Oracle® Public Cloud Machine

Oracle Integration Cloud Service Known Issues

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This guide describes Oracle Integration Cloud Service known issues and workarounds.

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Oracle Public Cloud Machine Oracle Integration Cloud Service Known Issues, Release 16.3.1

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Preface

Known Issues for Oracle Integration Cloud Service describes known issues and workarounds when using Oracle Integration Cloud Service.

Topics:

- Audience
- Related Resources
- Conventions

Audience

Known Issues for Oracle Integration Cloud Service describes known issues for users who want to create, activate, and monitor application integrations..

Related Resources

For more information, see these Oracle resources:

- Oracle Public Cloud Machine documentation in the Oracle Help Center:

  http://docs.oracle.com

- *Using Oracle Integration Cloud Service*

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.
italic	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.

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Known Issues with Oracle Integration Cloud Service

This section describes issues associated with Oracle Integration Cloud Service.

Topics

- Message After Deleting a Connection Displays the Wrong Connection Name
- Incorrect Message Counts for Pull Type Integrations
- Invoking an Imported Integration with an Updated Agent Group
- PGP Encryption Issues
- Imported On-Premises Integration Using Oracle SOAP Adapter and Agent Group Failed to Activate
- Connection Data Not Updated on Second Logic Branch in an Integration
- Namespace is Corrupted in Branching Integration Logic
- Subscriber Instance Fails When an Error in a Failed Publisher Instance is Corrected and Resubmitted
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- Cannot Sort by Instance ID on the Error Message Details Page
- Schema Information is Lost When Re-editing the Oracle Messaging Cloud Service Adapter
- Oracle ERP Cloud Adapter User Name Requires the SOAOperator Role
- Incomplete Error Message is Displayed for an Instance in Which a Successful Callback Response Fails

- Preferences Are Cleared When Browser Cookies Are Deleted
- Log Messages for the SQL Statement Page Mention Table Operations That Do Not Exist in Oracle Integration Cloud Service
- Request Parameters Page Not Accessible from the Configure Oracle LinkedIn Cloud Endpoint Wizard

Message After Deleting a Connection Displays the Wrong Connection Name

When you delete a connection, the message indicating that you successfully deleted the connection shows the wrong name. The message instead shows the name of the next connection in the list rather than the one you deleted.

Incorrect Message Counts for Pull Type Integrations

For pull type integrations, the numbers (for messages received, processed, and so on) that are displayed in the Monitoring - Integrations page and the Tracking page do not match. For example, on the Tracking page, there may be only six instances (four successful and one failed) that are displayed. Whereas, on the Monitoring - Integrations page, there may be ten messages processed (eight successful and two failed) that are displayed. This is because in pull type integrations, both the parent and child message counts are being returned.

For push type integrations, the correct numbers on the Monitoring - Integrations page and the Tracking page are returned.

Invoking an Imported Integration with an Updated Agent Group

If an integration contains an on-premises connection endpoint and the on-premises connection's agent property is changed just before deployment, deployment fails. As a workaround, do not change the agent property associated with the on-premises connection.

PGP Encryption Issues

Be aware of the following issues when using PGP encryption with the Oracle FTP Cloud adapter:

- When an integration configured with PGP encryption is exported from one environment and imported into another, the PGP keys are not added in the imported environment. You must manually update the integration to upload the PGP keys.
- When an integration configured with PGP encryption is deleted, the corresponding PGP keys are not deleted from the credential store framework (CSF).

Imported On-Premises Integration Using Oracle SOAP Adapter and Agent Group Failed to Activate

When you import an integration using an older version (for example, version 15.4.5) of an IAR file that includes an outbound SOAP adapter configured with an agent group for accessing an on-premises application, you must perform the following steps to successfully activate the integration.

1. Once imported, edit both the inbound and outbound endpoints of the integration in the Adapter Configuration Wizard (you do not need to change any content, just click **Next**).
2. Remap the request and response messages.
3. Save, and then activate the integration. Without this workaround, the integration fails to successfully activate.

