



GC3

Release Notes

Release 5.0: SR-#14

Part No. E05005-01

January 2007

GC3 Release Notes, Release 5.0: SR-#14

Part No. E05005-01

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Please send your comments about GC3 to:

Global Logistics Technologies, Inc

1016 West Ninth Avenue
King of Prussia, PA 19406
Telephone: (610) 491-9881
FAX: (610) 491-9897
<http://www.g-log.com>

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Contents

CONTENTS.....	III
SEND US YOUR COMMENTS	V
1. SERVICE RELEASE-SPECIFIC INSTALLATION INSTRUCTIONS	1-1
LOCATION CAPACITY	1-1
PERFORMANCE	1-1
2. DATABASE CHANGES.....	2-1
NEW COLUMNS.....	2-1
MODIFIED COLUMNS	2-1
3. INTEGRATION CHANGES	3-1
4. CORRECTIONS.....	4-1
5. ENHANCEMENTS.....	5-1
6. UPDATED FILES.....	6-1
7. TECHNICAL SUPPORT.....	7-1

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- Is the information clearly presented?
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If you have problems with the software, please contact your local Oracle Support Services.

1. Service Release-Specific Installation Instructions

There are no service release-specific installation instructions for this release. Refer to the standard service release installation instructions in the online help for more details.

Note: Service Releases are cumulative in their content and any corrections/enhancements from previous service releases are also included. You should also review previous release notes for release-specific installation instructions as well.

Location Capacity

Note: If you are using location capacity functionality, there may be an issue with this functionality on the Linux platform. If you experience a problem using Linux, you can do the following. You should only do this if you are running Linux and encounter a problem.

Edit the following file on your GC3 application server(s):
<gc3_install_dir>/weblogic/config/gc3domain/weblogic.conf

After the line:

```
wrapper.java.additional.19=-Djava.security.policy=%WL_HOME%/server/lib/weblogic.policy
```

Add a new line which says:

```
wrapper.java.additional.20=-Xss256k
```

You then need to restart GC3 for the change to take effect.

Performance

In certain high memory usage scenarios, there may be a performance degradation with the new JVM version which requires additional tuning of the JVM. If you have an issue, contact Customer Support.

2. Database Changes

New Columns

Table	Column	DataType
WEB_SERVICE	NAMESPACE	VARCHAR2(2000)
	SOAP_ENCODING	VARCHAR2(100)

Modified Columns

Table	Column	DataType
INVOICE_LINEITEM_REFNUM	REFERENCE_NUMBER	VARCHAR2(150)
INVOICE_REFNUM	INVOICE_REFNUM_VALUE	VARCHAR2(150)
INVOICE_STOP_REFNUM	REFERENCE_NUMBER	VARCHAR2(150)

3. Integration Changes

Changes to the integration processing logic can be found below in their respected correction or enhancement description. Changes to the XML schema are as follows:

- There are no integration changes for this release.

4. Corrections

Issue Number	TAR Number	Summary	Resolution
5433649	5556611.993	When a Plan From Location and/or Plan To Location is populated in an Order Release, the planning engine considers the OR times (e.g. early pickup date to be for the time zone of the Plan From/To Locations, not the Source/Destination Locations. However, in the Order Release (both the Finder Results screen and the view screen) the time zones displayed next to the times are those of the Source/Destination Locations. The client would like the OR times to always be interpreted using the Source/Destination Locations, even when Plan From/To are populated	To resolve this issue, a new property was introduced. The new property is <code>glog.business.consolidation.bulkplan.getTimeZoneFromPlanFromAndPlanToLocations</code> . The default is "true". When set to "true", the behavior of the system is the same as prior to the changes for this issue. When set to "false", the system will always consider early/late pickup/delivery dates to be in the time zones of source and destination locations, even if Plan From Location and/or Plan To Location are used. Additionally, the Order Release Edit screen was changed to show the following message immediately after the Plan From Location field and Plan To Location field when the new property <code>"getTimeZoneFromPlanFromAndPlanToLocations"</code> is true (default): "Note If Plan From Location is provided, the early and late pickup dates will assume the time zone of Plan From Location during shipment planning. If Plan To Location is provided, the early and late delivery dates will assume the time zone of Plan To Location during shipment planning."
5434232	5500583.992	X_lane table corrupted when updating a rate record from a different domain	The Domain Name field on the XLane table will now stay the same when a rate Record in one domain is modified from another domain.
5437563		No longer able to edit the default criteria for the audit_by_notify screen set	The code now checks to make sure this field is related to a query before converting a GID value to an XID.
5440292	5556168.993	Sorting by a reference qualifier in a user defined screen is incorrect.	When sorting using a grid flattened column on a finder results screen, the results with a value of null for that column were being excluded from the results.
5444115		Smart linking from order base to order release does not use user access info	The Order Base SmartLink View Related Order Releases now uses the user's finder set.

