

# **Oracle Utilities Customer Self Service**

Release Notes

Release 2.1.0 Service Pack 1

**E24863-07**

April 2014

Oracle Utilities Customer Self Service Release Notes

Release 2.1.0 Service Pack 1

E24863-07

April 2014

Copyright © 2011, 2014, Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

---

---

## Table of Contents

Preface.....	4
Audience .....	4
Additional Resources .....	4
New in This Release .....	5
Known Issues and Workarounds.....	6

# Chapter 1

---

## Preface

This document describes new features and functionality available in Oracle Utilities Customer Self Service version 2.1.0.1, as well as known issues identified in this release.

## Audience

This document is intended for anyone installing or using Oracle Utilities Customer Self Service version 2.1.0.1.

## Additional Resources

The *Oracle Utilities Customer Self Service Installation Guide* and the *Oracle Utilities Customer Self Service Installation Guide* provide information on product installation/uninstallation, requirements, configuration, and administration.

**Note:** This document and the documentation mentioned above is subject to revision and updating. For the most recent version of this and related documentation, as well as information on functionality and known issues for other Oracle products that may be required for installation and proper functionality of this product, check the [Oracle Utilities Documentation](http://www.oracle.com/technetwork/apps-tech/utilities/documentation/index.html) area on the Oracle Technology Network (OTN) web site (<http://www.oracle.com/technetwork/apps-tech/utilities/documentation/index.html>).

# Chapter 2

---

## New in This Release

This section provides high-level descriptions of new features and functionality available in Oracle Utilities Customer Self Service Release 2.1.0.1. For details on these and other supported features and improvements in this release, consult the implementation and installation guides that accompany the product.

Functional Area	Feature
Base Application	<ul style="list-style-type: none"><li>Email Address Confirmation and Validation</li><li>CSR View Enhancements</li></ul>
Customer Service Management	<ul style="list-style-type: none"><li>Enhanced Rate Comparison</li></ul>
Commercial Account Management	<ul style="list-style-type: none"><li>Multiple Account Financial History Usability Enhancements</li></ul>
Mobile Access	<ul style="list-style-type: none"><li>RESTFUL services for mobile application frameworks</li></ul>

# Chapter 3

## Known Issues and Workarounds

This section describes known issues in Oracle Utilities Customer Self Service at the time the product was released. Single fixes for these issues will be released at a later date.

Bug Number	Component Impacted	Known Issue/Workaround
18224950	Forms Management	The maximum file size for file uploads is 5MB.
18643995	Mobile application - registration	<p>An error is displayed when the Submit button is clicked in a confirmation page. This error is visible to mobile users only, and only in cases in which email validation is enabled.</p> <p><b>Workaround :</b></p> <p><i>Either:</i></p> <ul style="list-style-type: none"><li>Set the configuration property(SS_CONFIGURATION) to enable.email.validation = 'N' This enables the registration process without email validation.</li></ul> <p><i>Or</i></p> <ul style="list-style-type: none"><li>Change the Resource (SS_RESOURCE)for MOB_B_VALIDATE_EMAIL_URL to: <code>http://portalservername:port/OUCSSPortal/faces/oracle/ugbu/ss/portal/pages/public/ValidateEmail.jspx?genConfirmID=</code> through which the <b>emailId</b> can be validated through the OUCSSPortal.</li></ul> <p>When complete, flush the cache and restart the managed server for Mobile.</p>
17405041	Forms Management	<p>If you make changes or updates to information in the Forms Management Update Portlet and then navigate to another screen without saving, no warning is given that the changes or updates you made remain unsaved.</p> <p><b>Workaround :</b></p> <p>Save changes to the form before navigating to another screen.</p>

---

18636138	OUCSS taskflows in a custom application	<p>Two files, jar-adf-config.xml and jar-connections.xml, are reported as missing during packaging of some custom applications. This issue affects only customers consuming OUCSS taskflows in a custom application. It does not impact customers using the OUCSS Portal, OUCSS Web Application, or extend.oucss.portal.</p> <p><b>Workaround :</b></p> <p>Note: Updating a jar manually can be time consuming and must be performed with caution to avoid errors.</p> <ol style="list-style-type: none"><li>1 Tokenize connections.xml.</li><li>2 Deploy each OUCSS module separately using JDeveloper.</li><li>3 Move jar-*.xml to jars in RC.</li></ol>
----------	---	--

---