

# **Oracle® Utilities Work and Asset Management**

Release Notes

Release 1.9.1.3.1

February 2020

Oracle® Utilities Work and Asset Management Release Notes for Release 1.9.1.3.1,  
Doc v1 rev.0 2/25/20

Copyright ©1986, 2020, Oracle and/or its affiliates. All rights reserved.

Primary Author: TUGBU Documentation

Contributing Author: n/a

Contributor: n/a

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, then 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 about 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 unless otherwise set forth in an applicable agreement between you and Oracle. 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, except as set forth in an applicable agreement between you and Oracle.

---

# Contents

<b>Preface.....</b>	<b>4</b>
Audience .....	4
Related Documents .....	4
User Documentation.....	4
Installation Documentation .....	4
About the Release.....	4
New Installations.....	4
Supporting Docs.....	5
Knowledge Base Articles.....	5
Conventions.....	5
<b>Supported Platforms and Hardware Requirements .....</b>	<b>6</b>
Supported Platforms .....	6
Client Operating System Specific.....	7
Application Server Specific .....	7
Integrations.....	7
VM Products .....	7
Notes .....	7
Support for Software Patches and Upgrades .....	8
<b>Release Notes .....</b>	<b>9</b>
About This Release.....	9
11G Database Support.....	9
Charts Server and Thumbnails .....	9
Oracle Forms Patches .....	10
Previous Patches .....	10
Unwrapped Database Procedures .....	10
Integration Information.....	10
Oracle Utilities Work and Asset Management Product Integrations .....	10
Desupported Integrations.....	10
Known Issues .....	11
General Issues .....	11
Oracle 11G Database .....	11
General Browser Issues .....	12
Internet Explorer .....	12
UNC, Attachments, and Java Runtime Environment 1.6.0.24 or higher .....	12
Linux Client .....	12
Report Engine .....	13
Report Builder.....	13
Oracle Java Security and Forms Application Startup.....	13
Fixes and Enhancements.....	14

---

# Preface

This document contains release notes describing enhancements and repairs to this release of Oracle Utilities Work & Asset Management. Items are sorted by subsystem and module, then by Bug DB number.

## Audience

These release notes are intended for anyone installing or using Oracle Utilities Work and Asset Management Release 1.9.1.3.1.

## Related Documents

For more information on this release, refer to the following related documentation. Please ensure that you are using the appropriate guide based on whether you are installing on Windows or Linux Application Server.

### User Documentation

Please visit the UGBU Documentation portal for Oracle Utilities Work and Asset Management user documentation:

[http://docs.oracle.com/cd/E55384\\_01/index.htm](http://docs.oracle.com/cd/E55384_01/index.htm)

- *Oracle Utilities Work and Asset Management Configuration Guide*
- *Oracle Utilities Work and Asset Management Online Help*
- *Oracle Utilities Work and Asset Management User Guide*
- *Oracle Utilities Work and Asset Management Customization Guide*

### Installation Documentation

#### About the Release

- *Oracle Utilities Work and Asset Management Quick Install Guide for Release 1.9.1.3.1*
- *Oracle Utilities Work and Asset Management Release Notes Guide for Release 1.9.1.3.1*
- *Oracle Utilities Work and Asset Management Upgrade Installation Guide on Linux for Release 1.9.1.3.1*
- *Oracle Utilities Work and Asset Management Upgrade Installation Guide on Windows for Release 1.9.1.3.1*

#### New Installations

- *Oracle Utilities Work and Asset Management Installation Guide for Release 1.9.1.3 on Linux OS Application Server*  
*New installation on WebLogic / Linux OS*
- *Oracle Utilities Work and Asset Management Installation Guide for Release 1.9.1.3 on Windows OS Application Server*  
*New installation on WebLogic / Windows OS*

### Supporting Docs

- Oracle WebLogic Server Product Documentation:  
<https://docs.oracle.com/middleware/12213/cross/installtasks.htm>

### Knowledge Base Articles

Please access <https://support.oracle.com> to find related knowledge base articles.

- Support for Add-ons: Article ID 1336258.1
- Changing the Default Download Directory For Forms WebUtil Client Files: Article ID 783937.1

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<i>italic</i>	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.

