Known Issues for Oracle IoT Asset Monitoring Cloud Service

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

Topics:

• Running a Test for Group Aggregated Metrics Returns Incorrect Group IDs
• SMS and Email Notifications Are Not Supported for Warnings
• Support for Internet Explorer is Deprecated
• On-Schedule Global Metrics Are Not Retrospectively Calculated for Imported Historical Data
• Role Changes for a User May Not Take Effect Immediately
• Importing a Previously Exported Organization from an Earlier Release Fails
• False Positives May Appear When Using Metric Anomalies on Slow-Varying Data
• Oracle NoSQL Database Contextual Data Connections Are Not Supported in Pattern Anomalies
• 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

Running a Test for Group Aggregated Metrics Returns Incorrect Group IDs

IOT-87603: If you are creating a formula-based metric that is aggregated at the group level (On Schedule per Group), and you try to test the metric in the metric editor using
the Run Test option, the test results for the various groups are returned correctly, but
the entity GUIDs of the groups are displayed incorrectly.

**SMS and Email Notifications Are Not Supported for Warnings**

**IOT-77503**: SMS and email notifications work for rule incidents only. If you add
notification subscribers to rule warnings, notifications are not sent.

**Support for Internet Explorer is Deprecated**

Support for Microsoft Internet Explorer is deprecated.

**Workaround**: Microsoft Edge browser is supported.

**On-Schedule Global Metrics Are Not Retrospectively Calculated for Imported Historical Data**

**IOT-75550**: If you have imported historical data into your instance, and you have
metrics of type On Schedule for Entity Type, then these metrics are not computed
retrospectively for the imported historical data.

**Role Changes for a User May Not Take Effect Immediately**

**IOT-65612**: If you add a role to a user, the role privileges aren't effective immediately
in the same session.

**Workaround**: Sign out from the session, and log in to the application again after 15
minutes, allowing the cache to expire. If this workaround doesn't help, then clear the
browser cache and cookies, restart your browser, and log in again.

**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.
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.

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.

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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