

Supported Browsers and Minimum Screen Resolution

Oracle Digital Assistant complies with the [Oracle Software Web Browser Support Policy](#).

For the Digital Assistant user interface to properly render, you need a minimum native screen resolution of 1280x1024.

Note:

For the list of browsers supported by Digital Assistant's Oracle Web SDK, see the Web SDK documentation.

Issues Fixed in 24.08

- Embedded URL in service console returns http 404.
- `system.nonSequitur.onResume` action transition doesn't fire if the conversation starts by sending an `InboundEvent` message.
- EEH custom events result in an infinite loop.
- [Web SDK] Multiple tabs with different user IDs synchronize messages in auth enabled mode.
- [Web SDK] Unable to upload files in client auth enabled mode.
- [Web SDK] User history not persisted in client auth enabled mode.
- [Web SDK] TTS is speaking streaming responses word-by-word.
- [Web SDK] Ampersand HTML entity incorrectly rendered after a link.
- [Web SDK] Web SDK does not support required field allows submit action.
- [Web SDK] Editable forms that required a single selection could be submitted successfully even though users did not choose any item from the select list. This

issue has been fixed by adding responsive styles based on the chat widget's width.

- [iOS SDK] Incorrect Connection Status Displayed in the Header. The SDK now accurately displays the connection status (`connecting...`, `connected`, `disconnected`) in the header when the `showConnectionStatus` is enabled.

See also [Issues Fixed in Previous Releases](#).

Current Known Issues

Bots Node SDK: Doesn't Work with Recent Node Versions

The Bots Node SDK doesn't work on Windows if the Node installation is version 20.12.2 or higher because of a backward-incompatible change in Node.js. If you have Node version 20.12.2 or higher, you need to uninstall it and then install an earlier version for the Bots Node SDK to work.

iOS SDK: Device Rotation Issue

Changes to the iOS 16x device rotation APIs have caused the SDK's rendering logic to break when users switch between the landscape and portrait orientations. This issue will be fixed in upcoming SDK releases.

Errata in the REST Reference for the Resource Bundles API

- For the `POST /bots/{botId}/bundles` API, the reference says that the `filterBy` query parameter for the Bundles `GET` request is required, but it isn't.
- For the `POST` and `PATCH /api/v1/bots/{botId}/bundles` API, the 200 and 400 response schemas in the reference don't match the actual output, which, for example, look like this:
200 Example Response:

```
{
  {
    "createdOn": "2022-01-20T01:03:08.626Z",
    "updatedOn": "2022-01-20T01:03:08.626Z",
    "id": "F3F728FF-DDDD-439F-892E-39B720E73DE9",
    "trackingId": "F3F728FF-DDDD-439F-892E-39B720E73DE9",
    "message": "Ola",
    "languageTag": "es",
    "key": "greeting",
    "annotation": "Initial greeting in Spanish",
    "extensionType": null
  }
}
```

400 Example Response:

```
{
  "invalidEntries": [
    {
      "createdOn": null,
      "updatedOn": null,
      "id": null,
      "trackingId": null,
      "message": "Buenos dias",
      "languageTag": "es",
      "key": "greeting",
      "annotation": "Initial greeting in Spanish",
      "extensionType": null
    }
  ],
  "detail": "The skill already has a resource bundle message with
this key and languageTag combination."
}
```

- For the GET /api/v1/bots/{botId}/bundles API, the 200 response schema in the reference doesn't match the actual output, which, for example, looks like this:

```
{
  "items": [
    {
      "key": "greeting",
      "languages": {
        "default": {
          "id": "5A1D972C-AA13-4756-9BC4-8F3EDDE225BA",
          "message": "Hello",
          "extensionType": null,
          "trackingId": "5A1D972C-
AA13-4756-9BC4-8F3EDDE225BA",
          "annotation": ""
        }
      },
      "extensionType": null
    }
  ],
  "count": 1,
  "offset": 0,
  "limit": 100,
  "hasMore": false,
  "links": [
    {
      "rel": "self",
      "href": "https://example.domain.com/api/v1/bots/
5C7B40FD-E2F1-4DB9-BE15-271B1E968EE5/bundles?filterBy=user"
    },
    {
      "rel": "canonical",
```

```
        "href": "https://example.domain.com/api/v1/bots/  
5C7B40FD-E2F1-4DB9-BE15-271B1E968EE5/bundles?filterBy=user"  
    }  
]  
}
```

Webview Form Does Not Appear After Versioning or Cloning

After creating a new version or clone of a skill, the webview may not work in the new version.

To workaround this problem, open the service the webview, export its TGZ file, delete the service, and create a new webview service (using the same name as the one you deleted), and import the TGZ file into the new service.

DA-Level Conversations Report Displays Only the First Message

The digital assistant-level Conversations report always displays the first message of the conversation in real time, but sometimes it won't immediately display all of the messages for incomplete conversations. The report will include these messages after the nightly refresh of the database.

This is the expected behavior, as the Conversations report displays conversations in their entirety only when a terminal state (such as `System.EndSession`, `System.ExpiredSession`, or `System.DefaultErrorHandler`) has been reached, or after a certain number of messages have been received.

Behavior Differences in Similar Versions of Skills

If you create a new version or clone of a skill and retrain it, there could be slight behavioral differences with the base skill, even if you haven't changed the skill content or changed its platform version. This is because of ongoing security improvements in the platform. Therefore, you should retest any new versions, clones, and extensions of skills, even if you haven't made significant changes.

Note:

The behavior of published skills do not change over time for this reason. Any new platform security improvements are only incorporated when you train the skill.

Requests to the List Export API Fail on IAM Instances

Because of a JAR upgrade introduced in Release 21.08, requests to the List Export Tasks API (/api/v1/bots/insights/dataExports) from Oracle Cloud Infrastructure Identity and Access Management (IAM) instances fail with a 401 (Unauthorized) error when the `order` parameter has not been URL-encoded and is set with either the `ASC` or `DESC` sorting options (e.g., `order=NAME:ASC`). Only requests where the `order` parameter has been encoded (e.g., `order=NAME%3AASC`) will succeed.

