage Products**, **Manage Price Lists**, **Add Product Pricing**, **Override Product Pricing**, and the **Edit Assigned Pricing** screens. |
| Workaround | None |

| Issue | **UNABLE TO CHANGE THE DIVISION STATUS FROM ACTIVE TO RETIRED** |
|---|---|
| Description | When the approval workflow functionality is enabled, the status of a division will not get changed from **Active** to **Retired**. |
| Workaround | None |

| Issue | **LOCALIZATION ISSUE WHEN MAKER AND CHECKER CHOOSE DIFFERENT LANGUAGES** |
|---|---|
| Description | When a maker and checker operate in different languages, a maker cannot see the approved transactions. |
| Workaround | Maker should login with a language that checker is using to see the approved transactions. |

| Issue | **PRE-VALIDATION ERROR MSG FOR INVOICING GROUP EVEN IF PRE-VALIDATION IS OFF** |
|---|---|
| Description | If you set the **Pre-validation** flag for both the groups (that is, **C1IGADD** and **C1IGUPD**) to **N**, the validation will still be triggered before the approval workflow request is created. |
| Workaround | None |

| Issue | **ACCOUNT IDENTIFIER MANDATORY SWITCH NOT WORKING** |
|---|---|
| Description | If the **Account Identifier Required** option type of the **C1_ACCTINFO** feature configuration is set to **Y**, you will not be able to use the **Add Account and Start Service** feature available in the **Person** screen. |
| Workaround | None |

| Issue | **BILLABLE CHARGE – PRICING INFO TAB, PRODUCT AND SUB-UOM DESCRIPTION IS NOT SHOWN** |
|---|---|
| Description | When you specify the product and TOU (issue currency) code in the **Pricing Information** tab of the **Billable Charge** screen, the description of the product and TOU does not appear corresponding to the respective fields. |
| Workaround | None |

| Issue | **CHARS GENERATED ON BILL SEGMENTS EVEN IF C1_EX_ROUND FEATURE CONFIG IS SET TO NO** |
|---|---|
| Description | The **Exchange Rate** characteristic type appears in the **Bill Segment Calc Line Characteristics** screen even if the **Feature Config for Conversion** option type of the **C1_EX_ROUND** feature configuration is set to **N**. This happens only when the bill segment creation algorithms are created using the **BS-CRE-PRICE** and **C1-GENBSEGPA** algorithm types. |
| Workaround | None |

| Issue | **FOREIGN KEY AND FILE LOCATION CHARACTERISTIC TYPE NOT SUPPORTED IN UI MAPS** |
|---|---|
| Description | The screens created using the UI map do not support the **Foreign Key Value** and **File Location Value** characteristic types. These screens only support the **Adhoc Value** and **Predefined Value** characteristic types. |
| Workaround | None |

| Issue | **GETTING SERVER ERROR WHILE DELETING A DIVISION (ASSOCIATED WITH A PRODUCT)** |
|---|---|
| Description | The system does not allow you to delete a division which is associated with a product (even if the division is not yet used in the system). |
| Workaround | In such case, you can first remove the product from the division and then delete the division. |

| Issue | **MESSAGE DOES NOT APPEAR ON CLICKING BUTTONS IN LIST OF PRICE ASSIGNMENTS ZONE** |
|---|---|
| Description | On approving, rejecting, or canceling one or more price assignment requests (at once) from the **List of Price Assignments** zone, the appropriate message does not appear when you click the **Accept Changes**, **Return to Submitter**, or the **Revert to Original** button. |
| Workaround | None |

| Issue | **VIEW RULE TYPE SCREEN - PERFORMANCE ISSUE** |
|---|---|
| Description | If you define a transaction record type with the maximum accounts to be charged set to 5, maximum products to be mapped set to 10, and the maximum product parameters set to 15 and view the details of the rule type, you might experience delay in loading the **View Rule Type** screen. |
| Workaround | None |

| Issue | **C1-TXCNC BATCH GETS EXECUTED SUCCESSFULLY EVEN IF C1-TXNCU BATCH FAILS** |
|---|---|
| Description | When you execute the C1-TXNCU batch with either of the following parameters during the cancellation process, an error occurs:<br><br>• Transaction Source<br><br>• Division<br><br>If you further execute the C1-TXCNC batch during the cancellation process, the status of all transactions in the feed is changed to Cancelled (CNCL). But, in this case, the SQIs on the billable charges are not accurate. |

| Workaround | None |
|---|---|

| Issue | **ERROR WHEN NUMBER OF RECORDS FOR PAGINATION IN ODB SCREENS SET TO 50 OR ABOVE** |
|---|---|
| Description | A warning message appears when you set the **Number of Records Per Page** field to 50 or above in the **Usage Data** or **View Bill Data** screen. |
| Workaround | You can avoid this warning message by editing the registry. Using a Registry Editor, such as Regedt32.exe, open the following key:<br><br>    1.   HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\Styles<br><br>If the **Styles** key is not present, create a new key named **Styles**. Then, create a new DWORD value named **MaxScriptStatements** under this key, and set its value to **0xFFFFFFFF** to avoid the warning message. |

