COMMERCE:Connection® Suite

GENTRAN Director®

for Windows®

Getting Started Guide

Sterling Commerce
An IBM Company

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Welcome

Welcome to COMMERCE:Connection® Suite and GENTRAN:Director® for Windows®.

This booklet is designed to help you understand the order of configuration and installation tasks, and the information and resources you need to obtain before installation.

Product overview

GENTRAN:Director for Windows is a combined system made up of data translation, process control, and communication components. It is designed primarily for the translation and communication of EDI, and other similar types of data.

Prerequisite knowledge

This manual assumes that you are familiar with using a PC and with Microsoft® Windows functions.

Remote Installations call

Your GENTRAN:Director package includes the option of having a member of the Sterling Commerce Remote Installations team on the phone while you complete your installation. A member of the Remote Installations team will contact you about setting up a convenient time to do the GENTRAN:Director installation.

Note

If you have not heard from a remote install team member within a week after receiving your product, please call Sterling Commerce Customer Support at 877-432-4300 and select option 5 to speak with a Remote Installations analyst and set up an appointment.

What You Should Have Received

In addition to this book, your COMMERCE:Connection and GENTRAN:Director package should include the following items:

- COMMERCE:Connection Suite CD

- GENTRAN EDI Standards CD (included only if you have purchased Application, Forms, or TDF Integration software)

- GENTRAN EDI Standards Installation Card (included only if you have purchased Application, Forms, or TDF Integration software)

- COMMERCE:Connection Suite Documentation CD (includes all GENTRAN:Director and COMMERCE:Connection documentation)

- COMMERCE:Library User's Guide (paper)

- GENTRAN:Director CD Key Card

If you did not receive any of the above items, please contact Sterling Commerce at 877-432-4300 and select option 5.

Installation Roadmap

The table contains the recommended order to follow when completing the tasks in this book.

Stage	Description
1	Prepare your system for installation. See ***Getting Ready to Install*** beginning on page 5. a. Complete the three pre-installation checklists: ■ Hardware ■ Software ■ Partner Information See ***Pre-installation checklists*** beginning on page 5. b. Before you continue with installation, ensure that your system meets all the requirements in the hardware and software checklists, and that you have received all the information listed in the Partner checklist. **Note** For instructions on finding some of the software information needed for the checklists, see ***Frequently Asked Questions*** beginning on page 41. c. If your system does not have MDAC 2.6 SP1 installed, install it from the COMMERCE:Connection Suite CD. See ***Installing Microsoft Data Access Components*** beginning on page 10.
2	Install GENTRAN:Director. See ***Installing GENTRAN:Director*** beginning on page 12. Follow the instructions given.
3	Set up mailbox profiles. See ***Setting Up Mailboxes*** beginning on page 20. Follow the instructions given. *Continued on next page*

Stage	Description	
	Use this table to determine your next task.	
	If you…	Then…
	<u>did</u> install Application Integration, Forms Integration, or TDF Integration,	install the GENTRAN EDI Standards. See the *EDI Standards Card* for instructions. Then, continue to stage 4.
	<u>did not</u> install Application Integration, Forms Integration, or TDF Integration,	continue to stage 4.
4	Log on to GENTRAN:Director for the first time, using default user ID and password, and change the default password. See **Changing the Default Password** beginning on page 31.	
5	Add users to the GENTRAN:Director system. See **Adding Users to the System** beginning on page 33.	
6	Perform validation tests on the system. See *Validating and Implementing GENTRAN:Director* in the GENTRAN:Director Online Help. For information about using online help, see *Validating Your System* on page 35 in this document.	

Getting Ready to Install

Before the installation, you must complete several prerequisites, such as installing or upgrading any third-party software that does not meet the minimum requirements for GENTRAN:Director.

Pre-installation checklists

The following categories of information need to be checked before installing GENTRAN:Director:

■   Hardware

■   Software

■   Information from your trading partner

Each of these areas is covered in the pre-installation checklists that follow. Complete each checklist and ensure that all requirements are met before you install GENTRAN:Director.

Note

If you have questions about how to find some of the software information listed, see the Frequently Asked Questions section at the end of this booklet.

Hardware Requirements	
	Requirement met? (✓)
150 MB free disk space	Yes ☐ No ☐
Processor size and speed: see Microsoft documentation or website for their recommendations for the operating system you are using. The Microsoft website is: http://www.microsoft.com.	Yes ☐ No ☐ *Continued on next page*

Hardware Requirements	
	Requirement met? (✓)
RAM: see the Microsoft website for their recommendations for the operating system you are using. The Microsoft website is: http://www.microsoft.com.	Yes ☐ No ☐
Hayes®-compatible modem with MNP or V.42 support. 28800 minimum baud rate; higher rate recommended. –or– Dialup connection to an Internet Service Provider (ISP) or a LAN connection with ports 110 and 25 open. **Note** If you are planning to connect to a VAN other than Sterling Information Broker and do not know the protocol you need to use, please contact Customer Support. See ***Getting Support*** on page 37.	Yes ☐ No ☐
CD-ROM drive	Yes ☐ No ☐
SVGA color monitor	Yes ☐ No ☐
Mouse	Yes ☐ No ☐

