Gentran:Server® for Windows®

Getting Started Guide
Version 5.2

Sterling Commerce
An IBM Company

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About this Guide

Contents

This guide contains important information to help get you started making the most of Gentran:Server for Windows. This guide contains the following topics:

Installing documentation

To install the Gentran:Server for Windows products and optional components, you will need to print all of your installation instructions.

If you are installing from CD-ROM, insert the documentation CD-ROM into your CD-ROM drive. A welcome screen will display automatically. From that screen, you can either install the documentation or open individual manuals (in Acrobat Reader).

If you are downloading from ESD, you will download the documentation in step 9 of the next procedure.

Documentation Roadmap

Version 5.2 Documentation

The Gentran:Server for Windows documentation is designed to guide you through your day-to-day use of the system. The following are some of the documents that are available on the Gentran:Server for Windows Documentation CD-ROM or from the ESD download.

◗ *Distributed System Installation Guide* or *Single Workstation Installation Guide*—This guide contains the tasks you must complete to install Gentran:Server for Windows.

   Recommendation
   Refer to the Installation Guide first.

◗ *Administration Guide*—This guide contains the tasks you must complete to set up and configure your system after you have installed the Gentran:Server software.

◗ *User's Guide*—This guide contains the tasks for operating Gentran:Server on a daily basis.

◗ *Application Integration User's Guide*—This guide contains the tasks necessary for creating maps to translate your data.

◗ *Forms Integration User's Guide*—This guide contains the tasks necessary for creating screen-entry and print forms.

◗ *Communications User's Guide*—This guide contains the tasks for configuring and administering communications for Gentran:Server.

◗ Tutorials—These guides provide step-by-step examples describing how to create maps and forms.

Documentation Library

The Support On Demand website includes a documentation library, which contains the entire Gentran:Server for Windows documentation set. You can download the product manuals in PDF format from this library at any time.

Downloading Gentran:Server from the ESD Portal

Introduction This section contains procedures for downloading the Gentran:Server for Windows 5.2 release, including documentation.

Downloading the Application File To download the zipped file:

Step	Action
1	In the e-mail message you received from Sterling Commerce, click the link to the Electronic Software Distribution Download Area.
2	In the Security Alert dialog box, click **Yes**.
3	On the Login page, type the following information: ‣ Sterling order number ‣ Company name ‣ Customer ID
4	Click **Login**, and the system displays the Download Area.
5	Locate **Gentran:Server for Windows, version 5.2** and click **Download**.
6	In the File Download dialog box, click **Save**.
7	When the Save As dialog box opens, save the zipped file to the C:\ drive. **Note** If Internet Explorer adds a number in brackets to the name of the downloaded file (for example, gsw52[1]_core_cd.zip), rename the file on the Windows system before you transfer it to the system where it will be installed.
8	Right-click the zipped file icon to extract (unzip) the file to an empty directory. **Note** Several folders and files are extracted. (Continued on next page)

(Contd) Step	Action
9	To install the product documentation set, complete the following steps: ◗ From the Doc_cd download section, open **install.htm** using Internet Explorer. ◗ Click **Start Installer for Windows**. **Note** If you do not have Adobe Acrobat currently installed, you can download it from the Adobe website.
10	After reading the rest of this guide, continue with the *Single Workstation Installation Guide* or the *Distributed System Installation Guide* to complete the core product installation. When you are ready to start the installation of the core product, run **setup.exe** from the folder created in step 8, above. **Note** Other Gentran:Server for Windows components (for example, Options Pack components and product extensions) may also be installed from the ESD Portal. See the appropriate *Installation Card* for the Gentran:Server component for details about how to download the component software from the ESD Portal. The installation cards are part of the product documentation that you installed in step 9, above.

Accessing the ReadMe File from the CD-ROM

Introduction   The Gentran:Server for Windows Installation package contains a ReadMe file describing any changes and instructions that occurred after the documentation was finalized.

