Oracle® Cloud

Known Issues for Oracle Java Cloud Service

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Supported Browsers

Oracle Cloud supports the following the minimum requirements for web browsers:

Web Browser	Version
Microsoft Internet Explorer	9 or 10 **Notes:** • Set Browser Mode to IE9 or IE10 • Set Document Mode to IE9 or IE10 standards
Google Chrome	29 and later
Mozilla Firefox	24 and later
Apple Safari	6

Known Issues

The following issues are present in the Oracle Java Cloud Service.

Topics:

- Cannot add ingress rules to a service instance that is assigned to a subnet in `svc-vcn`
- Provisioning fails with a Dedicated Deployment Autonomous Database
- Provisioning fails with an Oracle Cloud Infrastructure 1-node virtual machine DB system
- Sample application does not launch if the cluster has a custom path prefix
- Provisioning fails for a service instance on WebLogic Server 11g if the database is Oracle Cloud Infrastructure Database 12c
- Provisioning with Oracle Exadata 12c database fails if PDB name not specified
- Restrictions for using Oracle databases for an Oracle Java Cloud Service instance
- Cloning fails for service instances associated with an Oracle Autonomous Transaction Processing database or Oracle Cloud Infrastructure Database

- Oracle Java Cloud Service web console does not display unique Oracle Cloud Infrastructure Database names
- Provisioning with Oracle Cloud Infrastructure databases on bare metal fails
- Cloning might fail if the selected load balancer type is different from the source load balancer type
- The 18.3.6 Oracle Java Cloud Service API Catalog contains snapshots features unsupported in release 18.3.6
- Oracle Identity Cloud Service users cannot access the WebLogic Administration Console
- Patching not supported for instances where products that modify `MW_HOME` are installed
- Patching, backup, and restoration can fail for service instances created with Oracle WebLogic Server 11g
- Deployment to a Service Instance Based on WebLogic Server 11g Created After May 2017 Requires a Patch for WebLogic Server 11g Deployment Clients
- Limited support for managing resources using the Oracle Cloud Infrastructure Compute Classic web console
- JDK version not updated during upgrade of WebLogic Server

Cannot add ingress rules to a service instance that is assigned to a subnet in `svc-vcn`

If you provisioned an Oracle Java Cloud Service instance without explicitly specifying a named subnet, the instance is assigned to the predefined Virtual Cloud Network (VCN) named `svc-vcn`, which is found in the `ManagedCompartmentForPaaS` compartment. You cannot modify resources in `svc-vcn`, such as assign security lists or add ingress rules.

As a result of hardened security changes to ports and protocols announced in May 2020, Oracle recommends you control external access to certain ports by configuring security ingress rules using a fixed set of IPs or a CIDR matching your organization's network addresses (My Oracle Support Document ID 2664435.1). If your Oracle Java Cloud Service instance is assigned to `svc-vcn`, submit a Service Request (SR) with Oracle Support Services to obtain access for updating ports and ingress rules in `svc-vcn`.

Provisioning fails with a Dedicated Deployment Autonomous Database

Provisioning fails for a service instance associated with an Oracle Autonomous Transaction Processing database that was created with the dedicated deployment option.

The Oracle Java Cloud Service provisioning wizard permits you to select a dedicated deployment autonomous database, and provisioning starts but then fails.

Oracle Java Cloud Service does not yet support using a dedicated deployment autonomous database.

Provisioning fails with an Oracle Cloud Infrastructure 1-node virtual machine DB system

Provisioning fails for a service instance associated with an Oracle Cloud Infrastructure 1-node virtual machine (VM) DB system that was created using the fast provisioning option.

The Oracle Java Cloud Service provisioning wizard permits you to select a 1-node VM DB system that uses Logical Volume Manager, and provisioning starts but then fails.

Oracle Java Cloud Service does not yet support using Logical Volume Manager as the storage management software for a 1-node VM DB system.

Sample application does not launch if the cluster has a custom path prefix

If you specify a custom prefix for the first or only cluster in your Oracle Java Cloud Service instance, you will not be able to launch the sample application.