Software Requirements	
	Requirement Met? (✓)
Operating System: Must be one of the following operating systems, at the version and service pack level listed. ■ Windows NT Workstation, v. 4.0 SP6a ■ Windows 2000 Professional, v. 5.0 SP2 ■ Windows XP Professional, v. 1.0 ■ Windows ME, v. 1.0 **Note** TCP/IP communications is not supported on Windows ME. ■ Windows 98, Second Edition	Yes ☐ No ☐ *Continued on next page*

Software Requirements	
	Requirement Met? (✓)
Microsoft Data Access Components (MDAC), v. 2.6 SP1 or higher **Note** MDAC v. 2.6 SP1 is included on the COMMERCE:Connection Suite product CD. See ***Installing Microsoft Data Access Components*** on page 10 for installation instructions. To find out how to check which version of MDAC you currently have, see ***Frequently Asked Questions*** beginning on page 41.	Yes ☐ No ☐
Microsoft Internet Explorer 5.0 or higher **Note** Internet Explorer 5.0 is included on the COMMERCE:Connection Suite product CD. You can have Internet Explorer 5.0 installed by the COMMERCE:Connection Suite installation program.	Yes ☐ No ☐

Information to get from your Trading Partner		
Information	**Example**	**Requirement Met?** (✓)
Trading Partner Name	ABC Company	Yes ☐ No ☐
Document(s) you will be trading with this partner	850 Purchase Order or 810 Invoice	Yes ☐ No ☐
Standards	ANSI, UCS, VICS, or EDIFACT	Yes ☐ No ☐
Template Version	3020, 3040, or 4010	Yes ☐ No ☐
Trading Partner EDI Qualifier	01, 12, 08, or ZZ.	Yes ☐ No ☐
Trading Partner EDI Code	Duns number or telephone number	Yes ☐ No ☐

Installing Microsoft Data Access Components

To install the Microsoft Data Access Components v. 2.6 SP1, complete the following steps.

Reference

If you are not sure whether you need to install v. 2.6 SP1, see *How do I find out what version of MDAC is running on the computer?* beginning on page 41.

Step	Action
1	Turn on your PC and close any open applications. You may be prompted to reboot after the installation is complete.
2	Insert the COMMERCE:Connection product CD into your CD-ROM drive.
3	The COMMERCE:Connection splash screen is displayed. Select **Browse CD Contents**.
4	Browse to the Mdac folder.
5	Double-click the file named mdac_typ.exe.
6	The MDAC installation program End User License is displayed. After reading the license, select the check box and click **Next**.
7	The setup program checks for available disk space and programs or files on your system that it will replace, but that are currently in use by another program. If Setup finds files that are in use, it will warn you that you need to reboot the PC after setup is complete. Click **Next**.
8	The Installing the Software screen is displayed. Click **Finish**.

Step	Action
9	When the MDAC setup is complete, you are prompted to choose whether to let the Setup program reboot the system immediately, or to end Setup and allow you to reboot later. Choose the option desired, and click **Finish**.
10	If you chose to have Setup reboot the system now, the system is rebooted. Log on to the system as usual. If you chose to reboot the system yourself, the Setup program exits.

Preparing for the Remote Installations Call

Once your systems meet all the prerequisites, you are ready for your installation call with the Remote Installations group. If you have not set a date for the installation, please call the Remote Installations group at 877-432-4300, and select option 5 to speak with a Remote Installations analyst and set up an appointment.

The Remote Installations analyst may request that you fax your completed checklists. This allows them to review the checklists with you, and become familiar with your system and software. The analyst will give you the fax number to call.

Installing GENTRAN:Director

Before you begin installation, check that:

■   Your PC meets all the prerequisites in the checklists. See
    Pre-installation checklists on page 5 for more information.

■   You have installed the Microsoft Data Access Components v.
    2.6 SP1 from the COMMERCE:Connection Suite CD (if you
    did not have this version on your PC). See *Installing
    Microsoft Data Access Components* on page 10 for more
    information.

■   Your PC is running, and all other programs/applications are
    closed

■   Your modem line (if applicable) is available and working

■   Your connection to the internet is available

Make sure you have the following on hand:

■   The COMMERCE:Connection Suite CD and the product
    key(s) card

■   The completed pre-installation checklists from this booklet

■   An ISP user ID and password (if applicable)

■   A Local Area Network ID(s) and password(s) (if applicable)

■   If you are upgrading, you should have a Sterling Commerce
    mailbox ID and password