| Issue | **INCORRECT RESULTS IF BUNDLE USED INSTEAD OF PRODUCT IN RATIO OR PHANTOM BUNDLE** |
|---|---|
| Description | If you use a bundle instead of a product in a ratio or phantom bundle, service quantity is aggregated incorrectly, and thus the bill amount is inaccurate. |
| Workaround | None |

| Issue | **TIERED PRICING - 0 VALUE IN THE TO FIELD IS CONVERTED TO 999999999999999999.99** |
|---|---|
| Description | While defining a tiering range, if you specify zero (0) in the **To** field, the value is automatically getting converted to 999999999999999999.99. |
| Workaround | None |

| Issue | **ERRONEOUS RESULTS WHEN BILLABLE CHARGES ARE VOLUMINOUS & SESSION TIMEOUT IS LOW** |
|---|---|
| Description | While billing, you may notice erroneous results when the default session timeout is low and the number of billable charges of an account are high. |

| Workaround | In such case, we recommend you to generate the bill through a batch process instead of generating the bill through the **Bill** screen. |
|---|---|

| Issue | **INAPPROPRIATE SEARCH RESULTS IF SEARCH CRITERIA CONTAINS SPECIAL CHARACTERS** |
|---|---|
| Description | If the search criteria contains a special character such as underscore (_), percentage (%), ampersand (&), or asterisk (*), the search results may not be appropriate. |
| Workaround | None |

| Issue | **CONDITIONAL APPROVAL WORKFLOW CANNOT BE USED WHILE COPYING A PRICE LIST** |
|---|---|
| Description | The system allows you to define conditional approval workflow for business objects. However, at present the conditional approval workflow cannot be used while copying a price list. |
| Workaround | None |

| Issue | **C1-PNDBL, C1-BLGEN, AND C1-BLPPR DOES NOT SUPPORT FREEZE AT BILL COMPLETION** |
|---|---|
| Description | If you have set the **Bill Segment Freeze Option** field in the **Billing** tab of the **Installation Options** screen to **Freeze At Bill Completion**, the newly designed billing batches named C1-PNDBL, C1-BLGEN, and C1-BLPPR will not work properly. |
| Workaround | None |

| Issue | **BILLS GENERATED FOR THE MEMBER ACCOUNT AND NOT FOR THE MASTER ACCOUNT** |
|---|---|
| Description | If you add a contract to a member account after the account is added to the master account, the system will not duplicate the newly added contract at the master level. Therefore, in such scenarios, billable charges related to the newly added contract will be billed to the member account and not to the master account. |
| Workaround | You need to ensure that no new contracts are added to the member account after the account is added to the master account. |

| Issue | **TRANSACTIONS WITH SAME TRANSACTION ID CAN BE PROCESSED ON TWO DIFFERENT DATES** |
|---|---|
| Description | Now, due to table partitioning, the system can process transactions with the same transaction ID on two different processing dates. If your data upload interface doesn't generate unique transaction IDs, this might result in erroneous results at a later stage. |
| Workaround | To avoid any such erroneous results, we recommend you to use the unique transaction ID generation sequence named RMB_CI_TXN_DETAIL_SEQ shipped with ORMB. |

| Issue | **SEARCH RESULT DISPLAYS TRANSACTION LEGS ON SEARCHING INPD & COMP TRANSACTIONS** |
|---|---|
| Description | In the **Transaction Details** screen, when you search for the **INPD** transactions, the **Search Results** section should display transactions which are in the **INPD** status. However, at present, all legs of the **INPD** transactions are displayed in the **Search Results** section.<br><br>Similarly, when you search for the **COMP** transactions, the **Search Results** section should display transactions which are in the **COMP** status. However, at present, all legs of the **COMP** transactions are displayed in the **Search Results** section. |
| Workaround | None |

| Issue | **MULTIPLE POST PROCESSING BILL SEGMENTS CREATED ON A BILL HAVE SAME CONTRACT ID** |
|---|---|
| Description | There might be situations when two or more post processing bill segments are generated on a bill and each post processing bill segment is created for a different contract. In such case, the contract ID stamped on the post processing bill segments must be different. However, at present, the system stamps the same contract ID in all post processing bill segments on the bill. |
| Workaround | None |

| Issue | **INCORRECT RESULTS IF DISAGGREGATION BATCHES NOT EXECUTED IN SEQUENCE** |
|---|---|
| Description | During the transaction disaggregation process, you must execute the following batches in the specified order:<br><br>1. Identify Affected Transactions (C1-IAENT)<br><br>2. Process Non Aggregated Transactions (C1-PDTXN)<br><br>3. Clean Up (C1-TXNCU)<br><br>4. Update Disaggregation Request Status (C1-DARSU)<br><br>Otherwise, erroneous results might occur. |
| Workaround | None |

| Issue | **PERFORMANCE ISSUE WHILE EXECUTING THE C1-DARSU BATCH WHEN REQUEST_TYPE_FLG=PERS** |
|---|---|
| Description | The system takes long time to change the disaggregation request status when the disaggregation request is created for a person. |
| Workaround | None |

| Issue | AGGREGATION DOESN'T WORK IF DISAGG, ROLLBACK, & CANCELLATION EXECUTED IN BETWEEN |
|---|---|
| Description | If you execute the disaggregation, cancellation, and rollback process in between the aggregation process, the system will not allow you start the aggregation process once again. |
| Workaround | None |

