

Gentran:Server[®] for Windows[®]

MAPI Gateway Configuration Guide

Version 5.1

Sterling Commerce
An IBM Company

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Gentran:Server for Windows

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Introduction

Overview This document contains the tasks you must follow to:

- configure the MAPI Gateway
- create MAPI Gateway mailboxes for your Trading Partners

Intended audience The intended audience for this document is:

- Gentran:Server system administrators
- advanced Gentran:Server for Windows users

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

- Microsoft® Windows
 - Gentran:Server for Windows
 - Communications protocols
-

Description of Contents

Introduction

This guide is organized into the tasks that you complete when configuring communications for the MAPI 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 and organization in this guide.
 - *MAPI Gateway Overview*, chapter 1, provides a high-level overview of the MAPI Gateway.
 - *Configuring Communications*, chapter 2, explains the process for configuring MAPI Gateway communications. This chapter also provides the procedures you must follow to configure your MAPI Gateway mailboxes.
 - *Error Messages*, appendix A, describes the gateway error messages and suggested user actions.
-

Online Help

Introduction

The majority of the documentation for this gateway is contained in the online Help system. This includes all the dialog box element definitions, detailed processing information, and all the “how to” information that is contained in this manual.

Field-level Help

To view field-level descriptions for Mailbox Server gateways, navigate to the component for which you want field-level descriptions. Press **F1** to display a parts and functions table.

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 World Wide 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.

MAPI Gateway Overview

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Overview

In this chapter

This chapter provides you with a high-level overview of the MAPI Gateway.

Gateways

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. In a paper mail system, the gateway is the letter carrier who moves letters from senders to receivers. The letter carrier ensures that each letter has an address and proper postage before delivering the letter. The letter carrier also transfers the letter using the correct protocol: priority mail, first class, or bulk mail.

You are responsible for defining the properties of the gateways that you use for transferring messages using Mailbox Server.

MAPI Gateway

The MAPI Gateway is created when you install Gentran:Server onto a system that has a MAPI messaging system. This gateway links the Mailbox Server mailboxes with MAPI message stores. You will need to associate MAPI message stores with the Gentran:Server mailboxes that will send or receive MAPI messages. For messages to and from the Gentran:Server translation process, specify the same mailbox that is designated on the System Configuration dialog box (System tab).

Reference

See the *Administration Guide* for more information on the System Configuration System tab.

Mailboxes

Mailboxes store messages that are being transferred between mail recipients. Like a mailbox for paper mail, the messages are stored in the mailbox until they are transferred to the addressee.

There are two types of Gentran:Server mailboxes:

- non-gateway mailboxes
- gateway mailboxes

Non-gateway mailboxes

When you installed Gentran:Server, a default, non-gateway mailbox was created called the Gentran Application mailbox. This mailbox is used by Mailbox Server to hold messages that are being transferred between Gentran:Server for Windows and your Trading Partners.

Gateway mailboxes

You are responsible for creating gateway mailboxes. When you create gateway mailboxes you associate the mailbox with a gateway. The properties you define for each gateway mailbox determines how messages are transferred to your Trading Partners.

Related topic

See The “Communications Overview” chapter of the *Communications User’s Guide* for detailed information on the Mailbox Server system.

MAPI Gateway

Introduction

The MAPI Gateway is used to define the relationships between Mailbox Server and the MAPI messaging subsystem.

What is MAPI?

MAPI is a layered, messaging subsystem built into Microsoft Windows. This subsystem acts as a broker between a client (such as Mailbox Server) requesting services, and the messaging system (such as Microsoft Exchange Server) providing those services.

MAPI message stores

MAPI messages are stored in message stores. Message stores resemble a hierarchical structure similar to the Microsoft Windows file system in that the message store divides the storage area into a collection of folders. These folders are created and controlled by the MAPI messaging software. The message store also resembles a traditional database in that it subdivides the messages into a set of properties which the client software can access. You will need to associate MAPI message stores with the Gentran:Server mailboxes that will send or receive MAPI messages. For messages to and from the Gentran:Server translation process, specify the same mailbox that is designated on the System Configuration dialog box (System tab).

Reference

See the *Administration Guide* for more information on the System Configuration System tab.

MAPI profiles

MAPI profiles are used to store configuration information about a particular user of the MAPI service. These profiles keep track of the proper message storage areas, address book, and transport protocols for the user. You create MAPI profiles when you install and configure your MAPI messaging software.

Configuring the gateway

You must configure the MAPI Gateway before you can begin transferring messages to your Trading Partners. When you configure the gateway, you define the:

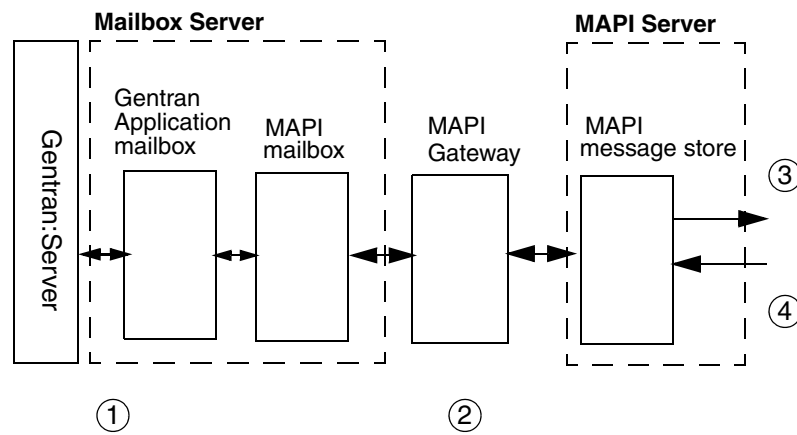
- MAPI profiles to use
- delivery options.

Reference

See Configuring Communications, chapter 2 in this guide, for more information on configuring the Gentran:Server MAPI Gateway.

Message flow diagram

This diagram shows the flow of messages using the MAPI Gateway.



Message flow description

This table describes the flow of messages using the MAPI Gateway.

Stage	Description
1	All messages going to and from Gentran:Server are stored in the Gentran Application mailbox.
2	MAPI mailboxes are associated with MAPI message stores. Messages are transferred between the Mailbox Server mailboxes and the MAPI message store through the MAPI Gateway.
3	Outbound messages are deposited in the appropriate message store and are delivered to Trading Partners based on the entries in the MAPI address book.
4	For inbound messages, the MAPI Gateway retrieves messages from the MAPI message store and routes them to the Gentran Application (or designated) mailbox on Mailbox Server.

