Oracle® Communications Order and Service Management

Cartridges for Oracle Application Integration Architecture Release Notes

Release 2.1.2

E79218-01

March 2018

This document provides release notes for Oracle Communications Order and Service Management (OSM) Cartridges for Oracle Application Integration Architecture (Oracle AIA) release 2.1.2. This software is also referred to as Order-to-Activate cartridges release 2.1.2.

- New Features
- Known Problems
- Deprecated or Removed Features
- Limitations to Fix for FIC Code Values
- Order-to-Activate Cartridge Compatibility

New Features

This section describes the enhancements in Order-to-Activate cartridges release 2.1.2.

Process Efficiency Improvements - A Single Task for Sending and Receiving Messages

In earlier releases, the Order-to-Activate cartridges used separate tasks to handle sending of messages to and receiving response messages from an external system. With this release, the cartridges use a single task to handle both sending a message to and receiving the response messages from external systems.

For more information on new Order-to-Activate features, see *OSM Cartridge Guide for Oracle Application Integration Architecture*.

Known Problems

This section describes known problems in Order-to-Activate 2.1.2 and any workarounds recommended to avoid the problems or reduce effects:

- Service Actions That Are Not Add or Delete Are Being Set to N/A
- Missing Support for VoIP Call Barring and Call Hold
- RSDOD Orders Fail with Service Addresses Over 40 Characters

Service Actions That Are Not Add or Delete Are Being Set to N/A

(Bug number 22746562) The Entity-to-Data-Element mappings sometimes incorrectly map the action code as N/A when it is not set to Add or Delete.

There is no workaround for this issue.

Missing Support for VoIP Call Barring and Call Hold

(Bug number 20783453) Service order management in the solution option without Calculate Service Order does not support the Call Barring and Call Hold features in the VoIP service.

The workaround is to add the following conceptual model products to either the OracleComms_Model_O2A_SOM_PS project or to a custom conceptual model project:

- SOM_VoIP_Pricing_Event_PS
- SOM_VoIP_Pricing_Event_Billing_Validation_PS
- SOM_VoIP_Call_Barring_PS
- SOM_VoIP_Call_Hold_PS

RSDOD Orders Fail with Service Addresses Over 40 Characters

(Bug number 20778503) When using the Calculate Service Order option with RSDOD, orders fail at service order management if the service address is longer than 40 characters.

The workaround is to restrict service address values to 40 characters or less.

Deprecated or Removed Features

The following features have been deprecated or removed in the Order-to-Activate 2.1.2 release:

- Customer Asset Manager Support Removed
- Product Specification (was Product Class) Deprecated

Customer Asset Manager Support Removed

The Customer Asset Manager module has been removed from the OSM product, and therefore support for asset processing interactions with the Customer Asset Manager module in OSM has been removed from the Order-to-Activate cartridges. Oracle recommends that you use corresponding functionality in Oracle Configure, Price, Quote (CPQ) Cloud for your hybrid cloud solution.

Product Specification (was Product Class) Deprecated

The Product Specification entity (which was renamed from the Product Class entity in OSM 7.2.4), has been deprecated in OSM. Existing entities (for example, in versions of the Order-to-Activate cartridges prior to 2.1.0) are supported for backward compatibility, but new OSM product specifications (product classes) cannot be created. Because of this, the Order-to-Activate cartridges no longer contain OSM product specifications.

This functionality is replaced by the Product entity in the conceptual model.

Limitations to Fix for FIC Code Values

These limitations apply only to customers using the Calculate Service Order solution option and a version of OSM prior to OSM 7.3.

Following are the values used/expected by the different roles and versions:

- If central order management is built in an Oracle Communications Design Studio version prior to 7.3, the FIC will be set to the fully qualified name (cartridge name and version in addition to service action name).
- If central order management is built in a Design Studio version of 7.3 or later, the FIC will be set to the service action key.
- If service order management is built in a Design Studio version prior to 7.3, it will recognize only the fully qualified name.
- If service order management is built in a Design Studio version of 7.3 or later, it will recognize either the fully qualified name or the service action key.