Issue Number	TAR Number	Summary	Resolution
5451499		Quote screen commodity code drop down is incorrect.	The label has been changed from Commodity to User Defined Commodity.
5457518	5676641.992	Track and trace from shipment group manager does not work.	There were typing errors in the XSL. The XSL errors are fixed.
5461024	5681286.993	Unable to remove a service provider profile from a location.	On the Location page > Routing tab, the Service Provider Profile field now works correctly.
5471271	5637154.992	Reason description is not updated when tender is declined.	The value of decline reason code selected by user from Decline Tender action is not passed to the back-end. With this fix, the decline reason description is properly populated.
5515477	5429762.993	For Non Freight Related Charge shipment types, the Payment Method Code and G/L Code is not pulling from the NFRC Rule GID when the user or agent action performs Assign Rate. Also, the description field on the NFRC should display the Accessorial XID and not the GID.	The Assign Rate Action now uses the Payment Method Code and the GL Code from the NFRC rule for the new Shipment Costs if the Shipment is an NFRC. The Description field of the NFRC Shipment is now the Accessorial Code ID and not the whole GID.
5527706	5713435.992	Bulk plan manager reporting wrong number of failed order movements	The count of failed order movements for sell perspective was overwriting the count from buy perspective. It was changed, so it now adds the failures from sell to the failures from buy, instead of overwriting.
5559472		Location action "view location capacity usage" throws generic remote exception	Changed View Location Capacity Usage action to use Query instead of LocationCapacityGroupBean to determine the effective location capacity group of the current location.
5575178		Map and guide does not work with Great Britain postal codes.	Changed code in MapAndGuideConnection to handle postal code for Great Britain. 'GB'.
5577111		Unable to create invoice when shipment contains seal numbers.	Seal Numbers on the Shipment Equipment now get copied to the Invoice Equipment Seals. Invoices can now be created with shipments that contain Seal Numbers.

Issue Number	TAR Number	Summary	Resolution
5579165		Cannot rate correctly with multiple condition statements	Refnums conditions are now correctly included in the testing when used in combination with non-compatible rate basis items (such as equipment).
5580040		Field screen set functionality is not consistently applying custom screen sets as desired when smartlinking between objects.	SmartLinks now use the default finder sets.
5581769	5601721.992	Some of the managers layouts have the same field listed multiple times. When this is the case the client is not able to modify the decimal precision on both of the fields since the system does not know which one they are selecting.	Removed duplicate Total Gross Weight and Total Gross Volume fields.
5592305	5849444.992	When an order movement has a reference number, the job detail screen throws a null pointer exception.	Jobs which contain an order movement which have a Reference Number on it can now be queried in the Job Details screen.
5595997		Calculate VAT on voucher by_line_item: null pointer exception for exports	A Null Pointer Exception no longer occurs when approving an invoice, with Voucher VAT functionality set to 'BY_LINE_ITEM' and 'PROVINCIAL', and the VAT Engine determines the Order/Shipment is an export or import. The Provincial VAT Configuration should have an Import VAT Code or an Export VAT Code set, which has no VAT Rate associated with it.

