Oracle® Enterprise Communication Platform

What's New

Release 26.1.1

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ORACLE®

Oracle Enterprise Communication Platform What's New, Release 26.1.1

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Contents

Revision History

The following table provides the revision history for this document.

Table   What's New Guide Revision History

Date	Revision Details
March 2026	26.1.1 Release

My Oracle Support

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New Features and Enhancements

The following information describes the new content and behavior delivered in the latest Oracle Enterprise Communications Platform (Oracle ECP) release.

What's New in this Release

The following information describes the new content and behavior delivered in the latest Oracle Enterprise Communications Platform (Oracle ECP) release.

The following sections describe the new features and enhancements in the Oracle ECP release.

Welcome to Oracle Enterprise Communications Platform

This 26.1.1 release of Oracle Enterprise Communications Platform is the initial public release of this product. After you set up your ECP purchase with the Oracle Sales team, follow the instructions in the Getting Started chapter of the User Guide to set up your Cloud Account and ECP environment through your initial login to your instance of ECP.

Supported Hardware

The following information lists supported hardware for this Oracle Enterprise Communications Platform (Oracle ECP) release.

Supported Edge Device Hardware

• Oracle Cloud Connector

Required Hardware Purchases

You are required to purchase one or more of the following hardware devices configured for use with the Oracle Cloud Service

• Oracle Cloud Connector with SIM Card

• Oracle Cloud Connector with Satellite Terminal

• Oracle Cloud Connector with SIM Card and Satellite Terminal SIM Cards

The Mobile Device Management features require you to bring your own mobile device, but does not require an Oracle hardware device purchase.

Supported Regions in OCI

Oracle ECP may be deployed in the following regions in OCI:

Table 1-1   Supported OCI Regions

Region Name	Region Identifier	Region Location
US East (Ashburn)	us-ashburn-1	Ashburn, VA

> ⓘ **Note**
>
> Cloud Connectors and Devices may be deployed globally, regardless of your tenant's region.

Supported MNOs and Connectivity Providers

The following information lists supported Mobile connectivity providers for this release.

Supported MNOs:

- AT&T
- AT&T Firstnet (approved use cases only)
- Vodafone

Supported satellite internet providers:

- Starlink[1]

Supported MDM OSes

The following information lists supported operating systems by Oracle ECP's MDM feature set.

Supported OSes in this release:

- Android
- Apple iOS (iPhone & iPad)
- Microsoft Windows

Supported Browsers

The Oracle Enterprise Communications Platform (Oracle ECP) UI supports the same browser and operating system combinations which OJET supports.

See "What platforms are supported by OJET" to review the supported browsers. Chrome is the recommended browser in Oracle ECP 26.1.

- Chrome (Windows, Mac OSX, Android)
- Firefox (Windows and Mac OSX)
- Microsoft Edge (Windows)

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[1]   Only on Oracle Secure Cloud Connector hardware.

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Known Issues, Caveats, and Limitations

The following topics list the known issues, caveats, and limitations for Oracle Enterprise Communications Platform. Oracle updates this information regularly to distribute issue status changes or add new issues. Check the latest version of this document to stay informed about changes to known issues and caveats.

Topics:

- [Known Issues](#)—Known Issues describe issues that Oracle is aware of and may address in a future release. Known Issues contain descriptions of the issues and workarounds, when available.

- [Caveats](#)—Caveats explains certain behaviors that you might not expect, but which work as designed. Caveats do not include workarounds.

- [Limitations](#)—Limitations explains facts about functional or operational boundaries that you need to know. Limitations do not include workarounds.

Known Issues

Known Issues contain descriptions of the issues and workarounds, when available. Check this document periodically to stay informed of updates and other new information.

The following Known Issues are present in this release. Once resolved or redetermined as a non-issue, they will be moved to the following [Fixed Known Issues](#) section.

Issues apply to all personas unless otherwise specified.

- Occasionally, provisioning a new ECP environment may stall and take up to 4 days to complete. If this occurs, periodically check the My Applications page in OCI to confirm when the environment status indicates it is ready for your initial log in.

- When generating Cloud Connector platform logs, if you select a start time that predates the Cloud Connector's activation/onboarding, no logs are produced and you may see a "no files found for the specified time range" error.
  Workaround: Ensure the Cloud Connector is powered on and choose a start time after activation/onboarding (within the next 1–24 hours).