Validation Warning in Dialog Flow of New Skill Version

After creating a new version of a skill and validating the skill's dialog flow, the following warning may appear:

```
The field with the name [ metadata ] has been deprecated. Please
remove the field from the flow.
```

This does not indicate any problem with the skill. Simply, the `metadata` field in the first line of the dialog flow (as well as `platformVersion` in the second line) are no longer needed. The skill will behave as it did before, with or without those lines. To make the warning disappear, simply delete the two lines.

Can't Import, Clone, or Version Skill Because of Invalid State Name

Starting with Release 20.08 of Oracle Digital Assistant, it is no longer possible to create, import, version, or clone a version of a skill that has dialog flow state names that have certain naming patterns. Now state names must begin with a letter, must be 100 characters or shorter, must *not* begin with `System.`, and must *not* have trailing spaces. Otherwise, the state name can contain alphanumeric characters, periods, underscores, hyphens, and spaces.

If you need to import a skill with state names that don't follow these requirements, first manually change its state names. To do so, unpack the skill's zip file, expand the `dialog` folder and open the `.yaml` file that it contains in a text editor, edit the state names, and then repackage the skill. When repackaging the skill, be sure that the `dialog` folder, `bot.json`, etc. remain at the root level of the zip (i.e. don't include the folder that contains them in the repackaged zip).

Do Not Create Intents in the Retrainer Report

Do not use the Retainer's Add Intent function (denoted by the **+** icon directly beneath the **Add To** drop down) to create new intents. *New intents should only be created on the skill's Intents (🔍) page.* You can still use the Retrainer to match user input to the skill's existing transactional and answer intents.

Authentication Fails in Voice-Enabled Web App Based on Web SDK v. 20.5.1

If you have a voice-enabled web app that is based on version 20.5.1 of the Oracle Native Web SDK and that points to a bot that requires client authentication, authentication will fail. This is due to an incompatibility between the version 20.06 of the Oracle Digital Assistant runtime and version 20.5.1 of the SDK.

To fix this problem, update your app to use version 20.6.1 or later of the Oracle Native Web SDK.

Exporting of Insights Fails Part Way Through

When doing large exports of Insights data, the export sometimes breaks off part way through, particularly if there is more than 1 GB of data in the export.

Workarounds:

- Log in to the instance using Mozilla Firefox as your browser and then try exporting again.
- Periodically check how much Insights data you have stored and export it before you have reached 1 GB of stored data. See [Monitor Insights Data Storage Capacity](#).

Authenticated User ID for Application-Initiated Conversation Returned in Lower Case

If you have set up a skill to initiate a conversation with a user via the application-initiated conversations feature and the skill requires users to authenticate with Oracle Identity Cloud Service, the authenticated user ID is returned in all lower case, even if the user ID has upper case characters. Therefore, when invoking the application-initiated conversation, the message payload should supply the user IDs in all lower case.

Upload of Custom Component Package Fails Because of Nested TGZ Files

The cause of this might be that the package has gotten too large to upload because it contains nested `.tgz` files for each time you have run `bots-node-sdk pack`.

If you run into this problem, make sure that there is an `.npmignore` file in the root of the custom component package. (This file is created when you first create the custom component package using the SDK.) That file should contain these entries:

```
*.tgz
spec
service-*
```

The presence of the `.npmignore` file with those contents will ensure that the previous version of the `.tgz` file won't be included when you update the package.

Upload to Embedded Component Service Results in Failed to fetch custom component metadata, error response: 504

The typical cause for this error is that your component folders contain non-component files. The directories that you name in the `components` array in the main JavaScript file should point to directories that contain only component files. This includes files in any subdirectories.

Say, for example, that the main JavaScript file sets the `components` array like the following code example. This statement tells the component service upload process to look in the `components` directory structure for the custom component definitions. The server will look at every file in the directory structure and try to process each one as a custom component. If there are files in that directory structure that aren't custom components, the upload process fails because it can't parse the file as a custom component.

```
module.exports = {
  components: [
    './components'
  ]
};
```

If you get this error, create a separate folder, such as `helpers`, in the same folder that `main.js` is in. Then move the non-component files into it, and modify your code accordingly.

Custom Component Service Creation Fails or Import of Skill with Custom Component Service Fails

Oracle Digital Assistant limits the number of custom component services per instance. You won't be able to do any of the following once you have the maximum of custom component services:

- Add a custom component service.
- Version or clone a skill that has a custom component service.
- Import a skill that has a custom component service.

To see the component service limit, look up `embedded-custom-component-service-count` on the service limits page in the Infrastructure Console. If you need to raise the limit, you can request an increase. For more information, see [View Service Limits](#) in the Infrastructure Console and [Requesting a Service Limit Increase](#).

Invalid Component Path Error When Uploading Package to Custom Component Embedded Service

If you get an invalid component path error when you upload a package to an embedded custom component service, the cause is typically one of the following conditions:

- One of the files contains invalid JavaScript. When this happens, open your JavaScript files in an editor that highlights syntax errors to find the cause.
- Your package doesn't contain the node modules that the JavaScript depends on. The inclusion of dependencies is required in version 19.4.1 and later. Check your `package.json` file to insure that all node module dependencies are listed. If not, enter the following commands from a terminal window. Repeat the second command for each node module that your JavaScript depends on (except for `bots-node-sdk`):

```
$ cd <folder that contains package.json>
$ npm install <module>
```

The second command adds the module to the `node_modules` folder and adds it as a dependency in `package.json`.

When you package your JavaScript for uploading to an embedded service, always use this command from Oracle Bots Node SDK version 2.2.2 or higher.

```
bots-node-sdk pack
```

This command adds all the node modules that are in the `dependents` section of `package.json` to the `bundledDependencies` section, and includes the node modules in the TGZ file.

If you export a skill from a previous version, and the skill uses embedded custom components, you will most likely get an error when you use the skill because the component service's package doesn't contain the dependencies. If this happens, download the TGZ file from the custom component service page, unpack the TGZ file, add the node module dependencies as described above, and re-import the package.

For more information, see *Prepare the Package for an Embedded Container Service in Using Oracle Digital Assistant*

Note:

When an instance is upgraded to 19.4.1, the dependencies are added automatically to the custom component packages as part of the upgrade.