Connection Data Not Updated on Second Logic Branch in an Integration

Under certain circumstances, when information is updated for a connection, it is not reflected in the integration, even after deactivating and activating it.

Assume you perform the following steps:

1. Create a new integration (for example, with the Oracle CPQ adapter as the source connection and Oracle Sales Cloud adapter as the target connection).
2. Click the **Filter** icon on the top part of the integration.
3. Create expression filtering logic in the Expression Builder (for example, `oSCQuoteId = ""`).
4. Click **Show Palette** to display the list of available connections and technologies.
5. Drag a second Oracle Sales Cloud adapter to the target area of the integration and configure it in the adapter configuration wizard by selecting the same services as you did with the initial Oracle Sales Cloud adapter. This second adapter represents the ELSE branch of the routing path.
6. Click the **Filter** icon and create different expression filtering logic for the ELSE branch (for example, `oSCQuoteId != ""`).
7. Save and activate the integration.
8. Update the Oracle Sales Cloud connection (the connection used twice as a target in this integration) so that it points to a different Oracle Sales Cloud WSDL.
9. Deactivate and reactivate the integration to update the connections.
10. Attempt to use the integration and perform the save action twice

    The second save fails. The error logged references the connection information for the Oracle Sales Cloud instance that was initially configured.

Namespace is Corrupted in Branching Integration Logic

Under certain circumstances, namespaces can become corrupted in integrations in which you define routing paths for two different target endpoints. For example, this issue may occur if you create an Oracle Sales Cloud connection with the same name that is used for both routing paths, but with different endpoints. Recreating the integration from scratch may not resolve the problem, nor may deleting the connection and also deleting the integration and recreating everything from scratch.

Assume you perform the following steps:

1. Create a new integration (for example, with the Oracle CPQ adapter as the source connection and Oracle Sales Cloud adapter as the target connection).
2. Click the **Filter** icon on the top part of the integration.

3. Create expression filtering logic in the Expression Builder (for example, `oSCQuoteId = ""`).
4. Click **Show Palette** to display the list of available connections and technologies.
5. Drag a second Oracle Sales Cloud adapter to the target area of the integration and configure it in the adapter configuration wizard by selecting the same services as you did with the initial Oracle Sales Cloud adapter. This second adapter represents the ELSE branch of the routing path.
6. Click the **Filter** icon and create different expression filtering logic for the ELSE branch (for example, `oSCQuoteId != ""`).
7. Save the integration and attempt to create and then modify a quote from Oracle Sales Cloud.

   The quote creation and first save attempt are successful (top part of the branch where `oSCQuoteID` is null), but the second save fails (on the ELSE branch). The error occurs because the second target is pointing to an older Oracle Sales Cloud instance. The following error is logged, which is due to the namespace being changed on the second branch:

```
Invoke JCA outbound service failed with application error, exception:
com.bea.wli.sb.transports.jca.JCATransportException:
oracle.tip.adapter.sa.api.JCABindingException:
oracle.tip.adapter.sa.impl.fw.ext.org.collaxa.thirdparty.apache.wsif.WSIFExcep
tion:
servicebus:/QUOTE_UPSERT_01/Resources/resources/application_106/inbound_616/re
sourcegroup_516/Update_Sales_Order_REQUEST.wsdl [
Update_Sales_Order_REQUESTPortType::updateSalesOrderHeader(parameters,paramete
rs) ] - WSIF JCA Execute of operation 'updateSalesOrderHeader' failed due to:
oracle.j2ee.ws.client.jaxws.JRFSOAPFaultException: Client received SOAP Fault
from server : Unknown method ; nested exception is:
oracle.j2ee.ws.client.jaxws.JRFSOAPFaultException: Client received SOAP Fault
from server : Unknown method
com.bea.wli.sb.transports.jca.JCATransportException:
oracle.tip.adapter.sa.api.JCABindingException:
oracle.tip.adapter.sa.impl.fw.ext.org.collaxa.thirdparty.apache.wsif.WSIFExcep
tion:
servicebus:/QUOTE_UPSERT_01/Resources/resources/application_106/inbound_616/re
sourcegroup_516/Update_Sales_Order_REQUEST.wsdl [
. . .
. . .
. . .
```

