

Gentran:Server® for Windows®

**Gentran Gateway
Configuration Guide**

Version 5.2

Sterling Commerce
An IBM Company

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Gentran:Server for Windows

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About This Guide

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Overview

Introduction This document contains the tasks you must follow to create Gentran Gateway Mailboxes.

Intended audience The intended audience for this document is:

- Gentran:Server[®] for Windows[®] system administrators
- Gentran:Server users

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

- your Microsoft[®] Windows[®] operating system
- communications protocols
- the Gentran:Server[®] for Windows[®] software

Description of Contents

Introduction

This guide is organized into the tasks that you complete when configuring communications for the Gentran Gateway.

Organization of chapters

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

- *About this Guide* explains the content and organization of this guide.
 - *Gentran Gateway Overview* provides a high-level overview of the Gentran Gateway.
 - *Configuring Communications* explains the process for configuring Gentran Gateway communications. This chapter also provides the procedures you must follow to configure your Gentran Gateway mailboxes.
 - *Error Messages* describes the gateway error messages and suggested user actions.
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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.

Gentran Gateway Overview

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Overview

In this chapter

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

What is a 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.

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

What is a mailbox?

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.

Gentran Gateway

Introduction

This section provides a high-level overview of the Gentran Gateway.

What is the Gentran Gateway?

The Gentran Gateway can handle communications between two Gentran:Server systems.

Gentran Gateway Message Routing Scenarios

Introduction

This section describes how messages are routed through the Gentran Gateway.

Gentran:Server to Gentran:Server message routing scenario

This table describes how messages are routed from one Gentran:Server system to another.

Stage	Description
1	Messages are sent from Gentran:Server to the OutBox of the Gentran Application mailbox.
2	Gentran:Server connects to the Gentran Gateway.
3	Gentran:Server creates the appropriate message attachments and e-mail properties.
4	Gentran:Server sends message attachments and E-mail properties to the appropriate Gentran:Server Outbox on another system using the Gentran Gateway.
5	Gentran:Server routes messages to predefined recipients.

Gentran Gateway Mailboxes

Introduction All properties that apply to a specific mailbox are configured using mailbox properties.

Configuring the mailbox When you configure a mailbox for use with the Gentran Gateway, you define the:

- Sending properties
- Receiving properties

Configuring Sending properties When you configure mailbox Sending properties, you define:

- whether you want to send messages from this mailbox
- the name of the machine that you want to register
- the Gentran Gateway mailbox that you want to associate with the registered Mailbox Server Manager

Configuring Receiving properties When you configure mailbox Receiving properties, you define:

- whether the mailbox can receive messages
- whether you want to use the message recipient's E-mail address to further define how messages are routed
- the message recipients

Configuring Communications

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Introduction

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

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

Term	Description
Gateway	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.
Gentran Gateway	A gateway that handles communication between two Gentran:Server systems.
Inbox	A Gentran:Server message queue that stores messages waiting to be processed by a gateway.
Mailbox Server Manager	A set or group of gateways, mailboxes, and distribution lists in a Gentran:Server system.
Outbox	A Gentran:Server message queue that stores messages waiting to be processed by the Mailbox Server Manager.
E-mail Address	A user-defined external reference that further defines recipient criteria in Gentran:Server.

Properties

Gentran Mailbox Properties

Introduction The Sending and Receiving tabs of the Gentran Mailbox Properties dialog box enables you to configure sending and receiving properties for this gateway.

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



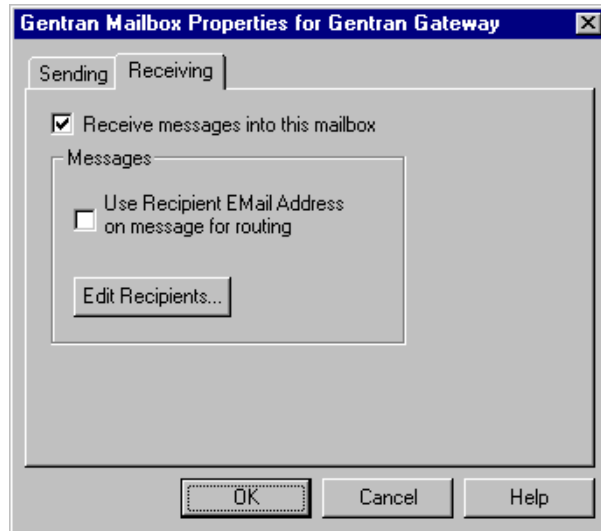
Parts and functions

This table describes the parts of the Sending tab of the Gentran Mailbox Properties dialog box and its function.