The default prefix for the first or only cluster is `/`. If you specify a custom prefix, the URL of the sample application and the context path of the `sample-app.war` file are not updated, so you won't be able to launch the sample application.

To work around this issue after the service instance is created, see Configure a Custom URL for the Sample Application in *Administering Oracle Java Cloud Service*.

> **✎ Note:**
>
> This workaround applies only to service instances created in an Oracle Cloud Infrastructure Classic region.

Provisioning fails for a service instance on WebLogic Server 11g if the database is Oracle Cloud Infrastructure Database 12c

If you attempt to provision an Oracle Java Cloud Service instance using the WebLogic Server 11g (11.1.1.7) release, and you select an Oracle Cloud Infrastructure Database 12c (12.2.1.2) database, provisioning will fail.

Oracle Cloud Infrastructure Database 12c (12.2.1.2) databases are selectable in the provisioning wizard. You can also specify this database in the REST API.

This behavior is erroneous because Oracle Cloud Infrastructure Database 12c (12.2.1.2) databases are not supported for Oracle Java Cloud Service instances based on WebLogic Server 11g (11.1.1.7).

To work around this issue, select a different database.

Provisioning with Oracle Exadata 12c database fails if PDB name not specified

If you did not specify a PDB name when you provisioned the Oracle Exadata 12.2 database in the Oracle Cloud Infrastructure console, provisioning an Oracle Java Cloud Service instance fails.

Previously, the Oracle Exadata 12c database created on Oracle Cloud Infrastructure generated the default PDB name of `<dbName>_pdb1`. Now, the default PDB name is `PDB1`. Oracle Java Cloud Service expects the PDB name to be `<dbName>_pdb1`, so provisioning fails.

To work around this issue if you did not specify a PDB name when you launched the Oracle Exadata 12c database, specify `PDB1` in the **PDB Name** field of the Oracle Java Cloud Service provisioning wizard. This workaround enables Oracle Java Cloud Service to recognize the new default `PDB1` name, and provisioning succeeds.

The issue does not occur for an Oracle Exadata 11g database created on Oracle Cloud Infrastructure, or if you have specified the PDB name when you launched an Oracle Exadata 12c (or later) database created on Oracle Cloud Infrastructure.

Restrictions for using Oracle databases for an Oracle Java Cloud Service instance

Some restrictions apply for using Oracle databases for an Oracle Java Cloud Service instance.

Note the following restrictions:

- Oracle Java Cloud Service instances in an Oracle Cloud Infrastructure Classic region do not support Oracle Database Cloud Service deployments using Oracle Database 18c.

- You cannot use a service instance running WebLogic Server 12.1.3 or 11.1.1.7 with an Oracle Cloud Infrastructure Database instance running Oracle Database 12.2 or later.

- You cannot use a service instance running WebLogic Server 11g with an Oracle Cloud Infrastructure Database Real Application Cluster (RAC) containing multiple nodes.

Cloning fails for service instances associated with an Oracle Autonomous Transaction Processing database or Oracle Cloud Infrastructure Database

For Oracle Java Cloud Service instances in Oracle Cloud Infrastructure regions, a cloning operation fails if you are attempting to clone a service instance based on an Oracle Autonomous Transaction Processing database or Oracle Cloud Infrastructure Database.

Cloning a service instance based on an Oracle Autonomous Transaction Processing database or Oracle Cloud Infrastructure Database is not supported.

Oracle Java Cloud Service web console does not display unique Oracle Cloud Infrastructure Database names

If an Oracle Cloud Infrastructure Database has multiple DB homes, then databases across those DB homes do not appear with unique names in the Oracle Java Cloud Service provisioning wizard.

When you use Oracle Java Cloud Service provisioning wizard and you attempt to select an Oracle Cloud Infrastructure Database for the service instance, the **Database Instance Name** drop-down menu may display what appear to be duplicate database names. The names are not duplicates for the same database. This error occurs when the Oracle Cloud Infrastructure Database contains multiple DB homes, each containing a database.

