



# Informatica® Corporation

## PowerExchange Adapters for Informatica

### 10.5.2

### Release Notes (10.5.2.1)

### July 2022

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Read the *PowerExchange Adapters for Informatica Release Notes* for information about fixed and known issues for PowerExchange Adapters for Informatica. If an adapter does not have any notable known or fixed issues, you will not find it in the release notes.

For information about Data Engineering Integration issues, see the *Data Engineering Integration Release Notes*. For information about new features and enhancements, see *What's New and Changed*.

## PowerExchange for Amazon Redshift

### PowerExchange for Amazon Redshift (10.5.2.1)

#### Fixed Issues

The following table describes fixed issues:

Issue	Description
OCON-29505	When you run a mapping that reads data from a Hive source table based on a value in the Amazon Redshift lookup table and writes to Amazon Redshift, the mapping stops responding.

## PowerExchange for Redshift (10.5)

### Fixed Issues

The following table describes fixed issues:

Issue	Description
OCON-27505	If you parameterized an Amazon Redshift table name and upgraded from Informatica version 10.2.2 to version 10.5, the parameterized value of the table name does not appear after the upgrade.

### Known Issues

The following table describes known issues:

Bug	Description
OCON-23228	<p>When you run a mapping that creates a Amazon Redshift target at run time and column names from the output ports of a transformation in the pipeline contain mix of upper case and lower case, the mapping fails with the null pointer exception.</p> <p>Workaround: Use an expression or a case converter transformation to convert the column names into lower case before you select <b>Create Target</b>.</p>
OCON-10209	<p>When you use the MapR distribution, Amazon Redshift mapping fails on the Spark engine when it reads from or writes to an Amazon Redshift cluster that has Version 4 authentication with the following error message:</p> <pre>com.amazonaws.services.s3.model.AmazonS3Exception:</pre>
OCON-9834	<p>When you use the Hortonworks 2.6 distribution, Amazon Redshift mapping fails on the Spark engine when it reads from or writes to an Amazon Redshift cluster that has Version 4 authentication with the following error message:</p> <pre>Bad Request (Service: Amazon S3; Status Code: 400; Error Code: 400 Bad Request; Request ID: 9BDDEEB8241688A2)</pre>
OCON-9663	<p>When you run an Amazon Redshift mapping to read or write data, the <b>Stop on Errors</b> property does not work.</p>
OCON-8022	<p>If you import an Amazon Redshift table that has a single quote (') in the column name, the mapping fails with the following error message:</p> <pre>[LDTM_0072] [Amazon](500051) ERROR processing query/statement. Error: Parsing failed, Query: unload ('SELECT "adpqa"."sq_col"."id" FROM "adpqa"."sq_col"') TO 's3://infa.qa.bucket/0b0ad503-1c2c-4514-95ac-85a5adb71b3b1489385038407/sq_col_' credentials 'aws_access_key_id=*****;aws_secret_access_key=*****' ESCAPE DELIMITER ','</pre>
OCON-7965	<p>When you run an Amazon Redshift mapping on the Blaze engine to read data from or write data to an Amazon Redshift cluster that requires Version 4 authentication, the mapping fails. This issue occurs if you use the Hortonworks 2.3 distribution.</p>
OCON-7909	<p>When you run an Amazon Redshift mapping on the Blaze engine to read data from or write data to an Amazon Redshift cluster that requires Version 4 authentication, the mapping fails. This issue occurs if you use the MapR 5.2 distribution.</p>

Bug	Description
OCON-7322	If you import an Amazon Redshift table that has a single quote (') or a backslash (\) in the table name, the read and write operations fail.
OCON-6921	When you run an Amazon Redshift mapping that contains a timestamp field in the native environment, the Data Integration Service truncates the ultraseconds values to milliseconds.
OCON-6785	When the Amazon Redshift source contains both double quotes (") and the delimiter you specified in the mapping, double quotes are truncated in the target. Also, the escape character is retained in the target.
OCON-6583	If you set the Parallel option off in the unload command and run an Amazon Redshift mapping on the Blaze engine, all the rows from the source are not written to the Amazon Redshift target even though the mapping runs successfully.
OCON-6346	When you run an Amazon Redshift mapping on the Blaze engine, the success and error files are not generated.
OCON-6266	When you run an Amazon Redshift mapping that compresses the staging files on the Blaze engine, the mapping fails. The staging files compression is ignored.
OCON-6260	When you run an Amazon Redshift mapping on the Blaze engine, the tasklet log does not display the row statistics even if the mapping runs successfully.
OCON-6252	When you run a mapping on the Blaze engine, the Real and Double data type values are rounded off. Workaround: Use the Numeric data type in place of Real and Double data types.
OCON-1297	When you configure the following attributes and run an Amazon Redshift mapping in the Hadoop environment, the mapping might fail based on the engine selected for mapping execution: Read Operation Attributes: <ul style="list-style-type: none"> <li>- S3 Client Encryption</li> <li>- Staging Directory Location</li> </ul> Write Operation Attributes: <ul style="list-style-type: none"> <li>- Enable Compression</li> <li>- CopyOptions Property File</li> <li>- Null value for CHAR and VARCHAR data types</li> <li>- S3 Server Side Encryption</li> <li>- S3 Client Side Encryption</li> <li>- Staging Directory Location</li> <li>- Success File Directory</li> <li>- Error File Directory</li> </ul>
OCON-1275	A mapping with more than one RedShift object fails in Hadoop run-time environment for MapR distribution.

# PowerExchange for Amazon S3

## PowerExchange for Amazon S3 (10.5.0.1)

### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-28189	When you refresh the source or target schema at run time in a dynamic mapping, the values that you specify for the formatting options in the Schema tab for a flat file are not used and the default values are used. This issue leads to unexpected results in the target.

