

Oracle® Financial Services Enterprise Case Management ReadMe



Release 8.1.2.12.0

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About this Release

This OFS ECM release is cumulative of enhancements and bug fixes since the 8.1.2.11.0 release. It is compatible with the 8.1.2.12.0 release of FCCM Apps.

Oracle Financial Services (OFS) Enterprise Case Management (ECM) Pack is a separately licensed product.

Description

Release ID 39025972 – OFS ECM v8.1.2.0.0 Minor Release #12 (8.1.2.12.0).

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Prerequisites

This section lists any required prerequisites for this release.

- Before applying OFS ECM v8.1.2.12.0, it is required to install OFS ECM v8.1.2.0.0. For detailed instructions on installing this OFSECM Release, see [OFS ECM Application Pack Installation Guide 8.1.2.0.0](#).
- Configure the Server Time Zone:
For ECM standalone installation:
 - The SERVER_TIMEZONE parameter must be configured in the CONFIGURATION table in CONFIG schema with the correct time zone name.
 - The Date/Timestamps are displayed according to the user's browser time zone.
 - Once the user time zone is saved, the browser date is converted to the Server time zone date and saved in the database.

For Pack-on-Pack installation:

- Update the SERVER_TIMEZONE parameter in the CONFIGURATION table in CONFIG schema with the following query:
`UPDATE CONFIGURATION SET PARAMVALUE='', DESCRIPTION='DB Server Timezone'
WHERE PARAMNAME='SERVER_TIMEZONE';`
- The SYS DB user must provide the following grant to the ATOMIC DB user:
`GRANT execute on ctx_ddl to <ATOMIC_USER>;`
- Apply Bug 39073828 - BD81212: Behavior Detection Version 8.1.2. ML Release # 12 (8.1.2.12.0).

Note

This step is applicable only if you have OFS BD installed.

- Apply Bug 38681161 - OFSAA 8.1.2.0.0 AAI ML RELEASE #6 (8.1.2.6.0) (8.1.2.6.0).

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New Features/Enhancements

The following is the list of new features and enhancements included in OFS Enterprise Case Management Release 8.1.2.12.0:

- **Prevent Duplicate Case Creation** - When events are purged from an existing case, entity information from the remaining events is retained. Future events for those entities will now extend to the existing open case instead of creating a new case.
- **Update Last Modified Date for Purged Cases** - Cases purged as part of Event Purge will now have the last updated date column updated to the system date, making it easier to identify cases purged through this process.
- **Improved Order of Displaying Event Information** - Generic Event Information will now be displayed in the same order as it appears in the JSON.
- **Enhanced RFI Email and Questionnaire Details** - Configuration is available only for the RFI email subject, allowing it to display either the Case ID or, where selected, the related entity information. For RFI unique code emails and the Questionnaire Response page header, this configuration does not apply. They will always display both the Case ID and the related entity information (where applicable).
- **Support for Multiple Customer Email Addresses** - The Create Event and Promote to Case API, as well as the Create Event and Extend to Existing Case API, now support multiple customer email addresses.

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Fixed Issues in ECM 8.1.2.12.0

The following bugs have been fixed in OFS Enterprise Case Management Release 8.1.2.12.0.

OFS Enterprise Case Management Release 8.1.2.12.0

Table 4-1 List of Fixed Issues

Bug Number	Description
38963930	STATUS AGE CALCULATION NOT WORKING USING F_CASE_STATUS_AGE.
39125115	ADDEXTERNAENTITY API FAILS WITH SPECIAL CHARACTERS.
38807396	ECM PDF NARRATIVE CONTENT TRUNCATED.
38972141	SET EVENT DECISION DOES NOT SET FCC_CS_EVENTS_OUTCOME FIRST TIME DECISION IS TAKEN.

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Known Issues in ECM 8.1.2.12.0

This section provides the list of known issues in this release.

Table 5-1 List of Known Issues

Bug Number	Description
35526597	Even if a user selects a status other than Closed from the Status drop-down in Advanced Search of the Archived Cases page, only closed cases will be returned in the search results. Workaround: Use only closed status for search.
34789808	In Case Advanced Search, users are able to enter strings in date fields. This should not be allowed. Workaround: Only enter the date values or select the date from the Calendar option.
35854853	The Events of Child table is archived even if the column value of V_CHILD_TABLE_FLAG is set to N. Workaround: Take backup of the FCC_ARC_CHILD_METADATA table, remove the entries, and run the utility.

Technology Stack Qualification Matrix FCCM 8.1.2.12.0

This appendix describes the technology stack qualification with FCCM 8.1.2.12.0.

Table 6-1 Technology Stack Qualification Matrix FCCM 8.1.2.12.0

Application Pack	OFSAA Version	OS Version	Oracle Database/ Client Version	Java Version	Webserver Version	HTTP/ HTTP2
ECM 8.1.2.12	8.1.2.6.0	Linux 8, Linux 9	• Oracle 19c • Oracle 23.26	Java 8	• WebLogi c 12.x • WebLogi c 14.1.1 • WebLogi c 14.1.2 • Tomcat 9 • WebSphere 9	HTTP
				Java 11	• WebLogi c 12.x • WebLogi c 14.1.1 • WebLogi c 14.1.2 • Tomcat 9 • WebSphere 9	HTTP2
				Java 17	• WebLogi c 14.1.2 • WebLogi c 15.1.1 • Tomcat 9 • Tomcat 10	HTTP2

Note

The Studio 8.1.3.1, Solaris operating system, and the WebSphere web server are not supported with ECM 8.1.2.12.0.

Glossary

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