Oracle CRM On Demand

Product Release Notes
Release 42

May 2021

Table of Contents

ORACLE

Document Versioning

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1 Overview

The Oracle CRM On Demand Release 42 Product Release Notes outline the known issues, the customer impacts, and the changes to the Oracle CRM On Demand user interface and behavior. The Release Notes also list the defects and behaviors that have been fixed in this release.

To review the features included in this release, see _Oracle CRM On Demand Administrator Preview Guide_ for Release 42, as well as the _Transfer of Information (TOI)_ recording.

2 Known Issues

Usability

Enforce Product and Product Category Relationship in Opportunity Product Revenue

When the administrator makes the Product Category field editable in the Opportunity Product Revenue Detail page, the user can save an Opportunity Product Revenue record with mismatching Product and Product Category. The user is not prompted about these mismatches when updating the Product Detail page or the Opportunity Product Revenue Detail page and the records are saved with no errors displayed.
In Release 42, a new Company Profile checkbox field 'Enforce Product Category-Product relationship in Opportunity Product Revenue' is introduced for administrators to opt in to enforce the Product Category and Product fields matching each other in the Opportunity Product Revenue Detail page. The enforcement on Product Category-Product relationship will be extended to Account Revenue, Contact Revenue, Course, Exam, Certification, and Accreditation record types in a later release.

3 Customer Impact

Analytics

Impact on Scheduled Events for Analytics Due to OCI Mail Size Limit

In Release 42, if the size of a file that is generated due to a scheduled event for the Analytics record type is less than 2 MB, then Oracle CRM On Demand attaches the file to the email. If the size of the file is greater than 2 MB, then Oracle CRM On Demand zips the file. If the size of the zipped file is not greater than 2 MB, then the zipped file is attached to the email. Otherwise, the file is not attached to the email. The users on whose behalf the scheduled event is executed can access the unzipped files, as well as the emails, through their personal email

monitor, regardless of whether or not the files were sent with the emails. The personal email monitor can be accessed by navigating to My Setup > Data & Integration Tools > Email Monitor.

Revert Full Visibility for Account Team History and Contact Team History Subject Areas

Full Visibility on the Contact Team History and Account Team History subject areas was updated to reflect the team visibility rules in Release 40. Users retrieved more data from reports under the Contact Team History subject area with Full Visibility before Release 40.

In Release 42, the Full Visibility on the Contact Team History and Account Team History subject areas has been reverted to pre-Release 40 settings, to respect Full Visibility.

Usability

Ability to Export Activity Promotional Items Dropped Records Directly

In Release 42, the performance of Promotional Items Dropped partial exports is improved by extracting the Promotional Items Dropped records directly, bypassing the query on the Activity parent records. As a result of this change, the export file name is changed, along with the Record Type name displayed in the Export Request Queue and Export Request Detail pages.

Impact on Importing Results Due to OCI Mail Size Limit

In Release 42, if the size of the log file for an import request is not greater than 2 MB, then Oracle CRM On Demand attaches the file to the email. If the size of the log file is greater than 2 MB, then Oracle CRM On Demand zips the file. If the size of the zipped file is not greater than 2 MB, then the zipped file is attached to the email. Otherwise, the file is not attached to the email.

The map file is attached to the email, provided that the combined size of the attachments is not greater than 2 MB. If the combined size of the attachments is greater than 2 MB, then Oracle CRM On Demand zips the map file and attaches it, provided that the combined size of the attachments is not greater than 2 MB. Otherwise, the map file is not attached to the email. The users can access the unzipped attachments, as well as the emails, through the personal email monitor. The personal email monitor can be accessed by navigating to My Setup > Data & Integration Tools > Email Monitor.

Move 'Navigate directly to detail page if only one record is returned' Option to Profile Pages

Prior to Release 42, the 'Navigate directly to detail page if only one record is returned' option is under My Setup > Personal Layout > Action Bar Layout. This is a useful feature, but typically unused because the opt-in is difficult to locate.

In Release 42, this option is moved to the User Detail page, Personal Profile page and Company Profile page as a

picklist field with the same name: 'Navigate directly to detail page if only one record is returned'. There are three options: Enabled, Disabled, and blank. By default, this picklist field is set to blank on all pages. Company administrators can select an option at the company level setting. The user level setting overrides the company level setting. If the user's setting is null, then the company level setting is used.