To determine the unique name of a database, position your mouse over a database name. The unique name of the database will be displayed in the tooltip.

Provisioning with Oracle Cloud Infrastructure databases on bare metal fails

Provisioning in the Oracle Java Cloud Service web console fails for an Oracle Java Cloud Service instance associated with an Oracle Cloud Infrastructure Database on bare metal.

The Oracle Java Cloud Service provisioning wizard permits you to select a bare metal Oracle Cloud Infrastructure database, and provisioning starts but then fails.

While Oracle Cloud Infrastructure databases on bare metal are not supported for provisioning in the UI, VM-based and Exadata-based Oracle Cloud Infrastructure databases are supported.

You can use the REST API to provision an Oracle Java Cloud Service instance on a bare metal-based Oracle Cloud Infrastructure Database. See Create a Service Instance in *REST API for Oracle Java Cloud Service*.

Cloning might fail if the selected load balancer type is different from the source load balancer type

Oracle does not support creating a clone in an Oracle Cloud Infrastructure region with a load balancer type that's different from the source instance's load balancer type, so cloning might fail.

When cloning a service instance in an Oracle Cloud Infrastructure region with the web console, the **Load Balancer** select box is editable. Oracle Java Cloud Service does not support cloning an instance and also changing the type of load balancer in the instance (Oracle-Managed, Oracle Traffic Director, or None).

You must select the same value for **Load Balancer** as the value used in the source instance.

The 18.3.6 Oracle Java Cloud Service API Catalog contains snapshots features unsupported in release 18.3.6

The remote snapshots features appear erroneously in the 18.3.6 Oracle Java Cloud Service API Catalog. They are not supported in release 18.3.6.

See the Oracle Java Cloud Service API Catalog.

The `colocated` and `remoteSnapshots` parameters are unsupported, so the following endpoints are affected:

- All Snapshots endpoints:
    - Create a snapshot
    - View a snapshot
    - View all snapshots
    - Delete a snapshot
- Some Service Instances endpoints:
    - Create a service instance
    - Delete a service instance
    - Scale in a service instance

The following scenarios apply to text:

- Where you see the term "colocated snapshot," think of it as "snapshot." For example:

    "If creating a clone using a colocated snapshot, the region of the clone must be the same as the source service instance."

    is incorrect.

    "If creating a clone using a snapshot, the region of the clone must be the same as the source service instance."

is correct.

- Wherever you see the term "non-colocated snapshots," or you see snapshots referred to as "objects in the Object Storage service," ignore the text.

Oracle Identity Cloud Service users cannot access the WebLogic Administration Console

If an Oracle Identity Cloud Service user creates an Oracle Java Cloud Service instance with the deprecated REST API, setting `useIdentityService` to `true`, the user cannot access the WebLogic Administration Console.

See Deprecation for Service Instances in *REST API for Oracle Java Cloud Service*.

To grant access to the WebLogic Administration Console:

You must have the Oracle Identity Cloud Service Service Administrator role.

1. Open the Oracle Identity Cloud Service Administration Console.

2. Locate the Oracle Identity Cloud Service application created for the service instance.

   The application name contains the name of the service instance.

3. Click the Oracle Identity Cloud Service application and navigate to the Application Roles tab.

4. Click the menu adjacent to the Administrators role and add the Oracle Identity Cloud Service user who needs access to the WebLogic Administration Console.

5. Click the menu adjacent to the Deployers role and add the Oracle Identity Cloud Service user who needs access to the Weblogic Administration console.

Patching not supported for instances where products that modify `MW_HOME` are installed

Patching with the Oracle Java Cloud Service patching feature fails for Oracle Java Cloud Service instances where any product that modifies the `MW_HOME` directory is installed.

Patching with the Oracle Java Cloud Service patching feature replaces the contents of `MW_HOME`, so changes made to `MW_HOME` by the installation of products that modify the contents of `MW_HOME` would be overwritten. Now, prechecks identify these changes to `MW_HOME` and patching fails.

This issue affects upperstack products and all other products that modify `MW_HOME`.

