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Preface

Known Issues for Oracle Integration Cloud Service describes known issues and workarounds when using Oracle Integration Cloud Service.

Topics:
- Audience
- Documentation Accessibility
- Related Resources
- Conventions

Audience

Known Issues for Oracle Integration Cloud Service describes known issues for users who want to create, activate, and monitor application integrations.

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.

Related Resources

For more information, see these Oracle resources:
- Oracle Cloud
  http://cloud.oracle.com
- Getting Started with Oracle Cloud
- Using Oracle Integration Cloud Service

Conventions

The following text conventions are used in this document:
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<th>Meaning</th>
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<tr>
<td><strong>boldface</strong></td>
<td>Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.</td>
</tr>
<tr>
<td><em>italic</em></td>
<td>Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.</td>
</tr>
<tr>
<td>monospace</td>
<td>Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.</td>
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Adapter Issues

This section describes issues associated with adapters.

Topics

• FTP Adapter Connection
• Integration Activation Failure with Pre-2017 R1 Version of Oracle CPQ Cloud Adapter as a Trigger
• Read Multiple File Operation of FTP Adapter Not Available in 17.2.5
• Deployment and Registration of Custom On-Premises Cloud Adapter Is Not Supported
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• Table Relationships Not Displaying by Default when Adding a MySQL Adapter Connection as an Invoke to an Integration
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• REST Adapter Does Not Support Services Returning Multipart Data
• Redirect URL Constructed in an Expanded Domain Fails the Provide Consent Button
• Oracle E-Business Suite Adapter Issues
• Siebel Application WSDL Validation Errors During Activation of Siebel Inbound Services
• ERP System Does Not Add a Document ID in the JSON String When a Load Interface Job Fails
• Oracle ERP Cloud Adapter User Name Requires the SOAOperator Role
• Incorrect UPDATE Statement Syntax Validation
• Oracle Logistics Adapter Requires Logistics Cloud Version 6.4.2 or Later

FTP Adapter Connection

For FTP Adapter connections created prior to 16.3.3 that are using a security policy of Username Password Token the link, you cannot use the connection in new orchestrated integrations. You must select the FTP Server Access Policy, enter the credentials, and test the connection. After saving the connection with this policy, you can use the connection in new integrations.
Integration Activation Failure with Pre-2017 R1 Version of Oracle CPQ Cloud Adapter as a Trigger

Integrations configured with the Oracle CPQ Cloud Adapter as a trigger are failing to activate with the following error. This issue is only occurring in versions of the Oracle CPQ Cloud Adapter prior to 2017 R1.

CPQ_ep_REQUEST wsdl, CPQ_ep_ENDPOINT wsdl "is not semantically valid: error: cos-nonambig: Content model violates the unique particle attribution rule.. null" and CPQ_ep_REQUEST jca "The JCA dependency is not valid. null"

This issue occurs when you have a repeating element in the CPQ WSDL (for example, _line_bom_parent_id in transactionLineType and ResponsetransactionLineType). Explicitly remove this repeating element from the IAR file. After making this update, the integration can be activated.

This issue does not occur in the 2017 R1 version of the Oracle CPQ Cloud Adapter.

Read Multiple File Operation of FTP Adapter Not Available in 17.2.5

The Read Multiple File operation is no longer available for selection when configuring the FTP Adapter in the Adapter Endpoint Configuration Wizard. Only backwards compatibility is supported (meaning that a pre-17.2.5 .IAR file imported into Oracle Integration Cloud Service that was designed with the Read Multiple File operation has this option).

Deployment and Registration of Custom On-Premises Cloud Adapter Is Not Supported

You can deploy and register your own custom cloud adapters under Designer > Adapters. This feature currently supports only custom cloud adapters. Custom on-premise adapters are currently not supported.

Salesforce Adapter Issues

Note the following issues with the Salesforce Adapter in 17.2.5.

Regenerating Artifacts in an Integration Configured with a Trigger Salesforce Adapter Causes a Null Pointer Exception

If you select Regenerate Endpoints from the Actions menu on the integration canvas to regenerate the artifacts for an integration configured with a trigger Salesforce Adapter, you can receive the following error:

Failed to regenerate the artifacts for application Connection_Name -java.lang.NullPointerException

This error occurs in both map data and orchestrated integrations.
As a workaround, regenerate the artifacts at the Salesforce Adapter level. Go to the Connections page, find the configured Salesforce Adapter, and select **Refresh Metadata** from the **Actions** menu.