Part	Function
Send messages from this mailbox	Selection specifies that you want to send messages from this mailbox. A cleared check box indicates that you do not want to send messages from this mailbox or that you want to disable previously configured sending properties.
Enter the name of the Server to register	Specifies the name of the remote Gentran:Server machine to which you want to connect. Note A valid remote machine name entry populates the list as soon as you select another field in the dialog box. If there are no Gentran:Server mailboxes associated with the remote machine name, or if the machine name is invalid, the system displays a message prompt to that effect.
Enter or select an existing mailbox to register	Specifies valid Gentran:Server mailboxes associated with the remote machine. Note A valid remote machine name entry populates this list with associated Gentran:Server mailboxes.
OK	Saves changes; exits dialog box.
Cancel	Cancels unsaved changes; exits dialog box.
Help	Launches online Help system.

Receiving tab

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



Parts and functions

This table describes the parts of the Receiving tab of the Gentran Mailbox Properties dialog box and its function.

Part	Function
Receive Messages into this mailbox	Specifies that you want this mailbox to receive messages. A cleared check box indicates that you do not want to receive messages or that you want to disable previously configured receiving properties.
Messages	Specifies how you want to receive messages. Options are: <ul style="list-style-type: none"> • Use Recipient EMail Address on Message for Routing - specifies that you want to use recipient values defined by the sender. This value overrides recipient values defined on the Edit Recipients dialog box. • Edit Recipients - Accesses the Edit Recipients dialog box to enable you to select message recipients for messages received.
OK	Saves changes; exits dialog box.
Cancel	Cancels unsaved changes; exits dialog box.
Help	Launches online Help system.



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.

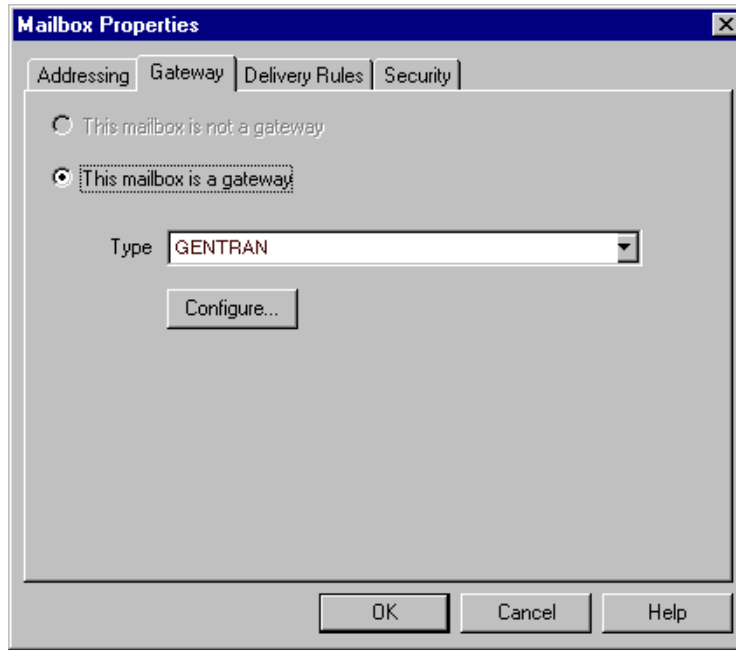


Parts and functions This table describes the parts of the Addressing tab of the Mailbox Properties dialog box and their functions.

Part	Function
Name	Defines the name of the mailbox.
Gentran e-mail 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.



