Whitepaper

General Troubleshooting Guidelines for Documents Failing to Import into Gentran:Director

By
Brian Jeffords

Last revised: 7/25/06

Sterling Commerce
An IBM Company

Gentran:Director for Windows

TABLE OF CONTENTS

Purpose

The purpose of this document is to provide general troubleshooting steps for problems with documents failing to import into Gentran:Director.

NOTE: This document is only applicable to imports that are using the system import templates provided with Gentran:Director. If the header template being used is not tdfhdr.tpl or tdfhdrx.tpl then the guidelines in this document may still be helpful but you may need to contact mapping support for assistance.

NOTE: This document will not cover troubleshooting of data that imports with a status of "Not OK". That is an issue with the document portion of the flat file. If you have a document import with a "Not OK" status, please check your flat file against the mapping report as there is a discrepancy.

What You Need to Know About Importing

The document being imported into Gentran:Director is known as a positional flat file. This is because the fields in the data must be in specific positions within the file. An EDI document is known as a delimited document. This is because characters known as "delimiters" are used to separate the different fields in the data from one another.

The first line of a positional flat file is the "Header". The header contains the information that Gentran:Director needs to locate the appropriate partner, relationship and template for that particular document. The header line will look something like this:

```
810  00000000000                      TEST8104010                              004010          X                P
```

The guidelines for creating a header are in the mapping report text document provided with every generic import template on the Sterling Library. See a copy of that section below.

Gentran:Director for Windows

```
          Header Record (One Header for EACH transaction set/document)


Position              Data                    Input
  From   To   Len    Type    Use             Reqmt                    Description


      1    6    6     AN     I/O               M      Transaction Set ID
      7   17   11     AN     I/O               M      Must contain zeroes
     18   39   22     AN      O                       Document Name
     40   41    2     AN      O                       Functional Group ID
     57   71   15     AN     I/O               M      Partner's Profile ID (Export) ; Partner's Application Code (Import)
     87   95    9     AN      O                       Received Interchange Control Number
     96  104    9     AN      O                       Received Functional Group Control Number
    105  113    9     AN      O                       Received Set Control Number
    114  125   12     AN     I/O               M      Version ID
    141  142    2     AN      O                       EDI Standards Received
    143  143    1     AN     I/O               M      EDI Standard Used (X-ANSI X12, U-UCS, T-TDCC, E-EDIFACT)
    187  187    1     AN      O                       Received ISA Test/Production Code : P = production ; T = Test
    189  189    1     AN     I/O               M      Relationship Test/Production Code : P = Production ; T = Test
```

Following this guide will result in a correctly formed long header.
If a short header is required then simply stop the header after the application code is entered. For the remainder of this document the long header will be used.

When setting up an import relationship within Gentran:Director one must be sure that the correct import header template is registered. If the header is 189 characters long ending with a T for test or P for production it is a long header. If the header is between 58 and 72 characters long and ends with the Application Code it is a short header. A short header assumes that the file is production.

Gentran:Director comes with two separate import header templates, "tdfhdr.tpl" and "tdfhdrx.tpl". "Tdfhdr.tpl" is the short header template and "tdfhdrx.tpl" is the long header template. To verify which one is in use:

1) Go to View>Translation Objects.
2) Click "Sort"
3) Chose "Group by type" and uncheck "Hide system translation objects"
4) Click "Ok"
5) Scroll down to the type "System Import"
6) Highlight "System Import TDF"
7) Click "View"
8) The filename is listed here. If the wrong header template is currently registered then close the view window
9) Click "New"
10) Select the appropriate filename and click "Open"
11) Gentran:Director will say that a template is already registered with that description and ask if it is ok to overwrite the existing template. Click "Yes".