Subscriber Instance Fails When an Error in a Failed Publisher Instance is Corrected and Resubmitted

In a publisher/subscriber integration scenario, when the ICS Messaging Service of the publisher instance is disabled, the end-to-end flow is executed and the failed publisher instance is displayed in the Error Message Details page. The publisher instance of the ICS Messaging Service is then enabled and the failed instance is resubmitted from the Error Message Details page. In the Tracking page, the publisher instance is displayed as completed (as expected), but the subscriber instance fails and does not contain the primary tracking identifier.

REST API Delete Connection Operation Allows Deletion of Connections in Integrations

If you attempt to delete a connection used in an integration in Oracle Integration Cloud Service, you are prompted with the following message:

```
You are trying to delete a connection that is used by one or more integrations
(integration_name | version_number). First remove the connection from the
integrations. Then you can delete the connection.
```

However, if you delete a connection using the following `curl` command, you are not prompted with a message and connection deletion is successful.

```
curl -k -i -v -X DELETE -u icsdevics111@company.com:password https://pod_name:443/
icsapis/v1/connections/TESTSOAP
```

Credentials Dialog is Not Fully Translated into Italian

When running Oracle Integration Cloud Service in Italian, the Credentials dialog that is displayed when you click the **Configure Credentials** button to configure your connection credentials is not fully translated into Italian.

Error Message is Displayed Even Though an Integration is Successfully Activated

When activating an integration, you can receive the following error message under certain circumstances at the top of the Integrations page even though the integration is clearly labeled as **Active** in the list of integrations.

```
You are trying to activate integration "integration_name" which
is activated, deleted or locked by another user. This is not
allowed.
```

As a workaround, perform the following steps:

1. After receiving the error, click the **Search** icon on the Integrations page.
2. Verify that the search confirms that the integration is still listed as **Active** and the error message is gone.

Business Event Subscription Limitations with the Oracle ERP Cloud Adapter and Oracle HCM Cloud Adapter

Business Events Are Not Currently Available for Subscription Using the Oracle ERP Cloud Adapter

Oracle ERP Cloud applications do not currently publish events for Integration Cloud Service consumption. The events will become discoverable and subscribable through the Oracle ERP Cloud adapter only after these applications start publishing events. The **Subscribe Events** radio button is displayed on the Request page of the Adapter Configuration Wizard after dragging and dropping the Oracle ERP Cloud adapter connection to the source part of the integration canvas *only* when the event catalog URL is specified in the Connection Properties dialog. Events will appear only after the applications have registered them in the event catalog after completing the enablement process.

For information about identifying the event catalog URL, see *Specifying the Oracle ERP Cloud Service Catalog Service WSDL or Event Catalog URL*.

Business Event Subscriptions Are Not Supported in the Oracle HCM Cloud Adapter

Oracle HCM Cloud applications do not currently expose events through the event framework. Therefore, event subscriptions are not possible using the Oracle HCM Cloud adapter and the **HCM Events Catalog URL** field in the Connection Properties dialog for the Oracle HCM Cloud Adapter is not usable. This field will be removed in a later release.

ATOM feeds published by Oracle HCM Cloud are not currently supported.

When configuring the Oracle HCM Cloud adapter, do not configure the following fields:

- Do not enter a URL in the **HCM Events Catalog URL** field in the Connection Properties dialog.
- Do not choose the **Select Event** option when configuring the adapter as a source connection on the Request page.

