

# **Sterling Multi-Channel Fulfillment Solution**

## **Release Notes**

Release 8.0

January 2008



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# Preface

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This document describes the new features introduced in the Sterling Multi-Channel Fulfillment Solution, Release 8.0. It also discusses known issues in the release and how to resolve them, if applicable.

## Intended Audience

This document is intended for use by system administrators and managers who need to configure the Sterling Multi-Channel Fulfillment Solution to fit their business requirements.

## Structure

This document contains the following sections:

### **Chapter 1, "New Features"**

This chapter introduces the new features in the Sterling Multi-Channel Fulfillment Solution, Release 8.0.

### **Chapter 2, "Known Issues"**

This chapter provides a list of the known issues in this release.

## Sterling Multi-Channel Fulfillment Solution Documentation

For more information about the Sterling Multi-Channel Fulfillment Solution<sup>®</sup> components, see the following manuals:

- *Sterling Multi-Channel Fulfillment Solution<sup>®</sup> Release Notes*

- *Sterling Selling and Fulfillment Suite® Release Notes*
- *Sterling Multi-Channel Fulfillment Solution® Installation Guide*
- *Sterling Multi-Channel Fulfillment Solution® Upgrade Guide*
- *Sterling Multi-Channel Fulfillment Solution® Configuration Deployment Tool Guide*
- *Sterling Multi-Channel Fulfillment Solution® Performance Management Guide*
- *Sterling Multi-Channel Fulfillment Solution® High Availability Guide*
- *Sterling Multi-Channel Fulfillment Solution® System Management Guide*
- *Sterling Multi-Channel Fulfillment Solution® Localization Guide*
- *Sterling Multi-Channel Fulfillment Solution® Customization Guide*
- *Sterling Multi-Channel Fulfillment Solution® Integration Guide*
- *Sterling Selling and Fulfillment Suite® Integration Guide*
- *Sterling Multi-Channel Fulfillment Solution® Product Concepts*
- *Sterling Warehouse Management System® Concepts Guide*
- *Sterling Multi-Channel Fulfillment Solution Platform® Configuration Guide*
- *Sterling Distributed Order Management® Configuration Guide*
- *Sterling Supply Collaboration® Configuration Guide*
- *Sterling Global Inventory Visibility® Configuration Guide*
- *Sterling Product Management® Configuration Guide*
- *Sterling Logistics Management® Configuration Guide*
- *Sterling Reverse Logistics® Configuration Guide*
- *Sterling Warehouse Management System® Configuration Guide*
- *Sterling Multi-Channel Fulfillment Solution Platform® User Guide*
- *Sterling Distributed Order Management® User Guide*
- *Sterling Supply Collaboration® User Guide*
- *Sterling Global Inventory Visibility® User Guide*

- *Sterling Logistics Management<sup>®</sup> User Guide*
- *Sterling Reverse Logistics<sup>®</sup> User Guide*
- *Sterling Warehouse Management System<sup>®</sup> User Guide*
- *Sterling Multi-Channel Fulfillment Solution Mobile Application<sup>®</sup> User Guide*
- *Sterling Multi-Channel Fulfillment Solution Analytics<sup>®</sup> Guide*
- *Sterling Multi-Channel Fulfillment Solution<sup>®</sup> Javadocs*
- *Sterling Multi-Channel Fulfillment Solution<sup>®</sup> Glossary*
- *Sterling Parcel Carrier Adapter<sup>®</sup> Guide*

## Conventions

The following conventions may be used in this manual:

Convention	Meaning
. . .	Ellipsis represents information that has been omitted.
< >	Angle brackets indicate user-supplied input.
mono-spaced text	Mono-spaced text indicates a file name, directory path, attribute name, or an inline code example or command.
/ or \	Slashes and backslashes are file separators for Windows, UNIX, and Linux operating systems. The file separator for the Windows operating system is "\" and the file separator for UNIX and Linux systems is "/". The UNIX convention is used unless otherwise mentioned.
<INSTALL_DIR>	User-supplied location of the Sterling Multi-Channel Fulfillment Solution installation directory. This is only applicable for Release 8.0 or above.
<INSTALL_DIR_OLD>	User-supplied location of the Sterling Multi-Channel Fulfillment Solution installation directory for previously installed releases. This is only applicable for Release 8.0 or above.
<YANTRA_HOME>	User-supplied location of the Sterling Supply Chain Applications installation directory. This is only applicable for Release 7.7, 7.9, and 7.11.

Convention	Meaning
<YANTRA_HOME_OLD>	User-supplied location of the Sterling Supply Chain Applications installation directory for previously installed releases. This is only applicable for Releases 7.7, 7.9, and 7.11.
<YFS_HOME>	For releases 7.3, 7.5, and 7.5 SP1, this is the user-supplied location of the Sterling Supply Chain Applications installation directory.  For releases 7.7, 7.9, and 7.11, this is the user-supplied location of the <YANTRA_HOME>/Runtime directory.  For release 8.0, the <YANTRA_HOME>/Runtime directory is no longer used and this is the same location as <INSTALL_DIR>.
<YFS_HOME_OLD>	This is the <YANTRA_HOME>/Runtime directory of previously installed releases. This is only applicable for Releases 7.7, 7.9, and 7.11.
<ANALYTICS_HOME>	User-supplied location of the Sterling Multi-Channel Fulfillment Solution Analytics installation directory.  <b>Note:</b> This convention is used only in the <i>Sterling Multi-Channel Fulfillment Solution Analytics Guide</i> .
<COGNOS_HOME>	User-supplied location of the Cognos installation directory.  <b>Note:</b> This convention is used only in the <i>Sterling Multi-Channel Fulfillment Solution Analytics Guide</i> .
<MQ_JAVA_INSTALL_PATH>	User-supplied location of the IBM WebSphere MQ Java components installation directory.  <b>Note:</b> This convention is used only in the <i>Sterling Multi-Channel Fulfillment Solution System Management Guide</i> .
<DB>	Refers to the Oracle, DB2, or MSSQL depending on the database server.
<DB_TYPE>	Depending on the database used, considers the value oracle, db2, or sqlserver.





# 1

## New Features

---

This chapter describes the new concepts and functionalities introduced in the Sterling Multi-Channel Fulfillment Solution, Release 8.0.

- [System Requirements](#)
- [Product Name Changes in Release 8.0](#)
- [Platform Framework](#)
- [Product Management](#)
- [Distributed Order Management](#)
- [Delivery and Service Scheduling](#)
- [Carrier Service](#)
- [Warehouse Management System Enhancements](#)

**Important:** The Sterling Multi-Channel Fulfillment Solution is already tuned for optimal performance. However, your own results are directly based on your hardware, data volumes, and user activities.

Sterling Commerce expects the *Sterling Multi-Channel Fulfillment Solution Performance Management Guide* to be thoroughly read, evaluated, and the recommendations applied to your production system as needed.

Sterling Commerce predefines a set of indexes, but also expects your Database Administrator to monitor the system and add or remove indexes, as necessary.

## 1.1 System Requirements

Before proceeding, ensure that you have read the complete list of requirements for your platform, as described in the *Sterling Multi-Channel Fulfillment Solution Installation Guide*.

## 1.2 Product Name Changes in Release 8.0

Product names have changed in Release 8.0, as shown in [Table 1–1](#).

