

Gentran:Server[®] for Windows[®]

Internet E-mail Gateway Configuration Guide

Version 5.1

Sterling Commerce
An IBM Company

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Gentran:Server for Windows

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Table of Contents

Preface	About This Guide	
	• Introduction	iv
	• Description of Contents	v
	• Getting Support	vi
Chapter 1	Internet E-mail Gateway Overview	
	• Overview	1-2
	• Internet E-mail Gateway	1-3
	• Internet E-mail Gateway Mailboxes	1-4
	• Gateway Message Flow	1-5
Chapter 2	Configuring Communications	
	• Introduction	2-2
	Properties	2-3
	• Mailbox Properties	2-3
	Procedures	2-11
	• Configuration process	2-11
	• How to Create Internet E-mail Gateway Mailboxes	2-12
	• How to Modify Mailbox Properties	2-16
Appendix A	Internet E-mail Gateway Error Messages	
	Overview	A-2
	• Introduction	A-2
	Internet E-mail Gateway Error Messages	A-3
	• Internet E-mail Gateway Error Messages	A-3
	• SCMailData Error Messages	A-5

About This Guide

Contents

- ▶ Introductioniv
 - ▶ Description of Contentsv
 - ▶ Getting Supportvi
-



Introduction

Overview This manual contains the tasks you must follow to:

- configure the Gentran:Server Internet E-mail Gateway
- create Internet E-mail Gateway mailboxes

Intended audience The intended audience for this manual is Gentran:Server system administrators.

Prerequisite knowledge The audience using this software should be familiar with:

- Your operating system
 - SMTP and POP3 protocols
-

Description of Contents

Introduction

This guide is organized into the tasks that you complete when configuring communications for the Internet E-mail Gateway.

Organization of chapters

The guide is organized into chapters. A brief description of each chapter's contents follows.

- About This Guide explains the content, organization, and conventions in this guide.
 - Internet E-mail Gateway Overview provides a high-level overview of the Internet E-mail Gateway.
 - Configuring Communications explains the process for configuring Internet E-mail Gateway communications. This chapter also provides the procedures you must follow to configure your Internet E-mail Gateway Mailboxes.
-

Getting Support

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

Note

Gentran:Server Customer Support does not support non-Sterling Commerce products (e.g., SQL Server, Oracle, etc.), but can assist you in configuring non-Sterling Commerce products to work with Gentran:Server.

Phone number For assistance, please refer to your *Getting Started Guide* to determine which support phone number you should use.

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

- Attempt to recreate any problem that you encounter and record the exact sequence of events.
- When you call product support, you should be prepared to provide us with the information below.

Information	Description
Identification	Your company name, your name, telephone number and extension, and the case number (if the question refers to a previously reported issue).
System Configuration	The Gentran:Server version (and any service packs installed) and information about the primary Gentran system controller and all machines experiencing problems, including: the Windows operating system version, amount of memory, available disk space, database version, Microsoft Data Access (MDAC) version, and Internet Explorer version. Also, please describe any recent changes in your hardware, software, or the configuration of your system.
System Data Store	Which machines contain folders in the system data store?
Error Messages	Record the exact wording of any error messages you receive and the point in the software where the error occurred, as well as any log files.
Attempted Solutions	Record any steps that you took attempting to resolve the problem and note all the outcomes, and provide an estimate on how many times the problem occurred and whether it can be reproduced.

Accessing the Sterling Commerce Support Web Site

The Sterling Commerce Customer Support Web Site contains valuable information about getting support for Gentran:Server for Windows, including the:

- scope of support services
- customer support policies
- call prioritizing
- customer support phone directory
- how to create new Support on Demand cases
- how to check the status of Support on Demand cases
- how to add information to Support on Demand cases

The Customer Support Web Site is constantly updated and all Sterling Commerce customers have access to it. This web site also contains the most recent product updates and is a valuable source of product information.

Reference

Refer to the *Getting Started Guide* for information on how to access the Customer Support Web Site.

Documentation

The Customer Support Web Site contains a documentation library, which has the entire Gentran:Server for Windows documentation set. You can download the product manuals in PDF format from this library at any time.

Internet E-mail Gateway Overview

Contents

- ▶ Overview 1 - 2
 - ▶ Internet E-mail Gateway 1 - 3
 - ▶ Internet E-mail Gateway Mailboxes 1 - 4
 - ▶ Gateway Message Flow 1 - 5
-

Overview

-
- In this chapter** This chapter provides you with a high-level overview of the Gentran:Server Internet E-mail Gateway.
-
- What is SMTP?** SMTP (Simple Mail Transfer Protocol) is an application-level protocol which delivers E-mail, including the encoding and sending of e-mail attachments.
-
- What is POP3?** POP3 (Post Office Protocol 3) provides a way for a server machine to store mail for various client machines that may not always be connected to the Internet or are located behind a firewall. E-mail is held in the POP server until you login and retrieve it using a POP client.
-
- What is a Gateway?** A Gateway is a software component that controls the transmission of messages between two parties. The gateway is responsible for using the correct protocols to transfer messages between the sender and receiver.
- You are responsible for defining the properties of the gateways that you use for transferring messages.
-
- What is a Mailbox?** A mailbox stores messages until those messages are transferred to a recipient application. You are responsible for creating mailboxes. When you create mailboxes, you associate the mailbox with a gateway. The properties that you define for each mailbox determine how messages are transferred from or to your application via the gateway.
-