Resolving Oracle RightNow WSDL Version Mismatches After Importing an Older Integration Archive File

If you import an integration archive (IAR) file that was created with an older version of Oracle RightNow (for example, 1.2), when the version gets updated (for example, to 1.3), you must explicitly change the version number in the connection WSDL and reactivate the integration.

1. Deactivate the integration.
2. On the Connections page, click the Oracle RightNow connection.
3. Click **Configuration Connectivity**.
4. Specify `wsdl=typed_v1.2` instead of `wsdl=typed` on the end of the WSDL in the **WSDL URL** field in the Connection Properties dialog.
5. Test and save the connection.
6. Reactivate the integration.

Durable Subscriber Topic in Oracle Messaging Cloud Service Connection in Active-Active Cluster Behaves Differently

In an active-active Integration Cloud Service environment with an inbound Oracle Messaging Cloud Service connection, the behavior of a durable subscription topic is as follows:

- Only one node performs message processing.
- The other active node does not process the message and you receive the following exception error in the `ics_server-diagnostic` logs:

```
Caused by: javax.jms.InvalidClientIDException: Internal error; log reference:
84B5CF00_9E720BE825118DBB5E3E1F1A0899ACC6275A5C02 at
oracle.cloud.messaging.util.JMSUtils.makeException(JMSUtils.java:2414)
```

Cannot Sort by Instance ID on the Error Message Details Page

You cannot sort by instance ID on the Error Message Details page.

No error message is displayed, and the results are not sorted.

Schema Information is Lost When Re-editing the Oracle Messaging Cloud Service Adapter

If you create an integration that includes an Oracle Messaging Cloud Service adapter for which you specified the XSD schema file, when you invoke the adapter configuration wizard again to re-edit that adapter, the XSD schema file is lost and must be specified again.

Oracle ERP Cloud Adapter User Name Requires the SOAOperator Role

When you create a connection to the Oracle ERP Cloud adapter in Integration Cloud Service, and click **Configure Credentials** to specify the security policy, user name, and password, ensure that the user name you specify includes the SOAOperator role. For information, contact the Oracle ERP Cloud adapter administrator. If the user name does not include this role, you receive the following error when you click **Test** after completing adapter configuration: `Unable to test the connection. Contact your administrator for assistance`.

Incomplete Error Message is Displayed for an Instance in Which a Successful Callback Response Fails

If you create an integration with a source (inbound) adapter configured with a successful callback response (for example, RightNow, Sales Cloud, ERP, or HCM) and the successful callback response fails, the instance is displayed as failed in the Tracking page. If you then click the primary business identifier link for this failed instance on the Tracking page, then click the **View Error** link on the instance details page, an error message of `Not Found` is displayed. This message does not provide a clear indication of what specifically failed. If you receive this error, check if the successful callback response endpoint is disabled.

Preferences Are Cleared When Browser Cookies Are Deleted

Assume you select ***user_name*** > **Preferences** in the upper right corner of the page, select **Show these options at sign in**, save your changes, and log out. The next time you log in, the preferences page is displayed. However, if you log out and then delete all cookies in your web browser, the next time you log in, the preferences page is not displayed. This is because preferences are stored in the cookies of the browser. Clearing the cookies resets the preferences.

Log Messages for the SQL Statement Page Mention Table Operations That Do Not Exist in Oracle Integration Cloud Service

Messages written to the log file for actions performed on the SQL Statement Operations Page of the Oracle Database Adapter wizard sometimes refer to operations you can perform in Oracle SOA Suite but not in Oracle Integration Cloud Service.

For example, the following log message refers to an action you can't perform in Integration Cloud Service:

```
Possibly try the "Perform an operation on a table" option instead
```

Request Parameters Page Not Accessible from the Configure Oracle LinkedIn Cloud Endpoint Wizard

The Request Parameters page appears in the left column of the Configure Oracle LinkedIn Cloud Endpoint Wizard, but is never accessed.

None of the valid operations use the Request Parameters, so the page is not accessible. This has no impact on functionality.