If you did not receive a CD-ROM, look for the ReadMe file in the folder you created in **Step 8** on page 3.

Recommendation
You should consult this file before you begin installing the Gentran:Server software.

The Gentran:Server for Windows Installation CD-ROM starts automatically when you insert it into your CD-ROM drive. To access the ReadMe file, select the View "ReadMe" option from the splash screen that the Autorun program displays.

Procedure   If you choose not to access the ReadMe file prior to installation, use this procedure to retrieve the ReadMe file from the Installation CD-ROM after installation.

Step	Action
1	Insert the Installation CD-ROM into your CD-ROM drive.
2	Navigate to your CD-ROM drive.
3	Double-click the **Readme.htm** file in the root of the Installation CD-ROM.

Changing the Local Security Setting

Introduction   Before installing Gentran:Server for Windows, you may need to change the local security setting; otherwise, services may not restart after the installation is complete.

Procedure   To change the local security setting:

Step	Action
1	From the **Start** menu, select **Settings > Control Panel**.
2	Double-click **Administrative Tools**.
3	Double-click **Local Security Policy**.
4	Double-click **Act as part of the operating system**.
5	Click **Add User or Group**.
6	Enter a user ID in **Object names to select**. **Note** If you are planning to run unattended sessions, also add a user ID to **Log on as batch job properties**.
7	Click **OK**.
8	Click **OK** on the Local Security Setting screen.

Hardware Requirements

Introduction	This section describes our recommendations for the configuration of a Gentran:Server system. If you follow the recommendations outlined in this section, it is easier for you to install, maintain, administer, and support the Gentran:Server system.

Distributed Environments	In a distributed environment, the recommended hardware and software configuration depends on which Gentran:Server system components are run on the machine. Production implementations should implement the recommended specifications to achieve maximum system performance.

Note
Significant performance improvements can be accomplished with additional RAM (memory). Processing a large number of documents may necessitate an increase from these recommendations.

Recommended Hardware	The following are our hardware recommendations. Production implementations should implement the recommended specifications to achieve maximum system performance. These recommendations assume that only the operating system, the database management system, and Gentran:Server are installed on your machine. Any additional software may require additional hardware.

Hardware	Recommended
Processor	Pentium 4 Processor or higher We strongly recommend that you purchase server class hardware instead of high-end desktop systems. This type of hardware is significantly more reliable and offers greater performance than desktop units. Implementations requiring concurrent translation or communications should consider multi-processor servers. *(Continued on next page)*

(Contd) Hardware	Recommended

Disk Space Available	The following calculation should yield an accurate approximation of the disk space required to implement Gentran:Server. We suggest that you implement some level of RAID.
	(Total Inbound Data times Data Retention Period) plus (Total Outbound Data times Data Retention Period) times 6 plus 500 MB (system overhead)
	
	For example: You process an average of 10 MB of inbound data and 20 MB of outbound data per day. You want to retain that data on the system for 14 days.
	
	The calculation is:
	
	Inbound – 10 MB X 14 days = 140 MB
	Outbound – 20 MB X 14 days = 280 MB
	                                       ------ 	
	                                       420 MB
	                                       X 6
	                                       ------ 	
	                                       2620 MB
	                                       +500 MB
	                                         ------ 	
	                                       3120 MB or 3.2 GB
	
	(Continued on next page)

(Contd) Hardware	Recommended
Memory (RAM)	The memory required can be approximated by the amount of data to be translated. This estimate is the amount of input data plus the amount of output data that is processed in a day. This assumes that the data to be processed is distributed throughout the day. If the data must be processed in less than a 4 hour window, use the next higher tier for required memory.

