

Gentran:Server[®] for Windows[®]

**PeopleSoft Gateway
Configuration Guide**

Version 5.1

Sterling Commerce
An IBM Company

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Gentran:Server for Windows

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About This Guide

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Introduction

Overview This manual contains the tasks you must follow to:

- configure the Gentran:Server PeopleSoft Gateway
- configure the PeopleSoft File Handler
- create PeopleSoft Gateway mailboxes

Intended audience The intended audience for this manual is PeopleSoft 8.0 XML Extension for Gentran:Server for Windows system administrators.

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

- PeopleSoft
 - Gentran:Server
-

Description of Contents

Introduction

This guide is organized into the tasks that you complete when configuring communications for the PeopleSoft 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.
 - PeopleSoft Gateway Overview provides a high-level overview of the PeopleSoft Gateway.
 - Configuring Communications explains the process for configuring PeopleSoft Gateway communications. This chapter also provides the procedures you must follow to configure your PeopleSoft Gateway Mailboxes and the PeopleSoft File Handler.
-

Getting Support

Introduction The Sterling Commerce 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.

PeopleSoft Gateway Overview

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 - ▶ Pre-integration Requirements 1 - 3
 - ▶ PeopleSoft Gateway Mailboxes 1 - 4
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Overview

In this chapter

This chapter provides you with a high-level overview of the Gentran:Server PeopleSoft Gateway.

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.

PeopleSoft gateway

Gentran:Server supports multiple transfer protocols. The PeopleSoft Gateway facilitates the transfer of inbound and outbound PeopleSoft messages with the Gentran:Server Mailbox Server.

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.

Pre-integration Requirements

Introduction

You must review these requirements and meet the necessary criteria before you can successfully integrate the PeopleSoft 8.0 XML Extension.

Required software

The PeopleSoft Gateway requires:

- That you have successfully installed Gentran:Server[®] for Windows[®] version 5.0.
- That you have validated your Gentran:Server for Windows installation.

Reference

See the appropriate *Gentran:Server for Windows Installation Guide* for more information on testing Gentran:Server for Windows.

- That you have successfully installed the XML Translation Option from the Options Pack CD.

Reference

See the *Options Pack Installation Card* for more information.

- That you have successfully installed the PeopleSoft Gateway from the PeopleSoft 8.0 XML Extension CD.

Reference

See the *PeopleSoft 8.0 XML Extension Installation Card* for more information.

- That you have completed the installation of IIS 4.0.
- That you have a standard installation of PeopleSoft.
- You are planning on using the Application Manager to publish/subscribe XML messages to/from the PeopleSoft system.

Note

This gateway only supports PeopleSoft and the associated XML messages. If you need assistance integrating PeopleSoft with the Gentran:Server for Windows Electronic Commerce Manager, please contact your sales representative for more information on our service offerings.

Configuration assistance

We strongly recommend that someone with PeopleSoft installation knowledge is available during this configuration to assist with:

- debugging inbound translations
 - setting up the necessary URLs for publish/subscribe
 - checking the correct settings in the PeopleSoft file handler
 - providing the correct header information for inbound documents
-

PeopleSoft Gateway Mailboxes

Introduction

You must configure properties for PeopleSoft mailboxes you create.

Reference

See Configuring Communications, chapter 2 of this guide, for more information about configuring the PeopleSoft mailboxes.

PeopleSoft Delivery Agent

Introduction

You must configure the PeopleSoft Delivery Agent.

Reference

See Configuring Communications, chapter 2 of this guide, for more information about configuring the delivery agent.

Configuring Communications

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Overview

Introduction

In this chapter

This chapter describes the tasks that you must complete to configure the PeopleSoft file Handler, your PeopleSoft Gateway Mailbox, and the PeopleSoft delivery agent.

Note

There are no gateway-level properties to configure for the PeopleSoft 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.
Mailbox	A folder or set of folders used to store messages.
PeopleSoft File Handler	The system component that publishes the XML messages to Gentran:Server.