Issue Number	TAR Number	Summary	Resolution
5596038		Auto or manual approval sometimes fails due to fractional amount.	Logic has been added to the invoice Manual Approval tolerance check and Auto Approve Rule tolerance check to attempt to minimize these issues by using standard add/subtract code for currency amounts. Problems are not always 100% avoidable, but this should help in most cases. This also allows for use of the existing <code>glog.business.costFractional*</code> properties which configure the behavior of the standard logic (click the link for details about business properties. Specifically, the <code>glog.business.costFractionalFlags</code> can be used to configure how rounding is to occur. By default, this is set to "individual" meaning each individual amount being added is rounded. This also be set to "total" causing the total amount to be rounded. These may also be used together, separated by a comma.
5604150		When using the split shipments action screen, user preferences are not honored.	Changed to honor user preference for weight and volume fields in Split Shipment by Ship Unit input screen.
5608088	5759491.992	Null pointer when no rates found.	Fixed null pointer exception when no rate offerings whatsoever are found either through the initial geo queries or the date filtering in <code>RateGeoFinderSession</code> .
5609000	5865417.992	Total cost on shipment is doubled on consolidated invoice approval.	For the children invoices, filter out duplicate shipment cost by <code>SHIPMENT_COST_SEQNO</code> , and then sum up the shipment cost. The result is shown on the action user interface.
5614461	5866351.993	Time entered on quick events screen is not associated with the stop time zone.	Discontinuing the practice of using "Local" as the default timezone for events added via <code>QuickEvents</code> . Henceforth, the timezone for the <code>event_date</code> will be set to the timezone of the stop-location. If stop-location or its timezone is unavailable, a timezone "Local" will be used.

Issue Number	TAR Number	Summary	Resolution
5615034		Invoice number is not generated when additional invoice is generated.	Fixed Invoice Adjusted Costs logic so that the generation of the Invoice Number is consistent with creation of any invoice by the system (based on setting of <code>glog.settlement.invoice.GenerateInvoiceNumberOnCreate</code> property).
5616438	5887654.992	Unable to create a new screen set using query id <code>invoice_invoice</code>	If query class is unknown, the code will look it up using the query table ID from the header screen
5616944	5873160.992	LTL split functionality is not working correctly when there are more than 2 ship units on the order.	Fixed the <code>NullPointerException</code> . LTL split functionality was not working correctly when there were more than 2 ship units on the order.
5619865	5890700.992	Manual merging fails when selecting the first of two shipments as the merged one	Removed the stop planned arrival and departure time overlap constraint so that the merge can be carried out either way.
5620257	5887669.992	Secondary charge shipments don't get built using show routing options - show options	Added logic to build shipment group and secondary charge shipment when building shipment from routing option.
5620291	5887439.992	The action "secure resource by planner" sometimes causes a generic remote exception.	Database calls moved from web server to application server for this action.
5620439	5762478.992	Negative voucher defaulting to database default currency.	Fixed so that negative vouchers are generated in the currency of the vouchers it is canceling.
5622280	5460143.992	Consolidated bill issues	Changed Create Supplemental Bill By Line action to set the consolidation type to STANDARD for the supplemental bill. The parent bill ID should not be cleared since this is currently the reference to the parent. The consolidation type allows the bill to be available for consolidation, so the parent ID will be overwritten if it is added to a consolidation.
5632797		Cannot open emailed reports in reverse proxy system.	The code is changed per other areas in GC3. The report email will not repeat the servername in the reverse proxy systems.