## PowerExchange for Amazon S3 (10.5)

### Third-Party Fixed Issues

The following table describes fixed issues:

Issue	Description
OCON-25553	When you run an Amazon S3 mapping on the Spark engine and the Amazon S3 staging bucket name contains a dot (.), the mapping fails with the following error: <code>Unable to execute HTTP request: Certificate for xxxx doesn't match any of the subject alternative names</code> This issue occurs when you use the CDP 7.1 distribution. S3 ticket reference number: 7087613701

### Known Issues

The following table describes known issues:

Issue	Description
BDM-11443	When you run an Amazon S3 mapping on the Spark engine to read data from a compressed Amazon S3 file and if the file does not have extension for the different compression formats, the mapping fails.
OCON-27818	When you run an Amazon S3 mapping on the Spark engine and the Amazon S3 bucket is in a different AWS account, the mapping fails with the following error: <code>S3ServiceException:Access Denied,Status 403,Error AccessDenied</code>
OCON-25450	When you create an Amazon S3 data object for the <b>China (Hong Kong)</b> region and run a mapping on the Databricks 5.5 engine, the mapping fails with the following error: <code>Exception caught when redacting in logging: "null". Log original message instead java.lang.NullPointerException</code>

Issue	Description
OCON-25032	When you create an Amazon S3 data object for the <b>China (Hong Kong)</b> region and run a mapping on the Spark engine, the mapping fails with the <code>java.lang.reflect.InvocationTargetException</code> exception. This issue occurs when you use the EMR 5.29 distribution
OCON-24683	When you run a mapping in the native environment and read a binary file from a directory, the mapping runs successfully. However, the session log shows the following severe message: <code>SEVERE: jrt write failed.</code>
OCON-24554	When you refresh the source or target schema at runtime in a dynamic mapping, the values that you specify for the delimiter, text qualifier, and escape character for a flat file are not honored and the default values are used instead. This might lead to unexpected results in the target.
OCON-20605	When you run a mapping, in the native environment, to read a flat file that has unicode characters, a space, null values, single quotes, or a value that starts with a dollar sign, the Data Integration Service adds double quotes to the values when writing data to the target.
OCON-17443	When you use the <b>Create Target</b> option to create an Amazon S3 target and select Flat as the Resource Format, fields are not getting propagated to the target. Workaround: Create fields manually in the target file and run the mapping.
OCON-12037	When you import an ORC file that contains Binary data type and other data types, a single binary port is created instead of multiple ports.
OCON-12035	When you run a mapping on the Spark engine to read or write ORC files that contains Binary data type, the task fails with the following error message: <code>(AmazonS3Read, SparkEngine) = java.lang.RuntimeException</code>
OCON-12022	When you run a mapping on the Spark engine to read an ORC file that contains Timestamp data type, the mapping runs successfully. However, the Data Integration Service truncates the nanosecond values that are more than six digits.
OCON-11874	When you run a mapping on the Spark engine to read from a multiline JSON file and write the data to the target, the mapping runs successfully. However, the Data Integration Service does not write the data to the target.
OCON-10032	When you use the Hortonworks 2.6 distribution, Amazon S3 mapping fails on the Spark engine when it reads from or writes to an Amazon S3 cluster that has Version 4 authentication with the following error message: <code>com.amazonaws.services.s3.model.AmazonS3Exception: Status Code: 400, AWS Service: Amazon S3, AWS Request ID: B4AC764FDB8DA642, AWS Error Code: null, AWS Error Message: Bad Request</code>
OCON-10026	When you use the MapR 5.2 secure cluster, Amazon S3 mapping fails on the Spark engine when it reads from or writes to an Amazon S3 cluster that has Version 4 authentication with the following error message: <code>&lt;CmdExecInProcessTasks-pool-2-thread-29&gt; SEVERE:[Pre_Spark_Task_Command_1] [com.informatica.platform.dtm.executor.hadoop.impl.cmdtasks.HadoopFSRmRfTask]</code>
OCON-9765	When you read files within a sub-directory that contains different compression formats, the Data Integration Service does not write the data to the target properly.

Issue	Description
OCON-9353	When you create an Amazon S3 data object for the <b>US East (Ohio)</b> region and run a mapping on the Spark engine, the task fails. However, the same mapping runs successfully in the native environment.
OCON-8996	Unable to view the list of files available in a bucket when you expand the bucket name list in the <b>Object Explorer</b> view. Workaround: To view the list of files available in a bucket, you must select the bucket name instead of expanding the bucket name list in the Object Explorer view.
OCON-7963	When you run an Amazon S3 mapping on the Blaze engine to read data from or write data to an Amazon S3 bucket that requires Version 4 authentication, the mapping fails. This issue occurs if you use the Hortonworks 2.3 distribution.
OCON-7938	When you run an Amazon S3 mapping in the native environment, the incorrect values in the decimal or bigint data type field are replaced by zeroes. However, the mapping runs successfully and the session log displays the following error message:  2017-03-13 23:46:08.131 <TASK_140116755179264-READER_1_1_1> SEVERE: [APPSDK_Msg_1762] Data for column [age] of type [bigint] should be a of type [java.lang.Number] or its sub-types.
OCON-7911	When you run an Amazon S3 mapping on the Blaze engine to read data from or write data to an Amazon S3 bucket that requires Version 4 authentication, the mapping fails. This issue occurs if you use the MapR 5.2 distribution.
OCON-7743	When you connect to Amazon S3 from the Administrator console for a Kerberos domain, database TLS enabled, or enabled secure communication, the test connection fails with the following error message:  The requested operation could not be performed due to the following error: Connection error: Unable to execute HTTP request:
OCON-6887	If the delimiter in the source and the target is a multibyte character, the PowerExchange for Amazon S3 mapping fails.
OCON-5736	When you run an Amazon S3 mapping that writes to an Amazon S3 target on the Blaze engine, the hash symbol (#) precedes the header in the Amazon S3 target.