How Gentran:Server handles reply XML data from PeopleSoft

When you post documents to the PeopleSoft system successfully the system takes the important information and creates an Audit Log message in the Gentran:Server Audit Log.

Reference

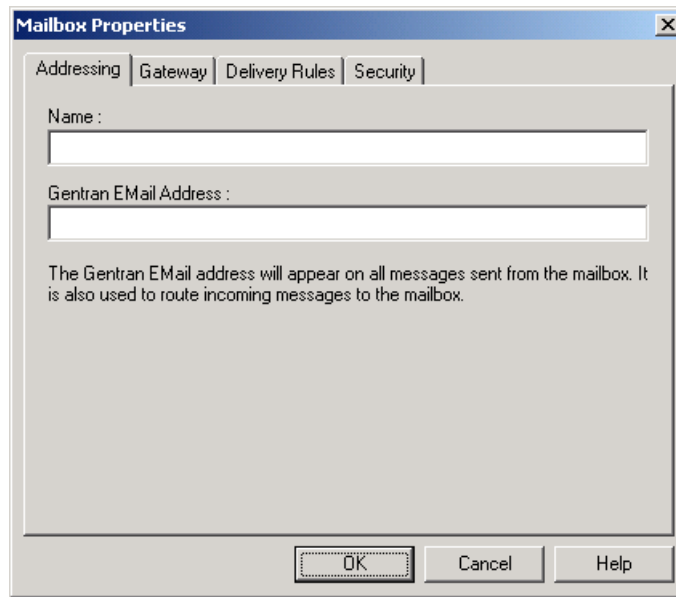
See the "Error Messages" appendix and the "Using the Audit Notification System" chapter in the *Administration Guide* for more information.

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.

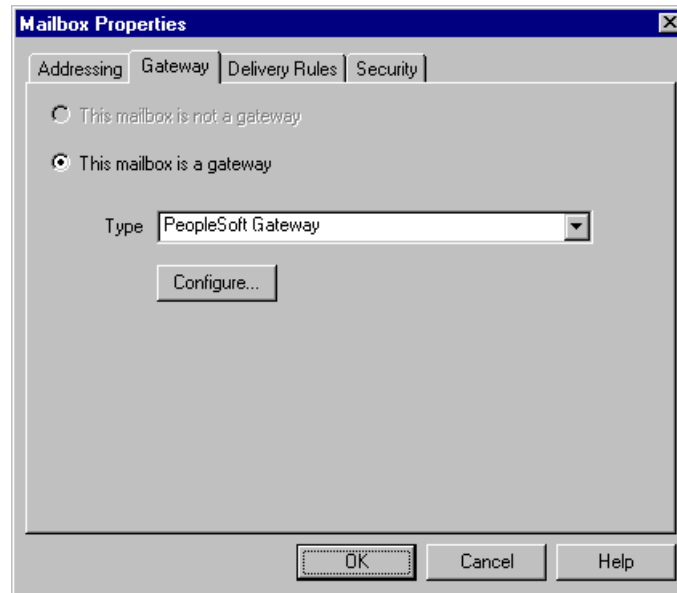


Addressing tab parts and functions This table describes the parts of the Addressing tab of the Mailbox Properties dialog box and their functions.

Part	Function
Name	Defines the name of the mailbox.
Gentran Email 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.