Issue Number	TAR Number	Summary	Resolution
5634707	5861904.992	When a transaction in a shipment status is invalid, the whole transmission fails.	Fixed the incorrect persistence error when passing in shipment status transmission with multiple transactions, and one transaction does not find a valid shipment ID.
5635398		Dedicated security connection pool exhausted	Add connection pool debug info to GC3 connection pool implementation.
5637508		Shipment incorrect after running action release schedule instance.	Shipments from Schedule Instances will now have the correct stops, correctly structured.
5637540		Generating shipments with ground schedules is skipping dates.	The old logic was leaving a day in between the last generated shipment and the new cut-off date resulting in a skipped day when shipments are generated the next time. Fixed the logic so that the day is not skipped.
5641922	5857518.992	Smart links show unrelated order bases for a bill.	Bill -> Related Order Bases will now return an empty result list if there are no associated Order Bases.
5644237		Allow Oracle reports parameter during multiple fully qualified domain names (FQDN).	Additional code has been added to allow Oracle Reports Parameter Forms when using multiple Web FQDNs.
5647985		Servprov domain - buy shipment events - list will take you to the buy shipments which allows the service provider to see all menu options that a planner or admin can see.	Passing finder set along when working with lists.
5648228		Error loading V50B_FINDER_SET in 4.5 to 5.0 migration	Remove the V50B_FINDER_SET from the list of files that need to be loaded during migration from v4.5 to 5.0.
5649979	5928070.992	Ship unit count incorrect when using release schedule instance	Shipments from Schedule Instances will now have the correct stops, correctly structured.
5652760	5940260.993	Error in vat edit when working with copied manager layout	The error from the Country Code field on the edit screen of the Invoice Lineitem Vat Custom Screen no longer occurs.
5653639	5907886.993	Add code to change the find shipping options button to Finding...	Change the "Find Shipping Options" button to "Finding..." when clicked.

Issue Number	TAR Number	Summary	Resolution
5655737		Two duplicate shipment groups created in multi-leg.	Create shipment groups was called twice incorrectly thus each group was created twice. This has been fixed.
5658373	5942789.993	Location fixed stop time is resetting back to 0 seconds.	Use existing data in database for fixed stop time when no corresponding information populated in XML during merging.
5660812	5961605.993	Start time of LTL split off shipments delayed until dynamic trip ends.	The problem exists when the first leg has a schedule instance shipment where the service time logic returns the end time of the shipment to be used later as the start time of the next shipment. It works fine if the first shipment is a regular shipment and not a schedule instance shipment. Added logic so that if the current shipment is a schedule instance shipment and there are subsequent shipments, then the start time of the next shipment is computed carefully looking at the pickup tshipunit of the next shipment and finding the corresponding stop's departure time in the current schedule instance shipment. This logic comes into effect only when there are schedule instance shipments and not otherwise.

Issue Number	TAR Number	Summary	Resolution
5661208	5954708.993	<p>The following problems are noted when copying the default SHIPMENT manager layout and using the same in a Buy Shipment edit screen.</p> <p>1. When Cost Fixed (tick field) field is deleted in the Manager layout, it appears back in the Shipment Edit screen under Financials tab, in between, Shipment Cost and Process As Flow Through field in the middle of the screen .If this field is a different one to the cost fixed field at the top of the screen, then this field does not appear for removal in the Manager Layout.</p> <p>2. Insured By field on the Financials appear on the Buy Shipment screen, but does not appear on the Manager layout to be deleted.</p>	<p>This is mostly related to infrastructure code:</p> <p>1) Is Cost Fixed field: Fixed in infrastructure code.</p> <p>2) Insured By field: This is a known issue for pseudo fields when they are defaulted on the manager. Pseudo fields that are added during normal operation of the toolkit do show up and are customizable.</p>
5663814	5929004.992	Auto approval rule - percent below not working correctly.	Changed Auto Approve Rule testing logic to apply percent above/below to the shipment cost and shipment weight or the invoice amount and invoice weight depending on the setting of the <code>glog.invoice.autoApprove.tolerancePercentBasis</code> property.
5666030	5919384.993	Transmissions via webservice are erroring out with <code>java.lang.nullpointexception</code>	<p>Web service changes address the following limitations</p> <ol style="list-style-type: none"> 1. Document-literal SOAP binding 2. Operation parts mapped to complex elements 3. Multiple namespace support within a single WSDL 4. WSDL binding without a user and password. Both the namespace and SOAP encoding are now displayed on the Web Service view and edit screens. Note that only a single encoding is supported for all ports and operations in a service.

