Oracle Transportation Mobile

Oracle Transportation Mobile Guide

Version 1.4.5

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Contents

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Get Help

There are a number of ways to learn more about your product and interact with Oracle and other users.

Get Help in the Applications

Use help icons ⑦ to access help in the application.

Get Support

You can get support at *My Oracle Support*. For accessible support, visit *Oracle Accessiblity Learning and Support*.

Join Our Community

Use *Cloud Customer Connect* to get information from industry experts at Oracle and in the partner community. You can join forums to connect with other customers, post questions, and watch events.

Learn About Accessibility

For information about Oracle's commitment to accessibility, visit the *Oracle Accessibility Program*. (if videos) Videos included in this guide are provided as a media alternative for text-based topics also available in this guide.

Share Your Feedback

We welcome your feedback about Oracle Applications user assistance. If you need clarification, find an error, or just want to tell us what you found helpful, we'd like to hear from you.

You can email your feedback to *otm-doc_us@oracle.com*.

Thanks for helping us improve our user assistance!

2 Setup

Deprecation Notification

> **Note:** The Oracle Transportation Mobile app for Android and iOS has been deprecated and **is no longer supported**. Going forward, a mobile browser-based solution called Oracle Transportation Mobile Web Application is the mobile solution, **available only to Cloud customers**. See "About Oracle Transportation Mobile" in the Transportation and Global Trade Management 6.5.2 Online Help for more details.

Setting Up the Mobile App

Oracle Transportation Mobile is available on the *Apple App Store for iOS mobile devices*, and on *Google Play for Android devices*.

In order for Oracle Transportation Mobile to work, your mobile device must be able to access the OTM servers. This may mean configuring a VPN on your mobile device, depending on your company's network configuration.

Oracle Transportation Mobile initially needs a network connection so it can download shipments. Once the shipments are on your mobile device, you can view shipment information, but cannot accept/decline tenders (in the Carrier Flow) or accept shipments (in the Driver Flow), or create shipment events if you are not connected to a network.

Oracle Transportation Mobile uses the language preference from your mobile device if the language is available in Oracle Transportation and Global Trade Management. The language settings of the app are not tied to the user preference in OTM.

Creating Users

Creating a User for the Carrier Flow

Oracle Transportation Mobile has two flows: Carrier Flow and Driver Flow. To access a specific flow, you must first create a specific user in OTM. To use the Carrier Flow of Oracle Transportation Mobile, you must log in as a SERVPROV user. To create a SERVPROV user, complete the following:

SERVPROV User

1. Create a service provider. See the help topic, "Service Provider Manager".
2. By default when you save a new service provider, if the glog.servprov.autoCreateUser property is set to true (which is the default setting for this property), Oracle Transportation Management automatically adds a new user to the SERVPROV domain and creates the user-to-service provider association for that default user. See the help topic, Service Provider Manager" for details about this new user such as the ID and possible password.
3. To manually create the user-to-service provider association, see the Manage Association help topic.

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Setting Functional Security for SERVPROV Users

There is functional security on the Oracle Transportation Management RESTful Web service endpoints. These RESTful Web service endpoints are utilized by the Oracle Transportation Mobile application and the new enhanced screens within the Oracle Transportation Management application. Without these granted to the user/user role, the OTM mobile application API calls will fail when accessing the server.

There are Access Control Lists (ACLs) that control access to use these Oracle Transportation Management RESTful Web service endpoints.

- **Mobile Application REST**: Grant access to this list if you want to give the user access to any REST services for OTM/GTM mobile apps. "Mobile Application REST" already includes access to "Mobile Application REST Shipment", so if you grant access to this list, the other list is included automatically.

- **Mobile Application REST Shipment**: Grant access to this list if you want to give the user access to any Oracle Transportation Mobile REST services specific to shipments. A user with access to "Mobile Application REST" will have all sub-lists, like "Mobile Application REST Shipment" included.

