



Agile Product Lifecycle Management

Customer Needs Management Readme

v1.2

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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.

CNM 1.2 Readme

This chapter includes the following:

▪ Installing and Testing CNM 1.2.....	1
▪ How to Find Documentation for CNM	1
▪ What's New In CNM Rel. 1.2	1

Installing and Testing CNM 1.2

To install CNM 1.2, download *CNM Implementation Guide*, which includes full Application Installation instructions. The URL to CNM documentation is below.

Installation Test Notice

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 to confirm your integrations are working correctly as part of your due diligence. Any problems or questions noted during your Development system testing should be resolved before installing this release on your Production environment.

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>.

The manuals that document Agile CNM in this product release are:

- *CNM Readme*
- *CNM Implementation Guide* (including Installation)
- *CNM User and Administration Guide*
- *CNM Web Services Guide*
- *CNM Security Guide*

What's New In CNM Rel. 1.2

The following improvements are added to CNM 1.2.

- **CNM Integration with PQM and PCM:** CNM is now integrated with two more Agile PLM solutions, Product Quality Management and Product Cost Management. In support of this, Problem Reports (PQM) and Prices (PCM) can now be added to References.

Integration of CNM with Product Collaboration and Product Portfolio Management was already established: Items (PC) and Projects (PPM) can be added to References.
- **Promotion:** Also supporting integration of CNM with PLM solutions, CNM business objects, such as Requirements, can be promoted to the product record as Documents.
- **Customer and Product Line:** Two fields have been added to the Object Details page in CNM objects: Customer and Product Line. They are enabled with AutoComplete feature (also called TypeAhead), where the system prompts from existing values of the attribute and you choose from the offered list. (Tags were enabled with AutoComplete in previous CNM.)
- **Web Services in CNM:** Web Services have been added; these are documented in *CNM Web Services Guide*.
- **Cluster:** The CNM solution can now be set up in a clustered environment; this is documented in *CNM Implementation Guide*.

Resolved Issues

This chapter includes the following:

This chapter lists issues that were resolved during this release.

10259875

Issue: NOT ABLE TO MOVE THE CURSOR WITH LEFT/RIGHT KEY IN QBE TEXT BOXES

Resolution: The issue has been resolved with ADF upgrade.

11669218

Issue: SIGNOFF'S STATUS ICON NEXT TO MESSAGE IN OBJECT'S HEADER IS MISSING

Resolution: Fix confirmed in CNM1.2.

Known Issues

This chapter includes the following:

- Known Issue Disclaimer 5

This chapter 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>.

12879390

Issue: THE FAILOVER ON CLUSTER SETUP FOR CNM1.2 IS SHOWING UP ON A LOGIN PAGE

13454518

Issue: OBJECT PART OF A STRUCTURE CAN BE PUBLISHED BY NON-TEAM MEMBER

13458359

Issue: CONTEXT-SENSITIVE HELP FROM UPK (USER PRODUCTIVITY KIT) IS NOT WORKING

13507442

Issue: NOT ABLE TO INCLUDE SPECIAL CHARACTERS LIKE "@" IN USERNAMES IN CNM1.2