MAPI Gateway Mailboxes

Introduction

When you configure a mailbox to be used with the MAPI Gateway, you define the:

- MAPI message store on the MAPI service
 - properties that control how messages are created when you send messages
 - properties that control how messages are handled when you receive messages
-

Configuring Communications

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Overview

Introduction

In this chapter This chapter describes the tasks that you must complete to configure your MAPI Gateway and MAPI Gateway mailbox.

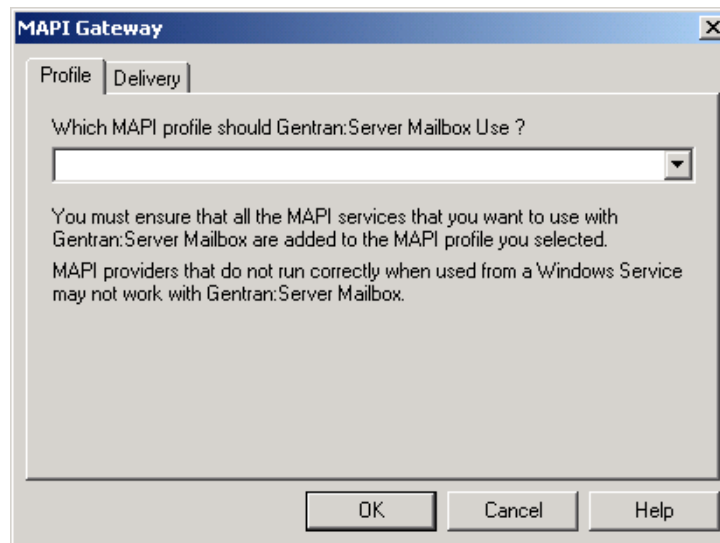
Key Terms This table describes key terms used in this chapter.

Term	Description
mailbox	A folder or set of folders used to store messages.
MAPI	An acronym that represents Message Application Programming Interface.

MAPI Gateway Properties

Introduction The MAPI Gateway dialog box defines the properties of the MAPI Gateway.

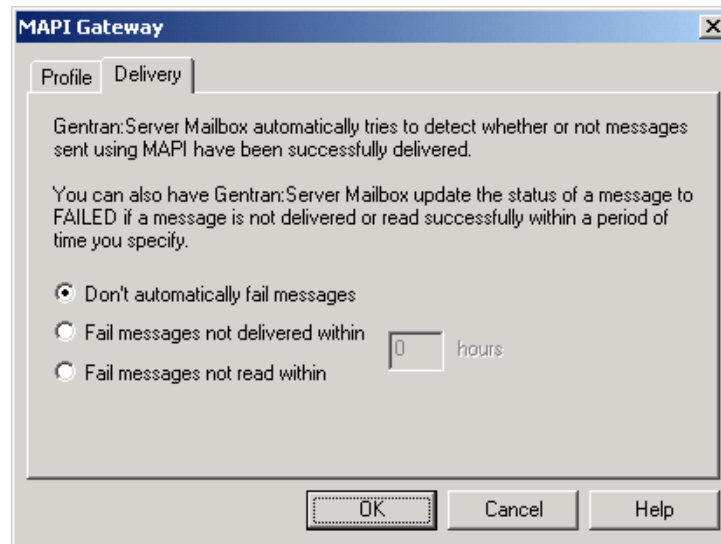
Profile tab This illustration shows an example of the Profile tab of the MAPI Gateway dialog box.



Parts and functions This table describes the parts of the Profile tab of the MAPI Gateway dialog box and their functions.

Part	Function
Profile list	Links the MAPI Gateway with the profile you defined in the MAPI messaging system. Caution MAPI profiles are user-specific. Make sure that you create the MAPI profile with the same login ID as the Gentran:Server Mailbox service. Reference Refer to the documentation that came with your MAPI messaging software for information on creating MAPI profiles.
OK	Saves changes; exits the dialog box.
Cancel	Cancels changes; exits dialog box.
Apply	Applies changes.
Help	Launches online Help.

Delivery tab This illustration shows an example of the Delivery tab of the MAPI Gateway dialog box.



Parts and functions

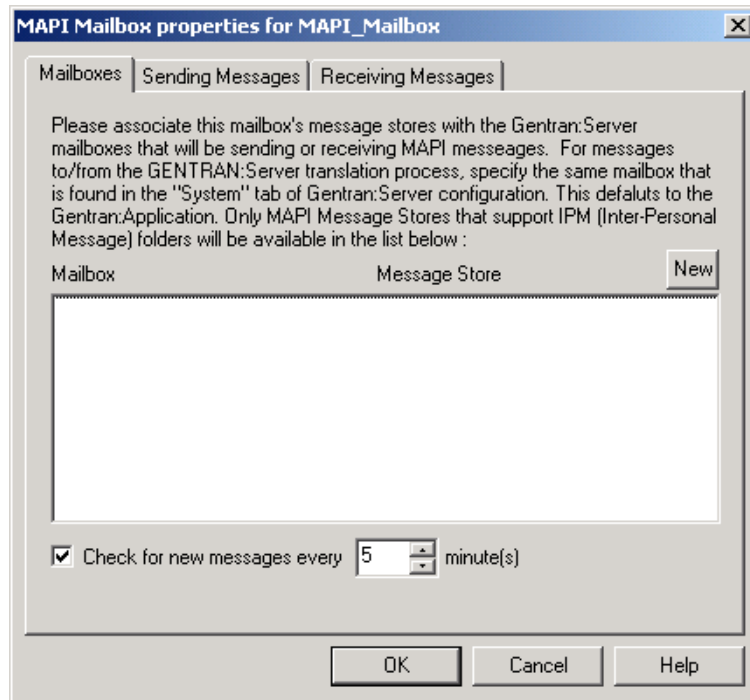
This table describes the parts of the Delivery tab of the MAPI Gateway dialog box and their functions.

Part	Function
Don't automatically fail messages	Stops Mailbox Server from setting the status of a message to Failed.
Fail messages not delivered within	Changes the status of a message to Failed if the message is not delivered within the number of hours set in the hours box.
Fail Messages not read within	Changes the status of a message to Failed if the message is not read within the number of hours set in the hours box.
hours	Sets the number of hours to wait before failing messages that are either not delivered or not read.
OK	Saves changes; exits the dialog box.
Cancel	Cancels changes; exits dialog box.
Apply	Applies changes.
Help	Launches online Help.

