Oracle® Fusion Middleware

Communication Services Release Notes

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Oracle Fusion Middleware Communication Services Release Notes, 11*g* Release 1 (11.1.1)

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Contents

Preface

This preface contains the following sections:

Audience

This document is intended for users of Oracle User Messaging Service and Oracle WebLogic Communication Services.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

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Oracle customers have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Related Documents

For more information, see these Oracle resources:

- Oracle Fusion Middleware Documentation Library 11g Release 1 (11.1.1) at http://docs.oracle.com/cd/E29542_01/index.htm.
- Oracle Technology Network at http://www.oracle.com/technetwork/index.html.

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	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.

1 Oracle User Messaging Service

This chapter describes issues associated with Oracle User Messaging Service. It includes the following topics:

- Section 1.1, "General Issues and Workarounds"
- Section 1.2, "Configuration Issues and Workarounds"

1.1 General Issues and Workarounds

This section describes general issue and workarounds. It includes the following topics:

- Section 1.1.1, "Login to User Messaging Preferences UI and Enterprise Manager Fails on Internet Explorer 11 using SSL"
- Section 1.1.2, "UMS Schema Purge Script is Now Available"
- Section 1.1.3, "Permission Grants for Upgraded Domains"
- Section 1.1.4, "XML File Handle Left Open after Upload Fails"
- Section 1.1.5, "Messages Metrics Rendered as Unavailable in the Performance Page for User Messaging Server"
- Section 1.1.6, "User Messaging Service URLs Unavailable After Restart"
- Section 1.1.7, "User Messaging Preferences User Interface Renders Improperly"
- Section 1.1.8, "UMS Cluster Failover May Lose Messages"

1.1.1 Login to User Messaging Preferences UI and Enterprise Manager Fails on Internet Explorer 11 using SSL

If you are using Internet Explorer 11 and if SSL is enabled, you cannot login to the User Messaging Preferences UI or Oracle Fusion Middleware Enterprise Manager. A security certification issue exists in Release 11.1.1.7.0 and patch releases when you try to access web applications using Internet Explorer 11 with SSL.

To workaround this issue, on Windows, modify a registry setting using the `certutil` command to override the default RSA key length. By default, Internet Explorer allows only RSA 1024-bit keys. In Release 11.1.1.7.0, the public RSA key is 512 bits. To allow 512-bit keys, run the following command:

```
certutil -setreg chain\minRSAPubKeyBitLength 512
```

In addition, disable any security certificate mismatch warnings of your browser.

1.1.2 UMS Schema Purge Script is Now Available

A UMS schema purge script is available for your download and use. You can access the script and instructions for its use by contacting Oracle Support.

1.1.3 Permission Grants for Upgraded Domains

In order for Oracle User Messaging Service to run as a specific user, a code-based permission grant is required. This grant is pre-seeded in WebLogic domains that are created *after* the Fusion Middleware 11gR1 Patch Set 2 upgrade.

If you created a WebLogic domain prior to the Patch Set 2 upgrade, you must manually add this grant by running the following Oracle Platform Security Services (OPSS) WLST commands in online (connected) mode:

```
 wls:/mydomain/serverConfig>
grantPermission(codeBaseURL="file:${ums.oracle.home}/communications/modules/oracle.sdp.client_
11.1.1/-",
permClass="oracle.security.jps.JpsPermission",permTarget="IdentityAssertion",
permActions="execute")

 wls:/mydomain/serverConfig>
grantPermission(codeBaseURL="file:${ums.oracle.home}/communications/modules/oracle.sdp.messaging_
11.1.1/-",
permClass="oracle.security.jps.JpsPermission",permTarget="IdentityAssertion",
permActions="execute")
```

See *Oracle WebLogic Fusion Middleware Scripting Tool Command Reference* for information regarding `grantPermission`

1.1.4 XML File Handle Left Open after Upload Fails

If an error occurs when uploading a user messaging preferences XML file using the WLST `manageUserMessagingPrefs` command, the XML file handle is left open. On the Microsoft Windows platform, this file cannot be deleted until you exit the WLST shell.