| Issue | POST PROCESSING SEGMENT NOT GENERATED IF THE PP MAX VALUE IS SET TO ZERO (0) |
|---|---|
| Description | If the maximum value is set to zero (0) while defining pricing for a product have price assignment type as post processing, the system does not generate the post processing segments for such products. |
| Workaround | None |

| Issue | TWO CONCURRENT RUNS WHICH DERIVE SAME DIVISION FOR TRANSACTIONS DOES NOT WORK |
|---|---|
| Description | If you execute a batch concurrently with two different divisions (for example, D1 and D2), the erroneous results might occur when transactions in both the runs derive the same division, account, and/or product combination. |
| Workaround | None |

| Issue | ERROR OCCURS WHEN YOU DISPLAY BILL FOR A PRODUCT THAT BELONGS TWO RELATIONSHIPS |
|---|---|
| Description | If a product is added to two or more product to product relationships using the relationship type as Service, the system error occurs when you display bill for the product using Documaker. For example, if P3 is added in the P1 and P2 product relationship using the relationship type as Service, an error occurs when you display bill for P3 using Documaker. |
| Workaround | None |

| Issue | **C1-IAENT BATCH IN ERROR IF THERE ARE UNBILLED BILLABLE CHARGES** |
|---|---|
| Description | If there are any billable charges in the **Billable** status for accounts whose transactions are performed before the Disaggregate Transactions From Date, an error occurs while executing the **Identify Affected Transactions (C1-IAENT)** batch. |
| Workaround | None |

| Issue | **PAGINATION - UNABLE TO EXTRACT RECORDS OF ANY OTHER PAGE OTHER THAN FIRST PAGE** |
|---|---|
| Description | If you use the Export to Excel functionality on any screen where pagination is used, the system should extract the records of the page where you have navigated. However, the system always extracts the records on the first page in the Excel format. Therefore, at present, you cannot extract records of any other page other than first page in the Excel format. |
| Workaround | To resolve this issue, you need to apply the framework single fix which is available for BUG 20856028 - PAGINATION : DOES NOT EXPORT ENTIRE RECORDS RATHER EXPORTS PAGE RECORD ONLY. |

| Issue | **ERROR OCCURS IN CASE OF AN IGA SCENARIO WHILE EXECUTING THE C1-PNDBL BATCH** |
|---|---|
| Description | There might be situations when you add an account to an invoicing group after a bill is generated for the account using the new billing batches (i.e. C1-PNDBL, C1-BSGEN, and C1-BLPPR). In such scenario, an error occurs when you execute the C1-PNDBL batch once again to bill charges of the member account on the master account. Similarly, an error occurs when you generate the bill for the account which was earlier billed through the master account using these billing batches. |
| Workaround | None |

| Issue | **ACTIVE CONSTRUCTS DETERMINED ON CUT-OFF DATE INSTEAD OF CHARGES START & END DATE** |
|---|---|
| Description | The system determines the active construct based on the cut-off date and bills the usage accounts' charges through an invoice account which is defined in the active construct. It does not determine the active construct based on the billable charge's start and end dates. |
| Workaround | None |

| Issue | **BILL SEGMENTS CREATED BUT FTS NOT CREATED WHEN ACCOUNTING CALENDAR NOT DEFINED** |
|---|---|
| Description | There might be situations when you generate bill segments for a pending bill which is created for a bill cycle whose accounting date either falls within the closed accounting calendar or does not fall within any accounting calendar. In such scenarios, the bill segments are generated, but the financial transactions are not created for the bill segments. An error occurs when you view such bills, whose financial transactions are not created, through the **Bill** screen. |
| Workaround | None |

| Issue | **UNABLE TO DEFINE ACCOUNT CATEGORY WHEN ACCOUNT IS CREATED USING PERSON SCREEN** |
|---|---|
| Description | The system allows you to create an account for a person by selecting the **Add Account and Start Service** check box in the **Person** screen. In such case, you cannot define category for the account because the **Account Category** field in the **Account** screen is disabled. |
| Workaround | None |

| Issue | STATUS OF ALL LEGS CHANGED TO ERROR IF EXCHANGE RATE NOT AVAILABLE FOR ONE LEG |
|---|---|
| Description | If a transaction has multiple legs and the system could not find exchange rate for one of the leg while executing the C1-TXNSQ batch, the status of the transaction and all its transaction legs is changed to **Error**. |
| Workaround | None |

| Issue | INCORRECT RESULTS APPEAR WHEN UNDERSCORE CHARACTER IS USED IN SEARCH CRITERIA |
|---|---|
| Description | If you use the underscore (_) character in the search criteria, the system does not search strings with the underscore character. Instead, the system interprets the underscore (_) character as a wildcard character. |
| Workaround | None |

| Issue | MULTIPLE ISSUES ON SCREENS AND ZONES WHERE PAGINATION IS USED |
|---|---|
| Description | There are various issues on the screens and zones where pagination is used. For example, the buttons and icons do not appear in the F1-DE-MULQRY zones, paging keys are trimmed, and so on. |
| Workaround | To resolve these pagination related issues, you need to apply framework single fixes which are available for the following bugs:<br><br>• 20302717 - PAGINATION PANEL SHOWING INCORRECT VALUE FOR TOTAL PAGES AND CUSTOM ICONS DO NOT<br><br>• 20261532 - PAGINATION PANEL IS BEING DISPLAYED ON ORASEARCH OPERATION<br><br>• 20113520 - BUTTON AND ICON DOESN'T APPEAR FOR PAGINATION IN F1-DE-MULQRY ZONES<br><br>• 19941127 - PAGINATION FEATURE NOT WORKING FOR SUBQUERIES USED IN ZONE SQL<br><br>• 19163528 - PAGINATION : PAGING KEY GETS TRIMMED AND RETURNS NO RESULTS |