MAPI Mailbox Properties

Introduction The MAPI Mailbox dialog box defines the properties of MAPI mailboxes.

Mailboxes tab This illustration shows an example of the Mailboxes tab of the MAPI Mailbox dialog box.



Parts and functions This table describes the parts of the Mailboxes tab of the MAPI Mailbox dialog box, and their functions.

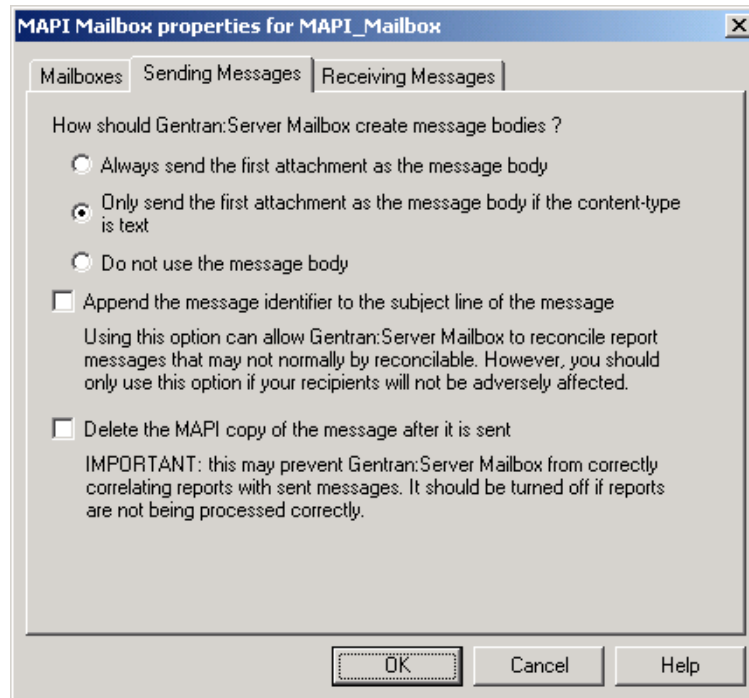
Part	Function
New	Defines a new mailbox to MAPI message store relationship.
Mailbox	Lists Mailbox Server mailboxes.

(Continued on next page)

(Contd) Part	Function
Message Store	Lists available MAPI message stores. You need to associate MAPI message stores with the Gentran:Server mailboxes that will send or receive MAPI messages. For messages to and from the Gentran:Server translation process, specify the same mailbox that is designated on the System Configuration dialog box (System tab). Reference See the <i>Administration Guide</i> for more information on the System Configuration System tab.
Check for new messages every __ minutes	Sets the interval by which Mailbox Server checks the defined message stores for new messages.
OK	Saves changes; exits the dialog box.
Cancel	Cancels changes; exits dialog box.
Apply	Applies changes.
Help	Launches online Help.

Sending Messages tab

This illustration shows an example of the Sending Messages tab of the MAPI Mailbox dialog box.



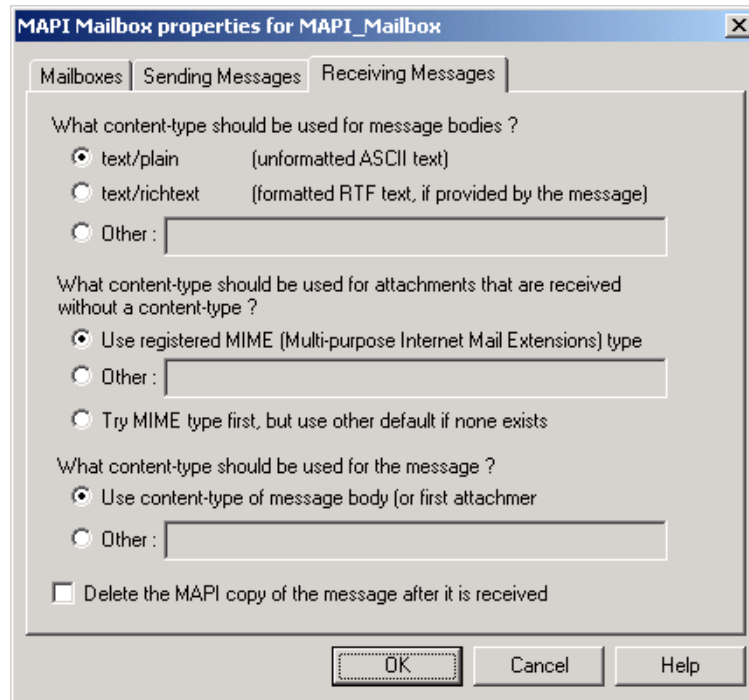
Parts and functions

This table describes the parts of the Sending Messages tab of the MAPI Mailbox dialog box and their functions.

Part	Function
always send the first attachment as the message body	This option forces Mailbox Server to insert the content of the first attachment into the message body. When to use Use this option when your Trading Partners expect to receive data in the message body.
only send the first attachment as the message body if the content-type is text	If the attachment's content type is text, then Mailbox Server builds the message by inserting the attachment content into the message body. When to use Use this option when you are sending non-EDI data to your Trading Partners.
do not use a message body	This option prevents Mailbox Server from creating any message bodies. When to use Use this option when your Trading Partners ignore the message body.
Append the message identifier to the subject line of the message	This option allows Mailbox Server to reconcile report messages. When to use Use this option when reconciliation of read receipts or delivery reports is not occurring.
Delete the MAPI copy of the message after it is sent	This option removes the copy of the message from the MAPI message store after it is sent to your Trading Partner. Caution Use this option only if the delivery and read reports are being processed properly.
OK	Saves changes; exits the dialog box.
Cancel	Cancels changes; exits dialog box.
Apply	Applies changes.
Help	Launches online Help.

Receiving Messages tab

This illustration shows an example of the Receiving Messages tab of the MAPI Mailbox dialog box.



Parts and functions

This table describes the parts of the Receiving Messages tab of the MAPI Mailbox dialog box and their functions.

