

# Oracle® Cloud

## Using the Oracle CPQ Adapter with Oracle Integration Generation 2



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The Oracle logo, consisting of the word "ORACLE" in white, uppercase, sans-serif font, centered within a solid red square.

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# Contents

## Preface

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Audience	v
Documentation Accessibility	v
Diversity and Inclusion	v
Related Resources	vi
Conventions	vi

## 1 Understand the Oracle CPQ Adapter

---

Oracle CPQ Adapter Capabilities	1-1
What Application Version Is Supported?	1-2
About Oracle CPQ Adapter Use Cases	1-2
Workflow to Create and Add an Oracle CPQ Adapter Connection to an Integration	1-2

## 2 Create an Oracle CPQ Adapter Connection

---

Prerequisites for Creating a Connection	2-1
Create a Connection	2-2
Configure Connection Properties	2-3
Configure Connection Security	2-4
Test the Connection	2-4
Upload an SSL Certificate	2-4

## 3 Add the Oracle CPQ Adapter Connection to an Integration

---

Basic Info Page	3-1
Trigger Request Page	3-1
Trigger Response Page	3-2
Invoke Operation Page	3-2
Summary Page	3-4

## 4 Troubleshoot the Oracle CPQ Adapter

---

Configuration Error When Using the Oracle CPQ Adapter as a Trigger Connection with a REST Catalog URL	4-1
Updating the WSDL Definitions of Data Tables	4-1

# Preface

This guide describes how to configure this adapter as a connection in an integration in Oracle Integration.



## Note:

The use of this adapter may differ depending on the features you have, or whether your instance was provisioned using Standard or Enterprise edition. These differences are noted throughout this guide.

## Topics:

- [Audience](#)
- [Documentation Accessibility](#)
- [Diversity and Inclusion](#)
- [Related Resources](#)
- [Conventions](#)

## Audience

This guide is intended for developers who want to use this adapter in integrations in Oracle Integration.

## 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

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## Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and

partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

## Related Resources

See these Oracle resources:

- Oracle Cloud  
<http://cloud.oracle.com>
- *Using Integrations in Oracle Integration Generation 2*
- *Using the Oracle Mapper with Oracle Integration Generation 2*

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

# 1

## Understand the Oracle CPQ Adapter

Review the following conceptual topics to learn about the Oracle CPQ Adapter and how to use it as a connection in integrations in Oracle Integration. A typical workflow of adapter and integration tasks is also provided.

### Topics:

- [Oracle CPQ Adapter Capabilities](#)
- [What Application Version Is Supported?](#)
- [About Oracle CPQ Adapter Use Cases](#)
- [Workflow to Create and Add an Oracle CPQ Adapter Connection to an Integration](#)



### Note:

There are overall service limits for Oracle Integration. A service limit is the quota or allowance set on a resource. See [Service Limits](#).

## Oracle CPQ Adapter Capabilities

The Oracle Configure, Price, and Quote (CPQ) Cloud Adapter enables you to create an integration with an Oracle CPQ application.

The Oracle CPQ Adapter enables you to convert sales opportunities into revenue by automating the quoting and sales order process with guided selling, dynamic pricing, and a workflow approval process.

Oracle CPQ extends sales automation to include the creation of an optimal quote, which enables sales personnel to configure and price complex products; select the best options, promotions, and deal terms; and include upsell and renewals, all using automated workflows.

The main use case for Oracle CPQ is as the trigger (source) in an integration in which Oracle CX Sales and B2B Service (formerly Oracle Engagement Cloud) is the invoke (target). This adapter replicates the point-to-point integration that exists today between Oracle CPQ and Oracle CX Sales and B2B Service. Oracle CPQ is the trigger (source) of the record application. A synchronize process is triggered as you update and save data in Oracle CPQ, but it can also be configured by the administrator of the application. The Oracle CPQ Adapter can also be configured as the invoke (target) in an integration.

Prebuilt integration flows with Oracle CPQ and Oracle CX Sales and B2B Service for quote creation, opportunity import, and quote update are also provided from the Oracle Cloud Marketplace.