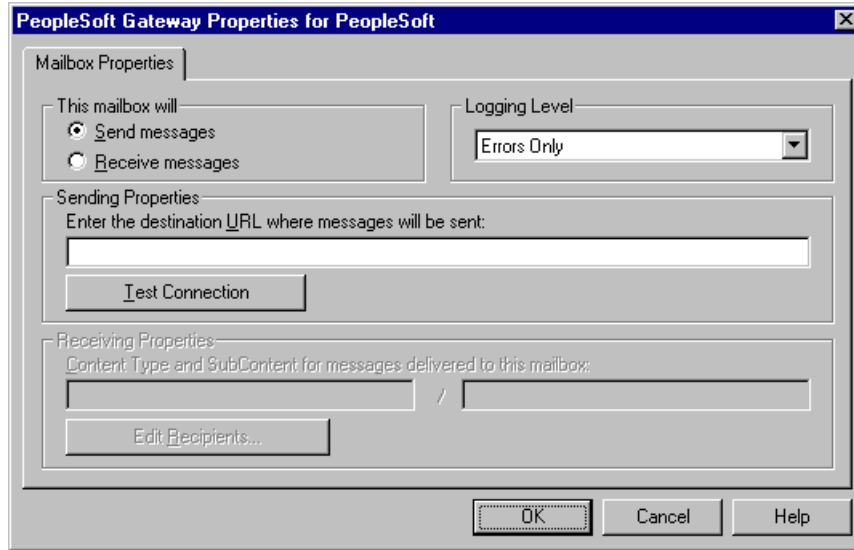
Gateway tab parts and functions

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

Part	Function
<p>This mailbox is not a gateway</p> <p>This mailbox is a gateway</p>	<p>Specifies whether the mailbox is or is not a gateway.</p> <p>Options are:</p> <ul style="list-style-type: none"> ▶ This mailbox is not a gateway ▶ 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 PeopleSoft Gateway Properties dialog to enable you to configure properties for the PeopleSoft Gateway.
OK	Saves changes; exits dialog.
Cancel	Closes dialog without saving changes.
Help	Accesses online help.

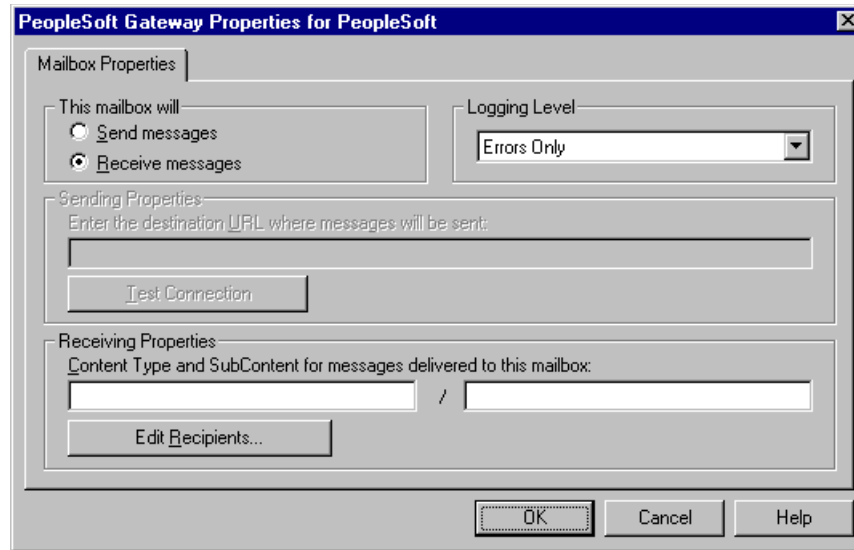
PeopleSoft Gateway Properties dialog box (Send properties) diagram

This diagram illustrates the PeopleSoft Gateway Properties dialog box with the Send option selected.



PeopleSoft Gateway Properties dialog box (Receive properties) diagram

This diagram illustrates the PeopleSoft Gateway Properties dialog box with the Receive option selected.



