

Commerce:Connection[®] Suite

Gentran:Director[®]

for Windows[®]

Getting Started Guide

Sterling Commerce
An IBM Company

4108-540-GETS01-0003

October 2007

© Copyright 1998–2007
Sterling Commerce, Inc.
ALL RIGHTS RESERVED

WARNING: ANY UNAUTHORIZED DUPLICATION OF THIS DOCUMENTATION SHALL BE AN INFRINGEMENT OF COPYRIGHT

Trade Secret Notice

This documentation, the software it describes, and the information and know-how they contain constitute the proprietary, confidential and valuable trade secret information of Sterling Commerce, Inc., its affiliated companies or its or their licensors, and may not be used for any unauthorized purpose, or disclosed to others without the prior written permission of the applicable Sterling Commerce entity. This documentation and the software that it describes have been provided pursuant to a license agreement that contains prohibitions against and/or restrictions on their copying, modification and use. Duplication, in whole or in part, if and when permitted, shall bear this notice and the Sterling Commerce, Inc. copyright notice. As and when provided to any governmental entity, government contractor or subcontractor subject to the FARs, this documentation is provided with RESTRICTED RIGHTS under Title 48 CFR 52.227-19. Further, as and when provided to any governmental entity, government contractor or subcontractor subject to DFARs, this documentation and the software it describes are provided pursuant to the customary Sterling Commerce license, as described in Title 48 CFR 227-7202 with respect to commercial software and commercial software documentation.

This documentation and the software which it describes are licensed either “AS IS” or with a limited warranty, as set forth in the applicable license agreement. Other than any limited warranties provided, NO OTHER WARRANTY IS EXPRESSED AND NONE SHALL BE IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR USE OR FOR A PARTICULAR PURPOSE. The applicable Sterling Commerce entity reserves the right to revise this publication from time to time and to make changes in the content hereof without the obligation to notify any person or entity of such revisions or changes.

Gentran:Director, Commerce:Connection, Commerce:Network, and Sterling Library are trademarks or registered trade marks of Sterling Commerce.

Other product names mentioned herein may be trademarks and/or registered trademarks of their respective companies.

Table of Contents

Preface	1
Product overview	1
Task overview	1
What You Should Have Received	2
Product and documentation	2
Standards	2
Downloading from the ESD Portal	3
Download the product .zip file from the ESD portal	3
Download documentation .zip file from the ESD portal	3
Customer Support	4
Before contacting customer support	4
Customer Support phone numbers	5
Customer Support Web site	5
Support On Demand	6
Remote Installations call for new customers	7
Chapter 1 Installation for New Customers	9
Installation Roadmap	9
Getting Ready to Install	11
Pre-installation checklists	11
Hardware requirements	11
Software requirements	13
Trading partner information	14
Installing Microsoft Data Access Components	15
Preparing for the Remote Installations Call	16
Installing Gentran:Director	17
Make sure you have the following items	17
Procedure	17
Installing the FTP Option Communication Scripts	30

Introduction	30
Make sure you have the following items	30
Procedure	30
Setting Up Mailboxes	37
Introduction	37
What is Commerce:Mail?	37
Selecting the Mailbox Wizard	37
Creating mailbox information	37
Changing the Default Password	43
Adding Users to the System	45
Validating your system	48
Reinstalling Gentran:Director	49
When to perform this procedure	49
To reinstall Gentran:Director	49
Chapter 2 Upgrade for Existing Customers	51
Installation Roadmap	51
Backing up Your Gentran:Director System	52
Before you begin	52
Backing up Your Partner Profiles	53
Backing up Translation Objects	53
Backing up Communication Ports, Profiles, and Scripts	55
Backing up the EDI Data Received from Trading Partner(s)	58
Closing Programs	59
Backing up the Access Database (Optional)	59
Backing up the Bin Directory	60
Stopping the Gentran:Director Executive	61
Upgrading Commerce:Connection and Gentran:Director	62
Restoring Your Gentran:Director System from Backup	63
When to perform this procedure	63
Prerequisites	63
Re-registering Translation Objects	64
Rebuilding Communications Ports and Profiles	65
If you use Bisync	68
Restoring Partners (if applicable)	68

Reprocessing Old Data (if applicable)	69
Upgrading Gentran:Director and Changing Systems	70
When to perform this procedure	70
Prerequisites	70
Running the utility	71
Appendix A Frequently Asked Questions	75
How do I find out what version of Windows is running on the computer? . .	75
How do I find out what version of Internet Explorer is running on the computer?	75
How do I find out what version of MDAC is running on the computer?	76
How do I check if ports 110 and 25 are open?	77



Preface

Welcome to the Commerce:Connection[®] Suite consisting of Commerce:Connection 6.2 and Gentran:Director[®] 5.4

This guide provides information to help you understand the order of installation and configuration tasks and the information and resources you need before installing or upgrading.

This guide assumes that you are familiar with PCs and Microsoft[®] Windows operating system.

Product overview

Gentran:Director for Windows comprises data translation, process control, and communication components. It is designed primarily for the translation and communication of EDI and other similar types of data.

Task overview

If you are a new customer installing the Commerce:Connection Suite for the first time, follow the instructions in **Chapter 1, *Installation for New Customers***.

If you are an existing customer upgrading your Commerce:Connection Suite, follow the instructions in **Chapter 2, *Upgrade for Existing Customers***.

What You Should Have Received

Product and documentation

The Commerce:Connection and Gentran:Director products and documentation are provided either on CD-ROM or by downloading from the Electronic Software Distribution (ESD) Portal.

If you elected to receive CD-ROMs, your package should include the following items:

- Commerce:Connection Suite CD-ROM
- Commerce:Connection Suite Documentation CD-ROM
- Gentran:Director CD-ROM product keys (listed on the packing slip)

If you did not receive the following items, please contact Sterling Commerce at 1-800-GENTRAN or by e-mail at pcbasedsupport@stercomm.com.

If you elected to use the ESD Portal, you will have received instructions for accessing the ESD Portal and your product key information. You will also need to follow the ***Downloading from the ESD Portal*** instructions on page 3.

Standards

If you have purchased the Application, Forms, or TDF Integration software, your package will also include the following:

- Gentran EDI Standards Installation card
- Gentran EDI Standards CD-ROM

If you elected to use the ESD Portal, you will not receive a standards CD-ROM. Instead, you will need to use the Standards Installation card to download the standards.

Downloading from the ESD Portal

Download the product .zip file from the ESD portal

To download the product from the ESD portal:

1. Find the Gentran:Director product and click **Download**.
2. In the File Download dialog box, click **Save**.
3. When the Save As dialog box opens, save the zipped product file to the C:\ drive.
4. Unzip the product file.

Download documentation .zip file from the ESD portal

To download the documentation from the ESD portal:

1. Find Gentran:Director documentation and click **Download**.
 2. In the File Download dialog box, click **Save**.
 3. When the Save As dialog box opens, save the zipped documentation file to the C:\ drive.
 4. Unzip the documentation file.
-

Customer Support

Sterling Commerce provides a full range of customer support. Check your maintenance contract for details about the type of support you have purchased for your product.

Before contacting customer support

Before contacting Sterling Commerce Customer Support, review the documentation provided with your product. The documentation may help you identify or resolve the problem you are experiencing.

Ensure that you have the following information ready when you contact customer support:

- Your name and telephone number
 - Your company name
 - Your mailbox number (A mailbox number is assigned to customers who have a mailbox on the Sterling Commerce network.)
 - Your product name and version number
 - Your computer platform
 - A detailed description of the problem, including any error messages
 - What led to the problem
 - What actions you have taken to try to diagnose or solve the problem
-

Customer Support phone numbers

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

Location	Phone Number	Hours/Days Available
U.S. and Canada	1-800-GENTRAN	8:00am - 8:00pm Monday - Friday
Europe	+31 (0) 20 504 0603	9:00am - 5:30pm Monday - Friday
Asia Pacific		
Australia	1800 131415	8:30am - 5:30pm Sydney time, Sydney business days
Japan	+81-3-5408-8500	9:00am - 5:30pm Monday - Friday

Customer Support Web site

The Sterling Commerce Customer Support Web site 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 Web site, go to:

www.sterlingcommerce.com

and select **Customer Support**.

Support On Demand

The Support On Demand Web site provides access to tools that allow you to gain up-to-the-minute information specific to your company. It allows you to access additional tools for troubleshooting or getting assistance and information about your Sterling Commerce software. It also gives you access to a knowledge base and case management system 24 hours per day, 7 days per week. Use these online tools to check the status of your existing support cases and to open new cases.

To access Support On Demand, select **Support On Demand** on the Customer Support Web page.

Note

If you already have a user account, you can log in at this site. If you do not have an account, click the link to request a user account and follow the online instructions. Your confirmation will be e-mailed after you have registered.

The following table describes the features offered by the Support On Demand Web site.