## What Application Version Is Supported?

For information about which application version is supported by this adapter, see the Connectivity Certification Matrix.

See [Connectivity Certification Matrix](#).

## About Oracle CPQ Adapter Use Cases

The Oracle CPQ Adapter can be used as the invocation trigger (source) for quotes and the Oracle SOAP APIs can be used as the invoke (target). Another use case is an Oracle CX Sales and B2B Service (formerly Oracle Engagement Cloud) integration that uses quote data to interact with an opportunity business object and its revenue items.

## Workflow to Create and Add an Oracle CPQ Adapter Connection to an Integration

You follow a very simple workflow to create a connection with an adapter and include the connection in an integration in Oracle Integration.

Step	Description	More Information
1	Create the adapter connections for the applications you want to integrate. The connections can be reused in multiple integrations and are typically created by the administrator.	<a href="#">Create an Oracle CPQ Adapter Connection</a>
2	Create the integration. When you do this, you add trigger and invoke connections to the integration.	Create Integrations and <a href="#">Add the Oracle CPQ Adapter Connection to an Integration</a>
3	Map data between the trigger connection data structure and the invoke connection data structure.	Map Data in <i>Using Integrations in Oracle Integration Generation 2</i>
4	(Optional) Create lookups that map the different values used by those applications to identify the same type of object (such as gender codes or country codes).	Manage Lookups in <i>Using Integrations in Oracle Integration Generation 2</i>
5	Activate the integration.	Manage Integrations in <i>Using Integrations in Oracle Integration Generation 2</i>
6	Monitor the integration on the dashboard.	Monitor Integrations in <i>Using Integrations in Oracle Integration Generation 2</i>
7	Track payload fields in messages during runtime.	Assign Business Identifiers for Tracking Fields in Messages and Manage Business Identifiers for Tracking Fields in Messages in <i>Using Integrations in Oracle Integration Generation 2</i>

<b>Step</b>	<b>Description</b>	<b>More Information</b>
8	Manage errors at the integration level, connection level, or specific integration instance level.	Manage Errors in <i>Using Integrations in Oracle Integration Generation 2</i>

# 2

## Create an Oracle CPQ Adapter Connection

A connection is based on an adapter. You define connections to the specific cloud applications that you want to integrate.

### Topics:

- [Prerequisites for Creating a Connection](#)
- [Create a Connection](#)
- [Upload an SSL Certificate](#)

## Prerequisites for Creating a Connection

You must satisfy the following prerequisites to create a connection with the Oracle CPQ Adapter.

- [Register with the Oracle CPQ Site](#)
- [Obtain the SOAP WSDL from the Oracle CPQ Site](#)
- [Obtain the REST Catalog URL](#)

### Register with the Oracle CPQ Site

After registration, you then receive an email with information that you use to create a connection on the Connections page. See [Configure Connection Properties](#) and [Configure Connection Security](#).

### Obtain the SOAP WSDL from the Oracle CPQ Site

- Note the following details:
  - The WSDL must be generated by the Oracle CPQ site to integrate with Oracle Integration.
  - Web Services 2.0 must be used to generate the URL needed to generate the WSDL.
  - The Commerce SOAP server URL endpoint must be used to generate the URL needed to generate the WSDL.
  - The commerce process to integrate with Oracle Integration must be used to generate the URL needed to generate the WSDL.

Oracle Integration uses the Oracle CPQ transaction WSDL to understand the valid data and operations provided by Oracle CPQ.

To access the Oracle CPQ transaction WSDL:

1. Log in to the Oracle CPQ site that you want integrate with Oracle Integration.
2. To open the Admin home page, click **Admin**.  
The Admin home page appears.
3. Under **Integration Platform**, click **Web Services**.

4. For the **Web Service Version**, select **2.0**.
5. Ensure that the **Commerce** tab is the current tab.
6. From the **Process Name** list, select the name of the commerce process to integrate with Oracle Integration.
7. In the **SOAP Server URL** field, append `?WSDL` to the end of the value.