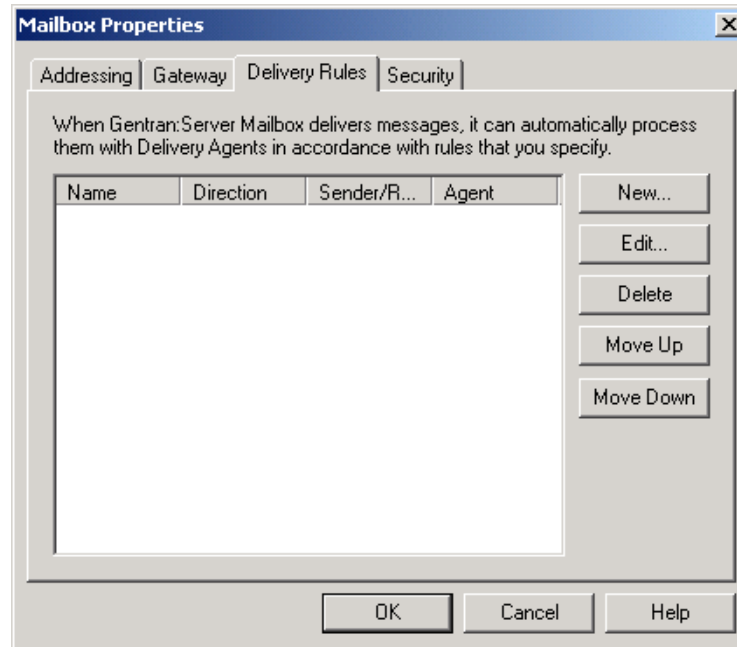
Parts and functions

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

Part	Function
Gateway options	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 Delivery Rules tab of the Mailbox Properties dialog box and their functions.

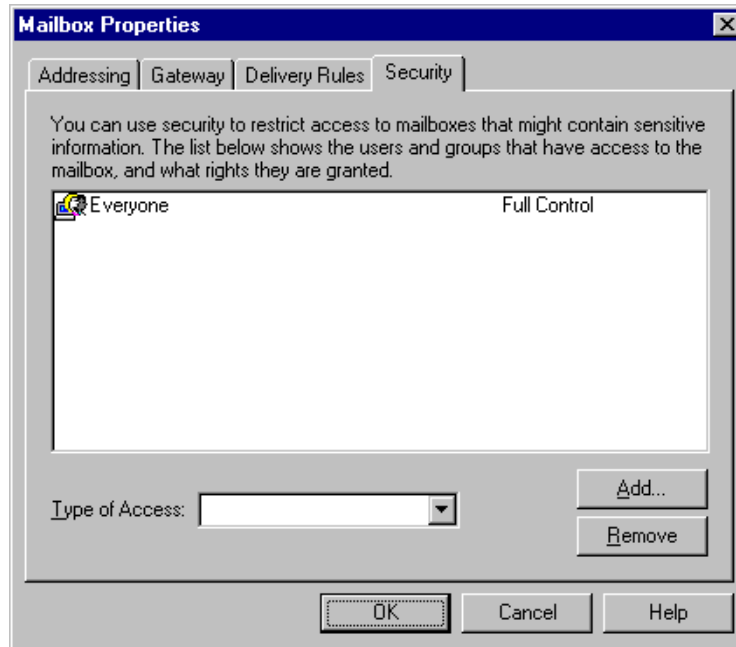
Part	Function
Name	Defines the name of the Delivery Rule.
Direction	Identifies if the rule is run when sending or receiving a message.
Sender/Recipient	Identifies the mailbox of the sender or recipient. The mail address can be specified in addition to the mailbox name.
Agent	Identifies the name of the delivery agent to be run.
New	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)

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

Gentran Gateway Configuration process

This table lists the stages in which you must configure communications for use with Gentran Gateway.

Stage	Description
1	<p>Install and configure your Gentran:Server for Windows software on the first system.</p> <p>Reference See the documentation that came with your Gentran:Server software for instructions.</p>
2	<p>Create the Gentran Gateway mailboxes that you intend to use.</p> <p>Reference See <i>How to Create Gentran Gateway Mailboxes</i> on page 2 - 12 for instructions.</p>
3	<p>Install and configure your Gentran:Server for Windows software on the second system.</p> <p>Reference See the documentation that came with your Gentran:Server software for instructions.</p>
4	<p>Create the Gentran Gateway mailboxes that you intend to use.</p> <p>Reference See <i>How to Create Gentran Gateway Mailboxes</i> on page 2 - 12 for instructions.</p>

How to Create Gentran Gateway Mailboxes

Introduction This section describes how to create Gentran Gateway mailboxes.