Reference
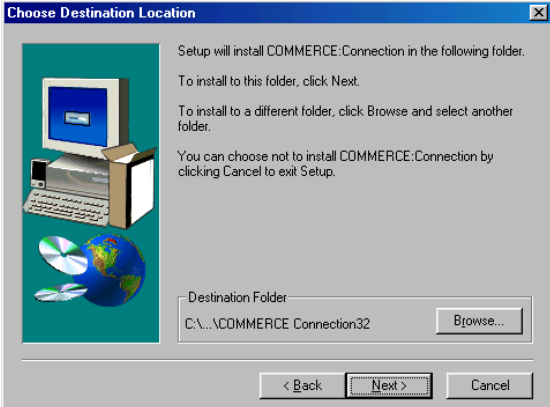
If you are reinstalling GENTRAN:Director, see *Reinstalling
GENTRAN:Director* on page 36 for more information.
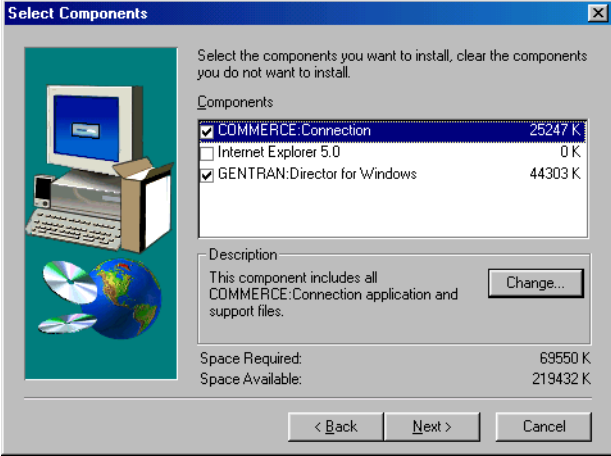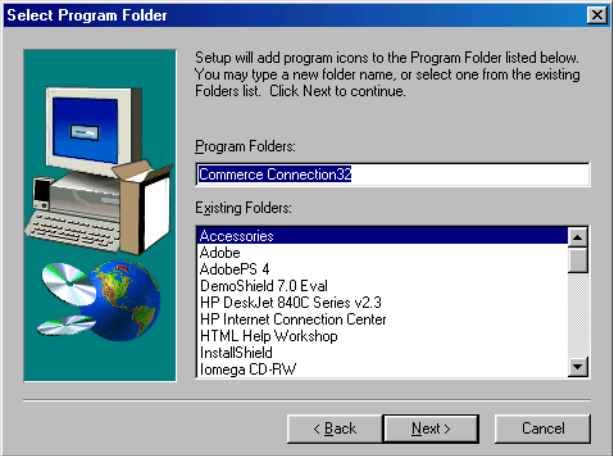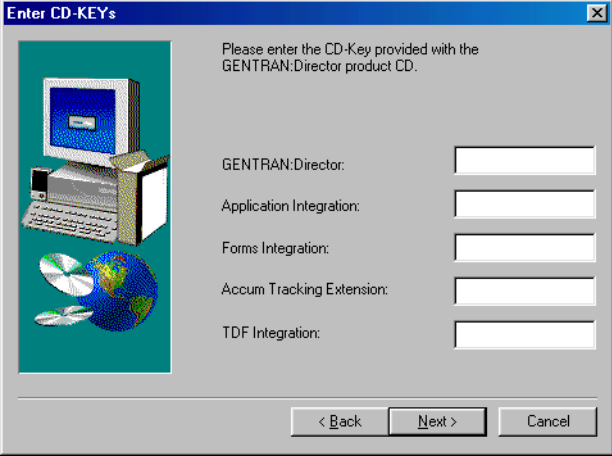
Procedure   To install GENTRAN:Director, complete the following steps:
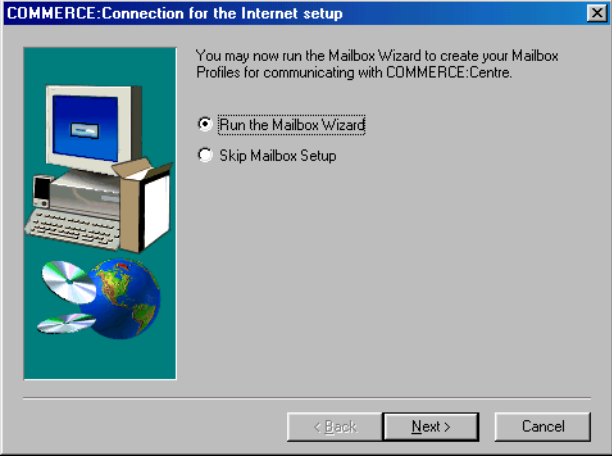
Step	Action
1	Turn on your PC and close any open applications.
2	Insert the COMMERCE:Connection Suite product CD into your CD-ROM drive. The COMMERCE:Connection splash screen is displayed. Select **Install COMMERCE:Connection**, then go to step 4. **Note** If the splash screen does not appear, go to step 3.
3	From the Start menu, select **Run**. In the field, type "*drive*:\setup"and click **OK**. **Note** *Drive* is the letter associated with your CD-ROM drive. For example, *D:*\setup. Setup prepares the wizard that guides you through the install program and displays the Welcome dialog box. This may take several seconds. *Continued on next page*
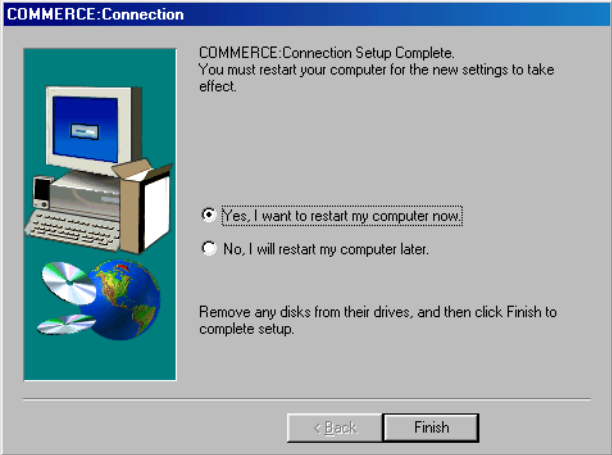
(Contd) Step	Action
4	Click **Next**. The Choose Destination Location dialog box is displayed. *Continued on next page*

(Contd) Step	Action
5	Do you want to install GENTRAN:Director in the default folder? ■ If *yes*, click **Next**. ■ If *no*, click **Browse** to select the folder, click **OK** to exit the Browse dialog box, and then click **Next**. The Select Components dialog box is displayed. *Continued on next page*