Part	Function
text/plain	Identifies the content type of the message body to be unformatted ASCII text. When to use Use this option when you are receiving non-EDI plain text messages from your Trading Partners.
text/richtext	Identifies the content type of the message body to be formatted in Rich Text Format. When to use Use this option when you are receiving non-EDI Rich Text from your Trading Partners. (Continued on next page)

(Contd) Part	Function
Other:	<p>Identifies an alternate content type and subtype for a message. Type a content type and subtype in the Other: box.</p> <p>When to use Use this option when you don't care what kind of data is received.</p>
use registered MIME (Multi-purpose Internet Mail Extensions) type	<p>Mailbox Server uses the content type of the message body (or the first attachment based on the filename) if the attachment does not have a defined content type.</p> <p>When to use Use this option with almost all of the messages that you exchange with your Trading Partners.</p>
Other:	<p>Allows you to define an alternate content type and subtype for attachments that do not specifically have a content type defined. Type a content type and subtype in the Other: box.</p> <p>When to use Use this option when you don't care what kind of data is received.</p>
try MIME type first, but use other default if none exists	<p>Attempts to act on the data based on a registered MIME type. If none exists, Mailbox Server uses the value specified in the Other: box.</p> <p>When to use Use this option to set a default value to be used in situations where your Trading Partners may be sending you attachments with unregistered content types.</p>
use content-type of message body (or first attachment) if possible	<p>Allows you to specify how the content type of the message will be set.</p>
Other:	<p>Allows you to define an alternate content type and subtype for messages that do not specifically have a content type defined. Type a content type in the Other: box.</p>
Delete the MAPI copy of the message after it is received.	<p>Removes the message from the MAPI message store after it has been transferred to the Mailbox Server system.</p>
OK	<p>Saves changes; exits the dialog box.</p> <p style="text-align: right;">(Continued on next page)</p>

(Contd) Part	Function
Cancel	Cancels changes; exits dialog box.
Apply	Applies changes.
Help	Launches online Help.

Mailbox Properties

Introduction The Mailbox Properties dialog box defines the properties of the mailbox.

Addressing Tab This illustration shows an example of the Addressing tab of the Mailbox Properties dialog box.

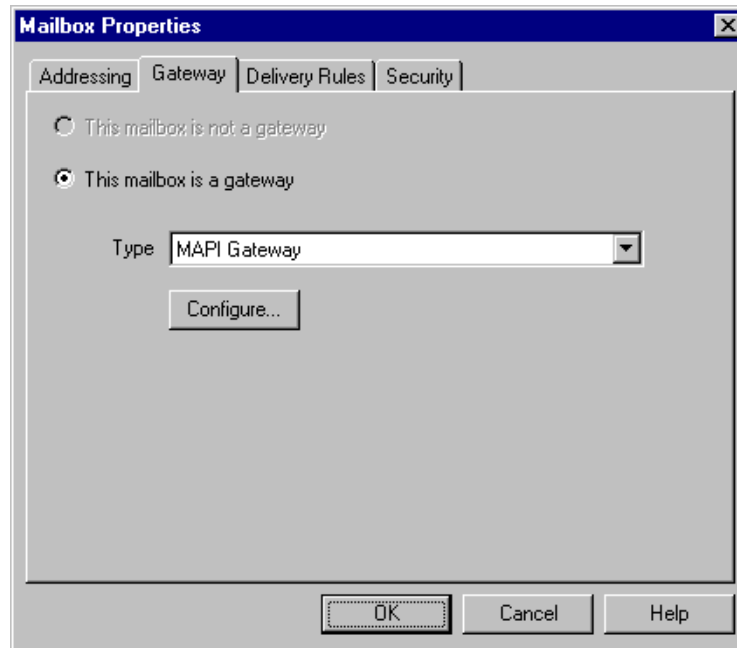


Parts and functions This table describes the parts of the Addressing tab of the Mailbox Properties dialog box and their functions.

Part	Function
Name	Defines the name of the mailbox.
Gentran EMail address	Defines the Gentran e-mail address for messages sent from the mailbox.
OK	Saves changes; exits dialog.
Cancel	Closes dialog without saving changes.
Help	Enables access to online help.

Gateway Tab

This illustration shows an example of the Gateway tab of the Mailbox Properties dialog box.

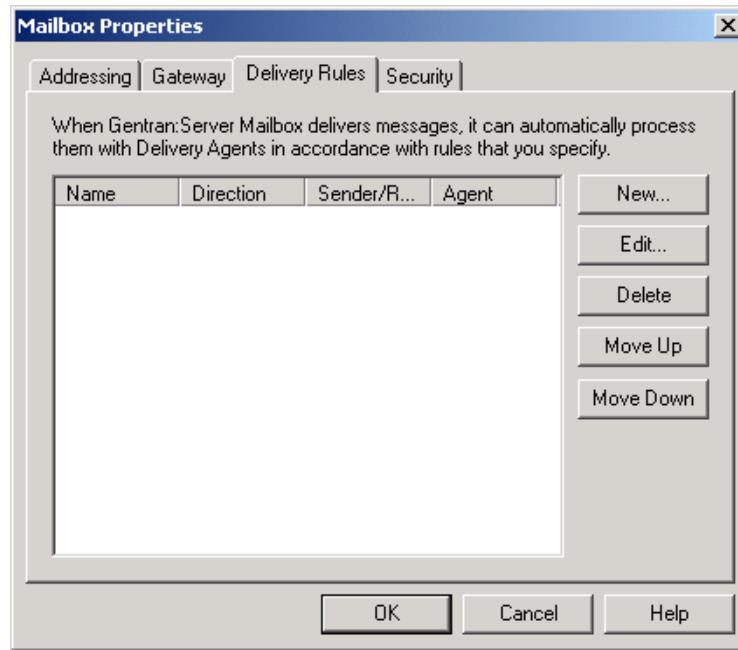
**Parts and functions**

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

Part	Function
Gateway	Specifies whether the mailbox is or is not a gateway. Options are: <ul style="list-style-type: none"> ▶ This mailbox is not a gateway ▶ This mailbox is a gateway
Type	Specifies type of gateway. Active when “This mailbox is a gateway” radio button is selected.
Configure	Enables you to configure properties for a selected gateway.
OK	Saves changes; exits dialog.
Cancel	Closes dialog without saving changes.
Help	Enables access to online help.

Delivery Rules Tab

This illustration shows an example of the Delivery Rules tab of the Mailbox Properties dialog box.



Parts and functions

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

Part	Function
Name	Defines the name of the Delivery Rule.
Direction	Identifies whether 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	Creates new Delivery Rules.
Edit	Edits existing Delivery Rules.
Delete	Deletes 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.

