

## Known Issues for Oracle Content and Experience

Learn about the issues you may encounter when using Oracle Content and Experience and how to work around them.

### Web Client

Issue	Description
<b>Copy Link</b> button not showing in Microsoft Internet Explorer or Edge browsers	When sharing a link for a file or folder, the copy-to-clipboard function for the <b>Copy Link</b> button is not supported in Microsoft browsers. To copy the link, click the <b>Show Link</b> button and then copy the link URL which is shown in the dialog.
Copy URL to clipboard button not showing in Microsoft Internet Explorer or Edge browsers	When viewing renditions of a published image, the copy-to-clipboard function (  ) for the <b>Copy URL</b> button is not supported in Microsoft browsers. To copy the URL, click  to open the rendition in a new tab, and then copy the URL from the address bar.
Conversations with PCS	When using Process Cloud Service (PCS) integration with Oracle Content and Experience, conversations do not load when you click on the conversation in the PCS interface.
Image rotation issue	Some users may have images that appear rotated when previewed in the web browser. A workaround is to change the orientation of the image using a graphics program then reload the image.
Permanent deletion of trash items sometimes fails	When using shared files, another user may permanently delete a file. That file may still appear in your trash folder if you haven't refreshed your browser. If you then try to permanently delete multiple items from your trash (including those that were already deleted), the permanent deletion action fails for all items. Refresh your browser and try again.

Issue	Description
Member links to home directory files only work for owner	It is possible to create a member link to a file in your home directory even though you can't add members to that directory. The only person who could open such a link is you. If you create a member link to a file in your home directory then later move the file to another location, that member link is still valid.
Deleting custom logo requires deleting branding	After a custom logo has been uploaded, it can't be deleted without affecting other branding options. In order to return to the system default of the Oracle logo, the administrator must turn off custom branding. This turns off any custom links for downloads, help or links to share feedback.
Norwegian Nynorsk locale not supported	The web browser client supports the inclusive Norwegian 'no' locale and the specific Bokmål (nb). It does not support Nynorsk (nn) locales.
Avoid using special characters in link access codes	Avoid using a special character, such as the percentage sign (%), when creating an access code for public links. Special characters can interfere with accessing content and may cause downloads and other actions to fail.
Time zones shown in conversations may vary	If you start a conversation then change the time zone in your user preferences, the conversation retains its own time zone. It does not adopt the time zone that was changed.
Installation video link does not open	When you download an app from the Download App page in the web browser, you are directed to download the software. After the software is downloaded, you are shown a link to a video about the installation process. This video may not open in your version of the software.
Menu options in embed mode may not appear in small browser window	When embedding the user interface, some context menu options may not appear when the browser window is changed to a smaller size or when using mobile browsers. The menu options for a file or for a folder might not display all available options if the dialog is bigger than the browser window. Try expanding the browser window to see all available menu options.
Preview of PDF files with multibyte character sets is not optimal	If a PDF file contains multibyte characters, the image that is rendered may not be clear.

Issue	Description
URLs copied from spreadsheet to conversation comment do not paste correctly	<p>When copying a URL from a displayed spreadsheet into a conversation, the URL may exceed the size of the conversation pane and thus not paste correctly. You must first convert the URL to text format to paste it correctly:</p> <ol style="list-style-type: none"> <li>1. Highlight the cell containing the hyperlink.</li> <li>2. Open the hyperlink dialog box.</li> <li>3. Highlight the entire URL and copy it.</li> <li>4. Close the hyperlink dialog box.</li> <li>5. Paste the URL to the desired location.</li> </ol>
Conversation search not supported	Search doesn't work for conversations.
Editing TIFF images isn't supported	After adding a TIFF as a digital asset, when you click <b>Edit</b> , you receive an error.
Editing files in Microsoft 365 doesn't work in Safari normal mode	<p>When you try to edit a file in Microsoft 365 using Apple Safari in normal mode, the page continually refreshes and doesn't load the file for editing. You can use private browsing mode or another web browser. To use Apple Safari private browsing mode:</p> <ol style="list-style-type: none"> <li>1. Click <b>Preferences</b>, then click <b>Privacy</b>.</li> <li>2. Disable <b>Prevent cross-site tracking setting</b>.</li> <li>3. Close your web browser.</li> <li>4. Open Oracle Content and Experience and retry editing a file in Microsoft 365.</li> </ol>
Microsoft file size limits for Microsoft 365 files	<p>Microsoft forces API size limits for Microsoft 365 files. The API limitations are imposed equally on all Microsoft's partners. The Oracle Content and Experience API isn't limited by these constraints; it will automatically allow larger files to work with Microsoft applications when Microsoft makes changes to their API limitations. See <a href="#">Microsoft's file sizes</a> for the current limits.</p>