Feature	Description
Personal Profile	<ul style="list-style-type: none">■ Displays your personal profile and allows you to modify your profile information.■ Allows you to change your Support On Demand password.
Problem Reports	Provides details 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). <i>Continued on next page</i>

Feature	Description
Knowledge Base	Enables you to troubleshoot problems and error messages and search for “how to” information.
Documentation	Enables you to download the product documentation PDF files.
Downloads	Allows you to download hot fixes for the product.
Solution Subscriber	Allows you to register your e-mail address 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.

Remote Installations call for new customers

With your Gentran:Director package, you have the option of consulting 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 a time to install Gentran:Director.

Note

If you have not heard from a Remote Installations 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.

Installation for New Customers

Installation Roadmap

The following table describes the order of tasks to complete.

Stage	Description	Section
1	<p>Complete the three pre-installation checklists:</p> <ul style="list-style-type: none"> ■ Hardware requirements ■ Software requirements ■ Trading partner information <p>Note For instructions on determining the software requirements in the checklists, see <i>Frequently Asked Questions</i> beginning on page 75.</p>	Getting Ready to Install on page 11
2	If your system does not have MDAC 2.8 installed, install it from the Commerce:Connection Suite CD-ROM.	Installing Microsoft Data Access Components on page 15
3	Install Gentran:Director.	Installing Gentran:Director on page 17
<i>Continued on next page</i>		

Stage	Description	Section
4	Set up mailbox profiles.	Setting Up Mailboxes on page 37
5	If you purchased the FTP Option, install the FTP Option communication scripts. Otherwise, skip this step.	Installing the FTP Option Communication Scripts on page 30
6	If you installed Application Integration, Forms Integration, or TDF Integration, install the Gentran EDI Standards. Otherwise, skip this step.	See the EDI Standards card for instructions.
7	Log on to Gentran:Director for the first time, using the default user ID and password. Change the default password.	Changing the Default Password on page 43
8	Add users to the Gentran:Director system.	Adding Users to the System on page 45
9	Perform validation tests on the system.	Validating your system on page 48

Getting Ready to Install

Before the installation, you must complete several prerequisites, such as installing or upgrading any third-party software to meet the minimum requirements for Gentran:Director.

Pre-installation checklists

The following categories of information need to be verified before installing Gentran:Director:

- Hardware requirements
- Software requirements
- Trading partner information

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, see *Frequently Asked Questions* beginning on page 75.

Hardware requirements

Hardware Requirements	
	Requirement met? (✓)
150 MB free disk space	Yes <input type="checkbox"/> No <input type="checkbox"/>
Processor size and speed: See the Microsoft documentation or Web site for their recommendations for the operating system you are using. The Microsoft Web site is: http://www.microsoft.com .	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>Continued on next page</i>

Hardware Requirements	
	Requirement met? (✓)
RAM: See the Microsoft Web site for their recommendations for the operating system you are using. The Microsoft Web site is: http://www.microsoft.com .	Yes <input type="checkbox"/> No <input type="checkbox"/>
Hayes®-compatible modem with MNP or V.42 support with a minimum baud rate of 28800 (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, please contact Customer Support. See <i>Customer Support</i> on page 4.	Yes <input type="checkbox"/> No <input type="checkbox"/>
CD-ROM drive (Required for installation, optional for updates.)	Yes <input type="checkbox"/> No <input type="checkbox"/>
DVD drive (Optional for installing Standards updates. You can also download them from the Sterling Commerce Support on Demand Web site.)	Yes <input type="checkbox"/> No <input type="checkbox"/>
SVGA color monitor	Yes <input type="checkbox"/> No <input type="checkbox"/>
Mouse	Yes <input type="checkbox"/> No <input type="checkbox"/>

Software requirements

Software Requirements	
	Requirement Met? (✓)
<p>Operating System: Must be one of the following operating systems, at the version and service pack level listed.</p> <ul style="list-style-type: none"> ■ Windows 2000 Professional, v. 5.0, SP4 ■ Windows XP Professional, v. 1.0, SP2 	Yes <input type="checkbox"/> No <input type="checkbox"/>
<p>Microsoft Data Access Components (MDAC) v. 2.8 or higher</p> <p>Note MDAC v. 2.8 is included on the Commerce:Connection Suite product CD-ROM. See <i>Installing Microsoft Data Access Components</i> on page 15 for installation instructions. To determine which version of MDAC you have, see <i>Frequently Asked Questions</i> beginning on page 75.</p>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<p>Microsoft Internet Explorer 5.0 or higher</p>	Yes <input type="checkbox"/> No <input type="checkbox"/>

**Trading partner
information**

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

Installing Microsoft Data Access Components

To install the Microsoft Data Access Components v. 2.8, complete the following steps.

Reference

If you are not sure whether you need to install v. 2.8, see *How do I find out what version of MDAC is running on the computer?* on page 76

Step	Action
1	Turn on your PC and close any open applications. Note You may be prompted to reboot after the installation is complete.
2	Insert the Commerce:Connection product CD-ROM into your CD-ROM drive. System response The Commerce:Connection splash screen is displayed.
3	Navigate to the Mdac folder.
4	Double-click the file named mdac_typ.exe . System response The MDAC installation program End User License is displayed.
5	After reading the license, select the check box and click Next . System response 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. <i>Continued on next page</i>

Step	Action
6	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 . System response The Installing the Software screen is displayed.
7	Click Finish .
8	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 reboot manually later. Choose the option desired and click Finish .
9	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 system meets 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 (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.

Installing Gentran:Director

Make sure you have the following items

- The Commerce:Connection Suite CD-ROM and the product keys (listed on the packing slip)

Note:

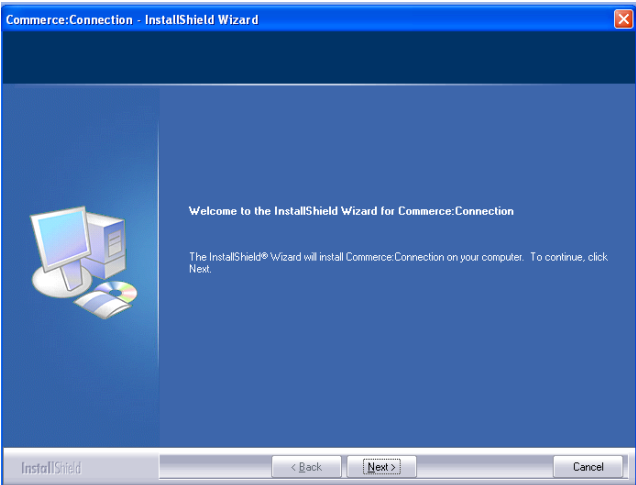
If you downloaded Gentran:Director 5.4 from the ESD Portal, start with Step 4 in the procedure below. Also, your product key(s) were included in your e-mail from Sterling Commerce.

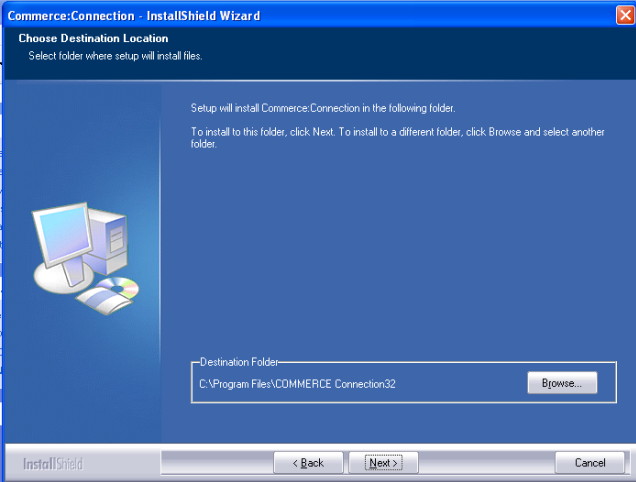
- The completed pre-installation checklists from this guide
- An ISP user ID and password (if applicable)
- A Local Area Network ID(s) and password(s) (if applicable)
- If you are upgrading, a Sterling Commerce mailbox ID and password