When you select the Oracle Java Cloud Service Fusion Middleware — Oracle WebCenter Portal or Oracle Java Cloud Service Fusion Middleware — Oracle Data Integrator service level when you provision an instance, and then install Oracle WebCenter Portal or Oracle Data Integrator, installing these products modifies `MW_HOME`. Patching the instance fails.

This problem also occurs if you are reusing a license via the Bring Your Own License (BYOL) entitlement on Oracle Java Cloud Service for any product that modifies `MW_HOME`.

Do not attempt to patch a service instance by using the Oracle Java Cloud Service patching feature if you have installed any product that modifies `MW_HOME`.

Patching, backup, and restoration can fail for service instances created with Oracle WebLogic Server 11g

For service instances created with Oracle WebLogic Server 11g, patching, backup, and restoration operations can fail while attempting to replace directory /u01/jdk. Some directories and files within this directory are erroneously owned by root.

To work around this problem, change the ownership for the files and directories erroneously owned by root. For example:

```
cd /u01/jdk/lib/visualvm/platform && chown -R oracle:oracle docs
```

Deployment to a Service Instance Based on WebLogic Server 11g Created After May 2017 Requires a Patch for WebLogic Server 11g Deployment Clients

For Oracle Java Cloud Service instances created after May 2017, application deployment from WebLogic Server 11*g* clients will fail on those service instances based on software release WebLogic Server 11*g*.

In order to deploy applications from a WebLogic Server 11*g* client to a service instance based on software release WebLogic Server 11*g*, you must apply a patch to your WebLogic Server 11*g* client.

The crypto providers in WebLogic Server 11*g* service instances have been changed from Certicom to JSEE. This change introduced a new certificate, CertGenCA.der, to generate identity information for service instances. This certificate is included in the `DemoTrust.jks` file included in patch 13964737 (YVDZ). Unless patch YVDZ is applied to your WebLogic Server 11*g* client, the service instance will not connect to another service instance, regardless the software release upon which the service instance is based. Failure occurs during application deployment and `wlst.sh` connect.

You must download the YVDZ patch from http://support.oracle.com. For patching and post-patching instructions, see the downloaded `README.txt` file.

After applying the YVDZ patch, include the following command line arguments in your deployment command:

```
-Dweblogic.ssl.JSSEEnabled=true -Dweblogic.security.SSL.enableJSSE=true
-Dweblogic.security.SSL.minimumProtocolVersion=TLSv1.2
```

Limited support for managing resources using the Oracle Cloud Infrastructure Compute Classic web console

When using Oracle Java Cloud Service, only limited use of the underlying Oracle Cloud Infrastructure Compute Classic is supported.

Most of the operations that you would need to perform on your instances can be done using the Oracle Java Cloud Service interfaces. In some cases, you may need to use the Oracle Cloud Infrastructure Compute Classic web console. These exceptions are noted at relevant places in the documentation.

Supported Operations

You can use the Oracle Cloud Infrastructure Compute Classic web console to do the following:

- View storage volumes
- View SSH public keys
- View security rules
- View security lists and IP reservations
- Create and delete IP networks

Unsupported Operations

Don't use the Oracle Cloud Infrastructure Compute Classic web console to perform the following operations for Oracle Java Cloud Service nodes:

- Attach and detach storage volumes
- Attach and detach public IP addresses
- Attach security lists

> ✎ **Note:**
>
> If you add or attach storage volumes, public IP addresses, or security lists, these resources might not be retained when an Oracle Cloud maintenance patch is applied to the Oracle Java Cloud Service instance or when you restart the instance or nodes.

JDK version not updated during upgrade of WebLogic Server

When you upgrade WebLogic Server release 12.2.1.3 or WebLogic Server release 11g (11.1.1.7) to a higher version (WebLogic Server release 12.2.1.3 or 12.2.1.4) for an

Oracle Java Cloud Service instance, the old JDK version is displayed in the Oracle Java Cloud Service Console even though the JDK has been upgraded successfully on the VM instances.

The JDK version will be updated when you apply the next PSU patch on the upgraded version.

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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