

Known Issues for Oracle IoT Connected Worker Cloud Service

Learn about known Oracle IoT Connected Worker Cloud Service issues and their recommended workarounds.

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Worker Mobile Device Provisioning Fails if the Connected Worker App Is Not Running

IOT-102861: For the iOS platform, the IoT Connected Worker app must be running in the background when provisioning a new device using the QR code or link. If the app is not already running, provisioning of the device fails.

Workaround: Make sure that you have the app launched and running on the device before clicking the provisioning link.

Connected Worker Employee Certificates Renamed to Certifications

IOT-97766: The certificates used to provide project and location access to workers are now known as **Certifications**. Certificate Types are renamed to **Certification Types**.

The term Certificates is reserved for IoT server certificates that appear under the **Settings > Security > Certificates** section.

Adding a User to a Project Fails If the User Has No Pre-Assigned Roles

IOT-78777: If you try adding a user with no pre-assigned roles to a project, you are prompted to select a role for the user, but no roles are displayed for selection.

Workaround: First, assign the requisite roles to the user from the Users page. Next, edit the project to add the user to the project.

Support for Internet Explorer is Deprecated

Support for Microsoft Internet Explorer is deprecated.

Workaround: Microsoft Edge browser is supported.

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Oracle Cloud Known Issues for Oracle IoT Connected Worker Cloud Service , Release 23.3.1
E89598-33

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