Internet E-mail Gateway

Introduction

Gentran:Server supports multiple transfer protocols. The Internet E-mail Gateway facilitates the transfer of inbound and outbound messages of any format with the Gentran:Server Mailbox Server by acting as a Simple Mail Transfer Protocol (SMTP) and Post Office Protocol 3 (POP3) client.

The Internet E-mail Gateway supports the following protocols:

- SMTP for outgoing messages
 - POP3 for incoming messages
-

Internet E-mail Gateway Mailboxes

Introduction

You must configure properties for Internet E-mail mailboxes you create.

Reference

See Configuring Communications, chapter 2 of this guide, for more information on configuring the Internet E-mail mailboxes.

Gateway Message Flow

Inbound message flow

This table describes the inbound flow of messages through the Internet E-mail Gateway.

Stage	Process
1	The incoming E-mail message is sent to the E-mail address configured for the Gentran:Server Internet E-mail Gateway mailbox.
2	The POP3 server collects the E-mail message.
3	The Internet E-mail Gateway periodically polls the POP3 server to look for new messages. When new messages arrive, the Internet E-mail Gateway pulls them (and then deletes them) from the POP3 server. Note If an error occurs while polling the POP3 server, the appropriate log message is written to the Gentran:Server Audit Log.
4	The Gentran:Server Mailbox service passes the new messages to the Outbox of the Gentran:Server Internet E-mail Gateway mailbox configured to receive messages.
5	The Internet E-mail Gateway mailbox delivers the messages to the Inbox of the configured recipient mailboxes.

Outbound message flow

This table describes the outbound flow of messages through the Internet E-Mail Gateway.

Stage	Process
1	An outgoing message (in final format) is generated and placed in the Inbox of the Gentran:Server Internet E-mail Gateway mailbox configured to send messages.
2	The Internet E-mail Gateway packages the configured MIME header information around the outgoing message.
3	Then, using the gateway settings for this mailbox, the Internet E-mail Gateway sends the outgoing message to the SMTP server for delivery to the configured E-mail address.
4	The SMTP server receives the outgoing E-mail message and sends it to its final destination.
5	The SMTP server sends back status information regarding the recently sent message to indicate either success or failure. (Continued on next page)

(Contd) Stage	Process
6	<p>The Internet E-mail Gateway will update the status of the message in the Internet E-mail Gateway mailbox Inbox to “Read” if the message was successfully sent or leave the status of the message as “Unread” if the message was not successfully sent.</p> <p>Note In either case, the appropriate log message is written to the Gentran:Server Audit Log.</p>

Related topic See “Tracking Messages” in the *Communications User’s Guide* for additional information.

Configuring Communications

Contents	▶ Introduction	2 - 2
	Properties	2 - 3
	▶ Mailbox Properties	2 - 3
	Procedures	2 - 11
	▶ Configuration process	2 - 11
	▶ How to Create Internet E-mail Gateway Mailboxes	2 - 12
	▶ How to Modify Mailbox Properties	2 - 16

Introduction

In this chapter This chapter describes the tasks that you must complete to configure your Internet E-mail Gateway and Internet E-mail Gateway Mailbox.

Note

There are no gateway-level properties to configure for the Internet E-mail Gateway.

Key Terms

This table describes key terms used in this chapter.

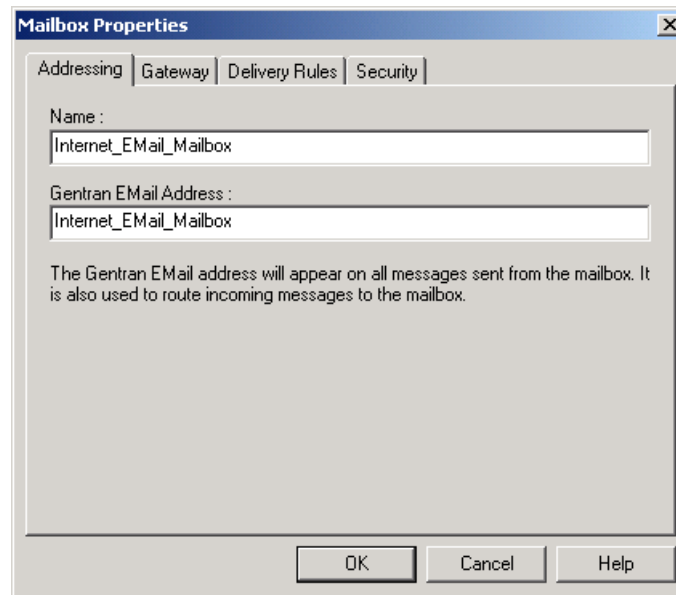
Term	Description
Gateway	Gateways are software components that control the transmission of messages between two parties. The gateway is responsible for using the correct protocols to transfer messages between the sender and receiver.
SMTP	SMTP (Simple Mail Transfer Protocol) is an application-level protocol which delivers E-mail, including the encoding and sending of e-mail attachments.
POP3	POP3 (Post Office Protocol 3) provides a way for a server machine to store mail for various client machines that may not always be connected to the Internet or are located behind a firewall. E-mail is held in the POP server until you login and retrieve it using a POP client.
Mailbox	A folder or set of folders used to store messages.

