IBM Sterling Gentran:Server for Microsoft Windows

Internet E-mail Gateway Configuration Guide

Version 5.3

IBM

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This edition applies to the 5.3 Version of IBM® Sterling Gentran:Server® for Microsoft Windows and to all subsequent releases and modifications until otherwise indicated in new editions.

Before using this information and the product it supports, read the information in Notices on page N-1.

Table of Contents

About This Guide

Contents

Introduction

Overview	This manual contains the tasks you must follow to:

◗   configure the IBM® Sterling Gentran:Server® Internet E-mail Gateway

◗   create Internet E-mail Gateway mailboxes

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

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

◗   Your operating system

◗   SMTP and POP3 protocols

Description of Contents

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

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

◗ About This Guide explains the content, organization, and conventions in this guide.

◗ Internet E-mail Gateway Overview provides a high-level overview of the Internet E-mail Gateway.

◗ Configuring Communications explains the process for configuring Internet E-mail Gateway communications. This chapter also provides the procedures you must follow to configure your Internet E-mail Gateway Mailboxes.

Getting Support

How to Get Help   IBM® Sterling Customer Center provides a wealth of online resources that are available around the clock to enrich your business experience with IBM® Sterling Gentran:Server®. By using Sterling Customer Center, you gain access many self-support tools, including a Knowledge-Base, Documentation, Education, and Case Management. Access this site at: Sterling Customer Center. (http://customer.sterlingcommerce.com)

Once logged in, select Support Center from the top navigation menu, and then locate Sterling Gentran:Server product specific support information from the left navigation menu.

Additionally, our Support Reference Guide outlines our support hours, contact information, and key information that will enhance your support experience with us. For detailed information about Customer Support, please refer to the Customer Support Reference Guide accessible from the login page. (http://customer.sterlingcommerce.com)

Reference

For assistance, please refer to your *IBM® Sterling Gentran:Server® for Microsoft Windows Getting Started Guide* to determine which support phone number you should use

CHAPTER

1

Internet E-mail Gateway Overview

Contents

Overview

In this chapter	This chapter provides you with a high-level overview of the Sterling Gentran:Server Internet E-mail Gateway.

What is SMTP? SMTP (Simple Mail Transfer Protocol) is an application-level protocol which delivers E-mail, including the encoding and sending of e-mail attachments.

What is POP3? POP3 (Post Office Protocol 3) provides a way for a server machine to store mail for various client machines that may not always be connected to the Internet or are located behind a firewall. E-mail is held in the POP server until you login and retrieve it using a POP client.

What is a Gateway? A Gateway is a software component that controls the transmission of messages between two parties. The gateway is responsible for using the correct protocols to transfer messages between the sender and receiver.

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

What is a Mailbox? A mailbox stores messages until those messages are transferred to a recipient application. You are responsible for creating mailboxes. When you create mailboxes, you associate the mailbox with a gateway. The properties that you define for each mailbox determine how messages are transferred from or to your application via the gateway.

Internet E-mail Gateway

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

The Internet E-mail Gateway supports the following protocols:

◗   SMTP for outgoing messages

◗   POP3 for incoming messages

Internet E-mail Gateway Mailboxes

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

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

Gateway Message Flow

Inbound message flow

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

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

Outbound message flow

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

Stage	Process
1	An outgoing message (in final format) is generated and placed in the Inbox of the Sterling Gentran:Server Internet E-mail Gateway mailbox configured to send messages.
2	The Internet E-mail Gateway packages the configured MIME header information around the outgoing message.
3	Then, using the gateway settings for this mailbox, the Internet E-mail Gateway sends the outgoing message to the SMTP server for delivery to the configured E-mail address.
4	The SMTP server receives the outgoing E-mail message and sends it to its final destination.

(Contd) Stage	Process
5	The SMTP server sends back status information regarding the recently sent message to indicate either success or failure.
6	The Internet E-mail Gateway will update the status of the message in the Internet E-mail Gateway mailbox Inbox to "Read" if the message was successfully sent or leave the status of the message as "Unread" if the message was not successfully sent. **Note** In either case, the appropriate log message is written to the Sterling Gentran:Server Audit Log.

Related topic   See "Tracking Messages" in the *IBM® Sterling Gentran:Server® for Microsoft Windows Communications User Guide* for additional information.