- Do not deactivate a Starlink terminal in ECP and then attempt to Activate it again during the prorated (partial) billing month (for example, the month in which the terminal was initially activated mid-cycle), because re-activation may fail due to Starlink plan proration behavior. This limitation does not affect initial Starlink onboarding/activation or changing the service plan.

- Do not manually change the APN on a Cloud Connector with cellular connectivity configured, as selecting a different APN can cause the Cloud Connector to lose cellular connectivity and become disconnected.
  In case this happens, access a Cloud Connector's local UI (once it is disconnected from the ECP Cloud service) to correct the APN / Preferred SIM configuration back to the expected/default values for the active SIM and plan.

- On the Applications Tab of the Device details page, you may see an older version of the application listed instead of the latest version.

- The Update in Progress banner may display incorrectly on the Cloud Connector Item Overview. This is a display-only issue; the banner can be ignored if you are not actively performing an update.

- A device using the Cloud Connector for connectivity may show Connected in the Cloud Connector's Devices tab, but when you open that same device's Overview page, the connectivity status may display as Disconnected. This is a UI/status synchronization issue; refresh the pages and use the most recent device check-in/connectivity indicators to confirm the current state.

- When adding applications and configurations to a Criteria-Based Group with no criteria defined, the added items are initially visible but are automatically removed from the Group after approximately 2-5 minutes without user intervention. This results in the unexpected loss of group app and configuration assignments, and persists unless explicit group criteria are set.

- Groups you create on the Hardware Groups tab are limited to 30 characters in length.

- In Storage Management, the maximum database size may sometimes be shown as higher than the actual value. This is a display-only issue and does not affect the actual storage allocated to your database.

- When performing the "Wipe and Deactivate" action on a Windows device, the device lifecycle state does not transition to Inactive as expected; additionally, after re-enrolling the device, its lifecycle state incorrectly remains Inactive instead of moving to Active. This results in inaccurate lifecycle status following wipe and re-enrollment actions.

- While the site is loading, especially on slow internet connections, the bottom menu may briefly show Chinese or Arabic characters in place of icons. These characters are replaced by the correct icons once the page fully renders.

- On the dashboard, the Devices Onboarded in the Last 30 Days chart may display dates and data points from before your tenant was onboarded. No actual onboarding activity will be shown for those earlier dates, but they may appear on the chart until this issue is resolved.

- When setting a short inactivity threshold (e.g., 1-2 minutes) for cellular devices without sensor attributes, warnings may be generated based on SIM polling data (every 15 minutes), rather than actual device inactivity. This can lead to unexpected warnings even when no sensor data is available.

- On the dashboard, the Edge Nodes Onboarded in the Last 30 Days chart may display dates and data points from before your tenant was onboarded. No actual onboarding activity will be shown for those earlier dates, but they may appear on the chart until this issue is resolved.

- Suspended customer tenants may not show up in the Storage Management screen.

- The number of warnings for Edge Nodes appearing in the Issues tab may be inaccurate.

- Some Hardware Groups' devices, applications, and configurations are not getting successfully updated on the MDM-provider side, especially when changing the hardware group name in Oracle ECP.

- The Usage Per MNO Account (Last 30 days) table on the Dashboard screen may reflect more than 30 days of data.

- After onboarding an IoT Device with cellular connectivity, the device item overview page intermittently reflects a delay of several minutes for data, sms, and voice to be displayed.

- Occasionally when mobile data is disabled on a cellular device, the ECP UI will reflect an incorrect connectivity state. This is MNO dependent.

- Action drawers may not reflect the latest data available in ECP if the item overview page displays older data when opening that drawer.

  Workaround: Load the latest data using the refresh button before opening the drawer. Alternatively, after opening a drawer, if you see old data, close the drawer and refresh the item overview and reopen the drawer for further operation.

- Across the UI and within downloaded reports, ECP uses different units when displaying the time. Downloaded reports are in UTC time and dashboard time presentations with a "Z" or "UTC" are also in UTC time. If the UI presents a time without a Z, it should be interpretted as local time.

Fixed Known Issues

This section lists previously-open known issues that are now fixed. Issues closed prior to the previous major release will gradually age out and be removed from this list.

Fixed in this release:

- When the telemetry data for Edge or Edge services is requested, there will be a lag of approximately 4 minutes in the data being displayed.

- UI will reflect an delayed update of the Latest Data Session Start and Latest Data Session End fields in the More Information drawer's cellular tab due to the MNO for Vodafone SIMs.

- When onboarding cellular devices, if multiple APNs are configured for a CSP, internet and messaging services may stop working.
  Workaround: restrict cellular devices to a single APN per CSP.