**Table 1–1 Product Name Changes**

Old Product Name	New Product Name
Sterling Supply Chain Applications	Sterling Multi-Channel Fulfillment Solution
Sterling Supply Chain Analytics	Sterling Multi-Channel Fulfillment Solution Analytics
Sterling Supply Chain Application Consoles	Sterling Multi-Channel Fulfillment Solution Consoles
Sterling Supply Chain Applications Configurator	Sterling Multi-Channel Fulfillment Solution Configurator
Sterling Supply Chain Event Management	Sterling Multi-Channel Fulfillment Solution Event Management

**Table 1–1 Product Name Changes**

Old Product Name	New Product Name
Sterling Supply Chain Mobile Application	Sterling Multi-Channel Fulfillment Solution Mobile Application
Sterling Supply Chain Applications Platform	Sterling Multi-Channel Fulfillment Solution Platform
Sterling Supply Chain Process Modeling	Sterling Multi-Channel Fulfillment Solution Process Modeling
Sterling Supply Chain Queue Management	Sterling Multi-Channel Fulfillment Solution Queue Management
Sterling Supply Chain System Management	Sterling Multi-Channel Fulfillment Solution System Management

Document titles have changed in Release 8.0, as shown in [Table 1–2](#).

**Table 1–2 Document Title Changes**

Old Book Name	New Book Name
Sterling Supply Chain Applications Release Notes	Sterling Multi-Channel Fulfillment Solution Release Notes
Sterling Supply Chain Applications Installation Guide	Sterling Multi-Channel Fulfillment Solution Installation Guide
Sterling Supply Chain Applications Upgrade Guide	Sterling Multi-Channel Fulfillment Solution Upgrade Guide
Sterling Supply Chain Applications Performance Management Guide	Sterling Multi-Channel Fulfillment Solution Performance Management Guide
Sterling Supply Chain Applications High Availability Guide	Sterling Multi-Channel Fulfillment Solution High Availability Guide
Sterling Supply Chain Applications System Management Guide	Sterling Multi-Channel Fulfillment Solution System Management Guide
Sterling Supply Chain Applications Localization Guide	Sterling Multi-Channel Fulfillment Solution Localization Guide
Sterling Supply Chain Applications Customization Guide	Sterling Multi-Channel Fulfillment Solution Customization Guide
Sterling Supply Chain Applications Integration Guide	Sterling Multi-Channel Fulfillment Solution Integration Guide

**Table 1–2 Document Title Changes**

Old Book Name	New Book Name
Sterling Supply Chain Applications Product Concepts	Sterling Multi-Channel Fulfillment Solution Product Concepts
Sterling Supply Chain Applications Platform Configuration Guide	Sterling Multi-Channel Fulfillment Solution Platform Configuration Guide
Sterling Supply Chain Applications Platform User Guide	Sterling Multi-Channel Fulfillment Solution Platform User Guide
Sterling Supply Chain Mobile Application User Guide	Sterling Multi-Channel Fulfillment Solution Mobile Application User Guide
Sterling Supply Chain Analytics Guide	Sterling Multi-Channel Fulfillment Solution Analytics Guide
Sterling Supply Chain Applications Javadocs	Sterling Multi-Channel Fulfillment Solution Javadocs
Sterling Supply Chain Applications Glossary	Sterling Multi-Channel Fulfillment Solution Glossary

**Important:** In Release 8.0, a new book, *Sterling Multi-Channel Fulfillment Solution Configuration Deployment Tool Guide* has been created.

## 1.3 Platform Framework

The following new functionalities and enhancements have been added to the Platform Framework of the Sterling Multi-Channel Fulfillment Solution, Release 8.0:

- [Installation Wizard](#)
- [Purge Person Info Table](#)
- [Encrypt Additional Credit Card Fields](#)
- [Log User Access to Credit Card Number](#)
- [Configuration Data Versioning](#)
- [Support for Pagination](#)
- [Bundling of Business Intelligence Layer from Cognos](#)

- [Configure User Exits by Enterprise](#)
- [Configure Services with Enterprise Identifier](#)
- [Package Resources for Enterprise](#)
- [Data Security Groups](#)

### 1.3.1 Installation Wizard

A new installation wizard provides a graphical front end that automates installation steps such as creating a database and configuring scripts. Previously, these steps were completed manually, using command-line tools.

This release also provides new command-line and silent installation options.

### 1.3.2 Purge Person Info Table

This release supports the task of purging the person info table. This prevents the table from growing to an unmanageable size.

### 1.3.3 Encrypt Additional Credit Card Fields

Although support exists for encrypting credit card numbers, this release contains the facility to encrypt a credit card name and expiration date as well.

### 1.3.4 Log User Access to Credit Card Number

It is now possible to write a log entry every time a user accesses credit card information. The system generates a log for all the calls to the decryption user exit, which is used to show a user's credit card information. Access to display credit card information (the last four digits of a credit card number) is not logged. However, the credit card numbers must be configured in order to be encrypted.

### 1.3.5 Configuration Data Versioning

Configuration data can now be versioned. Users can configure labels to easily distinguish between different versions of backed up configuration data.

### 1.3.6 Support for Pagination

Support for sorting and pagination of the `getItemList`, `getItemListForOrdering`, and `getOrderList` APIs has been added.

### 1.3.7 Bundling of Business Intelligence Layer from Cognos

Customers who have bought Sterling Selling and Fulfillment On-Premise products from Version 8.0 onwards can get access to a bundled offering of Cognos 8 Business Intelligence. This includes a license for the Cognos BI Administrator and unlimited licenses for the Cognos Connection Portal.

### 1.3.8 Configure User Exits by Enterprise

Enterprises can be identified with a resource identifier that is used to configure and invoke different user exits. This isolates one enterprise's user exit implementation from changes in another enterprise's user exit implementation.

### 1.3.9 Configure Services with Enterprise Identifier

Services in the Service Definition Framework can be identified in conjunction with an enterprise. In future releases, this may be enhanced to help in the migration of services.

### 1.3.10 Package Resources for Enterprise

Enterprise-specific resources can be developed and packaged in an extensions service package, enabling ease of deployment and movement of these resources.

### 1.3.11 Data Security Groups

This release introduces Hierarchical Data Security groups that support groups of users who need to access data from a subset of enterprises.

## 1.4 Product Management

In the Sterling Multi-Channel Fulfillment Solution, Release 8.0, the Product Management functionality has been enhanced to include [Model Items](#).

### 1.4.1 Model Items

This release introduces support for model items. A model item is an item that can be used to represent a group of items, all of which have a similar characteristic, such as size or color. These items can be created with multiple child items. This feature enables the number of results from a search to be greatly reduced because not every individual item is returned.

## 1.5 Distributed Order Management

In the Sterling Multi-Channel Fulfillment Solution, Release 8.0, the Distributed Order Management functionality has been enhanced to include:

- [Catalog Enhancements](#)
- [Automatically Copy Item Instructions](#)
- [Return Unexpected Items](#)
- [Process Refunds Prior to Return Item Receipt](#)
- [Unschedule Enhancements](#)
- [Stop Delivery](#)
- [Profile Manager Enhancements](#)
- [Analytics](#)
- [Customize Refund Method](#)
- [Configure Audits](#)
- [Multi-Item Inventory Read](#)
- [Inventory Consignment](#)
- [Synchronize Users with an External System](#)
- [Order Changes to Support Selling System](#)
- [Order Approvals](#)
- [Bundle Enhancements](#)

## 1.5.1 Catalog Enhancements

The following enhancements have been made to the catalog functionality in the Sterling Multi-Channel Fulfillment Solution, Release 8.0:

- [Item Associations](#)
- [Synchronize Products with an External System](#)

### **Item Associations**

This release adds support for both alternative item and competitive item associations. Alternative item association enables items to be associated to other items that are similar to the associated item. Competitive item association enables items to be associated to other competitive items.