Procedure Use this procedure to create Gentran Gateway mailboxes.

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 Gentran from the list. 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 yes, click Finish. Continue with the next step. • If no, click the Back button to correct the information. Continue with the next step. System Response The system displays the Gentran 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	Do you want to configure sending properties? <ul style="list-style-type: none"> • If yes, continue with the next step. • If no, continue with Step 12. <p style="text-align: right;">(Continued on next page)</p>

(Contd) Step	Action
9	<p>Do you want to send messages from this mailbox?</p> <ul style="list-style-type: none"> • If yes, select the Send messages from this mailbox check box. • If no, verify that the Send messages from this mailbox check box is cleared. Continue with the next step.
10	<p>Type the name of the remote Gentran:Server machine in the Enter the name of the Server to register box.</p> <p>Example GentranMachine1 is an example remote machine name.</p>
11	<p>Type or select a mailbox to register.</p> <p>WARNING The mailbox that you select must be defined and configured in Gentran:Server as a Gentran Gateway mailbox. Otherwise, the information that you send to the second Gentran:Server will not be properly received into that system.</p>
12	<p>Do you want to configure Receiving properties?</p> <ul style="list-style-type: none"> • If yes, continue with the next step. • If no, click OK to save your changes and to exit the dialog box.
13	<p>Select the Receiving tab.</p>
14	<p>Do you want this mailbox to receive messages?</p> <ul style="list-style-type: none"> • If yes, select the Receive messages into this mailbox option. Continue with the next step. • If no, verify that the Receive messages into this mailbox check box is cleared. Continue with the next step.
15	<p>Do you want to use the E-Mail Address value on messages received from Gentran:Server as the message recipient value?</p> <ul style="list-style-type: none"> • If yes, select the Use Recipient E-Mail Address on message for routing option. Continue with the next step. <p>Note This selection overrides any values defined on the Edit Recipients dialog box.</p> <ul style="list-style-type: none"> • If no, verify that the Use Recipient E-Mail Address on message for routing check box is cleared. Continue with the next step.
16	<p>Click Edit Recipients.</p> <p>System Response The system displays the Edit Recipients dialog box.</p> <p style="text-align: right;">(Continued on next page)</p>

(Contd) Step	Action
17	<p>Select a recipient from the list or type the name in the box.</p> <p>Note You can also select a predefined distribution list.</p> <p>Reference See the <i>Communications User's Guide</i> for information on how to create a Distribution List.</p>
18	<p>Click the appropriate routing button. Valid options are:</p> <ul style="list-style-type: none"> ▶ To ▶ CC ▶ BCC <p>System Response The system displays the EMail Addresses dialog box.</p>
19	<p>Do you want to specify an e-mail value?</p> <ul style="list-style-type: none"> ▶ If yes, type the e-mail value in the box. Click Add. Click OK. ▶ If no, click Cancel. <p>System Response You return to the Edit Recipients dialog box.</p>
20	<p>Do you want to add more recipients?</p> <ul style="list-style-type: none"> ▶ If yes, repeat Steps 17 to 19. ▶ If no, continue with the next step.
21	<p>Click OK to return to the Receiving tab dialog box. Continue with the next step.</p>
22	<p>Click OK to save your changes and to exit the Receiving tab dialog box.</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.

Gentran Gateway Messages

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

Reference

See Configuring Communications, chapter 2 of this guide, for more information on Gentran Gateway procedures.

Messages This table describes the Gentran Gateway error messages.