IF you have this amount of output data per day...	THEN you need at least this much RAM...
Less than 25 MB data	64 MB RAM
25 MB – 50 MB data	128 MB RAM
50 MB – 100 MB data	256 MB RAM
> 100 MB data	consider upgrading to single server or distributed version of Gentran:Server

Hardware	Recommended
CD-ROM	Yes
Mouse	Yes (or other tracking device)
Monitor	SVGA 256-color monitor (recommend 17" 1024 x 768 resolution for Application and Forms Integration) **Note** Your monitor must support 800 x 600 pixel resolution.
Communications	Modem to support external communications
Clustered System Requirements *(for distributed environments only)*	◗ A pair of Microsoft-verified SCSI adapters ◗ A SCSI quorum drive ◗ Two PCs (preferably identical)

Supported Operating Systems

Introduction

This section describes the Microsoft Windows systems that have been tested for use with Gentran:Server.

The version and service pack numbers contained in this list are the releases that have been tested with Gentran:Server at the time this list was published.

Note
This information is intended to be used as a starting point for determining which versions of Gentran:Server and operating system are compatible. Refer to the Customer Support website for the most current information on supported software:

www.sterlingcommerce.com/Customer

Operating Systems

This table identifies the operating systems supported for use with Gentran:Server for Windows.

Gentran:Server System Component	Operating System	Service Pack
Single workstation license (non-distributed environment)	Windows 2000 Professional	SP4
	Windows 2000 Server	SP4
	Windows 2000 Advanced Server	SP4
	Windows Server 2003, Standard Edition	SP2
	Windows Server 2003, Enterprise Edition	SP2
	Windows XP Professional	SP2
	Windows Vista	
User Interface Client (distributed environment or single workstation)	Windows XP Professional	SP2
	Windows 2000 Professional	SP4
	Windows 2003 Professional	SP2
	Windows Vista	
	(Continued on next page)	

Gentran:Server System Component	Operating System	Service Pack
Primary System Controller/ Process Controllers/ Communication Controllers (distributed environment)	Windows 2000 Server	SP4
	Windows 2000 Advanced Server	SP4
	Windows Server 2003, Enterprise Edition	SP2
	Windows Server 2003, Standard Edition	SP2
Node(s) in a Clustered Environment	Windows 2000 Advanced Server	SP4
	Windows Server 2003, Enterprise Edition	SP2

Operating Systems in a Distributed Environment

In a non-clustered environment, you must have Windows 2003 Enterprise Edition, Windows 2003 Standard Edition, Windows 2000 Server, Windows 2000 Professional, or Windows XP Professional (for user interface clients *only*) installed on each machine that is used in the Gentran:Server system. Depending on the type of system component that is installed on each machine, the operating system requirements vary.

In a clustered environment you must have Windows 2000 Advanced Server or Windows Server 2003 Enterprise Edition on all machines in the system.

You must have Windows 2000 Server, Windows 2000 Advanced Server, Windows 2003 Enterprise Edition, or Windows 2003 Standard Edition installed on your primary Gentran system controller in a distributed system, because this allows you to administrate the domain.

Using VMWare Virtual Server Environment

With Gentran:Server for Windows release 5.2, Sterling Commerce will offer standard support of Gentran:Server for Windows on supported versions of Microsoft Windows in a VMWare virtual server environment.

Customers who encounter problems that cannot be reproduced in a non-virtual Windows environment will be referred to VMWare for appropriate support. Sterling Commerce support for Gentran:Server for Windows on Windows extends to VMWare virtualization products that are supported by VMWare/EMC as of August 1, 2008.

Supported Databases

Introduction   This section describes the database management systems that have been tested for use with Gentran:Server.

The version numbers contained in these list are the releases that have been tested with Gentran:Server at the time this list was published.

Note
This information is intended to be used as a starting point for determining which versions of Gentran:Server and databases are compatible. Refer to the Customer Support website for the most current information on supported software:

www.sterlingcommerce.com/Customer

Database Management Systems   You must install a relational database management system (RDBMS). In a distributed environment, the RDBMS must be accessible to all machines on which Gentran:Server components are installed.