- 18965501 - PAGINATION : ALL THE PAGES DISPLAY SAME SET RECORDS WHEN EQUAL OPERATOR IS USED

- 18953690 - PAGINATION: ROW SERIAL NUMBERS RESET WHEN WE SORT COLUMN, AFTER "NEXT" CLICK

- 18887503 - PAGINATION DOCUMENTATION NEEDS MORE DETAIL

- 18639253 - PAGINATION - MISSING ICON, PAGE LABEL AND PAGE SIZE

- 18491431 - DATA EXPLORER PAGINATION IS NOT CONSIDERING THE SQL COUNT LIMIT ZONE PARAMETER

- 18399979 - PAGINATION - CRASHING IF PAGING COLUMN IS NOT DISPLAYED

- 18399934 - PAGINATION - NOT WORKING FOR DESCENDING SORT

- 20864137 - PAGINATION DOES NOT WORK  PROPERLY WHEN PORTAL HAS MULTIPLE BROADCAST ZONES

| | |
|---|---|
| Issue | **CONTRACT TYPE IS HARDCODED IN PAYMENTS ZONE OF REMITTANCE SUMMARY SCREEN** |
| Description | The **Payments** zone in the **Remittance Summary** screen should lists the overpayments which are made against the contract types listed in the **C1_CMO** feature configuration. However, at present, the EXCSCRED contract type is hardcoded in the **Payments** zone. Therefore, irrespective of the contract types defined in the **C1_CMO** feature configuration, the system lists only those overpayments which are made against the contracts of the EXCSCRED contract type. |
| Workaround | None |

| | |
|---|---|
| Issue | **PAYMENT AMOUNT IS INCORRECT WHEN PAYMENTS HAVE FROZEN & OVERPAYMENT PAY SEGMENTS** |
| Description | If the payments have both frozen and overpayment pay segments, the payment amount displayed corresponding to the overpayment and frozen payment in the **Payments** zone of the **Remittance Summary** screen is incorrect. The system displays the total payment amount instead of displaying the overpayment and frozen pay segment amount. |

| Workaround | None |
| --- | --- |

| Issue | **ERROR OCCURS WHEN BIND VARIABLES USED IN IN AND NOT IN CLAUSES WITHOUT BRACKETS** |
| --- | --- |
| Description | If a template is used in a construct for selecting usage accounts, billable charges, or adjustments where bind variables are used in the IN and NOT IN clauses without brackets, an error occurs when you bill an account through such construct. |
| Workaround | We recommend you to use bind variables within brackets in the IN and NOT IN clauses while defining a template. |

| Issue | **USAGE ACCOUNT'S ADHOC CHARGES BILLED ON USAGE ACCOUNT AND NOT ON INVOICE ACCOUNT** |
| --- | --- |
| Description | If there are any adhoc billable charges for a usage account which is billed through an invoice account, at present, you can bill these adhoc billable charges only on the usage account and not through the invoice account. |
| Workaround | None |

| Issue | **UNABLE TO CREATE BILLS FOR AN ACCOUNT USING A CONSTRUCT FROM THE BILL SCREEN** |
| --- | --- |
| Description | At present, the **Bill** screen does not allow you to create bills for an account using a construct. You can generate bills for an account using a construct only through the batch process. |
| Workaround | None |

| Issue | **C1-ADUP1 BATCH DOES NOT SUPPORT MULTI-CURRENCY ACCOUNTS FEATURE** |
| --- | --- |
| Description | An error occurs while executing the C1-ADUP1 batch when the adjustment currency is different from the account's invoice currency. This is because, at present, the C1-ADUP1 batch does not support the Multi-Currency Accounts feature. |

| Workaround | None |
|---|---|

| Issue | **ABLE TO CREATE BILLABLE CHARGES FOR AN INVOICE ACCOUNT** |
|---|---|
| Description | Ideally, the system should not allow you to create billable charges for an invoice account. At present, there is no restriction, and therefore you can create billable charges for an invoice account which are billed through the invoice account. |
| Workaround | None |

| Issue | **PARTIAL DATA UPLOADED WHEN USAGE RECORD HAS MORE THAN FIVE PASS THROUGH CHARGES** |
|---|---|
| Description | If you upload a usage record which has more than five pass through charges (for example, Bill Line 1, Bill Line 2, ...., Bill Line 8), at present, the system uploads the details of only five pass through charges (i.e. till Bill Line 5). The details of Bill Line 6, Bill Line 7, ...., and Bill Line 8 are not uploaded. |
| Workaround | None |