Issue Number	TAR Number	Summary	Resolution
5678661	5971322.993	Distance calculation incorrect for empty shipments (dynamic trips)	While applying rate engine results, in the schedule instance shipment, the previous shipment stop was not getting updated properly resulting previous shipment stop always equal to the first shipment stop. So shipment stops were showing wrong distances (distances from the first stop and not the previous stop). Fixed so it takes the correct stop as the previous stop while computing distance from the previous stop.
5678908	5974961.993	When trying to see plot related shipments, null pointer exception is thrown.	In a multi-leg case, links between Ground Schedule shipments and subsequent 2nd-leg shipments were not stored correctly. This caused errors in any action using the relationship between the shipments.
5678999	5821572.992	Order movement status is set to planning - final when it is not actually put on a shipment.	Throw exception when add to schedule instance shipment fails so that status stays at PLANNING_NEW.
5683114		Java.util.concurrentmodificationexception when running bulk plan	Added synchronization in mini shipment builder when updating the release to sship unit map.
5686798	5753205.993	Poor performance of some GC3 SQL statements	Change direct data load to use parameterized SQL, this lets database server have the ability to re-use parsed SQL statement.
5688203		Dynamicpoolplanner null pointer exception during bulk plan.	In the dynamic pool logic, exceptions were being caught and re-thrown, leading to a failure of the bulk plan. Now, exceptions are being caught and logged, but not re-thrown. The bulk plan finishes successfully now.
5690596	5873160.992	LTL split causing null pointer exception	This has been fixed.
5702812	5894857.993	Build direct shipment fails when it cannot find a feasible rate service after first evaluation.	When an exception occurs while evaluating an itinerary option, instead of failing to plan the order, just that option is skipped. This allows other itinerary options to be evaluated.
5705248	6024099.992	Planning error - due to multi-thread logic of bundling orders	If a bundle contains multiple orders failed to build, each order inside the bundle will build shipment by itself.

Issue Number	TAR Number	Summary	Resolution
5706146	6023786.994	Bulk plan 2 order movements with different itinerary legs results in a multistop shipment	If 2 order movements have different original_leg_gid, they cannot be put together on one shipment thru bulkplan.
5708657	6023974.994	Tender modes are saved queries; uses find all instead of find one.	We now execute the Saved Conditions directly instead of doing a find-all.
5735868	6053575.993	Shipment chargeable weight changes overwritten during assign rate	Changed Chargeable Weight field to read only in Shipment screen.
5742490	6054709.992	Information from order base loaded via XML not populating on order release	Order Base's Ship Unit ID, Flex Commodity Code and Flex Commodity Qualifier are copied down to its Order Release(s) when the Order Base is created via XML Integration and Release Method is like PREPACK.
5743807	6058386.992	LTL split planning with solution improvement config fails - arrayindexoutofbounds	Do not re-rate the to-be-split shipment because it's not necessary and the shipment is empty when everything is split off. This fixed the ArrayIndexOutOfBoundsException.

