



# **Agile Customer Needs Management**

Readme

v1.1

Part No. E18699-02

July 2011

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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.

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**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>.

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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.

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**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.

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## 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](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:**

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## 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.

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.

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

**This chapter includes the following:**

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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

10165731

### *Administration Settings*

**Issue:** THE WEB CLIENT URL IN ADMIN->SYSTEM SETTINGS HAS TO WORK FROM A BROWSER

**Root Cause:** The administrator must ensure the link specified in Web Client > Admin > System Settings is accessible from browser.

**Workaround:** If not, the administrator must use a link with IP address that can be successfully accessed from browser.

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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.

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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.

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## Object Functions

9501960

### *Core Objects*

**Issue:** CNM does not display the complete and correct BOM structure in a Reference search result table when there are duplicate parts in the BOM.

**Workaround:** There is no workaround solution available.

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9501960

### *Core Objects*

**Issue:** CNM USER IS PROMPT FOR LOGIN CREDENTIAL WHEN TRYING TO VIEW FILE

**Root Cause:** The SSO does not support A9 and CNM servers running in different sub-domains.

**Workaround:** Add different sub-domain support in config.xml under \$CNM\_HOME/cnmdomain/config. Set the value of XML node <ext:agile-domain> to the parent domain that covers both the CNM server and the A9 server. Remember to put an extra dot (".") before the domain name. By default, the value of this node is empty. Therefore CNM will use the most specific domain name from the A9 URL.

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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.

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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.

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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.

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10228385

*User Interface & Usability*

**Issue:** MENUS – THERE ARE HIGHLIGHTING PROBLEMS WHILE PERFORMING MOUSE-OVER AND SELECTING OF OPTIONS.

**Root Cause:** On all the menus, when you mouse-over, after one option is highlighted, even if you move the cursor away, the focus remains on the old option and it is misleading as to which option was just clicked.

For example, on the Object Details page > More Actions menu, if you mouse-over Save As and then mouse-over Delete, it is seen that Save As is still highlighted, but if you click, the Delete action is enacted by the software.

**Workaround:** N/A.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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11669608

*Searches*

**Issue:** QUICK SEARCH DOES NOT WORK FOR CHINESE CHARACTER, NOR FOR SOME ATTRIBUTES IN ADVANCED SEARCH

**Root Cause:** Quick search (Full Text Search) does not work for Chinese character if the character(s):

1. is/are not at the beginning of a paragraph; or
2. is/are immediately followed by a punctuation mark.

The same is true for for Name/Number/Description in Advanced Search.

**Workaround:** The user must add the wildcard "%" before the character.

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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.

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11777233

*Searches*

**Issue:** Running a search that has a "stop" word 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 stop word, causing an issue with the results.

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

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