Oracle® Cloud

Known Issues for Oracle Integration Cloud Service
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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:
<table>
<thead>
<tr>
<th>Convention</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>boldface</strong></td>
<td>Boldface type indicates graphical user interface elements associated</td>
</tr>
<tr>
<td></td>
<td>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</td>
</tr>
<tr>
<td></td>
<td>for which you supply particular values.</td>
</tr>
<tr>
<td><strong>monospace</strong></td>
<td>Monospace type indicates commands within a paragraph, URLs, code</td>
</tr>
<tr>
<td></td>
<td>in examples, text that appears on the screen, or text that you enter.</td>
</tr>
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1

Adapter Issues

This section describes issues associated with adapters.

Topics

• Connection Roles in Imported Integrations Created Prior to Release 16.2.5 are Not Correctly Displayed
• Integration Activation Failure with Pre-2017 R1 Version of Oracle CPQ Cloud Adapter as a Trigger
• Do Not Use the Domain SFTP Server in Integrations with the FTP Adapter
• Read Multiple File Operation of FTP Adapter Not Available in 17.2.5
• Do Not Use Double Quotes in the FTP Adapter Operations “Download Directory Path” Field
• Connection Error When Using the Incorrect TLS Version
• Deployment and Registration of Custom On-Premises Cloud Adapter Is Not Supported
• Re-editing Issues with Oracle Sales Cloud Adapter Endpoints Configured with Callbacks Before MLR03 Patch is Applied
• Salesforce Adapter Issues with 17.2.5
• Test Connection Failure Message Can Take Time to Appear
• Extra Information is Included in the Response Headers Returned as Part of the Response Message
• Basic Authentication Fields are Unavailable when Updating a SOAP Adapter Connection after Importing an Integration
• Unexpected Use of the Suppression Insertion of Timestamp into WS-Security Header Feature in the SOAP Adapter Causes an Unrelated Error Response
• Pre-17.2.5 Integration Failures with an Invoke SOAP Adapter Configured with the Basic Authentication Security Policy and Suppress Timestamp Set to No
• Table Relationships Not Displaying by Default when Adding a MySQL Adapter Connection as an Invoke to an Integration
• A Single Call with Multiple Updates is Not Supported with the SQL Server Adapter in Basic Map Data Integration Patterns
• Swagger Representation for an Endpoint Throws an Empty Response
• Testing a REST Adapter Connection with the HTTP Basic Authentication Security Policy Does Not Validate the Credentials
• content-type is Missing for an Asynchronous Flow
• REST Adapter Basic Authorization Security Policy Limitation
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• JSON Files in the REST Adapter are Restricted to 100 KB
• 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
• Durable Subscriber Topic in Oracle Messaging Cloud Service Connection in Active-Active Cluster Behaves Differently
• Incorrect UPDATE Statement Syntax Validation
• Oracle Logistics Adapter Requires Logistics Cloud Version 6.4.2 or Later

Connection Roles in Imported Integrations Created Prior to Release 16.2.5 are Not Correctly Displayed

Connection roles did not exist in integrations created prior to Release 16.2.5. Therefore, if you import an integration created prior to Release 16.2.5, any connections that have only invoke (outbound) support are displayed as having both trigger and invoke role support.

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.
Do Not Use the Domain SFTP Server in Integrations with the FTP Adapter

The domain SFTP server is not intended for use in integrations with the FTP adapter. It is not certified or approved for use in integrations. Its function is only to retrieve archived data once a service is terminated.

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).

Do Not Use Double Quotes in the FTP Adapter Operations "Download Directory Path" Field

In the FTP adapter configuration wizard Operations page, when you enter the download directory path for the Download to ICS operation, do not use double quotes. If you use double quotes the quotes are mistakenly included as part of the directory name.

Connection Error When Using the Incorrect TLS Version

If you receive the following design time or runtime error and you have already imported your SSL certificate into Oracle Integration Cloud Service, ensure that you are using the correct TLS version.