Insights Retrainer: UI Remains Inactive After Selecting the Draft Version of Skill

While the Retrainer options for published skills are inactive by design, they can sometimes remain inactive even after you've selected a *draft* version of a skill. If this

happens, select the draft version of the skill a second time. The options will then become available, allowing you to update the draft version with new training data.

Oracle Web SDK: `initUserHiddenMessage` Prevents the Skill's First Response from Being Read Aloud

On some browsers, the skill's first response to the user can't be read aloud when the SDK is initialized to send the hidden message (`initUserHiddenMessage: 'Hi'`, for example) when the widget is in expanded mode when the page is loaded (`openChatOnLoad: true`).

Because the first audio response from the skill requires an invocation from a user action, this issue may not occur all of the time. For example, the skill's first response would be read aloud if the user interacts with the widget in some way before the hidden message has been sent (a click, a touch, or a keyboard action, for example), or when the host app makes a call to the [Web Speech API](#) before the widget has been initialized. To enable this call, add a one-time event listener for the page. For example:

```
const firstInteractionMockUtterance = () => {
  if ('speechSynthesis' in window) {
    speechSynthesis.cancel();
    speechSynthesis.resume();
    speechSynthesis.speak(new SpeechSynthesisUtterance(''));
  }
};
document.body.addEventListener('click', firstInteractionMockUtterance,
{ once: true });
```

File Uploads in Web Channel Fail

In web channels, file uploads from the host site may fail and throw a console error similar to the following:

```
https://<oda-instance>/chat/v1/attachments from origin <client site>
has been blocked by CORS policy: No Access-Control-Allow-Origin header
is present
on the requested resource
```

This is because the host site's CORS ([Cross-Origin Resource Sharing](#)) settings, which block all cross-origin HTTP requests, may also block upload requests from the client instance to the Oracle Digital Assistant attachment server.

If you run into this problem, update the host site's security policy to allow the domain for the Digital Assistant instance.

Note: Because the conversation uses WebSocket connections, CORS does not impact the conversation.

Ensure that You're Integrating with a Compatible Oracle Service Cloud Version

Digital Assistant agent-transfer integration is only compatible with Versions 18C and higher of Oracle Fusion Cloud B2C Service. The chat window will not render in the Oracle Fusion Cloud B2C Service console when you integrate your skill with versions previous to 18C.

Digital Assistant digital-assistant-agent integration is only compatible with Versions 19C and higher of Oracle Fusion Cloud B2C Service.

Export of Q&A CSV File Fails Without Categories

Though the Categories field is optional when adding questions through the Q&A framework, you need to add a category for each Q&A item if you want to export the data source file as a CSV. If you haven't included categories for questions, add them using the Edit Question dialog, then export the data source.

clientId/clientSecret and retentionPeriod Intermittently Display Incorrect Values

The clientId/clientSecret and retentionPeriod can intermittently display incorrect values when they are updated. This happens when more than one developer is working on the same skill at the same time.

To avoid this, ensure that only one developer works on a skill at any one time.

Issues Fixed in Previous Releases

Issues Fixed in 24.06

- [Conversation Tester] Test run export doesn't allow duplicate entries.
- Unresolved intents not counting in DA insights.
- Rest API Call from ODA Giving 502 Error.
- Attachment title is being set with user utterance and is used in the DA routing.
- Unable to send the message in bot when the option **Display chat bubble icon when user is waiting for the bot to respond** is unchecked.
- [Web SDK] - Responsive styles were getting applied based on the screen width rather than the width of the chat widget when it's in embedded mode. This issue has been fixed by adding responsive styles based on the chat widget's width.
- [Web SDK] - The sending of user messages was causing a console error when `showTypingIndicator` was set to `false`.

- [Web SDK] - Console error when the `beforeDisplay` delegate used and the returned message contains image-only action buttons
- [iOS SDK] - Messages slightly obscured by the input text box when the starting position of the conversation was set at the bottom of the chat window (`BotsProperties.conversationBeginPosition = .bottom`, which is also the default setting).

See also [Issues Fixed in Previous Releases](#).

Issues Fixed in 24.04

- `required` field not honored for `singleSelect` input form item in Preview mode
- Visual Flow Editor: Invoke skill parameters mapping not visible for published skill
- Intent Events are deleted after search filter is cleared
- KnowledgeSearch client encountering an unexpected error
- Analytics - Discrepancy in graph charts and counts
- MS Teams channel references Microsoft Application ID should be Bot ID
- Infinite loop using Feedback component when input is outside of valid range
- [Web SDK] - Chat history is not getting filtered while switching pages when all widgets have same name
- [Web SDK] - Overflow menu doesn't pop up on button click when share menu is open
- [Web SDK] - Absolute timestamps of all messages in chat history are showing current time instead of time they were sent or received
- [Web SDK] - When `enableDraggableButton` is enabled on Ionic-based apps, the launch button for the chat widget remains visible even after users expand the widget
- [Web SDK] - Accessibility tools like JAWS, NVDA, and voice-over announce some elements multiple times. (This issue has been fixed by removing redundant title and aria-label attributes from elements.)
- [Web SDK] - The render delegate causing a console error when chat history is enabled.
- [iOS SDK] - SDK not using the device language as the default language
- [iOS SDK] - App crashes due to Starscream 4.0.6 upgrade on iOS 16.x devices

Issues Fixed in 24.02

- UI support doesn't show when data management job fails.
- Context not maintained when returning to Visual Flow Designer screen.
- State removed from the flow in Visual Flow Designer not completely removed.
- Webview component prompt does not respond when image is uploaded rather than opening webview.

- For Incident Creation Description - Variable is getting passed instead of value
- Error in Angular sample in Web SDK 23.12 because of missing dependency.
- [Web SDK] - Setting `enableEndConversation` false throws a `TypeError` in the browser console when passed with `multiLangChat` options.
- [Web SDK] - Advanced form layout settings not used in table-form layout.
- [Web SDK] - The speech recognition stopped responding after performing several times in Cordova-based environments.
- [Web SDK] - The navigation in horizontal card messages did not behave as expected for RTL layouts.
- [Web SDK] - For client auth-enabled channels, file upload was failing when `channelId` was not specified.
- [Web SDK] - Header menu for RTL languages gets clipped.
- [Web SDK] - Chat widget header getting clipped because of large bottom margin.