- For cellular devices and Cloud Connectors using AT&T service, the ECP UI does not validate between the Network Priority checkbox and compatible APNs. If there is a mismatch, the user could be charged at a higher rate while receiving standard data prioritization. Only the following APNs listed in the UI support Network Priority.

  – ecp.oracle.com (QoS)

  – ecp.t.oracle.com (QoS)

  – nxtgenphone (QoS)

  Workaround: Ensure that the above APNs are not associated with devices where Network Priority is not expected.

- The Customer filter chip must not be removed from the Cloud Connector or Device Inventory page's Search box.

- The top 5 applications shown on the Application memory usage graph shown in a Cloud Connector's Overview Tab, are not necessarily the top 5 running on the Cloud Connector itself.

- On a Device's Application tab, after clicking Sort Ascending or Sort Descending, the application list displays 'There are no applications associated with this device.'

- Not all Applications added in Hardware Group are reflected in applications tab of associated device.

- For non-MDM cellular devices with single SIMs, after deactivation, the SIM state according to the MNO is not updated on the UI.

- Cloud Connectors and Devices assigned to customer tenants may appear in the inventory, even after the tenant is suspended.

- Monthly and daily warnings for data and SMS usage appear identically on the UI.

- When using the Add Hardware guided flow, when choosing a target customer to onboard the hardware, the first click is not accepted. Workaround - click the customer name a second time on the drop down value.

- When navigating to a Cloud Connector's details page from a Satellite Terminal row's Edge Node column on the Satellite Terminals Inventory page, that Cloud Connector's actions are immediately visible on a single line rather than only being accessed by clicking the Actions menu.

- When MNOs return multiple bearers, the cellular connection is not set up properly.

- When the browser is set to a relatively small width and the bottom-most bar responsively changes to move all tabs that don't fit under a "..." option, when clicking the hidden tabs from under the "..." option, the redirections to the appropriate pages are incorrect

- Device details downloads may not include the most recent fields and structure.

- The top-application-usage API reports a 500 error code on a Resource Type error instead of reporting a 404 error.

Fixed in the previous release:

- Onboarding multiple MDM-enrolled devices with the same Make and Serial number, an invalid combination, causes the **Remaining Battery Charge and Storage Usage in the last 24 hours** chart to display incorrectly.

   Workaround: Ensure each onboarded Device has a unique make and serial number pair.

- After drilling down from the Issues page to a specific issue and navigating with the next/ previous buttons, an Affected IoT Device section may incorrectly display on the screen.

- When placing the mouse over a data point on the Dashboard page's Edge Node Usage graph for satellite data, an incorrect unit for the value displays on the screen.

- When a SIM card is deactivated, the system ceases to record data, SMS, and voice usage for the inactive period. Consequently, the dashboard charts will reflect "missing days" corresponding to the time when the SIM was inactive. This is evident through gaps or missing data points on the timeline of the charts.

- For edge nodes where Satellite and Ethernet interfaces are enabled, when both of these interfaces are displayed as disconnected in the interface status column, the Lifecycle and Connectivity state columns may display as Active and Connected respectively.

- Bulk onboarding of edge nodes that use Satellite for WAN access intermittently fail.

- Intermittently, after performing a deactivate and wipe operation on MDM managed devices, the devices do not deactivate after the action.

- The Dashboard's Edge Nodes in Use and Network priority chart does not match corresponding data presented on the Inventory page.

- The following known issues have been observed against the interactions between ECP and our MNO partners:

   – Due to a lag in MNOs sending ECP usage data, the device overview charts often do not include up-to-date display usage.

   – The last day of the month's data usage may be excluded from ECP's reports and dashboards due to MNOs' lag in sending data. MNO Reports are off by a day and Daily and Monthly usage warnings may not get generated.

   – Daily and monthly data usage warnings may not appear at the end of the day due to some notifications about session usage being received from the MNOs after the session ends (during the next day).

- – Cellular device connectivity state may remain in a connected state for a while even after the mobile device data has or the device itself has been turned off.

- – The device overview graph on a cellular device (IoT Device and Edge Node) may reflect inconsistent data when reviewed day-to-day for Data, SMS, and Voice.

- On the resize column popup for a column, if you remove the default width and click submit, then width of that column will be zero.

  WorkAround: Enter a proper width in the resize popup and click submit. If a blank value is submitted for any of the column, then manually drag the column's width or can re-submit with proper value.