Design Time Error:

```java
javax.net.ssl.SSLHandshakeException: Remote host closed connection during handshake
or
java.net.SocketException: Connection reset
or
Caused by: javax.net.ssl.SSLHandshakeException: Remote host closed connection during handshake
at sun.security.ssl.SSLSocketImpl.readRecord(SSLSocketImpl.java:946)
at sun.security.ssl.SSLSocketImpl.performInitialHandshake(SSLSocketImpl.java:1312)
at sun.security.ssl.SSLSocketImpl.startHandshake(SSLSocketImpl.java:1323)
at sun.net.www.protocol.https.HttpsClient.afterConnect(HttpsClient.java:563)
....
....

Runtime Error:
```
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.

Re-editing Issues with Oracle Sales Cloud Adapter Endpoints Configured with Callbacks Before MLR03 Patch is Applied

If you create new integrations in 17.2.5 that include Oracle Sales Cloud Adapter endpoints configured with callbacks before the MLR03 patch is applied, you are unable to re-edit the integration. After the MLR03 patch is applied, recreate these integrations from scratch to avoid re-edit issues. Note that integrations of this type created before 17.2.5 can be successfully imported into 17.2.5 and re-edited after the MLR03 patch is applied.

Mapping of Custom Field Fails During Runtime in Oracle RightNow Cloud to Oracle Sales Cloud Integrations

The RightNow application documentation indicates that given a Contact, the CustomFields contains a subobject C_Contacto that has a SalesCloudID field. To fetch the SalesCloudID using a Query or Get operation, note that the CustomFields subobject is listed in the object model as specify to get. This means that you must provide a hint to the system that you want that information. Provide the hint by including an empty CustomFields subobject in the Contact object you passed in as a template. This action informs the server that the object to be returned should also include all the ContactCustomFields. You can do this with any subobject that is listed as specify-to-get.

In Oracle Integration Cloud Service, the behavior is slightly different. In the GetContact request mapper, set a value to ContactCustomFields.C_Contacto.SalesCloudID (for example, SalesCloudID=1). This step ensures a complete CustomFields return as part of the response.

If you follow this step and retry, it works.
Salesforce Adapter Issues with 17.2.5

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.

Test Connection Failure Message Can Take Time to Appear

When testing a SOAP Adapter connection on the Connections page, if a valid web service cannot be reached, it may take a long time (for example, potentially up to 15 minutes) for a connection test failure message to be displayed.

Extra Information is Included in the Response Headers Returned as Part of the Response Message

When standard HTTP headers are used in the response headers as part of the response message, extra information is included as part of the returned output data at runtime. This issue occurs only when headers are used in the SOAP Adapter. Without headers, the output is returned without extra information in the response message. The extra information is not an extra namespace. It is a valid namespace matching the prefix of the element. Without headers, the namespace comes as an attribute in the root element. With headers, since elements are converted from a wrapper, the child elements are copied along with their namespaces.

For example, with a connection that uses the same web service, but one with a header (custom HTTP Header) and another one without a header, the body elements in the response message are different as shown below:

Without a header:

```
<nstrgmpr:result>
  <nsmpr6:PartyId>10</nsmpr6:PartyId>
  <nsmpr6:PartyName>Acme Corp</nsmpr6:PartyName>
</nstrgmpr:result>
```

With a header:

```
<nsmpr2:result>
  <nsmpr8:PartyId xmlns:nsmpr8="http://xmlns.oracle.com/apps/cdm/foundation/parties/organizationService/">10
  </nsmpr8:PartyId>
  <nsmpr8:PartyName xmlns:nsmpr8="http://xmlns.oracle.com/apps/cdm/foundation/parties/organizationService/">Acme Corp
  </nsmpr8:PartyName>
</nsmpr2:result>
```

Basic Authentication Fields are Unavailable when Updating a SOAP Adapter Connection after Importing an Integration

After importing an IAR file that was exported from a 16.2.5 release, while updating a SOAP Adapter Connection that uses Basic Authentication, the Username and Password fields are not available in the Configure Security dialog. For a trigger connection, these credentials are not required because this is a SOAP endpoint. The credentials to access the endpoint are always the Integration Cloud Service runtime
user and password. In previous releases, the inbound SOAP Adapter connection accepted username and password changes.