Once the correct template is registered it is important to make sure that it is setup to be used properly within Gentran:Director Configuration Imports tab.
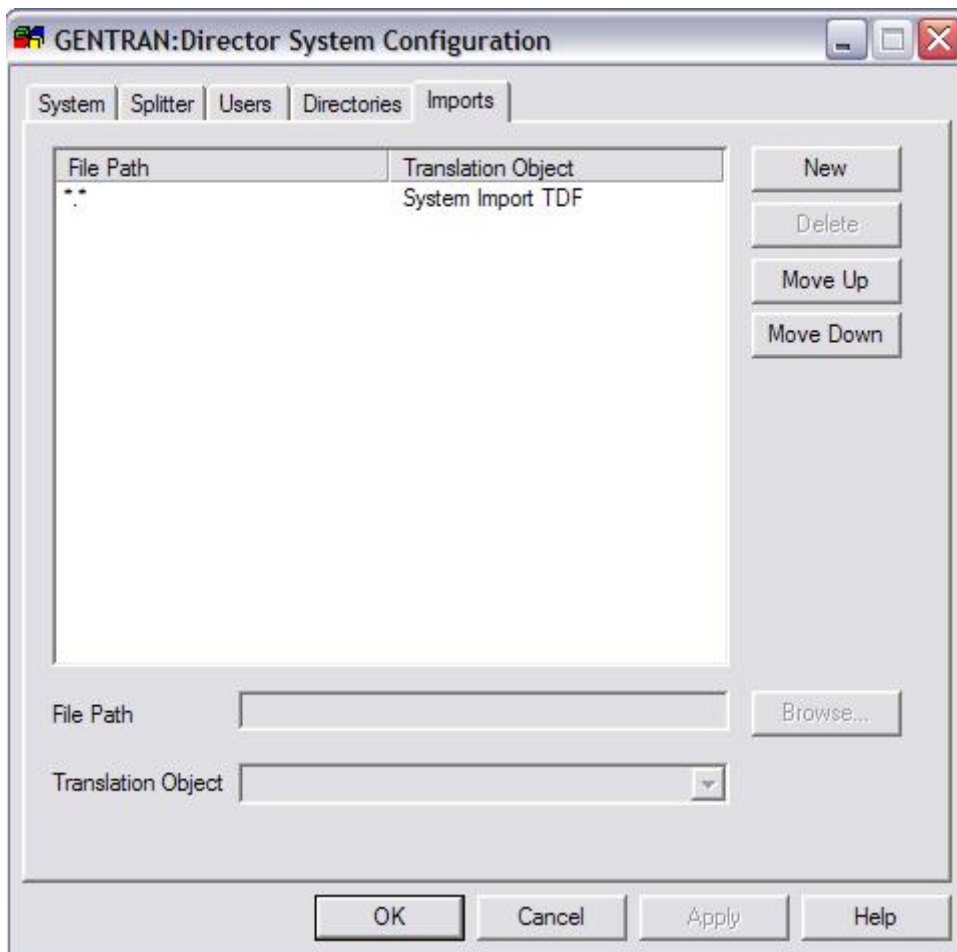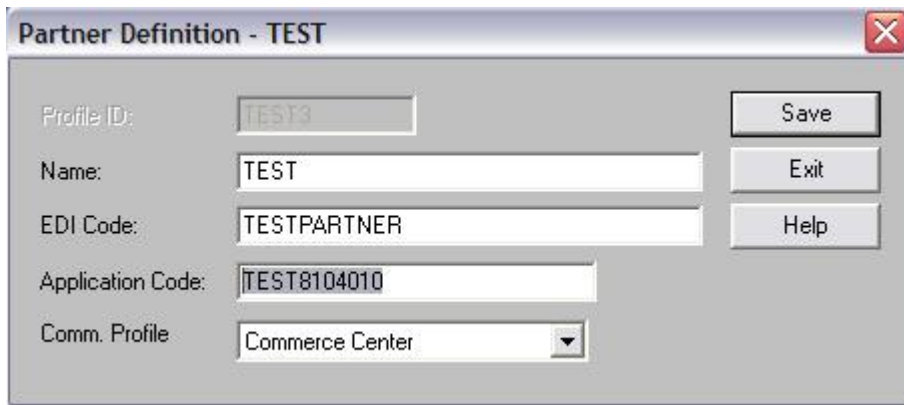

This tab allows the use of multiple header templates depending on the filename being imported. By default the only listing should be "*.*' using "System Import TDF". This means that any file imported will use the System Import TDF header template. If there are multiple entries here it is imperative that the file being imported matches the correct entry.