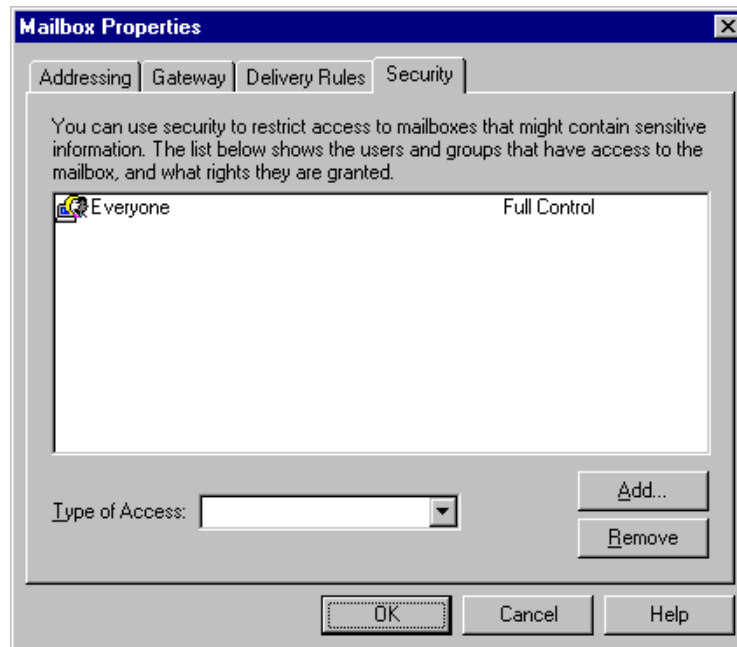
(Continued on next page)



(Contd) Part	Function
Cancel	Closes dialog without saving changes.
Help	Enables access to online help.

Security Tab

This illustration shows an example of the Security tab of the Mailbox Properties dialog box.



Parts and functions

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

Part	Function
User's 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.

(Continued on next page)

(Contd) Part	Function
Remove	Enables you to take away user or group mailbox access.
OK	Saves changes; exits dialog.
Cancel	Closes dialog without saving changes.
Help	Enables access to online help.

Procedures

Configuration process

Microsoft® Outlook® Requirements

You must have Microsoft Outlook installed on the Primary Gentran System Controller. Also, due to Microsoft security changes, for Office XP and forward (including Outlook 2002 and forward), Outlook must be configured for Microsoft Exchange Server for messages to be sent automatically. In addition the Primary Gentran System Controller must be in the same or a trusted domain as the Microsoft Exchange Server.

Warning

The use of any other configuration of Outlook will result in messages not being sent automatically unless the Outlook client is launched.

Note

If the E-mail back-end is Microsoft Exchange, the Gentran:Server Mailbox service must use a domain account that has been granted access to an Exchange mailbox. This allows the service to log on directly to the mailbox without being prompted for a password.

MAPI Gateway Configuration process

This table lists the stages in configuring your communications for use with MAPI messaging software.

Stage	Description
1	Install the MAPI messaging software. Reference Refer to the documentation that came with your MAPI messaging software for installation instructions.
2	Create a MAPI profile in the MAPI messaging service.
3	Create MAPI message stores in the MAPI messaging service.
4	Configure the MAPI Gateway in the Mailbox Server Manager. Reference See <i>How to Configure Your MAPI Gateway</i> on page 2 - 17 in this chapter for more information.
5	Create the Gentran:Server MAPI mailboxes that you intend to use. Reference See <i>How to Create MAPI Gateway Mailboxes</i> on page 2 - 19 in this chapter for more information.

How to Configure Your MAPI Gateway

Introduction This gateway is used for sending and receiving messages through a MAPI messaging system.

Before you begin Before you begin configuring your Gentran:Server MAPI Gateway you must:

- configure your MAPI messaging software
- install its MAPI providers
- configure a MAPI profile
- create message stores

Reference

Refer to the documentation that came with your MAPI messaging software for more information.

Procedure Use this procedure to configure your Gentran:Server MAPI Gateway.

Step	Action
1	Start the Mailbox Server Manager . System Response The system displays the Server Manager browser.
2	Select Gentran:Server Mailbox in the Server Manager pane, then right-click and select Register Server . System Response The system displays the Register Server dialog box.
3	Type the name of your mailbox server, and click OK .
4	Expand the Mailbox Server directory tree.
5	Select the MAPI Gateway from the Gateways folder icon.
6	Right-click and select Properties . System Response The system displays the MAPI Gateway properties dialog box.
7	Select a profile from the profile list, and select the Delivery tab. <i>(Continued on next page)</i>

(Contd) Step	Action
8	Do you wish to accept the default selections? <ul style="list-style-type: none">▶ If no, select an alternate option and continue with the next step.▶ If yes, continue with the next step.
9	Click OK to complete the configuration of this gateway. You are now ready to create MAPI mailboxes to use with this gateway.

How to Create MAPI Gateway Mailboxes

Introduction After you have configured the MAPI Gateway, you must create MAPI Gateway mailboxes.

Procedure Use this procedure to create MAPI Gateway mailboxes.

Step	Action
1	Start the Mailbox Server Manager .
2	Select the Mailboxes folder icon.
3	Right-click, and select Create . System Response The system displays the Create Mailbox Wizard.
4	Type the name 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	Click Yes, use this mailbox as a gateway .
6	Select MAPI Gateway as the type of gateway to use with this mailbox and click Next . 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 yes, click Finish. Proceed to the next step. • If no, click the Back button to correct the information. System Response The system displays the MAPI Mailbox properties dialog box. 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.
8	Click New to add a new entry to the mailboxes lists. (Continued on next page)

(Contd) Step	Action
9	<p>Select a Mailbox and its associated Message Store from the appropriate list.</p> <p>Note You need to associate MAPI message stores with the Gentran:Server mailboxes that will send or receive MAPI messages. For messages to and from the Gentran:Server translation process, specify the same mailbox that is designated on the System Configuration dialog box (System tab).</p> <p>Reference See the <i>Administration Guide</i> for more information on the System Configuration System tab.</p>
10	<p>Do you wish to associate other Mailboxes with Message Stores?</p> <ul style="list-style-type: none"> ▶ If yes, repeat Steps 8 and 9. ▶ If no, continue with Step 11.
11	<p>Select the Sending Messages tab.</p> <p>System Response The system displays the Sending Messages tab of the MAPI Mailbox dialog box.</p>
12	<p>Do you wish to accept the default selection?</p> <ul style="list-style-type: none"> ▶ If yes, continue with the next step. ▶ If no, select an alternate option and continue with the next step. <p>Reference See <i>Sending Messages tab</i> on page 2 - 6 for field description information.</p>
13	<p>Select the Receiving Messages tab.</p> <p>System Response The system displays the Receiving Messages dialog box.</p>
14	<p>Do you wish to accept the default selections?</p> <ul style="list-style-type: none"> ▶ If yes, continue with the next step. ▶ If no, select alternate options and continue with the next step. <p>Reference See <i>Receiving Messages tab</i> on page 2 - 8 for more information.</p>
15	<p>Click OK to save your changes.</p>