| Issue | **LENGTH OF UDF_CHAR_X IS 50 IN THE TFM ODI PACKAGE AND 60 IN THE DATABASE** |
|---|---|
| Description | In the ORMB database, the maximum size of the UDF_CHAR_1, UDF_CHAR_2, ...., UDF_CHAR_50 columns is set to 60 characters. However, while uploading the transaction data via ODI, you can specify maximum 50 and not 60 characters in the CSV file. |
| Workaround | None |

| Issue | **UNABLE TO EDIT A FILE GROUP FROM THE ON DEMAND BILLING SCREEN** |
|---|---|
| Description | On clicking the link in the **File Group** column, the **Add/Edit File Group** screen appears where you can edit the details of the file group. However, at present, the **Add/Edit File Group** screen does not appear. Therefore, you are not able to edit a file group. |
| Workaround | None |

| Issue | **UNABLE TO VIEW THE XAI UPLOAD STAGING DETAILS IN THE XAI DYNAMIC UPLOAD SCREEN** |
|---|---|
| Description | When you search and select an XAI upload staging record in the **XAI Upload Search** window, the details of the XAI upload staging record do not appear in the **XAI Dynamic Upload** screen. Instead, the home page appears. |
| Workaround | None |

| Issue | **ERROR OCCURS ON CLICKING SHOW CONTEXT MENU CORRESPONDING TO DOWNLOAD STAGING ID** |
|---|---|
| Description | An error (indicating invalid menu entry) occurs when you click the **Show Context Menu** icon corresponding to the **Download Staging ID** field in the **XAI Download Staging** screen. |
| Workaround | None |

| Issue | **GRAPH DOES NOT APPEAR IN THE MULTI-CANCEL/REBILL SCREEN** |
|---|---|
| Description | At times, the graph does not appear in the **Multi-Cancel/Rebill** screen when you access the application using Internet Explorer. |
| Workaround | None |

| Issue | **ADJUSTMENT CREATED WHEN CONTRACT ID IS VALID, BUT ACCOUNT IDENTIFIER IS INVALID** |
|---|---|
| Description | If you upload an adjustment data file with a record where the contract ID is valid, but the account ID or account identifier is invalid, the system creates the adjustment against the contract. Ideally, the system should not create the adjustment until and unless the contract ID, account ID, account identifier type, and account identifier are valid. |
| Workaround | None |

| Issue | **ABLE TO GENERATE A BILL FOR A SETTLEMENT ACCOUNT FROM THE BILL SCREEN** |
|---|---|
| Description | Ideally, the system should not allow you to generate a bill for a settlement account. However, at present, you can generate a bill for a settlement account from the **Bill** screen. |
| Workaround | None |

| Issue | **ADJUSTMENT CREATED AGAINST PREVIOUS BILL IS NOT CONSIDERED DURING TRIAL BILLING** |
|---|---|
| Description | If you create an adjustment against the previous completed bill, the adjustment is not presented on the next bill during trial billing. This open item accounting feature is not supported during trial billing. |
| Workaround | None |

| Issue | **POST PROCESSING BILL SEG AMT PRORATED IF BILLABLE CHARGE PERIOD EXCEEDS 2 YEARS** |
|---|---|
| Description | If a billable charge period is 2 years or above and post processing bill segment is generated based on the billable charge, the post processing bill segment amount is prorated during bill generation. |
| Workaround | None |

| Issue | REOPEN BUTTON DISABLED WHEN C1-BILLSETT ALGORITHM ATTACHED ON CUSTOMER CLASS |
|---|---|
| Description | If you attach an algorithm of the C1-BILLSETT algorithm type on the **Bill Completion** system event of the account's customer class, at present, you will not be able to reopen a bill. |
| Workaround | None |

| Issue | TRANSFER ADJUSTMENT TYPE PROPERTY SUPERSEDE ORIGINAL ADJUSTMENT TYPE PROPERTY |
|---|---|
| Description | If you create an adjustment on a usage account and bill it through an invoice account, the transfer adjustment is created on the invoice account. While creating a transfer adjustment, the system uses the open item accounting properties, such as Impact Next Bill Balance, defined on the transfer adjustment type. It does not uses the open item accounting properties defined on the original adjustment type. |
| Workaround | None |

| Issue | WRONG ERROR MESSAGE APPEARS WHILE DOING PARTIAL NEGATIVE PAYMENT |
|---|---|
| Description | If you do a partial payment against a negative (i.e. credit) bill from the **Payment Request** screen, the payment is created in the **Error** status. However, the error message shown against the payment is wrong. Ideally, the error message should be "For a Negative payment in case of a Credit bill, Payment amount must match Bill amount". However, at present, the following error message is displayed: "Sum of Distributed Amounts does not equal the Payment Amount for Payment <Payment ID>" |
| Workaround | None |

| Issue | **THE PAYMENT REQUEST SCREEN DOES NOT SUPPORT MULTIPLE TENDERS** |
|---|---|
| Description | At present, the system does not support multiple tenders when you create a payment from the **Payment Request** screen. |
| Workaround | None |

| Issue | **ADJ NOT BILLED ON INVOICE ACCOUNT IF TRANSFER ADJ TYPE NOT ADDED IN ADJ PROFILE** |
|---|---|
| Description | If the adjustment must be billed through an invoice account and the transfer adjustment type is not added in the adjustment profile which is attached to the contract type, the system does not creates the transfer adjustment on the invoice account. Instead, the system bills the adjustment on the usage account. |
| Workaround | None |