## Desktop App

Issue	Description
Can't log in to desktop app	<p>If you can log in to the service using your browser but you're unable to log in to the desktop app, check that you are using the most recent version of the app software. You can download the current version from the browser. Click your user avatar and choose <b>Download Apps</b>.</p> <p>If you're using Mac OSX Mojave, sign-in might be failing due to updated security used by Safari embedded in OSX Mojave. This issue might be fixed if you apply the latest OSX Mojave security updates. If applying the updates doesn't work or you'd prefer a guaranteed fix, upgrade the OS from Mojave to Catalina.</p>
Sync not working on Mac after migration to APFS	<p>The new Apple File System (APFS), available in macOS 10.13 (High Sierra), is supported. However, if you upgraded an older HFS+ file system to APFS, you can't continue syncing your files.</p> <p>You must delete your old account using the Preferences menu in the app. This is accessed by clicking the app icon in the menu bar extras area. Then add the account again on the new APFS volume.</p>
Thai language support	<p>The Thai language is not supported for the desktop app on Mac computers.</p>
PDF files created in a synced folder disappear	<p>If you try to use <b>Microsoft Print to PDF</b> to create a PDF in a synced folder, the operation won't complete correctly and the file disappears. Instead use <b>Export to PDF</b> or <b>PrimoPDF</b>.</p> <p>Alternatively, you can create the PDF in another folder, and then move it to the synced folder; or pause syncing while you create the PDF, and then restart syncing after it's done.</p>

## Mobile Apps

Issue	Description
Member links don't work as expected	<p>When accessing a member link on a mobile device, the user must authenticate before the link is usable.</p>
Some features in iCloud Drive may not work as expected	<p>If you are using an iPhone 11 device, some functions when using Oracle Content and Experience as a file provider may not work as they did previously.</p>
No feedback provided on user profile photos uploaded from Android	<p>When uploading or taking a picture to use as your profile picture on an Android device, you aren't prompted how to perform this function. It can take thirty to sixty seconds for the picture to update, and you may be unaware that it updated correctly.</p>

Issue	Description
Movie file uploads as 0-byte file when using the web browser in iOS	<p>If you sign in to Oracle Content and Experience using a web browser on an iPhone or iPad, functionality can differ from that seen when using a web browser on a desktop system.</p> <p>If you upload a .mov file using the web browser on an iPhone or iPad, the file uploads as a 0-byte file. Use the Oracle Documents Cloud service app to upload files of this type.</p>
Signing out required after changing Android screen lock code	<p>If you change the screen lock code on your Android device, you must sign out and sign back in to continue using Oracle Content and Experience. If you downloaded files or are syncing files, you must download and sync the files again because signing out will clear your downloaded files and your sync file list.</p>
File upload progress indicator not shown on iPad after navigation	<p>When you use an iPad, file upload progress is indicated by a progress bar. If you navigate away from the upload folder and then return to the folder, the progress indicator is no longer shown, even though the upload is still in progress. The upload will complete with no further indication whether the upload succeeded or not. You must refresh the folder to check the status of the upload.</p>
Download not available in mobile browser	<p>If you use a mobile web browser on iOS to access a file on Oracle Content and Experience, you will not be able to download that file to your device. You must use the Oracle Documents mobile app to download files.</p> <p>A person using a public link who has the Downloader role will not see the download button or menu option if they use the public link with an iOS mobile browser. If a person has a Member's download link, they can still view the document in the mobile browser.</p>
Top navigation bar is removed when adding contacts	<p>The top navigation bar is removed after you add someone in your People list to your iPhone contacts then cancel the <b>All Contacts</b> action. Swipe the panel to the right to view the top menu options.</p>