### **Synchronize Products with an External System**

This release enables products and product catalogs to be synchronized between the Sterling Multi-Channel Fulfillment Solution and an external system, such as a guided selling system.

## 1.5.2 Automatically Copy Item Instructions

This release enables order lines to automatically copy instructions from items.

## 1.5.3 Return Unexpected Items

Items that a customer was not supposed to receive, such as an item that was not part of the original order, can now be returned. A return is created for this item, and completed after the returned item is received at the distribution center, at which point, the inventory for the received item is updated.

## 1.5.4 Process Refunds Prior to Return Item Receipt

Users can now process a return invoice before the returned item is received at the warehouse.

## 1.5.5 Unschedule Enhancements

The unscheduling functionality has been enhanced to enable orders to be unscheduled later in the fulfillment process. Uncheduling can now take place when orders are in the "Included In Shipment" status, have associated work orders or chained orders, or are a part of a shipment or release.

## 1.5.6 Stop Delivery

Users can now stop the delivery of an item even after it has shipped. Previously, once an order was shipped, there was no way to stop it from being delivered.

## 1.5.7 Profile Manager Enhancements

The following enhancements have been made to the profile manager functionality in the Sterling Multi-Channel Fulfillment Solution, Release 8.0:

- [Customer Modeling](#)
- [Customer Management](#)
- [Customer Account](#)

### Customer Modeling

Customer definitions have been enhanced to enable multiple addresses and payment methods to be captured for individual customer contacts. Additionally, customer contacts can be associated with an external user ID.

Customer IDs are now automatically generated if they are not passed with the enterprise member prefix and buyer organization code to which the customer belongs.

Organizations can now specify another organization as its customer master organization. This allows multiple enterprises to have the same customer master organization, without duplicated customer information for each enterprise.

### Customer Management

Users can not only create and assign users to teams, but they can now assign certain customers to a customer service representative (CSR), based on the team they are a member of.

As a result, CSRs are only granted access to the orders placed by the customers they are assigned to manage.

### Customer Account

Payment processing for customer accounts consists of two sub-processes, authorization and settlement. When customer accounts are created, authorization for orders belonging to customer accounts is handled internally. When a customer places an order using a customer account as the payment method, the available credit decreases by the total amount of the order. When the available credit falls below zero, the orders placed using that account are placed on hold. Accounts are then credited when the orders are settled.

## 1.5.8 Analytics

The following reports have been added to the analytics functionality in the Sterling Multi-Channel Fulfillment Solution, Release 8.0:

- [Unshipped Orders](#)
- [Unresolved Orders](#)
- [Goods in Transit](#)
- [Backlog Summary](#)
- [Top Ten Products](#)
- [Invoice Collections](#)
- [Returns](#)
- [Business Volume](#)
- [Days of Supply](#)

**Unshipped Orders**

This release includes a report that displays the number of orders that are shipped and unshipped on a given day.

**Unresolved Orders**

This release includes a report that displays the number of unresolved orders along with the percentage of orders in different hold types.

**Goods in Transit**

This release adds a report which displays the transfer order number, shipment date, and days over threshold of transfer orders having a delayed shipment that impacts the shipment of an outbound order.

**Backlog Summary**

This release includes a report that displays the orders placed within a given date range as the number of orders in a status. Orders that are currently in Held status may or may not be considered. The resultant chart can be drilled down to see a table of orders in that status.

**Top Ten Products**

This release includes a report that displays the top ten products for a given enterprise according to the units sold.

**Invoice Collections**

This release includes a report that displays the number of each invoice type that has been collected on each day in a given range.

**Returns**

This release includes a report that displays the number of returns for different items for a given time period. Drilling down on an item provides the return reasons along with the number of returns for each reason of the item.

**Business Volume**

This release includes a report that displays the revenue and sales volume of a given enterprise over a period of time.

### **Days of Supply**

This release includes a report that displays the estimated number of days for which the supply of a given product will remain, based on the total supply and total demand of the product.

### **1.5.9 Customize Refund Method**

Refund payment logic can be customized to suit specific business needs; for example, refunds can now be distributed by different methods based on different criteria, such as the age of return, original payment method, or item.

### **1.5.10 Configure Audits**

Audits can now be configured based on modification type. This can greatly decrease the amount of audit data that must be stored.

### **1.5.11 Multi-Item Inventory Read**

Inventory can now be read across multiple items. Previously, inventory was read for each item individually.

### **1.5.12 Inventory Consignment**

This release introduces the functionality that enables an inventory organization to own and maintain inventory, which can be counted as part of another inventory organization's availability. Ownership of the inventory can be transferred between inventory organizations prior to shipping. This allows the seller organization to greatly reduce the carrying cost.

### **1.5.13 Synchronize Users with an External System**

This release enables B2C customers to be synchronized between the Sterling Multi-Channel Fulfillment Solution and an external system, such as a guided selling system.

### 1.5.14 Order Changes to Support Selling System

Enhancements have been made to support integration with an external selling system. These changes include:

- Addition of a Sold To address on orders.
- Addition of a `ValidateItem` attribute, which is used to determine whether an item has been validated in the external system.
- Addition of the buying user's User ID.

### 1.5.15 Order Approvals

A new functionality has been added to support spending limits and approvals for orders. Users can be assigned a spending limit, and cannot place orders that exceed this amount.

Individual users can also be assigned an approver, someone who must approve the orders that are placed by the user, when the orders exceed their defined spending limits.

### 1.5.16 Bundle Enhancements

A bundle functionality has been enhanced to support the replacement of the bundle components in a single call of the `changeOrder` API. With this enhancement, there is no need to pass the old bundle definition. Upon passing the new bundle definition, components that are not passed are deleted automatically, and new components added.

## 1.6 Delivery and Service Scheduling

In the Sterling Multi-Channel Fulfillment Solution, Release 8.0, the Delivery and Service Scheduling functionality has been enhanced to include [Enable Resources to Span Across Slots](#).

### 1.6.1 Enable Resources to Span Across Slots

This release enables resources to be spanned across slots for cases where the planned capacity is longer than the requested appointment.

### 1.7 Carrier Service

In the Sterling Multi-Channel Fulfillment Solution, Release 8.0, carriers can be configured to provide additional capabilities for some of their services:

- [Reprint Carrier Label](#)
- [Support for Different Printers \(for FedEx only\)](#)

#### 1.7.1 Reprint Carrier Label

You can now reprint the carrier labels for the containers for which carrier label has already been printed.

#### 1.7.2 Support for Different Printers (for FedEx only)

This release removes the constraint of the carrier labels having to print on only one kind of printer in a node. The enhancement provides more flexibility to a node, enabling it to choose the types of printers it wants to print the carrier labels on.

### 1.8 Warehouse Management System Enhancements

In the Sterling Multi-Channel Fulfillment Solution, Release 8.0, the Warehouse Management System has been enhanced to include the following new features:

- [Wave Exception Audit](#)
- [Task Execution Exception Audit](#)
- [Serial Number Sequence Support for All Processes](#)
- [Planning Physical Count](#)
- [Selective Capture of Serial Number](#)
- [Equipment and Resource Constraints](#)
- [Ship Node as a Fulfillment Node and as a Yard](#)
- [Shipment Profiling for Wave Creation](#)
- [Inventory Consignment](#)

### 1.8.1 Wave Exception Audit

In this release, the following modifications are audited:

- Changes in wave status
- Shipments moving out of a wave, or shipment lines moving out of a wave during wave release because of inventory shortage.
- Changes in wave execution status

### 1.8.2 Task Execution Exception Audit

Execution exceptions and overrides performed by users during task execution are audited.

