

# Known Issues for Oracle Cloud Infrastructure Process Automation

Learn about the issues you may encounter when using the current version of Oracle Cloud Infrastructure Process Automation.

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## Analytics issues

The following issues are related to Analytics:

- You may find incorrect analytics metrics for a dynamic process which is in Suspend or Resume state.
- You may find some discrepancies in the analytics data for processes designed with timer event and boundary event. For example, the average time of timer events is not displayed in the analytics report.
- For a parent dynamic process calling a child structured process, you may find discrepancy in the total instance counts per day.

- You may find the following issues in graphical view of dynamic processes:
  - Manually activated global activities and stage have incorrect linkages.
  - Human task activities and stages have incorrect linkages, if there are no activation conditions defined.
- Terminal end event does not get linked to the activity node thus leading to terminal end invocation.

## Connector issues

The following issue is related to connectors:

**Issue while using the OCI Signature security policy:** Any call using OCI signature policy with passphrase fails and results in error.

## Form issues

The following issues are related to forms:

- For an identity browser control configured with an `onChange` event in design time, the correct value doesn't display on first selection of the field in runtime. However, note that any subsequent changes to the field work fine in runtime.
- The maximum size of a form that you can upload in runtime is 256,000 bytes.

## Process issues

You may find the following issues with structured and dynamic processes while creating and configuring them in Designer, and running them in Workspace.

### Structured processes:

- This issue has been noted in *Safari* browser: While designing a structured process, when you try to add a data object from the Data pane, the **Add** button disappears. As a workaround, close the Data pane and reopen it.
- If a process is designed with a parallel gateway that has a human task on one side and another activity (such as service task or timer catcher event) on the other, in runtime if the task token from the human task comes *after* the other activity's token, the process instance will get stuck at the merge.
- Invoking a process with missing attributes may cause runtime exceptions.

### Dynamic processes:

- When you design a dynamic process with human task activities that are configured with enablement condition and repeatable marker, the activities do not work as expected in runtime.
- If the parent process is *suspended*, then any action that you perform on a task in the child process will throw an error.

- You may find that user task flow fails in a structured process that is called by a dynamic process. This happens as process variables for the activities in the dynamic process are not set.
- When you design a dynamic process with a milestone, after the process is instantiated in runtime, you may find duplicates milestones.

#### Subprocess:

- You may encounter error while deleting a subprocess.
- If there is an exclusive gateway in a subprocess, then the process doesn't move further after the exclusive gateway in runtime.
- **Event subprocess:** When you try to alter the flow of an event subprocess in runtime, it fails with an error.

## REST API issues

Search APIs do not support unicode characters.

## Search issues

The following issues are related to the new business search in the Tasks and Tracking pages:

- Adhoc tasks cannot be searched in the tasks page using members and category.
- For an administrative user, tasks assigned to non-existent users appear in the My tasks tab.
- Tasks in faulted state may not appear in search results.  
Workaround:

1. Navigate to the Managed by Me tab.
2. Navigate to **More Filters**.
3. In **Filter by state**, select **Not Equals** operator and value as **Assigned**.

Faulted tasks appear in the search results.

- Sometimes, tasks may appear in search after a delay of three to five seconds.
- Active instances do not appear on the tracking page when searched using the defined fields.
- On the tasks and tracking pages, there maybe a mismatch in the number of tasks and instances that appear as compared to the previous release.

## Service task issues

The following issue is related to service tasks:

- If a service task doesn't have any request parameters then input/output payload is not shown for it in the Audit window.

## User task issues

The following issues are related to user tasks:

- When the parent process is suspended, performing an action on the task of a child process will result in error.
- You may encounter the following error in the Audit window when you try to open a faulted multi-instance task: "Error occurred while getting the audit details of the multi instance activity."
- Even when an user is deactivated in IDCS, the user appears in the list of users to whom you can reassign the task in runtime. The task can also be reassigned to such a user. But the task details and audit shows the assignee as IDENTITY-NOT-FOUND.
- If you assign a task to a user who is deactivated or deleted in IDCS, then on clicking the Managed by me task tab filter, you'll get an internal server error.
- Audit shows incorrect data for a human task with parallel approval policy.

For example:

1. Create a human task with parallel assignees as approval policy.
  2. Create three roles each with different users.
  3. Assign the human task to these three roles each with percentage required as 30%
  4. In runtime, the task appears to all three users. If the third user approves the task first, the task gets completed as percentage required was set as 30%.
  5. Now if you open the Audit window, it shows that all three users completed the task which is not correct as only one of the three users completed the task.
- More information page of task gives correct details of created by user while audit details provide last performed user details.

## Workspace issues

The following issues are related to Process Automation Workspace:

- **Re-trying a service task takes long time:** After correcting the issue for failure, when you retry a service task it may take a long time to execute. Process state is also not refreshed automatically after the retry.
- **Terminated process activity doesn't open under Activities in the Tracking page** This issue is specific to the following use case - A dynamic process is configured such that the first stage has a service task followed by a process activity. The process activity has a enable condition tha specifies that it will get enabled only when the service task is completed. In runtime, if the service task fails due to unavailability of REST API, the process activity will be terminated. If you try to open the process activity from the Workspace Tracking page under the Activities tab, the child process doesn't open and the page keeps loading.
- **Audit issues:**

- When you perform alter flow by modifying the data attributes of an activity, you don't see any details about the update in the audit details of the process instance - no data object name, no previous value, and no new value.
- When you have performed alter flow, the activity names for which alter flow is performed is not displayed in the audit details of the process instance.

## Tracking issue

The following issues are related to the Tracking pages:

- Purged instances appear on the tracking page, and when opened 404 error is displayed.
- The tracking page displays start event title name and application name instead of the process name and application name.

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