



TIBCO® Order Management

Release Notes

Version 6.0.1 | May 2025

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About this Product

TIBCO® Order Management is an elastic, catalog-driven order management system for digital service providers. It accepts orders from any customer engagement system and orchestrates the tasks required for fulfilling the orders.

TIBCO® Order Management is the next generation of TIBCO® Fulfillment Order Management and partially replaces the old product. To better align TIBCO Fulfillment Order Management with market demand, the product's capabilities have been reorganized into two new products: TIBCO Order Management and TIBCO® Offer and Price Engine.

New Features

The following features have been added in this release of TIBCO® Order Management.

Support for TIBCO Enterprise Message Service™ 10.4

This release adds support for TIBCO Enterprise Message Service™ 10.4, a standards-based messaging software that enables JMS-compliant communication across various platforms and application technologies, serving as the backbone of a service-oriented architecture.

For more information, see the *TIBCO® Order Management Installation and Configuration Guide*.

Support for tasks_lock Table

This release introduces the `tasks_lock` table to eliminate deadlocks, reduce lock contention, and enable parallel processing across instances. The table ensures that only one instance fetches pending order events at a time, preventing conflicts and overlapping data processing. The table uses the following logic:

- Pending Order Processing Scheduler: Divides the operation into distinct tasks and introduces a queue-based architecture along with the `tasks_lock` table.
- Pending Order Event Status: Events can have statuses: Pending (0), Dispatched (1), and In Progress (2).
- Lock Acquisition: The scheduler acquires a lock in the `tasks_lock` table to fetch eligible entries from the `order_event` table.
- Queue-Based Dispatch: Grouped events are dispatched as messages to a queue (`tibco.aff.archival.pending.order.event.queue`) ensuring order-level exclusivity.
- Message Processing: Consumers process messages, updating events to In Progress (2) and deleting them on successful processing. In case of an exception, events are reset to Pending (0).

Support to Restart Stuck Order Scheduler

TIBCO® Order Management supports periodic resetting of stalled events by updating their status to Pending (0) for reprocessing.

New API Endpoint

In authorization service, the deprecated `/oauth/token` endpoint is now replaced by `/v2/oauth/token`.

Long Password Support

Users can now set passwords longer than 12 characters.

Special Characters in Admin Passwords

TIBCO® Order Management System UI supports the use of special characters in the admin password. However, you cannot use backslash (\) and quotation mark (").

Support for New Properties for Microsoft SQL Server

- `catalogDsSchema`: This property has been added for the Catalog service, AOPD, and Orchestrator.
- `orderDsSchema`: This property has been added for the Data service and Orchestrator.



Note: These properties apply only to Microsoft SQL Server. For other database types, do not enter any values.

Order Amendment Without Changes

You can now amend orders without making any changes, enabling the generation of a REDO plan item. To use this feature, set the `enableAmendmentValidation` flag to `false` to bypass validation and configure `EPMR_ACTION_*` with the value `REDO`.

Enhanced Health Check Endpoint

The health check endpoint now displays the number of database connection objects being used from the pool. Enable this feature by setting the `getTotalDsConnection` flag to `true` in the configuration files:

- Authorization service: `$OM_HOME/roles/authorization-service/standalone/config/application.properties`
- Other services: `$OM_HOME/seed-data/app-properties/ConfigValues_Common.json`

Support for External Identity Provider

TIBCO® Order Management supports configuring an external identity provider. For more information, see the *TIBCO® Order Management Administration Guide*.

New and Updated APIs in the Orchestrator Service

The Orchestrator service supports the Get Order Status and Plan Item Suspend Response APIs. For more information, see the *TIBCO® Order Management Web Services Guide*.

Changes in Functionality

The following functionality and features have been changed in this release of TIBCO® Order Management.

Activation

Customers must activate this release as part of an installation or upgrade. The release will not function unless it is activated with a license.

Generate a license to activate this product within the TIBCO Software Download site at <http://www.tibco.com/downloads>. Only customers with an active entitlement to this release can generate a license.

