Oracle® Retail Workspace

Release Notes

Release 13.0.1 Patch

June 2008

This document highlights fixed issues and defects and technical enhancements for the Oracle Retail Workspace (ORW) Release 13.0.1 Patch.

Technical Enhancements

The following technical enhancements are included in this release.

Operating System Certification

In addition to the support of Linux in Workspace 13.0, the 13.0.1 patch release introduces certification with the following operating systems:

- IBM AIX 5.3
- HP-UX Itanium 11.23
- Sun Solaris 10

Fixed Defect

In Workspace 13.0, some of the images used were not transparent when viewed in Internet Explorer 6. This defect is fixed in Workspace 13.0.1.

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Known Issues

Table 1 lists known issues discovered during the development of this release of Workspace. Administrators and users should review this information before they begin implementation.

Table 1   Known Issues

Issue	Area	Functional Impact	Mitigation
The Demo Executive dashboard has been developed as a JSF subview of the Workspace page, rather than as an external application. This means that this dashboard was coded as part of the Workspace application. (Its content is still configurable, however.) Because of the way the ADF security framework is designed and the way in which the subview is imported into the Workspace page, this dashboard needs to be granted the "anyone" permission.	Dashboards	The Demo Executive dashboard is viewable outside the Workspace application.	Customers should not use the Demo Executive dashboard if the data displayed in it is sensitive
Internet Explorer has a URL length limitation of 2,083 characters.	Dashboard launching	If the URL for an external dashboard (including parameters) exceeds the 2,083 character limit, the dashboard will not display in the content area of Workspace.	Customers should limit the individual size of the URLs and other parameters for each of the portlets within the dashboard. See the Troubleshooting section of the Implementation Guide for more details.
Right-clicking over a dashboard link and selecting Open in New Window from the browser context menu does not change the selection, and it does not launch that link in a new browser window. Instead, a new copy of Workspace is launched.	User interface	This has impact for any link in the navigation panel that is configured as show-in-content-area = "true", such as links in the Dashboard work list. This also affects the About link. Selecting Open in New Window launches a new copy of Workspace, with the currently selected work item displayed in the content area.	This is the expected behavior of the ADF "command link" component used to render the link.
Oracle BI "Bookmark Link Error On Windows With FAT32"-see Section 1.4.7 at the following URL: http://download.oracle.com/docs/cd/E10415_01/doc/bi.1013/e10404/chapter.htm	Reports URLs	The portlet on the dashboard displays an error instead of the Oracle BI report.	This issue occurs when Oracle BI Presentation Services is running on a Microsoft Windows machine with a FAT32 file system. Convert the FAT volumes to NTFS. Refer to your Windows operating system documentation for instructions for the file system conversion.

Table 1   (Cont.) Known Issues

Issue	Area	Functional Impact	Mitigation
Some Oracle Retail applications such as Promote do not support multibyte user names and passwords. Therefore, when Promote is enabled for Oracle Single Sign-On, user names and passwords setup in Oracle Internet Directory (OID) should not be multibyte values.	Single Sign-On	User IDs and passwords cannot be set up as multibyte values if applications not supporting multibyte values are to be included in Oracle Single Sign-On.	Do not use multibyte values for user IDs and passwords in OID. Another option is not to enable applications for Oracle Single Sign-On if they do not support multibyte values for user IDs and passwords.
If the server name for different content configured to display in Workspace is not fully qualified (for example, server01 rather than server01.us.mycompany.com), the content may not be displayed.	Dashboards launching / Portlets content	Dashboards may not launch, or content such as reports within portlets may not appear.	All server names used in the Workspace configuration should be fully qualified, especially when used in URLs.

Table 1 (Cont.) Known Issues

Issue	Area	Functional Impact	Mitigation
Content in portlets within dashboards sometimes does not appear when a dashboard is first launched.	Portlets content	Content within portlets such as reports may not appear.	Right-click inside the portlet. When the drop-down menu appears, click Refresh.
The Workspace application uses JSF session-scoped managed beans to maintain user interface state information in the browser session. The application also uses the ADF Session Change Manager to track the expansion/selection state of interface components. This affects the application behavior if the browser session times out. The default Workspace session timeout period is 35 minutes. User interface state information that may be affected includes: ■ The expansion state of tree nodes and containers in the navigation panel ■ The role-based lists of work items to display in the navigation panel ■ The currently selected work item	User Interface	If the browser session times out because of a prolonged period of inactivity, either of the following may occur: ■ When you interact with a tree or with buttons or links on the Workspace page, nodes in the trees may collapse unexpectedly. If your Single Sign-On session has also timed out concurrently, tree nodes may also disappear, if unauthenticated users have not been given permission to view the work items. ■ When you interact with a tree, work list, buttons, or links on the Workspace page, the content displayed in the page content may revert to the default home page associated with the roles to which you have been assigned.	This is the expected behavior when the session times out. To prevent session timeout, users should not leave the application open for prolonged periods of inactivity. Log out of Workspace and close the browser window if you plan to be away from your desk for a prolonged period. If it appears your session has timed out: ■ Refresh the Workspace application using the browser Refresh button. ■ After you refresh the page, if you are no longer logged in to the application, click the Login link and log in again. It is possible for customers to change the Workspace web.xml deployment descriptor to increase the value of <session-timeout>, but this is not recommended.

Table 1 (Cont.) Known Issues

Issue	Area	Functional Impact	Mitigation
The Workspace application uses JSF session-scoped managed beans to maintain user interface state information in the browser session. This affects the application behavior if multiple browser windows share the same session. User interface state information that may be affected includes: ■ The role-based lists of work items to display in the navigation panel ■ The currently selected work item	User Interface	If you open multiple browser windows associated with a single browser session, you will notice that selecting an item in the navigation pane in one window may affect what is displayed in the other browser windows when they are refreshed. To observe this behavior, open the Workspace application in Internet Explorer and log in. If you right-click on one of the application hyperlinks and select **Open in New Window** from the browser context menu, the application opens in a new browser window. You will be logged into the application, and the dashboard that was displayed in the original window will be displayed in the new browser window. Select a different dashboard in either of the browser windows, and then refresh the other window. Both windows will show the same dashboard.	This is the expected behavior when multiple Workspace windows share the same browser session. To avoid this behavior, do not open multiple browser windows that share the same session.

Related Documentation

For more information, see the following documents in the Oracle Retail Workspace Release 13.0.1 Patch documentation set:

■ *Oracle Retail Workspace Administration Guide*

■ *Oracle Retail Workspace Implementation Guide*

■ *Oracle Retail Workspace Installation Guide*

Supplemental Documentation in Metalink Notes

The following documents are available through Metalink. Access Metalink at the following URL:

https://metalink.oracle.com

Metalink Note 559554.1: Oracle Retail Reports Resizing Guide

Due to the space constraints of the content area in Oracle Retail Workspace, reports accessed in a dashboard may need to be resized. This guide provides a quick and simple step-by-step process for resizing reports in both Oracle Business Intelligence Enterprise Edition (Oracle BI) and Oracle BI Publisher.

Metalink Note 559552.1: Oracle Retail Workspace Dashboard Examples Guide

This document includes dashboard examples that provide content examples for the Executive, Merchant, Planner, and Store Manager roles in a retail organization. These dashboard examples can help you assess and plan the Workspace content you need for your business. For more information on creating or customizing your dashboards, see the Oracle Retail Workspace Implementation Guide.