### 1.8.3 Serial Number Sequence Support for All Processes

Additional capability is provided in all the screens that capture serials, to accept a range of serial numbers, by entering the From and To serial numbers. For example, when shipping, if the From and To serial numbers are scanned, it implies the shipment of all the serial numbers that fall within the range, including the From and To serial numbers.

### 1.8.4 Planning Physical Count

Additional capability is provided to plan in advance for physical count in a warehouse. Certain activities that interrupt the physical count can be stopped for a specified duration before the physical count starts. The receiving activity, for example, can stop four days before the physical count begins, and the outbound pick task can stop three days before the physical count begins. The system prevents these activities from executing if they fall within the duration provided by the user for that activity. After the physical count is complete, all the activities are enabled again automatically.

### 1.8.5 Selective Capture of Serial Number

If a serialized item is defined to not track the serial numbers in the inventory, the warehouse can be configured to capture the serial number information for the following operations:

- Receiving and Returns
- Only Returns
- Shipping and Returns
- Receiving, Shipping, and Returns

Also, a warehouse can exclude the capture of serial numbers for transfer shipment.

### 1.8.6 Equipment and Resource Constraints

A warehouse can specify the number of users who will be allowed to work simultaneously in an aisle. A warehouse can also configure a zone, so that more than one user does not work on a location belonging to that zone.

### 1.8.7 Ship Node as a Fulfillment Node and as a Yard

You can mark the Ship Node as a Fulfillment Node and as a Yard. During upgrade, all the existing nodes are marked as Fulfillment Node and non-Yard.

### 1.8.8 Shipment Profiling for Wave Creation

You can identify high item affinity among shipments and process them together to achieve a greater degree of packing efficiency.

In order to do this, shipments are profiled, for example, an ID is generated based on the shipment attributes, and the profileID is stamped on all the shipments with similar attributes.

After profiling the shipments, if a high occurrence of profileID is observed, waves are created exclusively for that profile, thus enabling the packing of shipments at an easier and faster pace.

### 1.8.9 Inventory Consignment

This release introduces the functionality that enables an inventory organization to own and maintain inventory, which can be counted as part of another inventory organization's availability. Ownership of the inventory can be transferred between inventory organizations prior to shipping. This allows the seller organization to greatly reduce the carrying cost.



# 2

## Known Issues

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The following sections describe the known issues that you may encounter in Release 8.0:

- [Upgrade](#)
- [Installation](#)
- [Platform](#)
- [Product Management](#)
- [Distributed Order Management, Supply Collaboration, and Reverse Logistics](#)
- [Global Inventory Visibility](#)
- [Delivery Management](#)
- [Receipt](#)
- [Value-Added Services](#)
- [Sterling Warehouse Management System](#)
- [Sterling Multi-Channel Fulfillment Solution Analytics](#)
- [Reference Utilities](#)
- [System Management Console](#)
- [Third Party](#)
- [Internationalization and Localization](#)
- [Documentation](#)

## 2.1 Upgrade

The following issues may occur when migrating to Release 8.0:

- **64092** - For the Microsoft SQL Server, running the "run-history-drop" and "run-transaction-drop" post-migration tasks result in failure. This is because the columns being dropped are defined as not-null and the system-generated constraint objects are dependent on these columns.

**Solution/Workaround:** No workaround is required. You can safely ignore the error because it occurs when attempting to drop a table. If you want to drop this table, you can do so manually. Furthermore, it is optional to run these tasks.

- **85268** - The getSurroundingNodeList API is incorrectly listed as a removed API in the Removed APIs and User Exits section of the `upgrade_home.html` file.

**Solution/Workaround:** None.

- **93156** - During upgrade, `dbverify` may unintentionally drop, and then re-create the `YFS_HM_THRESHOLDS_I1` index.

**Solution/Workaround:** You can safely ignore this problem.

- **95785** - During upgrade, `dbverify` may throw an error indicating that `CREATE INDEX YFS_AUDIT_HDR_I2 ON YFS_AUDIT_HEADER (TABLE_NAME, TABLE_KEY) TABLESPACE YFS` failed to execute.

**Solution/ Workaround:** The missing index actually exists from a previous hot fix. You can ignore this error.

- **93613** - The upgrade on the SQLSERVER may fail when running alters for the history and transaction tables.

**Solution/Workaround:** Change the value of `yfs.upgrade.no.of.threads.for.tablealters` from 6 to 1 in the `buildmigrtion.properties` file located in `<INSTALL_DIR>/Migration/7.11`.

- **95904** - During an upgrade, you may see an error specifying that the `YFS_SEQ_YFS_SHIP_ADVICE_NO` table is being created, even though it already exists.

**Solution/Workaround:** Set `onerror=cont` and re-run the upgrade.

- **96020** - During an upgrade, you may see an error indicating that an operation failed on the SQL Server because an index entry exceeded the maximum length of 900 bytes.

**Solution/Workaround:** To resolve this, drop index YFS\_INBOX\_REFERENCES\_I2 and create index YFS\_INBOX\_REFERENCES (NAME), which does not include VALUE, and eliminates the size problem.

## 2.2 Installation

You may encounter the following issues during the installation process:

- **79938, 79939** - During the documentation-merge step of the installation, you may encounter warnings or error messages with respect to internal classes, for example, YRC.

**Solution/Workaround:** You can ignore these warnings or errors.

- **89705** - Dbverify may produce unwanted alters when running against an Oracle database with NLS\_LENGTH\_SEMANTIC=char. This occurs if the tables were created in the database during a session in which the database parameter was NLS\_LENGTH\_SEMANTIC=char.

**Solution/Workaround:** For new customers or new internationalized installations, the recommended setting is no longer NLS\_LENGTH\_SEMANTIC=char. Leave the setting as byte instead.

Before running the installation, set the silent install variable to SUPPORT\_MULTIBYTE=Y.

Before running the dbverify utility, confirm that the sandbox.cfg variable SUPPORT\_MULTIBYTE=Y is set properly. If not, run setupfiles.sh after changing the sandbox.cfg.

For existing customers supporting multibyte character columns, dbverify produces alterations to change columns and tables. Running the alters will have no effect as long as the NLS\_LENGTH\_SEMANTIC is set to char.

- **92172** - The GUI installer does not catch the BE installer errors. The installer reports "BUILD SUCCESSFUL" when there are errors in InstallSI.log.

**Solution/Workaround:** Check the InstallSI.log file after installation.

- **92519** - The GUI installer needs more useful information about log files to check them and their location.

**Solution/Workaround:** The installer creates two log files:

- PreInstallSI.log
- InstallSI.log

If the installer fails and InstallSI.log is not visible, look at PreInstallSI.log.

- **92583** - In command-line UNIX/Linux installations, unmatched initial and confirming passwords cause the installer to reprompt for only the confirming password, rather than the initial password and confirming password.

**Solution/Workaround:** Abort and exit the installation and start again, ensuring that you enter the initial password and confirming password correctly.

- **93931** - The Installer does not check the space requirements for UNIX and Linux systems.

**Solution/Workaround:** Before starting the installation, check that there are 5 GB of free space on the file system on which the installation will be performed.

- **94363** - Although the Security.jar file was removed from appclasspath and agentclasspath because it was unnecessary, dbverify still reports that <INSTALL>/platform/3.0/Security.jar is missing in classpaths, as well.

**Solution/Workaround:** This one-line warning is harmless and indicates that dynamicclasspath.cfg has a spurious entry that does not affect the functionality.