Issues Fixed in 23.12

- Authentication services in ODA have been reset.
- Transition from custom component skips couple of states in Visual Flow Designer in 23.10: works fine in 23.08.
- `context.getUserMessage()` doesn't work in entity event handler.
- Can't export insights data if I enable PII anonymization for exporting conversation.
- SQL Dialog unable to query for more than 3 attributes.
- PLDT manual purge job taking too long.
- Entity does not show up in a dropdown for composite bag.
- Error in pagination of custom components.
- Different behavior in botui DA testing.
- Insights Retrainer UI not showing full list of intents in skill.
- [WebSDK] - Message send button missing when typing in disconnected mode.
- [Web SDK] - Footer form is not getting rendered in Text Stream messages.
- [Web SDK] - Selecting a language from the multi-language dropdown menu causes a console error when no Text-to-Speech (TTS) voice is configured for that language.
- [Android SDK] - For Android API level 34 (Tiramisu), the foreground service that keeps websockets alive in the background was crashing the application.

Issues Fixed in 23.10

- Unable to fill in parameters on custom component in visual flow.
- SQL Dialogs: Cannot create JOIN between 2 query entities.

- Attachment uploaded to skill has undefined title in message payload.
- Start and end time not updated correctly in edit form mode.
- Web SDK: Fix responsive width for mobile devices.
- Web SDK: Typing event passes false on each trigger.
- Web SDK: Input editable form - error in web channel.
- WebSDK: Calling connect with different userId doesn't create new conversation storage.
- Web SDK: Additional spaces in text stream messages.
- Web SDK: "showOptions" translation string not working.
- Web SDK: TTS did not read aloud after voice recognition on Safari and iOS browsers. .
- iOS SDK: Keyboard enabled during speech recognition.

Issues Fixed in 23.08

- Resolving the metadata property causes no responseItem to be found.
- Skill Utterance Tester - Import Test Suite fails.
- Editable form message not converted to string representation for Insights.
- Conversation Tester: Filtering the test results by IN_PROGRESS status throws error.
- Skill Utterance Tester: Update Name field fails.
- bots-node-sdk translate method only accepts string input params when using TypeScript.
- Cannot execute Conversation tests.
- Knowledge Documents: unable to upload document for 20.06 skills.
- Visual Flow Designer property inspector fails to set a Boolean variable to 'false'.
- Non-sequitur after a system intent that generates channelCommand (repeat,readToMe...) resends the channelCommand again upon resuming the interrupted flow.
- iOS SDK: Setting the Send Custom Chat icon (sendButton) in the Asset Catalog results in a square background color.
- Entity event handler: javaException:null error on the skill.
- Digital Assistant Custom NoneOfAbove Skill/Flow: None of the above triggers oops error when next utterance resolves to skill that holds this flow.
- Visual Designer entities limit is too low.
- Web SDK: auto-suggest utterance result does not match the filtered list.
- Web SDK: Fix right and bottom positioning of the widget and share popup in embedded mode.

Issues Fixed in 23.06

- The default maximum response payload size of the Call REST Service component has been increased from 15 KB to 100 KB.
- Twilio channel: `
` and `` tags are not formatted.
- Android SDK: `enableForegroundService` function issue.
- DA Insights: Metrics do not refresh when handler value is changed.
- DA Insights: Selecting the handler as Skill & Live Agent does not show agent metrics.
- iOS SDK: Card swipe not working.
- FreeMarker name for custom metrics breaks SQL queries.
- Custom Components UI: Erratic spinner and page movement during deployment.
- DATE_TIME entity with TIME subtype not working for Spanish.
- Home screen doesn't refresh data.
- Export Conversations Log from skill has an option for Intent Conversation Log, which is not in the skill settings.
- In bot tester the conversation view state bubble becomes unreadable if the conversation flow is long.
- Visual Flow Designer: When editing the properties of an Invoke Skill component, it is not longer possible to add values for the input and output parameters of the skill and flow that is being called.
- Text To Speech does not honor HTML-based bot response messages.
- Web SDK: Not translating "End of conversation custom" modal.
- Web SDK: Uncaught error (WebSDK is not defined).
- ACR: Ensure link and buttons have discernible text.
- Cannot export Intent Conversation log for some skills.
- Export failing for very large data in BOTS_RESPONSE_TEXTS.
- Unable to add entities to an entity list.

Issues Fixed in 23.04

- Slow loading of intent screen due to dynamic entities.
- Add ability to enable or disable Microsoft Teams welcome message.
- DATE_TIME entity for the subtype Interval prompts for disambiguation between December and December.
- Auto-complete payloads sent via long-poll Seem to be interpreted as actual utterances.
- Skill Store digital assistant install stuck; does not complete nor fail.

- AsyncCreateBotWorkflow shows as IN_PROGRESS after DP workflow fails.
- Unable to apply styles to specific cards in Common Response component.
- Digital Assistant is removing URL with hyperlink from Slack message.
- Oops error on WhatsApp/Facebook.
- Digital Assistant Analytics metrics show big gaps in the totals.
- Insights dashboard missing parts of conversation.
- Clicking train button on digital assistant or skill shows error or success immediately even when training hasn't started yet.
- Both end-channel-session and expired channel-session generated for the same session-id.
- Flow Designer: Create Intent Event Handler intent field only shows first 100 intents.
- iOS SDK: View More button comes on top of the card layout.
- iOS SDK: Icon not center-aligned on iPhone.
- iOS SDK: Card actions rendered on top of the card title when there is no image URL in the message payload.
- iOS SDK: Can't use swipe gestures or buttons to scroll through cards on some of the iPhone models with smaller screens.
- Android SDK: Speech locales can't be set using the `speechLocale` feature flag.
- Android SDK: The foreground service, which keeps the app alive in the background, not working on devices that run API Level 31 and higher.
- Web SDK: href in payload is reformatted by SDK.
- Web SDK: Widget getting cut off and wrongly aligned in Safari.
- Web SDK: The Send button getting disabled when the connection is lost.

