



Agile Customer Needs Management

Readme

v1.1

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Preface

Oracle's Agile PLM documentation set includes Adobe® Acrobat PDF files. The [Oracle Technology Network \(OTN\) Web site](http://www.oracle.com/technetwork/documentation/agile-085940.html) <http://www.oracle.com/technetwork/documentation/agile-085940.html> contains the latest versions of the Agile PLM PDF files. You can view or download these manuals from the Web site, or you can ask your Agile administrator if there is an Agile PLM Documentation folder available on your network from which you can access the Agile PLM documentation (PDF) files.

Note To read the PDF files, you must use the free Adobe Acrobat Reader version 9.0 or later. This program can be downloaded from the [Adobe Web site](http://www.adobe.com) <http://www.adobe.com>.

The [Oracle Technology Network \(OTN\) Web site](http://www.oracle.com/technetwork/documentation/agile-085940.html) <http://www.oracle.com/technetwork/documentation/agile-085940.html> can be accessed through **Help > Manuals** in both Agile Web Client and Agile Java Client. If you need additional assistance or information, please contact My Oracle Support (<https://support.oracle.com>) for assistance.

Note Before calling Oracle Support about a problem with an Agile PLM manual, please have the full part number, which is located on the title page.

TTY Access to Oracle Support Services

Oracle provides dedicated Text Telephone (TTY) access to Oracle Support Services within the United States of America 24 hours a day, 7 days a week. For TTY support, call 800.446.2398. Outside the United States, call +1.407.458.2479.

Readme

Any last-minute information about Agile PLM can be found in the Readme file on the [Oracle Technology Network \(OTN\) Web site](http://www.oracle.com/technetwork/documentation/agile-085940.html) <http://www.oracle.com/technetwork/documentation/agile-085940.html>.

Agile Training Aids

Go to the [Oracle University Web page](http://www.oracle.com/education/chooser/selectcountry_new.html) http://www.oracle.com/education/chooser/selectcountry_new.html for more information on Agile Training offerings.

Accessibility of Code Examples in Documentation

Screen readers may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, some screen readers may not always read a line of text that consists solely of a bracket or brace.

This documentation may contain links to Web sites of other companies or organizations that Oracle does not own or control. Oracle neither evaluates nor makes any representations regarding the accessibility of these Web sites.

Introduction

This chapter includes the following:

▪ Install and Test Notice	1
▪ Obtaining Software	1
▪ Welcome to CNM.....	2
▪ How to Find Documentation for CNM	2
▪ What's New	2

Install and Test Notice

Important Install and test this release on a designated development server before installing it on your production environment. Your development environment should mirror your production environment as closely as possible to provide accurate testing results. It is important to validate the installation of this release, and confirm your integrations are working correctly as part of your minimum due diligence. Any problems or questions noted during your development system testing should be resolved before installing this release on your production environment.

Obtaining Software

Oracle products are distributed as Media Packs. A Media Pack is an electronic version of the software. Refer to the Media Pack description or the list of products that you purchased on your Oracle ordering document. Then, view the Quick Install Guide License List to help you decide which Product Pack you need to select in order to search for the appropriate Media Pack(s) to download. Prior to downloading, verify that the product you are looking for is in the License and Options section of the E-Pack Readme. Oracle recommends that you print the Readme for reference.

Download the required Media Pack contained in the Product Pack from the Oracle E-Delivery web site (<http://edelivery.oracle.com>) as specified below:

1. Oracle Agile Applications Product Pack (Agile Customer Needs Management Release 1.1 Media Pack)
2. Oracle Fusion Middleware Product Pack (Oracle Fusion Middleware 11g Release Media Pack contains Oracle WebLogic Server 11g R1. Oracle Enterprise Content Management 10g Release 3 Media Pack contains Oracle Content Server 10g R3.)
3. Oracle Database Product Pack
4. Oracle AutoVue Product Pack (Oracle AutoVue 20 Media Pack and Oracle AutoVue Integrations 19.3 Media Pack which contains Oracle AutoVue VueLink for Universal Content Management)

There will be an itemized part list within each of the packs and you will need to download all items in order to have the complete download for the desired Oracle Agile release.

All Oracle E-Delivery files have been archived using Info-ZIP's highly portable Zip utility. After downloading one or more of the archives, you will need the UnZip utility or the Winzip utility to extract the files. You must unzip the archive on the platform for which it was intended. Verify that the file size of your downloaded file matches the file size displayed on E-Delivery. Unzip each Zip file to its own temporary directory.

For more information, see the *CNM Implementation Guide*.

Welcome to CNM

Customer Needs Management (CNM) is a product that helps you transform market requirements into products. Those requirements can come in from a number of sources such as CRM, Quality or other enterprise applications or detailed documents received from customers, and so on. CNM offers a platform on which Product and Project owners can capture, filter, refine, collaborate on, prioritize and eventually incorporate those requirements into products.

How to Find Documentation for CNM

The Oracle Agile documentation set is found at this Web site:

<http://www.oracle.com/technetwork/documentation/agile-085940.html>.

What's New

This release introduces several new features and enhancements to the Agile CNM application.

