Oracle® Communications Order and Service Management

Release Notes

Release 7.4

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This document provides release notes for Oracle Communications Order and Service Management (OSM) release 7.4.

- New Features
- Fixes in This Release
- Known Problems
- Order-to-Activate Cartridge Compatibility
- Deprecated and Removed Features

New Features

OSM 7.4 includes the following new features and enhancements:

- Processing Revisions on In-flight Revision Orders
- Task Web Client User Interface Enhancements
- IPv6 Environment Support
- Performance Improvements

Processing Revisions on In-flight Revision Orders

With this release, OSM can process revisions on an order while it is still processing a revision on the same order that it received earlier, without having to wait for the ongoing revision order to complete processing.

When a revision on an in-flight revision order is received, OSM initiates the termination of the in-flight revision (changes the compensation state of the in-flight revision to Terminating) and queues the latest revision.

The Terminating state is a transitional period during which OSM ensures that the current compensation plan is executed further until it reaches a safe point, before starting and processing the latest revision that is queued. After the current revision reaches a safe point, OSM terminates the current revision and then starts processing the latest revision. OSM merges the terminated compensation plan with a new compensation plan to ensure that the compensation tasks that were skipped are now executed as part of the processing of the new revision order.

With this functionality, OSM can process order changes quickly, while reducing the operational expenses by optimizing the processing required for subsequent order changes. For more details about revising in-flight revision orders, see *OSM Modeling Guide*.

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Task Web Client User Interface Enhancements

The following User Interface enhancements have been made in OSM 7.4 Task Web client:

- User Interface Enhancements in the Process History Pages
- User Interface Enhancements Across Task Web Client

User Interface Enhancements in the Process History Pages

The Process History Summary Table page and the Process History Detailed Table page have been enhanced with the following functionality:

- Grouping and displaying tasks based on bundles and execution time, rather than on execution time only. This enhances debugging experience for CSRs.
- Display of tasks within a component in the order of execution.
- Improved readability for revisions by displaying tasks in the order of execution for revisions.
- Display of Do tasks, in addition to Redo tasks during revisions for better debugging of fallout.
- Display of Order ID of revision orders.
- Sorting on all columns. CSRs can sort the Process History tables by any column. CSRs can restore the default order (in the order of execution), by clicking the reset button.
- Ability to re-size the width of columns. CSRs can increase or decrease the width of the columns in the Process History tables.
- Ability to rearrange columns in the order of preference. CSRs can drag and drop columns to rearrange the columns in the preferred order.
- Filtering tasks based on component key. CSRs can filter tasks by a component key that they specify in the Process History Detailed Table.

User Interface Enhancements Across Task Web Client

With this release, the font style of the text and field values across all pages in the Task Web client has been changed to Helvetica Neue to provide a better and rich user experience for CSRs. The same font color for text and fields has been implemented across all pages in the Task Web client.

Also, hover-over text (tool-tip) has been added to data elements to indicate range boundaries (minimum allowed and maximum allowed).

The display of text at the bottom of the Worklist page, Query view page and the Notifications page has been aligned and streamlined to provide a better user experience.

IPv6 Environment Support

OSM 7.4 is supported on an IPv6 environment. You can configure OSM to run using an IPv6 address on a server with dual IPv4/IPv6 addresses. For more details, see *OSM Installation Guide*.

Performance Improvements

With this release, the extent size for some order data tables has been reduced from the default 8 MB to 64 KB.

This enhancement delivers better performance while reducing disk space consumption.

Fixes in This Release

OSM release 7.4 includes fixes and enhancements from the following patch sets:

- Order and Service Management 6.3.1 patches up to and including 6.3.1.55.3 (patch number 21113874)

- Order and Service Management 7.0.1 patches up to and including 7.0.1.19.2 (patch number 16922777)

- Order and Service Management 7.0.2 patches up to and including 7.0.2.20.0 (patch number 16627408)

- Order and Service Management 7.0.3 patches up to and including 7.0.3.29.5 (patch number 21697182)

- Order and Service Management 7.2.0 patches up to and including 7.2.0.12.1 (patch number 23719179)

