Oracle® Cloud

Known Issues for Oracle CASB Cloud Service

Release 20.1.1.0

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August 2021

Known Issues for Oracle CASB Cloud Service

Learn about the issues you may encounter when using Oracle CASB Cloud Service and how to work around them.

Currently Open Known Issues

The issues listed below are currently open. Known issues opened and fixed in each release over the past 12 months are listed in the sections that follow.

- If developers launch the same API call twice within 15 minutes, the second call returns a blank response.
- The **User logins** report does not provide correct information in **ASSOCIATED CASB APP** and **ASSOCIATED IDP APP** columns.
- Sometimes clicking on a suspicious IP location pin in the **Access Map** on the **Dashboard** does not display the suspicious event information pop-up.

Week of August 16, 2021

Issue Status	Description
Known Issues	When the same API call is launched twice within 15 minutes, the second call returns a blank response.. • **Symptom**: You launch the same API call twice within 15 minutes. The first responds normally, but the second returns a blank response. • **Impact**: The second API call fails to return a normal response. • **Workaround**: After launching an API call, wait at least 16 minutes before launching that same API call again.

Week of July 21, 2019

Issue Status	Description
Known Issues	The **User logins** report does not provide correct information in **ASSOCIATED CASB APP** and **ASSOCIATED IDP APP** columns. • **Symptom**: You display the **User logins** report and see that the **ASSOCIATED CASB APP** and **ASSOCIATED IDP APP** columns show only "Not Available" or a dash ("-"). • **Impact**: You are unable to see the information for these columns in the report. • **Workaround**: – For **ASSOCIATED CASB APP**, you can look at the entry in the **APP AND INSTANCE** column. – For **ASSOCIATED IDP APP**, you can click **View log data** for an entry and scroll down to the **ssoIdentityProvider** value.

Week of April 21, 2019

Issue Status	Description
Fixed Issues	Data protection requires credential revalidation for Box instances that have already been registered with Oracle CASB Cloud Service.
Known Issues	Sometimes clicking on a suspicious IP location pin in the **Access Map** on the **Dashboard** does not display the suspicious event information pop-up. • **Symptom**: You click on an individual suspicious IP location pin in the **Access Map** on the **Dashboard** and nothing happens. • **Impact**: You are unable to see the suspicious event details. • **Workaround**: Double-click the individual suspicious IP location pin to zoom in on the location. After one or two double-clicks, the suspicious event information pop-up appears.

Week of November 18, 2018

Issue Status	Description
Fixed Issues	Oracle CASB Cloud Service tenants using `https://loric-eu.palerra.net` incorrectly list the **Modify Reverse Proxy** option. Reverse proxy is not available for tenants using `https://loric-eu.palerra.net`.

Week of August 12, 2018

Issue Status	Description
Fixed Issues	Oracle CASB Cloud Service tenants using `https://loric-eu.palerra.net` incorrectly list the **Modify Reverse Proxy** option. Reverse proxy is not available for tenants using `https://loric-eu.palerra.net`.

Week of July 1, 2018

Issue Status	Description
Fixed Issues	• When adding an OCI instance, the “required field” message for an entry that is omitted is not displayed next to the field to which it applies. • The **Area Map** may show an error when the **Dashboard** page is loading. • **Score-based redirection** is incorrectly shown as an option on the **Update Reverse Proxy** page. • Processing of some transactions that occurred in the Exchange Admin console may be delayed and appear missing from the Oracle CASB Cloud Service. • Oracle CASB Cloud Service is unable to complete the process of subscribing to Office 365 Azure AD, OneDrive, and SharePoint components when you register an Office 365 instance. • Ingestion of location data for Office 365 components may fail. • When more than 200 events occur in a reporting period for a particular Office 365 SharePoint site, Oracle CASB Cloud Service does not collect all events for that site.

Week of June 17, 2018

Issue Status	Description
Known Issues	When adding an OCI instance, the “required field” message for an entry that is omitted is not displayed next to the field to which it applies. • **Symptom**: Invalid input elements are highlighted with a red border, but the actual error message associated with the input box appears somewhere else. • **Impact**: It could misguide user or create confusion, as which Input is required and which is not. • **Workaround**: Enter valid values for all the input boxes with the red border. The **User Activity** report does not show activity for OCI users. • **Symptom**: You run the **User Activity** report on the **Reports** page, and set the filter to an OCI **Instance** that you know has user activity, but the report says “No records available.” • **Impact**: You cannot view activity for OCI users in the **User Activity** report. • **Workaround**: Use **Report Builder**... 1. On the **Reports** page, click **Report Builder**. 2. Set **Select Filter** to **Application**. 3. Set **Select an Application** to **OCI**. Location is not resolved for OCI instances in **IP addresses analyzed** report. • **Symptom**: You run the **IP addresses analyzed** report (from **Dashboard**, on **Suspicious and normal IP addresses** tile, click **Regular** or **Suspicious**) and scroll to an OCI entry in the **App and Instance** column — the **Location** column says “Unable to resolve location.” • **Impact**: You cannot get the location for an IP address from the **IP addresses analyzed** report. • **Workaround**: None The **Area Map** may show an error when the **Dashboard** page is loading. • **Symptom**: You may see an error message instead of the **Area Map** when you log in to the Oracle CASB Cloud Service console. • **Impact**: You cannot view information displayed on the **Area Map** while it is showing the error. • **Workaround**: Wait until the error message is replaced by the map.

Week of March 18, 2018

Issue Status	Description
Known Issues	The new data protection feature has these known issues: • Oracle CASB Cloud Service tenants using `https://loric-eu.palerra.net` incorrectly list the **Modify Reverse Proxy** option. Reverse proxy is not available for tenants using `https://loric-eu.palerra.net`. • Data protection requires credential revalidation for Box instances that have already been registered with Oracle CASB Cloud Service. • **Score-based redirection** is incorrectly shown as an option on the **Update Reverse Proxy** page.

Week of December 24, 2017

Issue Status	Description
Fixed Issues	Oracle CASB Cloud Service is unable to complete the process of subscribing to Office 365 Azure AD, OneDrive, and SharePoint components when you register an Office 365 instance.

Week of November 5, 2017

Issue Status	Description
Known Issues	• Ingestion of location data for Office 365 components may fail. • When more than 200 events occur in a reporting period for a particular Office 365 SharePoint site, Oracle CASB Cloud Service does not collect all events for that site.

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