

Oracle® Cloud

Known Issues for Oracle Visual Builder



Release 24.10

G12351-02

October 2024

ORACLE®

Oracle Cloud Known Issues for Oracle Visual Builder, Release 24.10

G12351-02

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Preface

Known Issues describes known issues for Oracle Visual Builder.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <https://www.oracle.com/corporate/accessibility/>.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <https://support.oracle.com/portal/> or visit [Oracle Accessibility Learning and Support](#) if you are hearing impaired.

Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

Related Resources

For more information, see these Oracle resources:

- Oracle Visual Builder documentation in the [Oracle Cloud Library on the Oracle Help Center](#).
- Oracle Public Cloud
<http://cloud.oracle.com>

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.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.

Convention	Meaning
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1

Supported Browsers

Oracle Visual Builder supports the latest version of the Chrome browser running on Mac OS X and Windows. Other browsers and platforms are not supported.

Applications created using Visual Builder can run on any browser supported by Oracle JET. For details, see [What platforms are supported by Oracle JET?](#)

JavaScript must be enabled for all browsers.

2

Upgrade Policy

When you create a new visual app, Visual Builder automatically sets your runtime dependencies to the latest Visual Builder Runtime and JET versions. If you've already staged or published an app, however, it's up to you to decide when to upgrade, as long as you do so within a certain time period.

As a general rule, you can run a published Visual Builder application built on the current runtime version, and continue running it on the three previous versions—but new **Visual Builder runtime** libraries are released with new versions of the **Visual Builder Studio design time** (around four times a year). The Visual Builder design time is only updated twice a year, so it gets only two of those four versions (another reason we recommend using Visual Builder Studio as your design environment). As a result, you need to upgrade every other release in Visual Builder, while in Visual Builder Studio, you upgrade after four releases, with the design time supporting the last three versions.

So if you built your app in 24.10 (for example), Visual Builder supports the app not only on the 24.10 runtime version, but also on 25.01, 25.04, and 25.07. Once 25.10 comes out, however, support for the 24.10 runtime version will drop off, so we'll ask you to upgrade your app before you can work on it in the Designer. If you choose not to upgrade at that time, you run the risk that newer browser versions will break your app. You also won't be able to take advantage of any important security and performance improvements. For all of these reasons, we encourage you to build time into your development cycle to keep abreast of current changes, and to make sure you upgrade your app (you should version it first) **before** support for your current runtime version expires.

3

Known Issues

Known issues associated with Oracle Visual Builder 24.10.

Topics:

- [Action required for Digital Customer Service customers 20C-23A](#)
- [Component not loading in page after upgrading application](#)
- [Filter field populated with cached data](#)
- [Groovy log messages not displayed though tracing is enabled](#)
- [Update deprecated Oracle SaaS application template theme](#)
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- [Loading JSON using Text module stops Persistence Toolkit working](#)
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- [Error creating service connection to Integration Applications from catalog](#)
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- [CORS error when connecting to Oracle Integration](#)
- [Character limit in Process-related payloads](#)

Action required for Digital Customer Service customers 20C-23A

Digital Customer Service customers who created visual applications with VB Studio from 20C through 23A will need to take action after migrating to VB Studio 24.10 (24D).

This migration disables the implicit grant for service connections, which means data can't be loaded into your visual app. You'll know you're affected if you see a persistent gray loading indicator for the service request list. To resolve this, change the authentication type used in the Oracle Cloud Applications backend and service connection:

1. In your visual application, open the Services pane in the Navigator.
2. Click **Backends**.
3. Click **Oracle Cloud Applications**, then the **Servers** tab.
4. Find the server **Production Knowledge Service with user proxy** and click the pencil icon.
5. In the **Authentication for Logged-In Users** drop-down list, select **Oracle Cloud Account**.
6. Click **Save**.

Additionally, if you built a visual application that depends on the 23A knowledge-service service connection, you'll need to change the authentication type there, too:

1. In the Navigator's Services pane, click **Service Connections**.
2. Click **knowledge-service**, then the **Servers** tab.
3. Click the pencil icon next to **Production Knowledge Service with user proxy**.
4. In the **Authentication for Logged-In Users** drop-down list, select **Oracle Cloud Account**.
5. Click **Save**.