Perform the following steps to resolve the issue:

> **Note:** The provided steps are for including the needed ACLs for the default SERVPROV ACL.

1. Log into the application with a user with administrative rights.
2. Navigate to **Configuration and Administration > User Management > User Manager.**
3. Search for the user and click to edit.
4. Under Access Control List, add the following ACLs with the granted check box selected:
   - **Mobile Application REST**: For all Mobile REST access.
   - **Mobile Application REST Shipment**: For access to Mobile REST shipment apps.
5. Save and click **Finished**.
6. Log into the mobile application with the same service provider user that originally had 0 shipments displayed.
7. All tendered shipments for the service provider will be displayed.

Creating a User for the Driver Flow

Oracle Transportation Mobile has two flows: Carrier Flow and Driver Flow. To access a specific flow, you must first create a specific user in OTM.

> **Note:** The driver flow is only supported for OTM versions 6.4.3/18 and later.

To use the Driver Flow of Oracle Transportation Mobile, you must log in as a driver user. To create a driver user, complete the following:

Driver User

Create an OTM user with which the OTM driver will be associated.

1. Identify the OTM driver for which the user is to be created (for example, FLEETDOMAIN.DRIVER_1).
2. Log into OTM as the domain administrator (for example FLEETDOMAIN.ADMIN).
3. Create a user via the User Manager:

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    a. Go to **Configuration and Administration > User Management > User Manager**.

    b. Click **New** to create a new user. See the Manage User help topic for details.

    c. Enter data in the required fields.

    d. You must select the Public user role of "DRIVER". This user role contains all necessary Mobile Application REST ACLs.

    e. Click **Finished**.

Associate the OTM User to a Driver

1. Go to **Configuration and Administration > Power Data > General > User Association**.
2. Add a new user-to-driver association as follows:

    a. Enter a valid **User ID**.

    b. Enter a **User Association Qualifier** of "DRIVER".

    c. Enter a **User Association Value** that is a valid driver ID.

    d. Click **Finished**.

Sending Users the Server URL

In order to make it easier for mobile users to configure the application, you can email their mobile devices a URL that will automatically configure their app. The format for the URL is "`https://[server]/GC3/ glog.mobile.config.MobileUrlServlet`". When the app users open the email on their mobile device and tap the link, the app will open with the URL configured.

Signing In

First Time Signing In

Regardless of your system configuration, these steps must be completed the first time you sign in. Complete these steps to configure the app for future sign ins.

1. Open or enter the URL.

    ○ Open the URL emailed to you by the application manager to automatically configure the app. (See the **Sending Users the Server URL** section above for details.)

        OR

    ○ Enter the URL of the Oracle Transportation server. You must use "HTTPS" in your URL.

2. If you are connecting to a server that is on the Oracle Cloud, or is using Single Sign On (SSO), select the **Single Sign On/Cloud** check box.
3. If you selected the Single Sign On/Cloud check box, enter the **Single Sign On/Cloud Server Domain**.
4. Tap **Get Started.**

> **Note:** If you enter an incorrect Single Sign On/Cloud Server Domain, your app will not work. You must manually reset the app:
> 1. On iOS shut down the app and then go to Settings and set the SSO/Cloud preference to true.
> 2. On Android go to **Settings > Applications** and then **Force Stop**, **Clear Data**, and **Clear Cache**.

Single Sign On/Cloud Connection

Follow these steps if you **are** using a Single Sign On (SSO) or Cloud connection with the mobile app.

1. Enter a **User Name**. This must be your Single Sign On ID, most likely your email address.
2. Enter a **Password**.
3. Tap **Sign In**.

Non-Single Sign On/Non-Cloud Connection

Follow these steps if you are **not** using a Single Sign On (SSO) or Cloud connection with the mobile app. If you have NOT selected to use Single Sign On, when signing in, use your OTM logon, complete with the domain. For example, SERVPROV.USERNAME.