---

# Supported Platforms and Hardware Requirements

This section provides information regarding the operating systems and servers on which this release has been tested and certified.

## Supported Platforms

The installation has been tested on many operating system, application server, and database server combinations. See below for details on the browser, operating system and application server combinations on which this release has been tested. If you are consulting this matrix in between releases (including service pack and patch releases), you should contact customer support for the most up to date version.

Operating System	Chipset	Application Server	Database Server	Client Operating System
*AIX 7.1 TL4 (64-bit)	Power 64-bit	Not Supported	Supported Oracle Database versions include 11.2.0.3 Standard or Enterprise Edition	Microsoft Windows 10 x86 (64-bit)
Oracle Linux 5.8, 6.5+, 7.x (64-bit)	x86_64	Weblogic Server 10.3.6 Forms 12c 12.2.1.3	and	Oracle Linux 5.8, 6.5+, 7.x (64-bit)
Red Hat Enterprise Linux 5.8, 6.5+, 7.x (64-bit)				
*Oracle Solaris 11 (64-bit)	SPARC	Not Supported	Oracle Database 12c Standard or Enterprise Edition	
Microsoft Windows 2012 Standard R2 (64-bit)	x86_64	Weblogic Server 10.3.6 Forms 12c 12.2.1.3	12.1.0.2.0 - 64bit Production	
Microsoft Windows 2016 Standard (64-bit)	x86_64	Weblogic Server 10.3.6 Forms 12c 12.2.1.3	and Oracle Database 12.2 Standard or Enterprise Edition and Oracle Database 19C Standard or Enterprise Edition	

## Client Operating System Specific

### Browsers

- Internet Explorer 11 (32-bit)

### Java

- Java Runtime Environment (JRE) / Java Virtual Machine (JVM) Plug-in for Browser  
This list reflects the highest supported versions. Refer to the community website for a full list.
- 1.8.0\_144-b01 (32-bit)
- 1.8.0\_151-b12 (32-bit)

## Application Server Specific

### Java

- JDBC Driver 11.2.0.2.0 (WebLogic)
- JDK 1.7.0\_80+

Refer to "Approach B" in the following Knowledge Base article on My Oracle Support for information about upgrading the JDK to this version:

[https://support.oracle.com/epmos/faces/DocumentDisplay?\\_afLoop=399470558020110&id=1309855.1&\\_afWindowMode=0&\\_adf.ctrl-state=syr7qt0gx\\_4](https://support.oracle.com/epmos/faces/DocumentDisplay?_afLoop=399470558020110&id=1309855.1&_afWindowMode=0&_adf.ctrl-state=syr7qt0gx_4)

## Integrations

- Barcode
  - RFGGen v3.2.1.28
  - Loftware 9.5
- GIS - ESRI ArcGIS 10.2
- GIS - Oracle MapViewer 10.1.3.4
- Microsoft Project 2007
- Oracle Business Intelligence Publisher 11g Release 1 (11.1.1.7.0)
- Oracle Business Intelligence v2.4.0
- Oracle Integration Pack for Oracle Utilities Field Work v3.1
- Oracle Integration Pack for Oracle Utilities Field Work v12.1
- Primavera 8.3

## VM Products

- Oracle VM 3.x

## Notes

- Oracle Utilities Work and Asset Management discontinued support and releases of applications on Oracle Application Server (OAS) in release 1.9.1 due to the de-support of this platform by the Oracle Server Group as of December 2012.
- Forms Premier Support has ended as of June 2014. Refer to Oracle Forms/Reports 11gR1 (11.1.1.x) Premier Support Ends (Doc ID 1680259.1) on <https://support.oracle.com>.
- ESRI ArcIMS and ESRI ArcMAP are no longer supported as of release 1.9.1.2.2.
- Oracle VM may be used to create a virtual machine for either the database or application server operating system. Refer to the Oracle VM Release documentation for more information about using Oracle VM.
- Barcoding and Chart server add-on applications do not run on Linux. Please refer to knowledge base article ID 1336258.1 on <https://support.oracle.com> for more information.