Properties

Mailbox Properties

Introduction The Mailbox Properties dialog box enables you to define the properties of the mailbox.

Addressing tab diagram This diagram illustrates the Addressing tab of the Mailbox Properties dialog box.

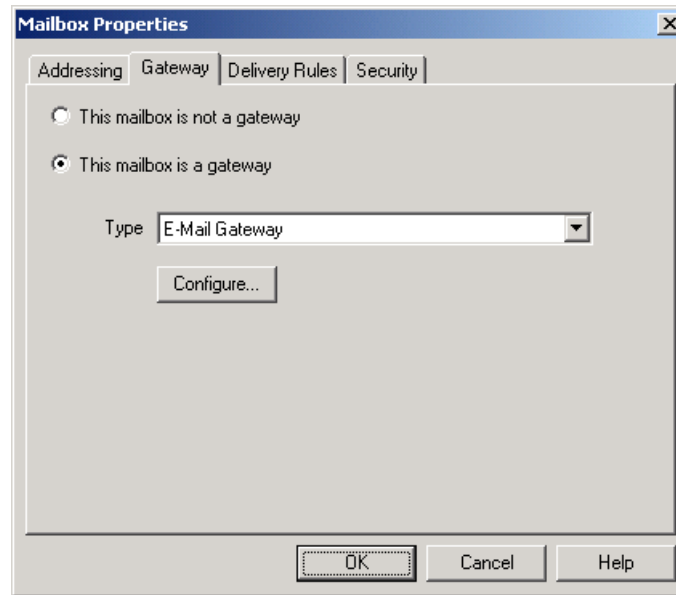


Addressing tab parts and functions This table describes the parts of the Addressing tab of the Mailbox Properties dialog box and their functions.

Part	Function
Name	Defines the name of the mailbox.
Gentran E-mail address	Defines the Gentran:Server E-mail address for messages sent from the mailbox.
OK	Saves changes; exits dialog.
Cancel	Closes dialog without saving changes.
Help	Accesses online help.

Gateway tab diagram

This diagram illustrates the Gateway tab of the Mailbox Properties dialog box.



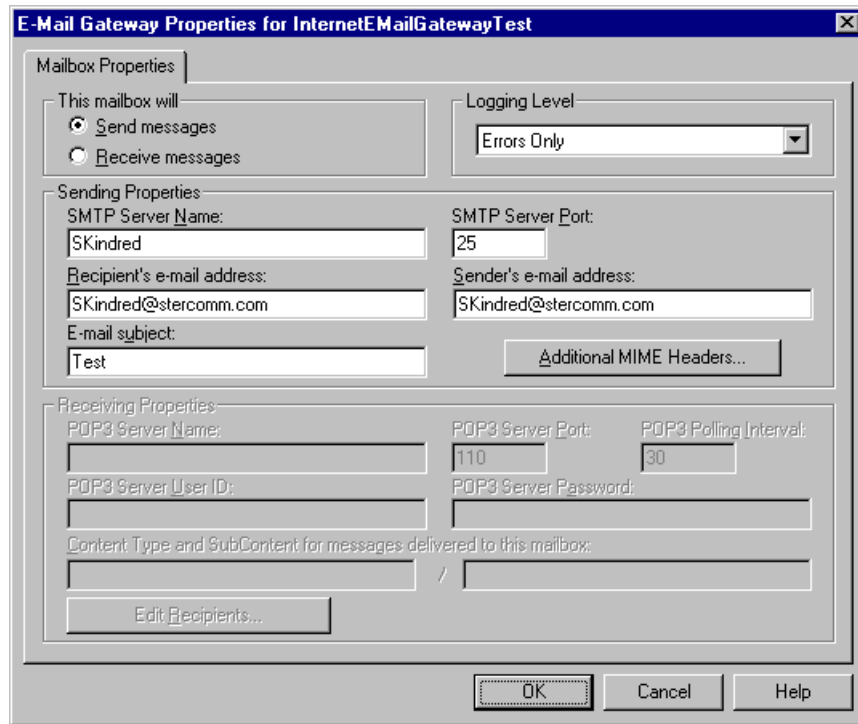
Gateway tab parts and functions

This table describes the parts of the Gateway tab of the Mailbox Properties dialog box and their functions.