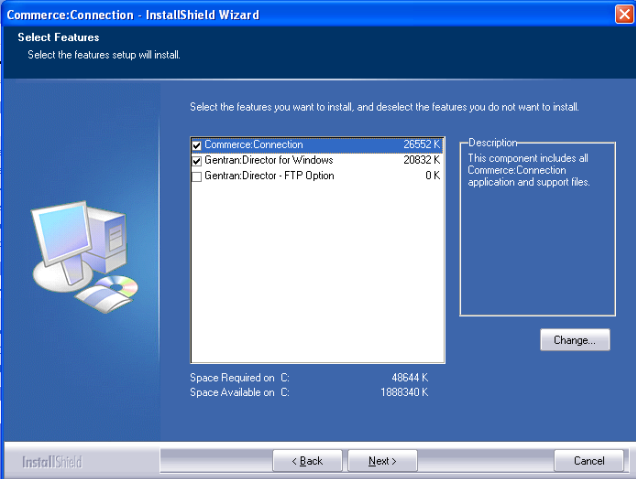
Procedure

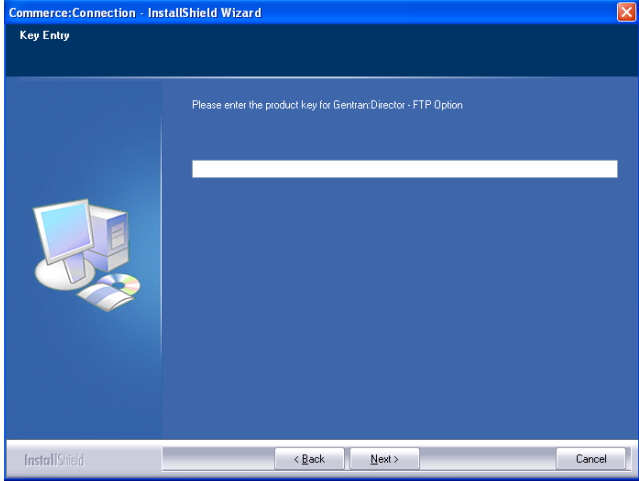
To install Gentran:Director, complete the following steps:

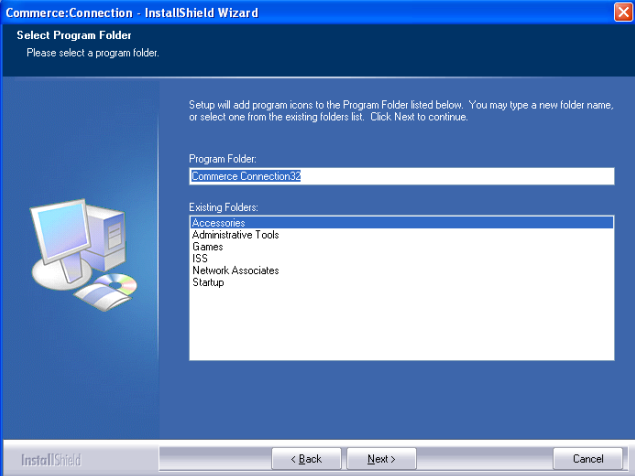
Step	Action
1	<p>Turn on your PC and close any open applications.</p> <p>Note: Gentran:Director is designed/licensed to be installed to a local drive. If you need to use Terminal Server or any other type of remote desktop tool to install or implement Gentran:Director, please contact your Sterling Commerce Sales Representative to discuss other Sterling Commerce products that are designed for you environment and needs. The use of any remote desktop tool with Gentran:Director could produce undesirable results which will impact your business and will suspend your support of Gentran:Director, from Sterling Commerce Customer Support, until the software is loaded in a supportable environment.</p> <p style="text-align: right;"><i>Continued on next page</i></p>

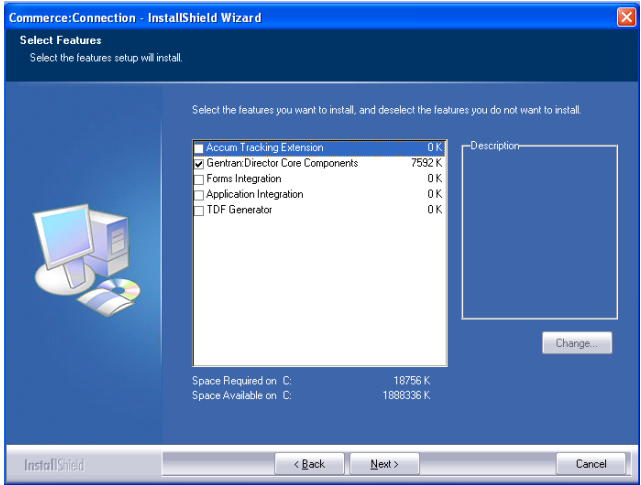
Step	Action
2	<p>Insert the Commerce:Connection Suite product CD-ROM into your CD-ROM drive.</p> <p>System response The Commerce:Connection Welcome screen is displayed.</p> <p>Note If the Welcome screen does not appear, go to step 4.</p>
3	<p>Click Next and go to step 5.</p>
4	<p>From the Start menu, select Run. In the field, type “<drive>:\setup” and click OK.</p> <p>Note <drive> is the letter associated with your CD-ROM drive. For example, D:\setup.</p> <p>System response Setup prepares the Wizard that guides you through the install program and displays the Welcome screen.</p>  <p style="text-align: right;"><i>Continued on next page</i></p>

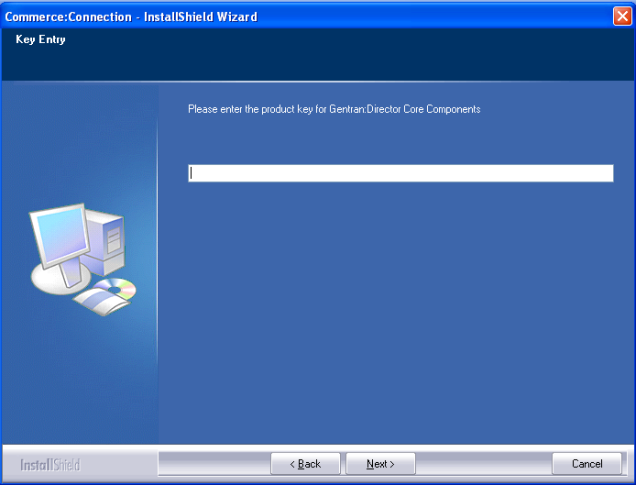
Step	Action
5	<p>Click Next.</p> <p>System response The Choose Destination Location screen is displayed.</p>  <p><i>Continued on next page</i></p>

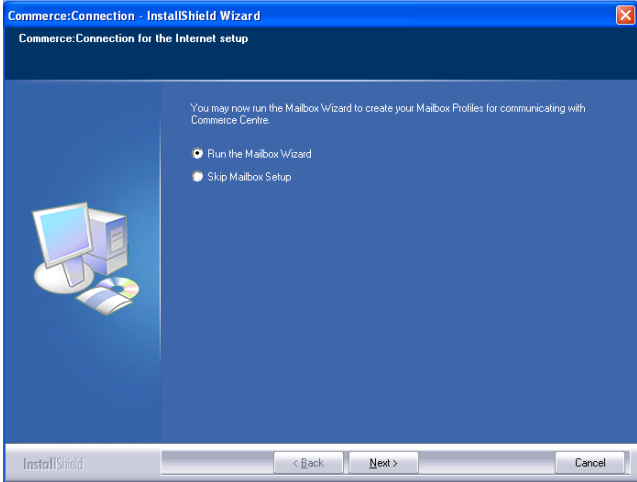
Step	Action
6	<p>Do you want to install Gentran:Director in the default folder?</p> <ul style="list-style-type: none"> ■ If yes, click Next. ■ If <i>no</i>, click Browse to select the folder. Click OK to exit the Browse dialog box, and click Next. <p>System response The Select Features screen is displayed.</p> 
7	<p>Do the following:</p> <ul style="list-style-type: none"> ■ Make sure both Commerce:Connection and Gentran:Director are selected. ■ If you have purchased the FTP Option, click the check box to its left and continue with Step 8. Otherwise, continue with Step 10. <p style="text-align: right;"><i>Continued on next page</i></p>

Step	Action
8	<p>Click Next.</p> <p>System response The FTP Option Key Entry screen is displayed.</p> 
9	<p>Type the Key that you were assigned by Sterling Commerce.</p> <p>Note</p> <ul style="list-style-type: none">■ If you are installing from a CD-ROM, the key was sent to you on the packing list.■ If you downloaded from the ESD Portal, the key was in your e-mail from Sterling Commerce. <p style="text-align: right;"><i>Continued on next page</i></p>

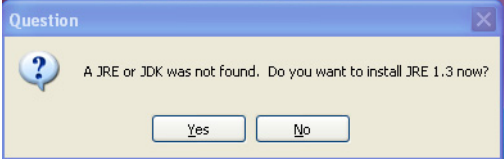
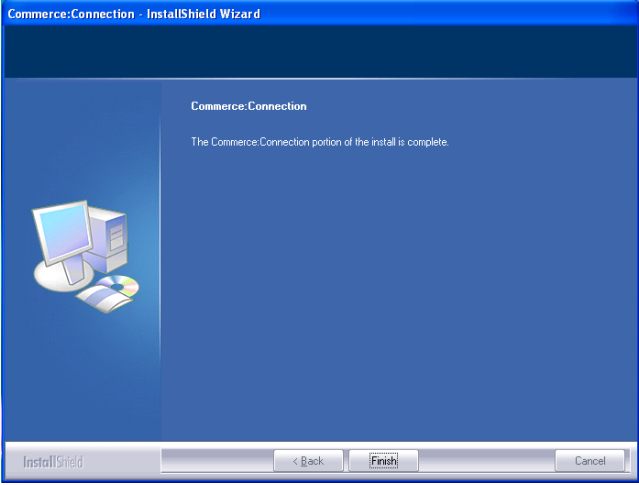
Step	Action
10	<p>Click Next.</p> <p>System response The Select Program Folder name screen is displayed.</p>  <p><i>Continued on next page</i></p>