(Contd) Step	Action
6	Do the following: ■ Leave the check marks beside COMMERCE Connection and GENTRAN:Director. These are the default installation choices. ■ If you want to install Internet Explorer 5.0, click the check box to its left. **Note** If you already have Internet Explorer 5.0 or higher installed on this computer, leave the Internet Explorer 5.0 check box unselected. ■ Click **Next**. The Select Program Folder name dialog box is displayed. *Continued on next page*

(Contd) Step	Action
7	Accept the default program folder name "COMMERCE Connection 32" and click **Next**. The Enter CD Keys dialog box is displayed.
8	Locate the CD Keys card that you received in the GENTRAN:Director 5.3 shipment. Type the key or keys from the card in the appropriate boxes and click **Next**. **Notes** ■ You do not have to enter a value in each field for the installation to continue. Leave a field blank if you did not receive a key for it. ■ The keys for GENTRAN:Director 5.3 are not the same as those for previous releases. If you are upgrading from an earlier version, you must use the new keys provided with version 5.3. *Continued on next page*

(Contd) Step	Action
9	Setup installs GENTRAN:Director and all its necessary components. The COMMERCE:Connection for the Internet Setup dialog box is displayed. **Do one of the following:** ■ If you do not want to run the Mailbox wizard right now, select **Skip Mailbox Setup**. You can run the wizard at a later time using Connection Manager or COMMERCE:Mail. ■ If you want to run the wizard, make sure it is selected and click **Next**. The Mailbox Wizard's Welcome dialog box is displayed. **Reference** For information on using the Mailbox Wizard to set up mailbox profiles, see ***Selecting the Mailbox Wizard*** on page 20. *Continued on next page*

(Contd) Step	Action
10	GENTRAN:Director setup is complete, and the following dialog box is displayed.

	Select an option for restarting your computer, and click **Finish**.
	Note
	Your selections will not take effect until you restart your computer. Remove the CD from the CD-ROM drive before restarting your computer.

Setting Up Mailboxes

Introduction

After GENTRAN:Director and COMMERCE:Connection are installed, you can set up your mailbox profiles for COMMERCE:Mail® and GENTRAN:Director using the Mailbox Wizard.

What is COMMERCE:Mail?

COMMERCE:Mail is an e-mail application. As a GENTRAN:Director user, you use COMMERCE:Mail to receive e-mail network reports.

Selecting the Mailbox Wizard

The Mailbox Wizard allows you to create a mailbox for COMMERCE:Mail and GENTRAN:Director. You can select and run the Mailbox Wizard from one of the following locations:

■ The COMMERCE:Connection for the Internet setup dialog box that is displayed during product installation. For more information, see page 18.

■ Connection Manager. For more information, see the application's Online help.

■ COMMERCE:Mail. For more information, see the application's Online help.

Creating mailbox information

The following procedure describes how to use the Mailbox Wizard to create mailbox information within your installation of COMMERCE:Connection.
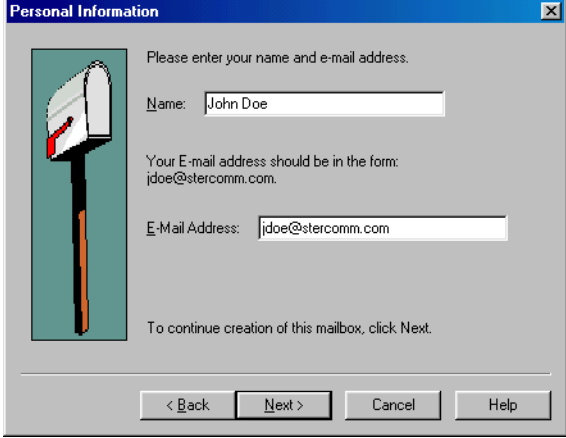
If you want to defer creating mailbox information until after the installation, click **Skip Mailbox Setup** on the Mailbox Wizard Welcome dialog box.
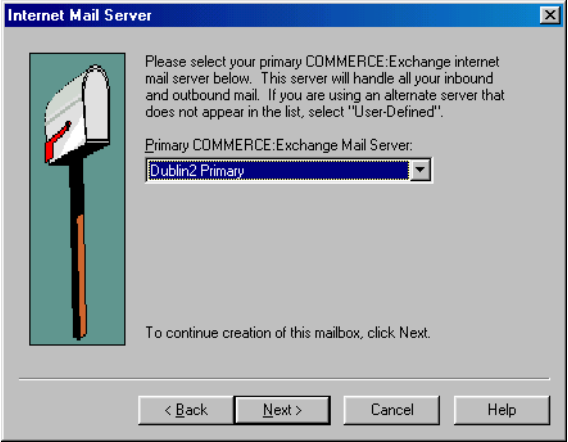
Important
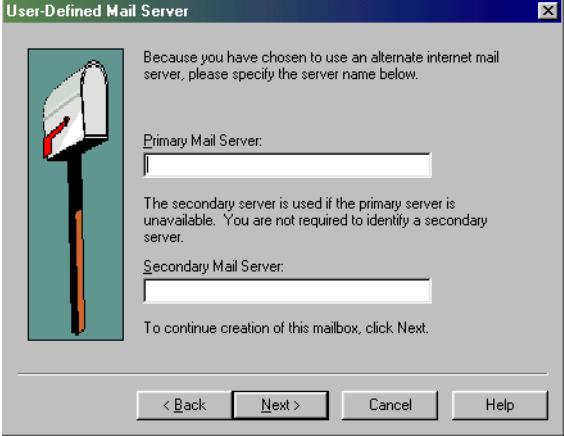
Your mailbox information is assigned by Sterling Commerce Customer Support and provided to you on a separate form. If you do not have this information, please contact Sterling Commerce at 877-432-4300.
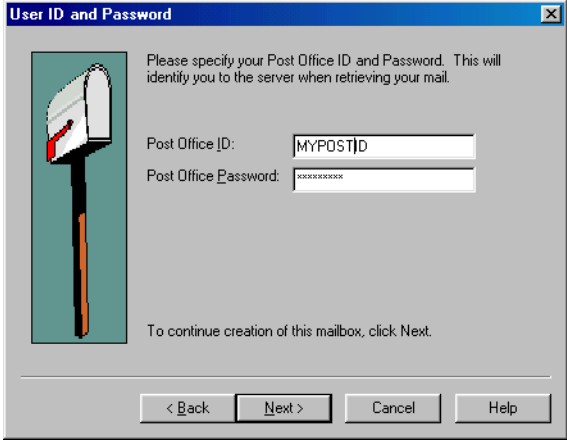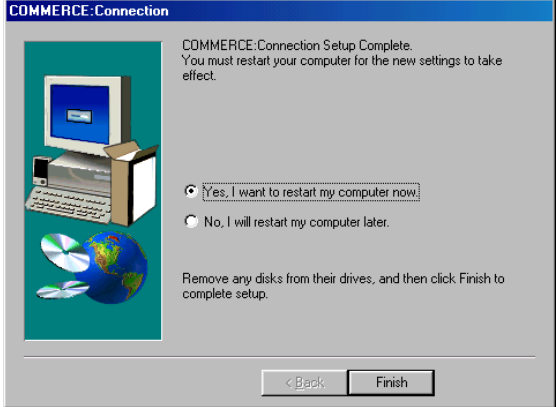
To create mailbox information, complete the following steps:

Step	Action
1	On the Mailbox Wizard Welcome dialog box, type the name of your new mailbox in the provided field and click **Next.** The Personal Information dialog box is displayed. **Note** Each mailbox name must be unique, and can contain up to 30 alphanumeric characters. *Continued on next page*

Step	Action
2	Do the following: ■ Type your first and last name in the Name field. ■ Type your e-mail address in the E-Mail address field. **Note** Your e-mail address and name are assigned by Sterling Commerce. Please see the Password card provided by Sterling Commerce Customer Support for more information. ■ Click **Next**. The Internet Mail Server dialog box is displayed.
3	Click the Primary COMMERCE:Exchange Mail Server list box and select one of the following from the list: ■ The primary server. This server will handle all your inbound and outbound data. Go to step 5. ■ User-Defined. This indicates that you want to use an alternate server to send and receive data. Continue with step 4. *Continued on next page*

Step	Action
4	Click **Next**.
	The User-Defined Mail Server dialog box is displayed.
	Type the name of your primary Internet mail server in the Primary Mail Server field. If appropriate, type your secondary Internet mail server name in the Secondary Mail Server field.
	Continued on next page

Step	Action
5	Click **Next**. The User ID and Password dialog box is displayed. Type your post office ID and password in the corresponding fields. Your ID and password work together to identify you to the mail server when it retrieves your messages. Please see the Password card for more information. *Continued on next page*

Step	Action
6	Click **Next**. The Save New Mailbox dialog box is displayed.
7	Click **Finish**. Your new mailbox has been created, and the Setup Complete dialog box is displayed. *Continued on next page*

Step	Action
8	Select an option for restarting your computer and click **Finish**.
	Note
	Your selections will not take effect until you restart your computer. Make sure to remove the CD from the CD-ROM drive before restarting your computer.

Upgrading GENTRAN:Director and Changing Systems

Use this section <u>only</u> if you are moving your GENTRAN:Director system to a new computer as part of your upgrade process.

This section contains instructions for using the GENTRAN DataBase Computer Name Sync utility to change the computer name stored in the GENTRAN:Director database to the new computer name.

Prerequisites

You <u>must</u> complete the following tasks before running this utility:

■   Install GENTRAN:Director 5.3 on the new computer.

■   Complete the backup and restore process from the old GENTRAN:Director system to the new (5.3) system.

Reference

If you are not familiar with the backup and restore process, see the Knowledge Base on the Support on Demand website for more information. In Knowledge Base, you can use the Quick Search function to locate information about backup and restore procedures. For more information about Support on Demand, see ***Getting Support*** beginning on page 37.