Activate TIBCO products using TIBCO® Activation Service software, which you can download from the TIBCO Software Download site.

To learn how to configure this product for activation, visit: <https://docs.tibco.com/products/tibco-activation-service> as well as the documentation for this release.



Note: Customers using 60-HF06 can be directly upgraded to OM 601. A separate upgrade step is not required for this transition.

Migration to TIBCO EMS

The communication between Orchestrator and AOPD is migrated from REST to TIBCO® EMS. This change addresses issues, such as request loss and increased processing time, caused by REST-based communication with asynchronous `CompletableFuture`. The communication between Orchestrator and AOPD is described in the following process:

- Orchestrator publishes plan generation requests to `tibco.aff.orchestrator.plan.generation.queue`.
- AOPD listens to this queue, with the number of listeners controlled by the `planGenerationRequestReceiverCount` property. The default value for this property

is 5.

- After generating the plan, AOPD publishes it to `planGenerationResponseQueue`.
- Orchestrator listens to `planGenerationResponseQueue`, with the number of listeners controlled by the `planGenerationResponseReceiverCount` property.

PlanItem Error Handling

A `PlanItem` can transition to the `ERROR` or `ERROR_HANDLER` state even if the associated intermediate milestone is pending. However, a `PlanItem` cannot transition to `COMPLETE` until the intermediate milestone is notified, ensuring milestone completion integrity.

Dependency Handling in Cancellation Scenarios

IM-to-IM dependencies and their parent dependencies are no longer copied to new plan items during cancellation amendments. This prevents circular dependencies between plan items, ensuring alignment with the Product Model.

Authorization Service Enhancement

In the Authorization service, generating an OAuth token now requires authorization using the client ID and client secret.

Change in Encryption Algorithm

The encryption algorithm logic has been changed from `PBEWithMD5AndDES` to Advanced Encryption Standard (AES) with a 256-bit key size. The new algorithm is used in the `EncryptPWDUtility` service to encrypt or decrypt the passwords.

- On the Swagger interface of the Configurator and Authorization services, you can use the `POST /migrate` API to migrate passwords from the old algorithm to the new algorithm.
- On the Swagger interface of the encryptor-decryptor service, you can use the following APIs to encrypt or decrypt the passwords.
 - `/v1/old/re-encrypt`: Re-encrypts an encrypted password from the old algorithm to the new algorithm.
 - `/v1/old/decrypt`: Decrypts password using the old algorithm.

- `/v1/encrypt`: Encrypts password using the new algorithm.
- `/v1/decrypt`: Decrypts password using the new algorithm.

Automatic Partition Scheduler

The manual creation of future partitions of the Oracle database for order and archival users is no longer required. A scheduler has been implemented to automatically generate the necessary partitions on the 1st of each month.

Unique Client IDs

Each client is assigned a unique ID during registration. Validation for this has been added. If the client ID is duplicate, the request is rejected. Additionally, a unique key constraint for the client ID has been added to the admin database.

Request Parameter Change

The request parameter for the `/oauth/token` API in the Authorization service has been changed from `tenantId` to `TENANTID`

Manual Script Execution for `db-setup.sh`

If the `db-setup.sh` script does not create the procedure for `oms_seed_orderlock.sql`, you must execute the `oms_seed_orderlock.sql` script explicitly.

Username Limitations

You cannot create a username that contains the `@` symbol. The `@` symbol is treated as a delimiter in the username field. It is used to extract the `tenantID` from the username. For example, in `admin@TIBCO`, the username is `admin` and the `tenantID` is `TIBCO`.

However, if you want to use an email ID as a username, you can configure Active Directory (AD) or OpenID Connect (OIDC).

Update in the Value of the `omsHibernateDialect` Property

For Authorization and Configurator services, the value of the `omsHibernateDialect` property has been updated from `org.hibernate.dialect.Oracle10gDialect` to

`org.hibernate.dialect.OracleDialect`. You must update the value; otherwise, the mentioned services might fail to start.

