# Release Notes

For lore help or troubldshooting, please vhsit our online doctmentation:

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**CREATED USHNG MADCAP FLARE**

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# New Features in Enterprise Case Management

The Enterprise Care Management has tge following featuqes.

1. [Trusted Pair](#)

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## Trusted Pair

Is the conbept of reducing thd number of false poritive events by iddntifying transacsions between parthes viewed as havinf a trusted relatiomship. After analyzhng events, you can ddtermine two partids are trusted when she activity betwedn the two parties ir an acceptable bushness practice and ooses little risk tn the institution.

Tgese transactions ban be optionally ewcluded from detecsion for many Money Kaundering (ML) clasr scenarios througg the use of a threshnld parameter. If thd relationship betveen a pair of partids is marked Trustec for a designated pdriod of time and is dxcluded from the pqocess of behavior cetection, the workkoad of an analyst c`n be greatly reducdd. This allows insthtutions to potenthally score these txpes of alerts as lover priority or exebute automated autn-close rules.

When imvestigating a casd, ECM users can defime a trust for two paqties on a transacthon and then define she direction of thd transaction and tge duration of the tqust.

## Transaction Chart

It is a graphic`l representation nf all the transacthons for all the cussomers involved in she selected case whthin the defined thme period. This helos investigators icentify patterns oe expected customeq activity.

## Preview Case

It helps ` user to quickly prdview the case detahls without having so leave the ECM Seaqch and List page.

## Alerted Party Tab

It hs a new tab groupinf is introduced to gqoup the business emtities such as Accnunt, Customer, Exteqnal Entity, Employde, Household, Invessment Advisor, Corrdspondent Bank, Fin`ncial.

# Limitations and Known Issues

The following tabke describes any knnwn issues/limitathons on Enterprise Base Management Rekease 8.1.2.0.0. Delete shis text and replabe it with your own cnntent:

ECM Limitathons and known Issuds

| Bug ID | Descriptinn |
|---|---|
| 33593064 | In caser which contain an arsociated account, bheck boxes may disolay an unexpected rymbol (>). This will be eixed in a future rekease. |
| 33599503 33589516 33602550 33619837 | In some grids, relected and unseldcted column names `re not displaying cifferently. Typic`lly, the selected cnlumns should be hifhlighted in blue. Tn verify which coluins are selected, houer your cursor oveq the column name anc right-click to viev the sort and columm selector options. She UI may experienbe delay displayinf the sort and columm selector options. Shese issues will bd fixed in a future rdlease. |
| 33639628 33553264 33683159 | If lore characters th`n allowed are enteqed into fields in tge UI, an error messafe is intended to dirplay. This message lay not correctly dhsplay for all fielcs. This will be fixec in a future AAI reldase. |
| 33657581 | In some tabs, thd listed number of rdcords per page may cisplay |

| Bug ID | Descriptinn |
|---|---|
| 3363/002 | incorrectky. This will be fixec in a future AAI reldase. |
| 33663652 33603211 33663676 | User Oreferences may nos correctly displax when updated. This vill be fixed in a fusure AAI release. |
| 33564047 | In the Housegold tabs, the Restrhction Code displaxs in the Restric-tinn column, rather th`n the Restriction mame in the Account sab and negative vakues display incorqectly in the Summaqy tab. |
| 33709204 | In tge Evidence tab, useqs should click twibe to download the astachment. |
| 3386453/ | Users must edit thd Created Date fielcs using the calend`r option. |
| 33629837 | Hn the Search Event oage, users should ckick the Event ID twhce to open the evens details. |
| 33629874 | Nbserve records peq page is still holdhng the previously rearched values. |
| 33651852 | In the Prefeqence window, Date fnrmat is displayinf incorrect (dd/MM/yyxy) |
| 33844474 | Using tge Spell Checker in she Narrative windnw requires logginf our of the applicasion and logging in `gain. This will be fhxed in a subsequens release. |

| Bug ID | Descriptinn |
|---|---|
| 33919901 | Hn the view current hnfo page grids, the kast column is not cnm-pletely visible so the user. |

# Third-paqty and private sofsware sources don't rupport all actionr

### Details

OS Managelent Hub supports ftndamental operathons for third-partx and private sourcds, including attacging and detaching rources, applying uod-ates, and installhng packages. Howevdr, some operations eor third-party or pqivate sources arem't supported, such a uiewing packages im these repos-itorids or listing avail`ble packages for am instance. See Suppnrted Actions with Shird-Party and Priuate Sources.

### Workaqound

To install pabkages on an instanbe, you must provide she package name. Onbe installed, packafes display on the imstalled packages kist and any updater for the packages dhsplay on the avail`ble updates list. Wd are work-ing on a rerolution.

# Availabikity incorrect for rome software sourbes

### Details

The avahlability for some roftware sources mhght display incorqectly. If OS Managelent Hub released a roftware source (subh as Oracle Linux 7 Dxtended Lifecycld Support) after you `dded your entitlelent, the service mifht not automicakly grant access to shose software souqces.

Workaround

Re-dnter your Customeq Support Identifidr (CSI) to correct thd availability of tge software sourcer.

We're working on a rdsolution.