- **95047** - Precompiling the EAR file for JBoss may require more memory than is allocated by default.

**Solution/Workaround:** If out-of-memory errors occur when trying to precompile for JBoss (during the EAR build), edit the <INSTALL\_DIR>/bin/build.properties.in file to set the jboss.PRECOMPILE\_MAX\_MEMORY to a higher value. Out of the box, the flag is set to 1535 Mb. Instead, set it to 2048 Mb.

- **95307** - The Silent Installer may go into an infinite loop if the database connection or the database driver that is passed to the installer is incorrect. A "java.lang.NullPointerException" error is displayed.
 

**Solution/Workaround:** Restart the installer and pass the correct database information.
- **95787** - The `xercesImpl.jar` file and `xml-apis.jar` file are missing from the `com.yantra.ide.othertools.core_1.1.0` plug-in. These should have been available out of the box.
 

**Solution/Workaround:** Copy these two `.jar` files to the `<ECLIPSE_HOME>/plugins/com.yantra.ide.othertools.core_1.1.0/lib/` folder.
- **95959** - When installing using the command-line interface, an error message may be displayed in the `PreInstallSI.log` file, indicating that an OS patch is missing from the system.
 

**Solution/Workaround:** Ensure that you read the *Sterling Multi-Channel Fulfillment Solution Installation Guide* for information about the supported stack.
- **96282** - During installation, when you use the X-based installer, the console window where you started the installation may display warnings.
 

**Solution/Workaround:** These warnings are harmless, and you can safely ignore them. Alternatively, you can use the command-line installer.

## 2.3 Platform

You may encounter the following issues when using the APIs, User Exits, Time-Triggered Transactions (agents), and Services for the Sterling Multi-Channel Fulfillment Solution Platform:

- **68180** - The `getCustomerList` API does not consider the `parentCustomer` element passed in the input XML.
 

**Solution/Workaround:** Pass the `ParentCustomerKey` attribute in the `Customer` element of the input XML.
- **68326** - The auto-update servlet is not traceable in debug mode.

**Solution/Workaround:** None.

- **75621** - Users are unable to delete an organization that is specified as a catalog organization to its children.

**Solution/Workaround:** Disassociate the organization and proceed with the delete action.

- **75891** - If you configure a user exit, such as `beforePurgeUE`, for any purge, such as Purge Statistics, under the General document type, the same user exit is available for the other purges, as well.

**Solution/Workaround:** None.

- **76046** - Batch delete mode is used to purge records in groups as opposed to purging them one by one. If batch delete has been set, the `beforePurgeUE` user exit is not supported.

**Solution/Workaround:** To call the `beforePurgeUE` user exit, do not set the batch delete mode.

- **78681** - Use of special characters as part of values in an advanced XML condition is not allowed.

**Solution/Workaround:** None.

- **79534** - When building the runtime, the script fails to merge the current template directory and the templates from the previous version.

**Solution/Workaround:** Manually copy the previous version templates into the current runtime.

- **79697** - The `Loginid` attribute is now a mandatory input for the `modifyUserHierarchy` API. If you call this API with only a `UserKey`, the API throws an "Invalid user identifiers passed" exception.

**Solution/Workaround:** Pass the `Loginid` to this API.

- **79869** - You may see Javadocs for some APIs under the `*.ycd.*`, `*.sop.*`, and `.ynw.*` packages. These are not available for use unless the respective applications are licensed.

**Solution/Workaround:** None.

- **82909** - If you enable trace from the Sterling Multi-Channel Fulfillment Solution System Management Console with Just-In-Time

(JIT) enabled on IBM WebSphere, the server crashes and the "StackOverflow" error message is displayed.

**Solution/Workaround:** Increase the size of the JVM stack using the -XSS parameter.

- **83380** - In the ORDER\_FULFILLMENT process model, for organizations other than DEFAULT, you cannot add an agent criteria for the newly derived transaction.

**Solution/Workaround:** None.

- **83446** - The Sterling Multi-Channel Fulfillment Solution does not support JMS failover (backup JMS) on JBoss servers.

**Solution/Workaround:** None.

- **83976** - When deploying the EAR of the Sterling Multi-Channel Fulfillment Solution on IBM WebSphere 6.1.0.11, a WebSphere workbench internal error message is displayed.

**Solution/Workaround:** Ignore this error.

- **84153** - You cannot enable partial Secure Sockets Layer (SSL) on a JBoss server.

**Solution/Workaround:** Enable SSL completely or do not enable at all when you run the Sterling Multi-Channel Fulfillment Solution on a JBoss server.

- **84319** - API Java documentation for `com.yantra.ydm.integration.ycs.japi.ue` is missing in the runtime folder after the merge process.

**Solution/Workaround:** To refer to the documentation for the above package, look in the `Yantra_Home/Application/Foundation/documentation/api_javadocs` folder.

- **85047** - If you pass the `<Scac>` element in the `manageOrganizationHierarchy` API and the `modifyOrganizationHierarchy` API, records are neither inserted nor modified in the `YFS_Scac` table.

**Solution/Workaround:** Pass the `<Scac>` element under the `<Organization>` element (root element) to insert or modify records in the `YFS_Scac` table.

- **85114** - When you build WebServices on BEA WebLogic 9.2 or 10.x, error messages may display.

**Solution/Workaround:** When you build webservices on BEA WebLogic 9.2 or 10.x, pass

```
-Dcom.sun.xml.namespace.QName.useCompatibleSerialVersionUID=1.0 to ANT_OPTS
```

- **90999** - Whenever a table is audited or a graph\_UI record is created on Oracle, the following error may occur: "ORA-01461: can bind a LONG value only for insert into a LONG column."

**Solution/Workaround:** None.

- **91201** - Outputs of all the Team APIs are not template-controlled.

**Solution/Workaround:** None.

- **91644** - When an organization is created and deleted within a given timeframe between two configuration version labels, the person info records in the YFS\_PERSON\_INFO table associated with the deleted organization will still get deployed by the Configuration Data Versioning tool.

**Solution/Workaround:** None.

- **92485** - When there is a hierarchy of organizations and an inherited event is raised, the yfs\_inbox.owner\_key owner key is incorrectly stamped as the owner of the event. The owner should be the organization that raised the event. This may result in confusion and problems filtering through alerts.

**Solution/Workaround:** None.

- **93708** - If the Configuration Deployment Tool is used to import and apply a saved comparison that deletes a record, and the record in the target database has a non-zero LOCKID column, the deletion fails.

**Solution/Workaround:** Suppress the deletions or delete the records from the target database manually.

- **94158** - A classFileNotFound exception is thrown when installing against SQL Server 2000 and providing incorrect jar files. The GUI Installer does not show this as an error, but simply returns "Installation Completed. Refer to guide for Next Step". The only way to view the error is to look at the installation log file and see that the

DB connection failed because it could not find the correct driver class file.

**Solution/Workaround:** Examine the log files for the installation after it has finished installing against SQL Server 2000.

- **95103** - Property encryption on DBInfo does not work in this release, for example, in database connection information such as database password.

**Solution/Workaround:** None

- **96024** - On SQL Server, dbverify may produce unnecessary alterations because of metadata values correctly not being handled correctly.

**Solution/Workaround:** You can safely ignore this error.

- **96226** - When running command-line utilities, you may see an error stating that the `performance.properties` file is not found.

**Solution/Workaround:** You can safely ignore this error.

- **96286** - When running scripts from the bin directory, you may see an error on the console, indicating that the script cannot find the `performance.properties` file.

**Solution/Workaround:** You can ignore this error.

- **96389** - When you are running the `triggeragent.sh` out-of-the-box agent script, you may see a "USE\_AGENT\_JAVA=1: is not an identifier" error.

