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# Preface

This preface contains the following sections:


- Audience
- Documentation Accessibility
- Related Documents
- Conventions


## Audience

This document is intended for users of Oracle User Messaging Service and Oracle WebLogic Communication Services.

## Documentation Accessibility

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## Related Documents

For more information, see these Oracle resources:

- Oracle Fusion Middleware Documentation Library 11g Release 1 (11.1.1) at http://docs.oracle.com/cd/E29542_01/index.htm.
- Oracle Technology Network at http://www.oracle.com/technetwork/index.html.

## Conventions

The following text conventions are used in this document:

| Convention | Meaning |
|---|---|
| **boldface** | Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary. |
| *italic* | Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values. |
| `monospace` | Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter. |

# 1 Oracle User Messaging Service

This chapter describes issues associated with Oracle User Messaging Service. It includes the following topics:

- Section 1.1, "General Issues and Workarounds"
- Section 1.2, "Configuration Issues and Workarounds"

## 1.1 General Issues and Workarounds

This section describes general issue and workarounds. It includes the following topics:

- Section 1.1.1, "Login to User Messaging Preferences UI and Enterprise Manager Fails on Internet Explorer 11 using SSL with dummy security certificates"
- Section 1.1.2, "UMS Schema Purge Script is Now Available"
- Section 1.1.3, "Permission Grants for Upgraded Domains"
- Section 1.1.4, "XML File Handle Left Open after Upload Fails"
- Section 1.1.5, "Messages Metrics Rendered as Unavailable in the Performance Page for User Messaging Server"
- Section 1.1.6, "User Messaging Service URLs Unavailable After Restart"
- Section 1.1.7, "User Messaging Preferences User Interface Renders Improperly"
- Section 1.1.8, "UMS Cluster Failover May Lose Messages"

### 1.1.1 Login to User Messaging Preferences UI and Enterprise Manager Fails on Internet Explorer 11 using SSL with dummy security certificates

Its is recommended to use the real security certificates when accessing the User Messaging Preferences UI or Oracle Fusion Middleware Enterprise Manager on Internet Explorer 11 using SSL.

If you are using Internet Explorer 11 with SSL and, dummy security certificates, you cannot login to the User Messaging Preferences UI or Oracle Fusion Middleware Enterprise Manager. A security certification issue exists in Release 11.1.1.9 when you try to access web applications using Internet Explorer 11 with SSL.

To workaround this issue, on Windows, modify a registry setting using the `certutil` command to override the default RSA key length. By default, Internet Explorer allows only RSA 1024-bit keys. In Release 11.1.1.9, the public RSA key is 512 bits. To allow 512-bit keys, run the following command:

```
certutil -setreg chain\minRSAPubKeyBitLength 512
```

In addition, disable any security certificate mismatch warnings of your browser.

### 1.1.2 UMS Schema Purge Script is Now Available

A UMS schema purge script is available for your download and use. You can access the script and instructions for its use by contacting Oracle Support.

### 1.1.3 Permission Grants for Upgraded Domains

In order for Oracle User Messaging Service to run as a specific user, a code-based permission grant is required. This grant is pre-seeded in WebLogic domains that are created *after* the Fusion Middleware 11gR1 Patch Set 2 upgrade.

If you created a WebLogic domain prior to the Patch Set 2 upgrade, you must manually add this grant by running the following Oracle Platform Security Services (OPSS) WLST commands in online (connected) mode:

```
 wls:/mydomain/serverConfig>
grantPermission(codeBaseURL="file:${ums.oracle.home}/communications/modules/oracle.sdp.client_
11.1.1/-",
permClass="oracle.security.jps.JpsPermission",permTarget="IdentityAssertion",
permActions="execute")

 wls:/mydomain/serverConfig>
grantPermission(codeBaseURL="file:${ums.oracle.home}/communications/modules/oracle.sdp.messaging_
11.1.1/-",
permClass="oracle.security.jps.JpsPermission",permTarget="IdentityAssertion",
permActions="execute")
```

See *Oracle WebLogic Fusion Middleware Scripting Tool Command Reference* for information regarding `grantPermission`

### 1.1.4 XML File Handle Left Open after Upload Fails

If an error occurs when uploading a user messaging preferences XML file using the WLST `manageUserMessagingPrefs` command, the XML file handle is left open. On the Microsoft Windows platform, this file cannot be deleted until you exit the WLST shell.