You must also install Open Database Connectivity (ODBC) on your machine (for a single workstation) or on each machine that has Gentran:Server components installed (for a distributed environment. In addition, you must install the appropriate drivers for your RDBMS. Gentran:Server uses ODBC to use databases from different vendors. Typically, ODBC and the correct drivers are installed with your RDBMS.

The following tables summarize the testing configurations with which Gentran:Server is tested.

Recommendation
Check with your vendor for available updates. We strongly recommend that you apply any updates to a test environment prior to upgrading your production system.

Notes
◗ Using Windows 2000 service pack updates will affect the Microsoft for Oracle ODBC driver version.

◗ Using Windows 2000 or SQL Server service pack updates will affect the SQL Server driver version and update the version of MDAC installed on your system.

◗ Support for Oracle databases does not include support for the Oracle Exadata platform.

SQL Server with Windows

IF you have SQL Server database version...	Apply this SQL Service Pack...	Apply this ODBC Patch...	Supported MDAC
SQL Server 2000	SP4 (Please check with your vendor for recommended updates.)	N/A Controlled by MDAC version.	MDAC 2.7 or 2.8 (applied by the service pack)
SQL Server 2005	SP2 (Please check with your vendor for recommended updates.)	N/A Controlled by MDAC version and SQL Native Client.	MDAC 9.0 (applied by OS service pack)

Oracle with Windows

IF you have Oracle database version...	Apply this Oracle Patch Set...	Apply this ODBC Patch...	Supported MDAC
• Oracle 10g Release 2 • Oracle 9i Release 2	None required. (Please check with your vendor for recommended updates.)	None required. (Please check with your vendor for recommended updates.)	MDAC 2.7 or 2.8
• Oracle 11g	None required. (Please check with your vendor for recommended updates.)	None required. (Please check with your vendor for recommended updates.)	MDAC 2.8

Obtaining Additional Files

ODBC Administrator
The ODBC Administrator is found within the Microsoft Data Access Components. You can download these from the Microsoft website:

www.microsoft.com/data/ (Follow the links to the download site.)

Oracle Patch Sets and Oracle Support Matrix
Please contact Oracle to obtain Oracle Patch Sets and up-to-date status on Oracle configurations, or see the Oracle website:

www.oracle.com

Clustering and Resident/Non-Resident Databases

Overview   The following table contains the operating system and database configurations that are supported for Gentran:Server for Windows version 5.2. This table also describes the configurations in which resident or non-resident databases are supported.

	Operating System	Database	Gentran:Server in a Clustered System	Gentran:Server in a Non-Clustered System
Distributed System	Windows 2000 Advanced Server	• SQL Server • Oracle	Supported with resident and non-resident databases	Supported with resident and non-resident databases
	Windows Server 2003, Enterprise Edition	• SQL Server • Oracle	Supported with resident and non-resident databases	Supported with resident and non-resident databases
Single Workstation	Windows XP Professional	SQL Server	Not supported	Supported with resident and non-resident databases
	Windows Vista	SQL Server	Not supported	Supported with resident and non-resident databases
	Windows 2000 Professional	SQL Server	Not supported	Supported with resident and non-resident databases
	Windows 2000 Professional	Oracle	Not supported	Not supported

Notes

◗ See *Oracle with Windows* on page 13 for supported versions of the Oracle database.

◗ Microsoft only supports clustering on Windows 2000 Advanced Servers and Windows 2003 Enterprise Edition. Sterling Commerce supports clustering with a distributed license.

◗ Support for Oracle databases does not include support for the Oracle Exadata platform.

Pre-installation Checklists

Introduction   The following pre-installation checklists ensure that you have the necessary environmental components prior to installing Gentran:Server for Windows.

Reference
Refer to the respective vendor Web sites for instructions on how to download components.

Controller Pre-installation Checklist   You must have the following environmental components installed on each controller (primary Gentran system controller and all secondary controllers) prior to installing Gentran:Server.