- There is a functionality for assigning reviews of objects to users designated as team members for signoff approvals and rejections with the **Send For Review** button.
- Notifications are sent for specific activities related to objects that alert users when actions have taken place or that they need to take action, including objects sent for review.
- The **Home** page has a multiple tab user interface with **Home**, **Browse**, **Administration** and individual object tabs available for easier navigation. By default, **Home** and **Browse** appear as tabs when a user logs in.
- The **Home** page also has a **My Pending Reviews** area where objects with pending signoff actions display for a user.
- A **Rich Text** attribute for objects enables users to add and edit rich text content with images and hyperlinks.
- **Attachments and References** has a check mark indicator to let users know that the associated attachment or reference fulfills a requirement.
- Each object has a **See Also...** section where similar objects display to help users see correlation between objects.
- The **Structure View**, accessed through the **Explorer** area, has an in-line editing ability to

streamline making attribute changes for related objects.

- Search results throughout CNM have a right-click copy and paste to an internal clipboard for easily building structures in the **Explorer** area of an object.
- Search results also have a filtering capability by using the **Query By Example** button.
- The **History** log shows a baseline hyperlink to objects related to a Save As action.

<p>Important For a secure deployment of CNM there are recommended steps that need to be taken. Please see the CNM <i>Implementation Guide</i> for more details.</p>
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Known Issues

This chapter includes the following:

- Known Issue Disclaimer 5
- Administration 5
- Object Functions 5

This section contains a list of known issues for this release. These were deferred from this release, but may be fixed in a future release. Numbers in this section are for Oracle Agile internal use only.

Known Issue Disclaimer

This list of Known Issues consists of those found at the time of the initial release. The product may have additional issues found after the initial release and therefore this list is subject to change and is not always comprehensive. Oracle support will continue to track known issues of this product release found on My Oracle Support. Please check for updates at <https://support.oracle.com>.

Administration

10360516

Administration

Issue: The administrator cannot navigate away from a page that generated a system error message without resolving the issue because the error message will continue to generate repeatedly.

Workaround: There is no workaround solution available.

10360835

Administration

Issue: The administrator cannot set a list to a null value for a list flex field once the association is made to an object type.

Workaround: There is no workaround solution available.

Object Functions

10127568

Core Objects

Issue: From the dropdown menu navigations, the user cannot shift the highlight focus from one object to the object directly next to it.

Workaround: There is no workaround solution available.

10207333 & 10371461

Core Objects

Issue: The object structure in the **Explorer** area does not expand by default in many cases when you open an object (from certain areas of CNM) that has no structure and then open another object with a structure hierarchy.

Workaround: The user can expand an object with a structure and then the next objects will open with an expanded structure by default. There is no workaround solution available for the initial object problem.

10219160

Core Objects

Issue: If a user has an object open in an active tab and changes the object name, even though the user clicks **Save**, the tab title does not automatically refresh with the newly saved object name.

Workaround: The user needs to close the object tab after the save operation and then re-open that object as a new tab, where the updated object name will appear as the tab title.

10255567

User Interface & Usability

Issue: In the **View Structure** of an object, if a user shifts focus by tabbing through the cells and is on a dropdown list attribute, then using the up/down arrow buttons on the keyboard incorrectly takes the focus from the dropdown list options to the cell in the next row.

Workaround: There is no workaround solution available.

10308581

Attachments & References

Issue: A user cannot add an Item and a Project that have the same name to the same object under **Attachments and References**.

Workaround: There is no workaround solution available.

10324899

Core Objects

Issue: From the **Explorer** area, if you click **Add**, search for objects, select more than 100 objects and drag and drop them onto the structure of the currently open object the action fails.

Workaround: After selecting the objects you want to add, click the **OK** button. Do not drag and drop.

10328020

Searches

Issue: On a Search table, if a user has entered a filter term and then clicks the filter input box to enter a new term the entire text is highlighted and the user cannot change the filter term.

Workaround: The user can remove the entered value and retype to change the filter term.

10373861

Core Objects

Issue: When a user drags and drops objects to add to a structure the auto scrolling does not work.

Workaround: Drag and drop the objects to the nearest object in the structure and scroll and again drag and drop to the destination object.

10386896

User Interface & Usability

Issue: When a user clicks **View** from the **Explorer** area, using the keyboard **Tab** button shifts the cursor focus from the **View** table to the browser and application buttons.

Workaround: There is no workaround solution available.

10395566

Core Objects

Issue: A user can perform a Save As operation of an object with disabled object types within its structure at a higher level of hierarchy.

Workaround: There is no workaround solution available.

11077713

Core Objects

Issue: When a user resets a signoff of another user the record of the last signoff performed should always display for the user to see.

Workaround: There is no workaround solution available.

11711264

User Interface & Usability

Issue: A user can create an object with a valid name character (/) that is an invalid search character, which means searching for the object returns an error because of the invalid (/) character.

Workaround: There is no workaround solution available.

11777233

Searches

Issue: Running a search that has a stopword as the last word of the search term does not work because the Full Text Search mistakenly uses that last word as a search term even though it is a stopword, causing an issue with the results.

Workaround: The user needs to order the words of the search query to not have a stopword as the last word of the search term.