| Issue | **INCORRECT EXCHANGE RATE USED WHILE CREATING TRANSFER ADJUSTMENT ON INVOICE A/C** |
|---|---|
| Description | If the adjustment currency is different from the invoice account's currency, the system creates the transfer adjustment on the invoice account. However, at present, the exchange rate used during currency conversion is not picked up correctly. |
| Workaround | None |

| Issue | **MATCH TYPE DESCRIPTION DISAPPEARS WHEN YOU REMOVE THE MATCH TYPE SEARCH ZONE** |
|---|---|
| Description | If you remove the data from the **Match Type Search Zone** field while editing a match type, description corresponding to the match type disappears from the respective field. |
| Workaround | You need to specify the description once again and then save the changes made to the match type. |

| Issue | **PRICELIST ASSIGNMENT IN REJECTED STATUS APPEARS IN ASSIGNED PRICE LISTS ZONE** |
|---|---|
| Description | On rejecting a proposed price list assignment, the rejected price list assignment must not appear in the **Assigned Price Lists** zone of the **Price List Assignment (Account)** or **Price List Assignment (Customer)** screen. However, at present, the rejected price list assignment appears in the **Assigned Price Lists** zone. |
| Workaround | None |

| Issue | **ABLE TO ADD A RELATIONSHIP TYPE MULTIPLE TIMES IN THE C1_PER_REL FEATURE CONFIG** |
|---|---|
| Description | At present, the system does not prevent you to add a relationship type multiple times in the C1_PER_REL feature configuration. Ideally, there should be a system validation to handle this issue. |
| Workaround | None |

| Issue | **MULTIPLE PARENTS WITH SAME PERSON-PERSON RELATIONSHIP TYPE SHOULD NOT BE ALLOWED** |
|---|---|
| Description | At present, the system allows you to define multiple parents with the same relationship type for an overlapping date range. This can lead to erroneous results while searching for effective pricing at the parent customer level. |
| Workaround | We recommend you to define multiple parents with the same relationship type for a different date range. |

| Issue | **UNABLE TO FREEZE ADJ IF ALGORITHM ATTACHED ON POST ADJ FREEZE SYSTEM EVENT** |
|---|---|
| Description | If you attach an algorithm to the Post Adjustment Freeze system event in an adjustment type, the corresponding adjustments are not frozen in the application. |
| Workaround | None |

| Issue | **ONE OR MORE DIGITS OR DECIMALS IN RATE ARE TRUNCATED WHEN YOU DEFINE PRODUCT PRICING** |
|---|---|
| Description | While saving the tiering ranges in product pricing, the one or more digits or decimals specified in the rate are truncated. For example, if you specify the rate as 700, the system might truncate one or more digits and save the rate as 7 or 70 randomly. OR, if you specify the rate as 70.05, the system truncates the decimal positions and saves the rate as 70. |
| Workaround | None |

| Issue | **UNABLE TO SAVE MULTIPLE CHARACTERISTICS FOR A PRICE ASSIGNMENT** |
|---|---|
| Description | While defining characteristics for a price assignment, you can specify multiple characteristics in the screen, but only one characteristic is saved in the application. |
| Workaround | None |

| Issue | **CONCURRENCY ERROR MESSAGE APPEARS WHILE DELETING A PAYMENT** |
|---|---|
| Description | If you delete a payment which is not in **Frozen** status from the **Payment** screen, the concurrency error message appears and you are not able to delete the payment. |
| Workaround | None |

| Issue | **PERSON ID APPEARS, BY DEFAULT, IN THE CHILD PERSON FIELD OF THE PERSONS TAB** |
|---|---|
| Description | On defining a person, the Person ID appears, by default, in the **Child Person** field of the **Persons** tab. |
| Workaround | None |

| | |
|---|---|
| Issue | **FEED MANAGEMENT DASHBOARD - NO RECORDS APPEAR IN DIVISION LEVEL INFORMATION ZONE** |
| Description | While viewing the details of a feed in the **Feed Management Dashboard** screen, no records appear in the **Division Level Information** zone. |
| Workaround | None |

| | |
|---|---|
| Issue | **UNABLE TO REMOVE USAGE ACCOUNTS, BILLABLE CHARGES, OR ADJUSTMENTS FROM CONSTRUCT** |
| Description | While editing a construct, you are not able to remove a set of usage accounts, billable charges, or adjustments by clicking the **Minus** icon corresponding to it in the respective section. |
| Workaround | None |

| | |
|---|---|
| Issue | **SYSTEM ERROR OCCURS WHILE SEARCHING A CASE TYPE** |
| Description | An error message occurs while searching for a case type in the **Case Type** screen. |
| Workaround | None |

| | |
|---|---|
| Issue | **DASHBOARD - NO ALERTS APPEAR IN THE ALERTS ZONE** |
| Description | At present, the system does not display any alert in the **Alerts** zone of the **Dashboard** area. |
| Workaround | None |

| | |
|---|---|
| Issue | **SEARCH BUTTON IS NOT PROPERLY ALIGNED IN THE FILTER UI MAPS** |
| Description | The **Search** button is not properly aligned in the Filter UI maps used across the application. |