**Solution/Workaround:** To run the agent script, the `export USE_AGENT_JAVA=1` needs to be split into two lines as follows:

```
USE_AGENT_JAVA=1
```

```
export USE_AGENT_JAVA
```

- **96455** - AgentServer configurations are shipped out of the box with some default connection information to connect to a BEA WebLogic JMS using specific URL, QFC, and queue names. Under most circumstances, the connection information is not valid and requires additional configuration by users.

**Solution/Workaround:** To start an AgentServer, go to the Configurator and configure the JMS connection properties to match your environment. Use the Plus button to create a server with a new

name. Start the new server that you created instead of the out-of-the-box DefaultAgent that was shipped.

### 2.3.1 RCP Platform

You may encounter the following issues when using the RCP client applications (PCAs):

- **83113** - You cannot add new columns to the right of the last column in a table that has a horizontal scroll bar.

**Solution/Workaround:** Before adding the new column, decrease the width of the table and ensure that the horizontal scroll bar disappears.

- **83122** - When you select a column in a table that has a horizontal scroll bar, you cannot use the mouse only the first time.

**Solution/Workaround:** Select the column again using the mouse or keyboard.

- **83124** - When you add a control to the root composite, the GridLayout page is not visible in the Extensibility tool.

**Solution/Workaround:** The layout setup is not required for controls added inside a composite with any other layout than GridLayout. The layout of the parent composite is FillLayout, which you can edit using the extensibility tool. Support is provided for editing GridLayout.

## 2.4 Product Management

For this release, there are no known issues in the Sterling Product Management module.

## 2.5 Distributed Order Management, Supply Collaboration, and Reverse Logistics

You may encounter the following issues when using the APIs, User Exits, Time-Triggered Transactions (agents), and Services for the Sterling Distributed Order Management, Supply Collaboration, or Reverse Logistics modules:

- **84939** - When you cancel an exchange that has a synchronized work order, both the current work order key and the promised appointment date fields are not blanked out from the exchange order lines. However, the lines are removed from the work order and the exchange order is cancelled.

**Solution/Workaround:** None.

- **84988** - After purging an order or related work orders, the Order Details screen for History orders does not show work order icons for the related lines.

**Solution/Workaround:** None.

- **85043** - If a work order moves to a listening state of a work order listener, the entire quantity of the work order must be in a pickable state for all work order listeners that are configured to listen to that work order within a pipeline. If a listener is configured for made-to-order (MTO) or made-to-customer (MTC) work orders, and a service (PS or DS) work order is created, an error message may be displayed because the work order lines are not in the Work Order Created status for an MTO or MTC work order listener.

**Solution/Workaround:**

**Option 1:** Create a separate pipeline for the PS or DS work orders that drop into the custom statuses. Configure a "Work Order Pipeline Determination Rule" to include the PS or DS work orders in this pipeline, and an MTO or MTC work orders in a different pipeline.

**Option 2:** Assuming that the MTO or MTC lines are not within a service work order, create a separate sales order pipeline for products that require MTC or MTO work orders.

- **90903** - If you specify only one node in participant modeling for the Create Work Order screen in the Console, the node field is (incorrectly) blank and does not offer any form for input. Clicking Proceed causes a "Node not passed" error. When you configure two or more nodes, the Create Work Order screen works correctly.

**Solution/Workaround:** None.

- **92323** - When you log into the configurator, when opening the Sales Order Modification Rules screen for an enterprise, a heap space error may be thrown.

**Solution/Workaround:** This problem will be fixed in Java V1.6.

Meanwhile, for setting the `XmxNNN` in the Java Plug-in Control Panel, find the `\Documents and Settings\<>USER_NAME>\Application Data\Sun\Java\Deployment\deployment.properties` file and add your parameter to the `deployment.javapi.jre.<JRE_VERSION>.args` line; for example, `deployment.javapi.jre.1.5.0_11.args=Xmx512m`.

- **93568** - The Javadocs information for `manageStatusMilestone` is incorrect. The field `OwnerKey` is a required field.

**Solution/Workaround:** Pass the `OwnerKey` whenever you invoke the `manageStatusMilestone` API.

- **96170** - In the Configurator's Process Model, performing a `Save As` action for `DocumentType` copies all the `HoldTypes` defined in the current `DocumentType`. However, any condition that might be associated with a `HoldType` is not copied; nor is the `ApplyOnResolveHoldTypeKey`.

**Solution/Workaround:** Define these attributes manually for the new `Document Type`.

- **95958** - If you have departments defined for organizations, you cannot modify their attributes in the Configurator.

**Solution/Workaround:** Use the `OrganizationCode` API to pass attributes in the `Department Element`.

- **96174** - When the order level hold is automatically resolved due to the cancellation of an order, the `ON_HOLD_TYPE_STATUS_CHANGE` event will be raised if configured. When an order line level hold is automatically resolved due to cancellation of an order line, `ON_ORDER_LINE_HOLD_TYPE_STATUS_CHANGE` is not raised.

**Solution/Workaround:** In this release, you can configure the order and order line holds to automatically resolve on cancellation. However, only the order level hold type status change event gets published when configured.

- **96108** - For unavailable bundle component lines, the `getFulfillmentOptionsForLines` API returns an incorrect value for the `HasUnavailableQuantity` flag.

**Solution/Workaround:** None.

## 2.5.1 Sterling Multi-Channel Fulfillment Solution Configurator

The following issue may arise when using the Sterling Multi-Channel Fulfillment Solution Configurator to configure the rules and functionalities for the Distributed Order Management, Supply Collaboration, or Reverse Logistics modules:

- **75257** - Pipeline Labels are not translated to the active locale. They always show the label as being a part of the en\_US (English) locale.

**Solution/Workaround:** None.

## 2.5.2 Sterling Multi-Channel Fulfillment Solution Consoles

The following issue may arise when using the Application Consoles for the Sterling Distributed Order Management, Supply Collaboration, or Reverse Logistics modules:

- **76268** - In order details, if a parent line is selected to be removed from the order, there is no need to call the changeOrder API to remove the component line. If a parent line is removed, all of its component lines are also removed, and vice versa. Therefore, if you select a parent line as well as its component line and press Remove, an "Invalid line" error is thrown for the component line.

**Solution/Workaround:** If you want to remove only the component line, select only the component line. If you want to remove the parent line and its components, select only the parent line.

## 2.6 Global Inventory Visibility

You may encounter the following issues when using the APIs, User Exits, Time-Triggered Transactions (agents), and Services for the Sterling Global Inventory Visibility module:

- **75357** - In the complex scenarios where partial quantity is available on hand, partial quantity is available through procurement, and the remaining quantity is coming through a PO, the solution that comes back is not the most optimized. For example, some consolidation occurs even when it should not.

**Solution/Workaround:** None.

- **95575** - Database duplicate record errors maybe thrown if users try to load data directly into the YFS\_INVENTORY\_SUPPLY\_TEMP table without using the loadInventoryMismatch API to load the temporary inventory supply information for inventory synchronization.

**Solution/Workaround:** The ORGANIZATION\_CODE, ITEM\_ID, UOM, and PRODUCT\_CLASS columns need to be included as part of the YFS\_INVENTORY\_SUPPLY\_TMP\_I4 unique index (INV\_SUP\_TMP\_I4 unique index for DB2).

The following scripts can be used to re-create the index for Oracle and DB2. Note that there is no workaround for SQL Server because there is a limitation that only 16 columns can be included in an index.