For example: `https://site_URL/v2_0/receiver/commerce/processVarName?WSDL`.

where:

- `site_URL` is the base URL of the Oracle CPQ site.
- `processVarName` is the variable name of the selected commerce process.
- Optional: To confirm that the URL is correct, open it in a web browser. A page of WSDL should appear.

Use the URL you created as needed in Oracle Integration to reference the Oracle CPQ transaction WSDL.

### Obtain the REST Catalog URL

You specify a REST catalog URL to access an Oracle CPQ application's business resources for outbound connections. The REST catalog URL is formatted as follows:

```
http(s)://site_URL/rest/v3/metadata-catalog
```

where `site_URL` is the base URL of the Oracle CPQ site.

Note that:

- Only a REST catalog with version 3 or above is supported.
- You must be on Oracle CPQ release 2016R2 or above to use the REST catalog in the Oracle CPQ Adapter.

## Create a Connection

Before you can build an integration, you have to create the connections to the applications with which you want to share data.

To create a connection in Oracle Integration:

1. In the left navigation pane, click **Home > Integrations > Connections**.
2. Click **Create**.

### Note:

You can also create a connection in the integration canvas of:

- An orchestrated integration (See Define Inbound Triggers and Outbound Invokes.)
- A basic routing integration (See Add a Trigger (Source) Connection.)

3. In the Create Connection — Select Adapter dialog, select the adapter to use for this connection. To find the adapter, scroll through the list, or enter a partial or full name in the **Search** field and click

**Search.**

4. In the Create Connection dialog, enter the information that describes this connection.
  - a. Enter a meaningful name to help others find your connection when they begin to create their own integrations. The name you enter is automatically added in capital letters to the **Identifier** field. If you modify the identifier name, don't include blank spaces (for example, SALES OPPORTUNITY).
  - b. Enter optional keywords (tags). You can search on the connection keywords on the Connections page.
  - c. Select the role (direction) in which to use this connection (trigger, invoke, or both). Only the roles supported by the adapter are displayed for selection. When you select a role, only the connection properties and security policies appropriate to that role are displayed on the Connections page. If you select an adapter that supports both invoke and trigger, but select only one of those roles, you'll get an error when you try to drag the adapter into the section you didn't select. For example, let's say you configure a connection for the Oracle Service Cloud (RightNow) Adapter as only an **invoke**. Dragging the adapter to a **trigger** section in the integration produces an error.
  - d. Enter an optional description of the connection.
5. Click **Create**.

Your connection is created. You're now ready to configure the connection details, such as connection properties, security policies, connection login credentials, and (for certain connections) agent group.

## Configure Connection Properties

Enter connection information so your application can process requests.

1. Go to the **Connection Properties** section.
2. In the **Connection Type** field, select the URL type to use in this integration. This field is available for connections with the invoke role or trigger and invoke role.

 **Note:**

If you want to use the Oracle CPQ Adapter as a trigger connection in an integration, you must specify a SOAP WSDL URL. If you specify a REST catalog URL, you receive an error when adding the connection as a trigger in an integration.

- **SOAP WSDL URL**
  - **REST Catalog URL**
3. In the **Connection URL** field, specify the URL to use in this integration. To obtain the URL, see [Prerequisites for Creating a Connection](#).

## Configure Connection Security

Configure security for your Oracle CPQ Adapter connection by selecting the security policy and login credentials.

1. Go to the **Security** section.
2. Enter your login credentials. The only requirement is that you must have API access in Oracle CPQ. Beyond that it does not matter which user is configured. To obtain the login credentials, see [Prerequisites for Creating a Connection](#).
  - a. Select the security policy. Only the Username Password Token policy is supported. It cannot be deselected.
  - b. Enter the username and password to connect.
  - c. Reenter the password a second time.

## Test the Connection

Test your connection to ensure that it's configured successfully.

1. In the page title bar, click **Test**. What happens next depends on whether your connection uses a Web Services Description Language (WSDL) file.

