Whitepaper

Troubleshooting Documents in the ?In Documents Browser Red Papers

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Sterling Commerce
An IBM Company

Gentran:Director for Windows

Purpose

This whitepaper was created to explain the steps required in troubleshooting inbound documents with a Not OK status (Red Papers).

Disclaimer

While the reasons listed in this paper will cover the vast majority of issues it is not an exhaustive list and should not be treated as such. If, after reviewing this document, you still have trouble please contact customer support by opening a case on Support on Demand, sending an e-mail to pcbasedsupport@stercomm.com or by calling 1-800-GENTRAN.

Solution Steps

There are generally seven reasons that data comes into the ?In Documents browser.

1) The EDI Code (In the partner definition) does not match the sender's ISA ID in the data
2) The Test/Production flag in the data does not match the Test/Production flag in the document relationship
3) No relationship exists for the inbound document and version
4) The data contains non-printable characters
5) There is a problem with the envelope structure of the data
6) The data translated with errors
7) There is a turnaround template selected that does not match the inbound print template and/or the outbound screen entry template

Problem 1 – The EDI Code does not match the sender's ISA ID

Gentran:Director determines which partner to associate with the inbound data with by comparing the sender's ID to the EDI Code field in the partner definition. If these two do not match then Gentran will not be able to determine which template to use to translate the data and it will be placed in the ?In Documents browser as it will not be translated.

NOTE: If you are using a multi-company break template you will need to match the EDI Code field against the sender and receiver ID's together.
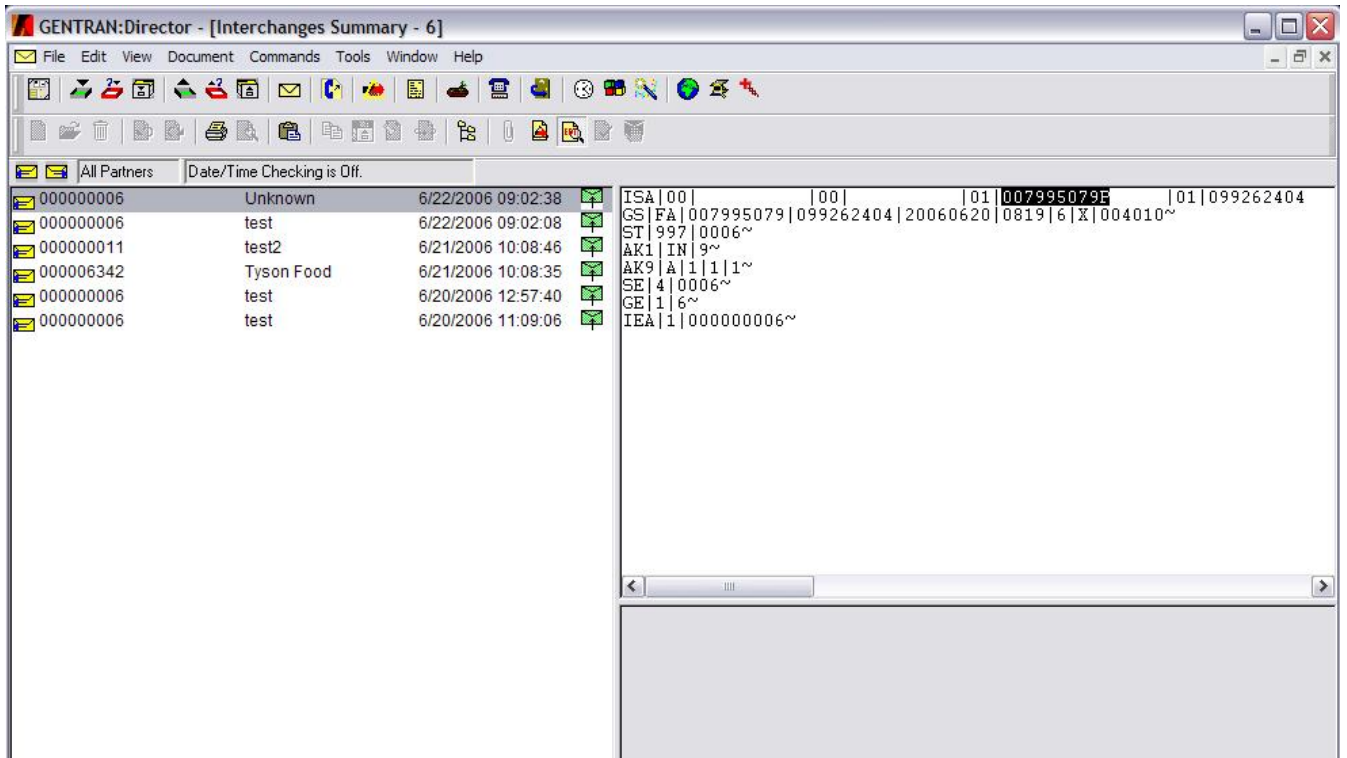
To determine if this is the problem:

1) Open the ?In Documents browser
2) Highlight the entry in question and click "View"
3) If the "Partner" field says "Unknown" than the EDI Code does not match the ID in the data.

To check the sender's ID in the data:

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1) Open the Interchanges Drawer and maximize the window. Two new windows will open on the right
2) Click on View>Interchanges>Data at the top of the screen. The data will now appear in the top right window
3) Highlight the Unknown interchange on the left side of the screen
4) Write down the ID in the ISA 04 segment (Highlighted Below)

5) Open the Partner Editor
6) Highlight the partner in question
7) Click Edit
8) Verify that the EDI Code matches the ID written down in step 4.

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Once you have made certain that the EDI Code and the ID in the data match you should reprocess the data and look for further errors.

**Note:** For the steps used to reprocess data please see the end of this document

Problem 2 – The Test/Production flag in the inbound relationship does not match the Test/Production flag in the data

To determine if this is the problem:

1) Open the ?In Documents browser
2) Highlight the entry in question and click "View"
3) If the "Partner" is listed but the "Name" field says "Unknown" then this may be the problem.

To check the Test/Production Indicator in the data:

1) Open the Interchanges Drawer and maximize the window. Two new windows will open on the right
2) Highlight the problem Interchange on the left side of the screen.
3) Click on View>Interchanges>Data at the top of the screen. The data will now appear in the top right window
4) Scroll to the end of the ISA line and note if the character fourth from the right is a T or a P (Highlighted Below)
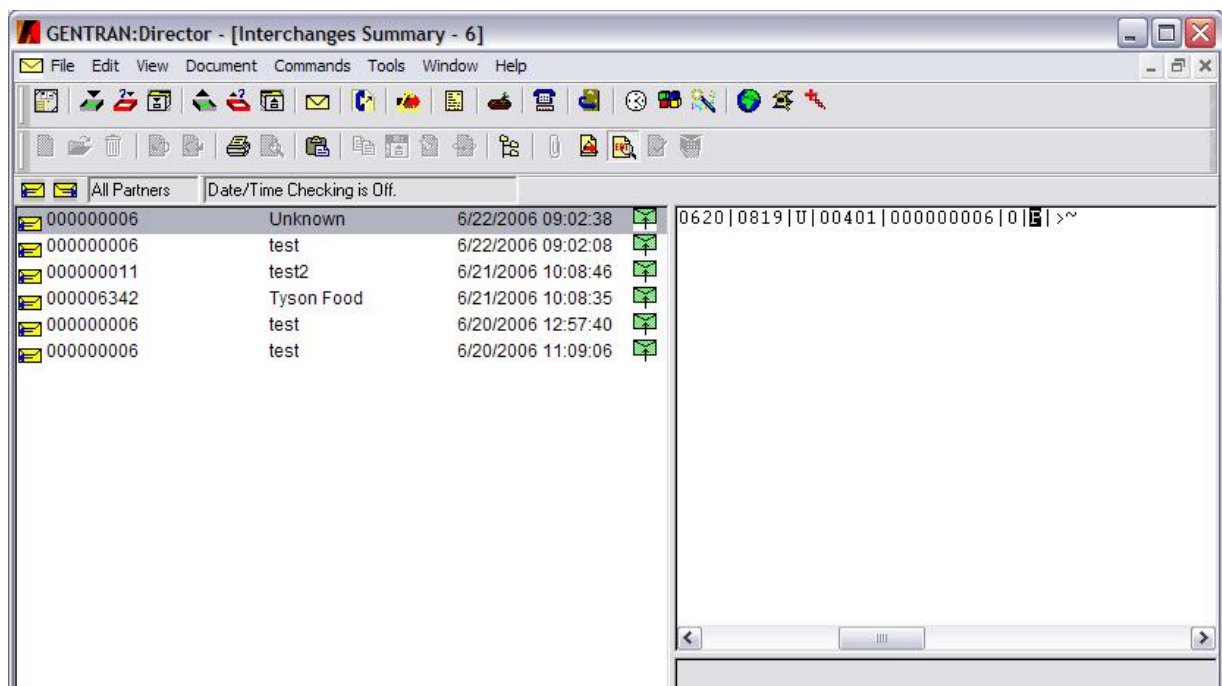
5) Open the Partner Editor and highlight the partner in question
6) Click Inbound