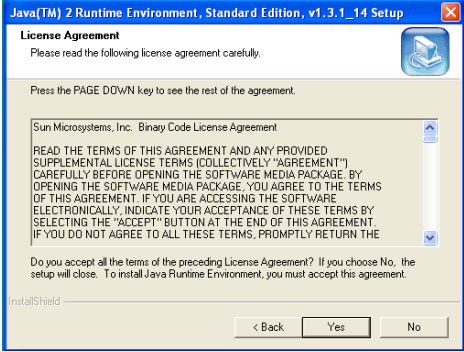
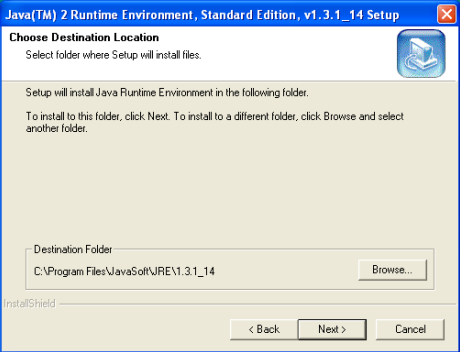
Step	Action
11	<p>Accept the default program folder name “COMMERCE Connection32” and click Next.</p> <p>System response The Select Features screen is displayed.</p>  <p style="text-align: right;"><i>Continued on next page</i></p>

Step	Action
12	<p>For each feature you have purchased, click the box to the left and click Next.</p> <p>System response Each feature's Key Entry screen is displayed, starting with the Gentran:Director core components.</p>  <p><i>Continued on next page</i></p>

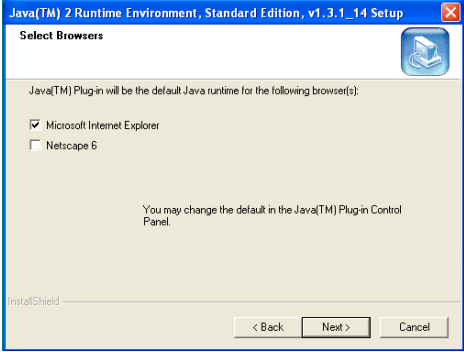
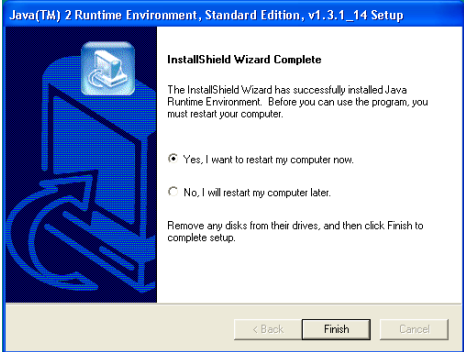
Step	Action
13	<p>Locate the Keys information that you received from Sterling Commerce.</p> <p>Note</p> <ul style="list-style-type: none"> ■ If you are installing from a CD-ROM, the key was sent to you on the packing list. ■ If you downloaded from the ESD Portal, they key was in your e-mail from Sterling Commerce. <p>For each feature that you have purchased, type the key and click Next.</p> <p>System response</p> <p>After you have entered the keys for your features, the setup program installs Commerce:Connection and/or Gentran:Director and its components. The Commerce:Connection for the Internet Setup dialog box is displayed.</p>  <p style="text-align: right;"><i>Continued on next page</i></p>

Step	Action
14	<p>Do one of the following:</p> <ul style="list-style-type: none"> ■ If you want to set up your mailbox, select Run the Mailbox Wizard and click Next. The Mailbox Wizard Welcome dialog box is displayed. Continue with Setting Up Mailboxes on page 37 and then return here when that is complete. ■ If you do not want to set up your mailbox right now, select Skip Mailbox Setup and click Next. You can run the Wizard later using Connection Manager or Commerce:Mail[®]. <p>If you purchased the FTP Option, continue with Step 15. Otherwise, continue with Step 16.</p>
15	<p>Click Next.</p> <p>System response</p> <p>The setup looks for an existing version of Java.</p> <ul style="list-style-type: none"> ■ If it finds an existing version, the following screen is displayed. <div data-bbox="542 890 1180 1374" data-label="Image"> </div> <p>Make a selection and click Next.</p> <p style="text-align: right;"><i>Continued on next page</i></p>

Step	Action
	<ul style="list-style-type: none"> ■ If it does not find an existing version of Java, the following dialog is displayed.  <ul style="list-style-type: none"> ■ If you want to install Java now, click Yes. ■ If you click No, another dialog is displayed telling you that you will need to manually install Java. Click OK. <p>Note: You will not be able to use the FTP Option until a version of Java is install and your computer is restarted.</p>
16	<p>System response The following screen is displayed.</p>  <p style="text-align: right;"><i>Continued on next page</i></p>

Step	Action
<p>17</p>	<p>Click Finish.</p> <p>System response If you are not automatically installing Java for the FTP Option, your installation is complete. Otherwise, the following License Agreement is displayed.</p> 
<p>18</p>	<p>Click Yes.</p> <p>System response The Choose Destination Location screen is displayed.</p> 

Continued on next page

Step	Action
19	<p>Keep the default or click Browse to select a new folder. Click Next.</p> <p>System response The Select Browsers screen is displayed.</p> 
20	<p>Select one of both of the browsers and click Next.</p> <p>System response The InstallShield Wizard Complete screen is displayed.</p> 
21	<p>Make a selection and click Finish.</p> <p>Note: The new version of Java will not be in effect until your computer is restarted.</p>

Installing the FTP Option Communication Scripts

Introduction

If you have purchased the FTP Option, you must install the Communication Scripts *after* completing the installation of Gentran:Director and Commerce:Connection.

Note:

The FTP Option Communication Scripts will only install if you have installed Gentran:Director 5.4 and the FTP Option.

Make sure you have the following items

- The FTP Option Communication Scripts CD-ROM

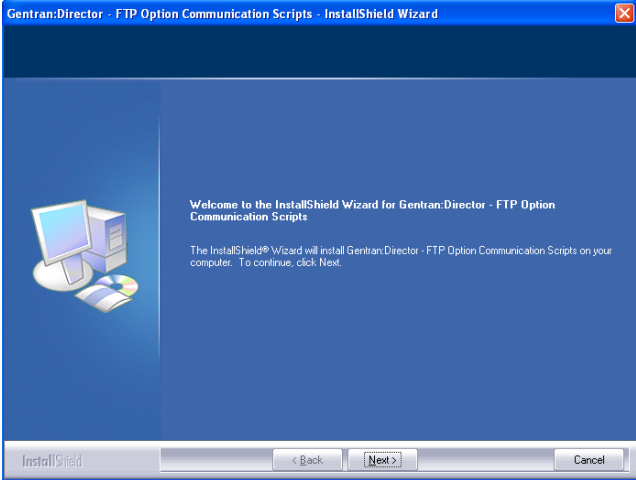
Note:

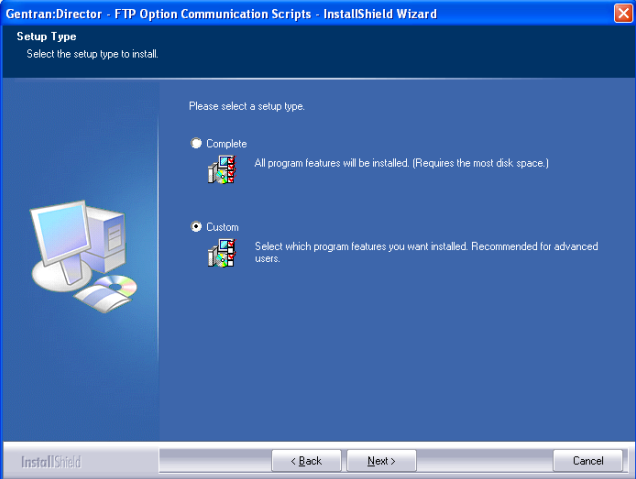
If you downloaded the Communication Scripts from the ESD Portal, start with Step 3 in the procedure below.