Component not loading in page after upgrading application

After upgrading your application, some components might not load data correctly when bound to an ADP variable, if the application/page's JSON / JavaScript files contain configurations or code that returns invalid JSON data.

ADP data in a JSON file needs to be assigned a valid JSON value. ADP data that is assigned a value from the result of a previous action (for example, a call module action or REST action), must also be valid JSON. When a non-JSON value (such as JavaScript values like NaN or Infinity) is provided, you should choose the correct JSON value that should be used and then replace it.

Visual Builder upgrade tools might not be equipped to correctly upgrade the application when invalid JSON is present.

The workaround is to ensure that all values in JSON files are valid JSON.

Filter field populated with cached data

When using the Filter field in the Designer, Chrome's Autofill form data feature might populate the field in some panels and dialogs with cached data. For example, when using the Filter field in the Navigator, the field might display your cached email address. If cached data is appearing in the field, clear Chrome's cached Autofill form data:

1. Click the three dots at the top right of the Chrome browser window to open the Chrome options menu.
2. Select **More tools > Clear browsing data** in the menu.
3. Open the **Advanced** tab in the Clear browsing data dialog box.

4. Select **All Time** in the Time range dropdown list.
5. Select **Autofill form data** in the list. Click **Clear Data**.

Groovy log messages not displayed though tracing is enabled

The log messages for Groovy scripts in your application might not appear in the Groovy Logs tab in the Trace pane, though tracing is enabled.

If the Groovy logs are not appearing in the Trace pane, open the Logs pane, and then click **Enable Logging**. The Groovy logs will now be displayed in the Trace pane when you enable tracing.

Update deprecated Oracle SaaS application template theme

The sample **SaaS R13 LightBlue theme (ApplicationsCloudUITheme)** is **deprecated** as it relies on the deprecated Alta theme. If any of your existing apps use this theme, you are strongly encouraged to convert them to use the [Redwood or Stable themes](#), and then customize the theme using CSS variables.

The sample SaaS R13 LightBlue theme update for Oracle Visual Builder 22.10 is the final planned update.

For existing apps that still use the SaaS R13 LightBlue theme, you'll need to apply the update before running the app with Oracle Visual Builder 22.10. To upgrade the theme, download the updated version of the Oracle SaaS R13 theme files (*ApplicationsCloudUI-n.n.n.zip*) from the [vbcs-samples repository on GitHub](#), import the updated theme resources into your application, and select the updated theme in your web app's Settings editor. For details on the upgrade steps, see [Upgrading the Sample R13 SaaS LightBlue Theme for Visual Builder](#).

Cannot switch theme in application settings

You might not be able to upgrade an application's theme because the theme dropdown list is not available or is not working properly.

If you run into this situation, the workaround is to upgrade the application:

1. Upgrade the app version to the next higher version (for example, from version 21.07 to 21.10).
2. Upgrade the application's theme.

Visual Builder not listed in Oracle Cloud Infrastructure Console

When trying to open the Visual Builder instances page in the Oracle Cloud Infrastructure Console, you might not see Visual Builder listed in the navigation menu.

To open the Visual Builder instances page:

1. Confirm you're signed in to the Oracle Cloud Infrastructure Console using your IDCS account, and that you've been assigned the required role.
When signed in with an IDCS account, your user name will be similar to `oracleidentitycloudservice/exampleemail@example.com` if you open the user menu.
2. Click **OCI Classic Services** in the navigation menu, then click Visual Builder.

For details, see *Getting Started in Administering Oracle Visual Builder in Oracle Integration 3*.