Part	Function
This mailbox is not a gateway	Specifies whether the mailbox is or is not a gateway. Options are:
This mailbox is a gateway	
Type	Specifies the type of gateway. Activated when the This mailbox is a gateway option is selected.
Configure	Accesses the E-mail Gateway Mailbox Properties dialog to enable you to configure properties for the Internet E-mail gateway.
OK	Saves changes; exits dialog.
Cancel	Closes dialog without saving changes.
Help	Accesses online help.

E-mail Gateway Mailbox Properties dialog box (Send properties) diagram

This diagram illustrates the E-mail Gateway Mailbox Properties dialog box with the Send option selected.



E-mail Gateway Mailbox Properties dialog box (Receive properties) diagram

This diagram illustrates the E-mail Gateway Mailbox Properties dialog box with the Receive option selected.

E-mail Gateway Mailbox Properties dialog box parts and functions

This table describes the parts of the E-mail Gateway Mailbox Properties dialog box and their functions.

Part	Function
This mailbox will	Indicates whether the mailbox sends or receives messages. Options are: <ul style="list-style-type: none"> • Send messages • Receive messages
Logging Level	Specifies the level of logging to use when sending or receiving messages. The valid values are: <ul style="list-style-type: none"> • Errors Only • Error and Warning • Detailed

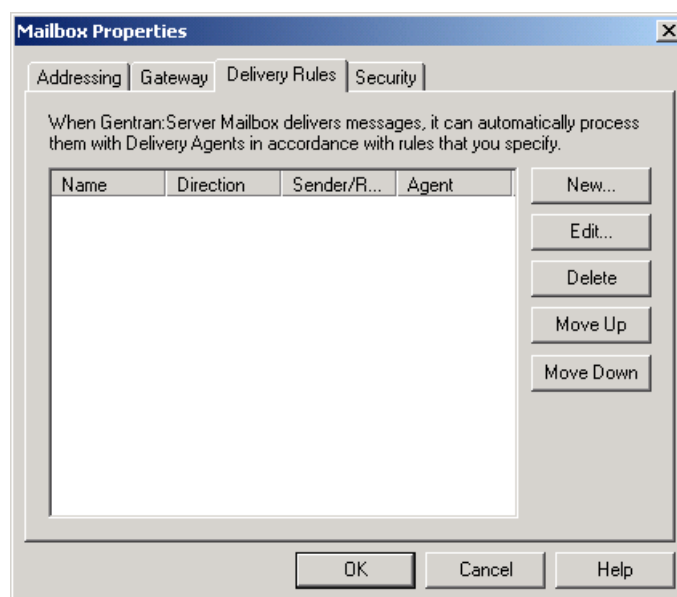
(Continued on next page)

(Contd) Part	Function
Sending Properties	
SMTP Server Name	Contains the default SMTP server host name or IP address. Note This box is only activated when you select “Send messages.”
SMTP Server Port	Contains the port number of the default SMTP server. Notes <ul style="list-style-type: none"> ▶ The default is “25.” ▶ This box is only activated when you select “Send messages.”
Recipient’s e-mail address	Contains the E-mail address where outgoing messages are sent. Note This box is only activated when you select “Send messages.”
Sender’s e-mail address	Contains the E-mail address to be used in the “From” portion of the outgoing E-mail messages. Note This box is only activated when you select “Send messages.”
E-mail subject	Contains the subject line for all E-mail messages sent via this mailbox. Note This box is only activated when you select “Send messages.”
Additional MIME Headers	Accesses the Edit MIME Headers dialog box, which enables you to type or select predefined additional MIME headers which will be prepended to the existing MIME headers and used to package and send the outgoing message. Note This box is only activated when you select “Send messages.” Reference See this URL for more information on MIME headers: http://www.ietf.org/rfc/rfc2045.txt <div style="text-align: right; color: green;">(Continued on next page)</div>

(Contd) Part	Function
Receiving Properties	
POP3 Server Name	<p>Contains the POP3 server name.</p> <p>Notes</p> <ul style="list-style-type: none"> • This box is only activated when you select “Receive messages.” • If this value is not specified the default gateway setting is used.
POP3 Server Port	<p>Contains the port number for the POP3 server.</p> <p>Notes</p> <ul style="list-style-type: none"> • The default is “110.” • This box is only activated when you select “Receive messages.”
POP3 Polling Interval	<p>Specifies the POP3 server polling interval in seconds.</p> <p>Note This box is only activated when you select “Receive messages.”</p>
POP3 Server User ID	<p>Contains the user identifier for the POP3 server.</p> <p>Note This box is only activated when you select “Receive messages” and the POP3 server setting is configured on this machine.</p>
POP3 Server Password	<p>Contains the password for the POP3 server.</p> <p>Note This box is only activated when you select “Receive messages” and the POP3 server setting is configured on this machine.</p>
Content Type and SubContent for messages delivered to this mailbox	<p>Specifies the content type and subcontent type to use when delivering a message from this mailbox to the configured recipients.</p> <p>Note This box is only activated when you select “Receive messages.”</p>
Edit Recipients	<p>Accesses the Edit Recipients dialog box to enable you to select recipients for messages received into this mailbox.</p>
OK	<p>Saves changes; exits dialog box.</p>
Cancel	<p>Cancels unsaved changes; exits dialog box.</p>
Help	<p>Launches the online Help system.</p>

Delivery Rules tab diagram

This diagram illustrates the Delivery Rules tab of the Mailbox Properties dialog box.