CHAPTER

2

Configuring Communications

Contents

Introduction

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

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

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

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

Properties

Mailbox Properties

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

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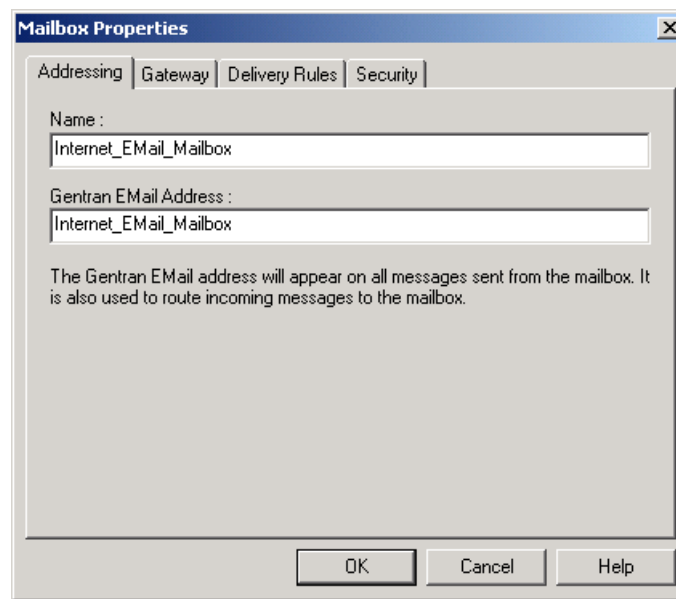
Addressing tab parts and functions   This table describes the parts of the Addressing tab of the Mailbox Properties dialog box and their functions.

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

Gateway tab diagram

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

Gateway tab parts and functions

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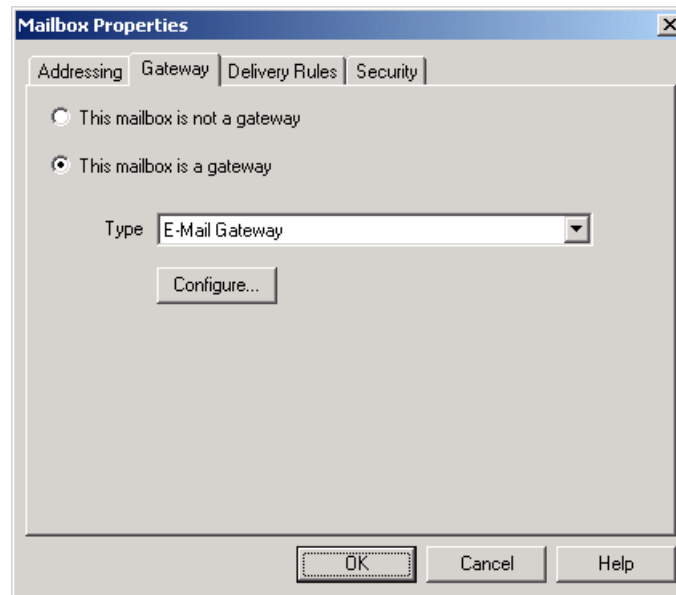
Part	Function
This mailbox is not a gateway This mailbox is a gateway	Specifies whether the mailbox is or is not a gateway. Options are: ◗ This mailbox is not a gateway ◗ This mailbox is a gateway
Type	Specifies the type of gateway. Activated when the **This mailbox is a gateway** option is selected.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