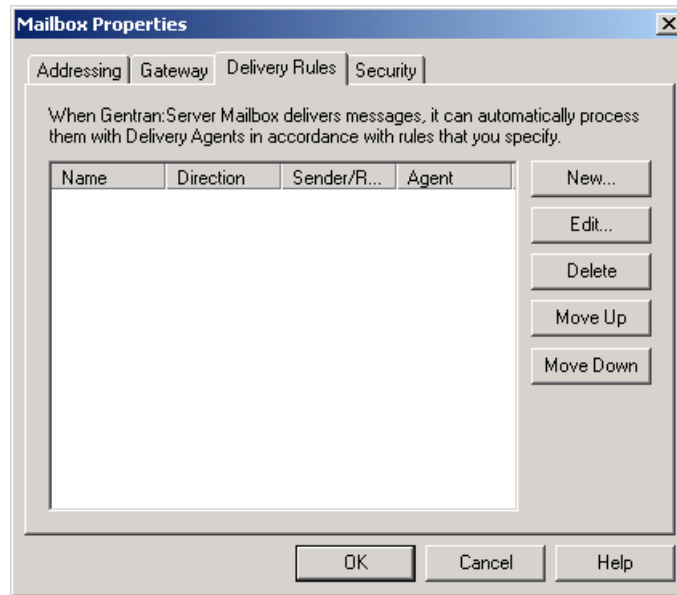
**PeopleSoft
Gateway
Properties dialog
box parts and
functions**

This table describes the parts of the PeopleSoft Gateway 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
Sending Properties	
Enter the destination URL where messages will be sent	Contains the URL where the outgoing message will be sent. Note This box is only activated when you select "Send messages."
Test Connection	Verifies that the system is able to connect to the destination URL. Notes <ul style="list-style-type: none"> ▶ This box is only activated when you select "Send messages." ▶ This function does not test the actual post; rather, it tests the connection to the URL.
Receiving Properties	
Content Type and SubContent for messages delivered to this mailbox	Specifies the content type and subcontent type to use when delivering a message from this mailbox to the configured recipients. Note This box is only activated when you select "Receive messages."
Edit Recipients	Accesses the Edit Recipients dialog box to enable you to select recipients for messages received into this mailbox. Note This button is only activated when you select "Receive messages."
OK	Saves changes; exits dialog box.
Cancel	Cancels unsaved changes; exits dialog box.
Help	Launches the online Help system.

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

PeopleSoft Gateway process

This table lists the stages in configuring communications for use with the PeopleSoft Gateway.

Stage	Description
1	Verify that you have met the pre-integration requirements. Reference See <i>Pre-integration Requirements</i> on page 1 - 3 for more information.
2	Configure the PeopleSoft File Handler. Reference See <i>How to Configure the PeopleSoft File Handler</i> on page 2 - 10 for more information.
3	Create send and receive mailboxes for PeopleSoft Reference See <i>How to Create PeopleSoft Gateway Mailboxes</i> on page 2 - 11 for more information.
4	Configure the PeopleSoft delivery agent. Reference See <i>How to Configure the PeopleSoft Delivery Agent</i> on page 2 - 15 for more information.

How to Configure the PeopleSoft File Handler

Introduction

The PeopleSoft File Handler, which publishes the XML messages to Gentran:Server, must be configured using the following options:

- The Header should be present.
- The Header should not be encoded or compressed.
- The Transaction should be base-64 encoded and compressed.

Reference

Please see the *Application Messaging Gateway User's Guide* that accompanies your PeopleSoft 8 documentation for more information.

How to Create PeopleSoft Gateway Mailboxes

Introduction

You must create at least one sending and one receiving mailbox for PeopleSoft before importing or creating a trading partner relationship.

Creating a mailbox to send messages

Use this procedure to create PeopleSoft Gateway Mailboxes to send messages.

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 PeopleSoft 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.
8	Select the Gateway tab. System response The system displays the gateway information. (Continued on next page)

(Contd) Step	Action
9	Click Configure . System response The system displays the PeopleSoft Gateway Properties dialog box.
10	From the This mailbox will section, select the Send messages option (this should be the default).
11	From the Logging Level list, select Detailed .
12	In the Sending Properties section, type the URL where messages will be sent and click Test Connection to test the connection to the URL. System Response The system displays a message box informing you of the successful or unsuccessful completion of the test.
13	Click OK .
14	Was the test successful? <ul style="list-style-type: none"> ▶ If yes, click OK to exit the PeopleSoft Gateway Properties dialog box. ▶ If no, select another URL and Test Connection again, until the connection is verified as successful completing.
15	Click OK to save changes and exit the PeopleSoft Gateway Properties dialog box.
16	Continue with the next procedure (Creating a PeopleSoft Receive Mailbox).