When a file is Imported Gentran:Director will verify the filename against the Imports tab in Configuration and use the selected translation object to translate the header. Within the header is a field known as the "Application Code". This code can be anything as long as it matches the "Application Code" field in the partner definition.

810 00000000000   TEST8104010   004010   X   P

If these two fields match then Gentran:Director will know which partner to associate the data with. Once that is determined Gentran:Director will attempt to find a matching outbound relationship. To find the correct relationship the data must match with regard to document type, version, agency and test/production status.

810 00000000000   TEST8104010   004010   X   P

What to Look for When an Import Fails

When an import process is run in Gentran:Director but no document appears to have imported then the import document does not match the import setup in Gentran:Director in some way. Whenever an import fails the very first place to look is the Audit Log. Any errors with the import will be listed here and will be the basis for further troubleshooting.

As stated in the previous section of this document, Gentran:Director looks at the header of the flat file and first locates the partner, then the relationship and finally the import template being used. If any of these steps fail, the data will not import into Gentran:Director. The errors found in the Audit Log will indicate where this process failed. See the examples below.

ERROR 1
Translator: Relationship not found, TransactionSet: 810, Release: 0, TestMode: P
Translator: Relationship not found for partner: , direction: Out, agency: X, version 004010

This error has no listing for the partner. This indicates that Gentran:Director was unable to locate the partner associated with this document.

ERROR 2
Translator: Relationship not found, TransactionSet: 810, Release: 0, TestMode: P
Translator: Relationship not found for partner: TEST3, direction: Out, agency: X, version 004011

This error does list the partner (TEST3) but still cannot find the relationship.

ERROR 3
Translator: Invalid Translation Object File
Translator: Translation Object file C:\Program Files\COMMERCE Connection32\RegTransObj\ not found

This error indicates that Gentran:Director found the partner and the relationship, but the template to be used was not found.

Troubleshooting the Errors

ERROR 1
Translator: Relationship not found, TransactionSet: 810, Release: 0, TestMode: P
Translator: Relationship not found for partner: , direction: Out, agency: X, version 004010

Gentran:Director was unable to locate the partner associated with the import document. It has already been stated that Gentran:Director uses the Application Code to associate the import document with a partner. The first thing to do is to check the header record of the import document to verify that the positioning is correct. Please see the guidelines on page 3 to verify the layout is correct. If the positioning is correct then the Application Code in the import document must not match the Application Code in the partner profile.

1) Open the import document and make a note of the Application Code. This will be found starting in position 57 of the header record. (see below)

810	00000000000	TEST8104010	004010	X	P

2) In Gentran:Director, open the Partner Editor (Tools>Partner Editor), highlight the partner in question and click "Edit"
3) Modify the Application Code here to match the Application Code found in the header record of the import document. (See screenshot below)

4) Once the change has been made and the two fields match try the import again. It may still fail, but the partner will now be known.

ERROR 2

Translator: Relationship not found, TransactionSet: 810, Release: 0, TestMode: P
Translator: Relationship not found for partner: TEST3, direction: Out, agency: X, version 004011

Gentran:Director found the partner, but was unable to locate a matching relationship. There are a number of potential causes for this error and each one will need to be examined. The first thing to do is to check the header record of the import document to verify that the positioning is correct. Please see the guidelines on page 3 to verify the layout is correct. If the layout is correct, the next step is to verify that the correct header template is being used and is setup properly within Gentran:Director Configuration.

1) Go to View>Translation Objects.
2) Click "Sort"
3) Chose "Group by type" and uncheck "Hide system translation objects"
4) Click "Ok"
5) Scroll down to the type "System Import"
6) Highlight "System Import TDF"
7) Click "View"
8) The filename is listed here.
9) If a long header is being used the registered template should be "tdfhdrx.tpl". If a short header is being used the registered template should be "tdfhdr.tpl". If the wrong header template is currently registered then close the view window and proceed.
10) Click "New"
11) Select the appropriate filename and click "Open"
12) Gentran:Director will say that a template is already registered with that description and ask if it is ok to overwrite the existing template. Click "Yes".

Gentran:Director for Windows

Now that the correct header template is registered within Gentran:Director it must be setup correctly in the Gentran:Director Configuration Imports tab.