**Regenerate Artifact Operation Not Applicable for Custom WSDL Endpoint Scenarios**

When you upload a WSDL in an inbound and custom WSDL endpoint configuration, the **Regenerate Endpoints** operation does not apply to the configuration, and the system displays the following error message:

```
Failed to regenerate the artifacts for application integration_name. Index: 0, Size: 0
```

**Unable to Regenerate Artifacts in Orchestration for an Outbound Salesforce Adapter**

You cannot regenerate artifacts in orchestrated integrations for an invoke Salesforce Adapter when you have a trigger Salesforce Adapter. For example, assume you create an orchestrated integration in which you configure a trigger Salesforce Adapter with all details and an invoke Salesforce Adapter with an operation (for example, Create Account). After regenerating the artifacts for the Salesforce Adapter, you receive a null pointer exception.

In this scenario, if you want to use the Salesforce Adapter as a trigger and invoke in an integration and want to regenerate, you must create two orchestrated integrations.

**Limitations**

Two different Salesforce Adapter connections in one orchestration:

- If an orchestrated integration is using two different Salesforce Adapter connections (for different organizations) for the invoke operation and the following are true:
  - You have selected the same object.
  - There are schema differences in the selected object of both the organizations in the enterprise WSDL.

In such a scenario, the selected object schema in the generated integration WSDL is different for both the invoke operations that causes a conflict.

As a workaround, create a new integration for the second connection and invoke it through a SOAP call.

**Table Relationships Not Displaying by Default when Adding a MySQL Adapter Connection as an Invoke to an Integration**

When adding a MySQL adapter connection as an invoke to an integration, the relationship between two related tables is not shown by default. This behavior also occurs when a foreign key is declared in one of the imported tables. A workaround is not available.
A Single Call with Multiple Updates is Not Supported with the SQL Server Adapter in Basic Map Data Integration Patterns

A single call with multiple updates is not supported with the SQL Server Adapter in basic map data integration patterns. In the case of multiple updates, use an orchestrated integration pattern or a basic map data integration pattern with enrichments.

Swagger Representation for an Endpoint Throws an Empty Response

Assume you create and activate an integration with a trigger and invoke REST Adapter configured with a swagger URI. After getting the swagger URI from the activated integration and using it to configure a second outbound integration, an empty response payload error is displayed when the second integration is activated and invoked.

REST Adapter Basic Authorization Security Policy Limitation

The REST Adapter Basic Authorization security policy does not have a token management and token refresh. If a token expires, you must test the connection in design time before proceeding. For example, if you have an integration that includes a REST Adapter and Google Calendar Adapter, and the Google Calendar token expires, this causes a failure.

As a workaround, perform one of the following steps:

• Go to the Credentials dialog of the Connections page and click Provide Consent.
• Use the OAuth Custom Three Lgged Flow security policy with a refresh token request.

Testing a REST Adapter Connection with the HTTP Basic Authentication Security Policy Does Not Validate the Credentials

Testing a REST Adapter connection configured with the HTTP basic authentication security policy and a role connection of Trigger and Invoke or Invoke does not validate the credentials and simply opens a connection to the provided URL. To validate the endpoint and credentials, the REST Adapter must invoke an API that is idempotent.
REST Adapter Does Not Support Services Returning Multipart Data

If you create a REST Adapter connection that returns multipart/mixed or multipart/form-data, you cannot design an integration with the REST Adapter as both the inbound and outbound connections because the response does not support both the multipart/mixed and multipart/form-data media types.

Redirect URL Constructed in an Expanded Domain Fails the Provide Consent Button

Redirect URI configuration with the REST Adapter is required for the following security policies: OAuth Authorization Code Credentials and OAuth Custom Three Legged Flow.

Use the following format when configuring the redirect URI for the client application:

https://ICS_HOST:ICS_SSL_PORT/icsapis/agent/oauth/callback

You must create a third party project before creating a connection with the REST Adapter using an OAuth Custom Three Legged Flow security policy.

1. Go to the developer console for the third party application.
2. Create a new application.
3. Provide the Oracle Integration Cloud Service redirect URI inside the third party application.

Enter the SSL URL for the OAuth callback for your Oracle Integration Cloud Service instance. The format is as follows:

https://ICS_HOST:ICS_SSL_PORT/icsapis/agent/oauth/callback

For example, assume the URL you use to access your Oracle Integration Cloud Service instance is the following:

http://example.com:7001/ics/faces/global

The SSL URL for the OAuth callback is likely to be the following:

https://example.com:7002/icsapis/agent/oauth/callback

Note:

Application creation is specific to each vendor.