### 1.1.5 Messages Metrics Rendered as Unavailable in the Performance Page for User Messaging Server

When no metric data is found (for example when no messages have been sent or received after server setup), the Metrics Performance page will display *Unavailable*. This is not a problem with the software, and the Performance reporting is operating properly. As soon as *Send* and *Receive* traffic exists, the Performance page will display results normally.

### 1.1.6 User Messaging Service URLs Unavailable After Restart

Upon restarting the User Messaging Service server (*usermessagingserver*) from Oracle Enterprise Manager Fusion Middleware Control or through Oracle WebLogic Console, you may get an error: `Error 503--Service Unavailable` when attempting to access any URLs served by the User Messaging Service server, such as the User Preferences UI (*/sdpmessaging/userprefs-ui*) or the various Web Services endpoints. This error occurs intermittently in cases when the Oracle WebLogic Server is heavily loaded (such as with a SOA instance). To work around this issue:

- Restart the User Messaging Service server again (two or more restarts may be required).
- If multiple User Messaging Service server restarts are not sufficient, then restart the entire Oracle WebLogic Server instance.

### 1.1.7 User Messaging Preferences User Interface Renders Improperly

Intermittent UI rendering errors have been reported in some languages, due to the generation of a corrupted .css file. If you experience problems, follow these steps to work around the issue:

1. Delete the cached, auto-generated .css file for the affected locale (or simply, all locales) on the server located at `DOMAIN_HOME/servers/<server_name>/tmp/_WL_user/usermessagingserver/<random_name>/public/adf/styles/cache` and restart the *usermessagingserver* application using Oracle Enterprise Manager Fusion Middleware Control. Have all users clear their browser caches.

   The next time the UI is accessed from a browser, a new .css file will be generated for the desired locale, and it is very likely that it will be a valid .css file. If not, repeat this process a couple of times.

2. If the previous solution does not work, disable content compression in the `web.xml` file of the User Preferences Web Module located at `DOMAIN_HOME/servers/<server_name>/tmp/_WL_user/usermessagingserver/<random_name>/sdpmessaginguserprefs-ui-web.war`. In particular, extract `web.xml`, add the following *<context-param/>* to it:

   ```
   <context-param>
     <param-name>org.apache.myfaces.trinidad.DISABLE_CONTENT_
   COMPRESSION</param-name>
     <param-value>true</param-value>
   </context-param>
   ```

   Then, re-archive it to the war module.

   Finally, restart the *usermessagingserver* application using Oracle Enterprise Manager Fusion Middleware Control.

### 1.1.8 UMS Cluster Failover May Lose Messages

Since XA is not supported for UMS in 11*g*R1PS6, UMS cluster failover may lose messages.

## 1.2 Configuration Issues and Workarounds

This section describes configuration issues and their workarounds. It includes the following topics:


- Section 1.2.1, "Enable Extension Driver after Upgrade"
- Section 1.2.2, "Preseeded Channel for Worklist and Pop-up Drivers Cannot be Removed"
- Section 1.2.3, "Worklist Driver Configuration"
- Section 1.2.4, "Migrate Custom Business Terms After PS3 Patch Set"
- Section 1.2.5, "Use Correct SSL Trust Store When Configuring Drivers"

- Section 1.2.6, "Email Notifications Sent Even if You Do Not Change Default Parameters in driverconfig.xml"

### 1.2.1 Enable Extension Driver after Upgrade

When you upgrade to the current release from 11.1.1.2 or 11.1.1.3, you must complete the following manual configuration steps in order to enable use of the Extension driver:

1. Stop all servers in the domain.
2. Add this .jar file to the classpath of the domain:

   ```
   $UMS_ORACLE_HOME/communications/modules/usermessaging-config_11.1.1.jar
   ```