Running the utility   Once you have completed the prerequisites, follow the steps in this procedure to run the GENTRAN DataBase Computer Name Sync utility.
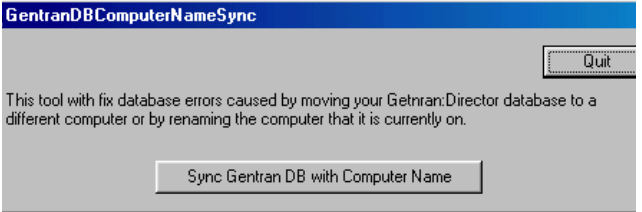
Step	Action
On the new computer (where GENTRAN:Director 5.3 is installed):	
1	Start Windows Explorer.
2	Browse to the GENTRAN:Director Database folder. If you accepted the default paths during installation, this folder is: C:\Program Files\Commerce Connection32\Database
3	Locate the file named "GentranDatabase.mdb."
4	Change the filename to "NEWGentranDatabase.mdb." (Use the Rename function in Explorer to do this.) *Continued on next page*

Step	Action
On the old computer (where your existing GENTRAN:Director system is located):	
1	Go to the old GENTRAN:Director system. Exit GENTRAN:Director, if necessary. If the Director Executive is running, stop it.
2	Start Windows Explorer.
3	Browse to the GENTRAN:Director Database folder on the <u>old</u> GENTRAN:Director system. If you accepted the default paths during installation, this folder is: C:\Program Files\Commerce Connection32\Database
4	Locate the file named "GentranDatabase.mdb."
5	Copy that file from the <u>old</u> computer to the GENTRAN:Director Database folder on the <u>new</u> computer. If you accepted the default paths during installation, this folder is: C:\Program Files\Commerce Connection32\Database
On the new computer (where GENTRAN:Director 5.3 is installed):	
1	Put the COMMERCE:Connection Suite CD in the CD-ROM drive of the new computer.
2	Open Windows Explorer. Browse to the Support directory on the CD and open the folder. *Continued on next page*

Step	Action
3	In the Support directory, select the executable file called GentranDBComputerNameSync.exe. To run the executable file: Open the Windows Start menu and select **Run**. A dialog box is displayed. In the Open field, type: **GentranDBComputerNameSync.exe** Click **OK**. The utility will start running.
4	The GentranDBComputerNameSync dialog box is displayed. Click the **Sync Gentran DB with Computer Name** button to run the utility. When the utility is finished, the message Done! is displayed. Click **Quit** to close the message box, then click **OK** to exit the program.
5	To test that the utility ran successfully, try running a Process Control session that includes a communication session. If you do not receive an "Inconsistent computer names" message, the utility successfully updated the computer name in the GENTRAN database. If the "Inconsistent computer names" message is displayed after completing this procedure, call GENTRAN:Director Support for assistance. See *Getting Support* on page 37.

Changing the Default Password
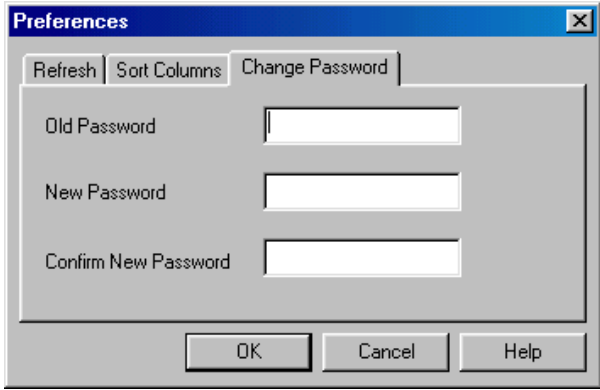
System security is an important ongoing step in controlling who can log on to your system and which functions they can access. Security ensures the integrity of your data by limiting who can make changes to specific areas of the system.

Recommendation

Change the password for the default system administrator login (ADMIN) as soon as possible to minimize security risks.

Complete the following steps to change the default system administrator password:

Step	Description
1	Log on to GENTRAN:Director with the default system administrator login: ■ From the Start menu, select **GENTRAN Director\GENTRAN:Director**, ■ type **ADMIN** in the User Name box, ■ type **security** in the Password box, and ■ click **OK** to log on to the system. The GENTRAN:Director EC Manager window is displayed.
2	From the Tools menu, select **Preferences**. The Preferences dialog is displayed. *Continued on next page*

(Contd) Step	Description
3	Select the Change Password tab to access that option. The Change Password tab is displayed.
4	In the Old Password field, type security.
5	In the New Password field, type the new password.
6	In the Confirm New Password field, type the new password again. **Note** If the Confirm New Password does not match the New Password, you will be prompted to type it again.
7	Once complete, click **OK** to save the changes. The system is updated and the next time you log on to the system using the ADMIN login, you must type the new password.

Adding Users to the System
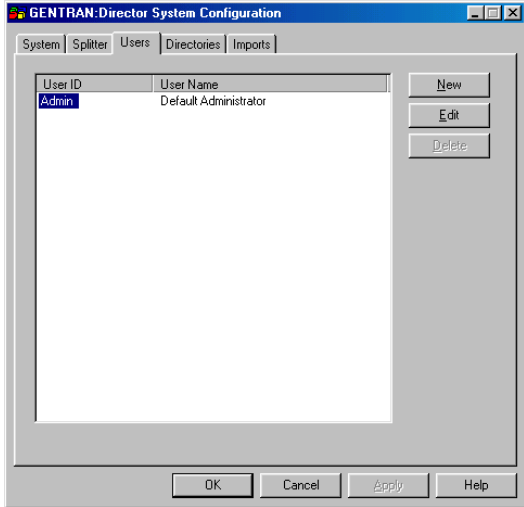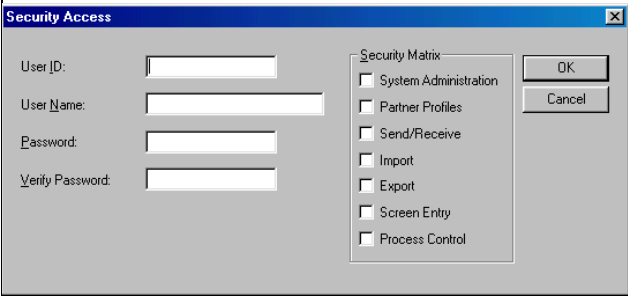
You need to create a GENTRAN:Director login for anyone who needs to use the system.