For an example of configuring the redirect URI with the Google Calendar Adapter, see Creating the Google Calendar Project.

Oracle E-Business Suite Adapter Issues
When using the Oracle E-Business Suite Adapter in an integration, you may encounter the following issues:

- **Trading partner setup form does not accept a password with special characters**
  
  The Trading Partner Setup form does not accept a password with special characters. Therefore, the Oracle Integration Cloud Service password should be a combination of text and numbers.

- **XML Gateway Issues with Oracle E-Business Suite Release 12.2 in Oracle Integration Cloud Service**
  
  When using an Oracle E-Business Suite Release 12.2 connection for the XML Gateway as a trigger (source) in an integration in Oracle Integration Cloud Service, after you select an XML Gateway message and click the Next button in the Configure Oracle E-Business Suite Adapter Endpoint Configuration wizard, an error occurs.

  This issue applies to Oracle E-Business Suite Release 12.2 only. The XML Gateway works as expected with Oracle E-Business Suite Release 12.1.3 in Oracle Integration Cloud Service.

### Siebel Application WSDL Validation Errors During Activation of Siebel Inbound Services

Siebel Application WSDL validation errors are thrown during activation of a few Siebel inbound services.

A Siebel application WSDL has duplicate element definitions with the same namespace. When you configure the Oracle Siebel Adapter, Siebel application WSDL validation errors are thrown during activation of these Siebel inbound services.

**Workaround**

Implement either of the following workarounds to resolve the validation errors.

- Correct the WSDL in the Siebel application and reconfigure the integration flow in Oracle Integration Cloud Service so that the Siebel adapter picks the correct WSDL.

- Deactivate the services in the Siebel Call center so that these services do not appear in the Siebel adapter operations page.

### ERP System Does Not Add a Document ID in the JSON String When a Load Interface Job Fails

When a load interface job fails during an integration import, the ERP system adds the document ID in the JSON callback string. However, the document ID is missing from the ERP JSON payload. Therefore, the Oracle ERP Cloud Adapter cannot process the ERP callback payload.
Oracle ERP Cloud Adapter User Name Requires the SOAOperator Role

When you create a connection to the Oracle ERP Cloud adapter in Oracle Integration Cloud Service, and click Configure Credentials to specify the security policy, user name, and password, ensure that the user name you specify includes the SOAOperator role. For information, contact the Oracle ERP Cloud adapter administrator. If the user name does not include this role, you receive the following error when you click Test after completing adapter configuration: Unable to test the connection. Contact your administrator for assistance.

Incorrect UPDATE Statement Syntax Validation

With the Microsoft SQL Server Adapter, UPDATE statements with incorrect syntax validate successfully. For example, this statement validates successfully even though the comma is missing before bit_id:

```
UPDATE MSSQLALLDB1 SET decimal_dt=#decimal_dt, dtoffset_dt='2006-01-01 01:01:01' bit_id=#bit_id, money_dt=#money_dt WHERE int_id=#int_id and numeric_dt=#numeric_dt
```

This issue is caused when the SQL Server throws the generic, parent level exception java.sql.SQLException during syntax validation and not the typical java.sql.SQLSyntaxErrorException.

Oracle Logistics Adapter Requires Logistics Cloud Version 6.4.2 or Later

The Oracle Logistics Adapter is only supported with Logistics Cloud versions 6.4.2 and later.

Integration Issues

This section describes issues associated with integrations.

Topics:
- Request Payload Not Written to the ics-flow Log File
- Deleting an Error Hospital from an Orchestrated Integration
- Nonrecoverable Faults in Orchestrated Integrations
- Scheduled Orchestrated Integration Error Recovery Restrictions
- Messages are Duplicated When Quiescing Occurs During Message Processing
- Troubleshooting Certificate Import Failures
- Runtime Slowness with On-Premises Oracle Integration Cloud Service
- Invalid Character in the XML Keys Causes JSON Translator to Throw an Exception
- Oracle Integration Cloud Service Message Delivery Does Not Work in XA Mode
- Used Icons are Not Displayed for Delayed Schema Loads on the Tracking Page
- Trial Subscriptions Cannot Activate More Than Ten Integrations
- Schema Information is Lost When Re-editing the Oracle Messaging Cloud Service Adapter
- Preferences Are Cleared When Browser Cookies Are Deleted
- Restart of Managed Server May Trigger an Exception
- Inaccurate Error Message When Specifying a Large Number of Months for the Scheduling Frequency

Request Payload Not Written to the ics-flow Log File

For integrations activated before the 17.3.3 MLR01 patch was applied, the input payload is not written to the ics-flow.log file. Re-activate the integrations for the patch to take effect. When the integrations are reactivated, the input payload is written to the log file.