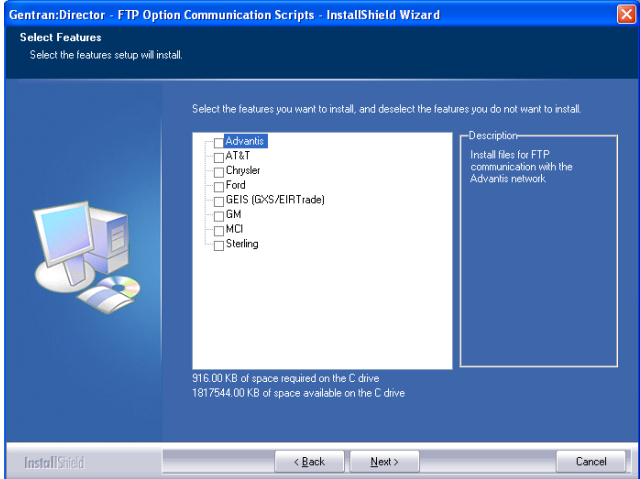
Procedure

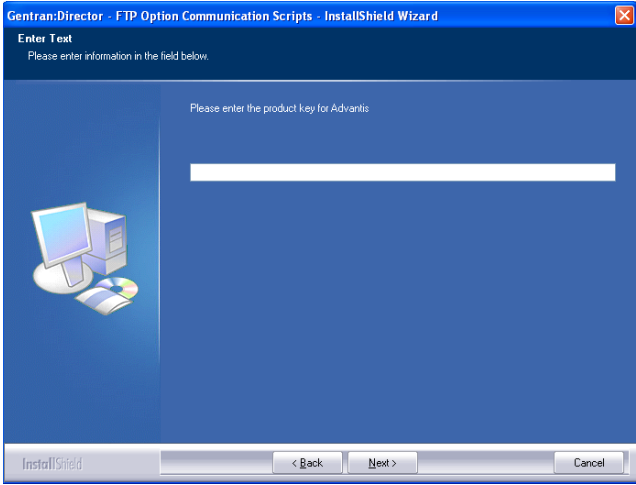
To install Gentran:Director, complete the following steps:

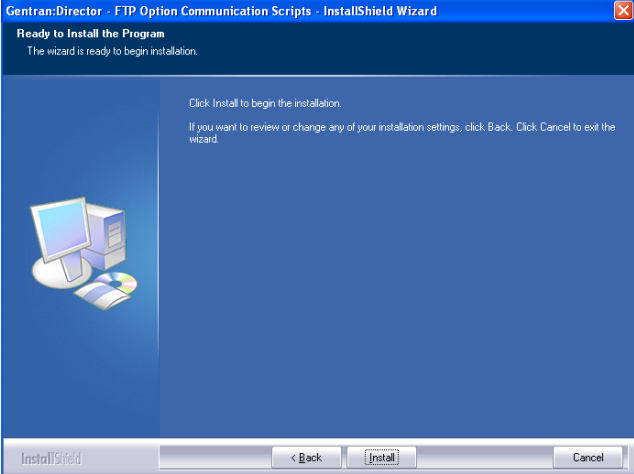
Step	Action
1	<p>Insert the FTP Option Communication Scripts CD-ROM into your CD-ROM drive.</p> <p>System response The FTP Option Communication Scripts Welcome screen is displayed.</p> <p>Note If the Welcome screen does not appear, go to Step 3.</p>
2	<p>Click Next and go to Step 4.</p> <p style="text-align: right;"><i>Continued on next page</i></p>

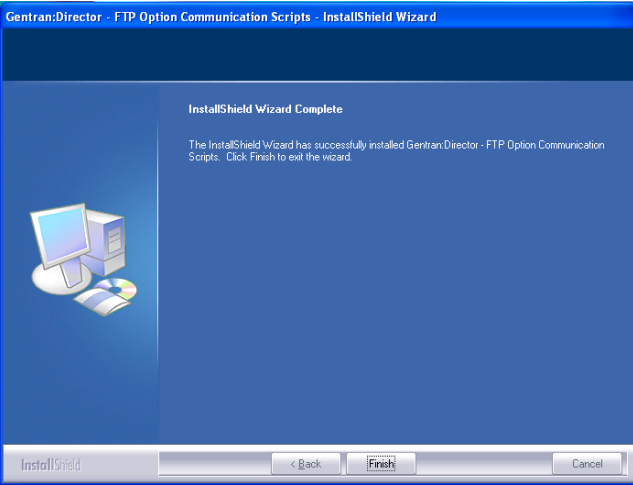
Step	Action
3	<p>From the Start menu, select Run. In the field, type “<drive>:\setup” and click OK.</p> <p>Note <drive> is the letter associated with your CD-ROM drive. For example, D:\setup.</p> <p>System response Setup prepares the wizard that guides you through the install program and displays the Welcome screen.</p>  <p style="text-align: right;"><i>Continued on next page</i></p>

Step	Action
4	<p>Click Next.</p> <p>System response The Setup Type screen is displayed.</p> 
5	<p>If you need to install the communication scripts for all of the VANs, select Complete. Continue with Step 8. Otherwise, select Custom to install selected communication scripts. Continue with Step 6.</p> <p><i>Continued on next page</i></p>

Step	Action
6	<p>Click Next.</p> <p>System response The Select Features screen is displayed.</p>  <p style="text-align: right;"><i>Continued on next page</i></p>

Step	Action
7	<p>Select your VAN(s) and click Next.</p> <p>System response The Key entry screen for your selected VAN is displayed.</p>  <p><i>Continued on next page</i></p>

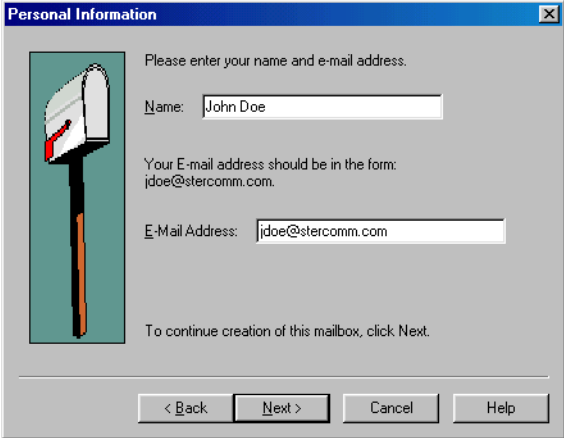
Step	Action
8	<p>Enter the Key for your VAN and click Next.</p> <p>System response The Ready to Install the Program screen is displayed.</p>  <p style="text-align: right;"><i>Continued on next page</i></p>

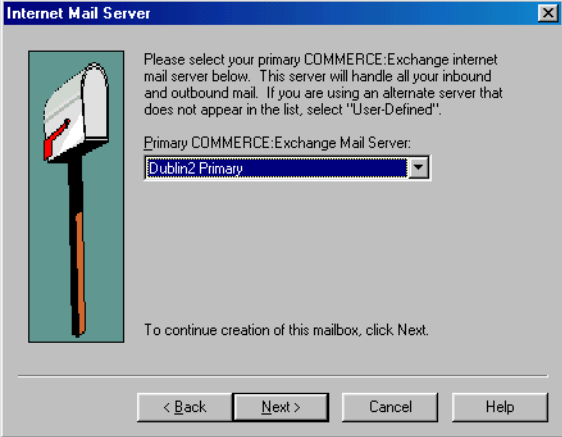
Step	Action
9	<p>Click Next.</p> <p>System response The InstallShield Wizard Complete screen is displayed.</p> 
10	Click Finish .

Setting Up Mailboxes

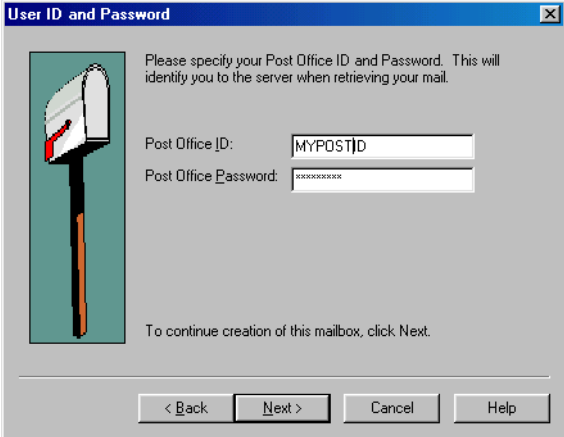
Introduction	After Gentran:Director and Commerce:Connection are installed, you can set up your mailbox profiles for Commerce:Mail and Gentran:Director using the Mailbox Wizard.
What is Commerce:Mail?	Commerce:Mail is an e-mail application through which you can receive e-mail network reports.
Selecting the Mailbox Wizard	<p>The Mailbox Wizard allows you to create a mailbox for Commerce:Mail and Gentran:Director. You can run the Mailbox Wizard from any one of the following locations:</p> <ul style="list-style-type: none">■ The Commerce:Connection for the Internet setup dialog box that is displayed during product installation (For more information, see page 25.)■ 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	<p>The following procedure describes how to use the Mailbox Wizard to create mailbox information within Commerce:Connection.</p> <p>Important</p> <p>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 1-800-GENTRAN.</p>