If Your Connection...	Then...
Doesn't use a WSDL	The test starts automatically and validates the inputs you provided for the connection.
Uses a WSDL	A dialog prompts you to select the type of connection testing to perform: <ul style="list-style-type: none"><li>• <b>Validate and Test:</b> Performs a full validation of the WSDL, including processing of the imported schemas and WSDLs. Complete validation can take several minutes depending on the number of imported schemas and WSDLs. No requests are sent to the operations exposed in the WSDL.</li><li>• <b>Test:</b> Connects to the WSDL URL and performs a syntax check on the WSDL. No requests are sent to the operations exposed in the WSDL.</li></ul>

2. Wait for a message about the results of the connection test.
  - If the test was successful, then the connection is configured properly.
  - If the test failed, then edit the configuration details you entered. Check for typos, verify URLs and credentials, and download the diagnostic logs for additional details. Continue to test until the connection is successful.
3. When complete, click **Save**.

## Upload an SSL Certificate

Certificates are used to validate outbound SSL connections. If you make an SSL connection in which the root certificate does not exist in Oracle Integration, an exception is thrown. In that case, you must upload the appropriate certificate. A certificate enables Oracle Integration to connect with external services. If the external

endpoint requires a specific certificate, request the certificate and then upload it into Oracle Integration.

To upload an SSL certificate:

1. In the left navigation pane, click **Home > Settings > Certificates**. All certificates currently uploaded to the trust store are displayed in the Certificates dialog. The



link enables you to filter by name, certificate expiration date, status, type, category, and installation method (user-installed or system-installed). Certificates installed by the system cannot be deleted.

Certificates <span style="float: right;">Upload</span>			
6 Certificates			
Installed By: User X			
Name	Type	Category	Status
mykey2 <span>EXPIRES IN 1 MONTHS</span>	X.509	Identity	Configured
mykey2 <span>EXPIRED</span>	X.509	Identity	Configured
recert1586867745048 <span>EXPIRES IN 4 YEARS</span>	X.509	Trust	Configured
recert1586863610817 <span>EXPIRES IN 4 YEARS</span>	X.509	Trust	Configured
recert1586857607511 <span>EXPIRES IN 4 YEARS</span>	X.509	Trust	Configured
recert1586857416600 <span>EXPIRES IN 4 YEARS</span>	X.509	Trust	Configured

2. Click **Upload** at the top of the page. The Upload Certificate dialog box is displayed.
3. Enter an alias name and optional description.
4. In the **Type** field, select the certificate type. Each certificate type enables Oracle Integration to connect with external services.
  - **X.509 (SSL transport)**
  - **SAML (Authentication & Authorization)**
  - **PGP (Encryption & Decryption)**

#### X.509 (SSL transport)

1. Select a certificate category.
  - a. **Trust:** Use this option to upload a trust certificate.
    - i. Click **Browse**, then select the trust file (for example, `.cer` or `.crt`) to upload.
  - b. **Identity:** Use this option to upload a certificate for two-way SSL communication.
    - i. Click **Browse**, then select the keystore file (`.jks`) to upload.
    - ii. Enter the comma-separated list of passwords corresponding to key aliases.

 **Note:**

When an identity certificate file (JKS) contains more than one private key, all the private keys must have the same password. If the private keys are protected with different passwords, the private keys cannot be extracted from the keystore.

- iii. Enter the password of the keystore being imported.
- c. Click **Upload**.

### SAML (Authentication & Authorization)

1. Note that **Message Protection** is automatically selected as the only available certificate category and cannot be deselected. Use this option to upload a keystore certificate with SAML token support. Create, read, update, and delete (CRUD) operations are supported with this type of certificate.
2. Click **Browse**, then select the certificate file (.cer or .crt) to upload.
3. Click **Upload**.