### For Oracle:

```
DROP INDEX YFS_INVENTORY_SUPPLY_TMP_I4;  
  
CREATE UNIQUE INDEX YFS_INVENTORY_SUPPLY_TMP_I4 ON YFS_  
INVENTORY_SUPPLY_TEMP  
  
(INVENTORY_ITEM_KEY, INVENTORY_TAG_KEY, TAG_  
NUMBER, SHIPNODE_KEY, SUPPLY_TYPE, SEGMENT, SEGMENT_TYPE, ETA,  
SHIP_BY_DATE, SUPPLY_REFERENCE_TYPE, SUPPLY_REFERENCE,  
SUPPLY_LINE_REFERENCE, AVAILABILITY_TYPE, YANTRA_MESSAGE_  
GROUP_ID, ORGANIZATION_CODE, ITEM_ID, UOM, PRODUCT_CLASS);
```

### For DB2:

```
DROP INDEX INV_SUP_TMP_I4;  
  
CREATE UNIQUE INDEX YFS_INV_SUP_TMP_I4 ON YFS_INVENTORY_  
SUPPLY_TEMP  
  
(INVENTORY_ITEM_KEY, INVENTORY_TAG_KEY, TAG_  
NUMBER, SHIPNODE_KEY, SUPPLY_TYPE, SEGMENT, SEGMENT_TYPE, ETA,  
SHIP_BY_DATE, SUPPLY_REFERENCE_TYPE, SUPPLY_REFERENCE,  
SUPPLY_LINE_REFERENCE, AVAILABILITY_TYPE, YANTRA_MESSAGE_  
GROUP_ID, ORGANIZATION_CODE, ITEM_ID, UOM, PRODUCT_CLASS);
```

## 2.7 Delivery Management

You may encounter the following issues when using the APIs, User Exits, Time-Triggered Transactions (agents), and Services for the Sterling Delivery Management module:

- **66437** - When a shipment or shipment history is purged, the table hang-off rows associated with the shipment are also purged. However, if the relation between the parent table and the corresponding hang-off is uni-directional, the hang-off audits linked to the respective hang-off rows are not deleted. This could lead to the YFS\_AUDIT table becoming too large.

**Solution/Workaround:** Purge the records in the YFS\_AUDIT table using the YFS Audit Purge agent.

- **78014** - When manifesting a container through a UPS carrier service, UPS labels are not printed properly.

By default, the printer driver is mapped to the generic Windows driver. Instead, map the printer driver in the YCS\_PLD\_DETAIL table to the printer model you are using. Refer to the following list of Zebra and Eltron models/symbols to update the value of the column DEFAULT\_VALUE for certain records of the carrier UPS:

- Eltron 2044 Label Printer; Eltron.Eltron2044
- Eltron 2348 Label Printer; Eltron.Eltron2348
- Eltron 2442 Label Printer; Eltron.Eltron2442
- Eltron 2543 Label Printer; Eltron.Eltron2543
- Zebra 105 Label Printer; Zebra.Zebra105
- Zebra 105Se Label Printer; Zebra.Zebra105Se
- Zebra 105SL Label Printer; Zebra.Zebra105SL
- Zebra 110XIIIPlus Label Printer; Zebra.Zebra110XIIIPlus
- Zebra 140 Label Printer; Zebra.Zebra140
- Zebra 140XIIIPlus Label Printer; Zebra.Zebra140XIIIPlus
- Zebra 170 Label Printer; Zebra.Zebra170
- Zebra 170XIII Label Printer; Zebra.Zebra170XIII
- Zebra 170XIIIPlus Label Printer; Zebra.Zebra170XIIIPlus
- Zebra 220 Label Printer; Zebra.Zebra220
- Zebra 2746e Label Printer; Zebra.Zebra2746e
- Zebra 2844 Label Printer; Zebra.Zebra2844

- Zebra 2844-Z Label Printer; Zebra.Zebra2844Z
- Zebra 3842 Label Printer; Zebra.Zebra3842
- Zebra 3844-Z Label Printer; Zebra.Zebra3844Z
- Zebra 90XiII Label Printer; Zebra.Zebra90XiII
- Zebra Ht-146 Label Printer; Zebra.ZebraHT146
- Zebra R110Xi Label Printer; Zebra.ZebraR110Xi
- Zebra R4Mplus Label Printer; Zebra.ZebraR4Mplus
- Zebra Stripe S300 Label Printer; Zebra.ZebraS300
- Zebra Stripe S500 Label Printer; Zebra.ZebraS500
- Zebra Stripe S600 Label Printer; Zebra.ZebraS600
- Zebra Z4Mplus Label Printer; Zebra.ZebraZ4Mplus

If you are using a Zebra 140 Label printer, apply the following SQL:

```
UPDATE YCS_PLD_DETAIL SET DEFAULT_VALUE='ZEBRA.ZEBRA140'  
WHERE PLD_DETAIL_KEY IN('200404270320060000060103',  
'20040427032006000006C103', '20040427032006000006A103',  
'20040427032006000006E103', '20040427032006000006L103');
```

Depending on which model you are using, change the value of DEFAULT\_VALUE in the above SQL update with the appropriate value of printer symbol.

- **84650** - The manageLoad API does not use audit references as it did before Release 8.0.

**Solution/Workaround:** None.

- **84786** - When you call the getLoadList API with the ReadFromHistory attribute value equal to Y, the API does not return those loads that are in the history table and whose shipments are not in the history table.

**Solution/Workaround:** None.

- **93263** - When manifesting the container of an international FedEx shipment and using a laser printer to print the carrier label and airway bill, three airway bills and two carrier labels are generated for each container.

**Solution/Workaround:** None.

- **94157** - When a bundle's components are removed from a shipment, the bundle parent is not removed. It remains in the shipment with a quantity of 0.

**Solution/Workaround:** None.

- **95209** - The FedEx carrier label that is printed when manifesting a container with the FedEx Ground Service carrier does not bear the Tracking Number if the print out is generated on a Zebra printer.

**Solution/Workaround:** None.

## 2.8 Receipt

For this release, there are no known issues for the Sterling Multi-Channel Fulfillment Solution Receipt module.

## 2.9 Value-Added Services

You may encounter the following issue when using the APIs, User Exits, Time-Triggered Transactions (agents), and Services for the Sterling Multi-Channel Fulfillment Solution Value-Added Services module:

- **84323** - The getWorkOrderDetails API cannot retrieve work orders from the history tables.

**Solution/Workaround:** To retrieve work orders, you must either restore the purged work orders before calling the getWorkOrderDetails API, or increase the purge lead time to retain the work orders in regular tables for a longer period.

## 2.10 Sterling Warehouse Management System

You may encounter the following issues when using the Sterling Multi-Channel Fulfillment Solution Mobile Application of the Sterling Warehouse Management System modules:

- **83992** - Split constraints for multi-level LPNs are not supported. Multi-level LPNs may get split during inventory allocation even when the split constraints are defined at either the zone level or the PLA rule level.

**Solution/Workaround:** None.

- **84395** - If a wave has shipment lines that request multiple tags for the same item, the releaseWave transaction may overallocate inventory from a few locations.

**Solution/Workaround:** Perform such pick tasks using the Sterling Multi-Channel Fulfillment Solution Mobile Application. The pick tasks for which inventory does not exist are automatically suggested with an alternate pick location.

- **84631** - LPNs having multiple inventory types are split during inventory allocation even if split constraints are defined.

**Solution/Workaround:** None.

- **92795** - Partial transfer of inventory ownership is not possible for serial-tracked items.