Note

A new user can be set up *only* by a user with System Administration privileges. If you do not have these privileges, have your security administrator complete the setup.

Complete the following steps to add a new user:

Step	Action
1	From the GENTRAN:Director Main Toolbar, select the System Configuration icon.
	System response
	The System Configuration dialog (System tab) is displayed.
	Continued on next page

(Contd) Step	Action
2	Click the Users tab to access user options. **System response** The Users tab is displayed.
3	Click **New**. **System response** The Security Access dialog is displayed. *Continued on next page*

(Contd) Step	Action
4	In the User ID box, type a unique logon identifier for this user.
5	In the User Name box, type the name of this user.
6	In the Password box, type the user's password.
7	In the Verify Password box, type the user's password again.
8	From the Security Matrix section, select the areas of the system that the user needs to access.
9	Click **OK** to exit the Security Access dialog.
10	Click **OK** to exit the System Configuration program.

Validating your system

The GENTRAN:Director online help contains a section that describes the procedures you can use to test and validate your installation. See "Validating and Implementing GENTRAN:Director" in the Getting Started section of the online help. To access online help, log on to GENTRAN:Director and go to the EC Desktop. Click the Help button that is located on the lower right of the screen. You can also select **Help** from the main menu bar or press **F1** at any time to display the online help.

Reinstalling GENTRAN:Director

To reinstall GENTRAN:Director for Windows, complete the following steps:

Step	Action
1	Complete the steps for *Installing GENTRAN:Director* on page 12*.* **Note** The setup installs products in the folder you installed to previously. Sterling Commerce suggests that you accept the default folder shown on the Choose Destination Location window.
2	After you have entered the CD key(s) for GENTRAN:Director, a message is displayed if the installation program detects existing GENTRAN:Director components already installed on your PC. ■ To continue with installation and overwrite the GENTRAN:Director components that were detected, click **Yes**. ■ To exit the installation program without completing the installation, click **No**.
3	If the Director Executive is running, a message asking if you want to stop the Director Executive is displayed. Click **Yes** to continue with the installation.
4	The setup program installs the COMMERCE:Connection and GENTRAN:Director software, and the setup wizard window is displayed. **Reference** For information on setting up mailbox profiles, see *Setting Up Mailboxes* on page 20.

Getting Support

Sterling Commerce's GENTRAN:Director software is supported by trained product support personnel who are available to help you with product questions or concerns.

To contact Customer Support, please call the number listed below for your location:

Location	Phone Number	Hours/Days Available
U.S. and Canada	877-432-4300	8:00am - 8:00pm/ Monday - Friday
Europe	+31 (0) 20 504 0603	9:00am - 5:30pm Monday - Friday
Asia Pacific		
Australia	800 13 14 15	8:30am - 5:30pm Sydney time, Sydney business days
Japan	+81-3-5408-8500	9:00am - 5:30pm Monday - Friday

Before calling

To help us provide prompt service, we ask that you do the following:

- Attempt to recreate any problem that you encounter and record the exact sequence of events.

- Be prepared to provide us with the following information:

1. **Mailbox number:**
   A mailbox number is assigned to customers who have a mailbox on the Sterling Commerce network.

2. **System Configuration:**
   Information about the primary system controller and all machines experiencing problems, including the computer manufacturer and model number, Windows version, amount of memory, available disk space, and the network adapter type.
3. **Error Messages:**
   Record the exact wording of any error messages you receive and the point in the software where the error occurred.
4. **Attempted Solutions:**
   Record any steps that you took attempting to resolve the problem and note all the outcomes.

Customer Support Web site

The Sterling Commerce Customer Support website contains valuable information about getting support for GENTRAN:Director, including the following:

■ Scope of support services

■ Customer support policies

■ Call prioritizing

■ Customer support phone directory

■ Access to the Customer Support Forum

To get to the Customer Support website, go to www:// sterlingcommerce.com and select **Customer Support**.

Support on Demand

The Support on Demand website provides access to tools that allow you to gain up-to-the-minute information specific to your company. It also allows you to access additional tools for troubleshooting or getting assistance and information about your Sterling Commerce software.

The following table discusses the features offered by the Support on Demand website.

Feature	Description
Personal Profile	■ Lists your personal profile and allows you to modify your profile information. ■ Allows you to change your Support on Demand password
Problem Reports	Provides detail about all technical support cases reported in the last 30 days.
Report a Case	Enables you to submit a technical support request for any problem or error that you might be experiencing with the product(s).
Knowledge Base	Enables you to troubleshoot problems and error messages, and search for "how to" information.
Solution Subscriber	Allows you to register your e-mail address in order to receive notifications about solution-specific issues.
Educational Services	Allows you to view course descriptions and register online for training provided by the Sterling Commerce Educational Services team.

To access Support on Demand, complete the following steps:

1. Open your Internet browser.
2. On the address line, type: **www.sterlingcommerce.com**.

   The Sterling Commerce home page is displayed.

3. Select **Customer Support**, then select **Support on Demand** from the choices displayed below Customer Support.

The Support On Demand login page is displayed.

