

IBM Sterling Gentran:Server for Windows



# MAPI Gateway Configuration Guide

*Version 5.3.1*



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**Note**

Before using this information and the product it supports, read the information in "Notices" on page 21.

This edition applies to the 5.3.1 version of IBM Sterling Gentrans:Server for Microsoft Windows and to all subsequent releases and modifications until otherwise indicated in new editions.

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# Contents

## Chapter 1. MAPI Gateway Overview . . . 1

MAPI Gateway . . . . . 1

MAPI Message Flow. . . . . 1

## Chapter 2. Configuring Communications 3

MAPI Gateway Properties - Profile Tab . . . . . 3

MAPI Gateway Properties - Delivery tab . . . . . 4

MAPI Mailbox Properties - Mailboxes Tab . . . . . 4

MAPI Mailbox Properties - Sending Messages Tab. . 6

MAPI Mailbox Properties - Receiving Messages tab . 7

Mailbox Properties Dialog Box - Addressing Tab . . 8

Mailbox Properties Dialog Box - Gateway Tab . . . 9

Mailbox Properties Dialog Box - Delivery Rules Tab 10

Mailbox Properties Dialog Box - Security Tab . . . . 11

MAPI Configuration Process. . . . . 11

Configuring Your MAPI Gateway . . . . . 12

Creating MAPI Gateway Mailboxes . . . . . 13

Modifying Mailbox Properties . . . . . 14

## Chapter 3. MAPI Gateway Messages . . 15

**Notices . . . . . 21**

**Index . . . . . 25**



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# Chapter 1. MAPI Gateway Overview

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## MAPI Gateway

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

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

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

- MAPI profiles
- delivery options

### MAPI Gateway Mailboxes

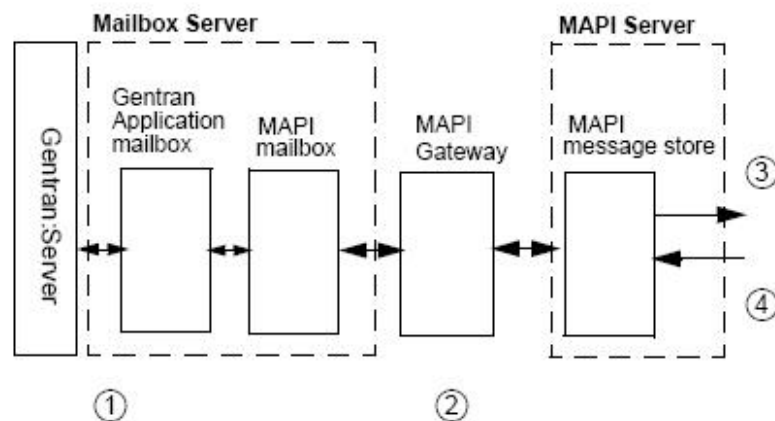
When you configure a mailbox to be used with the MAPI Gateway, you define the:

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

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## MAPI Message Flow

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



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

Stage	Description
1	All messages going to and from Sterling Gentran:Server® are stored in the Application mailbox.
2	MAPI mailboxes are associated with MAPI message stores. Messages are transferred between the Mailbox Server mailboxes and the MAPI message store through the MAPI Gateway.

Stage	Description
3	Outbound messages are deposited in the appropriate message store and are delivered to Trading Partners based on the entries in the MAPI address book.
4	For inbound messages, the MAPI Gateway retrieves messages from the MAPI message store and routes them to the Application (or designated) mailbox on Mailbox Server.



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## Chapter 2. Configuring Communications

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### MAPI Gateway Properties - Profile Tab

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

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



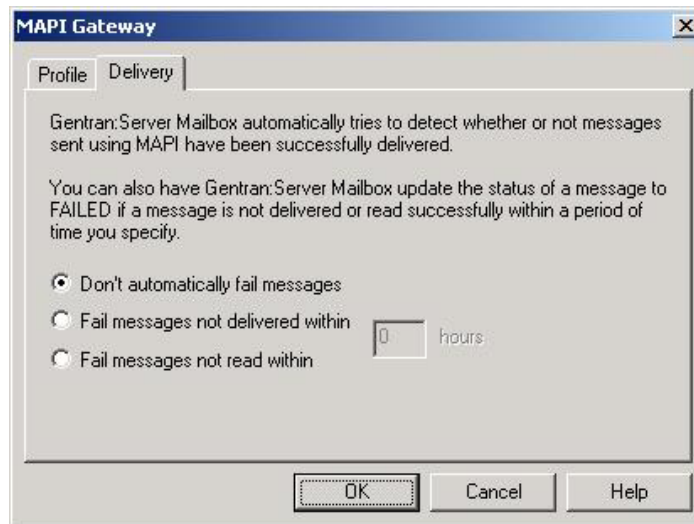
This table describes the parts of the Profile tab of the MAPI Gateway dialog box.