Loading JSON using Text module stops Persistence Toolkit working

If you add JSON resources to your app, as shown in these code snippets, the Oracle Offline Persistence Toolkit stops working.

```
// Add resource
define([
  'text!resources2/js/test.json'
], function(

// Where resources2 is defined as:
  "requirejs": {
    "paths": {
      "resources2": "{{ location.pathname +
(window.vbInitConfig.BASE_URL_TOKEN ?
                                window.vbInitConfig.BASE_URL_TOKEN + '/' : '') +
'resources'}}"
    }
  },
```

The following error occurs when the app tries to load the Oracle Offline Persistence Toolkit.

```
Failed to load offline handler from /ic/builder/rt/otf/2.0/webApps/foo/
version_279023731935549663/app-flow.js: Error: importScripts failed for /ic/
builder/rt/otf/2.0/
webApps/foo/version_279023731935549663/app-flow.js at /ic/builder/rt/otf/2.0/
webApps/foo/versio
n_279023731935549663/app-flow.js
https://requirejs.org/docs/errors.html#importscripts
```

Two possible workarounds exist to address this issue:

1. Wrap the JSON file in a JavaScript file and load the JavaScript file.
2. Use the Fetch API to load the JSON file in the offline handler.

Error testing connection to IDCS REST APIs with OAuth User Assertion Authentication type

Testing a service connection representing an IDCS REST API with OAuth 2 User Assertion Authentication type in the Test tab will not work. In doing so, you will face an error like:

```
{
  "type": "abcs://proxy_problem/oauth/design_allowed_scope",
  "title": "Invalid URI",
  "detail": "Cannot process \"https://<idcs>.identity.oraclecloud.com/admin/v1/
Me\"",
  "status": 400,
  "o:errorDetails": [
    { "type": "abcs://proxy_problem/auth/scope/update", "title": "Invalid service
```

```
scope",
  "detail": "Cannot process service scope \"urn:opc:idm:t.user.me\" in
IDCS, for URI \"
{1}
\",
\"status\": 400
}
]
}
```

This limitation only exists in the Service Tester (Test tab). Creating a web app and calling the same REST API from the web app works without any issues.

Error on performing any Process related action with anonymous access

Process related tasks are not supported with anonymous access. If you try to access any process related tasks (for example, Start Process/Perform Task) from a web or mobile app having anonymous access, you might run into this error.

```
{ "type": "vbcs://process_service_problem", "title": "Process Service Error",
"detail": "Authorization failed.", "status": 500, "o:errorCode":
"authorizationFailed" }
```

This will happen even if you manually allow anonymous access and give anonymous access credentials to the Process Applications backend.

Service connection using self-signed certificate not working

Your staged or published apps might stop working if they use service connections with self-signed certificates and the certificates have expired. Any certificates issued after 2020-09-01T00:00:00.00Z will automatically expire 398 days after they have been issued. If your apps use certificates issued before 2020-09-01T00:00:00.00Z, the certificates will not expire, but you should update them with a newer certificate.

To avoid disruptions, you should plan regular updates to refresh the self-signed certificates before they expire (for example, every 6 months). It's not recommended to use self-signed certificates in production apps.

Authentication failing on OIC service connections

When creating a service connection to an OIC Integration REST API, connecting to the service might fail if you select an authentication mechanism that is not permitted by the OIC Integration REST service's settings.

If the connection to the service fails with a 401 HTTP error code, check if the authentication settings for the VB Service Connection match the OIC Rest Trigger's Security settings:

- If the VB Service Connection uses "Oracle Cloud Account" or any of the OAuth 2.0 methods for authentication, then the corresponding OIC REST Trigger needs to be configured with either the "OAuth 2.0" or "OAuth 2.0 OR Basic" options.

- If the VB Service Connection uses "Basic" for authentication, then the corresponding OIC REST Trigger needs to be configured with either the "Basic" or "OAuth 2.0 OR Basic" options.

New business objects not selected in Business Object Resource Editor

When you create new business objects from a file (CSV, zip, xls) using the Import Business Object wizard, the business objects might not be selected when you open the Business Object Resource Editor in the Endpoints tab, but the available new business objects should be selected by default when you open the editor.

If the business objects are not selected by default:

1. Reload your browser. After reloading the browser, the business objects should be selected in the Business Object Resource Editor.
2. Choose the business objects you want to expose.
3. Click Apply Defaults, then click Save.