1.1.5 Messages Metrics Rendered as Unavailable in the Performance Page for User Messaging Server

When no metric data is found (for example when no messages have been sent or received after server setup), the Metrics Performance page will display *Unavailable*. This is not a problem with the software, and the Performance reporting is operating properly. As soon as *Send* and *Receive* traffic exists, the Performance page will display results normally.

1.1.6 User Messaging Service URLs Unavailable After Restart

Upon restarting the User Messaging Service server (*usermessagingserver*) from Oracle Enterprise Manager Fusion Middleware Control or through Oracle WebLogic Console, you may get an error: `Error 503--Service Unavailable` when attempting to access any URLs served by the User Messaging Service server, such as the User Preferences UI (*/sdpmessaging/userprefs-ui*) or the various Web Services endpoints. This error occurs intermittently in cases when the Oracle WebLogic Server is heavily loaded (such as with a SOA instance). To work around this issue:

- Restart the User Messaging Service server again (two or more restarts may be required).

- If multiple User Messaging Service server restarts are not sufficient, then restart the entire Oracle WebLogic Server instance.

1.1.7 User Messaging Preferences User Interface Renders Improperly

Intermittent UI rendering errors have been reported in some languages, due to the generation of a corrupted .css file. If you experience problems, follow these steps to work around the issue:

1. Delete the cached, auto-generated .css file for the affected locale (or simply, all locales) on the server located at `DOMAIN_HOME/servers/<server_name>/tmp/_WL_user/usermessagingserver/<random_name>/public/adf/styles/cache` and restart the *usermessagingserver* application using Oracle Enterprise Manager Fusion Middleware Control. Have all users clear their browser caches.

   The next time the UI is accessed from a browser, a new .css file will be generated for the desired locale, and it is very likely that it will be a valid .css file. If not, repeat this process a couple of times.

2. If the previous solution does not work, disable content compression in the `web.xml` file of the User Preferences Web Module located at `DOMAIN_HOME/servers/<server_name>/tmp/_WL_user/usermessagingserver/<random_name>/sdpmessaginguserprefs-ui-web.war`. In particular, extract `web.xml`, add the following *<context-param/>* to it:

   ```
   <context-param>
     <param-name>org.apache.myfaces.trinidad.DISABLE_CONTENT_
   COMPRESSION</param-name>
     <param-value>true</param-value>
   </context-param>
   ```

   Then, re-archive it to the war module.

   Finally, restart the *usermessagingserver* application using Oracle Enterprise Manager Fusion Middleware Control.

1.1.8 UMS Cluster Failover May Lose Messages

Since XA is not supported for UMS in 11*g*R1PS6, UMS cluster failover may lose messages.

1.2 Configuration Issues and Workarounds

This section describes configuration issues and their workarounds. It includes the following topics:

- Section 1.2.7, "Email Notifications Sent Even if You Do Not Change Default Parameters in driverconfig.xml"

1.2.1 Enable Extension Driver after Upgrade

When you upgrade to the current release, you must complete the following manual configuration steps in order to enable use of the Extension driver:

1. Stop all servers it the domain.
2. Add this .jar file to the classpath of the domain:

   ```
   $UMS_ORACLE_HOME/communications/modules/usermessaging-config_11.1.1.jar
   ```

   This can be done by modifying the `setDomainEnv.sh/setDomainEnv.cmd` in the domain's bin folder. That is, the POST_CLASSPATH variable is updated like this:

   ```
   POST_CLASSPATH="${UMS_ORACLE_HOME}/communications/modules/usermessaging-config_
   11.1.1.jar${CLASSPATHSEP}${POST_CLASSPATH}"export POST_CLASSPATH
   ```

3. From the template .jar file at `$UMS_ORACLE_HOME/common/templates/applications/oracle.ums_template_11.1.1.jar` extract the .xml files:

   ```
   /config/fmwconfig/usermessagingconfig.xml
   /config/fmwconfig/mbeans/ums-mbeans.xml
   ```

4. Copy these two .xml files into the domain's *config* and *fmwconfig* folders:

   ```
   $DOMAIN_HOME/config/fmwconfig/usermessagingconfig.xml
   $DOMAIN_HOME/config/fmwconfig/mbeans/ums-mbeans.xml
   ```

5. Start the servers.
6. Deploy the UMS Extension Driver by executing the WLST driver deployment command. For example:

   ```
   wls:/emsoa/serverConfig>
   deployUserMessagingDriver(baseDriver='extension',appName='extension',
   targets='soa_server1')
   ```

   The UMS Extension Driver is now enabled.