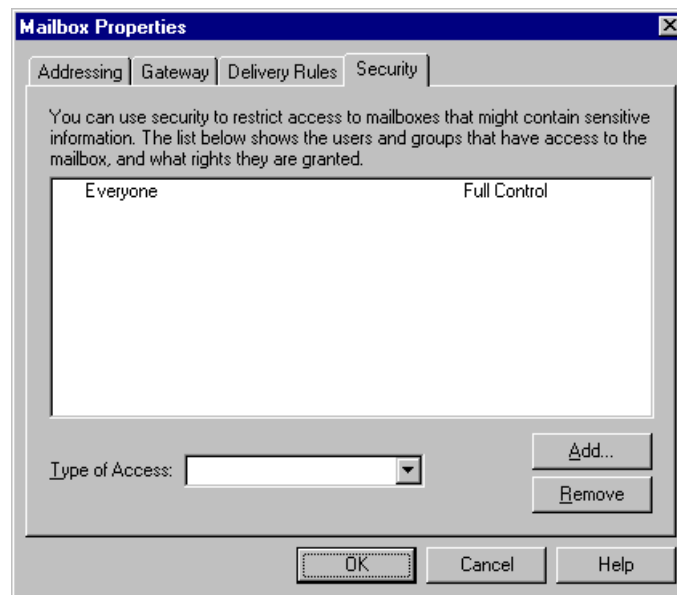
Delivery Rules tab parts and functions

This table describes the parts of the Delivery Rules tab of the Mailbox Properties dialog box and their functions.

Part	Function
Name	Defines the name of the Delivery Rule.
Direction	Identifies if the rule is run when sending or receiving a message.
Sender/Recipient	Identifies the mailbox of the sender or recipient. The mail address can be specified in addition to the mailbox name.
Agent	Identifies the name of the delivery agent to be run.
New	Enables you to create new Delivery Rules.
Edit	Enables you to edit existing Delivery Rules.
Delete	Enables you to delete Delivery Rules.
Move Up	Moves the selected Delivery Rule up in the processing order.
Move Down	Moves the selected Delivery Rule down in the processing order.
OK	Saves changes; exits dialog.
Cancel	Closes dialog without saving changes.
Help	Accesses online help.

Security tab diagram

This diagram illustrates the Security tab of the Mailbox Properties dialog box.



Security tab parts and functions

This table describes the parts of the Security tab of the Mailbox Properties dialog box and their functions.

Part	Function
(User list)	Defines users and groups that have access to mailbox.
Type of Access	Designates level at which a user can interact with a mailbox. Values are: <ul style="list-style-type: none"> ▶ Full control ▶ Read ▶ Write
Add	Enables you to grant users or groups mailbox access.
Remove	Enables you to remove user or group mailbox access.
OK	Saves changes; exits dialog.
Cancel	Closes dialog without saving changes.
Help	Accesses online help.

Procedures

Configuration process

Internet E-mail Gateway process

This table lists the stages in configuring communications for use with the Internet E-Mail Gateway.

Stage	Description
1	Install the Gentran:Server Internet E-mail Gateway. Reference Refer to the Gentran:Server <i>Options Pack Installation Card</i> for more information.
2	Create the Internet E-mail Gateway Mailboxes that you intend to use. Reference See <i>How to Create Internet E-mail Gateway Mailboxes</i> on page 2 - 12 for more information.

How to Create Internet E-mail Gateway Mailboxes

Introduction

You must create Internet E-mail Gateway Mailboxes for incoming and outgoing messages, if you plan to receive and send messages through this gateway.

Creating a mailbox to send messages via SMTP

Use this procedure to create Internet E-Mail Gateway Mailboxes to send messages via SMTP.

Step	Action
1	Start the Mailbox Server Manager .
2	Select the Mailboxes folder icon.
3	Right-click, and select Create from the short-cut menu. System Response The system displays the Create Mailbox Wizard dialog box.
4	Type the name and description of the mailbox you are creating and click Next twice. System Response The system displays a dialog asking whether you want to use the mailbox as a gateway to another messaging system.
5	Select Yes, use this mailbox as a gateway .
6	Select E-mail Gateway from the list and click Next to advance the wizard. System Response The system displays the Create Mailbox Wizard - Summary dialog box.
7	Is the information that you entered correct? <ul style="list-style-type: none"> • If <i>yes</i>, click Finish and continue with the next step. • If <i>no</i>, click Back and correct the information. Then, continue with the next step. System Response The system displays the Mailbox Properties dialog box (Addressing tab). Note If you attempt to create a mailbox and the data store is missing, the system generates an error message box informing you that the mailbox cannot be created. Click OK to exit the message box and click Cancel to exit the Create Mailbox Wizard. (Continued on next page)
8	Select the Gateway tab. System response The system displays the gateway information.