Issues Fixed in 23.02

- In digital assistant, DATE_TIME entity always resolves in UTC.
- Numbers rounded in Insights dashboard.
- Enhanced speech training consistently failing for specific skill.
- Logs not generated when event handler is in place of answer intent.
- Visual Flow Designer: intent conversation log export is not working.
- No conversation log generated.
- Entity Event Handler: validate function on DATE_TIME-startDate bag item causes `javaException:null` when entering a corrected date value.
- Entity Event Handler: EditForm (partial) submit marks all items as updated.
- Entity Event Handler: Removing entity level "publishMessage" function causes prompts getting printed twice.

- Entity Event Handler: Entity level validate event firing before init event.
- Visual Flow Designer sets invalid init value for Double and Float variables.
- Visual Flow Designer: Referencing skill parameters in variable on Main flow produces routing errors.
- Visual Flow Designer: Entering invalid Freemarker expression in Requires Authorization field causes skill to become unusable.
- SQL Dialogs response in form layout looks truncated.
- Formatting issue of SQL Dialogs response in MS Teams.
- Derived entities defined with following phrase resolves to only one parent entity.
- SQL Dialogs Backend Mapping - Data Service button should be click-to-edit.
- Live Agent getting full transcript every time (issue starts on 01/20).
- Insights: can't make use of the parameters.
- Occasional trouble/error with agent transfer channel/
- DA as an Agent should retry when inserting new session fails.
- Web SDK: Disconnected status when an attempt to upgrade to a WebSocket connection fails.
- Web SDK: The Return key on the number keypad doesn't send message.
- iOS SDK: The upload attachment button still displayed when `botsConfiguration.enableAttachment` is set to `false`.
- iOS SDK: A bug in the rendering of the horizontal layout of local actions causing some actions to get cut off.

Issues Fixed in 22.12

- Some answer intents don't appear in Analytics.
- Live Agent Handler Metrics shows negative value.
- No CHANNEL_ID in Digital Assistant exports.
- Default EMAIL entity is not working as expected.
- Description field of nested bag items in DATE_TIME entity cannot be edited.
- DA utterance tester: can't filter by "Unresolved" skills
- User scope variable set in skill called from another skill is not available in calling skill.
- Generated entity event handler code fails validation.
- Microsoft Teams channel: Newline character `\n` is not rendered as newline in the message.
- Invoking skill with Invoke Skill component fails if trying to invoke a flow that has optional input params and these params are not passed when invoking the skill.
- Drag functionality for the launch button not working with SVG icon.

- Web SDK: message/message:sent events do not fire on updateUser
- Web SDK: Card navigation 'next' button doesn't show up when received in widget collapsed state.
- Web SDK: Chat input text area has no default text color property.
- Web SDK: Older messages disappear after long chat, appear again after clicking outside the widget.
- Migrate to Flow Designer: System.ConditionEquals null check fails.
- Migrate to Flow Designer: Freemarker expressions for skill parameters aren't converted.
- Migrate to Flow Designer: System.List options lost.
- Migrate to Flow Designer: Agent Initiation/Conversation component properties migrated but not visible in Visual Flow Designer.
- Slow loading of entities screen due to dynamic entities.
- Replying to actions via text instead of clicking is not disabling the actions.
- [a11y] - Collapsed state of menu button is not read out.
- [a11y] - Focus does not retain back on 'Share Popup' button after closing its share popup via 'Esc' key
- [a11y] - VoiceOver announces name of menu item twice present on the 'Share group' flyout
- [a11y] - Button labels are read out twice.
- Typing indicator sent to Oracle Digital Assistant is being consumed by the skill and leading to a prompt for an unresolved intent.
- Entities screen: clicking on delete icon for other than current entity deletes the current entity, thus causing data loss.

Issues Fixed in 22.10

- Visual Flow skill: keepTurn: false with end flow transition afterwards results in the skill hanging.
- Unrated Query count is greater than Total Conversations
- Intent conversation name that exceeds 100 characters is not flagged as an error in the Findings windows.
- On agent transfer, the last message from the bot to the user is not being displayed in the conversation history.
- Tester UI page doesn't seem to work with skills set up for DA as agent functionality.
- The session not cleared when system messages terminates chat.
- All conversations are shown when filter is applied for a specific custom metric.
- Setting userScope variable to a map fails with `javaException:Can't find a variable type for variable value class 'class java.util.HashMap'.`

- Web SDK: Not rendering HTML links correctly.
- Custom component on embedded container is not able to reach endpoint due to DNS issue.
- Webview close button text is wrapped.
- in skill with native language support, `profile.languageTag` defaults to en for Microsoft Teams channel.
- ServiceCloud session should be removed when user exits chat window.
- Android SDK - App crashes in OS Android 12, when speech recognition button is pressed.
- The `getUserFeedback (System.Feedback)` state template does not create `$ {system.userFeedbackText.value}`.
- `NullPointerException` during rebase.
- Service Cloud integration: problem with the display of standard text in customer facing digital assistant.
- Dialog flow code lost as session timeout is not detected.
- Entity Event Handler browser based editor fails validation for variables defined with the same name.
- Inconsistent behavior of 6-button limit behavior on Microsoft Teams channel.
- Web SDK: button text in card is getting cropped when horizontally is selected in display card actions list of values.
- Utterances for Q&A skill not matching properly in the digital assistant.
- Test cases are failing in Preview tester.

Issues Fixed in 22.08

- Web SDK: End conversation session feature doesn't work well in combination with `initUserHiddenMessage` feature when chat widget is opened a second time.
- Web SDK: Prebuilt themes not working in embedded mode
- Web SDK: Returning undefined/null message in `beforeDisplay` delegate throws console error
- Web SDK: Line break is added when using a bold tag
- Web SDK: Web Initialization fails if "enableBotAudioResponse" is true and corresponding Speech WebAPIs are not available
- In the DATE entity, discrepancy between the outputs for numeric and string date times
- Currencies such as GEL, SCR, and Ringgit not recognized
- Visual Flow Designer: Variable type sort order in Create Flow Variable dialog is random
- Visual Flow Designer: Digital assistant hangs when skill navigates to `system.intent` state.