- Fine Grain Access functionality requires Enterprise Edition Database Server.
- \* If your database server is installed on AIX, HP or Solaris, please refer to the database support document for these servers.
- You can also refer to the Oracle Utilities Work and Asset Management community website for more information on this release and interaction with the application community.  
[https://communities.oracle.com/portal/server.pt/community/work\\_and\\_asset\\_management/527](https://communities.oracle.com/portal/server.pt/community/work_and_asset_management/527)

## Support for Software Patches and Upgrades

Due to the ongoing nature of software improvement, outside vendors and other Oracle products will issue patches and service packs for the operating systems, application servers and database servers on top of specific versions that Oracle Utilities Work and Asset Management has been tested with. If it is necessary to apply an upgrade, please do that in a test environment prior to updating the Oracle Utilities Work and Asset Management production environment.

Always contact Oracle support prior to applying vendor updates that do not guarantee backward compatibility.



---

---

# Release Notes

These release notes contain the following sections:

- [About This Release](#)
- [Integration Information](#)
- [Known Issues](#)
- [Fixes and Enhancements](#)

## About This Release

Refer to the quick install guide and installation guide for information regarding supported platforms and installation steps.

Please visit My Oracle Support (<http://support.oracle.com>) for the most recent service packs and/or patches for this release to ensure you have the most current version of this product.

This release introduces new versions of Oracle Weblogic Server (12.2.1.3) and Oracle Forms and Reports (12.2.1.3). As such, it is a recompilation of the latest Oracle Utilities Work and Asset Management 1.9.1.2 code line.

This release requires a complete new install of the 1.9.1.3 application. The database can be upgraded to 1.9.1.3 from any 1.9.1.2.x version.

All updated described in the release notes from previous 1.9.1.2.x releases are included in this new version.

## 11G Database Support

If you are upgraded to the Oracle Database 11g, a special script is required to allow email and product integration URLs to be successful as in older versions of the database (8, 9i, 10g). Follow the instructions in the *Oracle Utilities Work and Asset Management Upgrade Installation Guide* to meet this requirement.

Please refer to the Oracle 11g DBMS documentation located on [support.oracle.com](http://support.oracle.com) for more details on how to restrict unwanted URLs.

## Charts Server and Thumbnails

In Release 1.9.1, functionality to support chart thumbnails was removed due to Microsoft desupport of XP Web Components. As a result, charts are still supported with the following provisions:

- Chart thumbnail generation of charts on the home page is no longer supported. This functionality was replaced with static images that represent the chart graphic. Clicking the static image launches the corresponding chart.

Office Web Components (required for thumbnail generation) are no longer supported on IIS Servers since they cannot run on a 64-bit environment

- Oracle Utilities Work and Asset Management uses XP Office Web Components to display the main chart. This is available and downloaded from Microsoft.
- Users can use existing charts, and can create new charts using Office XP or Office 2003. Later versions of Office do not support these features.

## Oracle Forms Patches

If there are any Oracle Forms patches that need to be applied prior to upgrading, these are indicated in the [Known Issues](#) section.

## Previous Patches

If you have recently applied a patch, please review these notes carefully to verify that your patch is included in this release. In rare cases, when a patch is requested close to the release date for the next software distribution, there may not be time to include the patch content in the general release. Functionality may be impacted if you apply a release that does not include a previously deployed patch. Check with Customer Support to verify the status of a particular item.

## Unwrapped Database Procedures

This release of Oracle Utilities Work and Asset Management includes database procedures that are no longer wrapped to encode the programs. This was provided to allow customers to better understand the business logic that happens within various procedures so that it is easier to integrate Oracle Utilities Work and Asset Management with other products. These procedures are provided as a reference resource only. They should not be altered as they are an important part of the Oracle Utilities Work and Asset Management Base application and changing them will cause adverse affects to the application.