Part	Function
Profile list	Links the MAPI Gateway with the profile you defined in the MAPI messaging system. <b>Important:</b> MAPI profiles are user-specific. Make sure that you create the MAPI profile with the same login ID as the Sterling Gentran:Server Mailbox service.  Refer to the documentation that came with your MAPI messaging software for information on creating MAPI profiles.

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## MAPI Gateway Properties - Delivery tab

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



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

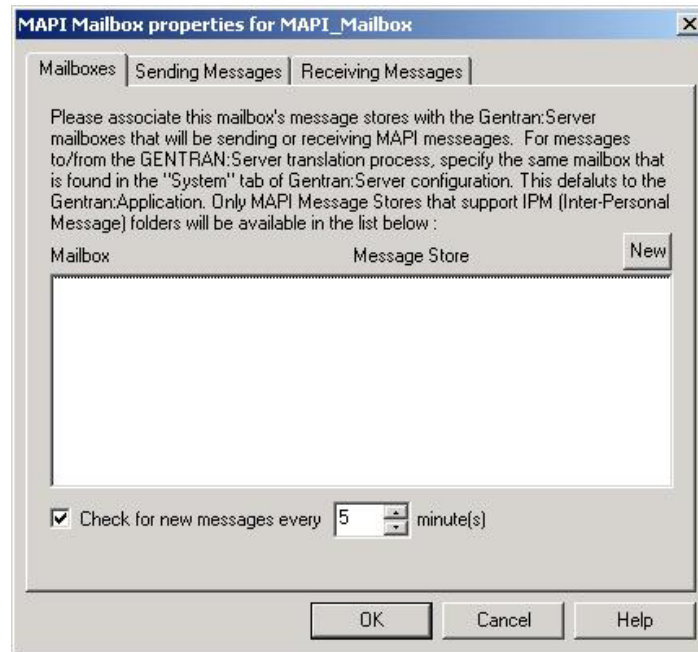
Part	Function
Don't automatically fail messages	Stops Mailbox Server from setting the status of a message to Failed.
Fail messages not delivered within	Changes the status of a message to Failed if the message is not delivered within the number of hours set in the hours box.
Fail Messages not read within	Changes the status of a message to Failed if the message is not read within the number of hours set in the hours box.
hours	Sets the number of hours to wait before failing messages that are either not delivered or not read.

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## MAPI Mailbox Properties - Mailboxes Tab

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

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

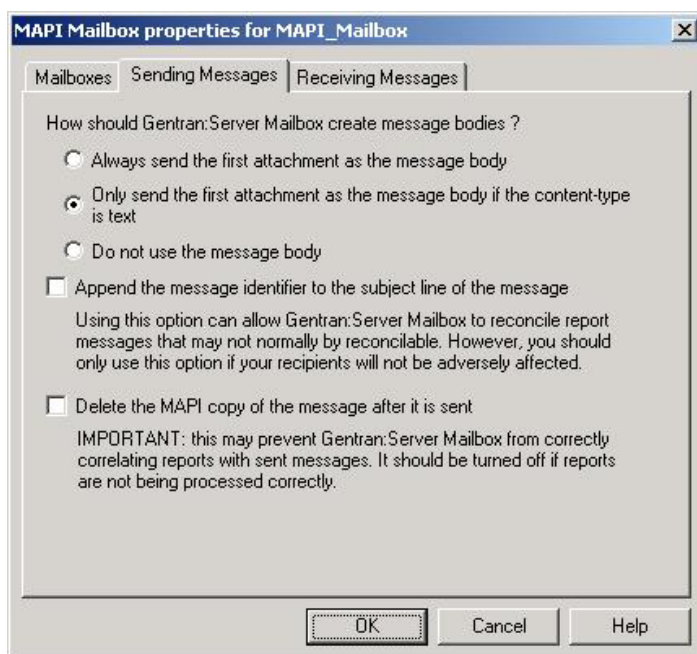


This table describes the parts of the Mailboxes tab of the MAPI Mailbox dialog box.