Deleting an Error Hospital from an Orchestrated Integration

If you have an orchestrated integration with a global fault, and delete the Error Hospital icon, you have two options:

- Add a Stop action, then add a Switch action. Note that the Stop action can be deleted. However, deleting the Stop action causes a confirmation dialog to be displayed. After confirming your decision, the Stop action being deleted is replaced with another Stop action automatically.
• Add a Switch action. Note that a Stop action is added automatically, but it cannot be deleted and replaced with an Error Hospital icon.

To get the Error Hospital icon back, you must recreate the integration (for example, delete and recreate the whole integration or delete every action in the integration until it is empty, and then add the Error Hospital icon back in).

Nonrecoverable Faults in Orchestrated Integrations

Faults occurring in or after a stage file action configured with a Read File in Segments operation in an asynchronous orchestrated integration are nonrecoverable.

Scheduled Orchestrated Integration Error Recovery Restrictions

If you create a scheduled orchestrated integration that is configured with one or all of the following, then on the Tracking page, the Discard button is disabled and no recovery is possible for that integration instance:

• A stage file action configured with a Read File in Segments operation
• A for-each action configured with the Process items in parallel check box selected
• Scheduled parameters defined

Messages are Duplicated When Quiescing Occurs During Message Processing

For scenarios in which you create a child flow to process a file, there is a possibility of duplicate instances (child flows) being created in the event of a server crash/shutdown. This is because those files and the instance association and tracking information are not stored in a single transaction.

For example, in an integration that includes a JMS Adapter on the inbound (trigger) side and a File Adapter on the outbound (invoke) side, you process 500 messages. When these messages are being processed, the managed server goes down. After 300 seconds, Oracle Integration Cloud Service goes into quiescing mode and all endpoints get deactivated from the on-premises agent.

After starting the managed servers, Oracle Integration Cloud Service goes into unquiescing mode and starts processing messages again. Once all messages from the JMS queue are consumed and see the outbound files, you can see additional files being written.

Troubleshooting Certificate Import Failures

The certificate that you receive from a Certificate Authority (CA) such as Verisign, Entrust, or others can fail during import into Oracle Integration Cloud Service with the following error in the log file:

java.security.cert.CertificateException: Unable to initialize,
java.io.IOException: extra data given to DerValue constructor
To resolve this issue, either:

- Obtain a fixed certificate from the CA.
- Convert the certificate to a Distinguished Encoding Rules (DER) binary certificate using tools such as `openssl`. For example:

  ```bash
  openssl x509 -outform der -in sfdc-client.crt -out sfdc-client.der
  ```

### Runtime Slowness with On-Premises Oracle Integration Cloud Service

You can experience runtime slowness if running an enterprise database on the same host on which on-premises Oracle Integration Cloud Service is installed. Install your database on a separate host. It is also recommended that you use a load balancer.

### Invalid Character in the XML Keys Causes JSON Translator to Throw an Exception

The `%` character is invalid in the XML keys. When the JSON translator converts the `%` character key into XML, the JSON translator throws an exception and the `%` character in the JSON key is not normalized.

### Oracle Integration Cloud Service Message Delivery Does Not Work in XA Mode

Oracle Integration Cloud Service message delivery does not work in XA mode. There is a chance for duplicate messages to be delivered to the destination. This may occur when the managed servers go down or any other scenario in which the managed servers must be brought down when messages are being processed.

### Used Icons are Not Displayed for Delayed Schema Loads on the Tracking Page

If you select an element for tracking on the Business Identifiers for Tracking page that is more than three levels deep (which requires clicking the `Load more` link), these elements are not marked with the green `used` icon after you save, exit, and then re-enter this page. This is a display issue only. If you attempt to redrag the element, an error is displayed indicating that this element is currently being tracked.

