Known Issues for Oracle IoT Asset Monitoring Cloud Service

Learn about known Oracle IoT Asset Monitoring Cloud Service issues and their recommended workarounds.

Topics:

- Importing a Previously Exported Organization from an Earlier Release Fails
- Blank Screen May Appear After Logging Out of the Application
- Do Not Use Whitespace Characters in Asset Action Names
- False Positives May Appear When Using Metric Anomalies on Slow-Varying Data
- Incorrect Asset List May Appear After Upgrade
- Re-Export Your Projects Using IDE Integration
- Oracle NoSQL Database Contextual Data Connections Are Not Supported in Pattern Anomalies
- Back-to-Back Publish for KPIs, Anomalies, and Predictions May Not Succeed
- Asset Type Name Field Cannot Contain Special Characters
- Custom Key Performance Indicators Cannot be Associated with Device Models Containing Unsupported Characters
- Limitations of Stream Explorer Support
- Limitations of Combining Predicates

Supported Browsers

Oracle IoT Asset Monitoring Cloud Service supports these web browsers:

<table>
<thead>
<tr>
<th>Web Browser</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Internet Explorer</td>
<td>11 and later</td>
</tr>
<tr>
<td>Web Browser</td>
<td>Version</td>
</tr>
<tr>
<td>---------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Google Chrome</td>
<td>29 and later</td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td>24 and later</td>
</tr>
<tr>
<td>Apple Safari</td>
<td>7 and later</td>
</tr>
</tbody>
</table>

**Importing a Previously Exported Organization from an Earlier Release Fails**

**IOT-65790:** If you try to import a previously exported organization from an earlier release into an Oracle IoT Asset Monitoring Cloud Service OCI instance, the import fails.

Import of exported organizations from previous releases is not supported.

**Blank Screen May Appear After Logging Out of the Application**

**IOT-59107:** After logging out of the Oracle IoT Asset Monitoring Cloud Service application, a blank screen might appear in place of the Oracle Identity Cloud Service screen or log-in screen.

**Workaround:** Please reload the URL.

**Do Not Use Whitespace Characters in Asset Action Names**

**IOT-57427:** When creating asset actions for an asset type, do not use spaces in the names of asset actions and action steps. Using a space character in an asset action name is not flagged as an error, but the corresponding synthetic device model created for the asset type will not have the action defined.

**False Positives May Appear When Using Metric Anomalies on Slow-Varying Data**

**IOT-54678:** When creating metric-based anomalies, you may see occasional false positives if the data is slow varying.

**Incorrect Asset List May Appear After Upgrade**

**IOT-53909:** If you have pre-existing asset groups with their assigned users, some users may see an incorrect list of assets appear after an upgrade to 18.3.5, under
certain conditions. The list of assets that appears can be more restrictive than what the user is entitled to view. The issue is being investigated and resolved.

Re-Export Your Projects Using IDE Integration

**IOT-23659:** If Oracle IoT Asset Monitoring Cloud Service uses IDE Integration, say for custom code KPIs, you should re-export these IDE projects after an upgrade to 17.4.5.

Oracle NoSQL Database Contextual Data Connections Are Not Supported in Pattern Anomalies

**IOT-45219:** When creating pattern anomalies, if you try to use an Oracle NoSQL Database contextual data connection table to specify breakdown event data, an error is returned.

**Workaround:** Use a Database Cloud Service contextual data connection table to specify breakdown data for your pattern anomaly.

Back-to-Back Publish for KPIs, Anomalies, and Predictions May Not Succeed

**IOT-44267:** Triggering publish or activation operations in quick succession may cause the publish operation to be skipped.

**Workaround:** When publishing or activating KPIs, anomalies, and predictions, do not trigger a new publish operation until the previous publish operation has completed.

Asset Type Name Field Cannot Contain Special Characters

**IOT-41079:** When the asset type name contains spaces or special characters, asset type creation fails and an error message appears.

**Workaround:** Do not use spaces or special characters in the Name field when creating a new asset type.

Custom Key Performance Indicators Cannot be Associated with Device Models Containing Unsupported Characters
IOT-39379: Custom key performance indicators (KPIs) cannot be associated with device models containing a dollar sign "$" or dash "-" in the universal resource name (URN).

Workaround: None.

Limitations of Stream Explorer Support

IOT-28263: A rule to generate incidents can use an exploration with a message format of type alert. When you create these explorations you must maintain the asset specific information that is injected by the corresponding device streams.

The following limitations apply:

- When you create a stream exploration based on multiple device stream it will require a correlation item. If you need to use the exploration with rules, then the correlation must be the asset that is present in both streams.
- When you create a stream explorations based on a pattern, the partition needs to preserve the asset ID, name, and type.

Workaround: None.

Limitations of Combining Predicates

IOT-28262: Threshold predicates are evaluated against the attributes of the devices of an asset. The last known value of these attributes is stored. Geo and alert predicates are evaluated against events. Events are not stored, so they evaluate to true at least once for each event, that is the moment when the event was received.

Consequently, predicate composition has the following limitations:

- The predicate that results from combining more than one geo or alert predicates, never evaluates to true because events cannot arrive at the same time.
- The predicate that results from combining geo or alert predicates with threshold predicates only evaluates to true when the threshold conditions were satisfied before receiving the geo or alert event.

Workaround: None.
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