Unexpected Use of the Suppression Insertion of Timestamp into WS-Security Header Feature in the SOAP Adapter Causes an Unrelated Error Response

When creating a SOAP Adapter connection with Suppress insertion of timestamp into WS-Security header set to Yes on the Connections page and using a WSDL that requires a timestamp header, the connection fails during runtime with the following error instead of a message indicating that a valid timestamp is not present:

<errorCode>OSB-380001</errorCode>
<reason>InvalidSecurityToken : The security token is not valid.</reason>

Pre-17.2.5 Integration Failures with an Invoke SOAP Adapter Configured with the Basic Authentication Security Policy and Suppress Timestamp Set to No

Integrations created prior to 17.2.5 that include an invoke SOAP Adapter configured with the Basic Authentication security policy and Suppress Timestamp set to No fail at runtime in 17.2.5 with a security error mentioning mustUnderstand. This indicates that the service is not expecting a timestamp in the request.
As a workaround, deactivate the flow, update the connection with Suppress Timestamp set to Yes, save the connection, and activate the flow.

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 Legged 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.

**content-type is Missing for an Asynchronous Flow**

The **content-type** is missing for an asynchronous flow.

Assume you create the following integration:

1. Configure a REST Adapter connection with another Oracle Integration Cloud Service REST endpoint.
2. Configure a trigger REST Adapter and an invoke REST Adapter with an asynchronous flow.
3. Activate and invoke the integration.

The **content-type** is missing.

The **content-type** is ideally not required when the **content-length** is 0, but **content-type text/plain** is added as the default **content-type** by some layers. Both are correct and permissible.
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 Data is Only Saved When You Click Next

When configuring the REST Adapter in the Adapter Endpoint Configuration Wizard, you must click Next to save your changes and move to the next page of the wizard. For example, if you configure details on the Request page, click the tab of the Basic Info page in the left pane, then click Next to return to the Request page, none of your previous configurations were saved, and the page is empty.

JSON Files in the REST Adapter are Restricted to 100 KB

When designing the REST Adapter on the Request and Response pages of the Adapter Endpoint Configuration Wizard, the maximum size of the JSON file is restricted to 100 KB.

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 issue:

• 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.

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 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.

Durable Subscriber Topic in Oracle Messaging Cloud Service Connection in Active-Active Cluster Behaves Differently

In an active-active Integration Cloud Service environment with an inbound Oracle Messaging Cloud Service connection, the behavior of a durable subscription topic is as follows:

- Only one node performs message processing.
- The other active node does not process the message and you receive the following exception error in the ics_server-diagnostic logs:

`Caused by: javax.jms.InvalidClientIDException: Internal error; log reference: 84B5CF00_9E720BE825118DBB5E3E1A0899ACC6275A5C02 at oracle.cloud.messaging.util.JMSUtils.makeException(JMSUtils.java:2414)`