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7) Select the relationship for the document in question from the drop down menu
8) Click Advanced
9) At the bottom of this window verify that the Test/Production flag matches the Test/Production flag in the data (T for test P for production)

10) Click Save and then Exit

Once you have made certain that the Test/Production flags match you should reprocess the data and look for further errors.

Note: In order for an outbound 997 to be generated the inbound and outbound relationships must match exactly. Also, if you are using a Turnaround template, be aware that the relationship for the outbound document to be generated in the workspace must match the inbound document relationship exactly in standard, version and Test/Production indicator. Please verify that any outbound 997 relationship and any outbound relationship for documents being generated by a turnaround template is flagged as Test or Production accordingly.

1) Open the Partner Editor and highlight the partner in question

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2) Click Outbound
3) Select the Outbound relationship
4) Click Advanced
5) Verify that the Test/Production indicator matches the inbound relationship
6) Click Interchanges
7) Click Edit.
8) Click Envelope. Then change the test/production indicator to match (Note: This field is not required to match the inbound data. This only reflects what will be displayed in the outbound ISA envelope of the data you send to your partner. If you wish to leave this field as it is or change it at any time it will have not effect the processing of data in Gentran:Director)
9) Click Save, Save, Select.
10) Click Save, Ok and then Exit.

Problem 3 – No relationship exists for the inbound document and version

To determine if this is the problem:

1) Open the ?In Documents browser
2) Highlight the entry in question and click "View"
3) If the "Partner" is listed but the "Name" field says "Unknown" then this may be the problem.
4) The "Type" field will indicate the document for which a relationship is required.
5) Open the Partner Editor
6) Highlight the partner in question
7) Click Inbound
8) Click the Relationship Description drop down menu
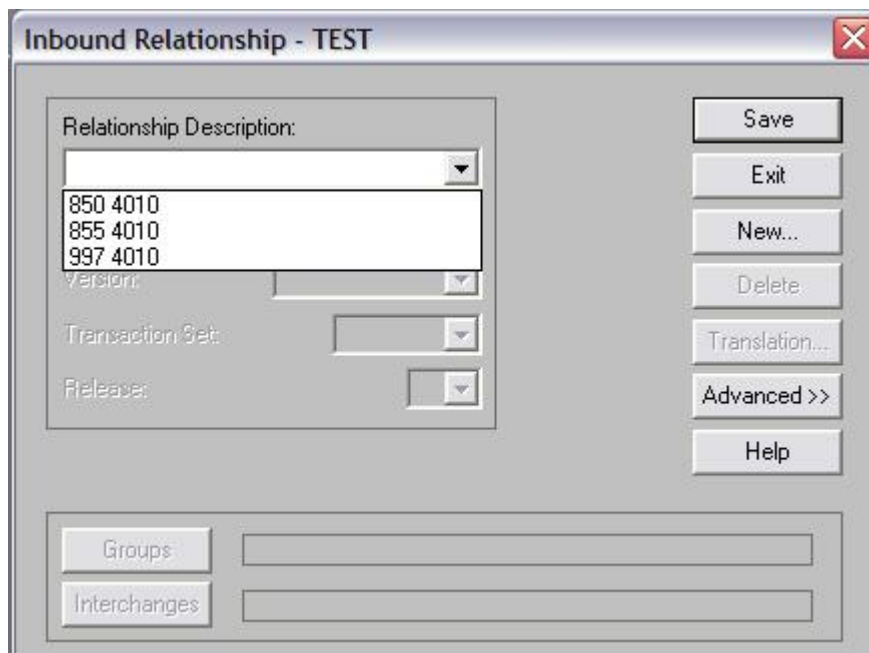
9) If you do not see a relationship for this document type and version one will need to be created or the data will continue to come into the ?In Documents browser.

Problem 4 - The data contains non-printable characters

To determine if this is the problem:

1) Process the data by receiving it, reprocessing it from the communications log or by using Commands>Process file
2) Verify that the data did or did not come into the system by going to Interchanges and looking for it there
3) If the data does not show up in Interchanges go to View>Audit log and look for an entry similar to the highlighted entry below
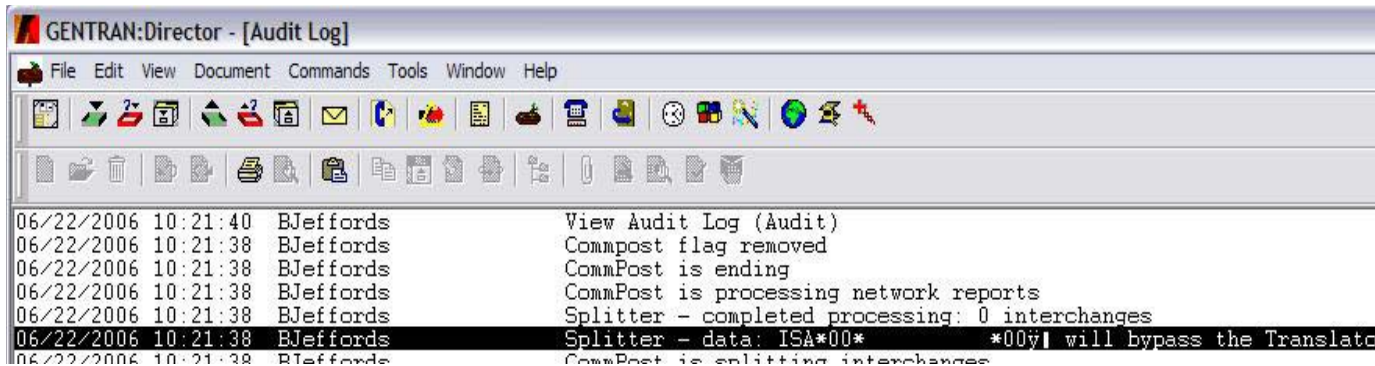
4) If the data does show up in Interchanges then highlight it, maximize the Interchanges window and go to View>Interchanges>Data
5) By viewing the raw data in the top right window you may be able to determine where the unprintable character is being used. The best place to look is the end of the ISA line as the delimiters are the usual culprit here.

If you have a hex editor you can open the data file and determine what hex code is being used for the unprintable character. If not then you can either contact Sterling Commerce VAN support or your trading partner and they can tell you what character is being used.