Msg ID	Message Text	Explanation/Your Action
1003	The Gentran gateway failed to start.	<p>Explanation The Mailbox Service was not able to load the Gateway dll.</p> <p>Your Action Restart your services. If this does not correct the problem, check the audit log for service errors. If neither of these actions resolve the problem, reinstall the gateway from the Options CD.</p>
1005	The Gentran Gateway was not able to initialize its local connection to Gentran:Server.	<p>Explanation The gateway was not able to perform its initialization routine when the Mailbox Service was started.</p> <p>Your Action Restart the Mailbox Service. If this does not correct the problem, check the audit log for service errors. If neither of these actions, resolve the problem, reinstall the gateway from the Options Pack CD-ROM.</p>
1006	Unable to create message. The server returned error code [(error code number)].	<p>Explanation A message could not be created in the queue of the Server machine to which you are connecting.</p> <p>Your Action Verify that the Server to which you are connecting is running and has no system problems (i.e., the machine ran out of disk space, memory, etc.). Resend original message.</p> <p style="text-align: right;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
1007	Unable to add a recipient (Name= [(recipient name)]) to the message. The server returned error code [(error code number)].	<p>Explanation A recipient is either invalid or has been deleted.</p> <p>Your Action Check the error code and take corrective action.</p>
1008	No recipients were successfully added to the message. The message cannot be processed.	<p>Explanation No valid recipients were added to the message. Consequently, the message can not be sent.</p> <p>Your Action Check the return code to determine why the system was unable to add a recipient and take the appropriate corrective action.</p>
1009	Unable to modify message content type. The server returned error code [(error code number)].	<p>Explanation The content type was not valid.</p> <p>Your Action Check the format of the content type and verify that it does not contain a forward slash (/) character. This character denotes a sub content type.</p>
1010	Unable to add an attachment [(attachment ID)] to the message. The server returned error code [(error code number)].	<p>Explanation The attachment could not be added to the message.</p> <p>Your Action Check the return code to determine the appropriate corrective action.</p>
1011	Error writing the file data into the attachment.	<p>Explanation The system could not write the file. This may be due to a disk full condition or hardware problems.</p> <p>Your Action Verify that your system has enough space and that the data store folder is not corrupted.</p> <p style="text-align: right; color: green;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
1012	Unable to send the message (id= [(ID number)]). The server returned error code [(error code number)].	<p>Explanation The system was able to create the message and attachments and add recipients, but was unable to send the message.</p> <p>Your Action Check the return code to determine the appropriate corrective action.</p>
1014	Unable to open/create file [(file name)].	<p>Explanation The system was not able to open the store file.</p> <p>Your Action Validate the data store folder and verify that you have enough disk space.</p>
1015	Unable to get attachments from message (id= [(ID number)]).	<p>Explanation The system located a valid message, but was unable to read the attachment data. This may be caused by a corrupt disk or database.</p> <p>Your Action Check the data store file where the attachment data resides and verify that the database is not corrupt.</p>
1016	Unable to write the attachment data to the file.	<p>Explanation The system was not able to write the data for the attachment to disk. This could be caused by a corrupt disk or a bad database.</p> <p>Your Action Check the data store where the attachment data resides.</p>
1017	The Gentran Gateway was unable to read its settings. Default values will be used.	<p>Explanation The hidden message for the properties of the gateway were not able to be read.</p> <p>Your Action No action is needed if the default values are sufficient. If not, verify the properties by selecting them in the Mailbox Server client.</p> <p style="text-align: right; color: green;">(Continued on next page)</p>

(Contd) Msg ID	Message Text	Explanation/Your Action
1019	Unable to retrieve the local host name.	<p>Explanation The local host name specified in the properties was not accessible.</p> <p>Your Action Verify that the host being used is running and can be accessed by means of the network.</p>
1020	Unable to read remote properties for mailbox (Name= [(mailbox name)]).	<p>Explanation The local system was unable to read the properties of the remote mailbox. Either the mailbox did not exist or the properties were corrupt.</p> <p>Your Action Check the remote system that contains the mailbox to which you want to connect and retry.</p>
1021	Unable to write remote properties for mailbox (Name= [(mailbox name)]).	<p>Explanation The local system was unable to write to the properties of the remote mailbox. Either the mailbox did not exist or the properties were corrupt.</p> <p>Your Action Check the remote system that contains the mailbox to which you want to connect and retry.</p>
1022	Unable to open attachment.	<p>Explanation The system located a valid message but was unable to open the attachment data. This may be caused by a corrupt disk or database.</p> <p>Your Action Check the data store file where the attachment data resides and verify that the database is not corrupt.</p>