After upgrading to Release 42, the picklist field on the Company Profile page is blank. All existing users who have this option selected in the Action Bar Layout page will have the picklist field 'Navigate directly to detail page if only one record is returned' field set to Enabled at the user level. This new picklist is displayed at the bottom section of system default user pages. Administrators need to update the pre-existing custom User page layouts to expose this new picklist field for users with custom User page layouts assigned to their roles.

New Alert Information Page Layout for Users without the Manage Company Privilege

Prior to Release 42, users without the Manage Company privilege see all fields and applets when drilling into the Alert Information page. Some fields apply only to privileged users. Users who do not have this privilege enabled for their profile see a 'No Access' message under the Associated Roles and Acknowledged By Users applets.

In Release 42, users without the Manage Company privilege will not see these fields: Display Popup Window on Sign In, Scrolling Text Bar, Displayed Hyperlink and Modified By. The Associated Roles and Acknowledged By Users applets are also hidden for users who do not have the Manage Company privilege enabled.

4 Language Support

The following table outlines the supported languages for Oracle CRM On Demand and its related applications:

	Chinese Simplified	Chinese Traditional	Danish	Dutch	English-American	English-British	Finnish	French	German	Italian	Japanese	Korean	Norwegian	Polish	Portuguese	Portuguese – Brazilian	Russian	Spanish	Swedish	Thai	Turkish
Oracle CRM On Demand	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Oracle CRM On Demand Desktop	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Oracle Contact On Demand					✓																
Oracle Email Marketing On Demand	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	

	Chinese Simplified	Chinese Traditional	Danish	Dutch	English-American	English-British	Finnish	French	German	Italian	Japanese	Korean	Norwegian	Polish	Portuguese	Portuguese – Brazilian	Russian	Spanish	Swedish	Thai	Turkish
Oracle CRM On Demand Connected Mobile Sales for iPhone and Android*	✓		✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓		✓	
Oracle CRM On Demand Connected Mobile Sales for BlackBerry					✓			✓	✓									✓			
Oracle Offline On Demand	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓		✓	✓	✓	✓	
Oracle Notes Email Integration On Demand					✓																
Oracle Outlook Email Integration On Demand					✓																

Note: For information on supported languages for Oracle CRM On Demand Connected Mobile Sales, refer to Oracle CRM On Demand Connected Mobile Sales Product Release Notes.

5 Fixed Issues

The following defects have been fixed in Oracle CRM On Demand Release 42.

BUG NUMBER	PRODUCT AREA	DESCRIPTION OF BEHAVIOR PRIOR TO FIX
32085458	Analytics	Contact Team History and Account Team History Subject Areas are not respecting Full Visibility.
30853522	Analytics	In Advanced Custom Objects History subject area, Campaign Custom Metrics are not available to report.
31841721	Analytics	In Advanced Custom Objects Real-time subject area, Campaign Custom Metrics are not available to report.
32217310	Analytics	Report is not returning the metrics results properly when pulled & filtered on Picklist fields with 'is null' condition.
31862123	Analytics	When a parent account is deleted, the children accounts may have had 'null' Parent Account instead of 'unspecified' in Historical Reporting.

BUG NUMBER	PRODUCT AREA	DESCRIPTION OF BEHAVIOR PRIOR TO FIX
31901449	BPM	For Analytics Scheduled WF reports, if the 'From' field is set to 'Current User' during WF configuration, when the WF is triggered, the 'From' address in the email sent to recipients is not consistent.
31984310	CRM	When a non-English user rejects a lead record, the status is set to blank.
21620996	Customization	In JSAPI, 'button.disable()' is not disabling the UI 'onclick' handlers.
31759271	Data Management	There is potential for an error during merge of accounts which blocked the merge.
31525637	Industry - PRM	Error occurs while creating new inventory period from Partner Self Administration page.
31835954	Integration	On clicking the Directions tab in Map search box, map direction route is not showing between the stop points.
32059110	Integration	There is potential for an error when trying to export some objects using web services.
14398006	Layout	Homepage layout wizard is not sorting data in 'All Sections' and 'Available Sections'.
29960983	Layout	When customizing a related layout, the default layout sort is removed.
31771197	UI/Enhanced Search	Enhanced search type ahead didn't include data which is updated after logging in.
31716232	UI/HTML Notes	In HTML Notes, the Marker style is not working.
31863540	UI/Inline Edit	Multi-row inline edit has an error in Manage Folders and Dashboards Visibility list.

6 Documentation

There are no known documentation errors or omissions that need to be described for Release 42.

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