Creating a mailbox to receive messages

Use this procedure to create PeopleSoft Gateway Mailboxes to receive messages.

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 . (Continued on next page)

(Contd) Step	Action
6	Select PeopleSoft 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 PeopleSoft Gateway Properties dialog box.
10	Verify that the Receive message option is selected in the “This mailbox will” section.
11	From the Logging Level list, select Detailed .
12	In the Receiving Properties section, type Application as the Content Type (first box) and EDI as the SubContent (second box) and click Edit Recipients . System Response The system displays the Edit Recipients dialog box.
13	From the Available Recipients list, select the recipient or recipients (use the CTRL and SHIFT keys if necessary) and click Add to move the recipients to the Selected Recipients list.
14	Click OK to exit the Edit Recipients dialog box.
15	Click OK to save changes and exit the PeopleSoft Gateway Properties dialog box.
16	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 ▶ Gentran 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.	

How to Configure the PeopleSoft Delivery Agent

Introduction You must configure the PeopleSoft delivery agent before using the PeopleSoft Gateway.

Procedure Use this procedure to configure the PeopleSoft Delivery Agent.

Step	Action
1	Start the Mailbox Server Manager .
2	Select the Mailboxes folder icon.
3	Right-click the PeopleSoft Gateway mailbox and select Properties . System Response The system displays the Mailbox Properties dialog box.
4	Select the Delivery Rules tab. System response The system displays the delivery rules information.
5	On the Delivery Rules tab, select New . System response The system displays the Edit Delivery Rule dialog box.
6	In the Rule name box, type PS TEST1 .
7	From the Run this rule list, select receiving .
8	Leave the next two optional choices blank (if the recipient and if the content type is).
9	From the Using the list, select the PeopleSoft Gateway Agent .
10	In the with command line box, type inbound (the command line parameter to pass to the delivery agent when running the rule).
11	Click OK . System Response The system displays the Mailbox Properties dialog box.
12	Click OK to save changes and exit the PeopleSoft Gateway Properties dialog box.
13	Click OK to exit the Mailbox Properties dialog box.

PeopleSoft Gateway Error Messages

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Introduction

In this appendix

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

Where error messages are located

The PeopleSoft 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.

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

Error message numbers

The types of error messages that PeopleSoft Gateway uses are the following:

- **General Delivery Agent messages** occur before or after document processing.
- **Inbound Delivery Agent messages** occur during inbound document processing.
- **PeopleSoft Gateway Messages** occur during inbound and outbound PeopleSoft document processing.
- **PeopleSoft Gateway Messages** occur during gateway processing.

Source and component numeric values

This table lists the numeric values for the PeopleSoft Gateway message source and component values.

Source	Component
12 - PeopleSoft	1 - Delivery Agent 2 - PeopleSoft Gateway 3 - PeopleSoft Gateway

PeopleSoft Gateway Error Messages

General Delivery Agent Messages

Introduction This topic provides you with the general error messages that PeopleSoft Delivery Agent 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 general Delivery Agent error messages are listed below by the message number and the error message text.