## Sites

Issue	Description
Starter template fails to render navigation after upgrade to Knockout 3.5	<p>The starter template navigation component includes an invalid knockout comment. If you have any sites based on the starter template, you'll see the following error when you open the site in Site Builder:</p> <p>Found end comment without a matching opening comment, as child of [object HTMLDivElement]</p> <p>To correct the issue, edit the following comment:</p> <pre>&lt;!-- ko: if submenus().length &gt; 0 --&gt;</pre> <p>Change the comment to:</p> <pre>&lt;!-- ko if: submenus().length &gt; 0 --&gt;</pre>
Renaming of sites with digital assets using custom controller files	<p>If a site containing content items and digital assets uses a custom controller file and is renamed, it will not be activated because the collection associated with the site is not renamed.</p> <p>The custom controller's content must be updated with the new site name and uploaded again after the site is renamed.</p>
Availability of integrations	<p>The following integrations are only available to those customers who have traditional Cloud accounts: Oracle Eloqua Cloud Service.</p>
Template installation	<p>Templates are the primary method for creating sites. A number of templates are provided for optional installation. If these templates are not installed by an administrator, users can't create sites until some type of template is provided.</p>
"document" used as media in content type not rendered correctly	<p>Content types and items using them can have an image or a document for the media field. However, when viewing the site collection in the site editor, only images within the collection are shown. If a content item references a document in a media field, the document is not rendered in the editor or in the published site.</p>
Migrating content items to a new site using a component group	<p>You cannot migrate content items from one site to another by using a component group. A component group containing content items or digital assets cannot be created in one site and then reused in a different site.</p>
Custom component won't load anymore	<p>Starting in Oracle Content and Experience (OCE) 21.1.2 we no longer support Microsoft Internet Explorer. Therefore the OCE page renderer isn't dependent on the es6-promise library, so we don't define a 'promise' module. However, JET still requires it, so if you use JET, you must define a 'promise' module in your addJETtoPage.js file. To define the 'promise' module, add the following code at line 36 of addJETtoPage.js:</p> <pre>'promise': CDNPrefix + '/3rdparty/es6-promise/es6-promise.min'</pre>

# Integration

Issue	Description
Availability of integrations	The following integrations are only available to those customers who have traditional Cloud accounts: Oracle Eloqua Cloud Service.
Multibyte characters not supported with PCS integration	An embedded PCS Start Form will fail when submitted with multibyte character data. In some cases where a submit operation works, the multibyte data entered does not appear correctly on task detail view. If possible, avoid using multibyte characters.
<i>tasklistFilter</i> working incorrectly	When applied to a task list, <i>tasklistFilter</i> does not work when a user clicks on the <b>Refresh</b> button of the task list. The list should refresh and show only the results based on the filter. The same behavior occurs when the user approves a task with the <b>Approve</b> button. After approval, the list of tasks is not filtered. Users may also not see all the tasks in the list due to an inability to resize the list. The window to show the tasks may be very small in height and must be resized manually.
Authentication required when switching between domains	If a user is authenticated in a Sites domain (*.sites.*) using the Oracle Content and Experience embedded user interface, then using the Oracle Content and Experience embedded UI from the Oracle Content and Experience domain (*.documents.*) triggers a redirect to a login screen.
Custom action on Task List may fail	When a task is selected by clicking the acronym at the start of each task, custom actions are shown. When an action is selected and completed, the task remains on the list.
Public link expiration times must be set manually relative to GMT	When setting a date time zone for public links using the Rest API, you must correct for the time zone in your application and provide the times relative to GMT.
Must sign in to PCS to select a process start form in Oracle Content and Experience	When configuring a process start form component on a site page, after clicking <b>Custom Settings</b> , you can't select a process start form unless you're signed into PCS.

# Structured Content

Issue	Description
Draft version shown in builder on drag and drop from content panel	When using the site editor, and a published digital asset or content item is dropped on a page, the latest version is used. To see the <i>published</i> version, go to settings and uncheck <b>Use latest version of asset</b> .

Issue	Description
Content item in content list does not render in preview	This only impacts sites when using preview in the site editor. Live sites are not impacted. A content list in preview returns no results because the preview needs published content layout, not a draft version. The live site will return correct rendering.
Content item preview using tile layout does not render content item	If you edit a content item in a collection and attempt to preview it with a custom content layout, the preview does not display. The content layout must be edited to handle a null <code>contentClient</code> object in <code>render.js</code> .
Draft media from a different collection not shown in content item preview	If you create a new content item and associate a draft version of an image from a different collection and attempt to preview the item, the image is not shown. Save the content item and then re-edit the content item in order to preview it.
Content list shows items from all collections, not just items from site collection	This only impacts sites in site editor. Live sites are not impacted. When using site editor, the content list returns content items from all collections. The live site will be properly scoped for the site default collection.
Maximum of ten content types shown	Only ten content types are displayed in the content list and content placeholder.
Referenced digital assets showing broken links	A tile displayed in the content item listing may show a digital asset with a broken link if the site is secure. No action can be taken unless a tile layout is hard-coded to specifically render secure digital assets. The final, live site will display properly as will the content item in the site editor.
Custom section layouts not republished	Custom section layouts used in content lists are not automatically published when the site is published. You must manually publish the section layouts.
Restoration from trash not supported	Content items and content types can't be restored from trash if deleted.

## 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>.

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