1.2.2 Preseeded Channel for Worklist and Pop-up Drivers Cannot be Removed

If you deinstall the Worklist or Pop-up driver, the preseeded channel for these drivers cannot be removed. The preseeded channel will remain available in your preference list.

1.2.3 Worklist Driver Configuration

While following the Worklist Driver configuration instructions, you may see that *Oracle User Messaging Service for SOA* in the Configuration Wizard is not selected, leading you to think that it is not configured and that you must select and configure it. This is not the case. The basic Oracle User Messaging Service is already configured, along with a few UMS drivers.

Continue to follow the documented instructions, and disregard the fact that the *Oracle User Messaging Service for SOA* option is unselected.

1.2.4 Migrate Custom Business Terms After PS3 Patch

After installing the PS3 patch, you must re-create any custom-built business terms using Oracle Enterprise Manager Fusion Middleware Control. A copy of the custom-built business terms is available at: `$DOMAIN_HOME/config/fmwconfig/servers/<ServerName>/applications/usermessagingserver/configuration/businessterms.xml.bak`

Restart your servers after making any changes!

> **Note:** New, pre-seeded business terms have been introduced in this release. Do not overwrite the upgraded (PS3) file with a PS1 backup (the new terms will be lost, otherwise).

1.2.5 Use Correct SSL Trust Store When Configuring Drivers

Before configuring any User Messaging Service Driver (such as the Email Driver), to connect to a remote gateway using SSL, ensure that the SSL Trust Store is properly configured as described in "Configure Keystores" in *Oracle Fusion Middleware Oracle WebLogic Server Administration Console Online Help*.

Ensure that the value of the JVM system property (`javax.net.ssl.trustStore`) set in `$DOMAIN_HOME/bin/setDomainEnv.sh` (or Windows equivalent file) points to the correct trust store that you want to use.The Java Standard Trust Store is located at:

`$JAVA_HOME/jre/lib/security/cacerts` or `$BEA_JAVA_HOME/jre/lib/security/cacerts`

Note that with the default out-of-the-box configuration of SSL trust store, the UMS driver will not be able to connect to the Oracle Beehive Email Server over SSL. To resolve this issue, follow the instructions for using the correct SSL trust store. Replacing the `DemoTrust` keystore in the `setDomainEnv.sh` file (or Windows equivalent file) with the Java Standard SSL trust store will enable UMS email driver to connect successfully over SSL to the Oracle Beehive Email Server.

1.2.6 User Messaging Service Driver Configuration Changes Not Immediately Effective

When you change a driver's configuration and then restart the driver, the changes will not take effect until all managed connections in the pool are destroyed (900 seconds [15 minutes] by default). Take one of these actions to ensure that the connections are destroyed:

- When performing driver configuration changes, stop the driver application and wait for 15 minutes. Then re-start the driver application.

Note: If you follow this recommendation and the wait time of 900 seconds (15 minutes) is too long, you can reduce the time using the Oracle WebLogic Server Administration Console as follows:

1. Click **Deployments**.
2. Select the desired User Messaging Service Driver deployment.
3. Click the **Resource Adapter Type** module.
4. Click **Configuration > Outbound Connection Pools**.
5. Click the **DriverConnectionFactory** group.
6. Click **Connection Pool**.
7. Edit the value of *Shrink Frequency Seconds* (for example, set to *120 seconds*).
8. Click **Save**, and save the changes to a deployment plan file when prompted.
9. Restart the User Messaging Service driver deployment to include the new plan.

Remember that if *Shrink Frequency* is reduced to a short interval, it may eventually have a negative impact on the performance of the driver as idle connections will be recycled frequently.

OR

- Restart the entire Oracle WebLogic Server after performing driver configuration changes. The new changes will take effect immediately upon server re-start.

1.2.7 Email Notifications Sent Even if You Do Not Change Default Parameters in driverconfig.xml

Instructions for notification configuration include setting your outgoing server parameters. Please note that if you do not change the parameters (that is, if you leave the default setting unchanged), notifications may still be sent. This is expected behavior, but you should not rely on the default settings without verifying them. You should set your parameters to ensure that they are correct.