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

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

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

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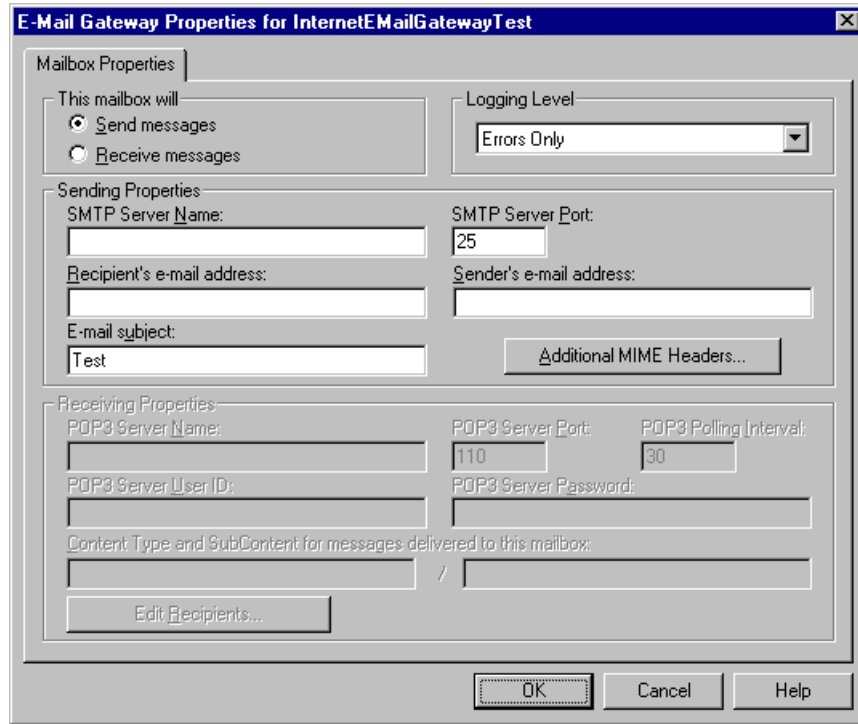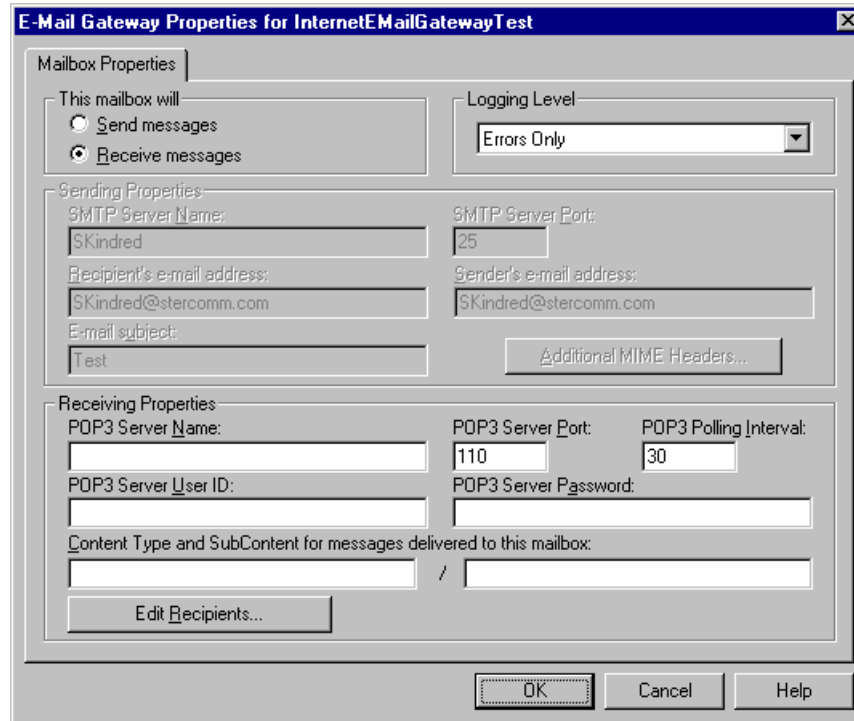

E-mail Gateway Mailbox Properties dialog box parts and functions

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

Part	Function
This mailbox will	Indicates whether the mailbox sends or receives messages. Options are: ◗ Send messages ◗ Receive messages
Logging Level	Specifies the level of logging to use when sending or receiving messages. The valid values are: ◗ Errors Only ◗ Error and Warning ◗ Detailed

(Contd) Part	Function
Sending Properties	
SMTP Server Name	Contains the default SMTP server host name or IP address. **Note** This box is only activated when you select "Send messages."
SMTP Server Port	Contains the port number of the default SMTP server. **Notes** ◗ The default is "25." ◗ This box is only activated when you select "Send messages."
Recipient's e-mail address	Contains the E-mail address where outgoing messages are sent. **Note** This box is only activated when you select "Send messages."
Sender's e-mail address	Contains the E-mail address to be used in the "From" portion of the outgoing E-mail messages. **Note** This box is only activated when you select "Send messages."
E-mail subject	Contains the subject line for all E-mail messages sent via this mailbox. **Note** This box is only activated when you select "Send messages."
Additional MIME Headers	Accesses the Edit MIME Headers dialog box, which enables you to type or select predefined additional MIME headers which will be prepended to the existing MIME headers and used to package and send the outgoing message. **Note** This box is only activated when you select "Send messages." **Reference** See this URL for more information on MIME headers: `http://www.ietf.org/rfc/rfc2045.txt`

