

Known Issues for DaaS

Learn about the issues you may encounter when using DaaS (also known as Social Data and Insight Cloud Service) and how to workaround them.

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Supported Browsers

DaaS supports the following the minimum requirements for web browsers:

Web Browser	Version
Microsoft Internet Explorer	11 and later
Google Chrome	29 and later
Mozilla Firefox	24 and later
Apple Safari	7 and later

Note:

If you're exporting records to Oracle Eloqua Marketing Cloud, see their documentation for supported browsers.

Subscriptions — Domain names can't include special characters

DaaS doesn't allow subscriptions to be created with a domain name that contains special characters (such as a hyphen). For example, the domain name `abc-test.com` won't work.

Customer Data Management — Batch enrichment applicable only to Account/Prospects

Batch enrichment from DaaS is only applicable to Account/Prospects in CDM, not to other organization types.

Engagement Cloud — Import fails for new country codes

Oracle Engagement Cloud doesn't yet support the new country codes 'BQ', 'SX', and 'XT', so it fails to import records with countries 'BONAIRE SINT EUST SABA', 'TURKISH REP N CYPRUS', and 'SINT MAARTEN'.

Workaround: Use the following old country codes when importing records to Engagement Cloud:

- Bonaire, Sint Eustatius, and Saba: use code for Netherlands Antilles (AN)
- Turkish Republic of Northern Cyprus: use code for Cyprus (CY)
- Sint Maarten: use code for SINT MAARTEN (SX)

Engagement Cloud — MailingPostPlus4Code filter doesn't work as expected in Search API

In the Engagement Cloud Search API, **MailingPostPlus4Code** is not coming in the output when it's given in the returnfields.

Workaround: Currently, Engagement Cloud can search only the following Full Postal Code attributes: **MailingFullPostalCode** and **PrimaryFullPostalCode**.

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Oracle® Cloud Known Issues for DaaS (Social Data and Insight) Cloud Service, Release 19.1.3
E54890-34

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