| Workaround | None |
| --- | --- |

| Issue | **UNABLE TO SCROLL LEFT TO VIEW TABS ON THE LEFT IN THE DIVISION SCREEN** |
| --- | --- |
| Description | The **Scroll Left** icon is not available in the **Division** screen. Therefore, you will not be able to scroll left if you are on the extreme right tab in the screen. |
| Workaround | None |

| Issue | **ACCOUNT COLLECTION SUMMARY – BILL GRAPH IS NOT VISIBLE IN THE COLLECTION TAB** |
| --- | --- |
| Description | On viewing the collection details of an account in the **Account Collection Summary** screen, the bill graph is not visible in the **Collection** tab. |
| Workaround | None |

| Issue | **ADJ UPLOAD REQUEST - DATA NOT AUTOMATICALLY REFRESHED ON CREATING ADJUSTMENTS** |
| --- | --- |
| Description | On clicking the **Create Adjustment** button, the adjustments are created immediately when the number of records in the adjustment data file does not exceed the online record process limit defined in the Defer algorithm. At present, the adjustment information in the **Adjustment Data Records** zone appears only when you refresh the page. |
| Workaround | None |

| Issue | **MULTI-CANCEL/REBILL – BILL SEGMENT GRAPH IS NOT VISIBLE IN THE GRAPH TAB** |
| --- | --- |
| Description | In the **Multi-Cancel/Rebill** screen, at present, the bill segment graph is not visible in the **Graph** tab. |
| Workaround | None |

| Issue | **BANKING CONTROL CENTRAL – BILL GRAPH IS NOT VISIBLE IN THE ALERTS ZONE** |
|---|---|
| Description | On viewing the details of an account in the **Banking Control Central** screen, the bill graph is not visible in the **Alerts** zone. |
| Workaround | None |

| Issue | **FIELDS AND BUTTONS ARE NOT PROPERLY ALIGNED IN SOME SCREENS, TABS, OR DIALOG BOX** |
|---|---|
| Description | You may observe that fields and/or buttons are not properly aligned in the following screens or dialog box (such as Confirm Delete, OraSearch): <ul><li>Template</li><li>Profile</li><li>Auto Payment Clearing Staging</li><li>Policy Query</li><li>Policy (used for defining a policy)</li><li>Policy Plan Query</li><li>Policy Plan (used for defining a policy plan)</li><li>Membership Query</li><li>Membership (used for defining a membership)</li><li>Payment Request Type</li><li>Upload Request Type</li><li>External Statement</li><li>Payment Event Summary</li><li>Payment Request Search</li><li>Person to Person Relationship Type Sequence</li><li>Upload Payment Data File</li><li>Payment Request</li><li>Adjustment Upload Data File</li><li>Transaction Record Type</li></ul> |

| Workaround | None |
|---|---|

| Issue | **PAYMENT EVENT - VERTICAL SCROLL BAR DOES NOT APPEAR IN THE MAIN TAB** |
|---|---|
| Description | The vertical scroll bar does not appear in the **Main** tab of the **Payment Event** screen. |
| Workaround | None |

| Issue | **SEARCH BUTTON IS NOT WORKING ON MULTIPLE SCREENS OR TABS** |
|---|---|
| Description | The **Search** button is not working in the following screens or tabs:<br><br>• Financial Transactions on Bill – Main Tab<br><br>• Financial Transactions On Payment – Main Tab<br><br>• Account Bill/Payment History – Main Tab<br><br>• Statement Construct – Details Tab<br><br>• Bill Print Group - Contract Sub Group Tab<br><br>• Payment/Tender Search – Main Tab<br><br>• Bill – Bill Segment Tab<br><br>• Payment Event – Main Tab<br><br>• Payment - Pay Segment Tab<br><br>• Payment - Manual Distribution Tab |
| Workaround | None |

| Issue | **VALUE APPEARS IN SOME FIELDS BY DEFAULT** |
|---|---|
| Description | The value appears in some fields, by default, even if it is not set as the default value. You may observe this behavior in the following screens or tabs:<br><br>• Template – Main Tab<br><br>• Profile – Algorithms Tab |
| Workaround | None |

| Issue | **POP-UP WINDOW NOT DISPLAYED PROPERLY WHEN YOU MOUSE OVER DETAILED DESCRIPTION** |
|---|---|
| Description | In the **Batch Control** screen, a pop-up window appears when you move the mouse over the **Detailed Description** field. At present, the data is not properly displayed in the pop-up window. |
| Workaround | None |

| Issue | **ERROR OCCURS WHILE SEARCHING OVERDUE EVENT TYPE AND PAYMENT EVENT UPLOAD STAGING** |
|---|---|
| Description | On searching an overdue event type and payment event upload staging record, the following error occurs:<br><br>"Could not load Program class com.splwg.base.program.sample.e.sob.ProgramCIPESOBP for program 'CIPESOBP" |
| Workaround | None |