(Contd) Part	Function
Receiving Properties	
POP3 Server Name	Contains the POP3 server name. **Notes** ◗ This box is only activated when you select "Receive messages." ◗ If this value is not specified the default gateway setting is used.
POP3 Server Port	Contains the port number for the POP3 server. **Notes** ◗ The default is "110." ◗ This box is only activated when you select "Receive messages."
POP3 Polling Interval	Specifies the POP3 server polling interval in seconds. **Note** This box is only activated when you select "Receive messages."
POP3 Server User ID	Contains the user identifier for the POP3 server. **Note** This box is only activated when you select "Receive messages" and the POP3 server setting is configured on this machine.
POP3 Server Password	Contains the password for the POP3 server. **Note** This box is only activated when you select "Receive messages" and the POP3 server setting is configured on this machine.
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.

(Contd) Part	Function
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.
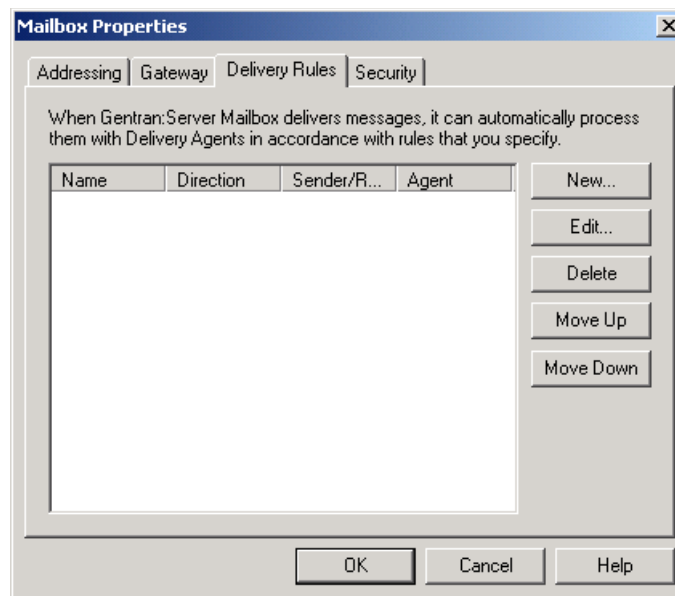
Delivery Rules tab parts and functions

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.

	Function
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.
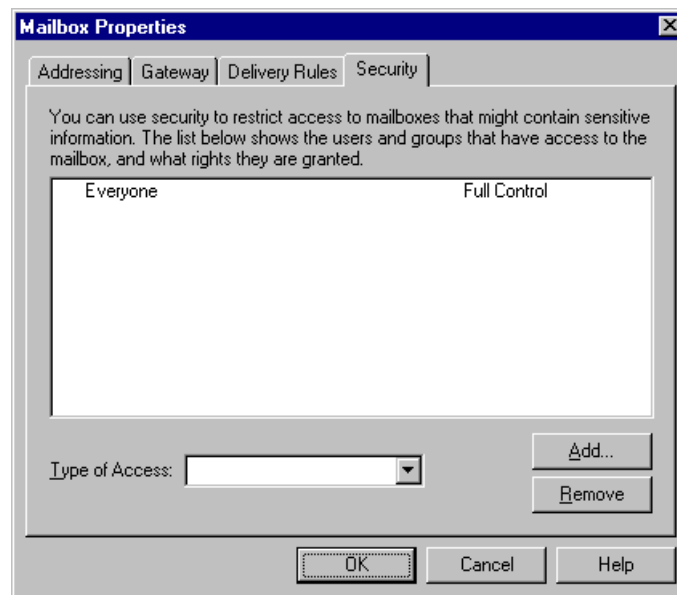
Security tab parts and functions

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.

	Function
Type of Access	Designates level at which a user can interact with a mailbox. Values are: ◗ Full control ◗ Read ◗ Write
Add	Enables you to grant users or groups mailbox access.
Remove	Enables you to remove user or group mailbox access.
OK	Saves changes; exits dialog.
Cancel	Closes dialog without saving changes.
Help	Accesses online help.