Part	Function
New	Defines a new mailbox to MAPI message store relationship.
Mailbox	Lists Mailbox Server mailboxes.
Message Store	Lists available MAPI message stores. You need to associate MAPI message stores with the Sterling Gentran:Server mailboxes that will send or receive MAPI messages. For messages to and from the Sterling Gentran:Server translation process, specify the same mailbox that is designated on the System Configuration dialog box (System tab).  See the <i>IBM® Sterling Gentran:Server for Microsoft Windows Administration Guide</i> for more information on the System Configuration dialog box.
Check for new messages every __ minutes	Sets the interval by which Mailbox Server checks the defined message stores for new messages.

## MAPI Mailbox Properties - Sending Messages Tab

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

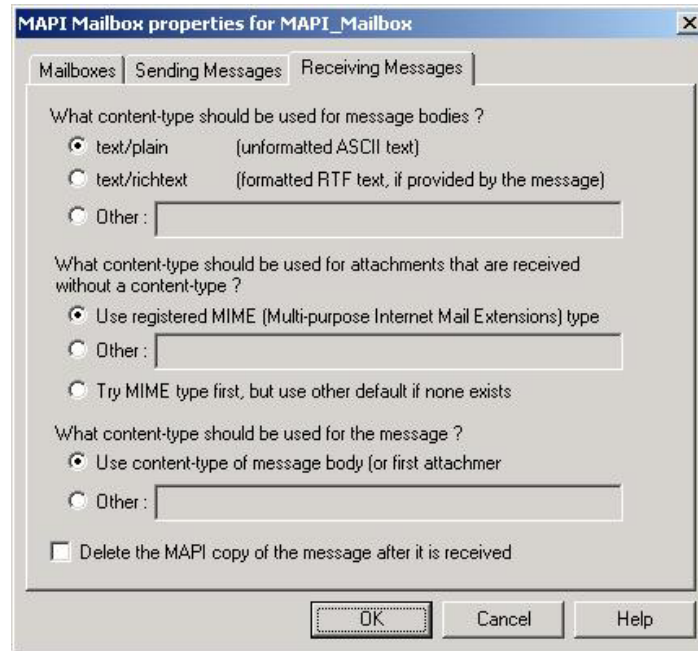


This table describes the parts of the Sending Messages tab of the MAPI Mailbox dialog box.

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

## MAPI Mailbox Properties - Receiving Messages tab

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



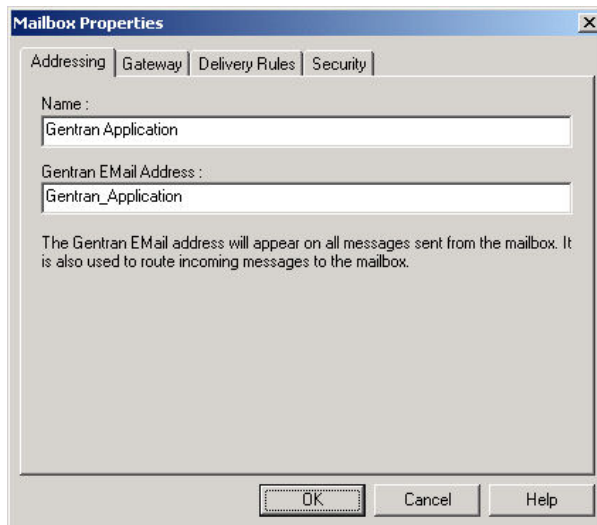
This table describes the parts of the Receiving Messages tab of the MAPI Mailbox dialog box.

Part	Function
text/plain	Identifies the content type of the message body to be unformatted ASCII text.  Use this option when you are receiving non-EDI plain text messages from your Trading Partners.
text/richtext	Identifies the content type of the message body to be formatted in Rich Text Format.  Use this option when you are receiving non-EDI Rich Text from your Trading Partners.
Other	Identifies an alternate content type and subtype for a message. Type a content type and subtype in the Other: box.  Use this option when you don't care what kind of data is received.
use registered MIME (Multi-purpose Internet Mail Extensions) type	Mailbox Server uses the content type of the message body (or the first attachment based on the filename) if the attachment does not have a defined content type.  Use this option with almost all of the messages that you exchange with your Trading Partners.