You can use the following workaround, in all workspaces in your solution (for example in both the central order management workspace and the service order management workspace if they are in separate workspaces), to have the behavior of pre-OSM 7.3 versions to be the same as the behavior of OSM 7.3 or higher if you use the interactive installation:

1. Perform all of the steps in the normal interactive installation, up to and including the steps in the "Configuring Weblogic Server Resources" section in the interactive installation chapter of *OSM Cartridge Guide for Oracle Application Integration Architecture*.
2. Go to the *SolutionCartridge***/resources/ExchangeMetadata** folder in your workspace, where *SolutionCartridge* is the name of the solution cartridge for your workspace, as determined from Table 1:

Table 1 Solution Configurations and Corresponding Solution Cartridges

Using Calculate Service Order Option?	Current Workspace Is for:	Topology	Cartridge to Deploy from Workspace
Yes	COM only	All	OracleComms_OSM_O2A_COM_CSO_Solution
Yes	SOM only	All	OracleComms_OSM_O2A_SOM_CSO_Solution
Yes	COM and SOM	All	OracleComms_OSM_O2A_COMSOM_CSO_Solution
No	COM only	Simple	OracleComms_OSM_O2A_COM_Simple_NP_Soln
No	COM only	Typical or Complex	OracleComms_OSM_O2A_COM_Typical_NP_Soln
No	SOM only	All	OracleComms_OSM_O2A_SOM_NP_Soln
No	COM and SOM	Simple	OracleComms_OSM_O2A_COMSOM_Simple_NP_Soln
No	COM and SOM	Typical or Complex	OracleComms_OSM_O2A_COMSOM_Typical_NP_Soln

3. Create a file named **conceptualServiceActionKeys.xml** with the following contents:

```
<conceptualServiceActionKeys>
<serviceAction>
    <name>ServiceActions_Broadband_Internet_Access_CFS</name>
    <key>ServiceActions_Broadband_Internet_Access_CFS</key>
</serviceAction>
<serviceAction>
    <name>ServiceActions_Email_CFS</name>
    <key>ServiceActions_Email_CFS</key>
</serviceAction>
<serviceAction>
    <name>ServiceActions_Internet_Media_CFS</name>
    <key>ServiceActions_Internet_Media_CFS</key>
</serviceAction>
<serviceAction>
    <name>ServiceActions_IP_Fax_CFS</name>
    <key>ServiceActions_IP_Fax_CFS</key>
</serviceAction>
<serviceAction>
    <name>ServiceActions_VoIP_Access_CFS</name>
    <key>ServiceActions_VoIP_Access_CFS</key>
</serviceAction>
<serviceAction>
    <name>ServiceActions_Web_Conferencing_CFS</name>
    <key>ServiceActions_Web_Conferencing_CFS</key>
</serviceAction>
</conceptualServiceActionKeys>
```

4. Continue with the instructions in the "Building and Deploying the Order-to-Activate Cartridges" section in the interactive installation chapter of *OSM Cartridge Guide for Oracle Application Integration Architecture*.

There is no workaround for silent installation.

Order-to-Activate Cartridge Compatibility

To install or upgrade the Order-to-Activate cartridges, you must ensure compatibility between the following:

- OSM software version and Order-to-Activate cartridge version
- OSM Order-to-Activate cartridge version and Oracle Application Integration Architecture (Oracle AIA) Order to Cash Integration Pack for OSM version

For Order-to-Activate cartridge compatibility information see *Order-to-Activate Cartridge Product Compatibility Matrix* (in the **OSM Cartridges for Oracle Application Integration Architecture section** of the OSM documentation) on the Oracle Help Center website:

http://docs.oracle.com/en/industries/communications/order-service-management/index.html

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