◗ Windows 2000 Professional SP4, Windows 2000 Server SP4, Windows 2000 Advanced Server SP4, Windows 2003 Enterprise Edition SP2, Windows 2003 Standard Edition SP2, Windows XP Professional SP2, or Windows Vista

◗ Microsoft Data Access Components (MDAC) ODBC

Reference
See *Database Management Systems* on page 12 for the supported MDAC versions.

Note
We recommend that you use the same version of MDAC on all your controller and user interface client machines in the Gentran:Server system.

◗ Internet Explorer 6.0 (This is necessary to use the Data Definition Format (DDF) and some COM components.)

◗ If using SQL, Service Pack 4 for SQL Server 2000 or Service Pack 2 for SQL Server 2005

◗ If using ORACLE, appropriate Patch Sets from *Oracle with Windows* on page 13

Procedures for Outlook Users (Controller)

If you are using Outlook 2000, Outlook 2002, or Outlook 2003 to configure e-mail audit notifications, you must perform the following prior to installing Gentran:Server:

◗ Install and configure a MAPI-compliant server, such as Microsoft Exchange, on a machine in the domain in which you run Gentran:Server.

◗ Configure a MAPI profile on the MAPI-compliant server.

◗ Install and configure Microsoft Outlook 98, Outlook 2000, Outlook 2002, or Outlook 2003 on your primary Gentran system controller using a Microsoft Exchange Server profile.

For Office XP and later (including Outlook 2002 and later):
Due to Microsoft security changes, Outlook must be configured for Microsoft Exchange Server for messages to be sent automatically. In addition, the Primary Gentran System Controller must be in a trusted domain or in the same 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.

Note
Consult your Microsoft Outlook administrator if you are having issues with your MAPI-compliant server.

Recommendations
◗ Install Gentran:Server on a Gentran-dedicated member server or stand-alone server—*not* a primary domain controller.

◗ Install Gentran:Server and your database management system (SQL or ORACLE) on a drive that is *not* your system drive.

◗ Prior to upgrading Gentran:Server, back up your database tables and your Gentran:Server data store.

Reference
Refer to the website for the database management system you are using for the most current information about backing up your database.

User Interface Client Pre-installation Checklist

You must have the following environmental components installed on each user interface client prior to installing Gentran:Server.

◗ Windows 2000 Professional SP4, Windows 2003 Professional SP2, Windows XP Professional SP2, or Windows Vista

◗ Microsoft Data Access Components (MDAC) ODBC

Reference
See *Database Management Systems* on page 12 for the supported MDAC versions.

Note
We recommend that you use the same version of MDAC on all your controller and user interface client machines in the Gentran:Server system.

◗ Internet Explorer 6.0
(This is necessary to use the Data Definition Format (DDF) and some COM components.)

Clustered System Pre-installation Checklist

You must have the following environmental components installed on each node in your clustered environment prior to installing Gentran:Server.

◗ Microsoft Data Access Components (MDAC) ODBC

Reference
See *Database Management Systems* on page 12 for the supported MDAC versions.

Note
We recommend that you use the same version of MDAC on all your machines in the Gentran:Server system.

◗ Internet Explorer 6.0 (this is necessary to use the Data Definition Format (DDF) and some COM components)

◗ Windows 2000 Server SP4, or Windows 2003 Standard Edition SP2

◗ If using SQL, Service Pack 4 for SQL Server 2000 or Service Pack 2 for SQL Server 2005

◗ If using ORACLE, appropriate Patch Sets from the *Supported Software Lists* in the previous section

Procedures for Outlook Users (Clustered)

If you are using Outlook 2000, Outlook 2002, or Outlook 2003 to configure e-mail audit notifications, you must perform the following prior to installing Gentran:Server:

◗ Install and configure a MAPI-compliant server, such as Microsoft Exchange, on a machine in the domain in which you will run Gentran:Server.

◗ Configure a MAPI profile on the MAPI-compliant server.