1) Go to Tools>Configuration
2) Go to the Imports tab
3) Verify that there is an entry that corresponds to the filename of the flat file being imported.
4) Verify that the Translation Object being used for that entry is "System Import TDF"
5) Click Apply and Ok
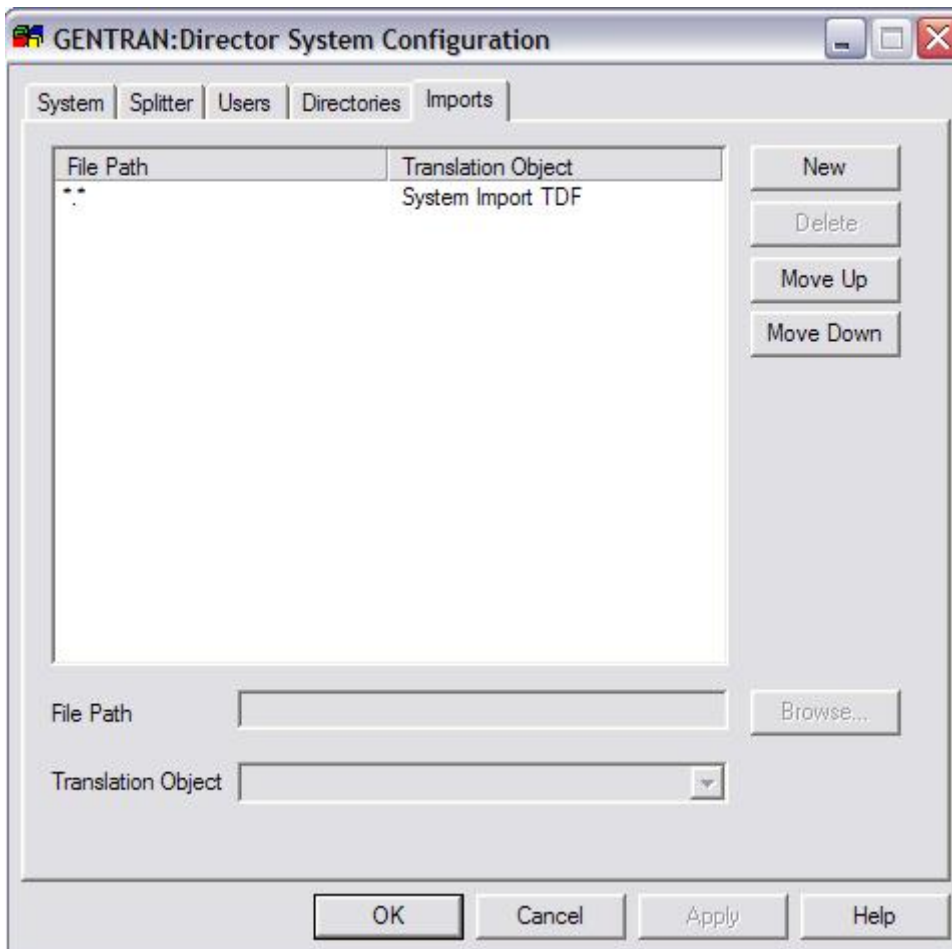
If there was a problem with the import header template being used and it has now been corrected then the import should be tried again to see if that solved the problem. If the error persists then the header record needs to be verified against the outbound relationship to make sure they match.

1) Open the import document and note the document, version, agency and test/production indicator.

810 00000000000   TEST8104010   004010   X   P

2) In Gentran:Director, open the Partner Editor
3) Highlight the partner in question and click "Outbound"
4) Select the relationship in question from the drop down menu. If no relationship exists then that would be the reason for the error and one will need to be created.
5) Click Advanced
6) Verify that the Standard, Version, Transaction Set and Test/Production indicator all match the header record of the flat file. Note that it is recommended that all import data be flagged as production on this level and that the version must match the version field exactly.