(Contd) Step	Action
9	Click Configure . System response The system displays the E-mail Gateway Mailbox Properties dialog box.
10	Verify that the Send message option is selected in the “This mailbox will” section.
11	From the Logging Level list, select the logging level.
12	In the SMTP Server Name box, type the default SMTP server host name or IP address.
13	In the SMTP Server Port box, type the port number of the SMTP server if it is not 25.
14	In the Recipient’s E-mail address box, type the E-mail address where outgoing messages are sent.
15	In the Sender’s E-mail address box, type the E-mail address to be used in the “From” portion of the outgoing E-mail messages.
16	In the E-mail subject box, type the subject line for all E-mail messages sent via this mailbox.
17	Click Additional MIME Headers . System response The system displays the Edit MIME Headers dialog box.
18	If you want to type or select additional MIME headers which will be prepended to the existing MIME headers and used to package and send the outgoing message, do so and click OK . Note These MIME headers are prepended verbatim to the start of the outgoing message before it is sent.
19	Click OK to save changes and exit the E-mail Gateway Mailbox Properties dialog box.

Creating a mailbox to receive messages via POP3

Use this procedure to create Internet E-mail Gateway Mailboxes to receive messages via POP3.

Step	Action
1	Start the Mailbox Server Manager .
2	Select the Mailboxes folder icon.
3	Right-click, and select Create from the short-cut menu. System Response The system displays the Create Mailbox Wizard dialog box.
4	Type the name and description of the mailbox you are creating and click Next twice. System Response The system displays a dialog asking whether you want to use the mailbox as a gateway to another messaging system.
5	Select Yes, use this mailbox as a gateway .
6	Select E-mail Gateway from the list and click Next to advance the wizard. System Response The system displays the Create Mailbox Wizard - Summary dialog box.
7	Is the information that you entered correct? <ul style="list-style-type: none"> ▶ If <i>yes</i>, click Finish and continue with the next step. ▶ If <i>no</i>, click Back and correct the information. Then, continue with the next step. System Response The system displays the Mailbox Properties dialog box (Addressing tab).
8	Select the Gateway tab. System response The system displays the gateway information.
9	Click Configure . System response The system displays the E-mail Gateway Mailbox Properties dialog box.
10	Verify that the Receive message option is selected in the “This mailbox will” section.
11	In the POP3 Server Name box, type the POP3 server name.
12	In the POP3 Server Port box, type the port number for the POP3 server if it is not 110.

(Continued on next page)

(Contd) Step	Action
13	In the POP3 Polling Interval box, type the POP3 server polling interval in seconds.
14	In the POP3 Server User ID box, type the user identifier for the POP3 server.
15	In the POP3 Server Password box, type the password for the POP3 server.
16	In the Content Type box, type the content type to use when delivering a message from this mailbox to its recipients.
17	In the SubContent Type box, type the subcontent type to use when delivering a message from this mailbox to its recipients.
18	Click Edit Recipients . System Response The system displays the Edit Recipients dialog box.
19	Select a recipient from the list or enter the name in the box. Note You can also select a predefined distribution list. Reference See the <i>Communications User's Guide</i> for information on how to create a Distribution List. System Response The system displays the Email Address dialog box.
20	Do you want to specify an E-mail address? <ul style="list-style-type: none"> ▶ If <i>yes</i>, enter the E-mail address in the box. Click Add and then click OK. ▶ If <i>no</i>, click Cancel. System Response The system returns to the Edit Recipients dialog box.
21	Do you want to add more recipients? <ul style="list-style-type: none"> ▶ If <i>yes</i>, repeat Steps 18 through 20. ▶ If <i>no</i>, continue with the next step.
22	Click OK to return to the E-mail Gateway Mailbox Properties dialog box and continue with the next step.
23	Click OK to save changes and exit the E-mail Gateway Mailbox Properties dialog box.
24	Click OK to exit the Mailbox Properties dialog box.

How to Modify Mailbox Properties

Introduction This section describes how to modify mailbox properties that were created using the Create Mailbox Wizard.

Procedure Use this procedure to modify mailbox properties.