Msg ID	Message Text	Explanation/Your Action
12-1-100	Invalid option parameter specified. Delivery agent processing cannot continue.	<p>Explanation “Inbound” is the only valid parameter.</p> <p>Your Action Verify that you did not mistype the parameter.</p>
12-1-103	Delivery agent failed to process attachment [mailbox attachment ID] for message [mailbox message ID].	<p>Explanation This is an “end” message that brackets one attachment processing session. You should receive an audit error message immediately prior to this one.</p> <p>Your Action Follow the user action for the preceding error message.</p>
12-1-104	Could not get attachment(s) for message [mailbox attachment ID]. Delivery agent processing cannot continue. Mailbox error code returned: [mercury error code]	<p>Explanation Mailbox API error.</p> <p>Your Action Call support.</p>
12-1-105	Could not delete attachment [mailbox attachment ID] for message [mailbox message ID]. Delivery agent processing cannot continue. Mailbox error code returned: [mercury error code]	<p>Explanation Mailbox API error.</p> <p>Your Action Call support.</p>
12-1-106	An exception occurred while processing attachment [mailbox attachment ID] for message [mailbox message ID]. Delivery agent processing cannot continue. Error message: [CException error text]	<p>Explanation A MFC CException occurred while opening or closing the attachment as a stream.</p> <p>Your Action Call support.</p>

Inbound Delivery Agent Messages

Introduction This topic provides you with the inbound error messages that PeopleSoft Delivery Agent 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 inbound Delivery Agent error messages are listed below by the message number and the error message text.

Msg ID	Message Text	Explanation/Your Action
12-1-1000	A file exception occurred while accessing an attachment. Error returned: [Cfile error text]	<p>Explanation A MFC CFileException occurred while reading the original attachment or while writing to a new attachment.</p> <p>Your Action Call support.</p>
12-1-1001	An error occurred while processing the attachment. [error text (e.g., "The attachment has an invalid file length.")]	<p>Explanation Depending on the error indicated, either the attachment is empty or a Win32 API or MFC error occurred while performing the task indicated.</p> <p>Your Action Call support.</p>
12-1-1002	An error occurred while trying to decode and inflate the data blob in the XML document. Error returned: [SCPSXML error code] -- [SCPSXML error text]	<p>Explanation SCPSXML API error.</p> <p>Your Action Depending on the error that is indicated, you may need to call support. If it is a XML data issue, verify that the XML data conforms to the expected structure.</p>
12-1-1003	Could not create a new copy of attachment [mailbox attachment ID] for message [mailbox message ID]. Mailbox error code returned: [mercury error code]	<p>Explanation Mailbox API error.</p> <p>Your Action Call support.</p>
12-1-1004	An exception occurred while processing attachment [Mailbox attachment ID] for message [Mailbox message ID]. Error message: [CException error text]	<p>Explanation A MFC CException occurred while opening or closing the attachment as a stream.</p> <p>Your Action Call support.</p>

General PeopleSoft Messages

Introduction This topic provides you with the general error messages that the PeopleSoft 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 general PeopleSoft Gateway error messages are listed below by the message number and the error message text.

Msg ID	Message Text	Explanation/Your Action
12-2-4	Unable to read in incoming post data from [IP address of the remote host]	<p>Explanation Data is not coming in from PeopleSoft system.</p> <p>Your Action Check your PeopleSoft system and/or contact PeopleSoft support.</p>
12-2-5	The incoming post request data from [IP address of the remote host] is missing or empty	<p>Explanation Data is not coming in from PeopleSoft system.</p> <p>Your Action Check your PeopleSoft system and/or contact PeopleSoft support.</p>
12-2-8	Memory allocation error occurred. Error code = [error code]. Delivery Query processing aborted.	<p>Explanation This is a fatal error. Check informational message 12-2-7 in the Gentran:Server Audit Log to see the buffer size.</p> <p>Your Action Stop and restart the Gentran:Server services and contact Gentran:Server customer support, if necessary.</p>
12-2-10	An error occurred while sending the incoming message to Gentran:Server mailbox [Receiving Mailbox name]. Error = [error code]. The message is not sent.	<p>Explanation The system is unable to mail data via the intermediate mailbox.</p> <p>Your Action Check your <i>Communications User's Guide</i> to see details on error code.</p>
12-2-11	Malformed XML message received. Parser response [parser error]	<p>Explanation Either the incoming XML message from PeopleSoft is malformed or the MS XML DOM parser is unable to read the XML.</p> <p>Your Action Check the message the PeopleSoft sent to Gentran:Server.</p>

PeopleSoft Gateway Messages

Introduction This topic provides you with the error messages that the PeopleSoft 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 PeopleSoft Gateway error messages are listed below by the message number and the error message text.