The best way to solve this problem is to contact your trading partner and request that they begin using printable ASCII characters in place of the unprintable characters. If they cannot or will not do so you can use the Xprocess command to modify or strip the character from the data. If you are using Sterling Commerce as your VAN then you also have the alternative of setting up overrides on your Mailslot that will force all inbound data to have the same delimiters.

Note: For more information on placing an override on your Mailslot please contact support for the Sterling Information Broker Network at 1-877-432-4300.

Note: For more information on using the Xprocess command see the end of this document.

Problem 5 - There is a problem with the envelope structure of the data

To determine if this is the problem:

1) Reprocess the data from the communications log or use Commands>Process file to process it manually
2) Verify that the data did or did not come into the system by going to Interchanges and looking for it there
3) If the data does not show up in Interchanges go to View>Audit log and look for any entry with a negative connotation or error listed.
4) Also, look for the line saying "Splitter - completed processing: 0 interchanges". If it did not process any interchanges then the envelope is malformed to the extent that it is not recognizable data. This usually indicates that the ISA is either to long or to short. If you are not comfortable troubleshooting this on your own or if you want confirmation before talking to your trading partner please call support at 1-800-GENTRAN and let them know what you have found.
5) If the data does show up in Interchanges then maximize the Interchanges window, highlight the problem Interchange on the left side of the screen and go to View>Interchanges>Translator Report
6) The Translator Report will be displayed in the lower right window. Take a look at what errors are reported.
7) If you see an error message of "Control Total Incorrect" then your trading partner's data simply has the wrong segment count in the SE, GE or IEA segment and you should call them and let them know or manually change the count if you are comfortable doing so.
8) If you see a "Session Error" then the envelope structure is most likely incorrect, but not enough so as to be unreadable. If you are comfortable with troubleshooting this on your own go ahead. If not then you should contact support for assistance at 1-800-GENTRAN
9) To view further information on the various Translator Report errors and their meanings go to Help>Help Index and search for "Translator Report Error Messages". Help may also be reached by pressing the F1 key

In this case the error may not be within your setup or with Gentran:Director but with the data that has been sent to you. If you call support they will be able to confirm the problem and help you identify it, but the fix will likely entail contacting your trading partner to have the data modified and resent correctly.

Problem 6 - The data translated with errors

To determine if this is the problem:

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1) Open the ?In Documents browser
2) Highlight the entry in question and click "View"
3) If there are no "Unknown" fields highlight a document entry here and click View
4) Choose Translator Report and click OK
5) Scroll to the bottom and see how many errors are reported
6) If there are errors reported then the data does not match the template you are using
7) If there are no errors reported then please see Problem 5 as there is most likely an envelope problem with the data.

There are a few steps involved in troubleshooting this issue:

1) If you created the template yourself you should check it against the data and determine if changes need to be made
2) If you require assistance with modification of the template please call the mapping department at 1-800-GENTRAN and following the mapping options.
3) If you are using a template downloaded from the Sterling Commerce Library, verify that you are using the latest version of the template for this partner, document type and version by visiting the Sterling Commerce Library and checking for a newer template than the one you are using.
4) If you are using the latest template available you should contact your trading partner with the contents of the translator report. You may want to send them a copy of this report.

This is not a problem with the functionality of Gentran:Director or with your setup. It's a matter of data being translated but failing to meet the requirements of the template. It can be fixed only by changing the data to match the template or the template to match the data.

Problem 7 - There is a turnaround template selected that does not match the inbound print template and/or the outbound screen entry template

To determine if this is the problem:

This problem is hard to find as it may show itself in any number of ways. The best way to handle this is to rule out the other possibilities first before taking these steps.