Problems when saving business object diagram as image

When trying to save a business object diagram as an image, you might see the following issues:

- It's not possible to save the diagram as a PNG image.
- When saving the diagram as a SVG file, the icons representing the business object field types are not displayed correctly in the saved image. All the icons are rendered as "broken" images.

The workaround to save a diagram where the field icons are intact is to use the zoom in/out tools to make the entire diagram visible, and then to take a screen shot of the diagram using a screen capture application.

Error using service connections based on business object URL

When creating or updating a service connection based on a business object URL, you might find that the service connection URL is automatically updated to `vb-catalog://backends/ics` or `vb-catalog://backends/process` if you have an OIC or Process instance configured as backends.

Backends are now mandatory for service connections, so Visual Builder tries to match the URL with any existing backend, and uses that backend if found. As a result, if OIC, Process, and business object URLs all point to the same instance, Visual Builder might try to use the same backend. To avoid this, you can do the following:

1. Create a backend called BOBackend with the base URL of the business objects (for example, `https://someinstance...oraclecloud.com`) and the proper authentication and connection type. (To avoid problems, you might want to consult the service connection you are connecting to, and provide the same details in the backend).
2. Then do the following:

- For *existing* service connections based on business objects, replace the URL segment that is based on the BOBackend. An example is shown below, but your URL might be different and have more or fewer segments:

```
"servers": [
  { "url": "https://someinstance...oraclecloud.com/ic/builder/rt/
someapp/1.0.4/resources",
  "description" : "something" "x-vb": {
    "authentication": {
      "authenticated": { "type": "basic", "credentials":
"vb_XXX" }
    }
  }
},
```

Change it to this:

```
"servers": [
  { "url": "vb-catalog://backends/BOBackend/ic/builder/rt/someapp/
1.0.4/resources"
  }
],
```

Test the service connection in the Test tab to confirm it works as expected.

- For creating *new* service connections based on business objects, first select the BOBackend in the URL, and then add the remaining part comprising the URL.

Creating new record using REST API results in empty response

If your Visual Builder instance is configured to use another Oracle DB, when you use the REST API to insert a new record in a table you might see a response that contains no data, even though the insert is successful and the call returns the expected status (HTTP 201).

This can happen when a business object has a primary key field defined as `<column name> NUMBER GENERATED BY DEFAULT ON NULL AS IDENTITY`

The workaround is to perform the following steps to modify the business object's primary key field:

1. Open the application in Visual Builder.
2. Open the business object you want to modify.
3. Open the **Fields** tab.
4. Select the primary key field.
5. In the Sequence Name dropdown list, select the appropriate internal sequence used by the database to create new records in the table.
If the database schema has only one table with an identity column, it should be clear which sequence to select (the sequence will have an internal looking name). If there is more than one table with an identity column, you can use the following query to locate the sequence the database created for the column:

```
select data_default from SYS.user_tab_columns where table_name = <table name
used by the BO> and column_name = <primary key field>;
```

After the Sequence Name property is set to the the correct sequence, Visual Builder will select `nextval` from that sequence before inserting the record into the table, and will use that value in the primary key column.

Error when creating new version of application

You might see errors or have problems when creating new versions of an app if the app has too many obsolete versions. Visual Builder limits the total number of versions of an app to 100, which includes development, staged and obsolete versions. You cannot create a new version if it will result in the limit being exceeded.

Each time you publish a new version of an app, the previous version becomes obsolete. On the Visual Builder Home page, you can see the total number of app versions in the Versions column, next to the number of the current version.

To remove obsolete app versions, you must first move them to the Trash, and then permanently delete them. For details, see [Delete a Visual Application](#).

Create service connection wizards ignore secure header setting

If you are using a backend that is configured with a secure header, and you create a service connection on the backend, you might receive an error when testing the connection. The wizards for creating a service connection from an endpoint and from a specification ignore the security header, which can result in the connection failing.

The workaround is to create and save an example response in the Create Service Connection from Endpoint wizard:

- Open the Create Service Connection from Endpoint wizard.
- Enter the endpoint and other connection details.
- Open the Response tab.
- In the Example text area, enter an example response (for example, `{"test" : "abc"}`), and then click **Save Example**. This creates a schema for the example.
- Click **Create** to create the service connection.