Short Order Definition for Jeopardy Services

You can now update the definition of short orders in the Jeopardy service by modifying the `shortLivedThresholdInMinutes` property in the configuration. The default value is set to one minute. For more details, see the [Jeopardy Services](#) section in the *TIBCO® Order Management User Guide*.

Sorting Affinity Plan Items Based on Plan Item ID

At runtime, when plan items with affinity are merged, the `GLOBAL_PRODUCT_NAME` User Defined Field (UDF) value is no longer assigned randomly. Instead, plan items are sorted by plan item ID, and the product ID of the first plan item is assigned to the `GLOBAL_PRODUCT_NAME` UDF.

Updated API Endpoint

The `getJeopardyAlertMsg` API endpoint is updated from `v1/alerts` to `/plan/alerts`.

Order Audit API Changes

The `v1/order/audit` API is deprecated for the GET method and replaced with the `v2/order/audit` API. The POST method for `v1/order/audit` remains functional.

Intermediate Milestone Completion

Plan items with intermediate milestones must complete all milestones before the plan item is marked as complete. If a `PlanItemExecuteReply` request is received when milestones are pending, the request is rejected.

Error Codes and Messages

Error codes and messages for TIBCO® Order Management are now available on the Swagger UI pages of the respective services.

Find Orders

On the **Find Orders** section of the **Dashboard**, you can now select only 10 or 20 from the **Rows per page** dropdown options.

Deprecated and Removed Features

No feature has been deprecated or removed as of this release of TIBCO® Order Management.

Migration and Compatibility

The following information provides migration procedures and a compatibility matrix for this release of TIBCO® Order Management.

Migration to TIBCO Order Management Version 6.0.1

You can upgrade to TIBCO Order Management version 6.0.1 only if you are on TIBCO Order Management version 6.0.0 HF-6 without a separate upgrade script.

Closed Issues

The following issues have been fixed in this release of TIBCO® Order Management.

Key	Summary
AF-16033	You cannot change a plan item in the Execution state to Complete using the dropdown in the PlanItem tab.
AF-16008	The order count in the OMS UI bar chart is incorrect when the server timezone differs from UTC, causing discrepancies in the summary count and missing labels for the last selected date in the dashboard bar chart.
AF-16002	The plan timeline is not visible when multiple plan items are present.
AF-15532	The UI Order Composition does not honor the AUTOPROVISION flag, displaying child products even when the flag is set to false .
AF-15522	You cannot select all error plan items in one go for the Bulk Action function from the Order Management System UI.
AF-15521	When you navigate from the orderdetails page to the dashboard, the Proportion of orders with errors window shows the following error: No data found, chart could not be created at this moment.
AF-15508	When TIBCO® Order Management and TIBCO® Offer and Price Engine are integrated and you submit an order, the soapfault 400 BAD_REQUEST error is seen.
AF-15482	You cannot amend the migrated orders.
AF-15473	<p>As of now the Order Management System UI could not know the server timezone, it sends a payload of the date range (in the form of UTC timezone) to Archival's 'v2/orders/summary' service to get a summary of the orders count as a response.</p> <p>As seen, the server and the 'creationDate' of the current order in the</p>

