Whitepaper

IBM Sterling GENTRAN: Director
Maintenance Summary
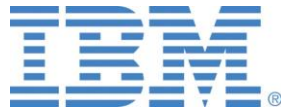
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Gentran Director maintenance should be performed on a routine basis to keep the system below the system limitations.

RECOMMENDED SYSTEM LIMITATIONS

1. No more than 1000 documents per interchange.
2. No more than 7500 InDrawer documents and 7500 OutDrawer documents in the system at any time.
3. No interchange should exceed 10 megabytes in size.
4. No document (EDI or Application Import) should exceed 2 megabytes in size.
5. If too many messages are being scanned (when running a communication session) use Commerce Mail and pickup old network reports that are waiting.
6. Database (GentranDirector.mdb) no more than 25meg.

RECOMMENDED MAINTENANCE

Clean Temp files
   a. Go to Tools>Cleanup>Temp files.
   b. A "WARNING" will appear. Click "Yes" to continue. These files do not contain data.

Clean the Audit Log
   a. Go to Tools>Cleanup>Audit Log
   b. A warning will appear, click Yes to continue.

Purge the Communications Log
Note: Cleaning the communications logs can take some time, particularly when there are a great number of logs. Allow sufficient time for this process to complete. Running it overnight is recommended.
   a. Go to Tools>Communications>Log
   b. Click the "purge!" button in the menu bar
   c. Indicate the number of log-days you wish keep; the default is 30 days worth (the range is 0 to 99)
   d. Click "OK"
        a. Note: This will eliminate your ability to reprocess communications sessions previous to the number of days back you choose, but will not delete any data in Director.

Delete Old Interchanges (which also purges the InDrawer and OutDrawer)
   Important: The steps below will sort the interchanges drawer so that only OLD documents will be deleted.   Be careful to only delete (step L below) once you are sure that the selection contains OLD documents NOT the current documents which you want to keep. This process will delete the Interchange as well as associated In or Out Document (which are in the In or Out Drawers).

Steps:
   a. Start the Gentran Executive by rebooting the computer.
   b. Click on Interchanges
   c. Maximize the screen
   d. Click on Commands>Sort
   e. Uncheck "No Date Time checking"
   f. Uncheck "Always current"

g. The 'FROM' date will always read 01 January 94 00:00. Do not change the FROM Date.
h. In the 'TO' date, select the most recent date that should be deleted.   For instance, to delete data from 1994 until 2012, the TO date should read 01 January 12 00:00.
  a. Note: Errors can occur if a large number of documents are selected. Consider doing smaller batches (fewer dates) if an error occurs.
  b. The delete process may take considerable time if done infrequently. Allow sufficient time for this process to complete.
i. Do not uncheck InBound or OutBound.
j. OPTIONAL: If desired, unselect all partner and then select a partner(s) so that only interchanges from specific partners will be deleted
k. Click OK – Now only the documents that are to be deleted should be visible in the list
l. Click on the Trash Can icon
m. Click on the button for "All Interchanges based on filter selection"
n. Click OK

Run *GIcheck (Gentran Integrity Check Utility)
a. Make certain GIcheck.exe is in the Bin directory (see note below)
  a. Version 5.3.1 or 5.4: Program Files\CommerceConnection32\Bin
  b. Version 5.5: DirectorConnection\Bin
b. Stop the Director Executive by clicking on Tools>Configuration, then clicking Stop.
c. Close Gentran
d. Double-click on GICheck.exe
e. On the "Interchange" tab, click on "Find Orphans," then click "Delete Files" and click "Yes," then click "Delete Rows" and click "Yes"
f. Repeat step d for the "Document" tab.

*Note: GICheck is delivered with your Gentran installation software and is used to remove orphan records from the Microsoft Access database. Running this utility is optional but should be done at least annually. If the GICheck utility is not already in the Bin folder, then it can be found with the installation software underneath the Support>Utilities folder. If GICheck can't be found on your computer please open IBM support PMR.

Database Cleanup (Please refer to the appropriate operating system below)
  Windows XP/2000 and Windows 7-32 bit only
a. Close the Gentran Executive, by clicking Tools>Configuration and clicking Stop
b. Close Gentran Director
c. Open Windows Control Panel (Usually start>settings>Control Panel)
d. Click on Administrative Tools.
e. Click on Data Sources (ODBC).
f. Go to the System DSN tab.
g. Highlight the Gentran: Director entry and click on Configure.
h. Click on Repair>OK.
i. Wait for a pop-up message.
j. If the message says that the database has been successfully repaired, click OK, and then continue.

k. If the message says does not say that the database has been successfully repaired, please stop and create a support PMR with IBM Gentran:Director support.
l. Click Compact>OK>OK (Do NOT change the name of the database to compact into)
m. Click Yes to replace the existing database.
n. Wait for a pop-up message.
o. the message says that the database has been successfully compacted, click OK then continue.
p. If the message does not say that the database has been successfully compacted, please stop and create a support PMR with IBM Gentran:Director support
q. Click OK>OK to close ODBC window.

Windows 7 – 64 bit
a. Close the Gentran Executive, by clicking Tools>Configuration and clicking Stop
b. Close Gentran Director
c. Click on the start and in the search bar type: C:\Windows\SysWOW64\odbcad32.exe and hit enter.
d. Go to the System DSN tab.
e. Highlight the Gentran: Director entry
f. click on Configure.
g. Click on Repair>OK.
h. Wait for a pop-up message.
i. If the message says that the database has been successfully repaired, click OK, and then continue.
j. If the message says does not say that the database has been successfully repaired, please stop and create a support PMR with IBM Gentran:Director support.
k. Click Compact>OK>OK (Do NOT change the name of the database to compact into)
l. Click Yes to replace the existing database.
m. Wait for a pop-up message. Which says that the database has been successfully compacted, click OK then continue.
n. If the message does not say that the database has been successfully compacted, please stop and create a support PMR with IBM Gentran:Director support
o. Click OK>OK to close ODBC window.

Pick up network reports
When running a communication session to a mailbox on the IBM/Sterling VAN a counter will indicate the number of messages it is scanning. Those are the messages available in the IBM/Sterling VAN mailbox. The number of messages it scans can also be found in the communications log (Tools>Communications Log). If it is scanning more messages than are actually received then there are probably many "network reports" in the network

mailbox. To remove the reports or obtain more information about network reports, either:

1. Call or email the network support group and ask them to stop producing reports or put the reports in an alternate mailslot.
   a. Phone: 877-432-4300 or Email: scn_support@us.ibm.com
2. Pick up/remove the reports with the Commerce Mail program using one of the steps below.
   a. Windows XP/2000
      i. Open Commerce Mail with these steps: Start>All Programs>Commerce Connection32> Commerce Mail, then click on File>Retrieve Mail.
   b. Windows 7
      i. Start>Programs>Sterling Gentran Director Connection>Commerce Mail>File>Retrieve Mail.
      ii.

Perform Microsoft Windows Maintenance Tasks

a) Run Windows Disk Cleanup
b) Run Windows Defragmenter

Note: Please refer to Microsoft Windows support for help in running those utilities.

When complete, reboot the computer and start the Gentran:Director software