Procedures

Configuration process

**Internet E-mail
Gateway process**

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

Stage	Description
7	Install the Sterling Gentran:Server Internet E-mail Gateway. **Reference** Refer to the *IBM® Sterling Gentran Server® for Microsoft Windows Option Pack Installation Card* for more information.
8	Create the Internet E-mail Gateway Mailboxes that you intend to use. **Reference** See *How to Create Internet E-mail Gateway Mailboxes* on page 1 - 13 for more information.

How to Create Internet E-mail Gateway Mailboxes

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

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

Step	Action
1	Start the **Mailbox Server Manager**.
2	Select the **Mailboxes** folder icon.
3	Right-click, and select **Create** from the short-cut menu. **System Response** The system displays the Create Mailbox Wizard dialog box.
4	Type the name and description of the mailbox you are creating and click **Next** twice. **System Response** The system displays a dialog asking whether you want to use the mailbox as a gateway to another messaging system.
5	Select **Yes, use this mailbox as a gateway**.
6	Select **E-mail Gateway** from the list and click **Next** to advance the wizard. **System Response** The system displays the Create Mailbox Wizard - Summary dialog box.
7	Is the information that you entered correct? ◗ If *yes*, click **Finish** and continue with the next step. ◗ If *no*, 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.

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

Creating a mailbox to receive messages via POP3

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

Step	Action
1	Start the **Mailbox Server Manager**.
2	Select the **Mailboxes** folder icon.
3	Right-click, and select **Create** from the short-cut menu. **System Response** The system displays the Create Mailbox Wizard dialog box.
4	Type the name and description of the mailbox you are creating and click **Next** twice. **System Response** The system displays a dialog asking whether you want to use the mailbox as a gateway to another messaging system.
5	Select **Yes, use this mailbox as a gateway**.
6	Select **E-mail Gateway** from the list and click **Next** to advance the wizard. **System Response** The system displays the Create Mailbox Wizard - Summary dialog box.
7	Is the information that you entered correct? ◗ If *yes*, click **Finish** and continue with the next step. ◗ If *no*, click **Back** and correct the information. Then, continue with the next step. **System Response** The system displays the Mailbox Properties dialog box (Addressing tab).
8	Select the **Gateway** tab. **System response** The system displays the gateway information.
9	Click **Configure**. **System response** The system displays the E-mail Gateway Mailbox Properties dialog box.
10	Verify that the **Receive message** option is selected in the "This mailbox will" section.

(Contd) Step	Action
11	In the **POP3 Server Name** box, type the POP3 server name.
12	In the **POP3 Server Port** box, type the port number for the POP3 server if it is not 110.
13	In the **POP3 Polling Interval** box, type the POP3 server polling interval in seconds.
14	In the **POP3 Server User ID** box, type the user identifier for the POP3 server.
15	In the **POP3 Server Password** box, type the password for the POP3 server.
16	In the **Content Type** box, type the content type to use when delivering a message from this mailbox to its recipients.
17	In the **SubContent Type** box, type the subcontent type to use when delivering a message from this mailbox to its recipients.
18	Click **Edit Recipients**. **System Response** The system displays the Edit Recipients dialog box.
19	Select a recipient from the list or enter the name in the box. **Note** You can also select a predefined distribution list. **Reference** See the *IBM® Sterling Gentran:Server® for Microsoft Windows Communications User Guide* for information on how to create a Distribution List. **System Response** The system displays the Email Address dialog box.
20	Do you want to specify an E-mail address? ◗ If *yes*, enter the E-mail address in the box. Click **Add** and then click **OK**. ◗ If *no*, click **Cancel**. **System Response** The system returns to the Edit Recipients dialog box.
21	Do you want to add more recipients? ◗ If yes, repeat Steps 18 through 20. ◗ If no, continue with the next step.

(Contd) Step	Action
22	Click **OK** to return to the E-mail Gateway Mailbox Properties dialog box and continue with the next step.
23	Click **OK** to save changes and exit the E-mail Gateway Mailbox Properties dialog box.
24	Click **OK** to exit the Mailbox Properties dialog box.

How to Modify Mailbox Properties

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

Procedure   Use this procedure to modify mailbox properties.