If you now test the connection to the endpoint, the connection is successful, and you can save the response. You can now save the actual response, which will correctly update the response schema of the service connection.

Camera component no longer offers camera capture option on Chrome browser on Android 14

When running an app in the Chrome browser on devices running Android 14, invoking the camera component from the app to capture a photo might not work correctly.

The workaround is to edit the File Picker's Accept property in the app to add `"text/plain"`, and then republish the app.

Error creating service connection to Integration Applications from catalog

When creating a service connection to Integration Applications from the catalog, creating the connection might fail with the following error:

Error "Type 'Operation' can't map property 'X-OIC-CONSUMPTION-WARNING-CASDK-0063' to a valid type. Verify that the property name is valid in this context.

The error is caused by an invalid swagger coming from OIC. The invalid swagger prevents Visual Builder from creating the service connection.

Staging PWA app fails in government realm

Staging a PWA app might fail on instances in government realms.

Invoking OIC REST API from Service Connection returns 404 error

If you are using version 119 or later of the Chrome browser, you might see the following error when trying to create a Service Connection to OIC integrations (using the "Select from Catalog") option:

"Error: "Network Error Unable to read the integrations from [vb-catalog://backends/ics/ic/api/integration/v1/integrations]. Please check the settings for Integration Applications and verify that Integration Applications server is working."

The reason for the error is that starting with version 119, the Chrome browser treats cross-domain redirects and CORS differently than earlier versions.

If you encounter the error, navigate to the "Integration Applications" backend and change the Connection Type to "Always use proxy, irrespective of CORS support" to eliminate the CORS issue.

Integration endpoint not listed in catalog

When creating a service connection from the catalog for Oracle Integrations, the endpoint you want to use might not be listed if you have more than 100 active integrations. Visual Builder currently fetches the first 100 integrations in the catalog, and then extracts the integrations that have a valid swagger endpoint to be displayed in the catalog.

If your integration isn't listed, the workaround for creating the service connection is to create it from a specification:

1. Locate the metadata URL for the OIC integration, and open the metadata URL in the browser. The metadata page will provide you with the swagger URL (the metadata URL will be similar to `https://<OIC base URL>/ic/api/integration/v1/flows/rest/ECHO/1.0/metadata`, and the swagger URL will be similar to `https://<OIC base URL>/ic/api/integration/v1/flows/rest/ECHO/1.0/metadata/swagger`). Note that Visual Builder can only consume swagger-based integrations directly via the catalog or the specification flow.

2. In Visual Builder, open the Create Service Connection wizard, and then select **Define by Specification**.
3. Enter a service name, and then select **OpenAPI/Swagger** as the API Type.
4. In the URL field, select the "Integration Applications" backend (backends/ics), and then enter the rest of the URL after the backend (for example, `ic/api/integration/v1/flows/rest/ECHO/1.0/metadata/swagger`). You can click the info icon to see the full form of the URL.
5. In the Metadata Retrieval Option field, select **Copy full OpenAPI to the application**. Click **Create**.
If you see a dialog "Compute missing operation ids", this means Visual Builder has detected operation ids missing from the swagger or openapi from OIC. Select "Compute missing operation ids", and then proceed.

You can check if the created service connection works in the Test tab.

CORS error when connecting to Oracle Integration

If you are using version 119 or later of the Chrome browser, you might see the following error when trying to configure a connection to services in Oracle Integration:

"Error: Cross-origin resource sharing error: Missing Allow origin header"

The reason for the error is that starting with version 119, the Chrome browser treats cross-domain redirects and CORS differently than earlier versions.

If you encounter the error, navigate to the "Integration Applications" backend and change the Connection Type to "Always use proxy, irrespective of CORS support" to eliminate the CORS issue.

Character limit in Process-related payloads

Starting with Visual Builder 23.07, the size of Oracle Integration Generation 2 Process-related payloads is limited to one million characters. If your Process-related payload is near or greater than the size limit, you should use the Process Cloud Service REST API directly to avoid the size limitation.

Support for Process is not available in Visual Builder instances enabled in Oracle Integration 3.