5. Enhancements

Issue Number	Support Ticket	Issue Summary	Issue Resolution
5430730		Cost based pool selection	Enable dynamic pool selection based on cost savings. Bulk plan can choose a deconsolidation pool for each order dynamically. The deconsolidation pool region determines which pools are valid for which orders, but an order's choice of pool is determined by that order's individual consolidation opportunities. Different orders coming from the same source has the option to use different deconsolidation pools if this reduces costs.
5431738		Pool/cross-dock defer multistop after pool shipments.	Added a property to control whether or not OTM runs this multi-stop. The control for skipping the multi-stop is: <code>glog.business.consolidation.bulkplan.skipMultiStopFallbackDirect</code> Set this to 'true' in order to skip the multi-stop.
5432638		Changes to the Order Movement screen sets)	Can now add these fields to an Order Movement screen set, finder & finder results: Indicator (this was already there) OM status (this was already there in finder, In Result it displays after added) OM Refnum Qual & Value (this was already there in finder, In Result it displays after added) OM Remark Qual & Text (this was already there in finder, In Result it displays after added) OR Source & Dest Location (this was already there).
5514834	5748756.992	Ground schedule generate shipment does not follow the defined period.	Added a checkbox "Use the schedule's last cutoff time as start time" in the interface. When it is selected (default), GC3 will use the schedule's last cutoff time as start time, which is the existing behavior. When it is unchecked, the user can manually enter a start time. Back-end logic has also been updated to honor the user's start time if it is after Schedule Cutoff Time, so the user could skip a few weeks in between.
5558951	5779328.993	Invoice line item reference value can hold only 30 characters.	The Invoice Refnum, Invoice Line item Refnum, and Invoice Stop Refnum reference number columns can now hold 150 characters.

Issue Number	Support Ticket	Issue Summary	Issue Resolution
5575335	5727374.992	Set indicator for agent action not matching finder query.	The code was defaulting a search based on indicator = W (White) to be the same as a search of indicator = null. Although this behavior might be acceptable to most clients, certain clients differentiate between a value of White and Null. This fix addresses that differentiation. There is now a property <code>glog.webserver.indicatorWhiteEqualsNull</code> (<code>glog.webserver.properties</code>). The default value of this property is "true". If the value is set to "false" then all finder queries differentiate between a search of indicator = W versus indicator = null.
5594740		Transactional events are not sorted on the freight forwarding order release user interface.	The XSL version of the Freight Forwarding user interface now sorts the same way as Order Release - By Transaction Event - By Contact - By Com Method - By Stylesheet Profile . The JSP version only allows sorting by one column, so that sorts: - By Transaction Event You will need to re-create your Manager Layout to see the change.
5708526	6022124.993	Text field on label manager not allowing more than 100 characters when 1000 allowed.	The default maxlength for the text field was set to 101. The maxlength has now been set to 1000 as is set in the database.