◗ Install and configure Outlook 2000, Outlook 2002, or Outlook 2003 on your primary Gentran system controller using a Microsoft Exchange Server profile.

For Office XP and later (including Outlook 2002 and later):
Due to Microsoft security changes, Outlook must be configured for Microsoft Exchange Server for messages to be sent automatically. In addition, the Primary Gentran System Controller must be in a trusted domain or in the same 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.

Note
Consult your Microsoft Outlook administrator if you are having issues with your MAPI-compliant server.

Recommendation
Prior to upgrading Gentran:Server, back up your database tables and your Gentran:Server data store.

Reference
Refer to the website for the database management system you are using for the most current information on backing up your database.

Contacting Product Support

In North America

To contact North American Product Support, you can enter a case online by logging on to Support on Demand at:
    www.sterlingcommerce.com/Customer/tech_support.html

This site contains support information and access to downloadable service packs, access to Support on Demand, and product announcements.

Phone
    1-800-Gentran (436-8726) Mon. - Fri., 8:00 AM - 8:00 PM EST

For Production Down Cases
You can contact North American Product Support directly during normal business hours (Monday – Friday, 8:00 AM – 8:00 PM ET, *excluding U.S. holidays*). Support for Severity 1 issues is available 24 hours/day, 7 days/week. Severity 1 calls are defined as a business-critical condition that halts production and requires an immediate solution (such as the Gentran:Server system is inoperative).

Outside North America

To contact a support center outside of North America, please select the appropriate telephone number based on your location. For any location not listed below, please refer to the following URL:
    www.sterlingcommerce.com/customer/tech_support.html

In addition, customers in Europe, the Middle East, and Africa can use the following e-mail address:
    gentran_europe@stercomm.com

Note
The numbers listed below are not general office telephone numbers.

Location	Phone	Fax
Belgium, Netherlands, and Luxembourg	+31 20 504 0580	+49 211 927 2000
France and French-speaking Switzerland	+33 16 453 8420	+49 211 927 2000
Italy and Italian-speaking Switzerland	+39 02 482 32020	+49 211 927 2000
Nordic	+46 87 515729	+49 211 927 2000
United Kingdom	+44 20 8822 0000	+49 211 927 2000
Germany, Austria, and German-speaking Switzerland	+49 69 6640 4320	+49 211 927 2000
International Direct Dial from countries not listed above	+33 20 504 0580	+49 211 927 2000

Before You Call   Sterling Commerce software is supported by product support professionals who are available to help you with product questions or concerns.

Note
Gentran:Server Customer Support does not support non-Sterling Commerce products (such as SQL Server or Oracle) but can assist you in configuring non-Sterling Commerce products to work with Gentran:Server.

To help Product Support provide prompt service, please be prepared with the following information:

- Your name, company name, phone number, and the best time to reach you (including time zone)
- The version (and service packs) of the following:
  - Gentran:Server
  - Your operating system
  - Your database management system (such as SQL or ORACLE)
  - MDAC
- Whether you have a distributed system or single workstation
- Any changes made recently to either your controller or user interface client machines (such as new translation objects/templates, software upgrade, hardware changes)
- What you were trying to do when the problem occurred
- A detailed description of the problem, including any error or warning messages
- What actions you have taken to try to diagnose or resolve the problem

To aid in gathering this information, do the following:

1. Start **GentranAdministrator.exe**.
2. Click **Analyze**.
3. Check all of the boxes and click **OK**.
4. Click **OK**.
5. Click **Save All**.
6. Answer the question about an existing case.
7. Have the file open or upload the file to your case. This file is useful to Customer Support because it provides essential details about your Gentran system and its operating environment.

Reference

See the *Administration Guide* for examples of Gentran:Server error messages. See your Microsoft operating system documentation for more information about errors you may see in the Event Viewer.

For mapping issues, be prepared to discuss the specific symptoms or problems with the output file and the affected input and output fields in the map. Also, please be aware that Customer Support may request that you provide the map and related files to them for review.