4. Do one of the following:

   ■ If you would like to register to use the Support on Demand Web site, click the link under New to the Site? After completing registration, a user name and password is assigned and sent to your e-mail address. The e-mail is sent to you from vantive_admin@stercomm.com.

   ■ If you do not want to register, but would like to demo the Support on Demand Web site, click **Site Demo** to log in as a guest user. (All options are not available when logged in as a guest user. For full access, register for an ID and password.)

5. Log in to the site using your user name and password.

   The Support on Demand home page appears, displaying your user profile and any problems you have reported.

Frequently Asked Questions

In this section, you'll find answers to questions about installation, tasks in the Pre-installation Checklist, and other topics.

For more questions and answers, see the GENTRAN:Director online help and the Sterling Commerce Support on Demand website located at www.sterlingcommerce.com.

How do I find out what version of Windows is running on the computer?

1. From the Windows Start menu, select **Settings>Control Panel**.

    (If you are using a Windows XP system, just select **Control Panel**.)

2. Double-click **System**.

    The System Properties window is displayed. It lists the name, version, and service pack level of the Windows software that is running on the computer.

3. Click **Cancel** to exit the System Properties window.

How do I find out what version of Internet Explorer is running on the computer?

1. From the Windows Start menu, select **Programs>Internet Explorer**.

2. From the Internet Explorer Help menu, select **About Internet Explorer**.

    The Help About is window displayed. It lists the Internet Explorer version and service pack level running on the computer.

3. Click **OK** to exit the Help About window.

How do I find out what version of MDAC is running on the computer?

1. From the Windows Start menu, select **Settings>Control Panel**. (If you are using a Windows XP system, just select **Control Panel**.)

2. On Windows 98, NT, and ME systems, double-click **ODBC**.

    On Windows 2000 and XP systems, double-click Administrative Tools, then double-click **ODBC**.

3. The ODBC Data Source Administrator window is displayed.

4.　Click the **About** tab.

5.　Locate the Administrator in the Description field.

6.　Find the version listed to the right of Administrator, and compare that version to the ones in the following table.

Do you need to upgrade MDAC?	MDAC Versions	ODBC Administrator Version
Can be used with GENTRAN:Director 5.3. You do not need to upgrade MDAC.	2.7 RTM (2.70.7713.4)	3.520.7713.0
	2.6 SP1 (2.61.7326.6)	3.520.7326.0 (included on the GENTRAN:Direct or 5.3 CD)
Cannot be used with GENTRAN:Director 5.3. Requires upgrade.　See *Installing Microsoft Data Access Components* on page 10 for instructions.	2.6 RTM (2.60.6526.3)	3.520.6526.0
	2.5 SP2 (2.52.6019.0)	3.520.6019.0
	2.5 SP1 (2.51.5303.5)	3.520.5303.2
	2.5 RTM (2.50.4403.12)	3.520.4403.2
	2.1 SP2 (2.1.2.4202.3)	3.510.4202.0
	2.1 SP1a (2.1.1.3711.11)	3.510.3711.0
	2.1 RTM (2.10.3513.2)	3.510.3513.0
	2.0 sp2	3.510.3002.23

■　If that version matches either the 2.6 SP1 or 2.7 version in the table, you do not need to upgrade MDAC on your system.

■　If the version is one of those in the shaded area of the table, you must upgrade to MDAC version 2.6 SP1 before installing GENTRAN:Director 5.3. See *Installing Microsoft Data Access Components* on page 10 for instructions.

7.　Click **Cancel** to exit the Data Source Administrator window.

How do I check if ports 110 and 25 are open?

Customers in the U.S.

To check port 110:

1. Make sure you are connected to the Internet.

2. Click the Windows Start menu.

3. Select **Run**.

4. Type the following in the Open field:

   ```
   telnet primary.gts.globalec.com 110
   ```

5. Click **OK**.

   A telnet session window is displayed. If you see the following message, port 110 is open:

   ```
   +OK Welcome
   ```

6. Click the "X" in the upper-right corner of the window to exit.

To check port 25:

1. Make sure you are connected to the Internet.

2. Click the Windows Start menu.

3. Select **Run**.

4. Type the following in the Open field:

   ```
   telnet primary.gts.globalec.com 25
   ```

5. Click **OK**.

   A telnet session window is displayed. If you see the following message, port 25 is open:

   ```
   220 gts.globalec.com COMMERCE:Exchange ESMTP/
   POP3 Server version 1.0 Ready
   ```

6. Click the "X" in the upper-right corner of the window to exit.

Customers in Canada:

To check port 110:

1. Make sure you are connected to the Internet.

2. Click the Windows Start menu.

3. Select **Run**.

4. Type the following in the Open field:

   `telnet primary.ca.globalec.com 110`

5. Click **OK**.

   A telnet session window is displayed. If a message beginning with "`+OK`" is displayed, port 110 is open.

6. Click the "X" in the upper-right corner of the window to exit.

To check port 25:

1. Make sure you are connected to the Internet.

2. Click the Windows Start menu.

3. Select **Run**.

4. Type the following in the Open field:

   `telnet primary.ca.globalec.com 25`

5. Click **OK**.

   A telnet session window is displayed. If you see the following message, then port 25 is open.

   `220 tor1relaypri.ca.globalec.com ESMTP Server [current date and time and other information may also be displayed here] Ready`

6. Click the "X" in the upper-right corner of the window to exit.