# PowerExchange for Cassandra

## PowerExchange for Cassandra (10.5)

### Third-Party Known Issues

The following table describes third-party known issues:

Bug	Description
OCON-11206	The Cassandra database does not allow periods in column names. PreSQL or PostSQL queries generated with the SQL Editor fail with a syntax error because the SQL Editor prefixes periods to column names to qualify column names with table names. Workaround: Do not qualify column names with table names in queries. (397187)

# PowerExchange for Google Analytics

## PowerExchange for Google Analytics (10.5.2)

### Known Issues

The following table describes known issues:

Issue	Description
OCON-29300	Google Analytics mappings that run on the Amazon EMR 6.4 cluster fails with the following error: "java.lang.NoSuchMethodError: scala.Predef\$.refArrayOps([Ljava/lang/Object;)Lscala/collection/mutable/ArrayOps"

## PowerExchange for Google Analytics (10.5.1.1)

### Known Issues

The following table describes known issues:

Issue	Description
OCON-28776	Google Analytics mappings that run on the Dataproc 2.0 cluster that uses Spark version 3.0.1, the mapping fails with the following error: " Caused by: java.lang.NoSuchMethodError: scala.Predef\$.refArrayOps([Ljava/lang/Object;)Lscala/collection/mutable/ArrayOps"

# PowerExchange for Google BigQuery

## PowerExchange for Google BigQuery (10.5.2)

### Known Issues

The following table describes known issues:

Issue	Description
OCON-29033	Google BigQuery mappings that run on the Amazon EMR 6.4 cluster fail with the following error: <code>"java.lang.NoSuchMethodError: scala.Predef\$.refArrayOps([Ljava/lang/Object;)Lscala/collection/mutable/ArrayOps"</code>

## PowerExchange for Google BigQuery (10.5.1.1)

### Known Issues

The following table describes known issues:

Issue	Description
OCON-28905	When you configure a Google BigQuery mapping to use Optimized Spark mode and run the mapping on the Dataproc 2.0 cluster, the mapping fails with the following error: <code>java.lang.ClassNotFoundException: scala.Product\$class</code>

### Third-Party Known Issues

The following table describes third-party known issues:

Bug	Description
OCON-29096	When you use a Dataproc 2.0 cluster to run a mapping in Optimized Spark mode to write DateTime values earlier than 1582-10-15 to a Google BigQuery target, the mapping fails with the following error: Caused by: <code>org.apache.spark.SparkUpgradeException: You may get a different result due to the upgrading of Spark 3.0</code>

## PowerExchange for Google BigQuery (10.5.1)

### Known Issues

The following table describes known issues:

Issue	Description
OCON-28042	Google BigQuery mappings that run in the Cloudera CDP 7.2.8 cluster on AWS fail with the following error: <code>java.lang.RuntimeException: com.google.cloud.hadoop.fs.gcs.auth.DelegationTokenIOException</code>

## PowerExchange for Google BigQuery (10.5)

### Known Issues

The following table describes known issues:

Issue	Description
OCON-26523	Google BigQuery mappings that run in the Amazon EMR 6.1 cluster fail with the following error: <code>NoClassDefFoundError: scala/Product\$class</code>
OCON-22940	If you use the <b>Create Target</b> option to create a Google BigQuery target and the source contains a column of Integer data type, the Data Integration Service fails to create a Google BigQuery target.
OCON-17956	The test connection is successful even when you specify incorrect credentials in the connection properties.

## Third-Party Known Issues

The following table describes known issues:

Bug	Description
OCON-25252	When you use the Merge query to write data to a Google BigQuery target and import a Google BigQuery data object that contains more than 2000 columns, the mapping fails.
OCON-25412	<p>When you run a Google BigQuery mapping on the Spark engine, the mapping fails when the following conditions are true:</p> <ul style="list-style-type: none"><li>- You configure a Google BigQuery source and select <b>Optimized</b> as the <b>Spark Mode</b>.</li><li>- You configure a Google BigQuery target and select <b>Optimized</b> as the <b>Spark Mode</b>.</li><li>- You use any one of the following versions of the Hadoop distribution in the Hadoop environment:<ul style="list-style-type: none"><li>- Amazon EMR 5.29</li><li>- Amazon EMR 5.26</li><li>- Azure HDInsight 3.6</li><li>- Cloudera CDH 5.16</li><li>- Cloudera CDH 5.13</li><li>- Hortonworks HDP 2.6</li><li>- MapR</li></ul></li></ul> <p>Google ticket reference number: 157261131</p>
OCON-22676	<p>When you run a mapping to read data of timestamp data type from a Google BigQuery source, incorrect values are written to the target for certain timestamp values.</p> <p>Google ticket reference number: 142002729</p>

## PowerExchange for Google Cloud Spanner

### PowerExchange for Google Cloud Spanner (10.5.1.1)

#### Known Issues

The following table describes known issues:

Issue	Description
OCON-28776	<p>Google Cloud Spanner mappings that run on the Dataproc 2.0 cluster that uses Spark version 3.0.1, the mapping fails with the following error:</p> <pre>" Caused by: java.lang.NoSuchMethodError: scala.Predef\$.refArrayOps ([Ljava/lang/Object;)Lscala/collection/mutable/ArrayOps"</pre>

# PowerExchange for Google Cloud Storage

## PowerExchange for Google Cloud Storage (10.5.1.1)

### Known Issues

The following table describes known issues:

Issue	Description
OCON-28781	Google Cloud Storage mappings that run on the Cloudera CDP 7.1.7 cluster on the Google Cloud Platform to read data from and write data to Google Cloud Storage fails with the following error: <code>"java.lang.RuntimeException: java.lang.IllegalArgumentException: A JSON key file may not be specified at the same time as credentials via configuration"</code>
OCON-28778	When the Spark engine runs a mapping on Dataproc 2.0 cluster that uses Spark version 3.0.1 to write data of DateTime data type to a Google Cloud Storage target, the mapping fails with the following error: <code>"Caused by: org.apache.spark.SparkUpgradeException: You may get a different result due to the upgrading of Spark 3.0"</code>

## PowerExchange for Google Cloud Storage (10.5)

### Known Issues

The following table describes known issues:

Issue	Description
OCON-27691	When the Spark engine runs a mapping on Amazon EMR 5.29 or Hortonworks HDP_3.1.5 cluster to read data from a Google Cloud Storage source, the mapping fails with the following error: <code>"Caused by: java.lang.IllegalArgumentException: Invalid bucket name or object name"</code>
OCON-26458	When you import a Google Cloud Storage data object in JSON format and the file contains more than 400 rows, the mapping fails.
OCON-17932	When you specify the <b>Google Cloud Storage Path</b> in the <code>gs://&lt;bucket name&gt;</code> format and run a mapping on the Spark engine to write data to a Google Cloud Storage target, the mapping fails. Workaround: Specify the <b>Google Cloud Storage Path</b> in the following format: <code>gs://&lt;bucket name&gt;/&lt;folder_name&gt;</code>