2

Oracle WebLogic Communication Services

This chapter describes issues associated with Oracle WebLogic Communication Services (OWLCS). It includes the following topics:

2.1 General Issues and Workarounds

This section describes general issue and workarounds. It includes the following topics:

2.1.1 Active SIP Session and APP Session Count Show as -1 in Clustered Configuration

In the Administration Console, the **Monitoring -> General** tab displays *Undefined* for the Active SIP Session Count and Active Application Session Count attributes when monitoring a replicated WebLogic SIP Server deployment. There is currently no workaround for this problem.

2.1.2 Oracle WebLogic Server Pack/Unpack Tool Does Not Function in OWLCS

The Pack/Unpack tool in Oracle WebLogic Server does not work in this OWLCS release. There is no workaround currently available.

2.1.3 Oracle WebLogic Server Cloning Tool Does Not Function in OWLCS

The Cloning tool in Oracle WebLogic Server does not work in this OWLCS release. There is no workaround currently available.

2.1.4 Messages Metrics Rendered as Unavailable in the Performance Page for User Messaging Server

When no metric data is found, for example when no messages have been sent or received after server setup, the Metrics Performance page will display *Unavailable*. This is not a problem with the software, and the Performance reporting is operating properly. As soon as *Send* and *Receive* traffic exists, the Performance page will display results normally.

2.2 Configuration Issues and Workarounds

This section describes configuration issues and their workarounds. It includes the following topics:

2.2.1 Launch_sash Option Error

An error has been reported when using the `launch_sash` command with the `-e` option. For example:

```
MW_HOME/user_projects/domains/base_domain/bin/launch_sash.sh -p 8001 -n
weblogic -w welcome1 -a presenceapplication -e "xcap appusage list"
```

does not properly process the *`xcap appusage list`* argument because the double quote (") is mishandled.

To work around this problem, issue the command at the `sash` prompt directly.

2.2.2 Same User Who Installed WLS/WLSS Product Must Perform Uninstall

In order to perform a clean uninstall, ensure that the same user (privileges) who accomplished the install also accomplishes the uninstall.

2.2.3 Uppercase Usernames Cause Reregistration and Presence Subscription Failures

When a user is created with an uppercase username, then the following occurs:

- Initial registration progresses normally, resulting in successful registration with Oracle Communicator.
- Presence subscriptions fails.

- After a few minutes, Oracle Communicator displays `Server Refused Registration (403).`
- User's account is locked and sign-in is blocked for 30 minutes.

To work around this issue, set *Trusted Authentication Hosts* for the SIP Container by doing the following (from the Administration Console):

1. Click **SipServer** in the left pane.
2. Click the **SIP Security** tab.
3. In Trusted Authentication Hosts, add the IP address of your server (that is running OWLCS).
4. Save and restart OWLCS.

> **Note:** Using this workaround, presence functionality will fail for clients running on the same machine as the OWLCS server. Such cases (both Oracle Communicator and server running on the same machine) are mostly for demonstration and development environments. For these cases, ensure you create users with lowercase usernames.

Reregistration and presence subscription failures can also occur when users are created with `privateId` being different than the username part of the `publicId`.

For example, if privateId is *test.user1* and publicId is *sip:test.user1@example.com*, everything works because *test.user1* is the username part of the publicId *sip:test.user1@example.com*.

But if privateId is *tuser1* and publicId is *sip:test.user1@example.com*, the username part of the publicId is not the same as privateId. In this case, the first registration succeeds with Oracle Communicator, but reregistrations and presence subscriptions fail. Apply the same workaround (configure trusted host as described above) to resolve this issue.

2.2.4 Running the uninstall.sh Script in Text Mode Does Not Uninstall the Product

Perform uninstallation using the Administration Console to ensure that all components are uninstalled. Ensure that you use the same user privilege as when you installed.

2.2.5 SIP Monitor in F5 Networks BigIP Does Not Work in UDP Mode

When using the F5 Networks BigIP load balancer for a cluster of SIP engines and the SIP monitor in BigIP is used for failure detection, it must be configured to operate (sending OPTIONS requests) over TCP and not UDP. UDP mode will not work (the pool will indicate that the servers are down).

