



Oracle CRM On Demand

Product Release Notes
Release 43

August 2021



Table of Contents

Document Versioning.....	1
1 Overview	2
2 Known Issues	2
Usability.....	2
Enforce Product and Product Category Relationship	2
3 Customer Impact.....	2
Analytics.....	2
Update Full Visibility for Lead Team History and Service Request Team History Subject Areas	2
4 Language Support	3
5 Fixed Issues	4
6 Documentation	5
Online Help.....	5
Book Hierarchy Support in Analytics.....	5

Document Versioning

Date	Version	Change Reference
August 31, 2021	20210831	Document Published

1 Overview

The Oracle CRM On Demand Release 43 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 43, as well as the [Transfer of Information \(TOI\)](#) recording.

2 Known Issues

Usability

Enforce Product and Product Category Relationship

In Release 42, a new Company Profile checkbox field 'Enforce Product Category-Product relationship in Opportunity Product Revenue' was introduced for administrators to opt-in to enforce the Product Category and Product fields matching each other in the Opportunity Product Revenue Detail page.

In Release 43, the enforcement of the Product Category-Product relationship is extended to the Account Revenue, Contact Revenue, Course, Exam, Certification, and Accreditation record types and the opt-in setting in the Company Profile page is renamed to 'Enforce Product Category-Product Relationship'.

3 Customer Impact

Analytics

Update Full Visibility for Lead Team History and Service Request Team History Subject Areas

In Release 42, the Full Visibility on Account Team History and Contact Team History subject areas was reverted to the functionality that existed in releases earlier than Release 40.

In Release 43, the Lead Team History and Service Request Team History subject areas is updated to respect Full Visibility, so that visibility on all Team subject areas are consistent.

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	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	
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 43.

BUG NUMBER	PRODUCT AREA	DESCRIPTION OF BEHAVIOR PRIOR TO FIX
30712545	Analytics	For Non-ENU users, when saving Web Applet or Web Tab, the "Type" dropdown value changes from "Report" or "Dashboard" to "URL" if invalid parameters are given.
31641213	Analytics	Previewing Action, Dashboard Prompts, Conditions in Analytics tab is throwing an exception.
27745266	Analytics	Report returned an error when setting the table view properties with width 2800 and height 1800.
32045181	Assets	"Expiration Date" column is missing in the Assets standard full list page.
32980743	CRM	Lead Events does not have corresponding leads records.
32961854	CRM	When converting a lead, the description value is getting copied to the corresponding opportunity description field, however, the characters are truncated at 501 characters.
32846129	Customization	Default filter criteria would cause an error if the filter field wasn't in either the form or list layout.
33098477	Integration	An error occurs when clicking on "Save as iCalendar" on the appointment.
33128363	Integration	Password redirected from standard input is not supported in Oracle Data Loader.
32851444	Integration	When an event occurs, integration events are not always created.
32447909	UI/Usability	After inline editing an HTML note, subsequent inline edit of notes fields reopens the original field.
33155835	UI/Usability	An error occurs with inline edit for appointments or tasks when a multi-association field was on the form.
27027875	UI/Usability	In advanced search, searching based on a picklist with comma separated search values does not return any results.
32435635	UI/Usability	Missing HTML text editor in Workflow Email Actions.

6 Documentation

Online Help

Book Hierarchy Support in Analytics

A new topic, Book Hierarchy Support in Analytics, lists all of the dimensions that include the Book hierarchy in the historical analytics subject areas and the real-time reporting subject areas. In some of the topics that describe the subject areas, the information regarding support for the Book hierarchy is incomplete. To determine whether a dimension includes the Book hierarchy in a given subject area, users should refer to the Book Hierarchy Support in Analytics topic.

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