# PowerExchange for Greenplum

## PowerExchange for Greenplum (10.5)

### Third-Party Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-24032	If the field names in Greenplum tables contain uppercase characters, Russian letters, or reserved words, the mapping fails. Pivotal ticket number: 257326

# PowerExchange for HBase

## PowerExchange for HBase (10.5.2)

### Fixed Issues

The following table describes fixed issues:

Issue	Description
OCON-29010	On the Cloudera CDP 7.1 cluster, an HBase mapping that runs on the Spark engine fails with the following error: <code>java.lang.ClassNotFoundException: org.apache.hadoop.hbase.HBaseConfiguration</code>

## PowerExchange for HBase (10.5)

### Known Issues

The following table describes known issues:

Issue	Description
OCON-26262	On an Amazon EMR 6.0 cluster, a mapping in the native and non-native environments fails to read from and write data to HBase. The mapping fails with the following error: <code>NoClassDefFoundError:org/apache/hbase/thirdparty/com/google/common/cache/ CacheLoader</code>

# PowerExchange for HDFS

## PowerExchange for HDFS (10.5.0.1)

### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-27894	Mappings that run on a Cloudera CDH 6.3 cluster to read from or write to a Parquet file fail with the following error: <code>NoSuchFieldError: ZSTD inside ParquetOptions.scala:85</code>
BDM-27934	When the Spark engine runs a mapping on Cloudera CDH 6.3 to write data to the Avro, Parquet, and PDF files, the mapping fails with the following error: <code>org.apache.hadoop.ipc.RemoteException (org.apache.hadoop.security.AccessControlException)</code>

## PowerExchange for HDFS (10.5)

### Known Issues

The following table describes known issues:

Issue	Description
OCON-25655	When you run a mapping in the native environment to write data to a complex file target and choose to overwrite the target data and the target filename does not contain the file format extension such as <code>.avro</code> or <code>.parquet</code> , the Data Integration Service does not delete the target data before writing data.
OCON-23920	When the Blaze engine runs a mapping on a Kerberos-enabled Hadoop cluster to read data from and write data to sequence complex file data objects, the mapping fails with the following exception: <code>"GSSEException: No valid credentials provided (Mechanism level: Failed to find any Kerberos target)"</code>
OCON-24348	When you run a mapping on the Spark engine to read data from an empty JSON complex file source and write data to a complex file target, the mapping should fail, but the mapping runs successfully and the Data Integration Service generates an empty target file.
OCON-23230	You cannot use multiple level partitioning when you run a mapping to write data to a complex file target with Filename port enabled.
OCON-23124	When you run a mapping in the native environment to write data to a complex file using filename port and mapping flow is enabled, the Data Integration Service generates an incorrect folder structure and writes data to a single file.
OCON-23084	When you run a mapping to read from a complex file source and write to a complex file target and the source object contains unsupported data types in the schema, the mapping fails.

Issue	Description
OCON-21852	When you import a complex file data object in JSON format, the import fails with the following error: <code>Array must contain at least 1 element for projection</code>
OCON-17103	When you run a mapping on the Spark engine to read data from a complex file and the source path has a wildcard character, then the log file does not display the source file names.
OCON-16280	When you create a complex file data object from a JSON file and rename the field names to an invalid field name, then the task fails with the following error: <code>Encountered an error saving the data object</code>
OCON-15862	When you run a mapping to read data from a complex file source in JSON format and enable compression, the mapping runs successfully but the Data Integration Service fails to read data from the source.

## PowerExchange for Hive

### PowerExchange for Hive (10.5.2.1)

#### Fixed Issues

The following table describes fixed issues:

Issue	Description
OCON-29505	When you run a mapping that reads data from a Hive source table based on a value in the Amazon Redshift lookup table and writes to Amazon Redshift, the mapping stops responding.

### PowerExchange for Hive (10.5.1)

#### Fixed Issues

The following table describes fixed issues:

Issue	Description
OCON-28250	When you run a Hive dynamic mapping concurrently in the native environment, the mapping fails with the following error: <code>NullPointerException</code>
OCON-28029	When you import a Hive mapping enabled with the truncate table target option for a Hive non-ACID table and run it from the native environment, the truncate query does not work and the mapping fails.



## PowerExchange for Hive (10.5)

### Fixed Issues

The following table describes fixed issues:

Issue	Description
BDM-33990	When you run a mapping on the Spark engine to write data to a Hive table with complex data types such as struct and the column names have special characters, the mapping fails.

### Known Issues

The following table describes known issues:

Issue	Description
OCON-28029	When you import a Hive mapping enabled with the truncate table target option for a Hive non-ACID table and run it from the native environment, the truncate query does not work and the mapping fails.
BDM-37718	When a Blaze engine runs a mapping on the Cloudera CDH version 6.3.4 cluster to write data that contains single-byte ASCII delimiters to a Hive target, the mapping incorrectly writes the delimiters to the target. Workaround: Create a Hive target table with the delimiter or octal code character and then run the mapping.
BDM-33998	When you run a mapping on the Spark engine to write data to a Hive table with complex data types such as struct and the column name contains a reserved word, the mapping fails.
OCON-18287	When you alter a Hive table by adding a new column in native environment and the table contains a special character in the column name, the mapping fails.
OCON-25343	When you change the table metadata in the Developer Tool by modifying the existing data type in a Hive mapping that reads data from a Hive source and do not synchronize the Physical Data Object (PDO), the mapping fails with the following error: <code>FAILED: SemanticException [Error 10044]: Line 1:23 Cannot insert into target table because column number/types are different</code> Workaround: Synchronize the Physical Data Object and run the mapping again.
OCON-25211	When you run a mapping to read data from a Hive table with hierarchical (Htype) data type in columns and use the sort option to override the default SQL query, the mapping fails.
OCON-25180	When you synchronize a Hive object that contains complex datatypes in the Developer tool, the links between the hive objects in the mapping are not retained.

# PowerExchange for JDBC V2

## PowerExchange for JDBC V2 (10.5.2)

### Fixed Issues

The following table describes fixed issues:

Bug	Description
BDM-36818	When you run a JDBC V2 mapping on the Spark engine to write Unicode characters using the <b>Create Target</b> option, the summary statistics do not appear on the <b>Monitoring</b> tab. Workaround: Before you run the mapping, set the spark.driver.extraJavaOptions and spark.executor.extraJavaOptions Spark advanced properties value to <code>-Dfile.encoding=UTF-8</code> in the <b>Advanced Properties</b> of the Spark configuration section in the Hadoop connection.