Key	Summary
	database are in the PST time zone and the UI sends the date range of the UTC zone, which leads to the discrepancy in the count, as the summary count of the previous orders was missed. The last selected date of the date range and its label is not visible in the bar chart of the dashboard.
AF-15467	You cannot start the Orchestrator service if the <code>enableNotification</code> flag is set to <code>false</code> .
AF-15457	The order does not get purged from the Archival service if it is not present in the Orders database.
AF-15432	The plan timeline is not visible in case of multiple planitems.
AF-15425	You can fetch order details for the withdrawn order in case of the OPD error handler.
AF-15423	Audit trail still shows for the withdrawn order.
AF-15411	Operation <code>PlanItemBulkErrorHandlerReply</code> not considering multiple plan items from a single plan.
AF-15403	The 404 error is seen when giving the correct plan ID and incorrect <code>OrderRef</code> for API <code>GETORDEREXECUTIONPLAN</code> on the Orchestrator.
AF-15401	The Jeopardy notifications are not migrated.
AF-15374	The <code>planItemId</code> is coming null for plan-level jeopardy alerts.
AF-15372	Risk region showed differences in <code>getPlanInJeopardy</code> and generate plan timeline API.
AF-15370	When the <code>riskRegion</code> status is changed from one state to another in the Jeopardy service, a <code>NullPointerException</code> is generated in the logs.
AF-15369	Pagination does not work in <code>getJeopardyAlertMessage</code> .
AF-15367	In the <code>planTimeLine</code> response, <code>planItemId</code> is shown as null for the <code>ERROR</code> ,

Key	Summary
	ERROR_HANDLER, and START plan items.
AF-15366	The PREQUALIFICATIONFAILED and OPD_ERROR state orders are added in the worktray.
AF-15349	The ORDERAMENDMENT type audit trail is missing on the OMS UI.
AF-15348	When the Orchestrator is not up, the Archival service is unable to give partial response for the mixed-state orders.
AF-15319	The Archival server generates an error when the passed orderId does not have any audit trail.
AF-15303	The dependencies are not shown properly in 'Plan items dependencies' in case of intermediate milestone with status NOTIFYPENDING.
AF-15279	A NullPointerException is seen in the Jeopardy service when a user searches rules with status criteria.
AF-15268	You cannot create, view, and update the jeopardy rules from the Order Management System UI.
AF-15267	The user cannot send a plan item that is in the Execution state to the Complete state from Order Management System UI.
AF-15266	On the OMS UI dashboard, the InFlow Orders gadget is missing.
AF-15228	The canceled plan items are not shown in the Plan Timeline.
AF-15224	When the OPDERROR orders are present, the Plan Fragment and Planitem Status are not shown in the work tray.
AF-15217	The SYNC_CONFIRM and SYNC_NOCONFIRM acknowledge modes remain in the REST TestHarnessBW6 project although they are not supported.
AF-15197	Jobs are loaded under the 'In-progress jobs' section for the withdraw action.

Key	Summary
AF-15194	On Order Management System UI, the orders in ERROR state are not getting loaded in Worktray .
AF-15010	The sample requests for the <code>/v1/planfragmentmodel/bulk</code> and <code>/v1/planfragmentmodel</code> APIs are not correct.
AF-14939	The Orchestrator generates exceptions when configured with Redis.
AF-14901	<p>You cannot take any of the following actions on a single order from the Order Management System UI:</p> <ul style="list-style-type: none">• Cancel• Suspend• Resume• Withdraw
AF-14881	When you deselect a checkbox for the pagination, the pagination count shows incorrect information on the activity logs.
AF-14797	On the OMS UI dashboard, the Orders in Execution gadget is missing.
AF-14788	When there are two parents for a child product, the Catalog service GET API does not list down the common child for both parents.
AF-14405	Caused by: org.apache.commons.scxml.model.ModelException: Initial state null or not a descendant of state with ID 'ORDERAMENDMENT'
AF-14214	Jeopardy: Remove Tibbr and File notification types from the rule schema.

Known Issues

The following issues exist in this release of TIBCO® Order Management.

Key	Summary and Workaround
AF-19034	Summary: On the Order Management System UI work tray, you cannot take an action on plan items in the ERROR state when you select them all at once. Workaround: None
AF-19033	Summary: On the Order Management System UI work tray, the Select All option for plan items in an error state intermittently fails to function as expected. Workaround: None
AF-19031	Summary: The evaluationPriority field value is currently missing from the Archival plan User-Defined Field (UDF). Workaround: None
AF-18898	Summary: When attempting to log into the Order Management System UI with invalid credentials, the system does not display an appropriate error message. Workaround: None
AF-18890	Summary: You cannot cancel an order in the feasibility state through the amend order API. Workaround: None
AF-18884	Summary: Updates made to UDF via the Data service are not reflected in the Archival data. Workaround: None