1. Selecting **Remember User Name** retains the data in that field for future logins.
2. Selecting **Remain Signed In** retains your password for the duration specified in the glog.mobile.max_session_timeout property, or by your mobile preference.

3 Configuration

Configuring Timeouts

Several timeouts affect the mobile app. These include:

Oracle Cloud SSO Server

- **Idle Timeout**: 2 hour default.
- **Session Timeout**: 8 hour default.

OTM Server

By setting the glog.mobile.max_session_timeout property, you control the default maximum time a user will stay logged into the app. The default is 8 hours.

On Device

- **Idle Timeout**: defaults to a few seconds less than the OTM server timeout.
- **Session Timeout**: defaults to the OTM Server time, but using the "Remain Logged in for" preference in the app, you can set it for less than the OTM Server timeout.

HTTP Authentication

Follows your device's settings.

Setting User Access to Mobile Actions

Mobile actions, such as Accept/Decline Tender and Submit Event, are limited by user access. Viewing data is also controlled by user access. In order to view data or use any actions in Oracle Transportation Mobile, user access must be granted to the user. By default, no user access is granted to a user. This is only available when connecting to a 6.4.2, or later, server.

- For information on user access, see the help topic, "**User Access Manager**".
- For information on specifically granting access for mobile actions, see the help topic, "**Configure Screen Set, User Menu, Mobile Action, and Saved Query Access**".
- For information on defining mobile actions, see the help topic, "**Mobile Actions**".

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Setting Document Types for Images and Signatures

In the app, you can capture signatures and images as part of an event. In OTM, these are stored as documents. In order to define the document type for images and signatures entered on a mobile device, you must set the following properties:

- `glog.mobile_image.quick_code_gid.QUICK_CODE_GID.document_def_gid=DOCUMENT_DEF_GID`

- `glog.mobile_signature.quick_code_gid.QUICK_CODE_GID.document_def_gid=DOCUMENT_DEF_GID`

For example, if you create an event using a Quick Code of GUEST.ARRIVED and you want the associated document to have a document type of GUEST.MOBILE_IMAGE, the property would look like this:

- `glog.mobile_image.quick_code_gid.GUEST.ARRIVED.document_def_gid=GUEST.MOBILE_IMAGE`

For a signature it would look like this:

- `glog.mobile_signature.quick_code_gid.GUEST.ARRIVED.document_def_gid=GUEST.MOBILE_SIGNATURE`

If the Quick Code has a space in the ID then you need to put the property in quotes. However, if the Document Definition has a space you would leave it as is. For example:

- `"glog.mobile_image.quick_code_gid.GUEST.MOBILE ARRIVED.document_def_gid"=GUEST.MOBILE IMAGE`

- `"glog.mobile_signature.quick_code_gid.GUEST.MOBILE ARRIVED.document_def_gid"=GUEST.MOBILE SIGNATURE`

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4 Branding

Branding the Mobile App

You can use the Mobile Application Archive to brand the app and submit the branded app to the appropriate app store.

The app is available as a Mobile Application Archive and can be downloaded from Oracle Software Delivery Cloud. For more information on using Mobile Application Archives please refer to the Oracle Mobile Application Framework (MAF) documentation.

5 REST APIs

Reusing the REST APIs

To learn how to reuse the REST APIs, see the "REST API Reference" chapter in the OTM Integration Guide on *Oracle Help Center*.

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6 End User License Agreements

End User License Agreement for Android

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Last updated 30 March 2015

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For any questions, complaints or claims with respect to the Program, please contact Oracle at Global Customer Support at 1-800-633-0738, or online at *https://support.oracle.com*.