## PowerExchange for JDBC V2 (10.5.1.1)

### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-28823	When you configure a filter condition in a mapping to read data from a JDBC source and enable the source for fixed partitioning, the Integration Service triggers the Min and Max functions of the partition key on the entire table and ignores the specified source filter condition.

## PowerExchange for JDBC V2 (10.5)

### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-26481	When you run a JDBC V2 mapping on the Spark or the Databricks Spark engine, the mapping fails with the following error: <code>java.lang.NoSuchMethodError: scala.Predef\$.refArrayOps([Ljava/lang/Object;)Lscala/collection/mutable/ArrayOps;</code> This issue occurs when you use the Amazon EMR 6.x or the Databricks 7.3 distribution.

## Known Issues

The following table describes known issues:

Bug	Description
OCON-27492	When you run a mapping to write data to a JDBC V2 target using the <b>Create Target</b> option, the Data Integration Service does not pass the primary key and Not Null information to the target.
BDM-36818	When you run a JDBC V2 mapping on the Spark engine to write Unicode characters using the <b>Create Target</b> option, the summary statistics does not appear on the <b>Monitoring</b> tab.

## Third-Party Known Issues

The following table describes third-party known issues:

Bug	Description
OCON-22649	When you run a JDBC V2 mapping to read or write data with the Time data type and the precision exceeds 3, data is truncated.

# PowerExchange for JD Edwards EnterpriseOne

## PowerExchange for JD Edwards EnterpriseOne (10.5)

## Known Issues

The following table describes known issues:

Bug	Description
OCON-11523	When you import a table that contains the ID_LONG data type, the Integration Service fails to import some of the table columns.
OCON-11456	Even when the error threshold is reached, the Integration Service continues to process the data and mapping does not fail. The issue occurs because the Stop On Errors run-time property does not work.
OCON-11372	If the Integration Service writes rejected rows followed by valid rows to an interface table, the row statistics generated for an InterfaceWrite operation is incorrect.
OCON-11223	When you apply a native filter expression for data that contains the JDE date data type format that is not valid, the data preview and mapping does not fail. An appropriate error message does not appear when you use formats that are not valid. Workaround: Do not use the yyyy-mm-dd hh:mm:ss and hh:mm:ss date formats. Instead, use the yyyy-mm-dd format.

# PowerExchange for Kudu

## PowerExchange for Kudu (10.5)

### Known Issues

The following table describes known issues:

Issue	Description
OCON-27430	When you run a Kudu mapping on a Kerberos-enabled cluster to write data to a Kudu target and set the <b>Target Schema Strategy</b> property to <b>Create</b> in the Kudu data object under the advanced properties section, the mapping fails. Workaround: Instead of setting the <b>Target Schema Strategy</b> property to <b>Create</b> , you can manually create a table in Kudu and then create the physical data object using that Kudu table.
OCON-27373	When you run a Kudu mapping, the summary statistics data does not appear in the <b>Monitoring</b> tab.
IIS-5351	When you run a Kudu mapping on a Kerberos-enabled cluster and use the create target option, the mapping fails.

# PowerExchange for LDAP

## PowerExchange for LDAP (10.5)

### Known Issues

The following table describes known issues:

Issue	Description
OCON-11513	When you run a mapping, the Integration Service communicates with the LDAP server directly instead of making or receiving calls through the proxy server.
OCON-11338	When you enable CDC, you cannot fetch entries related to deleted records. The error occurs when the recycle bin on the Active Directory server is full and cannot store more deleted records. Workaround: Empty the recycle bin on the Active Directory server and try again.
OCON-6882	On Solaris, a mapping fails when you perform a lookup against an LDAP source.
OCON-1151	Even when the error threshold is reached, the Integration Service continues to process the data and the mapping does not fail. The issue occurs because the <b>Stop On Errors</b> run-time property does not work.

# PowerExchange for Microsoft Azure Blob Storage

## PowerExchange for Microsoft Azure Blob Storage User Guide (10.5.0.1)

### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-28189	When you refresh the source or target schema at run time in a dynamic mapping, the values that you specify for the formatting options in the Schema tab for a flat file are not used and the default values are used. This issue leads to unexpected results in the target.

## PowerExchange for Microsoft Azure Blob Storage User Guide (10.5)

### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-26004	When you run a mapping in the native environment to read a complex file, where the Microsoft Azure Blob Storage connection uses the shared access signature authorization type and the Source transformation contains an override for the container name, the mapping fails with the following error: <code>java.lang.Exception: [MPSVCCMN_10094] The Mapping Service Module failed to run the job with ID [XK6nqtfUEeqypGWC8kJ51Q] because of the following error: [EdtmExec_00007] Exception: java.lang.RuntimeException: java.lang.RuntimeException: java.lang.reflect.InvocationTargetException</code>
OCON-17082	When you import an object from sub directories with names having a space, data preview fails.

### Known Issues

The following table describes known issues:

Bug	Description
BDM-19847	For the write operation, when you run a mapping on the Spark engine and the folder path contains special characters, the Data Integration Service creates a new folder.
OCON-22511	When you read data from a Microsoft Azure SQL Data Warehouse source and use the <b>Create Target</b> option to create a Microsoft Azure Blob Storage target, if the Microsoft Azure Blob Storage connection uses SAS authentication, the mapping fails.
OCON-20605	When you run a mapping, in the native environment, to read a flat file that has unicode characters, a space, null values, single quotes, or a value that starts with a dollar sign, the Data Integration Service adds double quotes to the values when writing data to the target.