6. Updated Files

```
glogserver.jar

glog\gc3webapp\WEB-INF\web.xml
glog\config\maps\ui\*
glog\oracle\insert_security_roles.sql
weblogic\config\gc3domain\applications\GC3App.ear

apache\htdocs\html\help\webhelp\en\*

apache\htdocs\js\rateroute\rateroute.js
apache\htdocs\xsl\comm\PickListSelection.xsl
apache\htdocs\xsl\finder\FinderButtons.xsl
apache\htdocs\xsl\fprule\AutoApproveRule.xsl
apache\htdocs\xsl\giiv\ShipGroupTrackAndTraceResults.xsl
apache\htdocs\xsl\invoice\InvoiceLineItem.xsl
apache\htdocs\xsl\invoice\InvoiceRefnumRemark.xsl
apache\htdocs\xsl\invoice\InvoiceStop.xsl
apache\htdocs\xsl\invoice\bolback\BOLBackRefnumRemark.xsl
apache\htdocs\xsl\invoice\bolback\BOLBackStop.xsl
apache\htdocs\xsl\list\ManageList.xsl
apache\htdocs\xsl\managerlayout\ManagerLayoutEdit.xsl
apache\htdocs\xsl\order\OrderReleaseHeader.xsl
apache\htdocs\xsl\order\fford\FFordInvolvedParties.xsl
apache\htdocs\xsl\quote\QuoteRequest.xsl
apache\htdocs\xsl\rateroute\input.xsl
apache\htdocs\xsl\report\ReportList.xsl
apache\htdocs\xsl\shipment\ShipmentHeader1.xsl
apache\htdocs\xsl\tender\AutoSecResCriterion.xsl
apache\htdocs\xsl\translation\Translation.xsl
apache\htdocs\xsl\uic\GenerateConsolScheduleInput.xsl
apache\htdocs\xsl\uic\GetPaymentNote.xsl
apache\htdocs\xsl\uic\GetShipUnits.xsl
apache\htdocs\xsl\webservice\WebServiceEdit.xsl
apache\htdocs\xsl\webservice\WebServiceView.xsl
glog\config\glog.base.properties
glog\config\glog.webserver.properties
glog\glog_resources\glog\comm\query\QueryResources_xml.properties
glog\oracle\script8\content_glogowner\ACTION.csv
glog\oracle\script8\content_glogowner\ACTION_ARG.csv
glog\oracle\script8\content_glogowner\ACTION_DEF.csv
glog\oracle\script8\content_glogowner\ACTION_DEF_STATE.csv
glog\oracle\script8\content_glogowner\AGENT_ACTION.csv
glog\oracle\script8\content_glogowner\PLANNING_PARAMETER.csv
glog\oracle\script8\content_glogowner\PLANNING_PARAMETER_QUALIFIER.csv
glog\oracle\script8\content_glogowner\TRANSLATION.csv
glog\oracle\script8\content_glogowner\TRANSLATION_D_ERR_en.csv
glog\oracle\script8\content_glogowner\TRANSLATION_D_QUERY_en.csv
glog\oracle\script8\content_glogowner\TRANSLATION_D_en.csv
glog\oracle\script8\content_glogowner\TRANSLATION_ERR.csv
glog\oracle\script8\content_glogowner\TRANSLATION_QUERY.csv
glog\oracle\script8\content_glogowner\V50BP_ACTION.csv
glog\oracle\script8\content_glogowner\V50BP_ACTION_ARG.csv
glog\oracle\script8\content_glogowner\V50BP_ACTION_DEF.csv
glog\oracle\script8\content_glogowner\V50BP_ACTION_DEF_STATE.csv
glog\oracle\script8\content_glogowner\V50BP_PLANNING_PARAMETER.csv
```

glog\oracle\script8\content_glogowner\V50BP_PLANNING_PARAMETER_QUALIFIER.csv
glog\oracle\script8\content_glogowner\V50BP_TRANSLATION.csv
glog\oracle\script8\content_glogowner\V50BP_TRANSLATION_D_ERR_en.csv
glog\oracle\script8\content_glogowner\V50BP_TRANSLATION_D_QUERY_en.csv
glog\oracle\script8\content_glogowner\V50BP_TRANSLATION_D_en.csv
glog\oracle\script8\content_glogowner\V50BP_TRANSLATION_ERR.csv
glog\oracle\script8\content_glogowner\V50BP_TRANSLATION_QUERY.csv
glog\oracle\script8\content_glogowner\V50B_FINDER_SET.csv
glog\oracle\script8\content_glogowner\xml\finder_set\order_movement.xml
glog\oracle\script8\content_glogowner\xml\manager_layout\freight_forwarding.xml
glog\oracle\script8\content_glogowner\xml\manager_layout\invoice.xml
glog\oracle\script8\content_glogowner\xml\manager_layout\shipment_view.xml
glog\oracle\script8\create_dbupdate_50b.sql
glog\oracle\script8\pkg\create_table.pkb

7. Technical Support

Contact Oracle support if you need assistance with this service release:

Internet:

<https://metalink.oracle.com/>

Phone support is provided based on the country you are located in. To find the support number for your region please go to the following link. <http://www.oracle.com/support/contact.html>

You should also have the following logs available before you call Customer Support:

- **dbpatch__<version>_<dbsid>_<date>.log** (adds/updates data due to minor enhancements or fixes)
- **update_content.log** (inserts/updates PUBLIC data included in the service release)