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 short-cut menu. System Response The system displays the Mailbox Properties dialog box.	
5	Use this table to determine your next step.	
	IF you want to change the mailbox's...	THEN click this tab...
	<ul style="list-style-type: none"> ▶ name ▶ Gentran E-mail address 	Addressing
	<ul style="list-style-type: none"> ▶ Gateway properties ▶ Configuration properties 	Gateway
	delivery rules	Delivery Rules
	user security permissions	Security
6	Make the appropriate modifications, and click OK to save changes and to exit the dialog box.	

Error Messages

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Overview

In this appendix

This appendix describes the messages that this gateway generates. If you are working with the Communications subsystem through the Mailbox Server Manager, the user interface displays messages interactively.

MAPI Gateway Messages

Introduction This topic provides you with the error messages that the MAPI Gateway writes to the Audit Log.

Reference

See Configuring Communications, chapter 2 in this guide, for more information on MAPI Gateway procedures.

Messages This table describes the MAPI Gateway error messages.

Msg ID	Message Text	Explanation/Your Action
1003	The Gateway failed to start	<p>Explanation1 The MAPI Gateway is unable to connect to the Gentran:Server server.</p> <p>Your Action1 Verify that the Gentran:Server Mailbox Server starts correctly.</p> <p>Explanation 2 The MAPI Gateway is unable to create a thread, which enables messages originating in Gentran:Server to advance to the MAPI Gateway. This error is preceded by error message number 1005.</p> <p>Your Action2 Reboot the machine, and then restart the Mailbox Server.</p>
1005	The Gateway was not able to initialise its local connection to Gentran:Server.	<p>Explanation The MAPI Gateway was unable to connect to Gentran:Server.</p> <p>Your Action Verify that the Gentran:Server Mailbox Server starts correctly, or reboot the machine, and then restart the Mailbox Server.</p> <p style="text-align: right;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
1006	Unable to read settings from the registry.	<p>Explanation 1 The MAPI Gateway cannot be read from the registry.</p> <p>Your Action 1 Verify that the gateway was correctly installed and configured. Also, verify that your MAPI profile is correctly configured.</p> <p>Explanation 2 The gateway does not initialize properly after changes are made to the gateway properties.</p> <p>Your Action 2 Reconfigure and re-save gateway properties.</p>
1007	Unable to logon to the MAPI profile [(profile name)].	<p>Explanation The system is unable to connect to the specified MAPI profile. This may occur when the MAPI profile user account is different from that of the Gentran:Server server user account.</p> <p>Your Action Verify that your MAPI profile settings are correct. Verify that the MAPI profile user account is the same as the Gentran:Server server user account</p>
1008	Unable to open the MAPI address book.	<p>Explanation The MAPI Gateway is able to log on to the MAPI profile, but unable open the MAPI address book.</p> <p>Your Action Verify that there is at least one defined MAPI address book client. Verify that the address book is functioning in other MAPI messaging applications. If it is, contact our product support staff.</p> <p style="text-align: right; color: green;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
1009	Unable to set up the mappings for Gateway Mailbox [(mailbox name)].	<p>Explanation The system is unable to set up the necessary mapping associations between the MAPI Gateway mailbox and the MAPI message store. This may mean that the mailbox is mapped to an invalid message store.</p> <p>Your Action Verify that the mailbox is associated with a valid MAPI message store.</p>
1010	Unable to begin polling for Gateway Mailbox [(gateway mailbox name)].	<p>Explanation The MAPI Gateway is unable to create the thread that enables it check for MAPI messages.</p> <p>Your Action Reboot the Gentran:Server server. If that does not resolve the issue, contact product support.</p>
1011	Unable to read the properties for Gateway Mailbox [(gateway mailbox name)].	<p>Explanation The MAPI Gateway is unable to read the specified mailbox-level properties.</p> <p>Your Action Verify that the mailbox is correctly configured for the specified gateway.</p>
1012	Unable to get the MAPI message stores table.	<p>Explanation The MAPI Gateway is unable to retrieve the MAPI list that details valid message stores.</p> <p>Your Action Verify that the MAPI profile is correctly configured and that it has at least one defined message store. Verify that the MAPI profile is valid in another MAPI messaging software application. If it is, call product support.</p> <p style="text-align: right; color: green;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
1013	Unable to open the MAPI message store [(message store name)].	<p>Explanation The MAPI Gateway is unable to open the specified MAPI message store associated with a particular mailbox. An example of when this occurs is when you associate a message store at the MAPI Gateway mailbox level, and then the message store is deleted from the MAPI messaging software application.</p> <p>Your Action Verify that your MAPI profile and message store are correctly configured and that they are valid. Test the message store in another MAPI messaging software application to verify its validity.</p>
1014	Unable to get the IPM Gateway Queue folder of MAPI message store [(message store name)].	<p>Explanation The MAPI message store Outbox does not support Inter-Personal Messages (e-mail).</p> <p>Your Action Select another MAPI message store through the MAPI Gateway mailbox-level properties, or reconfigure the MAPI message store Outbox for Inter-Personal messages; restart your machine; and then re-select the revised message store at the MAPI Gateway mailbox level.</p>
1015	Unable to get the IPM SentMail folder of MAPI message store [(SentMail)].	<p>Explanation The MAPI message store SentMail folder does not support Inter-Personal Messages e-mail address (e-mail).</p> <p>Your Action Select another MAPI message store through the MAPI Gateway mailbox-level properties, or reconfigure the MAPI message store SentMail folder for Inter-Personal messages; restart your machine; and then re-select the revised message store at the MAPI Gateway mailbox level.</p> <p style="text-align: right; color: green;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
1016	Unable to get the IPM Receive folder of MAPI message store [(message store name)].	<p>Explanation The MAPI message store Receive folder does not support Inter-Personal Messages (e-mail).</p> <p>Your Action Select another MAPI message store through the MAPI Gateway mailbox-level properties, or reconfigure the MAPI message store Receive folder for Inter-Personal messages; restart your machine; and then re-select the revised message store at the MAPI Gateway mailbox level.</p>