Bug	Description
OCON-17642	<p>When you enable Mapping Flow in a mapping that reads data from a flat file source and writes to a flat file target, the mapping fails with the following error in the native environment:</p> <pre>java.lang.Exception: [MPSVCCMN_10094] The Mapping Service Module failed to run the job with ID [Ic2j9ASPEemTlSYmtVHPww] because of the following error: [EdtmExec_00007] Exception: /tmp/insertd29a7def_bb59_452d_8051_ea4b4630807b9132318161205585091.azb (No such file or directory)</pre> <p>Workaround: Remove the FileName field from the imported source object and rerun the mapping.</p>
OCON-17443	<p>When you use the <b>Create Target</b> option to create a Microsoft Azure Blob Storage target and select Flat as the Resource Format, fields are not getting propagated to the target.</p> <p>Workaround: Enable column projection and create fields manually in the target file and run the mapping.</p>
OCON-12420	When you read or write a blob that has special characters, the mapping fails on the Spark engine.
OCON-12352	When a JSON file contains special characters, the Data Integration Service does not read the data correctly in the Spark mode.
OCON-12318	The Data Integration Service adds an extra blank new line at the end when you read or write a flat file in the native environment or in the Spark mode.
OCON-10125	When you read data from or write data to Microsoft Azure Blob Storage, the entire blob gets downloaded in the staging directory even if you cancel the mapping.

## PowerExchange for Microsoft Azure Cosmos DB SQL API

### PowerExchange for Microsoft Azure Cosmos DB SQL API (10.5)

#### Known Issues

The following table describes known issues:

Bug	Description
OCON-26473	<p>Microsoft Azure Cosmos DB SQL API mappings that run on the Databricks Spark engine 7.2 might fail with the following error:</p> <pre>java.lang.NoSuchMethodError: scala.Predef\$.refArrayOps</pre>
OCON-11892	<p>When you create a data object, the system fields, for example <code>_ts</code>, <code>_etag</code>, appear by default in the write operation.</p> <p>Workaround: Go to <b>Column Projection</b> and edit the schema to remove the system fields.</p>

# PowerExchange for Microsoft Azure Data Lake Storage Gen1

## PowerExchange for Microsoft Azure Data Lake Storage Gen1 (10.5.0.1)

### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-28189	When you refresh the source or target schema at run time in a dynamic mapping, the values that you specify for the formatting options in the Schema tab for a flat file are not used and the default values are used. This issue leads to unexpected results in the target.

## PowerExchange for Microsoft Azure Data Lake Storage Gen1 (10.5)

### Known Issues

The following table describes known issues:

Bug	Description
OCON-27080	When you run a mapping to read or write complex files on the SUSE Linux Enterprise Server version 15, the mapping fails with the following error: "Data Transport Error, Origin :[IProxyDTMService :: stopDTM RPC" Workaround: Update the third-party libraries to <code>wildfly-openssl-java-1.0.10.Final.jar</code> in the distribution where you want to run the mapping.
OCON-20605	When you run a mapping, in the native environment, to read a flat file that has unicode characters, a space, null values, single quotes, or a value that starts with a dollar sign, the Data Integration Service adds double quotes to the values when writing data to the target.
OCON-17443	When you use the <b>Create Target</b> option to create a Microsoft Azure Blob Storage target and select Flat as the Resource Format, fields are not getting propagated to the target. Workaround: Enable column projection and create fields manually in the target file and run the mapping.
OCON-10244	When you read data from or write data to Microsoft Azure Data Lake Store, the entire file gets downloaded in the staging directory even if you cancel the mapping.

# PowerExchange for Microsoft Azure Data Lake Storage Gen2

## PowerExchange for Microsoft Azure Data Lake Storage Gen2 (10.5.2)

### Known Issues

The following table describes known issues:

Bug	Description
ISD-3552	When you run a Microsoft Azure Data Lake Storage Gen2 mapping to read an audio or a video file, the mapping fails with the following error: Internal error. The call to INFAADWrite failed in the writer partition. Contact Informatica Global Customer Support.

## PowerExchange for Microsoft Azure Data Lake Storage Gen2 (10.5.1)

### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-28489	When you read data from a flat file in Microsoft Azure Data Lake Storage Gen2 on the Spark engine and specify the row delimiter, the Data Integration Service does not consider the row delimiter that you specify and uses the default value <code>\012 LF (\n)</code> .

## PowerExchange for Microsoft Azure Data Lake Storage Gen2 (10.5.0.1)

### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-28189	When you refresh the source or target schema at run time in a dynamic mapping, the values that you specify for the formatting options in the Schema tab for a flat file are not used and the default values are used. This issue leads to unexpected results in the target.



## PowerExchange for Microsoft Azure Data Lake Storage Gen2 (10.5)

### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-24982	When you use the FileName port in a complex file target and run a mapping with mapping flow enabled in the native environment, the Data Integration Service does not create the folder structure as expected.
OCON-24923	When you read an ORC file on Spark engine or Databricks Spark engine, the Data Integration Service fails to read the special characters in the ORC file.
OCON-24734	When you read a JSON file in the native environment, the Data Integration Service incorrectly writes the values of double data type to the target in exponential format.
OCON-23135	When you import a flat file data object with default precision and update the precision value at run time, the Data Integration Service uses the default value instead of the value provided at run time.

### Known Issues

The following table describes known issues:

Bug	Description
BDM-28877	When you select <code>No quotes</code> in <b>Text qualifier</b> and specify the escape character in the flat file schema format properties, extra columns are added while previewing the data. Workaround: Select <code>Single quotes</code> or <code>Double quotes</code> in <b>Text qualifier</b> to import the object. After the object import, you can select <code>No quotes</code> in the Schema tab.
OCON-24963	When you run a mapping to write a complex file to a Microsoft Azure Data Lake Storage Gen2 target on Databricks Spark engine, the Data Integration Service does not override all the target files of the previous mapping in the target directory. This issue occurs for all target files except the partition file.
OCON-23033	When you import an object from sub directories with names having a space, data preview fails.
OCON-21916	When you create a pass-through mapping to read data from a flat file and write data to another flat file target and enable run-time linking, '#' is added to the first column name in the target file when you run the mapping first time on the Spark engine. The mapping fails at subsequent runs.
OCON-20605	When you run a mapping, in the native environment, to read a flat file that has unicode characters, a space, null values, single quotes, or a value that starts with a dollar sign, the Data Integration Service adds double quotes to the values when writing data to the target.

### Third-Party Known Issues

The following table describes third-party known issues:

Bug	Description
OCON-18625	You cannot configure the Azure Government end-points in mappings that run on Databricks Spark engine.