- Visual Flow Designer: When changing a custom component name in a custom component, the visual flow designer renders this read-only in the state, thus forcing users to re-create and re-add that state
- Visual Flow Designer: Can't use special characters like / in Switch component action transitions
- Visual Flow Designer: Disambiguation for intents in same skill doesn't set skill.system.nlpresult.value.intent
- Visual Flow Designer: "optimizeCardRendering" not working when implemented through visual designer
- Insights in Visual Flow Designer: Conversation Count is not correct for digital assistant
- Insights in Visual Flow Designer: current day unresolved word phrase doesn't appear at skill level
- Insights in Visual Flow Designer: NoIntent shows all total counts under Intent tab in skill
- Insights in Visual Flow Designer: path diagram and total path count is not correct at skill level
- Insights in Visual Flow Designer: Conversation Count is not correct in Analytics for skill conversation
- Saved test cases fail because user profile information is not passed with test runs
- Displayed tests results are incorrect (not related to the selected test)
- Connection status says "Connected" when channel is disabled

Issues Fixed in 22.06

- Variable of type entity doesn't get imported successfully.
- Entity attributes should be able to reference their parent entity.
- Insights: Retrainer intent history sometimes returns createdOn metadata as a long, sometimes as a string.
- Knowledge Document: Review New Intents dialog has both scrolling and pagination.
- Unminified Javascript code in production.
- CURRENCY entity handles Australian Dollar wrong when considering user locale.
- Insights: Data export with PII anonymization is slow.
- Labels in the UI for sorting are long and confusing.
- Add the imported DRAFT Skill with HTTP custom components to the imported digital assistant.
- Knowledge document: Once uploaded pdf or url there is no info what is going on.
- Data Manufacturing: help and keyboard icons are not shown in crowd worker UI on Chrome

- Need diagnostic info when can't import a resource bundle.
- Unhelpful error message after annotating a resource bundle
- Visual Flow Designer: Main Flow event mapping output parameter doesn't honor parameter type.
- The Skill Tester is looking at the wrong nlresult for Visual dialog mode skills.
- When Require Authorization is enabled for a flow, skill keeps prompting user to log in even after the flow has ended.
- Digital assistant on Microsoft Teams channel is unresponsive.
- Knowledge document: The loading of a Web-based FAQ page results in all questions being rendered in a single intent.
- Knowledge document: Additional words getting appended to the generated utterances.
- Data Manufacturing: Download button doesn't readily appear.
- Submitting values from a Slack Modal to a System.CommonResponse component doesn't work.
- £ resolved as GBP IN CURRENCY entity instead of as EGP.
- Knowledge document: Questions and answer getting merged.
- Web SDK: User attachments not getting rendered in widget for SVG images.
- In the intent tester, the hover over for the resolved entity value is not correct.
- When you update a Boolean skill-level property, the skill fails.
- Digital assistant not responding for specific flow.
- Web SDK: "on:open" doesn't fire if "openChatOnLoad" property is set to true.
- Web SDK: initUserHiddenMessage not send at expand if the connection was made before expand.
- Insights: Retrainer tab in digital assistant or skill insights missing all conversations.
- Live agent conversations mistakenly counted as abandoned.
- Web SDK on Windows doesn't align user input text properly. It's too far to the top.
- Web SDK on Windows shows multiple scrollbars
- Batch Test case gives false positive results.
- Web SDK: Missing alt tag on chat widget.
- Web SDK: Color for hyperlinks is very difficult to see.
- Web SDK: "subtitle" getting updated with "title" when multi-lang chat is enabled

Issues Fixed in 22.04

- Tester: Replay button (arrow icon) not available on last turn.
- Exporting resource bundle and then importing it into another skill is not working

- Clicking View All Q&A command causes uncaught promise rejection in browser console, rendering of table incomplete.
- Clicking the **Train** button on a digital assistant or skill indicates an error or success immediately, before training has even started.
- Batch testing fails with Internal Server error.
- Insights exported data entries are missing channel session ID.
- Session metrics do not match up to billing metrics.

Issues Fixed in 22.02

- After 21.08 platform upgrade, DATE system entity validation is not getting called.
- Skill State Mappings setting for custom help skill has no effect on skill-level help.
- Data Manufacturing: Input lost in Intent Paraphrasing wizard.
- Setting a flow variable default value to an expression that access skill scope variables fails.
- Issue in `System.CommonResponse` component when `separateBubbles` is set to `false`.
- Insights: Incorrect Live Agent metrics on selecting different time range.
- Skill validator gets an HTTP 500 error.
- Data Management archive fails.
- In Microsoft Teams channel, YAML steps with FreeMarker show errors.
- Insights: the count in path and total conversations don't match.
- Q&A UI not displaying results when filtered by question or by category.
- Digital assistant shows disambiguation dialog twice in a row.
- Insights export contains PII terms after anonymization.
- Bot sends unknown message "Attempting re-routing".
- Web SDK: Widget going outside of the window when it is positioned on the left.
- Web SDK: When there are two or more instances of simultaneously running Web SDK, scrolling works on only one of the instances, and not on others.

Issues Fixed in 21.12

- An error occurs when training a skill that has been updated to platform version 21.12. (Fixed in hot patch.)
- When validating a skill that has a `System.SetCustomMetrics` component, several errors appear.
- When importing a skill, errors for missing language tags are shown, even when the skill uses a translation service.
- Insights overview: Intents vs Count charts is broken in compare mode.

- `retrainerHelper` is not called in both sync and async mode for cloned bot, new version, or import in BotsResource file.
- **Consider End User Locale** is sometimes ignored when **Resolve Date as** is set to **Default**.
- Entity bag item of type `String` is pointing to `ADDRESS` entity in exported JSON.
- Composite bag entity goes into infinite loop if using `context.clearItemValue()` on bag item of type `String`.
- Web SDK - Absolute timestamp is not displayed for card messages.
- ML entity not getting resolved as part of composite bag in Common Response component.
- Batch test fails as ambiguous because win margin is not honored.
- Error sharing location with human agent.
- Web SDK - Links included in answer intent are shown as video inside websdk widget.
- `System.CommonResponse` display property `visible: onDisambiguation` causing design-time and runtime error.
- Data Manufacturing: When running an entity validation job, a `java.lang.StringIndexOutOfBoundsException` and a `java.lang.NullPointerException` are thrown.
- Data Manufacturing: Can't create an intent validation job directly from the results an intent annotation job.
- Skill gets published and added to the digital assistant before training completes.
- Web SDK - No option to remove chat logo icon.
- Exit utterance not showing up in Insights.
- `system.entityToResolve.value.rangeStartVar` and `system.entityToResolve.value.nextRangeStart` are not reset after navigating out of Common Response component.
- Can't enable insights on a published skill or digital assistant.