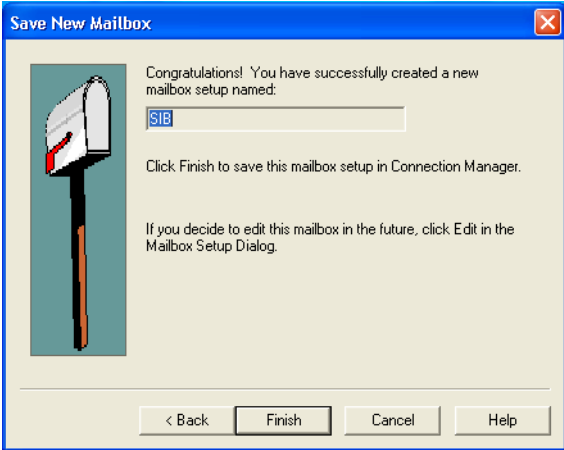
To create mailbox information, complete the following steps:

Step	Action
1	<p>On the Mailbox Wizard Welcome dialog box, type the name of your new mailbox in the provided field and click Next.</p> <p>System response The Personal Information dialog box is displayed.</p>  <p>Note Each mailbox name must be unique and can contain up to 30 alphanumeric characters.</p> <p style="text-align: right;"><i>Continued on next page</i></p>

Step	Action
2	<p>Note Your e-mail address and user name are assigned by Sterling Commerce. Please see the Password card provided by Sterling Commerce Customer Support for more information.</p> <p>Do the following:</p> <ul style="list-style-type: none"> ■ Type your user name in the Name field. ■ Type your e-mail address in the E-Mail address field. ■ Click Next. <p>System response The Internet Mail Server dialog box is displayed.</p>  <p style="text-align: right;"><i>Continued on next page</i></p>

Step	Action
3	<p>Click the Primary Commerce:Exchange Mail Server list box and select one of the following from the list:</p> <ul style="list-style-type: none"> ■ The primary server. This server handles all of 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. <p style="text-align: right;"><i>Continued on next page</i></p>
4	<p>Click Next.</p> <p>System response The User-Defined Mail Server dialog box is displayed.</p> <div data-bbox="602 812 1169 1258" style="border: 1px solid gray; padding: 5px;"> </div> <p style="text-align: right;"><i>Continued on next page</i></p>

Step	Action
5	<p>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. Click Next.</p> <p>System response The User ID and Password dialog box is displayed.</p>  <p style="text-align: right;"><i>Continued on next page</i></p>

Step	Action
6	<p>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 sends and retrieves your messages. Please see the Password card for more information. Click Next.</p> <p>System response The Save New Mailbox dialog box is displayed.</p> 
7	<p>Click Finish.</p> <p>System response Your new mailbox has been created. If you were installing Gentran:Director, return to the procedure on page 26.</p>

Changing the Default Password

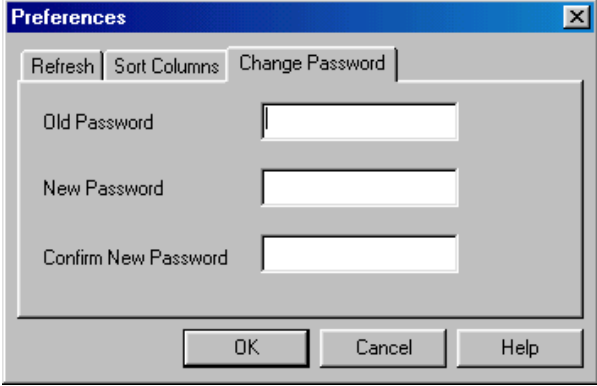
System security is an important ongoing step in controlling who can log on to your system and which functions they can access. Security ensures the integrity of your data by limiting who can make changes to specific areas of the system.

Recommendation

Change the default password for the 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	<p>Log on to Gentran:Director with the default system administrator login:</p> <ul style="list-style-type: none"> ■ From the Start menu, select Gentran Director\Gentran:Director. ■ Type ADMIN in the User Name box. ■ Type security in the Password box. ■ Click OK to log on to the system. <p>System response The Gentran:Director EC Manager window is displayed.</p>
2	<p>From the Tools menu, select Preferences.</p> <p>System response The Preferences dialog is displayed.</p> <p style="text-align: right;"><i>Continued on next page</i></p>

Step	Description
3	<p>Select the Change Password tab, as shown below:</p>  <p>The screenshot shows a 'Preferences' dialog box with a blue title bar and a close button (X) in the top right corner. Below the title bar are three tabs: 'Refresh', 'Sort Columns', and 'Change Password'. The 'Change Password' tab is selected. The dialog contains three text input fields: 'Old Password', 'New Password', and 'Confirm New Password'. At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Help'.</p>
4	In the Old Password field, type security .
5	In the New Password field, type the new password.
6	<p>In the Confirm New Password field, type the new password again.</p> <p>Note If the Confirm New Password does not match the New Password, you will be prompted to type it again.</p>
7	<p>Once complete, click OK to save the changes.</p> <p>System response The system is updated and the next time you log on to the system using the ADMIN login, you must type the new password.</p>

Adding Users to the System

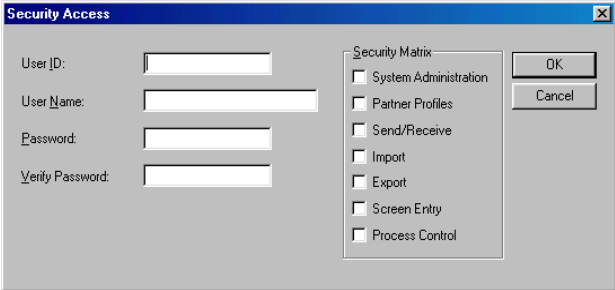
You need to create a Gentran:Director login for anyone who needs to use the system.

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	<p data-bbox="623 666 1228 725">From the Gentran:Director Main Toolbar, select the System Configuration icon.</p> <p data-bbox="623 756 848 786">System response</p> <p data-bbox="623 795 1197 854">The System Configuration dialog (System tab) is displayed.</p> <p data-bbox="959 869 1217 899"><i>Continued on next page</i></p>

Step	Action
2	<p>Click the Users tab to access user options.</p> <p>System response The Users tab is displayed.</p> 
3	<p>Click New.</p> <p>System response The Security Access dialog is displayed.</p> 
4	<p>In the User ID box, type a unique logon identifier for this user.</p> <p style="text-align: right;"><i>Continued on next page</i></p>

Step	Action
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	In 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 validate your installation:

Step	Action
1	Log on to Gentran:Director.
2	Go to the EC Desktop.
3	Click the Help button on the lower right of the screen. Note You can also select Help from the main menu bar or press F1 at any time to display the online help.
4	Click the Contents tab.
5	Double-click Gentran:Director 5.4.
6	Double-click Getting Started.
7	Double-click Validating and Implementing Gentran:Director and complete the steps described.

Reinstalling Gentran:Director

When to perform this procedure

Perform this procedure **only** if you had problems with the installation or validation of your Gentran:Director release 5.4.

To reinstall Gentran:Director

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

Step	Action
1	<p>Complete the steps for <i>Installing Gentran:Director</i> on page 17.</p> <p>Note This procedure installs products to the folder you installed to previously. Sterling Commerce suggests that you accept the default folder shown on the Choose Destination Location window.</p> <p>System Response A message is displayed if the installation program detects existing Gentran:Director components already installed on your PC.</p>
2	<p>To continue with installation and overwrite the Gentran:Director components that were detected, click Yes.</p> <p>Note To exit the installation program without completing the installation, click No.</p> <p>System Response If the Director Executive is running, a message asking if you want to stop the Director Executive is displayed.</p> <p style="text-align: right;"><i>Continued on next page</i></p>

Step	Action
3	<p data-bbox="575 244 1067 270">Click Yes to continue with the installation.</p> <p data-bbox="575 302 807 328">System Response</p> <p data-bbox="575 348 1107 470">The setup program installs the Commerce:Connection and Gentran:Director software, and the Mailbox Wizard window is displayed.</p> <p data-bbox="575 505 704 531">Reference</p> <p data-bbox="575 552 1166 609">For information on setting up mailbox profiles, see <i>Setting Up Mailboxes</i> on page 37.</p>

Upgrade for Existing Customers

Installation Roadmap

The following table describes the order of tasks to complete.

Stage	Description	Section
1	Exit Commerce:Connection and Gentran:Director.	
2	Backup your Gentran:Director database.	Backing up Your Gentran:Director System on page 52
3	Stop the Gentran:Director Executive or the Gentran:Director Service.	Stopping the Gentran:Director Executive on page 61
4	Upgrade Commerce:Connection and Gentran:Director.	Upgrading Commerce:Connection and Gentran:Director on page 62

Backing up Your Gentran:Director System

This section provides instructions for backing up your entire Gentran:Director system. You should backup the database and stop Gentran:Director Executive before upgrading to Gentran:Director 5.4.