Last updated 30 March 2015

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7 Appendix

Release Notes

The following features are included in 1.4.1:

- **Issue 28644344 - Sending logs to the server is not working in a cloud SSO environment**: The mobile app was sending an authorization error when the logs were sent to the server and displaying the error "not found" on the application. This error was only happening on the Cloud. The logs are now sent as expected.
- **Issue 28679214 - Add updated translation files to the mobile app**: The languages supported by the mobile app will now be displayed in Google Play and the Apple App Store.
- **Issue 28992897 - Errors loading Google map:** Due to changes in Google maps API, the mobile app now uses Oracle Maps instead of Google Maps. Also, the mobile app no longer draws a driving route on the map, but still includes the pins from the route on each location. You can still click the location pin and see a pop-up box that allows you to open the map in the device default app for maps (for example, Google maps for Android or Apple maps for iOS).

The following features are included in 1.4:

- **Photos**: Improved quality of uploaded photos.

The following features are included in 1.3:

- **Two separate work flows**: The mobile app now has two distinct work flows: carrier flow and driver flow.
  - In the carrier flow, you log into the mobile app as a service provider (or servprov) user. You can accept or decline tender offers and enter shipment events.
  - In the driver flow, you log into the mobile app as a fleet driver user. You can confirm and start a shipment and then enter arrived and departed shipment tracking events as you complete deliveries at each location on the shipment. Note: The driver flow is only supported for OTM versions 6.4.3/18 and later.
- **Log Level Control**: You can control the level of logging through the Set Log Level option on the menu. You should only change this setting when you are directed to by Support.
- **Send Log File**: You can send the application log file to the server so it can be analyzed. Choose this option from the menu.
- Add Reference Numbers to Screen: The mobile app has been changed to add up to two new Shipment Refnum fields to screens in both the carrier and driver flows. The two fields can be selected using the Mobile User Shipment Reference Number Qualifier fields in User Preferences. The fields are shown only if: None, one, or both Shipment Reference Number Qualifier fields are selected in User Preferences, or if the Reference Number Value is filled in for the selected Shipment Reference Number Qualifier(s).
  For each flow the fields have been added to the following screens:
  - **Carrier flow**: Tendered Shipment List, Tendered Shipment Detail, Accepted Shipment List, and Accepted Shipment Detail.
  - **Driver flow:** all Shipment List and Shipment Detail screens.
- **Offline Mode and Pending Actions**: You may want to manually enter offline mode when you have a slow connection so you can enter all your transactions quickly and then synch them later when you have a fast connection. Enter or leave offline mode from the preferences menu. When in offline mode, all transactions are saved on your mobile device in a cache. The unprocessed records are listed on the Pending Actions page, where you can process them once you are back online.

- Automatic Server Configuration: In order to make it easier for mobile users to configure the application, you can email their mobile devices a URL that will automatically configure their app. The format for the URL is "`https://[server]/GC3/glog.mobile.config.MobileUrlServlet`". When the app users open the email on their mobile device and tap the link, the app will open with the URL configured.

- **Issue 25666492 - Duplicate Login Screen Appears Briefly**: The app was showing briefly the login screen when launching the app causing confusion as where to login. This has been fixed.

- **Issue 25904906 - Order Detail Screen Font Size Is Too Small**: The size of the font on the Order Detail screen has been increased.

Known Issues

- If you try to perform an action and the screen goes blank, you must force stop the app and start again. To work around this situation, swipe the app out of the device's memory. See issue #25077584.

- If a shipment incorrectly shows a status of COMPLETED, request a port for issue #23521081.

- Sometimes when adding events, the event does not show up or shows up as a non-stop event. Also, when adding a stop event the time might show on the event incorrectly. This has been fixed in a 6.4.1 patch. For Oracle Cloud customers this fix will be included in the February 2017 quarterly patch. On-premise customers can request a patch. See issue #24921688.

- If you tap the Menu button and see a padlock, tapping the Refresh button will clear it. See issue #24949818.

- Occasionally when the database is refreshing you may miss seeing "the event has been submitted" message. The event is still successfully created. See issue #25100699.