# Integration Information

The following integrations are supported in this version of Oracle Utilities Work and Asset Management:

## Oracle Utilities Work and Asset Management Product Integrations

- **Integration with Oracle Utilities Advanced Spatial Analytics, 2.4.1**  
Please refer to the documentation released with Oracle Utilities Advanced Spatial Analytics for more information.
- **Oracle Integration Pack for Oracle Utilities Field Work 3.1 and 12.1**  
This integration can be downloaded on the Oracle Software Delivery Cloud. Search for “Oracle Process Integration Pack for Utilities Field Work”.
- **Oracle Utilities Work and Asset Management Integration to Primavera P6 Enterprise Project Portfolio Management**  
This integration can be downloaded on the Oracle Software Delivery Cloud. Select **Product Pack** “Oracle Application Integration Architecture” then select “Oracle Utilities Work and Asset Management Integration to Primavera P6 Enterprise Project Portfolio Management Release V11.1.0.0.0 Media Pack”.

## Desupported Integrations

The Oracle Utilities Customer Care and Billing Integration to Oracle Utilities Work and Asset Management is no longer supported. This legacy integration was deprecated with the release of Oracle Utilities Customer Care and Billing 2.3.1 and Oracle Utilities Work and Asset Management 1.9 and was not certified with these versions.

Support continues for existing customers currently using or implementing this integration (i.e. address product defects related to this legacy integration). However the integration will not be enhanced or supported going forward therefore, we strongly discourage using this integration for new implementations. Existing customers can continue to leverage the integration patterns that were formerly delivered with the edge applications. However, please be advised that it will be necessary to maintain these as custom interfaces when upgrading to newer versions of the applications. Alternatively, customers can evaluate Oracle Integration Pack for Oracle Utilities Field Work, as the productized solution. The Field Work integration is generally more robust, configurable, and extensible than the older integration.

## Known Issues

This section describes known issues in Oracle Utilities Work and Asset Management Release 1.9.1.3.1 at the time of release. Fixes for these issues will be released as they become available.

### General Issues

- Required for all installations: Prior to upgrading, install Forms patch 19933795 (Add caller-allowable-codebase to forms client jars (e.g. frmall.jar) manifest)  
Available on <https://support.oracle.com>
- 16874363 - CU Updates to Active Task with Header at Planning Allowed  
Estimated Quantity, CU Function and CU Difficulty fields can be updated when the Task is in Active status and the Work Order header status is in Planning status.  
Bug: 19190790
- 17960789 - Work Request Approval Log Record Not Created for Pending Approval to Work Order  
The system does not log approval if the status is changed from Pending Approval to Work Order status.  
Bug: 19190752
- 18309319 - Adding Task Failure Summary Information through the Wizard Deletes Existing Code  
Multiple failure data rows must be entered in the Work Order > Closeout Summary > Asset Failure Summary. Entering new data in the Task Progress Wizard will overwrite existing data.  
Bug: 19190704
- Error When Opening PLL Forms After Installation: FRM-40735 and ORA-06508 errors raised when you exit from a Called Form with attached libraries.

Please refer to Document ID: 1170133.1 on [my.oracle.support.com](http://my.oracle.support.com) for more information.

- SSL and JRE 8: Some versions of JRE 8 will not work with SSL. JRE settings must be modified in order for the forms jar file to load.

Please refer to Document ID: 1675195.1 on [my.oracle.support.com](http://my.oracle.support.com) for more information.

### Oracle 11G Database

- 11G databases contain user profile features not related to Oracle Utilities Work and Asset Management that can still affect an Oracle Utilities Work and Asset Management user's ability to log in.

If users experience problems logging in, one possible cause is that the 11G default profile has an expiration of 180 days. Make sure that the PASSWORD\_LIFE\_TIME

setting for the applicable database profile is consistent with Oracle Utilities Work and Asset Management password expiration settings.

Consult Oracle 11g Database documentation (available on [my.oracle.support](http://my.oracle.support)) for details.

## General Browser Issues

- To support readability and accessibility compliance, style changes have been made to specify a relative size rather than a fixed font in web browsers. This allows different text elements to increase or decrease in size proportion based on generic web settings. In some versions users might see an increase in font size on some screens. To fix this issue, adjust the zoom setting:

**Internet Explorer:** View > Zoom (set percentage as appropriate)

## Internet Explorer

- When new browser windows are opened from forms, they may appear behind the current window. For example, when opening Advanced Options windows, Export Results of Search, or opening Online Help the newly opened window may not automatically appear in the forefront of the screen.
- Security features prevent charts from opening. There are 2 settings that can be changed to work around this issue. One setting is to allow the chart to run, and the second setting is to disable the warning dialogs. It is recommended that these changes are limited to trusted sites or the local intranet:
  - In Internet Explorer select Tools > Internet Options.
  - Select the Security tab.
  - Click the Custom Level button.
  - Under Miscellaneous - "Access data sources across domains" -- set to Enable instead of prompt (prompts are the warning dialogs).
  - Under User Authentication, Logon - "Automatic logon with current user name and password" -- set to "Automatic logon with current user name and password."