To verify that the templates are correct or incorrect:
1) When the turnaround template was downloaded from the Sterling Commerce Library it was in the form of a compressed executable. When that executable was run two files were extracted, the template (.tpl) and a

> text document. The text document will tell you what inbound and outbound template must be used.
2) Open the Partner Editor
3) Highlight the partner in question
4) Click Inbound
5) Select the inbound relationship being used for the turnaround
6) Click Translation
7) Make a note of the description of both the Turnaround and Print templates
8) Click Exit and then Exit again to return to the Partner Editor
9) Click Outbound
10) Select the outbound relationship for the document being created by the turnaround template
11) Click Translation
12) Make a note of the description of the Screen Entry template
13) Click Exit until the Partner Editor is closed
14) Go to View>Translation Objects
15) Locate the Turnaround, Print and Screen Entry templates being used based on the descriptions you noted earlier.
16) Highlight each in turn and click View
17) Make a note of the Filename for each of these.
18) The name of the text file that came with the turnaround template will match the filename of the turnaround template with a .txt extension. If you are not sure where this file was saved you can use this name to perform a search on your computer.
19) Open the text file and verify that the Filenames for the print and screen entry templates being used match the names listed therein. If they do not match you will need to download the appropriate templates. If they do match then this is not the problem and further troubleshooting may need to be done.

NOTE: If you are unable to locate the text file please login to the Sterling Commerce Library and look under Available Downloads. If the turnaround template is still listed here simply download it and extract it again to get the text file. If it is not listed in Available Downloads please contact customer support by calling 1-800-GENTRAN, using Support on Demand to open a support case or by sending an e-mail with you question to pcbasedsupport@stercomm.com

NOTE: If you are using templates that you created please contact mapping support at 1-800-GENTRAN. Follow the options for the mapping department.

If, after going through these steps, you are unable to at least determine the cause of the problem please contact support at 1-800-GENTRAN for assistance.

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How to reprocess data:

1. Open Interchanges and verify the date and time that the problem data was received.
2. Close Interchanges and go to Tools > Communications > Log.
3. Find the communications session that matches the date and time of the downloaded interchange.
4. Highlight the session, and then click Reprocess.
5. Note that all data from that session will be reprocessed and you may need to delete any data you are not currently troubleshooting.

How to use the xprocess utility:

1. Copy xprocess.exe from the C:\program files\commerce connecton32\Bin directory to the directory where the data file resides.

2. Open a DOS prompt.

3. Change directories to the directory where the data file is located.

4. Type "xprocess -# filename.txt" (without parentheses) where # is a number from 1-13 indicating the xprocess command you want to use and filename.txt is the name of the file you want to process. Hit the enter key and the xprocess command will run on the file.

XPROCESS -1 [filename]
appends the file specified to the beginning of the data.

XPROCESS -2
replaces tilde (~), carriage return (0D), and line feeds (0A) with carriage returns (0D).

XPROCESS -3
replaces all carriage returns (0D) with tildes (~) and drops any line feeds (0A).

XPROCESS -4
drops all carriage returns (0D) and line feeds (0A).

XPROCESS -5
drops all carriage returns (0D) and line feeds (0A) and adds hex 0x1A to the end of the file.

XPROCESS -6
removes all hex 0x1A from the data.

XPROCESS -7
adds GM header/trailer records and drops all carriage returns (0D) and line feeds (0A).

XPROCESS -8
replaces every tilde (~), carriage return (0D), and line feed (0A) with line feed (0A).

XPROCESS -9

replaces every line feed (0A) with tildes (~).

XPROCESS -10

replaces all carriage returns (0D) with carriage return (0D) and line feed (0A).

XPROCESS -11

replaces a string of hexadecimal characters with another string of hexadecimal characters.
example: xprocess -11 0x7e0x0d0x0a 0x7e0x0d.

XPROCESS -12

removes all occurrences of a hexadecimal string from a file.
example: xprocess -12 0x0d0x0a.

XPROCESS -13

inserts a hexadecimal string at the specified increment [Nbr bytes] in the input file
(blocking streamed EDI data, for example).
example: xprocess -13 40x0d0x0a.