1017	Unable to open message [(message ID)].	<p>Explanation The MAPI Gateway is unable to open the specified message.</p> <p>Your Action In the Mailbox Server Manager, verify that the message appears to be valid. If it does, contact product support.</p>
1018	Unable to get the attachments for message [(message ID)].	<p>Explanation The MAPI Gateway is unable to open attachments for the specified message.</p> <p>Your Action In the Mailbox Server Manager, verify that the attachment appears to be valid. If it does, contact product support.</p>
1019	Gateway Mailbox [(gateway mailbox name)] has no mapping for Mailbox [(mailbox name)] and as a result cannot process message [(message ID)].	<p>Explanation The mailbox from which you want to send a message to the MAPI messaging software is not on the MAPI Mapping list.</p> <p>Your Action Verify that the mailbox from which you tried to send a message is valid and correctly configured.</p> <p style="text-align: right; color: green;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
1020	Unable to create MAPI message for message [(message ID)].	<p>Explanation The MAPI Gateway was unable to copy a Gentran:Server message to the MAPI message store or the MAPI Gateway does not have the permissions necessary to access the MAPI message store.</p> <p>Your Action Verify that your Gentran:Server server and MAPI profile permissions match; verify that your MAPI messaging software is correctly configured.</p>
1021	Unable to set MAPI message properties for message [(message ID)].	<p>Explanation The MAPI Gateway is unable to read the message properties of the specified message.</p> <p>Your Action Verify that your Gentran:Server server and MAPI profile permissions match; verify that your MAPI messaging software is correctly configured.</p>
1022	Unable to open the MAPI Compressed RTF message property for message [(message ID)].	<p>Explanation The MAPI Gateway is unable to open the Gentran:Server message in Rich Text Format (RTF). This occurs if the MAPI message store does not support RTF.</p> <p>Your Action Verify that the MAPI message store to which you are sending supports RTF, or in the Sending Messages tab of the MAPI Mailbox Properties dialog, select the Do not use the message body option.</p>
1023	Unable to wrap the MAPI Compressed RTF stream for message [(message ID)].	<p>Explanation The MAPI Gateway was able to open RTF properties of a Gentran:Server message, but unable to read the data.</p> <p>Your Action In the Sending Messages tab of the MAPI Mailbox Properties dialog, select the Do not use the message body option.</p> <p style="text-align: right; color: green;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
1024	Unable to open the MAPI Body property for message [(message ID)].	<p>Explanation The MAPI Gateway is unable to open the text properties of the specified Gentran:Server message.</p> <p>Your Action Verify that your MAPI profile configuration settings are accurate. Verify that your MAPI and Gentran:Server server permissions match, and verify that your e-mail system settings are accurate.</p>
1025	Unable to open stream on attachment [(attachment ID)] [(message ID)].	<p>Explanation The Mailbox Server could not open the specified attachment. This sometimes indicate a problem with your database.</p> <p>Your Action View the message in the Mailbox Server Manager to verify that an attachment is there and that it appears to be valid. If the attachment does appear to be valid, contact product support.</p>
1026	Unable to write to MAPI stream for attachment [(attachment ID)] [(message ID)].	<p>Explanation The MAPI Gateway could not see the Gentran:Server message attachment attributes and was unable to write the attachment to the MAPI message store.</p> <p>Your Action View the message in the Mailbox Server Manager to verify that an attachment is there and that it appears to be valid. If the attachment does appear to be valid, contact product support.</p>
1027	Unable to open the MAPI attachment binary data stream for attachment [(attachment ID)] [(message ID)].	<p>Explanation The MAPI messaging software was unable to open the specified Gentran:Server message attachment.</p> <p>Your Action Verify that your MAPI profile configurations are accurate. Test your e-mail system. Verify that your MAPI messaging software and Gentran:Server server permissions match.</p> <p style="text-align: right;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
1028	Unable to set the MAPI attachment properties for attachment [(attachment ID)] [(message ID)].	<p>Explanation The MAPI Gateway was unable to set the properties of the specified attachment.</p> <p>Your Action Verify that your MAPI profile configurations are accurate. Test your e-mail system. Verify that your MAPI messaging software and Gentran:Server server permissions match.</p>
1029	Unable to save the MAPI attachment for attachment [(attachment Id)] [(message ID)].	<p>Explanation The MAPI Gateway was able to set the properties for the specified attachment, but unable to save those properties.</p> <p>Your Action Verify that your MAPI profile configurations are accurate. Test your e-mail system. Verify that your MAPI messaging software and Gentran:Server server permissions match.</p>
1030	Unable to save the MAPI message for message [(message ID)].	<p>Explanation The MAPI Gateway was able to set properties for the specified message, but unable to save those properties.</p> <p>Your Action Verify that your MAPI profile configurations are accurate. Test your e-mail system. Verify that your MAPI messaging software and Gentran:Server server permissions match.</p>
1031	Unable to submit the MAPI message for message [(message ID)].	<p>Explanation The MAPI Gateway was able to set and save properties for the specified message, but unable to submit those properties to the MAPI message store.</p> <p>Your Action Verify that your MAPI profile configurations are accurate. Test your e-mail system. Verify that your MAPI messaging software and Gentran:Server server permissions match.</p> <p style="text-align: right; color: green;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
1032	Unable to allocate [(number of bytes)] bytes from MAPI.	<p>Explanation The MAPI Gateway was unable to allocate necessary amount of memory from MAPI.</p> <p>Your Action Restart the Gentran:Server server and try again.</p>
1033	MAPI was unable to resolve recipient name [(recipient name)] for message [(message ID)].	<p>Explanation The MAPI Gateway is unable to resolve the e-mail address defined in Gentran:Server for the specified message.</p> <p>Your Action Verify that the e-mail address is accurate and that it is included in the MAPI Address book. If it is not included, modify your MAPI address book.</p>
1034	Unable to modify the MAPI recipients for message [(message ID)].	<p>Explanation The e-mail address defined in Gentran:Server for the specified message is accurate, but Gentran:Server did not update its recipient list to include this e-mail address information.</p> <p>Your Action Call product support.</p>