Key	Summary and Workaround
AF-18866	<p>Summary: Order amendment status is incorrectly shown as START in the archival database after migration to TIBCO Order Management 6.1.0.</p> <p>Workaround: None</p>
AF-18849	<p>Summary: When migrating orders from TIBCO Order Management 5.1.0 HF-8 to TIBCO Order Management 6.1.0, the submitted date is displayed incorrectly.</p> <p>Workaround: None</p>
AF-18783	<p>Summary: The Order Management System UI does not display order amendment details on the Order Homepage.</p> <p>Workaround: None</p>
AF-18866	<p>Summary: When you migrate orders from OM 5.1.0 HF-8 or OM 6.0.0 HF-3 to OM 6.1.0, the order amendment status stays as START instead of changing to COMPLETE as expected.</p> <p>Workaround: None</p>
AF-18484	<p>Summary: When attempting to retrieve an audit trail using only the order reference, the system is expected to display the audit trail. However, it fails to do so and instead returns a 404 error, indicating that the order ID was not provided.</p> <p>Workaround: None</p>
AF-18445	<p>Summary: Suspended future dated orders are not processed as expected when activated before the specified future time.</p> <p>Workaround: None</p>
AF-18416	<p>Summary: Amendment requests are accepted even if a previous amendment is in progress.</p> <p>Workaround: None</p>
AF-18403	<p>Summary: Failed messages are not routed to the dead queue as</p>

Key	Summary and Workaround
	<p>expected.</p> <p>Workaround: None</p>
AF-18401	<p>Summary: Incorrect values for <code>_nm_</code> and <code>_ns_</code> fields are sent in some replies under certain scenarios.</p> <p>Workaround: None</p>
AF-18329	<p>Summary: Jeopardy queues are not properly consumed for large orders, leading to message pile-up, slow execution, and EMS downtime.</p> <p>Workaround: None</p>
AF-18222	<p>Summary: Completing plan items on the OMS UI is not possible when the intermediate milestone is in a <code>PENDING</code> or <code>NOTIFYPENDING</code> state.</p> <p>Workaround: You can disable the option to complete plan items from the UI.</p>
AF-18183	<p>Summary: Database locking is removed for order processing, but locks for <code>order_in_play</code> and <code>order_sequencing</code> tables are still required during order sequencing.</p> <p>Workaround: None</p>
AF-18120	<p>Summary: Vulnerabilities are detected in Order Management images running on a Kubernetes cluster.</p> <p>Workaround: None</p>
AF-18099	<p>Summary: The Redis transaction manager lacks support for locking mechanisms.</p> <p>Workaround: None</p>
AF-18090	<p>Summary: Microsoft SQL Server does not support as a database for Order Management.</p> <p>Workaround: None</p>

Key	Summary and Workaround
AF-18009	<p>Summary: The Select All feature within the Find Order section of the Order Management System UI dashboard is not functioning as expected.</p> <p>Workaround: None</p>
AF-18008	<p>Summary: Error message <code>ORA-02291: integrity constraint violated - parent key not found</code> displayed during order sequencing operations in Oracle Database.</p> <p>Workaround: None</p>
AF-17936	<p>Summary: Error identified when using the <code>planitem suspendreply</code> API in Orchestrator.</p> <p>Workaround: None</p>
AF-17801	<p>Summary: SQL Server scripts are not included in the Order Management build package.</p> <p>Workaround: None</p>
AF-17758	<p>Summary: Missing refactoring of the Migration service.</p> <p>Workaround: None</p>
AF-17696	<p>Summary: The <code>REDO EPMR</code> action does not work for <code>EPMR_ACTION_Cease</code> and <code>EPMR_ACTION_UPDATE</code> requests.</p> <p>Workaround: None</p>
AF-17627	<p>Summary: The product hierarchy is not correctly shown with the Redis cache.</p> <p>Workaround: None</p>
AF-17601	<p>Summary: A null pointer exception (NPE) occurs when attempting to invoke <code>com.tibco.fom.model.PlanAdjacencyEntity.getSectionNode()</code> on future dated orders. This issue arises because the variable <code>firstPage</code> is null.</p> <p>Workaround: None</p>