## Insurance

| Issue | **OLD INSURANCE FEATURES ARE NOT TESTED AND VERIFIED IN ORMB VERSION 2.5.0.0.0** |
|---|---|
| Description | In this release, the new policy data model is introduced. The old policy data model which is accessible to the INADMIN user group is no longer operational. The old insurance features, such as Insurance Control Central, Deferred Revenue Recognition, Account Current, Pay Plan, Group Billing, and List Bill Reconciliation are not tested and verified with the new policy data model. |
| Workaround | None |

| Issue | **PERFORMANCE ISSUE WHILE CREATING DEFERRED REVENUE RECOGNITION SCHEDULE** |
|---|---|
| Description | If there are large number of bill segments and adjustments for which deferred revenue recognition schedule must be generated, the system takes long time to generate deferred revenue recognition schedules. |

| Workaround | None |
|---|---|

<br>

| Issue | **VALIDATION FOR FIDUCIARY CONTRACT MISSING DURING RECONCILIATION** |
|---|---|
| Description | While changing the status of the reconciliation object to Ready To Pay, the system does not validate whether fiduciary contract exists for the group account. |
| Workaround | You need to ensure that group customer has fiduciary contract associated with the account through which payments can be made for the list bills. |

<br>

| Issue | **TWO BILL SEGMENTS GENERATED WHEN REASON CODE EFFECTIVE DATE IS SAME AS BILL SEGMENT START DATE** |
|---|---|
| Description | When you select the Update option from the Reason Code list and specify the reason code effective date same as the bill segment start date, the system creates two bill segments – one with prorated billed amount and another with prorated reported amount. Ideally, the system should only create one bill segment with prorated reported amount. |
| Workaround | None |

<br>

| Issue | **UNABLE TO DISTRIBUTE THE REMAINING PAYMENT MANUALLY** |
|---|---|
| Description | If you have distributed partial payment automatically through the **Payment by Transaction** screen, the system does not allow you to distribute the remaining payment manually. |
| Workaround | None |

<br>

| Issue | **FOREIGN KEY AND FILE LOCATION CHARACTERISTIC TYPE NOT SUPPORTED IN UI MAPS** |
|---|---|
| Description | The screens created using the UI map do not support the **Foreign Key Value** and **File Location Value** characteristic types. These screens only support the **Adhoc Value** and **Predefined Value** characteristic types. |

| Workaround | None |
|---|---|

| Issue | **CHARACTERISTIC TYPES ARE NOT FILTERED BASED ON THE REASON CODE** |
|---|---|
| Description | While editing the reconciliation object line, the characteristic types are not filtered based on the reason code that you have selected. Currently, it lists all characteristic types where the characteristic entity is set to **Reason Code**. |
| Workaround | None |

| Issue | **RECONCILIATION DOESN'T WORK PROPERLY FOR PASS THROUGH BILLABLE CHARGES** |
|---|---|
| Description | In the sample case workflow, the system checks whether the difference between the reported and billed amounts is within the tolerance limit. If so, the system must change the status of the reconciliation object line to **WD-Match**. However, at present, in case of pass through billable charges, the system changes the status of the reconciliation object line to **Manual** instead of **WD-Match**. |
| Workaround | None |

| Issue | **ERROR OCCURS WHEN YOU RESOLVE A RECONCILIATION OBJECT LINE FROM THE CASE SCREEN** |
|---|---|
| Description | The system allows you to manually resolve a reconciliation object line from the **Case** screen and change the status of the reconciliation object line to **Manual Match**. At present, an error occurs when you click the **Manual Match** button in the **Case** screen. |
| Workaround | None |

## Documentation

| Issue | XAI DYNAMIC UPLOAD - UNABLE TO ACCESS ONLINE HELP |
|---|---|
| Description | At present, the online help for the XAI Dynamic Upload screen is not available. |
| Workaround | None |

| Issue | "ERROR 404--NOT FOUND" - ONLINE HELP IS NOT WORKING |
|---|---|
| Description | At present, the "**ERROR 404--NOT FOUND**" error occurs when you access online help for the following screens: <ul><li>FK Validation Summary</li><li>Unit of Measure</li><li>Promise To Pay</li><li>Promise To Pay Cancel Reason</li></ul> |
| Workaround | None |

| Issue | ONLINE HELP NOT AVAILABLE FOR SOME SCREENS OR TABS |
|---|---|
| Description | At present, the online help is not available for the following screens: <ul><li>Bucket Configuration Query</li><li>Loan</li></ul> In addition, the online help is not available for the following tabs: <ul><li>Workflow Process Template – Main Tab</li><li>Rate Schedule – SQ Rule Tab</li></ul> |
| Workaround | None |

| Issue | INDEX ENTRIES NOT DEFINED FOR THE BANKING AND INSURANCE MODULES |
|---|---|
| Description | At present, index entries are not defined for all topics in the Banking and Insurance modules. |
| Workaround | None |

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| Issue | **DOCUMENTATION IS NOT AVAILABLE FOR THE POLICY FEATURE INTRODUCED IN 2.4.0.0.0** |
|---|---|
| Description | At present, documentation is not available for the Policy feature which is newly introduced in 2.4.0.0.0. |
| Workaround | For assistance, please contact Oracle Support. |

| Issue | **BULLETED POINTS DO NOT APPEAR WHEREVER BULLETED LIST IS USED IN ONLINE HELP** |
|---|---|
| Description | At present, in the online help, the bulleted points do not appear wherever the content is explained using the bulleted list. |
| Workaround | Use the alternate documentation available in the PDF format. |

# Technical Support

For any technical support, consult with Oracle Support, Oracle Partner, or Oracle Consulting that may be supporting your implementation and upgrade process.