7) Click "Translation" and verify that there is an import template selected for the relationship and that the Application Alias Value matches the first field in the header record (the document type or transaction set id)
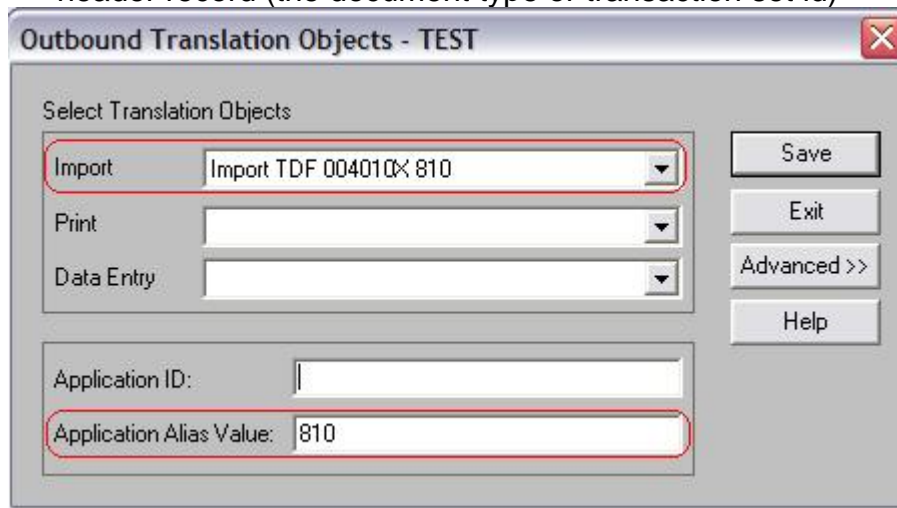
8) Click Save
9) Click Save again and you will be told the save was successful
10) Click OK and Exit
11) Try the import again

Once all these fields match and the correct header template is selected and setup properly in Configuration then Gentran:Director will be able to associate the import document with the correct partner and relationship.

ERROR 3
Translator: Invalid Translation Object File
Translator: Translation Object file C:\Program Files\COMMERCE Connection32\RegTransObj\ not found

This error indicates that Gentran:Director found the correct partner and relationship but that either no import template is selected or that the template selected was not found.

If the error lists an actual filename (Translator: Translation Object file C:\Program Files\COMMERCE Connection32\RegTransObj\TDF26669.tpl not found) then the template is selected in the relationship but was not found.

1) Open the Partner Editor (Tools>Partner Editor)
2) Highlight the partner in question and click "Outbound"
3) Select the relationship in question from the drop down menu
4) Click "Translation"
5) Make a note of the description of the template in the "Import" field
6) Click Exit, Exit and Exit again to close the Partner Editor
7) Go to View>Translation Objects
8) Click on Sort

Gentran:Director for Windows

9) Chose Group by Type and click OK
10) Locate the Import template you noted in step 5
11) Highlight it and click "View"
12) Make a note of the Filename
13) Minimize Gentran:Director
14) Browse to C:\Program Files\Commerce Connection 32\RegTransObj
15) Verify that the filename noted in step 12 exists in this directory
16) If it does not exist then the template should be registered
17) Bring Gentran:Director back up and go back to View>Translation Objects
18) Click New
19) Browse to the import template that you wish to register, highlight it and click Open.
20) There may be a message that there is already a template with that description and do you want to overwrite it. Click Yes
21) Close Translation Objects
22) Try the import again

Once the template is registered properly the data should import without issue.

If there is no filename listed (Translator: Translation Object file C:\Program Files\COMMERCE Connection32\RegTransObj\ not found) then there is most likely no import template selected in the relationship.

1) Open the Partner Editor (Tools>Partner Editor)
2) Highlight the partner in question and click "Outbound"
3) Select the relationship in question from the drop down menu
4) Click "Translation"
5) Select the appropriate template from the "Import" drop down menu
6) If no template is listed then the template has not been registered within Gentran:Director
7) If the import template needs to be purchased, visit the Sterling Library at https://library.commerce.stercomm.com/SterlingLibrary/Forms/Account/Login.aspx to purchase and download the needed template
8) If the import template has simply not been registered follow steps 17-22 of the list above.

If the data still doesn't import into Gentran:Director after following the troubleshooting guidelines, please contact customer support:

Online: at Support on Demand at www.sterlingcommerce.com
Email: pcbasedsupport@stercomm.com
Telephone: 1-800-GENTRAN