Msg ID	Message Text	Explanation/Your Action
12-3-2	The outgoing message in the mailbox message attachment is missing or has a length of 0. HTTP Gateway outbound processing aborted.	<p>Explanation The outgoing message in the mailbox message attachment is missing or has a length of 0 (zero).</p> <p>Your Action Check the internal Gentran:Server system to see if data was translated correctly.</p>
12-3-3	Memory allocation error occurred. HTTP Gateway outbound processing aborted.	<p>Explanation The system is unable to allocate memory for the Outbound message.</p> <p>Your Action Stop and restart the Gentran:Server services and contact Gentran:Server customer support, if necessary.</p>
12-3-4	Unable to read in the entire mailbox message attachment. Bytes read = [number of bytes read], Bytes available = [number of bytes available]. HTTP Gateway outbound processing aborted.	<p>Explanation The system is unable to read the entire message because of a problem with IIS.</p> <p>Your Action Stop and restart IIS services. If the problem persists, contact support.</p>
12-3-5	HTTP POST to [destination HTTP address] of message #[message ID] failed. HTTP status code = [HTTP status code].	<p>Explanation Either the PeopleSoft system does not respond or the message sent is invalid.</p> <p>Your Action Verify that the PeopleSoft system is up and running. Then verify the validity of the XML message.</p> <p style="text-align: right;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
12-3-6	Update of mailbox message #[message ID] status failed. Mailbox error = [error code].	<p>Explanation An error occurred with the specified mailbox.</p> <p>Your Action Check your <i>Communications User's Guide</i> to see details on error code.</p>
12-3-9	Unable to send message #[message ID] to the recipients configured for [receive mailbox]. Error = [error code].	<p>Explanation An error occurred with the specified mailbox.</p> <p>Your Action Check your <i>Communications User's Guide</i> to see details on error code.</p>
12-3-11	Transaction Response from the PeopleSoft system has malformed XML. Parser Response: [Error message from DOM parser].	<p>Explanation XML parsing failed.</p> <p>Your Action Check your PeopleSoft system for malformed XML.</p>
12-3-12	Response to Transaction not received.	<p>Explanation Response to transaction not received from PeopleSoft system.</p> <p>Your Action Check your PeopleSoft system for Transaction Response.</p>
12-3-13	Unknown response to Transaction Request.	<p>Explanation Unknown XML response to Transaction.</p> <p>Your Action Check your PeopleSoft system.</p>
12-3-15	A duplicate Transaction Request was delivered. Publishing Node: [PublicationNode], Channel: [Channel], PublicationID: [PublicationID]	<p>Explanation A transaction request with the given attributes was already delivered to the PeopleSoft system.</p> <p>Your Action None.</p>
12-3-16	The Transaction Request was NOT delivered successfully. Publishing Node: [PublishingNode], Channel: [Channel], PublicationID: [PublicationID]	<p>Explanation The message was not delivered successfully.</p> <p>Your Action Resend the message.</p> <p style="text-align: right; color: green;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
12-3-17	Invalid Return Code in the Transaction response. Return Code: [ReturnCode], Publishing Node: [PublishingNode], Channel: [Channel], PublicationID: [PublicationID]	<p>Explanation Return code in the response XML message is not valid.</p> <p>Your Action Check PeopleSoft system.</p>
12-3-18	Missing Values in the Transaction response. Return Code: [ReturnCode], Publishing Node: [PublishingNode], Channel: [Channel], PublicationID: [PublicationID]	<p>Explanation One of the mandatory fields is empty.</p> <p>Your Action Check PeopleSoft system.</p>
12-3-19	PeopleSoft Gateway is down. Exception Title: [ExceptionTitle], Default Message: [DefaultMessage].	<p>Explanation The PeopleSoft gateway is down.</p> <p>Your Action Check PeopleSoft system.</p>