   This can be done by modifying the `setDomainEnv.sh/setDomainEnv.cmd` in the domain's bin folder. That is, the POST_CLASSPATH variable is updated like this:

   ```
   POST_CLASSPATH="${UMS_ORACLE_HOME}/communications/modules/usermessaging-config_
   11.1.1.jar${CLASSPATHSEP}${POST_CLASSPATH}"export POST_CLASSPATH
   ```

3. From the template .jar file at `$UMS_ORACLE_HOME/common/templates/applications/oracle.ums_template_11.1.1.jar` extract the .xml files:

   ```
   /config/fmwconfig/usermessagingconfig.xml
   /config/fmwconfig/mbeans/ums-mbeans.xml
   ```

4. Copy these two .xml files into the domain's *config* and *fmwconfig* folders:

   ```
   $DOMAIN_HOME/config/fmwconfig/usermessagingconfig.xml
   $DOMAIN_HOME/config/fmwconfig/mbeans/ums-mbeans.xml
   ```

5. Start the servers.
6. Deploy the UMS Extension Driver by executing the WLST driver deployment command. For example:

   ```
   wls:/emsoa/serverConfig>
   deployUserMessagingDriver(baseDriver='extension',appName='extension',
   targets='soa_server1')
   ```

   The UMS Extension Driver is now enabled.

### 1.2.2 Preseeded Channel for Worklist and Pop-up Drivers Cannot be Removed

If you deinstall the Worklist or Pop-up driver, the preseeded channel for these drivers cannot be removed. The preseeded channel will remain available in your preference list.

### 1.2.3 Worklist Driver Configuration

While following the Worklist Driver configuration instructions, you may see that *Oracle User Messaging Service for SOA* in the Configuration Wizard is not selected, leading you to think that it is not configured and that you must select and configure it. This is not the case. The basic Oracle User Messaging Service is already configured, along with a few UMS drivers.

Continue to follow the documented instructions, and disregard the fact that the *Oracle User Messaging Service for SOA* option is unselected.

### 1.2.4 Migrate Custom Business Terms After PS3 Patch Set

After installing the PS3 patch set, you must re-create any custom-built business terms using Oracle Enterprise Manager Fusion Middleware Control. A copy of the custom-built business terms is available at: `$DOMAIN_HOME/config/fmwconfig/servers/<ServerName>/applications/usermessagingserver/configuration/businessterms.xml.bak`

Restart your servers after making any changes!

> **Note:** New, pre-seeded business terms have been introduced in this release. Do not overwrite the upgraded (PS3) file with a PS1 backup (the new terms will be lost, otherwise).

### 1.2.5 Use Correct SSL Trust Store When Configuring Drivers

Before configuring any User Messaging Service Driver (such as the Email Driver), to connect to a remote gateway using SSL, ensure that the SSL Trust Store is properly configured as described in "Configure Keystores" in *Oracle Fusion Middleware Oracle WebLogic Server Administration Console Online Help*.

Ensure that the value of the JVM system property (`javax.net.ssl.trustStore`) set in `$DOMAIN_HOME/bin/setDomainEnv.sh` (or Windows equivalent file) points to the correct trust store that you want to use.The Java Standard Trust Store is located at:

`$JAVA_HOME/jre/lib/security/cacerts` or `$BEA_JAVA_HOME/jre/lib/security/cacerts`

Note that with the default out-of-the-box configuration of SSL trust store, the UMS driver will not be able to connect to the Oracle Beehive Email Server over SSL. To resolve this issue, follow the instructions for using the correct SSL trust store. Replacing the `DemoTrust` keystore in the `setDomainEnv.sh` file (or Windows equivalent file) with the Java Standard SSL trust store will enable UMS email driver to connect successfully over SSL to the Oracle Beehive Email Server.

### 1.2.6 Email Notifications Sent Even if You Do Not Change Default Parameters in driverconfig.xml

Instructions for notification configuration include setting your outgoing server parameters. Please note that if you do not change the parameters (that is, if you leave the default setting unchanged), notifications may still be sent. This is expected behavior, but you should not rely on the default settings without verifying them. You should set your parameters to ensure that they are correct.