### PGP (Encryption & Decryption)

1. Select a certificate category. Pretty Good Privacy (PGP) provides cryptographic privacy and authentication for communication. PGP is used for signing, encrypting, and decrypting files. You can select the private key to use for encryption or decryption when configuring the stage file action.
  - a. **Private:** Uses a private key of the target location to decrypt the file.
    - i. Click **Browse**, then select the PGP file to upload.
    - ii. Enter the PGP private key password.
  - b. **Public:** Uses a public key of the target location to encrypt the file.
    - i. Click **Browse**, then select the PGP file to upload.
    - ii. In the **ASCII-Armor Encryption Format** field, select **Yes** or **No**. **Yes** shows the format of the encrypted message in ASCII armor. ASCII armor is a binary-to-textual encoding converter. ASCII armor formats encrypted messaging in ASCII. This enables messages to be sent in a standard messaging format. This selection impacts the visibility of message content. **No** causes the message to be sent in binary format.
    - iii. From the **Cipher Algorithm** list, select the algorithm to use. Symmetric-key algorithms for cryptography use the same cryptographic keys for both encryption of plain text and decryption of cipher text.
- c. Click **Upload**.

# 3

## Add the Oracle CPQ Adapter Connection to an Integration

When you drag the Oracle CPQ Adapter into the trigger or invoke area of an integration, the Adapter Endpoint Configuration Wizard appears. This wizard guides you through the configuration of the Oracle CPQ Adapter endpoint properties.

These topics describe the wizard pages that guide you through configuration of the Oracle CPQ Adapter as a trigger or invoke in an integration.

### Topics:

- [Basic Info Page](#)
- [Trigger Request Page](#)
- [Trigger Response Page](#)
- [Invoke Operation Page](#)
- [Summary Page](#)

### Basic Info Page

You can enter a name and description on the Basic Info page of each adapter in your integration.

Element	Description
<b>What do you want to call your endpoint?</b>	Provide a meaningful name so that others can understand the responsibilities of this connection. You can include English alphabetic characters, numbers, underscores, and hyphens in the name. You can't include the following characters: <ul style="list-style-type: none"><li>• No blank spaces (for example, My Inbound Connection)</li><li>• No special characters (for example, #;83&amp; or righ(t)now4) except underscores and hyphens</li><li>• No multibyte characters</li></ul>
<b>What does this endpoint do?</b>	Enter an optional description of the connection's responsibilities. For example:  <code>This connection receives an inbound request to synchronize account information with the cloud application.</code>

### Trigger Request Page

View the Oracle CPQ trigger request values for your integration.

You can view the Transaction business object to receive from the Oracle CPQ application as a request document to start the integration flow.

---

Element	Description
<b>Business Object</b>	View the Transaction business object. This object is from a CPQ Commerce process. This is the business object that you receive from the Oracle CPQ application as a request document to start this integration flow. This business object is automatically selected based on the content of the WSDL file you specified when creating the Oracle CPQ connection.

---

## Trigger Response Page

View the Oracle CPQ trigger response values for your integration.

---

Element	Description
<b>Send a Response</b>	Indicates that a response business object is sent from the integration flow to the Oracle CPQ application. This option is automatically configured and cannot be changed.
<b>Response Type</b>	Indicates that the business object is sent back synchronously to the source application. This option is automatically configured and cannot be changed.
<b>Business Object</b>	Displays the Transaction business object. This object is from a CPQ Commerce process. This business object is automatically selected based on the content of the WSDL file you specified when creating the Oracle CPQ connection.

---

## Invoke Operation Page

View and configure the Oracle CPQ invoke operation values for your integration.

---

Element	Description
<b>CPQ API Version 2</b>	Displays Commerce.