## PowerExchange for Microsoft Azure SQL Data Warehouse

### PowerExchange for Microsoft Azure SQL Data Warehouse (10.5.2)

#### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON- 28944	When you run multiple Microsoft Azure SQL Data Warehouse mappings in a batch that point to the same Microsoft Azure Data Lake Storage Gen2 file system, certain mappings fail with the following error: <code>Error : External file access failed because the specified path name does not exist. Enter a valid path and try again.</code>
OCON-28603	When you use Azure Active Directory authentication to connect to Microsoft Azure SQL Data Warehouse, the test connection fails.
OCON-28588	When you run a Microsoft Azure SQL Data Warehouse mapping and the native name of a column contains a space, the mapping fails with the following error: <code>The name cannot contain spaces.</code>

#### Known Issues

The following table describes known issues:

Bug	Description
OCON-29268	When you run a dynamic mapping to read data from Microsoft Azure Data Warehouse and the column name contains unicode characters, the mapping fails with the following error: <code>Exception occurred while validating record metadata: ??????_bigint1 is invalid field name</code>

## PowerExchange for Microsoft Azure SQL Data Warehouse (10.5)

### Fixed Issues

The following table describes fixed issues:

Bug	Description
BDM-28917	<p>When the source data contains a slash '/' and you create a mapping to read the source data and retain the default quote character, 0x1f, the mapping fails with the following error on the Databricks Spark engine:</p> <pre>SEVERE: Exception: com.microsoft.sqlserver.jdbc.SQLServerException: HdfsBridge::recordReaderFillBuffer - Unexpected error encountered filling record reader buffer: HadoopExecutionException: Could not find a delimiter after string delimiter."</pre>

### Known Issues

The following table describes known issues:

Bug	Description
OCON-28603	When you use Azure Active Directory authentication to connect to Microsoft Azure SQL Data Warehouse, the test connection fails.
OCON-22851	When you use an ODBC data source to connect to Microsoft Azure SQL Data Warehouse and if the imported metadata contains special characters, the mapping fails.
OCON-22639	When you run a dynamic mapping that reads date, datetime, or smalldatetime fields from a source and creates an Azure SQL Data Warehouse target at run time, the mapping fails to run on the Databricks Spark engine.
OCON-17119	When you use the default values for field delimiter or quote character in advance source or target properties, mappings fail with incompatible data types or precision errors or the Data Integration Service writes incorrect data to the target.
OCON-12973	When you run a mapping that contains unconnected ports on the Hive engine, the mapping might fail or data corruption might happen.
OCON-12844	When you upsert or update data to Microsoft Azure SQL Data Warehouse and more than one column in the source table contains same value as the target column on which the primary key is defined, the Data Integration Service updates data incorrectly.

### Third-Party Known Issues

The following table describes third-party known issues:

Bug	Description
OCON-25249	<p>When you use the Microsoft ODBC Driver 17, mappings fail on Red Hat Enterprise Linux 8 with the following error:</p> <pre>"Data Transport Error, Origin :[IProxyDTMService :: deinitDTM RPC]"</pre> <p>Microsoft ticket number - 121010826001644</p>

# PowerExchange for Microsoft Dynamics CRM

## PowerExchange for Microsoft Dynamics CRM (10.5.1)

### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-28013	When you run a mapping to write data to a Microsoft Dynamics CRM target, the reject file does not log the rejected rows.
OCON-28202	When you import a Microsoft Dynamics CRM target object with long table names, the import fails and the target designer shuts down unexpectedly.

# PowerExchange for MongoDB

## PowerExchange for MongoDB (10.5)

### Third-Party Known Issues

The following table describes third-party known issues:

Issue	Description
PLAT-14869	When you use PowerExchange for MongoDB to insert, update, or delete records in the MongoDB database, the performance for each of these operations is slow for a MongoDB cluster when compared to a single node.

# PowerExchange for Netezza

## PowerExchange for Netezza (10.5)

### Known Issues

The following table describes known issues:

Bug	Description
OCON-9071	When you run a mapping on the Blaze engine to read data that contains the Time or Timestamp data types from a Netezza source, the data gets corrupted.
OCON-1111	When you create a Netezza connection by using the infacmd isp CreateConnection command, you must enter even the optional fields.

Bug	Description
OCON-936	In Informatica Administrator, while deploying an application to a Data Integration Service, the physical data object type is incorrectly displayed for the Netezza data object.
OCON-658	When you read data from two or more Netezza sources, you cannot override the source schema and source table name at run time.

## PowerExchange for OData

### PowerExchange for OData (10.5)

#### Known Issues

The following table describes known issues:

Bug	Description
OCON-11505	OData service requests do not use the proxy server that is configured for the Data Integration Service.
OCON-1196	When the data size is greater than 700 MB, the OData mappings fail.

## PowerExchange for Salesforce

### PowerExchange for Salesforce (10.5)

#### Known Issues

The following table describes known issues:

Bug	Description
OCON-17050	PowerExchange for Salesforce does not support PowerCenter mapplets with Salesforce Merge, PickList, and Lookup transformation.
OCON-9108	The Data Integration Service does not create success files and error files for Salesforce mappings.
OCON-8948	When you create a mapping to write data from a Salesforce object to a database object and set CDC Time Limit to -1 to capture changed data for an infinite period of time, the mapping fails to load data into the target. This error occurs when the data read from the source is less than the batch size.