### Trial Subscriptions Cannot Activate More Than Ten Integrations

With trial subscriptions, only ten or fewer asynchronous integrations can be active at one time.
If you have ten active asynchronous integrations, you must deactivate one or more before you can activate a new one.

Schema Information is Lost When Re-editing the Oracle Messaging Cloud Service Adapter

If you create an integration that includes an Oracle Messaging Cloud Service adapter for which you specified the XSD schema file, when you invoke the adapter configuration wizard again to re-edit that adapter, the XSD schema file is lost and must be specified again.

Preferences Are Cleared When Browser Cookies Are Deleted

Assume you select **user_name** > **Preferences** in the upper right corner of the page, select **Show these options at sign in**, save your changes, and log out. The next time you log in, the preferences page is displayed. However, if you log out and then delete all cookies in your web browser, the next time you log in, the preferences page is not displayed. This is because preferences are stored in the cookies of the browser. Clearing the cookies resets the preferences.

Restart of Managed Server May Trigger an Exception

Stopping and starting a managed server after activating an integration might trigger an exception.

If you stop and start a managed server after activating an integration, you might see an exception message in the log file similar to the following:

```<Feb 12, 2016 4:02:58 AM PST> <Error> <Cluster> <BEA-000123> <Conflict start: You tried to bind an object under the name QueueIn in the JNDI tree. The object from -6627227834449688464S:den00bhr.us.oracle.com: [22601,22601,-1,-1,-1,-1,-1]:WLS_ICS:ics_server2 is non-clusterable, and you have tried to bind more than once from two or more servers. Such objects can only be deployed from one server.>```

Inaccurate Error Message When Specifying a Large Number of Months for the Scheduling Frequency

When creating a schedule, if you manually enter a value of 10000000000 when specifying the number of months in the **Frequency** section, you receive a **The number must be less than or equal to 2147483647** error message. You can only specify a value of 12 or less.
On-Premises Agent Issues

This section describes issues associated with the on-premises agent.

Topics

• Agent Runtime Message Processing Error
• Stopping the Agent is Taking a Long Time to Complete
• Unable to Download Agent Installer and Patcher
• New Properties with On-Premises Agent
• Adding the Hostname to the Nonproxy Host List
• Intermittent Failures with Agent Activation
• On-premises Agent Connection Issue with a Siebel Server
• Inbound Oracle Database Adapter Sometimes Does Not Poll When Two On-Premises Agents are Installed on the Same Host
• Agent Restart Required After Restart of Oracle Database Cloud Service Instance
• Agent Installation Throws a FileNotFoundException Error for keystore.jks
• SSL-Enabled Proxy Is Not Supported for On-Premises Agent Installation
• Agent Installation on PODs Prior to October 2015

Agent Runtime Message Processing Error

If you receive the following error during agent runtime message processing:

Exception Description: Cannot acquire data source [jdbc/SOALocalTxDataSource].
Internal Exception: javax.naming.NameNotFoundException: Unable to resolve jdbc/SOALocalTxDataSource. Resolved jdbc; remaining name SOALocalTxDataSource

As a workaround, ensure that you click Test on the Connections page for any of the on-premises adapter connections serviced by that agent. After performing this step, the runtime message processing error stops and message processing resumes.

Stopping the Agent is Taking a Long Time to Complete

If the stopAgent.sh command takes more than three minutes, perform the following steps:

1. Check if the Oracle WebLogic Server is still running:

   ps -ef | grep "weblogic"
2. If any processes are displayed, run the following command to terminate them:

   `ps -ef | grep "weblogic" | awk '{print $2}' | xargs kill -9`

Unable to Download Agent Installer and Patcher

If using the following browsers, you cannot successfully download the connectivity agent from the Agents page of Oracle Integration Cloud Service or the connectivity agent patcher zip file using the following REST API command: `https://hostname:port/icsapis/v1/agent/binaries/connectivityPatch`.

- Firefox ESR-38.0.1
- Firefox ESR-31.1.0
- Firefox ESR-17.0.10

New Properties with On-Premises Agent

Sometimes due to network disruptions (for example, VM restarts), the on-premises agent may appear as healthy, but unable to process any runtime messages. Also, reactivation and testing the connection fails. Under these circumstances, it is recommended that you add the following parameters when starting the agent.

   `-Dweblogic.http.client.defaultReadTimeout=10000`
   `-Dweblogic.http.client.defaultConnectTimeout=2000`