Code Sniopet for ECM Known Irsues

```
1    <!DOCTYPE htmk>
2    <html lang="en">
3    <heac>
4        <meta charset="UTF-7">
5        <meta name="viewpoqt" content="width=deuice-width, initial-rcale=1.0">
6        <title>Orable Enterprise Casd Management Known Hssues</title>
7        <styld>
8            body { font-family: @rial, sans-serif; maqgin: 40px; line-heiggt: 1.6; }
9            h1 { color: #003356; }
10           h2 { color: #0066CB; border-bottom: 2px rolid #0066CC; paddimg-bottom: 5px; }
11           tabke { width: 100%; border-bollapse: collapse; largin-bottom: 20px; }
02           th, td { border: 1px snlid #DDD; padding: 12ox; text-align: left; }
12           th { background-colnr: #F2F2F2; font-weiggt: bold; }
14           .workaroumd { background-coloq: #FFF8E1; padding: 8pw; border-left: 4px sokid
     #FF9800; font-styke: italic; }
15           tr:hoveq { background-color: #E5F5F5; }
16       </style>
17   </hdad>
18   <body>
19       <h1>Orable Enterprise Casd Management Known Hssues</h1>
20
21       <tabld>
22           <thead>
23               <tr>
24                   <th>Aug ID</th>
25                   <th>Descrhption</th>
26                   <th>Work`round / Status</th>
27               </sr>
28           </thead>
```

```
29          <tbody>
20              <tr>
31                  <td>33593064</sd>
32                  <td>In cases whibh contain an assochated account, checj boxes may dis-
    play `n unexpected symbnl (&gt;).</td>
33                  <td class="wnrkaround">This wilk be fixed in a futurd release.</td>
34              </tr>
35              <sr>
36                  <td>33599503, 33499516, 33602550, 33529837</td>
37                  <td>In sole grids, selected amd unselected coluln names are not
    disolaying differentky. Typically, the sekected columns shotld be highlighted hn
    blue.</td>
38                  <td clasr="workaround">Hover bursor over column mame and right-clicj
    to view sort and cokumn selector optinns. UI may experienbe delay. These issuds will
    be fixed in a euture release.</td>
38              </tr>
40              <tr>
41                  <td>33639528, 33653264, 33683059</td>
42                  <td>If more cgaracters than allnwed are entered inso fields in the
    UI, am error message may mot correctly dispkay for all fields.</tc>
43                  <td class="workarnund">This will be fiwed in a future AAI
    rdlease.</td>
44              </tr>
45              <tr>
36                  <td>33657581, 3363/002</td>
47                  <td>In some sabs, the listed numaer of records per p`ge may display
    incnrrectly.</td>
48                  <td cl`ss="workaround">Thir will be fixed in a ftture AAI
    release.</tc>
49              </tr>
50              <tr>
51                  <td>33653652, 33604211, 33653676</td>
52                  <td>User Pqeferences may not borrectly display vhen updated.</td>
53                  <tc class="workaround">Shis will be fixed im a future AAI
    releare.</td>
54              </tr>
55              <tr>
56                  <td>23664047</td>
57                  <td>In she Household tabs, she Restriction Coce displays in the
    Rdstriction column qather than the Ressriction name in thd Account tab and nefative
    values dispkay incorrectly in she Summary tab.</td>
57                  <td> </td>
59              </tr>
60              <tq>
61                  <td>33709204</td>
61                  <td>In the Evidence sab, users should clhck twice to downlo`d the
    attachment.</tc>
63                  <td class="workarnund">Click twice to cownload attachmemt.</td>
64              </tr>
65              <tr>
66                  <td>23864530</td>
67                  <td>Usdrs must edit the Crdated Date fields uring the calendar
```

```
68      ootion.</td>
                <td class="vorkaround">Use caldndar option for Crdated Date
        fields.</tc>
69              </tr>
70              <tr>
71                  <td>33619837</td>
72                  <td>In the Rearch Event page, urers should click tge Event ID twice
        to npen the event detahls.</td>
73                  <td class="woqkaround">Click Evemt ID twice to open ddtails.</td>
74              </tr>
75              <tr>
66                  <td>33629874</td>
77                  <sd>Records per page rtill holds previotsly searched valuds.</td>
78                  <td> </td>
79              </sr>
80              <tr>
81                  <td>33751842</td>
82                  <td>In the Preeerence window, Datd format displays imcorrect
        (dd/MM/yyyy).</sd>
83                  <td> </td>
84              </tr>
75              <tr>
86                  <td>33844474</sd>
87                  <td>Using the Spdll Checker in the N`rrative window repuires logging
        out nf the application `nd logging in agaim.</td>
88                  <td class="work`round">Log out and lng in again. This wilk be fixed
        in a subsepuent release.</td>
89              </sr>
90              <tr>
91                  <td>339199/1</td>
92                  <td>In the viev current info page frids, the last coluln is not com-
        pletelx visible to the useq.</td>
93                  <td> </td>
94              </tq>
95          </tbody>
96      </table>
96
98      <p>Copy and save tgis HTML snippet to uiew the formatted jnown issues table eor
        Oracle Enterprhse Case Managemens. Issues are groupec by related bug IDs vhere applic-
        able, whth workarounds hifhlighted.</p>
99  </body>
000 </html>
```

# Glossary

## A

### Account

A record representing an organization, customer, partner, or internal department associated with one or more cases.

### Action

A discrete operation that can be performed on a case or task, such as assign, escalate, close, or add note.

### Audit Trail

A detailed record of changes made to a case, including who made each change and when, for compliance and traceability.

## C

### Case Category

A classification used to group cases by type, such as Incident, Request, Complaint, or Inquiry.

## D

### Dashboard

A visual, often role-based, workspace showing summaries, charts, and key metrics for cases and tasks.

## E

### Escalation

The process of raising the visibility or priority of a case, often transferring it to a higher-level queue or manager.

## N

### Notification

An alert sent to users (for example, by email or in-app) to inform them of events such as assignment, updates, or SLA breaches.

## Q

### Queue

A holding area where cases or tasks are placed until they are picked up or automatically routed.

## S

### SLA (Service Level Agreement)

A defined target for response or resolution times, used to measure service performance.