- Order and Service Management 7.2.2 patches up to and including 7.2.2.1.6 (patch number 17037162)

- Order and Service Management 7.2.2 patches up to and including 7.2.2.2.4 (patch number 17639985)

- Order and Service Management 7.2.2 patches up to and including 7.2.2.3.14 (patch number 19822177)

- Order and Service Management 7.2.2 patches up to and including 7.2.2.4.17 (patch number 26564163)

- Order and Service Management 7.2.2 patches up to and including 7.2.2.5.3 (patch number 21425127)

- Order and Service Management 7.2.2 patches up to and including 7.2.2.6.9 (patch number 26878788)

- Order and Service Management 7.2.2 patches up to and including 7.2.2.7.0 (patch number 24742456)

- Order and Service Management 7.2.4 patches up to and including 7.2.4.1.14 (patch number 29057726)

- Order and Service Management 7.2.4 patches up to and including 7.2.4.2.14 (patch number 28847059)

- Order and Service Management 7.2.4 patches up to and including 7.2.4.3.3 (patch number 28189753)

- Order and Service Management 7.3.0 patches up to and including 7.3.0.1.12 (patch number 28706476)

- Order and Service Management 7.3.0 patches up to and including 7.3.0.2.0 (patch number 27217190)

- Order and Service Management 7.3.1 patches up to and including 7.3.1.0.12 (patch number 2881799)

- Order and Service Management 7.3.5 patches up to and including 7.3.5.0.9 (patch number 28074812)

- Order and Service Management 7.3.5 patches up to and including 7.3.5.1.12 (patch number 29559266)

Known Problems

This section describes known problems and workarounds recommended to avoid the problems or reduce effects:

- Context Menu for the Order Components Subtab of Order Items Tab is Not Working

- Deploying the oms.ear File Fails During Health Check if Administration Server is Down

- OSM Does Not Support JMS Topics in Clustered Environments

- Reference Number field on the Process History page is Not Displaying Any Value

- Jeopardy Notifications are Not Getting Triggered in OSM on Oracle Database 19c

Context Menu for the Order Components Subtab of Order Items Tab is Not Working

(Bug Number 25665753) In the Order Management web client, the context menu in the **Order Components** subtab of the **Order Items** tab does not work.

To work around this issue, use the **Actions** menu in the same subtab instead.

Deploying the oms.ear File Fails During Health Check if Administration Server is Down

(Bug Number 23017179) In OSM installations that have WebLogic configured in a clustered environment, if you restart a WebLogic managed server while the administration server is down, the OSM health checks that are performed during the startup process fail. This causes the **oms.ear** file deployment to be in the **FAILED** state, and OSM is then unusable. The intended behavior for starting WebLogic when the administration server is down is that the WebLogic managed server should start in the Managed Server Independence Mode (MSI), and that OSM should function correctly.

To avoid this issue, ensure that the administration server is up and running when you start the managed servers.

OSM Does Not Support JMS Topics in Clustered Environments

In a clustered environment, OSM does not support JMS topics as a JMS destination for receiving JMS events (such as order-lifecycle-event messages).

To work around this issue, use JMS queues to receive JMS events in an OSM clustered environment.

Reference Number field on the Process History page is Not Displaying Any Value

(Bug Number 29911421) The **Reference #** field on the Process History page is not displaying any value. You can retrieve this value from the Worklist, Query, Order Preview or Order Editor pages.

Jeopardy Notifications are Not Getting Triggered in OSM on Oracle Database 19c

(Bug Number 30014397) In OSM on Oracle Database 19c, after deploying cartridges, the **run_job** parameter in the **om_parameter** table is getting disabled, which is causing the jeopardy notifications to not get triggered.

To work around this issue, after deploying the cartridges, if the **select value from om_parameter where mnemonic = 'run_jobs'** query returns **N**, then run the following commands against the OSM schema:

```
exec om_job_pkg.enable_jobs;
commit;
```

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

Deprecated and Removed Features

The following features have been deprecated or removed from the feature set in the OSM 7.4 release:

Pie and Gantt Charts Removed

The Pie and Gantt Charts in the Process History pages have been removed from the Task Web client.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.