---

Element	Description
<b>Select an Operation</b>	<p>Select an operation. These operations come from the WSDL you specified when creating the connection.</p> <ul style="list-style-type: none"><li>• <b>Add a Transaction:</b> Adds a new item to an existing transaction performing the Add from Catalog action. The input parameters include the process, the document, the action on the document, and the items to be added.</li><li>• <b>Create Transaction:</b> Supports the creation of a commerce Transaction without line items and transactions with nonconfigurable line items from a specified process. For all transactions required to be created with configurable line items, the Configuration SOAP API must be invoked. This action returns the transaction ID.</li><li>• <b>Export File Attachments:</b> Exports a file attachment using one of two methods to stream the data through SOAP:<ul style="list-style-type: none"><li>– Inline base64 content in a SOAP message</li><li>– Binary stream with MIME containers through an MTOM transmission</li></ul>These methods read and write multiple attributes at once per transaction. This API can only be used by full-access users with the Modify Users permission. There are two modes available for use:<ul style="list-style-type: none"><li>– Content: Retrieves the content of the attached fields.</li><li>– Metadata: Retrieves the file information or metadata for the referenced fields.</li></ul></li><li>• <b>Get Transaction:</b> Returns the complete Transaction XML content for the given Transaction ID.</li><li>• <b>Import File Attachments:</b> Imports a file attachment using one of two methods to stream the data through SOAP:<ul style="list-style-type: none"><li>– Inline base64 content in a SOAP message</li><li>– Binary stream with MIME containers through an MTOM transmission</li></ul>These methods read and write multiple attributes at once per transaction. This API can only be used by full-access users with the Modify Users permission. There are two modes available for use:<ul style="list-style-type: none"><li>– Update: Attaches a file or set of files to the transaction</li><li>– Delete: Removes a file from the file attachment attribute</li></ul></li><li>• <b>Remove from Transaction:</b> Removes an item from an existing transaction by performing the Remove Line Items action. The input parameters include the document ID, document number, process name, and document name.</li><li>• <b>Update Transaction:</b> Updates an existing transaction by performing the Modify and Auto-fill actions. The Create Document action is not supported.</li></ul>
<b>Business Objects</b>	Displays the Transaction business object.

## Summary Page

You can review the specified adapter configuration values on the Summary page.

Element	Description
<b>Summary</b>	<p>Displays a summary of the configuration values you defined on previous pages of the wizard.</p> <p>The information that is displayed can vary by adapter. For some adapters, the selected business objects and operation name are displayed. For adapters for which a generated XSD file is provided, click the XSD link to view a read-only version of the file.</p> <p>To return to a previous page to update any values, click the appropriate tab in the left panel or click <b>Back</b>.</p> <p>To cancel your configuration details, click <b>Cancel</b>.</p>

# 4

## Troubleshoot the Oracle CPQ Adapter

The following topic can help you troubleshoot problems you may encounter with the Oracle CPQ Adapter.

### Topics:

- [Configuration Error When Using the Oracle CPQ Adapter as a Trigger Connection with a REST Catalog URL](#)
- [Updating the WSDL Definitions of Data Tables](#)

Additional integration troubleshooting information is provided. See [Troubleshoot Oracle Integration in \*Using Integrations in Oracle Integration Generation 2\*](#) and the [Oracle Integration Troubleshooting page](#) in the Oracle Help Center.

## Configuration Error When Using the Oracle CPQ Adapter as a Trigger Connection with a REST Catalog URL

If you create and successfully test an Oracle CPQ Adapter connection, but receive the following error when adding the connection as a trigger in the integration canvas, ensure that you specified a SOAP WSDL URL on the Connections page. When used as a trigger connection, the Oracle CPQ Adapter requires the use of a SOAP WSDL URL and does not work with a REST catalog URL.

Root cause of the Exception : Inbound is not supported

## Updating the WSDL Definitions of Data Tables

When Oracle Integration calls Oracle CPQ with the Oracle CPQ Adapter, you can receive the following error:

```
Fault Code : ns1:FailedAuthentication\nFault String :  
The security token could not be authenticated or authorized
```

If you receive this error, update the WSDL definitions of the data tables (for example, after a site refresh).

1. From the Administration Platform page of the Oracle CPQ application, go to the Web Services (Test) page.
2. Click **Generate Schema and WSDL**.
3. Read the line **Data Tables: Generated when table definition is updated**.
4. Open the Oracle CPQ > Data Tables page.
5. Locate the data table in the navigation pane (filter for the data table, if necessary).

6. Right-click the data table.
7. Select **Deploy**.
8. Check the WSDL again.

Additional integration troubleshooting information is provided. See Troubleshoot Oracle Integration in *Using Integrations in Oracle Integration Generation 2*.