Step	Action
1	Start the **Mailbox Server Manager**.
2	Expand the **Mailboxes** folder.
3	Select the mailbox for which you want to add or modify properties.
4	Right-click and select **Properties** from the shortcut menu. **System Response** The system displays the Mailbox Properties dialog box (Addressing tab).
5	Use this table to determine your next step. <table><tr><td>**IF you want to change the mailbox…**</td><td>**THEN click this tab…**</td></tr><tr><td>◗ name ◗ Sterling Gentran:Server E-mail address</td><td>Addressing</td></tr><tr><td>◗ Gateway properties ◗ Send or Receive configuration properties</td><td>Gateway</td></tr><tr><td>delivery rules</td><td>Delivery Rules</td></tr><tr><td>user security permissions</td><td>Security</td></tr></table>
6	Make the appropriate modifications and then click **OK** to save changes and exit the dialog box.

Internet E-mail Gateway Error Messages

Contents

Overview

Introduction

In this appendix

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

Where error messages are located

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

References

◗ See "Using the Audit Notification System" in the *IBM® Sterling Gentran:Server® for Microsoft Windows Administration Guide* for more information about the Audit Log.

◗ See the "Error Messages" appendix in the *IBM® Sterling Gentran:Server® for Microsoft Windows Administration Guide* for more information about other Sterling Gentran:Server error messages.

◗ See the "Error Messages" appendix in the *IBM® Sterling Gentran:Server® for RosettaNet User Guide* for more information on RosettaNet-specific error messages.

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

Error message numbers

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

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

◗ **SCMailData** occur if the error was noted by the SCMailData DLL.

Source and component numeric values

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

Source	Component
16 - Internet Gateways	◗ 3 - Internet E-mail Gateway ◗ 4 - SCMailData

Internet E-mail Gateway Error Messages

Internet E-mail Gateway Error Messages

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

Reference
See "Using the Audit Notification System" in the *IBM® Sterling Gentran:Server® for Microsoft Windows Administration Guide* for more information on the audit log.

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

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

(Contd) Msg ID	Message Text	Explanation/Your Action
16-3-5	Unable to send message via e-mail to [destination E-mail address] using SMTP server [SMTP server name] at port [SMTP server port number]. Error = [SMTP error code].	**Explanation** The attempt to send the E-mail message failed. **Your Action** Check the SMTP server settings for the E-mail gateway mailbox sending the message. Make sure that SMTP server is online. **Reference** See *How to Modify Mailbox Properties* on page 1 - 18 for more information on checking the server settings.
16-3-12	An error occurred during POP3 E-mail collection for mailbox [E-mail gateway mailbox name]. Error = [error code].	**Explanation** Unable to collect new E-mail messages from the POP3 server. **Your Action** ◗ Check the E-mail server settings for the gateway mailbox in the mailbox configuration. ◗ Verify that the E-mail server is online. **Reference** See *How to Modify Mailbox Properties* on page 1 - 18 for more information on checking the mailbox configuration.
16-3-14	New POP3 E-mail message collected but not delivered to [E-mail gateway mailbox name]. Error = [error code].	**Explanation** Mailbox Server Manager delivery error. **Your Action** Restart the Sterling Gentran:Server services. **Reference** See your Microsoft Windows documentation for more information on stopping and restarting services.

SCMailData Error Messages

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

Reference
See "Using the Audit Notification System" in the *IBM® Sterling Gentran:Server® for Microsoft Windows Administration Guide* for more information on the audit log.

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

Msg ID	Message Text	Explanation/Your Action
16-4-1	Unable to add recipient #[recipient] to message #[mailbox message number]. Error = [error text]. The message will not be sent from [mailbox name] to its recipients.	**Explanation** Message could not be sent to final recipient due to Mailbox Server Manager error. **Your Action** Check the mailbox configuration. **Reference** See *How to Modify Mailbox Properties* on page 1 - 18 for more information on checking the mailbox configuration.
16-4-2	Unable to open message #[mailbox message number]. Error = [error text]. The message will not be sent from [source mailbox name] to its recipients.	**Explanation** Message could not be sent to final recipient due to Mailbox Server Manager error. **Your Action** Restart your Sterling Gentran:Server services. **Reference** See the *IBM® Sterling Gentran:Server® for Microsoft Windows Administration Guide* for more information on starting Sterling Gentran:Server services.