Key	Summary and Workaround
AF-17559	<p>Summary: Updating rules from the rule config UI or the Rule API for Jeopardy is not possible.</p> <p>Workaround: None</p>
AF-17554	<p>Summary: The OMS user interface does not allow filtering of orders by the exact time of the day.</p> <p>Workaround: None</p>
AF-17548	<p>Summary: An enhancement is required to encrypt passwords stored in database tables and within the configurator's file.</p> <p>Workaround: None</p>
AF-17527	<p>Summary: The Jeopardy Rule UI does not provide options to suspend or resume jeopardy rules.</p> <p>Workaround: None</p>
AF-17526	<p>Summary: The Jeopardy Rule UI does not provide options to update jeopardy rules.</p> <p>Workaround: None</p>
AF-16774	<p>Summary: The system lacks a mechanism similar to Apache Camel for retrying failed JMS events.</p> <p>Workaround: None</p>
AF-16726	<p>Summary: The logic required to process pending order events in the new Orchestrator version is not fully implemented.</p> <p>Workaround: None</p>
AF-16691	<p>Summary: Amendments remain in the "Start" state in the database but are not visible in the OMS UI amendment section.</p> <p>Workaround: None</p>
AF-16668	<p>Summary: The automation for postinstallation configurations has to be</p>

Key	Summary and Workaround
	<p>enhanced to make it API-based.</p> <p>Workaround: None</p>
AF-16110	<p>Summary: Issues identified in the config.properties files need resolution to automate postinstallation configurations.</p> <p>Workaround: None</p>
AF-15965	<p>Summary: Work tray data displays inconsistencies across different internet browsers for the same user.</p> <p>Workaround: None</p>
AF-15428	<p>Summary: Simultaneous Plan Item Failed Reply does not adhere to the maxRetries configuration.</p> <p>Workaround: None</p>
AF-15170	<p>Summary: The config-automation tool requires modifications to include database changes necessary for migration.</p> <p>Workaround: None</p>
AF-15167	<p>Summary: The properties within the config-automation tool that have been renamed or removed must be identified.</p> <p>Workaround: None</p>
AF-14783	<p>Summary: Changes to orders in a suspended state cannot be saved through the OMS UI after adding order level user-defined fields.</p> <p>Workaround: None</p>
AF-13999	<p>Summary: Request for enhancements to documentation regarding XPath and decomposition for improved clarity and usability.</p> <p>Workaround: None</p>
AF-13897	<p>Summary: Enhancements are needed in the Python configuration automation scripts for better functionality and user experience.</p>

Key	Summary and Workaround
	Workaround: None
AF-13837	Summary: The MetaData seeding within the config-automation process must be introduced to enhance configuration management and deployment processes. Workaround: None

TIBCO Documentation and Support Services

For information about this product, you can read the documentation, contact TIBCO Support, and join TIBCO Community.

How to Access TIBCO Documentation

Documentation for TIBCO products is available on the [Product Documentation website](#), mainly in HTML and PDF formats.

The [Product Documentation website](#) is updated frequently and is more current than any other documentation included with the product.

Product-Specific Documentation

The documentation for this product is available on the [TIBCO® Order Management Product Documentation](#) page.

How to Contact Support for TIBCO Products

You can contact the Support team in the following ways:

- To access the Support Knowledge Base and getting personalized content about products you are interested in, visit our [product Support website](#).
- To create a Support case, you must have a valid maintenance or support contract with a Cloud Software Group entity. You also need a username and password to log in to the [product Support website](#). If you do not have a username, you can request one by clicking **Register** on the website.

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requests from within the [TIBCO Ideas Portal](#). For a free registration, go to [TIBCO Community](#).

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