Before you begin

Before you begin backing up your Gentran:Director database, complete the following:

Step	Action
1	Create a folder on your hard drive. Name the folder C:\BackupGentran .
2	Create the following subfolders within the BackupGentran folder using the names indicated: <ul style="list-style-type: none">■ Partners■ Templates■ Scripts■ Database■ Documents■ IntlIn■ IntOut■ TransIn■ Bin

When you are done creating the appropriate folders, you are ready to begin backing up Gentran:Director database.

Backing up Your Partner Profiles

Step	Action
1	Log on to Gentran:Director and click Partners .
2	Click the name of a partner.
3	Click Export . The Export File Build screen displays.
4	Locate the File Name field and write down the name of the partner profile. The file name should end with .PAR .
5	Click Save . Note The .PAR files are saved to C:\Program Files\COMMERCE Connection32\Partners
6	Repeat steps 2 – 5 for the remaining partner profiles.
7	When you have exported all of your partner profiles, copy these profiles to C:\BackupGentran\Partners or to a floppy disk. Caution Do not use the move function to perform this task.

Backing up Translation Objects

Step	Action
1	Click View > Translation Objects .
2	Click the name of a translation object. <i>Continued on next page</i>

Step	Action
3	Click View to review the details associated with that translation object.
4	Locate the File Name field and write down the name of the translation object (for example, FIN162022.TPL). Note Some files may have extensions such as .t00, .t01, .t02, etc. When writing down the name, use the extension .TPL for all translation objects.
5	Repeat steps 2 – 4 for the remaining translation objects.
6	Click Close .
7	Click Tools > Configuration > Imports . <i>Continued on next page</i>

Step	Action
8	<p>Write down the File Path and Translation Object Description. You can find the Translation Objects in View > Translation Objects. If you cannot find the description, complete the following:</p> <ol style="list-style-type: none"> Click Sort. Clear the Hide System Translation Objects checkbox. Click OK. <p>This will display all of the system templates. Your system import template should now be listed. Repeat steps 2 – 4 to copy down all translation object file names.</p> <p>Note The .TPL files are saved to C:\Program Files\COMMERCE Connection32\RegTransobj</p>
9	<p>Copy the files to C:\BackupGentran\Templates or to a floppy disk.</p> <p>Caution Do not use the move function to perform this task.</p>

**Backing up
Communication
Ports, Profiles, and
Scripts**

To backup your communication ports, profiles, and scripts, gather the following information:

Ports

Step	Action
1	Click Tools > Communications > Ports .
2	Click the name of the port.
3	Click Setup .

Continued on next page

Step	Action
4	Write down the port name and all associated settings.
5	Click Cancel .
6	Repeat steps 2 – 5 for all port profiles.

Profiles

Step	Action
1	Click Tools > Communications > Profiles .
2	Click the name of the profile.
3	Click Setup .
4	Write down the profile name and all associated settings, including: <ul style="list-style-type: none">■ Profile Type■ Modem Number (if applicable)■ Port Profile (if applicable)■ File Copy Name (if applicable)■ IP Address and Socket (if applicable)
5	Click Logon Script (if applicable).
6	Locate the file name on the title bar at the top of the window. Write down the file name using the extension .SCR .
7	Click Cancel .
8	Repeat steps 6 – 7 for Receive Only Script and Send Receive Script. <p style="text-align: right;"><i>Continued on next page</i></p>

Step	Action
9	Click Script Variables .
10	Write down the contents of all the variables that contain information.
11	Click Configure Exchange (if applicable).
12	<p>Write down all settings indicated.</p> <p>Note If you use Commerce:Exchange, you may need to find or request a copy of your User ID and Password for your Commerce:Connection setup.</p>
13	Click Advanced>> .
14	<p>Write down all of the information for:</p> <ul style="list-style-type: none"> ■ Pre-Processor (if applicable) ■ Pre-Post Processor (if applicable)
15	Repeat steps 2 – 14 for all profiles.
16	<p>If you run CLEO bisynchronous communications, complete the following:</p> <ol style="list-style-type: none"> a. Navigate to C:\Program Files\COMMERCE Connection32\Bin b. Double-click CFGBOOK.EXE. c. Click each tab and write down the associated settings. d. Click the STARTUP tab and write down the file name indicated for Configuration File Name. e. Copy this file from the \Bin folder to C:\BackupGentran\Cleo or to a floppy disk. <p>Caution Do not use the move function to perform this task.</p>

Scripts

Step	Action
1	Open the folder labeled C:\Program Files\COMMERCE Connection32\Bin\Commscr.
2	Verify that the folder contains the same names as those in your notes from Step 6 on page 56.
3	When you have verified folder contents, copy the .SCR files to C:\BackupGentran\Scripts or to a floppy disk. Caution Do not use the move function to perform this task.

Backing up the EDI Data Received from Trading Partner(s)

Step	Action
1	Open the folder labeled C:\Program Files\COMMERCE Connection32\TransIn.
2	Verify the folder contents.
3	When you have verified folder contents, copy the .EDI files to C:\BackupGentran\TransIn or to a floppy disk. Caution Do not use the move function to perform this task.

Closing Programs

Step	Action
1	Exit Gentran:Director and all other programs.
2	Stop Gentran:Director Executive . See Stopping the Gentran:Director Executive on page 61.

Backing up the Access Database (Optional)

You may want to back up your Access Database to retain document listings in the InDrawer, OutDrawer, and Interchanges.

Step	Action
1	Navigate to C:\Program Files\COMMERCE Connection32\Database .
2	Copy the Gentran:Director.mdb files to C:\BackupGentran\Database . Caution Do not use the move function to perform this task.

If you want to view the EDI data for the documents listed in the InDrawer, OutDrawer, and Interchanges, copy the folders and their contents to the corresponding **C:\BackupGentran** folder, as listed below:

- C:\Program Files\CommerceConnection32\Documents
- C:\Program Files\CommerceConnection32\IntIn
- C:\Program Files\CommerceConnection32\IntOut

Note:

For instructions on backing up Process Control (Unattended) and Partner Tables, please contact Sterling Commerce Customer Support.

**Backing up the Bin
Directory**

Stage	Description
3	Navigate to C:\Program Files\COMMERCE Connection32\Bin .
4	Copy the contents of this directory to C:\BackupGentran\Bin . Caution Do not use the move function to perform this task.

Stopping the Gentran:Director Executive

You must stop Gentran:Director Executive before you can install the Gentran:Director 5.4 upgrade.

Step	Action
1	Right-click the Gentran:Director Executive icon on your system tray.
2	Select Stop Director Executive .
3	Click Yes to stop the application. System Response The Executive icon no longer displays in the Windows toolbar.

Upgrading Commerce:Connection and Gentran:Director

The installation program upgrades both Commerce:Connection and Gentran:Director.

Step	Action
1	<p>Insert the Commerce:Connection CD-ROM into your CD-ROM drive.</p> <p>System Response The installation program automatically starts. If it does <i>not</i> automatically start, continue with step 2. Otherwise, continue with step 3.</p>
2	<p>If the installation program does not start, complete the following steps:</p> <ol style="list-style-type: none">From the Start menu, click Run.Enter <drive_letter>:\setup.exe <p>where: <drive_letter> is the drive letter for your CD-ROM drive (for example, D:\).</p>
3	<p>To complete the installation, do one of the following:</p> <ul style="list-style-type: none">■ If Gentran:Director 5.3 and Commerce:Connection 6.1.4 are installed on your computer and you want to update both products, click Next until you have completed the installation process.■ If you do not have Commerce:Connection 6.1.4 installed on your computer and want to install only Gentran:Director 5.4, on the Select Features screen, de-select Commerce:Connection and click Next until you have completed the installation process.

Restoring Your Gentran:Director System from Backup

When to perform this procedure

You do not need to perform a restore if the Commerce:Connection 6.2 and Gentran:Director 5.4 upgrade completes successfully. However, if you experienced problems completing the installation, you may need to restore your system to its original state. Perform the following procedures **only if you experienced problems during installation**.

Prerequisites

Complete the following steps before restoring your database from backup.

Step	Action
1	Close Gentran:Director and stop Gentran:Director Executive. See Stopping the Gentran:Director Executive on page 61.
2	Rename the existing database to a new name (for example, Gentran:Director.old). However, if you do not want to maintain two copies of a database, you can delete the existing copy and then copy the backup database version to the database folder.
3	Navigate to C:\BackupGentran\ .

