

22nd October 2007

To: All Shippers

Dear All,

Gemini Oracle software upgrade update

Yesterday's Gemini Oracle upgrade was completed at 15:00hrs, some three hours later than anticipated due to an issue with the software. This issue has been resolved.

However, xoserve are experiencing ongoing operational issues with the API service. We currently have a team investigating the intermittent availability of the API service as a matter of priority and will update you once we have further details. We are advised that the API issue does not prevent access to Gemini in the normal manner.

If you are experiencing any issues other than those detailed above please raise a fault through the Shipper Helpdesk on 08705 216121.

I wish to apologise for any inconvenience this may be causing.

Yours sincerely,

Paul Youngman
Commercial Officer
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