Issues Fixed in 21.10

- Updates to application-initiated conversation events in draft skills aren't propagated to digital assistant.
- Linked Instance menu item doesn't work.
- Rebasing fails because of problems behind the scenes when creating or updating the default test suite.
- When a skill with a Q&A module is exported, the canonical and alternate questions are in reverse order.
- When selecting the Retrainer tab on a digital assistant's Insights page, a spinning wheel is displayed if Insights have been disabled for that digital assistant.

- A webview error occurs when importing, cloning, or versioning a skill.
- Web SDK - If you return an undefined message in the `beforeDisplay` delegate, an unhandled promise rejection is thrown.
- Web SDK - Japanese characters are garbled when uploading a file to Oracle Digital Assistant.
- Cannot export data from Insights after extending the skill and importing it.
- Composite bag entities ignore `Consider End User Locale` setting for bag items if that setting has been defined by another composite bag entity.
- When creating a new test suite that is not the default test suite, the spinning wheel appears.
- The **Digital Assistant Custom UnresolvedIntent Skill** and **Digital Assistant Custom UnresolvedIntent State** digital assistant settings don't work if the skill is not exposed in the digital assistant.
- Extended skill: When exporting or importing value list entities in an extended native multi-lingual skill, an error occurs when accessing the database.
- When using an entity event handler, `system.invaliduserinput` is set to `true` when trying to update an entity value.
- Conversation Tester UI - Long URLs break the message bubble when wrapping to the next line.
- Web SDK - Images on cards are not center aligned.
- Cancelling a search term in the NLU tester does not refilter the test cases.
- Can't create a new test suite in the NLU tester.
- Using Explicit Invocation resumes the flow after a session times out rather than aborting the expired session flow.
- Web SDK - Custom header element gets cut off with empty space.
- NLU Tester does not take confidence win margin into consideration.
- In the NLU tester, a change in the confidence threshold is not reflected when submitting a test run.
- The Web SDK doesn't trigger Native NLP language detection unless the `multiLangChat` flag is passed.

Issues Fixed in 21.08

- Can't create a test case for a digital assistant that was created before version 20.06 of Oracle Digital Assistant.
- For Oracle Web SDK clients, the suggested auto-complete text still appears even after the auto-complete phrases have been deleted from the intents and the skill has been retrained.
- The Last Updated time stamp that displays in the skill tile gets erroneously updated when an embedded custom component switches from a dormant to an active state.

- When creating an Oracle Service Cloud channel, users get an error that the B2C password that they entered is incorrect, even when it isn't.
- You can't import an existing batch test into its own test suite.
- A skill can get published while training is underway.
- The `System.ResolveEntities`' Show More button does not work properly when the component references a Value List entity.
- Users federated through IDCS (Oracle Identity Cloud Service) have to authenticate twice because of a redirect.
- Jobs intermittently disappear from the Jobs page.
- Quality Reports not working.
- While training skills with Trainer Tm, opening another skill frequently opens one of the skills that is currently being trained.
- In the skill catalog, a filter is still shown as active even after the view has been reset.
- The Intelligent Advisor service in a skill gives a `javaException: null error`.
- Utterance Tester: Import should support ZIP files.
- The `System.ResolveEntities` component does not add `headerText` and `footerText` properties to the user message when prompting for a multi-value entity.
- Unable to get an export of the QnA.
- Rebasing failed from SaaS platform Versions 20.08 to 21.02 because of test cases.
- Navigating to Insights when a skill has Insights disabled shows an error.
- Utterance Tester: Rebase should not stop because of a `DefaultTestSuite` naming conflict.
- The requires training flag does not update after the first training.
- Cannot run test cases on a skill that has not been trained for auto-complete suggestions.
- Utterance Tester: The test cases table is not updated when filtering test suites.
- Utterance Tester: The All tab is selected automatically when editing, adding, or deleting test cases.
- Oracle Digital Assistant instance creation fails in the OCI console when you do not enter a description (which is marked as optional).
- Microsoft Teams Adaptive Card postbacks trigger an entity event handler failure (in the `System.ResolveEntities` component).
- Data Manufacturing: The **Copy Link** button is not working on Firefox.
- The digital assistant does not show the correct status of a published skill.
- Web SDK: The widget breaks words when wrapping them because the CSS uses the `word-break:break-word` property rather than the correct `word-break:break-all` property.

- Invalid states are not properly flagged in the digital assistant configuration page.

Issues Fixed in 21.06

- System.AgentTransfer Ignores B2C customProperties Item with name equal to EMAIL.
- System.AgentTransfer Returns an Error Action if a customProperty Item for a B2C Session Property Includes type.
- Example utterances do not appear on the Intents page of a skill.
- NullPointerException from Empty Properties in System.IntelligentAdvisor
- Skill/DA tester: Long message scrolls bottom of tester out of view, making it unreachable (including Utterance field)
- Editing an answer intent overwrites another answer intent answer if you select a different intent without first tabbing out of the current answer.
- Sometimes no skill tiles are shown even though the paging control indicates there should be skills displayed.
- Insights UI: various Retrainer UI issues
- Channel setup "jumps" to first channel in the list after any change
- Need multi-lingual support for auto-numbering postback actions
- Invalid dates are not correctly handled by bots
- Deflection rate graph in Analytics is only showing skills and not live agents.
- Web SDK - disablePastActions no longer applies to past conversations
- Derived entities don't show preceding or following phrases once set
- Analytics and DA Insights not showing data for today
- DataManufacturing: Paraphrasing job: View Results overflows in dialog, making it impossible to accept or reject results.
- Utterance tester at DA level is not showing correct analytics.
- Button to exit from skill help does not work
- Changes occurred while training message appears when no changes were made
- Skill batch tester stalls after 25,000 utterances.
- Inability to upload data manufacturing results - uploaded file not showing
- ODA Insights - Retrainer tab not showing interactions with Slack
- Skill validation errors are not showing the line number of the error

Issues Fixed in 21.04

- Within Insights, the number of conversations as reported by the **Overview**, **Conversations**, and **Paths** tabs don't always align.