Continued on next page

Step	Action
4	<p>Copy the following backup folders and their contents from C:\BackupGentran\ to the associated folders located in the C:\Program Files\COMMERCE Connection32\ folder:</p> <ul style="list-style-type: none">■ C:\Program Files\COMMERCE Connection32\Database (one file GentranDirector.mdb)■ C:\Program Files\COMMERCE Connection32\Documents■ C:\Program Files\COMMERCE Connection32\IntIn■ C:\Program Files\COMMERCE Connection32\IntOut <p>Note You do not need to copy the contents of the folders back if you are re-installing the Gentran:Director software over an existing installation. Only restore folders on a fresh re-install, unless told otherwise by Sterling Commerce Customer Support.</p>

Re-registering Translation Objects

Step	Action
1	Open Gentran:Director .
2	Click View > Translation Objects .
3	Click New .
4	Navigate to C:\BackupGentran\Templates .
5	Select all .TPL files and click Open .
6	Click Yes if you are prompted to overwrite any file.

Rebuilding Communications Ports and Profiles

Ports

If you are reinstalling to the same computer, you can recreate the ports exactly as they were originally. If you are re-installing to a different computer, you will need to determine the port(s) and associated modem(s) to modify the port information accordingly. You may also need to modify the initialization strings if the modem is different.

Step	Action
1	Click Tools > Communications > Ports .
2	Click New .
3	Enter your port name. Note Use a port name from the list of port names you wrote down in the Ports procedure, Step 4 on page 56. This list should also have the settings required to complete step 5 of this procedure.
4	Click OK .
5	Enter the information for all of the settings.
6	Click OK .
7	Repeat steps 2 – 6 for all port entries.
8	When finished, click Close .

Profiles and Scripts

Step	Action
1	Copy all .SCR files from: C:\BackupGentran\Scripts to: C:\Program Files\COMMERCE Connection32\Bin\Commscr
2	Click Tools > Communications > Profiles.
3	Click New.
4	Enter your profile name. Note Use a profile name from the list of profile names you wrote down in the Profiles procedure, Step 4 on page 56. This list should also have the settings required to complete step 6 of this procedure.
5	Click OK.
6	Enter the information for all of the settings including the Advanced>> section.
7	Click Logon Script (if applicable).
8	Click Import and select the logon script file associated with that profile.
9	Click Open.
10	Click Save.
11	Click Receive Only Script (if applicable). <i>Continued on next page</i>

Step	Action
12	Click Import and select the receive only script file associated with that profile.
13	Click Open .
14	Click Save .
15	Click Send Receive Script (if applicable).
16	Click Import and select the send receive script file associated with that profile.
17	Click Open .
18	Click Save .
19	Click Script Variables (if applicable).
20	Type in the variables associated with that profile.
21	Click OK to save the profile.
22	Repeat steps 3 – 21 for all of the profiles.
23	Click Configure Exchange (if applicable).
24	Fill in all of the settings. Note Use the setting information you wrote down in the Profiles procedure, Step 12 on page 57.

If you use Bisync

If you use Bisync, you also need to complete the following:

Step	Action
1	Install the CLEO software directly into the \Bin folder.
2	Copy the configuration file from C:\BackupGentran\Cleo into the \Bin folder. Note: Do <i>not</i> install the software to the subfolder \3780plus .
3	Restore the CFGBOOK.EXE settings you wrote down in the Profiles procedure, Step 16 on page 57. For more information on Bisync setup please contact Customer Support.

Restoring Partners (if applicable)

If you did not restore your database, complete the following steps to restore your partners:

Step	Action
1	Copy all .PAR files from: C:\BackupGentran\Partners to: C:\Program Files \COMMERCE Connection32\Partners
2	Click Partners .
3	Click Import . System Response The Import File Select windows displays.
4	Select the partner you want to import and click Open . <i>Continued on next page</i>

Step	Action
5	Click Save .
6	Select the correct communication profile for that partner (if blank).
7	Click Save or press Enter until a window displays indicating the import process is complete.
8	Click OK .
9	Repeat steps 3 – 8 for all partners.

Reprocessing Old Data (if applicable)

Step	Action
1	Click Commands > Process File in Director .
2	Browse to C:\BackupGentran\TransIn and select the file you want to reprocess.
3	Click Open .

For additional information, contact Sterling Commerce Customer Support.

Upgrading Gentran:Director and Changing Systems

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.

When to perform this procedure

Use this section **only** if you are moving your Gentran:Director system to a new computer as part of your upgrade process.

Prerequisites

You must complete the following tasks before running this utility:

- Install Gentran:Director 5.4 on the new computer.
- Complete the backup on the old Gentran:Director system.

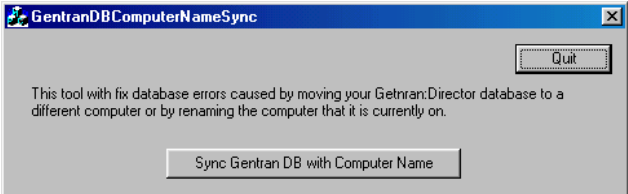
Reference

If you are not familiar with the backup and restore process, see the Knowledge Base on the Support On Demand Web site 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 **Customer Support** on page 4.

Running the utility

Complete the following steps to run the Gentran DataBase Computer Name Sync utility.

Step	Action
On the new computer (where Gentran:Director 5.4 is installed):	
1	Navigate to the Gentran:Director Database folder. If you accepted the default paths during installation, this folder is: C:\Program Files\COMMERCE Connection32\Database
2	Change the file named GentranDatabase.mdb to NEWGentranDatabase.mdb .
On the old computer (where your existing Gentran:Director system is located):	
1	Exit Gentran:Director, if necessary. If the Director Executive is running, stop it (see <i>Stopping the Gentran:Director Executive</i> on page 61).
2	Navigate to the Gentran:Director Database folder on the Gentran:Director system. If you accepted the default paths during installation, this folder is: C:\Program Files\COMMERCE Connection32\Database
3	Copy the file named GentranDatabase.mdb from the <i>old</i> computer to the Gentran:Director Database folder on the <i>new</i> computer. If you accepted the default paths during installation, this folder is: C:\Program Files\COMMERCE Connection32\Database <i>Continued on next page</i>

Step	Action
On the new computer (where Gentran:Director 5.4 is installed):	
1	Put the Commerce:Connection Suite CD-ROM in the CD-ROM drive of the new computer.
2	Navigate to the Support Utilities directory on the CD-ROM and open the folder.
3	In the Support directory, double-click the executable file called GentranDBComputerNameSync.exe . A dialog box is displayed.
4	<p>Click OK.</p> <p>The utility starts and the GentranDBComputerNameSync dialog box is displayed.</p> 
5	<p>Click the Sync Gentran DB with Computer Name button to run the utility.</p> <p>When the utility is finished, the message Done! is displayed.</p>
6	<p>Click Quit to close the message box, then click OK to exit the program.</p> <p style="text-align: right;"><i>Continued on next page</i></p>

Step	Action
7	<p data-bbox="588 253 1197 343">To test that the utility ran successfully, try running a Process Control session that includes a communication session.</p> <ul data-bbox="599 361 1220 579" style="list-style-type: none"><li data-bbox="599 361 1220 447">■ If you do not receive an “Inconsistent computer names” message, the utility successfully updated the computer name in the Gentran database.<li data-bbox="599 465 1220 579">■ If the “Inconsistent computer names” message is displayed after completing this procedure, call Gentran:Director Support for assistance. See <i>Customer Support</i> on page 4.

Frequently Asked Questions

This appendix contains answers to some frequently asked 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 Web site 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. 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.

MDAC Versions	ODBC Administrator Version	Do you need to upgrade MDAC?
2.8 (file version 2.80.1022.3) (product version 5.50.4132.500)	3.525.1022.0 (included on the Gentran:Director 5.4 CD-ROM)	Can be used with Gentran:Director 5.4. 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	
<i>Continued on next page</i>		

MDAC Versions	ODBC Administrator Version	Do you need to upgrade MDAC?
2.6 RTM (2.60.6526.3)	3.520.6526.0	<i>Cannot be used with Gentran:Director 5.4. Requires upgrade.</i> <i>See Installing Microsoft Data Access Components on page 15 for instructions.</i>
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	

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. From the Start menu, select **Run**.
3. Type the following in the Open field:

`telnet primary.gts.globalec.com 110`

-
4. Click **OK**.

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

```
+OK Welcome
```

5. Close the window to exit.

To check port 25:

1. Make sure you are connected to the Internet.
2. From the Start menu, select **Run**.
3. Type the following in the Open field:

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

4. Click **OK**.

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

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

5. Close the window to exit.

Customers in Canada:

To check port 110:

1. Make sure you are connected to the Internet.
2. From the Start menu, select **Run**.
3. Type the following in the Open field:

```
telnet primary.ca.globalec.com 110
```

4. Click **OK**.

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

5. Close the window to exit.

To check port 25:

1. Make sure you are connected to the Internet.
2. From the Start menu, select **Run**.
3. Type the following in the Open field:
telnet primary.ca.globalec.com 25
4. 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
```

5. Close the window to exit.
-