(Contd) Msg ID	Message Text	Explanation/Your Action
16-4-3	Unable to remove recipients from message #[mailbox message number]. Error = [error message text]. The message will not be sent from [source mailbox name] to its recipients.	**Explanation** Message could not be sent to final recipient due to Mailbox Server Manager error. **Your Action** Restart your Sterling Gentran:Server services. **Reference** See the *IBM® Sterling Gentran:Server® for Microsoft Windows Administration Guide* for more information on starting Sterling Gentran:Server services.
16-4-4	Unable to modify message #[mailbox message number]. Error = [error message text]. The message will not be sent from [source mailbox name] to its recipients.	**Explanation** Message could not be sent to final recipient due to Mailbox Server Manager error. **Your Action** Restart your Sterling Gentran:Server services. **Reference** See the *IBM® Sterling Gentran:Server® for Microsoft Windows Administration Guide* for more information on starting Sterling Gentran:Server services.
16-4-5	Unable to open mailbox [mailbox name]. Error = [error text].	**Explanation** Mailbox could not be opened. **Your Action** Check the mailbox configuration. **Reference** See *How to Modify Mailbox Properties* on page 1 - 18 for more information on checking the mailbox configuration.
16-4-8	Unable to open or create and open the intermediate mailbox [mailbox name].	**Explanation** Mailbox could not be opened. **Your Action** Check the mailbox configuration. **Reference** See *How to Modify Mailbox Properties* on page 1 - 18 for more information on checking the mailbox configuration.

(Contd) Msg ID	Message Text	Explanation/Your Action
16-4-10	Unable to open [mailbox name] mailbox.	**Explanation** Mailbox could not be opened. **Your Action** Check the mailbox configuration. **Reference** See *How to Modify Mailbox Properties* on page 1 - 18 for more information on checking the mailbox configuration.
16-4-12	Sterling Gentran:Server mailbox service logon failed. Mercury ID/password problem. User needs to check Mercury service configuration.	**Explanation** Sterling Gentran:Server Mailbox service ID or password problem. **Your Action** Check the configuration of the ID and password on the Sterling Gentran:Server Mailbox service. **Reference** See your Microsoft Windows documentation for more information on reconfiguring services.
16-4-13	Sterling Gentran:Server mailbox service is not running.	**Explanation** The Sterling Gentran:Server Mailbox service is not running. **Your Action** Restart the Mailbox service. **Reference** See your Microsoft Windows documentation for more information.
16-4-14	Unable to open intermediate mailbox and destination mailbox [mailbox name]. Error = [error code].	**Explanation** Mailbox could not be opened. **Your Action** Check the mailbox configuration. **Reference** See *How to Modify Mailbox Properties* on page 1 - 18 for more information on checking the mailbox configuration.

(Contd) Msg ID	Message Text	Explanation/Your Action
16-4-17	MessCreate failed when creating new mailbox message for incoming data. Error = [error text].	**Explanation** Unable to create new Mercury mailbox message. **Your Action** Restart the Sterling Gentran:Server services. You may need to call support. **Reference** See the *IBM® Sterling Gentran:Server® for Microsoft Windows Administration Guide* for more information on starting Sterling Gentran:Server services.
16-4-18	AddRecipient failed when adding a recipient for the new mailbox message. Error = [error text].	**Explanation** Unable to create new Mercury mailbox message. **Your Action** Restart the Sterling Gentran:Server services. You may need to call support. **Reference** See the *IBM® Sterling Gentran:Server® for Microsoft Windows Administration Guide* for more information on starting Sterling Gentran:Server services.
16-4-19	MessSend failed to send the new mailbox message to [mailbox name]. Error = [error text]	**Explanation** Unable to create new Mercury mailbox message. **Your Action** Restart the Sterling Gentran:Server services. You may need to call support. **Reference** See the *IBM® Sterling Gentran:Server® for Microsoft Windows Administration Guide* for more information on starting Sterling Gentran:Server services.

(Contd) Msg ID	Message Text	Explanation/Your Action
16-4-20	[mailbox name] failed. Error = [error text]	**Explanation** General error message for debugging purposes. **Your Action** None.
16-4-22	CreateMailAttachment failed to attach the message data to the new mail message. Error = [error text].	**Explanation** Unable to create new Mercury mailbox message attachment. **Your Action** Restart the Sterling Gentran:Server services. You may need to call support. **Reference** See the *IBM® Sterling Gentran:Server® for Microsoft Windows Administration Guide* for more information on starting Sterling Gentran:Server services.

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