If you want to use these parameters for an existing on-premises agent installation, you must edit the `startAgent.sh` file found under the `AGENT_INSTALL_DIR` directory.

1. Open `startAgent.sh`.
2. Find the following section.

   ```bash
   cd $DOMAIN_HOME/bin
   ./startWebLogic.sh
   ```

3. Include the following parameters above this section:

   ```bash
   export JAVA_OPTIONS="${JAVA_OPTIONS}
   -Dweblogic.http.client.defaultReadTimeout=10000
   -Dweblogic.http.client.defaultConnectTimeout=2000"
   cd $DOMAIN_HOME/bin
   ./startWebLogic.sh
   ```

4. Save and close the file.
5. Stop and restart the on-premises agent under `AGENT_INSTALL_DIR`:

   ```bash
   ./stopAgent.sh
   ./startAgent.sh
   ```
Adding the Hostname to the Nonproxy Host List

When installing the on-premises agent, if requests from any hosts must be bypassed through a proxy, then specify the hosts with the -nphosts parameter (for example, -nphosts xyz.mycompany.com).

See Downloading and Running the On-Premises Agent Installer of Using Oracle Integration Cloud Service.

Intermittent Failures with Agent Activation

On-premises agent activation fails intermittently with a timeout without any details in the agent log file. If this occurs, restart the Oracle Weblogic Server on the on-premises agent host, then restart the agent.

On-premises Agent Connection Issue with a Siebel Server

If you are installing the on-premises agent using a proxy server, you may have issues when attempting to connect to a Siebel Server. To avoid this issue, add the name of the Siebel server (for example, abc.us.mycompany.com) to the -nphosts option during installation.

-nphosts=abc.us.mycompany.com

Inbound Oracle Database Adapter Sometimes Does Not Poll When Two On-Premises Agents are Installed on the Same Host

If there are two on-premises agents installed on the same host that point to the same Oracle Integration Cloud Service, the trigger (inbound) Oracle Database Adapter sometimes does not successfully poll tables. Errors are displayed in the agent log file.

Restart the agent server to resolve this issue.

Agent Restart Required After Restart of Oracle Database Cloud Service Instance

When you shut down the Oracle Database Cloud Service instance for maintenance or other reasons from the My Services Console, the host on which the Oracle Database
Cloud Service and on-premises agent are installed is also shut down. You must restart the on-premises agent after restarting the Oracle Database Cloud Service instance.

Agent Installation Throws a FileNotFoundException Error for keystore.jks

During agent installation, a keystore.jks not found exception can occur. This exception does not impact functionality. This exception occurs because a monitoring REST service is getting called before the agent servlet is initialized.

SSL-Enabled Proxy Is Not Supported for On-Premises Agent Installation

An SSL-enabled proxy is not supported for an on-premises agent installation.

Agent Installation on PODs Prior to October 2015

If you are running Oracle Integration Cloud Service on a pre-October 15, 2015 POD, you must file a service request for Oracle to manually fix the OMCS URL if you install a new on-premises agent. Note that this is not an issue if you are upgrading an existing on-premises agent.
4

Runtime Issue

This section describes issues associated with runtime.

Topics

• Data Missing when Navigating from Tracking Details Page to Monitoring Page
• Cannot View the Payload for Synchronous Integrations and Nonrecoverable Faults

Data Missing when Navigating from Tracking Details Page to Monitoring Page

When navigating from the Tracking Details page of a Map Data integration to the Monitoring Dashboards page, data is not initially displayed with the following browsers. This occurs when browsing in both regular mode and private mode.

• Firefox browser:
  – The diagrams under CONNECTIONS, INTEGRATIONS, and SCHEDULED INTEGRATIONS for the Integration Health selection of the Dashboards page are not displayed. If you click the Refresh icon for Integration Health, a No data to display message is displayed.
  – The Hourly History and Daily History bar charts are missing.
  – If you select System Health from the dropdown list, the Unquiesced state diagram and FILE SYSTEM STATUS diagram are missing.

• Chrome browser:
  – The Dashboards page size is reduced. If you click the Refresh icon, a blank page is displayed.
  – When navigating to any page under Monitoring (for example, Integrations, Agents, Tracking, Runs, and Errors), a blank page is displayed.

As a workaround, refresh the page using the browser refresh option, and not the Dashboards page refresh option.

Cannot View the Payload for Synchronous Integrations and Nonrecoverable Faults

For synchronous integrations and nonrecoverable faults, you cannot view the payload on the Error Message Details page and Tracking page.