Caveats

Oracle recommends that you review the following Caveats before using Oracle Enterprise Communications Platform (Oracle ECP). A Caveat explains certain behaviors that you might not expect, but which work as designed. Caveats do not include workarounds. Check this document periodically to stay informed of updates and other new information.

Delayed Cellular Edge Nodes Support

You will see artifacts on the User Interface as well as documentation in the user's guides that supports cellular edge nodes, but the software does not support cellular edge nodes at this time.

Inventory page cannot be scrolled when zoom is set to 50% or 67%

For all tables displayed on the ECP web UI, with the zoom level set to 50%, and when attempting to fit all columns on the page, the scroll bar is not displayed. As a result, only 20 rows of devices are displayed.

Workaround: Re-size the browser window to reduce the height so that the rows exceed the displayed window. Once that is done, the scroll bars will display.

Cloud Connector Decommissioning

Once a Cloud Connector is decommissioned from Oracle ECP, it must be returned to Oracle and cannot be re-onboarded. For your safety, all customer data is removed from a Cloud Connector as part of the decommissioning process.

Limitations

The following information describes operational limitations of Oracle Enterprise Communications Platform. Limitations explains the facts of functional or operational boundaries. Limitations do not include workarounds. Check this document periodically to stay informed of updates and other new information.

The following Limitations are present in the current release. Once resolved, they will be removed from this section.

Decommissioned devices still show up in the Request page with 0 counts

Decommissioned devices and their request will continue to show up on the Onboarding Request page, but all the counts will show up as 0.

Third Party Limitations

The following information describes limitations of third party systems that Oracle Enterprise Communications Platform depends upon. Limitations explains the facts of functional or operational boundaries. Limitations do not include workarounds. Check this document periodically to stay informed of updates and other new information.

The following Limitatioms are present in the current release. Once resolved, they will be removed from this section.

Removing Windows devices from Ivanti Neurons for MDM

When you remove a Windows device from Ivanti Neurons for MDM, do not try to manually disconnect or remove the management profile immediately after issuing the "Retire" and "Delete". If you attempt to manually disconnect or remove the profile from the Windows device before waiting at least 30 minutes, the device may become unresponsive or display a blank screen after restarting, as Ivanti Neurons for MDM requires time to complete the removal.

After you retire and delete a Windows device from Ivanti Neurons for MDM:

- Wait at least 30 minutes for the device to check in and allow Ivanti Neurons for MDM to remove the management profile automatically. (This process usually finishes within 1–2 minutes if the device is active and connected, but it can take up to 30 minutes if the device is idle or asleep.)
- After 30 minutes of confirmed network connectivity, if you still see the management profile, manually disconnect it.
- If the device restarts after disconnecting and shows a blank screen, refer to these steps to recover the device.

Windows Surface Tablets May Not Auto-Sync with Ivanti Neurons for MDM When Idle

When a Windows Surface tablet is idle for over an hour, scheduled Ivanti Neurons for MDM auto-sync may not occur due to Windows power management settings, even if Wi-Fi is enabled. To ensure regular syncs, set the device's sleep setting to "Never" while plugged in, or create a scheduled task to wake the device periodically as recommended by Ivanti.

Surface Tablets May Not Update "Last Check-In" After Wake in Ivanti Neurons for MDM

On Windows Surface tablets enrolled with Ivanti Neurons for MDM, the "Last check-in" and "Bridge check-in" times may not update automatically after the device wakes from sleep or idle, even when the device reconnects to the network. This occurs due to how Windows manages MDM sessions after resuming from low power mode; sync may not be re-established until a user initiates a manual sync from device settings. Performing a manual sync (Settings, Accounts, Access work or school, [Your org], Info, Sync) immediately updates both check-in times. Ivanti recommends reinstalling the Bridge service; if issues persist, performing a token refresh on your device and re-enrollment may also help resolve check-in delays.

Functions available on MDM-managed Windows devices

Oracle Enterprise Communications Platform in conjunction with Ivanti Neurons for MDM does not support remote lock on Windows 11 devices.

Vodafone SIM Slot Number Reporting Inaccuracies

After switching the SIMs into opposite slots on a Cloud Connector or Device, the updated IMEI values are not updated per SIM Slot Number reporting on the UI.

Vodafone SIM Usage Value Delays

SMS usage values may be delayed for up to 8 hours with Vodafone SIM.

Vodafone usage reporting

Data usage and SMS usage may lag and be unavailable in the Vodafone portal and via API until the data session ends; additionally, SMS usage may not be counted.

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