Step	Action	
1	Start the Mailbox Server Manager .	
2	Expand the Mailboxes folder.	
3	Select the mailbox for which you want to add or modify properties.	
4	Right-click and select Properties from the shortcut menu. System Response The system displays the Mailbox Properties dialog box (Addressing tab).	
5	Use this table to determine your next step.	
	IF you want to change the mailbox...	THEN click this tab...
	<ul style="list-style-type: none"> ▶ name ▶ Gentrans E-mail address 	Addressing
	<ul style="list-style-type: none"> ▶ Gateway properties ▶ Send or Receive configuration properties 	Gateway
	delivery rules	Delivery Rules
	user security permissions	Security
6	Make the appropriate modifications and then click OK to save changes and exit the dialog box.	

Internet E-mail Gateway Error Messages

Contents	• Introduction	A - 2
	Internet E-mail Gateway Error Messages	A - 3
	• Internet E-mail Gateway Error Messages	A - 3
	• SCMailData Error Messages	A - 5

Overview

Introduction

In this appendix

This appendix explains Internet E-mail Gateway error messages and how to determine the action you should take when you receive an error message.

Where error messages are located

The Internet E-mail Gateway error messages and other informational messages are noted on the Audit Log.

References

- See “Using the Audit Notification System” in the *Administration Guide* for more information about the Audit Log.
- See the “Error Messages” appendix in the *Administration Guide* for more information about other Gentran:Server error messages.
- See the “Error Messages” appendix in the *Gentran:Server for RosettaNet User’s Guide* for more information on RosettaNet-specific error messages.

The informational messages are dependent on the context of the program, and are intended to be self-explanatory.

Error message numbers

The types of error messages that Internet E-mail Gateway uses are the following:

- **Internet E-mail Gateway** occur if the error was noted by the Internet E-mail Gateway.
- **SCMailData** occur if the error was noted by the SCMailData DLL.

Source and component numeric values

This table lists the numeric values for the Internet E-mail Gateway message source and component values.

Source	Component
16 - Internet Gateways	<ul style="list-style-type: none"> • 3 - Internet E-mail Gateway • 4 - SCMailData

Internet E-mail Gateway Error Messages

Internet E-mail Gateway Error Messages

Introduction This topic provides you with the error messages that the Internet E-mail Gateway may write to the Gentran:Server Audit Log.

Reference

See “Using the Audit Notification System” in the *Administration Guide* for more information on the audit log.

Messages The Internet E-mail Gateway error messages are listed below by the message number and the error message text.

Msg ID	Message Text	Explanation/Your Action
16-3-2	The outgoing message in the mailbox message attachment is missing or has a length of 0. Internet E-mail Gateway outbound processing aborted.	<p>Explanation There is no data to process.</p> <p>Your Action None.</p>
16-3-3	Memory allocation error occurred. Internet E-mail Gateway outbound processing aborted.	<p>Explanation Fatal error.</p> <p>Your Action Stop and start the Gentran services. May also require a reboot of the PC.</p> <p>Reference See your Windows documentation for more information on stopping and restarting services.</p>
16-3-4	Unable to read in the entire mailbox message attachment. Bytes read = [number of bytes read], Bytes available = [number of bytes available]. Internet E-mail Gateway outbound processing aborted.	<p>Explanation Fatal error.</p> <p>Your Action Restart of IIS services and then have your trading partner resend the message.</p> <p>Reference See your Windows documentation for more information on stopping and restarting services.</p> <p style="text-align: right;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
16-3-5	Unable to send message via e-mail to [destination E-mail address] using SMTP server [SMTP server name] at port [SMTP server port number]. Error = [SMTP error code].	<p>Explanation The attempt to send the E-mail message failed.</p> <p>Your Action Check the SMTP server settings for the E-mail gateway mailbox sending the message. Make sure that SMTP server is online.</p> <p>Reference See <i>How to Modify Mailbox Properties</i> on page 2 - 16 for more information on checking the server settings.</p>
16-3-12	An error occurred during POP3 E-mail collection for mailbox [E-mail gateway mailbox name]. Error = [error code].	<p>Explanation Unable to collect new E-mail messages from the POP3 server.</p> <p>Your Action</p> <ul style="list-style-type: none"> • Check the E-mail server settings for the gateway mailbox in the mailbox configuration. • Verify that the E-mail server is online. <p>Reference See <i>How to Modify Mailbox Properties</i> on page 2 - 16 for more information on checking the mailbox configuration.</p>
16-3-14	New POP3 E-mail message collected but not delivered to [E-mail gateway mailbox name]. Error = [error code].	<p>Explanation Mailbox Server Manager delivery error.</p> <p>Your Action Restart the Gentran services.</p> <p>Reference See your Windows documentation for more information on stopping and restarting services.</p>

SCMailData Error Messages

Introduction This topic provides you with the error messages that the SCSMailData program may write to the Gentran:Server Audit Log.

Reference

See “Using the Audit Notification System” in the *Administration Guide* for more information on the audit log.

Messages The SCSMailData program error messages are listed below by the message number and the error message text.