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`:

```sql
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:

• Unable to Import an Integration After Logging in with a Newly Opened Browser
• Deleting an Error Hospital from an Orchestrated Integration
• Recovery Issue with Empty Mapper for FTP Adapter Multiple Read Operation After 17.2.5 Upgrade
• Nonrecoverable Faults in Orchestrated Integrations
• Scheduled Orchestrated Integration Error Recovery Restrictions
• Messages are Duplicated When Quiescing Occurs During Message Processing
• Oracle Integration Cloud Hangs When Adding a Tracking ID in an Integration
• Runtime Slowness with On-Premises Oracle Integration Cloud Service
• Troubleshooting Certificate Import Failures
• Oracle Integration Cloud Service Message Delivery Does Not Work in XA Mode
• Updating the Schema of an Existing WSDL Causes an Orchestrated Integration Using the SOAP Adapter to Not Get Activated
• 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

Unable to Import an Integration After Logging in with a Newly Opened Browser

When you log in to Oracle Integration Cloud Service with a newly opened browser, you cannot successfully import an IAR file on the Integrations page the first time. If you try a second time, integration import is successful.

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).

Recovery Issue with Empty Mapper for FTP Adapter Multiple Read Operation After 17.2.5 Upgrade

After upgrading from 17.1.3 to 17.2.5, a recovery should not call for the scheduled integration when an empty mapper exists for an FTP Adapter configured with the Multiple Read operation.

For example:

1. In 17.1.3, you created a scheduled orchestrated integration with the FTP Adapter configured with a Multiple Read operation (and an empty map).
2. After you activate and click Submit Now, you see the integration instances.
   The integration contains an FTP Adapter write operation.
   The write permissions on the directory are changed, which cause the instances to fail.
3. Upgrade to 17.2.5.
   The failed instances should not call for a resubmittal.
4. If the failed instances attempt a resubmittal, the recovery hangs and prevents other recovery attempts from completing. This is because the paused flow job was unable to resume due to the stuck batch workers holding the resources.

As a workaround, reactivate the integration before resubmitting.

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, the 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.

**Oracle Integration Cloud Hangs When Adding a Tracking ID in an Integration**

This occurs because the browser cache is full. For example, the following can occur if your browser cache is full:

1. Create an orchestration integration.
2. Create a trigger activity with any connection.
3. In the integration canvas, select **Tracking** from the **Actions** menu.

   Oracle Integration Cloud is unresponsive.

Ensure that when creating and designing an integration, your browser contains sufficient space.

**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 is installed. Install your database on a separate host. It is also recommended that you use a load balancer.

**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
java.security.cert.CertificateException: Unable to initialize,
java.io.IOException: extra data given to DerValue constructor```

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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:

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

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.

Updating the Schema of an Existing WSDL Causes an Orchestrated Integration Using the SOAP Adapter to Not Get Activated

If you create and activate an orchestrated integration that uses the SOAP Adapter and then update the WSDL being used by adding a new schema, you can edit the invoke connections in the integration to use the new WSDL, but cannot edit the trigger connection because it does not provide an option to edit. Because of this scenario, you cannot reactivate the integration.

As a workaround, create a new integration that uses the new WSDLs. You can then successfully activate the new integration.

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 -6627227834496886464S: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.
Inaccurate Error Message When Specifying a Large Number of Months for the Scheduling Frequency
On-Premises Agent Issues

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

Topics

• Unable to Download Agent Installer and Patcher
• New Properties with On-Premises Agent Version 17.2.5
• 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
• Manual Agent Shut Down Required When Upgrading an Agent Initially Installed with a Proxy Server
• Agent Requires a Restart if it is Displaying in Red on the Monitoring Page
• Oracle Integration Cloud Service to On-Premises Oracle E-Business Suite Connection Error
• 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

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 Version 17.2.5

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.
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
   ```

**Note:**

If a small number of connection time out errors remain, increase the value (for example, from 2 seconds to 10 seconds):

```bash
-Dweblogic.http.client.defaultConnectTimeout=10000
```
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.

**Manual Agent Shut Down Required When Upgrading an Agent Initially Installed with a Proxy Server**

If the on-premises agent is installed using a proxy server, then when upgrading the agent to 17.1.3.0.2, you must first manually shut down the agent and then perform the upgrade. If the agent fails during manual shutdown, you must kill the agent process using `kill -9`.

**Agent Requires a Restart if it is Displaying in Red on the Monitoring Page**

If the on-premises agent is displaying in red on the Monitoring page, but the agent process is up and running on the host, you must restart the agent. Restarting the agent resolves this issue.

**Unable to Unzip the Downloaded On-Premises Agent ZIP File**

You may be unable to unzip the downloaded on-premises agent ZIP file. If this occurs, download and unzip the file again.

**Oracle Integration Cloud Service to On-Premises Oracle E-Business Suite Connection Error**

You can receive the following error when creating a connection to on-premises Oracle E-Business Suite from Oracle Integration Cloud Service. You can also receive a PKIX path building failed exception error. To avoid these errors, you must import the target endpoint certificate on the instance on which the on-premises agent is installed.

Unable to test connection "CORELOGI_EBS_CLPDEV_EBS". [Cause: CASDK-0007]:
- CASDK-0007: Unable to establish a secure connection to clpndevlbqn.corelogic.net. SSL protocol related exception occurred.
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.
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.
Cannot View the Payload for Synchronous Integrations and Nonrecoverable Faults