- Entities extracted from user utterances before the string is sent to the translation service.
- Uploaded webview package .tgz file in webview components cannot be downloaded.
- Component template does not get added.
- Utterance tester: special characters, like Arabic, fail to be exported / imported successfully.
- Web SDK - Attachment upload does not complete even after POST /chat/v1/attachments endpoint returns 200OK.
- `System.CommonResponse` component supports `imageUrl` property for actions. Icons don't render in tester.
- Tester UI - 'View JSON' in Bot Tester view overflows horizontally out of the container.
- DataManufacturing: Paraphrasing job crowd-worker screen: browser console error.
- Unable to delete purged tasks.
- Disambiguation dialog not shown for out-of-order extracted values.
- Validator doesn't recognize `profile[key]`.
- Large purge fails.
- Rebase skill - Synonyms for a new entity are missing when a skill is rebased.
- When cloning a skill, language bundle entry annotations are lost.
- Web SDK - First JWT token is not validated for expiry.
- Data manufacturing data entry requires too many clicks.
- Customers unexpectedly moving from translation service to natively-supported language mode.
- Web SDK - TTS voice readback from carousel stops part way through.
- HTTP 500 when testing skill in tester.
- Dialog Flow Editor: Validation signals error on Freemarker expression that is correct at runtime.
- Rebase of skill fails with error: "There was an unexpected error processing the request. Please contact Oracle Support Services."
- Value lists created from value list entities render items in all languages defined for an entity if `variable.type.enumValues` is used as the source of iterator.
- User input of a date in Arabic not translated to English.
- Voice on SDK - Not working when there is a gap of 2 or 3 minutes or locking and unlocking the mobile screen.
- Utterance Tester - pagination doesn't work.

Issues Fixed in 21.02

- Using the `insightsInclude` property on a custom component causes a YAML validation error.
- Need to update convert Python script to include Version column when exporting Insights data.
- Skill Validation Pane shouldn't refresh when the YAML editor auto-saves.
- `ProcessUserMessage` doesn't allow a Freemarker expression.
- DA Validation Error not shown in UI.
- Generate cancel event for skill when conversation is cancelled at DA level.
- Webview component sometimes returns not found.
- Custom components built with bots-node-sdk version 2.5.1 don't work in embedded container.
- Digital Assistant doesn't detect expiration of `USER_WAIT_QUEUE_TIMEOUT` in Oracle Service Cloud.
- Launching a hosted webview raises a "404 Not Found" or "This site can't be reached intermittently".
- Importing a skill containing a webview package always leaves the webview deployment status as `awaitingDeployment`.
- Auto-numbering for Twilio channel not working.
- Internal error after validating skill.
- Slack payload changes impacted LiveAgent connection in Slack channel.
- Internal server errors when training or deleting a skill.
- Web SDK: Copy and pasting text into the `inputArea` does not enable the Send button in mobile browsers.

Issues Fixed in 20.12

- Skill Settings, **Digital Assistant** tab, **Parameters** section: Start State, Welcome State and Help State cannot be unset.
- Live Agent Connection errors when agent transfers to supervisor.
- `AgentTransfer` state hangs upon retry.
- Composite bag does not show custom entities unless you refresh the page.
- Web SDK: Actions of older messages disabled when the page is refreshed.
- Slack channel `userID` in logging replaced with different `userID`.
- DA as Agent: when the session ends due to a YAML flow `return` statement, the bot should not disconnect.
- Resource Bundle Export only exports 100 rows.
- Insights: Incomplete conversation count under **Overview** tab does not match with incomplete conversations under **Conversation** tab.
- Insights: Overview count does not match with conversation history in skill insights.

- Web SDK: `initUserHiddenMessage` typing indicator not showing.
- Web SDK: A few special characters being replaced in web-sdk 20.8.1 (greater and lesser symbols)
- REST Insights export job fails with a closed stream error.

Issues Fixed in 20.08

- Some special characters not recognized by Web SDK 20.6.1
- Rebase issues:
 - Rebase hangs if the same version as the current extension for the re-based DA is selected
 - When selecting a different version, the rebase fails with an error.
- On the Configuration tab of a digital assistant's Settings page, changing any of the float values to 0.0 causes the page not to load anymore on future visits.
- Web SDK - scrollbar not provided for the list of autocomplete suggestions.
- Browser Find feature (Ctrl-F or Command-F) only works for currently visible part of dialog flow.
- Ctrl-Z/Cmd-Z does not work for undoing dialog flow changes after changes have been auto-saved
- Issues with Insights export conversion tool.
- `System.CommonResponse` component throws `NullPointerException` when a variable of type string is already populated.
- When a digital assistant is configured with a custom `UnresolvedIntent` and that flow passes the turn to the user, the digital assistant doesn't intercept the message.
- Import of digital assistant fails with no explanation.
- In Microsoft Teams channels, need to be able to disable interactive buttons and fields after user performs an action.
- Inline attachments sent through Microsoft Teams and Slack can't be retrieved using the attachment URL provided.
- Answer intents are limited to 2048 characters. (The limit is now 10,000 characters.)
- Conversation utterances not displaying for `System.CommonResponse` and `System.List` actions.
- DA as Agent: when the session ends due to a return statement in the dialog flow, bot should not disconnect.
- In Advanced Input mode for utterances, utterances are not added, but new intents are created.
- Web SDK - Property `disablePastActions = 'none'` is not working.

- After removing the last intent from the last page (when there are multiple pages of intents), the UI incorrectly shows that the skill has no remaining intents.
- The `waitingMessage` property in the `System.AgentInitiation` component and the `waitMessage` property in the `System.AgentConversation` component are not being translated even though the correct values exist in the resource bundle.
- Web SDK - When calling `Bots.sendAttachment()` after disabling both the attachment and typing indicator features, a `TypeError` occurs.
- Web SDK -When using `Bots.sendMessage()` with `hidden:true`, the message is hidden the first time but not after that.
- Web SDK - Links with `href = "` (with spaces around `=`) will cause the link to be malformed.
- `System.ResolveEntities`: cast error when resolving composite bag item of dynamic entity type.
- DA as Agent: Button indicates channel is disabled even for when it is enabled.
- Entity matches don't work correctly when there are multiple values with the same synonyms.

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