Msg ID	Message Text	Explanation/Your Action
16-4-1	Unable to add recipient #[recipient] to message #[mailbox message number]. Error = [error text]. The message will not be sent from [mailbox name] to its recipients.	<p>Explanation Message could not be sent to final recipient due to Mailbox Server Manager error.</p> <p>Your Action Check the mailbox configuration.</p> <p>Reference See <i>How to Modify Mailbox Properties</i> on page 2 - 16 for more information on checking the mailbox configuration.</p>
16-4-2	Unable to open message #[mailbox message number]. Error = [error text]. The message will not be sent from [source mailbox name] to its recipients.	<p>Explanation Message could not be sent to final recipient due to Mailbox Server Manager error.</p> <p>Your Action Restart your Gentran:Server services.</p> <p>Reference See the <i>Administration Guide</i> for more information on starting Gentran:Server services.</p>
16-4-3	Unable to remove recipients from message #[mailbox message number]. Error = [error message text]. The message will not be sent from [source mailbox name] to its recipients.	<p>Explanation Message could not be sent to final recipient due to Mailbox Server Manager error.</p> <p>Your Action Restart your Gentran:Server services.</p> <p>Reference See the <i>Administration Guide</i> for more information on starting Gentran:Server services.</p> <p style="text-align: right;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
16-4-4	Unable to modify message #[mailbox message number]. Error = [error message text]. The message will not be sent from [source mailbox name] to its recipients.	<p>Explanation Message could not be sent to final recipient due to Mailbox Server Manager error.</p> <p>Your Action Restart your Gentran:Server services.</p> <p>Reference See the <i>Administration Guide</i> for more information on starting Gentran:Server services.</p>
16-4-5	Unable to open mailbox [mailbox name]. Error = [error text].	<p>Explanation Mailbox could not be opened.</p> <p>Your Action Check the mailbox configuration.</p> <p>Reference See <i>How to Modify Mailbox Properties</i> on page 2 - 16 for more information on checking the mailbox configuration.</p>
16-4-8	Unable to open or create and open the intermediate mailbox [mailbox name].	<p>Explanation Mailbox could not be opened.</p> <p>Your Action Check the mailbox configuration.</p> <p>Reference See <i>How to Modify Mailbox Properties</i> on page 2 - 16 for more information on checking the mailbox configuration.</p>
16-4-10	Unable to open [mailbox name] mailbox.	<p>Explanation Mailbox could not be opened.</p> <p>Your Action Check the mailbox configuration.</p> <p>Reference See <i>How to Modify Mailbox Properties</i> on page 2 - 16 for more information on checking the mailbox configuration.</p> <p style="text-align: right; color: green;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
16-4-12	Gentran:Server mailbox service logon failed. Mercury ID/password problem. User needs to check Mercury service configuration.	<p>Explanation Gentran:Server Mailbox service ID or password problem.</p> <p>Your Action Check the configuration of the ID and password on the Gentran:Server Mailbox service.</p> <p>Reference See your Windows documentation for more information on reconfiguring services.</p>
16-4-13	Gentran:Server mailbox service is not running.	<p>Explanation The Gentran:Server Mailbox service is not running.</p> <p>Your Action Restart the Mailbox service.</p> <p>Reference See your Windows documentation for more information.</p>
16-4-14	Unable to open intermediate mailbox and destination mailbox [mailbox name]. Error = [error code].	<p>Explanation Mailbox could not be opened.</p> <p>Your Action Check the mailbox configuration.</p> <p>Reference See <i>How to Modify Mailbox Properties</i> on page 2 - 16 for more information on checking the mailbox configuration.</p>
16-4-17	MessCreate failed when creating new mailbox message for incoming data. Error = [error text].	<p>Explanation Unable to create new Mercury mailbox message.</p> <p>Your Action Restart the Gentran services. You may need to call support.</p> <p>Reference See the <i>Administration Guide</i> for more information on starting Gentran:Server services.</p> <p style="text-align: right; color: green;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
16-4-18	AddRecipient failed when adding a recipient for the new mailbox message. Error = [error text].	<p>Explanation Unable to create new Mercury mailbox message.</p> <p>Your Action Restart the Gentran services. You may need to call support.</p> <p>Reference See the <i>Administration Guide</i> for more information on starting Gentran:Server services.</p>
16-4-19	MessSend failed to send the new mailbox message to [mailbox name]. Error = [error text]	<p>Explanation Unable to create new Mercury mailbox message.</p> <p>Your Action Restart the Gentran services. You may need to call support.</p> <p>Reference See the <i>Administration Guide</i> for more information on starting Gentran:Server services.</p>
16-4-20	[mailbox name] failed. Error = [error text]	<p>Explanation General error message for debugging purposes.</p> <p>Your Action None.</p>
16-4-22	CreateMailAttachment failed to attach the message data to the new mail message. Error = [error text].	<p>Explanation Unable to create new Mercury mailbox message attachment.</p> <p>Your Action Restart the Gentran services. You may need to call support.</p> <p>Reference See the <i>Administration Guide</i> for more information on starting Gentran:Server services.</p>