# PowerExchange for SAP NetWeaver

## PowerExchange for SAP NetWeaver (10.5)

### Known Issues

The following table describes known issues:

Bug	Description
OCON-19755	You cannot join SAP pool tables with cluster tables.
OCON-11528	In an SAP Table data object read operation, when you define a sort condition for cluster and pool tables and run a mapping, the mapping fails.
OCON-11497	When you add an SAP Table data object read operation as a lookup in a mapping, and configure the lookup condition based on a transparent table and a cluster or pool table, the mapping fails.
OCON-11454	When you enter FTP and SFTP details in an SAP connection and then clear the <b>Use FTP</b> and <b>Use SFTP</b> options, the details that you entered are cleared from the dialog box. This issue occurs when you create an SAP connection in Informatica Administrator and Informatica Developer.
OCON-11286	<p>On Windows 64-bit operating systems, when you run a mapping with the deprecated SAP data object read operation, the mapping fails.</p> <p>Workaround: Download the following library files from the SAP Service Marketplace:</p> <ul style="list-style-type: none"><li>- icudt34.dll</li><li>- icuin34.dll</li><li>- icuuc34.dll</li></ul> <p>Copy the files to the following directory and run the mapping again:</p> <p>&lt;Informatica installation directory&gt;/services/shared/bin</p> <p>To test SAP connections from Informatica Administrator, you must also copy the files to the following directory:</p> <p>&lt;Informatica installation directory&gt;/server/bin</p>
OCON-11222	In Informatica Administrator, after you create a successful SNC-enabled SAP connection, if you edit the connection and specify incorrect values for the SNC library path, the Administrator tool validates the connection as successful. It does not display any error.
OCON-9961	If you create an SAP BW OHS mapping or workflow within a folder and do not specify the folder name when you set the OHD parameters, the Data Integration Service does not read any data. It also prints an incorrect OHS request ID in the mapping log.
OCON-9717	The Developer tool does not validate the values that you enter in the FTP fields of an SAP connection.
OCON-520	When you parameterize an SAP Table data object read operation property, you cannot define a precision that is higher than 28 for decimal data types.

### Third-Party Known Issues

The following table describes third-party known issues:

Bug	Description
OCON-10144	If you configure tracing in the <code>sapnwrfc.ini</code> file and use patch 42 of the SAP NetWeaver RFC SDK libraries, PowerExchange for SAP NetWeaver does not generate the trace file. SAP ticket reference number: 370381/2017 Workaround: Use patch 20 or patch 38 of the SAP NetWeaver RFC SDK libraries.

## PowerExchange for Snowflake

### PowerExchange for Snowflake (10.5.2)

#### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-29044	When you run a mapping to create a new target at runtime and you override the parameterized table name in the target properties using a parameter file in the session properties, the mapping fails. This issue occurs because the Integration Service uses the specified table name in the target properties and ignores the table name value in the parameter file.

### PowerExchange for Snowflake (10.5.0.1)

#### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-28132	When you rerun a Snowflake mapping where the target schema strategy option selected is Create, the mapping fails with the following error: <code>Table already exists</code>

## PowerExchange for Snowflake (10.5)

### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-26475	Snowflake mappings that run on the Amazon EMR 6.1 cluster fail with the following error: <code>NoClassDefFoundError: scala/Product\$class</code>
OCON-26420	Snowflake mappings that run on the Databricks Spark engine version 7.2 fail with the following error: <code>java.lang.NoSuchMethodError: scala.Predef\$.refArrayOps</code>
OCON-26285	If the length of the SQL override in a Snowflake mapping exceeds 4000 characters, the mapping fails.
OCON-22177	When you run a mapping on the Spark engine to write data to a Snowflake target and the target table and column names are not in uppercase letters, the mapping fails.
OCON-21723	When you configure pushdown optimization in a mapping with the update as update, update else insert, or delete operation, the pushdown query is not generated.

### Third-Party Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-24679	The COPY command for external table mappings fails to run on the Spark engine. Snowflake reference number: 00112958
OCON-22941	When you run a Snowflake mapping on the Spark engine and the data contains case-sensitive tables, the mapping fails.
OCON-22465	When you run a mapping on the Spark engine to read from a Snowflake source table that does not contain data, the mapping fails with the following error: <code>java.util.NoSuchElementException: head of empty list</code>
OCON-17317	When you use Snowflake jars, version 2.11-2.4.3, the performance of the read operation of a Snowflake mapping on the Spark engine drops by 1.5X when compared to Snowflake jars of version 2.11-2.3.1. Snowflake reference number: 00034954



## Known Issues

The following table describes known issues:

Bug	Description
OCON-25386	When you run a mapping with source pushdown optimization enabled and the mapping includes a Sorter transformation, the mapping fails.
OCON-16608	When you run a mapping on the Spark engine to write data to a Snowflake target, and the data contains the Binary data type, the mapping fails.

## Third-Party Known Issues

The following table describes third-party known issues:

Bug	Description
OCON-26899	When you import Snowflake tables, the table type reflects as TABLE rather than EXTERNAL_TABLE in the package explorer. Snowflake reference number: 00165157
OCON-12175	When you run a mapping in the native environment to read large volumes of data from Snowflake, the mapping fails with an out-of-memory error. Workaround: Increase the Java heap memory size in the Data Integration Service properties, and restart the Data Integration Service. Snowflake reference number: 00028631
OCON-11651	When you run a mapping on the Spark engine to write data of the Time data type, the Data Integration Service does not write the data to the Snowflake table even though the mapping runs successfully. Snowflake reference number: 00033380

# PowerExchange for Tableau

## PowerExchange for Tableau (10.5.2)

### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-28700	When you run a Tableau mapping and the native name of a column contains a space, the mapping fails with the following error: The name cannot contain spaces.

## PowerExchange for Tableau V3

### PowerExchange for Tableau V3 (10.5.2)

#### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-28700	When you run a Tableau V3 mapping and the native name of a column contains a space, the mapping fails with the following error: The name cannot contain spaces.

## PowerExchange for Teradata Parallel Transporter API

### PowerExchange for Teradata Parallel Transporter API (10.5)

#### Fixed Issues

The following table describes fixed issues:

Bug	Description
OCON-26031	When you configure Sqoop and run a Teradata Parallel Transporter mapping on the Spark engine, data difference is observed in the time data types between the Teradata source and the target. This issue occurs when you use the Amazon EMR 5.29 distribution.

#### Known Issues

The following table describes known issues:

Bug	Description
OCON-1197	When you apply a filter condition on multiple ports either in the filter transformation or in the filter properties of the Teradata source object, the mapping fails on the Blaze engine.
OCON-658	When you read data from two or more Teradata sources, the override specified for the source schema and source table name at run time fails.

## Informatica Global Customer Support

You can contact a Global Support Center by telephone or through the Informatica Network.

To find your local Informatica Global Customer Support telephone number, visit the Informatica website at the following link:

<https://www.informatica.com/services-and-training/customer-success-services/contact-us.html>.

To find online support resources on the Informatica Network, visit <https://network.informatica.com> and select the eSupport option.