## UNC, Attachments, and Java Runtime Environment 1.6.0.24 or higher

- UNC file paths are not certified or supported in Oracle Utilities Work and Asset Management.

After upgrading JRE to version 1.6.0.24 or higher, you may encounter security exceptions while viewing or printing attachments in Oracle Utilities Work and Asset Management. This error occurs because on JRE v1.6.0.24 or higher, webutils will not access UNC file path names. You can resolve the issue by updating all Document module records and Links/News that have UNC path names to reference a server file path or a URL.

## Linux Client

- To ensure that mouse focus works properly on Linux client, you must modify the basewam.html file to delayTime=1000 and delayTries=5. These additional settings in the file are meant for specific environments that require further delays to allow Java and Forms to load before a Forms request is made. By default, there is minimum to no delay.
- Different desktop screen resolutions affect the Forms applet font sizes and placement of items on canvases. The recommended screen resolution on a Linux client is 1280 x 1024.

- The following features which require client-side file manipulation do not currently function on a Linux client:
  1. Viewing, Uploading, Downloading and Printing documents and attachments
  2. Using RFQ Import/Export wizard features
  3. Launching third-party applications that are not web-based applications (MS project integration, GIS non-web-based vendor integrations etc)
  4. Using Operational Data Wizard features

These features require an enhancement which will be delivered in a later release.

## Report Engine

Report jobs randomly failing with error: REP-300/501.

The problem happens for reports started via forms/run\_report\_object or using “rwservlet” with desformat PDF, destype cache or file. After the first reports job has crashed, all following jobs of any kind return with error REP-501, so the engine cannot connect to the database again until the reports server is restarted or engLife is accessed and the engine is restarted.

Please refer to Document ID: 1270315.1 on my.oracle.support.com for more information.

## Report Builder

Reports Builder fails when attempting to run it from the Start menu. No error is displayed, only an MS-DOS window flashes quickly then nothing else happens.

Please refer to Document ID: 1509064.1 on my.oracle.support.com for more information.

## Oracle Java Security and Forms Application Startup

Oracle Java security updates have increased the complexity of the Forms application startup. The process begins with the web page loading, then the Java JRE loads. The Forms Java applet requires permissions to run. This may be done with a dialog prompt or previously set to allow. After the applet loads and runs, the WAM application can then communicate with the Forms applet via Javascript (LiveConnect). This LiveConnect communication also requires permission from the user to run (and this also can be approved previously).

If the Forms applet is not ready to receive communication from WAM, then the WAM request with the form information is lost and the first form does not load. However, the user can open any form from the menus.

Bug fix 23757029 attaches the Javascript call to the load event of the Forms applet. The load event should indicate when the Forms applet is ready to receive communication. In some cases, this is still not enough time. Within the applicable htm file referenced in the formsweb.cfg file is a Javascript variable called DELAY. This indicates the time in milliseconds between when the Forms applet loads and when the Javascript is called. In the cases, where a longer delay is required, set the time to a larger number.

```
var DELAY = 3000;
```

The bug fix is included in 2 files -- wamforms.htm and wamssol1g.htm. In most cases, these files should be in the sia\config folder, but it can reside wherever needed. The location must be referenced correctly in the formsweb.cfg file under the [wam] config setting, under baseHTMLjpi and baseHTML settings.

## Fixes and Enhancements

This section describes bug fixes and enhancements in Oracle Utilities Work and Asset Management Release 1.9.1.3.1 at the time of release.

Bug Number	Description
30772230	Added support for Oracle Database 19C
27573772	Added support for Linux 7 on Application Server
26981957	Added support for Windows 2016 on Application Server
19554872	Added support for JDK 1.7 on Application Server
30809151	Updated code signing certificate