**Solution/Workaround:** None.

- **93324** - When a serial number is duplicated in the 'From Serial Number' entry field of the RF Receiving screen, the duplicate serial number is not shown along with the "Duplicate Serial" error.

**Solution/Workaround:** None.

- **93690** - Although Aisle User Constraints are defined for a node, the Configuration screen for the Aisle User Constraint displays Enterprise instead of Node.

**Solution/Workaround:** None.

- **94109** - When an error is thrown in the Serial Range entry screen, and the same serial number is entered in the Single Serial entry screen (after it is received back from the error screen), a "Duplicate Serial" error is displayed in the Single Serial entry screen. This error should not be thrown because the context of the serial numbers entered in the Serial Range entry screen should be lost after the error is thrown.

**Solution/Workaround:** Start from the menu again without making any mistake in the Serial Range entry screen, and then enter the serial number in the Single Serial entry screen.

- **94154** - When a shipment does not have a ship node, the Pack Container Details screen does not display the panel for entering the tag details for items that are sometimes tag controlled.  
**Solution/Workaround:** None.
- **95189** - When a user executes two consecutive tasks for different enterprises, context switching does not take place for the second task. Therefore, the second task execution fails.  
**Solution/Workaround:** Execute the second task from the main menu.
- **95392** - The TRANSFER\_TYPE column in the YFS\_INV\_OWN\_TRANSFER\_RCD table is incorrectly updated with the value "MANUAL" for automatic transfers of inventory ownership.  
**Solution/Workaround:** None.
- **95501** - If a task is created for an enterprise, and you are picking vendor LPNs, the task execution fails with the following error: "CaseID/PalletID Already Exists in the System."  
**Solution/Workaround:** None.
- **95596** - When sorting inventory through the Sterling Multi-Channel Fulfillment Solution Mobile Application, a user cannot deposit an inventory pallet on a sorting pallet.  
**Solution/Workaround:** None.
- **95699** - Some alert references are shown repetitively in the Alert Details screen for release wave failures.  
**Solution/Workaround:** None.

## 2.11 Sterling Multi-Channel Fulfillment Solution Analytics

You may encounter the following issues when using the Sterling Multi-Channel Fulfillment Solution Analytics:

- **92631** - If you do not pass `yfs.analytics.reportnet.url` in a properties file, Launch Reports displays a new Internet window and tries unsuccessfully to access a page. This failure loops and slows down performance.

**Solution/Workaround:** Ensure that you pass `yfs.analytics.reportnet.url` in the properties file.

- **93197** - For Analytics, the `YAF_ORDER_HEADER_VW`, `YAF_ORDER_LINE_VW`, `YAF_ORDER_RELEASE_VW`, and `YAF_SHIPMENT_VW` views each join with `YFS_PERSON_INFO` in their definitions.

**Solution/Workaround:**

There are two possible workarounds:

**Option 1:** If Cubes are not going to be used, remove these `YFS_PERSON_INFO` joins along with their associated columns in the view creation SQL script. Also, update the model to remove the references to these columns.

**Option 2:** If Cubes are being used with any of these views, create a separate view without joining to `YFS_PERSON_INFO`. Use the newly created views in the Analytics model instead of the ones mentioned.

- **94028** - The Exception Aging Report fails on SQL Server 2000 and SQL Server 2005. The grouping of Detailed Description is a BLOB data type, which SQL Server does not handle.

**Solution/Workaround:**

There are two possible workarounds:

**Option 1:** Remove Detailed Description from the report.

**Option 2:** Replace the view creation to use `list_description` or `description` rather than `detail_description`.

- **94162** - In the Report for Returns in Distributed Order Management, a drill-down to a selected item's return reason results in a blank chart. However, when the report is re-run and you select the same item from a drop-down menu, the correct chart result is returned. This happens only for items that have no descriptions, not for items that have descriptions.

**Solution/Workaround:** None.

- **96423** - Some of the reports shipped in Release 8.0 may not perform well when run on DB2. We will be working with Cognos to resolve this.

**Solution/Workaround:** None.

- **96457** - On HP-ITT, the GUI Analytics Installer does not display a pre-installation summary. The console displays an error stating that it cannot convert a string to type FontStruct.

**Solution/Workaround:** Use the command-line installer or click Continue.

- **96458** - The Analytics installer neither displays a prompt asking for agreement to the license requirements, nor a license.

**Solution/Workaround:** You can safely ignore this.

## 2.12 Reference Utilities

You may encounter the following issues when using the Configuration Deployment Tool (CDT) utility and the dbverify tool:

- **72908** - For Oracle and DB2, dbverify creates extra statements when creating sequences. The statements are a duplicate of the manually created SQL files that are shipped with the product.

**Solution/Workaround:** Delete the duplicate create statements.

- **77436** - Fresh SQL Server installations have their schema owner set to the 'dbown' user. When running dbverify on such a database, even though differences are not found, the tool indicates that there are differences.

**Solution/Workaround:** None.

- **79145** - When running dbverify on Oracle, if you have two schemas with the same index of type CONTEXT, errors are thrown.

**Solution/Workaround:** None.

- **79428** - When using the CDT tool during the deployment of the YFS\_Person\_Info table, the following attributes are not updated in the table when there is a conflict, and a warning message is displayed.

- Latitude
- Longitude
- TAX\_GEO\_CODE
- IS\_ADRESS\_VERIFIED

**Solution/Workaround:** In the Sterling Multi-Channel Fulfillment Solution Configurator, manually change the values of these attributes.

- **84042** - The DB Verify utility fails to generate scripts if the Context type text index exists under multiple schemas in a database.

**Solution/Workaround:** None.

## 2.13 System Management Console

You may encounter the following issues when using the Sterling Multi-Channel Fulfillment Solution System Management Console:

**76500** - Some services are displayed as ungrouped in the Ungrouped folder of the System Management Console.

**Solution/Workaround:** By default, services are not grouped.

- **94743** - When monitoring JMS Queues using the Health Monitor and System Management Console, a JNDI naming exception error occurs.

**Solution/Workaround:** None.

- **95007** - The System Management Console does not have the facility to monitor WAS Queues.

**Solution/Workaround:** None.

## 2.14 Third Party

For this release, there are no known issues in the Sterling Third Party module.

## 2.15 Internationalization and Localization

You may encounter the following issue when using the internationalization or localization features in the Sterling Multi-Channel Fulfillment Solution:

- **65431** - When you view the Process Modeling screen of the Sterling Multi-Channel Fulfillment Solution Configurator in Japanese, the screen literals overlap.

**Solution/Workaround:** None.

## 2.16 Documentation

You may encounter the following issues when using the Sterling Multi-Channel Fulfillment Solution System Management Console:

- **80387** - In the WebSphere Application Server V6.1, a "Page cannot be found" error is displayed when trying to view Javadocs from Online Help.

**Solution/Workaround:** None.

- **83370** - The *Sterling Multi-Channel Fulfillment Solution Javadocs* does not contain descriptions for some packages of the Sterling Multi-Channel Fulfillment Solution Platform and the Sterling Warehouse Management System.

**Solution/Workaround:** None.

- **83523** - Configuring Proxy Server for SSL and HTTPS on IBM WebSphere and JBoss application server is not documented in the *Sterling Multi-Channel Fulfillment Solution Installation Guide*.

**Solution/Workaround:** Refer to the corresponding IBM and JBoss documentation set.

- **94606** - In Release 8.0, the Online Help for the *Sterling Warehouse Management System Concepts Guide* is not available.

**Solution/Workaround:** Refer to the PDF version of the *Sterling Multi-Channel Fulfillment Solution Product Concepts Guide* for the information.