2.2.6 SIP Container Does Not Bind to IPV6 Interfaces for Listening on Windows

Due to limitations in the Windows IPv6 stack, the SIP Container cannot bind to IPv6 sockets for listening.

2.2.7 JAWS Unable to Read Some Install Screens

Due to an issue with the OWLCS Core Platform CIE-based installer, the JAWS tool cannot correctly read the installation screens. To work around this issue, you must run

the installer in silent mode. For information on Silent Mode installation, see *Oracle WebLogic Communication Services Installation Guide*.

2.2.8 Configure VoiceXML Driver Receive URLs Correctly

In a clustered (high-availability) environment with Oracle HTTP Server (OHS) configured, do not use the OHS port to configure the VoiceXML Driver Receive URLs. Using the OHS port to configure the VoiceXML Driver Receive URLs will cause a conflict with the drivers.

Each Voice XML Driver must be configured with its own WLS server's port (as described in the parameters' documentation).

2.3 Documentation Errata

This section details changes to the documentation since the last release. Topics include:

- Section 2.3.1, "Create a Basic SIP Domain"
- Section 2.3.2, "Create a Custom AUID with OCP (Presence)"
- Section 2.3.3, "Cannot Create a SIP Server Domain Using Default WebLogic Platform Components"
- Section 2.3.4, "Broken Documentation Links in Some (SIP Server) Translated Files"
- Section 2.3.5, "Missing (SIP Server) Online Help Regarding Security Providers"

2.3.1 Create a Basic SIP Domain

Directions for creating a basic SIP Domain have changed slightly in this release. Please ensure that you follow these steps:

1. Start the configuration wizard located at `WLS_HOME/wlserver_10.3/common/bin/config.sh`. This location has changed since the last release.
2. Select *Create a New WebLogic Domain*, and click **Next**.
3. Select *Basic WebLogic SIP Server Domain*, and click **Next**.

   The rest of the process remains the same as before when creating a WLS Domain.

2.3.2 Create a Custom AUID with OCP (Presence)

Follow these steps to create custom AUIDs:

1. View the XML file for presence rules (`presrules_au.xml`). It is found in one of the following locations, depending on your installation:

   ```
   $ORACLE_HOME/j2ee/ocms/config/sdp/xcap
   $ORACLE_HOME/j2ee/home/config/sdp/xcap
   ```

   The file contains the following:

   - Name of the application (pres-rules)
   - Mime type
   - User Quota
   - List of schemas associated with the application's XML files
2. Create a similar file for the new application usage

3. For all the XSD files listed in the XML file above, create the XSD files and copy them to the XCAP config location mentioned in Step 1 above.
4. `cd $ORACLE_HOME/sdp/bin`
5. `./launch_sash.sh -a presenceapplication`
6. Provide admin credentials. At the sash prompt enter:

```
xcap appusage create applicationUsage=<new application usage name>
configurationFilename=<name of application usage XML file>
```

For instance, this command was run to create the pres-rules application usage:

```
xcap appusage create applicationUsage=pres-rules
configurationFilename=presrules_au.xml
```

7. To provision users for the new application usage, at the sash prompt enter:

```
xcap user add userName=<string> applicationUsage=<new application usage name>
.
<string> is of the form username@example.com (replace example.com with domain
for the deployment)
```

2.3.3 Cannot Create a SIP Server Domain Using Default WebLogic Platform Components

When running `config.sh` for SIP Server domain configuration, you can choose whether to use *WebLogic Platform Components* or a *Custom Template*. The default for Select Domain Source is to use *WebLogic Platform Components*. In previous releases, this selection worked, but does not in this release. You must select *Custom Template* in order to create a SIP Server domain.

2.3.4 Broken Documentation Links in Some (SIP Server) Translated Files

Some links to additional documentation were removed in the English language version, but broken links in translated (languages other than English) have been reported. These broken links are being addressed.

2.3.5 Missing (SIP Server) Online Help Regarding Security Providers

Online Help regarding Security Providers is not included. Oracle SIP Server, including information about security providers, is licensed and documented through OCCAS. Please consult your OCCAS documentation for more information.