1035	Unable to create a wait table timer for Gateway Mailbox [(mailbox name)]. Polling for this Mailbox will not be possible in this session.	<p>Explanation The polled thread that tells the MAPI Gateway when to deliver messages to the MAPI message store is not functioning.</p> <p>Your Action Reboot Microsoft Windows. If that does not resolve the problem, contact product support.</p>
1036	Unable to get the MAPI IPM Receive folder contents for mapped Mailbox [(mailbox name)] [(Gateway Mailbox name)].	<p>Explanation The MAPI Gateway cannot retrieve the contents of the MAPI message store Inter-Personal Message (e-mail) Receive folder associated with the specified mailbox.</p> <p>Your Action Open the message store Inbox in your MAPI messaging software. If it opens correctly, contact product support.</p> <p style="text-align: right; color: green;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
1037	Unable to open MAPI message for mapped Mailbox [(mailbox name)] [(Gateway Mailbox name)].	<p>Explanation The MAPI Gateway is unable to open the first message in the MAPI message store associated with the specified mailbox.</p> <p>Your Action Open the message store in your MAPI messaging software. If it opens correctly, contact product support.</p> <p>Note When you open the message in your MAPI messaging software, re-mark the message as Unread.</p>
1038	Unable to get the properties of a MAPI message in mapped Mailbox [(mailbox name)] [(Gateway Mailbox name)].	<p>Explanation The MAPI Gateway is unable verify certain properties in a message it received from a MAPI message store.</p> <p>Your Action Open the message in your MAPI messaging software. If it opens correctly, contact product support.</p>
1039	Unable to create message in mapped Mailbox [(mailbox name)] [(Gateway Mailbox name)].	<p>Explanation The MAPI Gateway was unable to create a copy of a message received from a MAPI message store to the specified mailbox.</p> <p>Your Action Recreate and resend the message.</p>
1040	Unable to wrap the MAPI Compressed RTF stream for a message in mapped Mailbox [(mailbox name)] [(Gateway Mailbox name)].	<p>Explanation The MAPI Gateway cannot open the data for the MAPI message received in RTF format.</p> <p>Your Action On the Receiving Messages tab of the MAPI Mailbox Properties dialog box, select text/plain as the What content type should be used for message bodies option.</p> <p style="text-align: right; color: green;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
1041	Unable to create an attachment for message [(message ID)].	<p>Explanation The MAPI Gateway is unable to create an attachment for the specified message.</p> <p>Your Action On the Receiving Messages tab of the MAPI Mailbox Properties dialog box, verify that the content type is correctly configured. If it is, contact product support.</p>
1042	Unable to modify message [(message ID)].	<p>Explanation The MAPI Gateway is unable to modify the content type of the specified message.</p> <p>Your Action In the mailbox-level properties, verify that the content type is correctly configured.</p>
1043	Unable to write to stream for attachment [(attachment ID)] [(message ID)].	<p>Explanation The MAPI Gateway is unable to copy attachment data associated with the specified MAPI message.</p> <p>Your Action View the message in the Mailbox Server Manager to see whether the attachment appears to be valid. If it does, contact product support.</p>
1044	Unable to get the MAPI attachment table of the MAPI message for message [(message ID)].	<p>Explanation The MAPI attachment is not on the list of attachments that MAPI provides. As a result, the MAPI Gateway is unable to open the attachment.</p> <p>Your Action View the message attachment in your MAPI messaging software to ensure that it appears to be valid. If it does, contact product support.</p> <p>If the message attachment does not appear to be valid, verify that your e-mail settings are accurate.</p> <p style="text-align: right; color: green;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
1045	Unable to open a MAPI attachment of the MAPI message for message [(message ID)].	<p>The MAPI Gateway was unable to open the list of attachments that MAPI provides.</p> <p>Your Action View the message attachment in your MAPI messaging software to ensure that it appears to be valid. If it does, contact product support.</p> <p>If the message attachment does not appear to be valid, verify that your e-mail settings are accurate.</p>
1046	Unable to get the MAPI properties of an attachment of the MAPI message for message [(message ID)].	<p>Explanation The MAPI Gateway is unable to access MAPI attachment properties for the specified message.</p> <p>Your Action View the message attachment in your MAPI messaging software to ensure that it appears to be valid. If it does, contact product support.</p> <p>If the message attachment does not appear to be valid, verify that your e-mail settings are accurate.</p>
1047	Unable to add the recipient [(recipient name)] to message [(message ID)].	<p>Explanation The MAPI Gateway is unable to add a recipient to a copy of message received from MAPI.</p> <p>Your Action Verify that your MAPI Gateway mailbox-level properties are correctly configured.</p>
1048	Unable to send message [(message ID)].	<p>Explanation The MAPI Gateway was unable to send the message specified message received from MAPI to the Mailbox Server.</p> <p>Your Action Verify that the message is formatted correctly. If it is, contact product support.</p> <p style="text-align: right; color: green;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
1049	Unable to set the Read-Flag of the MAPI message for message [(message ID)].	<p>Explanation The MAPI Gateway was unable to update the MAPI message status to “Read.”</p> <p>Your Action Verify that your MAPI configuration settings are accurate. Verify that your MAPI messaging software permissions match those in your Gentran:Server system.</p>
1050	Unable to open a stream on the referenced attachment file [(attachment ID)] for attachment [(message ID)].	<p>Explanation The MAPI Gateway is unable to open the MAPI attachment data for the specified message.</p> <p>Your Action View the attachment in your MAPI messaging software. If the message and attachment appear to be valid, contact product support.</p>
1051	Unable to modify attachment [(attachment ID)] [(message ID)].	<p>Explanation The MAPI Gateway is unable to modify the MAPI message attachment content type.</p> <p>Your Action Contact product support.</p>
1052	The MAPI attach method [(method type)] of attachment [(attachment ID)] [(message Id)] is not supported.	<p>Explanation The MAPI Gateway received an attachment that uses an unsupported attach method.</p> <p>Your Action Verify that the attach method specified in your MAPI messaging software is one that the MAPI Gateway supports.</p>
1053	Unable to create a MAPI attachment for attachment [(attachment ID)] [(message ID)].	<p>Explanation The MAPI Gateway is unable to create an attachment for the specified message received from the Mailbox Server.</p> <p>Your Action Verify that your MAPI profile configurations are accurate. Test your e-mail system. Verify that your MAPI messaging software and Gentran:Server server permissions match.</p>