Part	Function
Other:	Allows you to define an alternate content type and subtype for attachments that do not specifically have a content type defined. Type a content type and subtype in the Other: box.  Use this option when you don't care what kind of data is received.
try MIME type first, but use other default if none exists	Attempts to act on the data based on a registered MIME type. If none exists, Mailbox Server uses the value specified in the Other: box.  Use this option to set a default value to be used in situations where your Trading Partners may be sending you attachments with unregistered content types.
use content-type of message body (or first attachment) if possible	Allows you to specify how the content type of the message will be set.
Other:	Allows you to define an alternate content type and subtype for messages that do not specifically have a content type defined. Type a content type in the Other: box.
Delete the MAPI copy of the message after it is received.	Removes the message from the MAPI message store after it has been transferred to the Mailbox Server system.

## Mailbox Properties Dialog Box - Addressing Tab

The following shows an example of the Addressing tab of the Mailbox Properties dialog box.

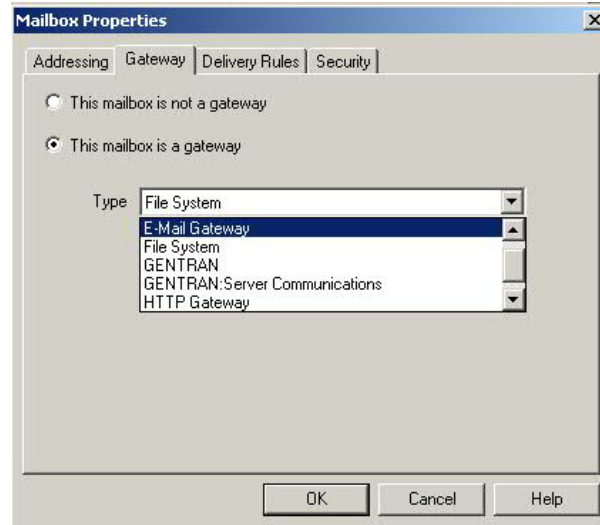


The following table describes the parts of the Addressing tab.

Part	Function
Name	Defines the name of the mailbox.
Gentran EMail Address	Defines the Sterling Gentran:Server email address for messages sent from the mailbox.

## Mailbox Properties Dialog Box - Gateway Tab

The following shows an example of the Gateway tab of the Mailbox Properties dialog box.

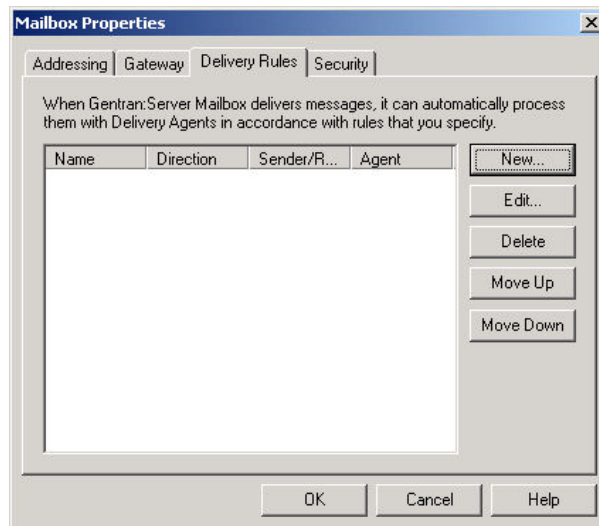


The following table describes the parts of the Gateway tab.

Part	Function
Gateway	Specifies whether the mailbox is or is not a gateway.
Type	Specifies the type of gateway. Active when "This mailbox is a gateway" is selected. Valid values are: <ul style="list-style-type: none"> <li>• Connect:Direct</li> <li>• E-Mail</li> <li>• File System</li> <li>• Gentran</li> <li>• Gentran:Server Communications</li> <li>• HTTP</li> <li>• SAP</li> </ul>
Configure	Enables you to configure properties for a selected gateway.

## Mailbox Properties Dialog Box - Delivery Rules Tab

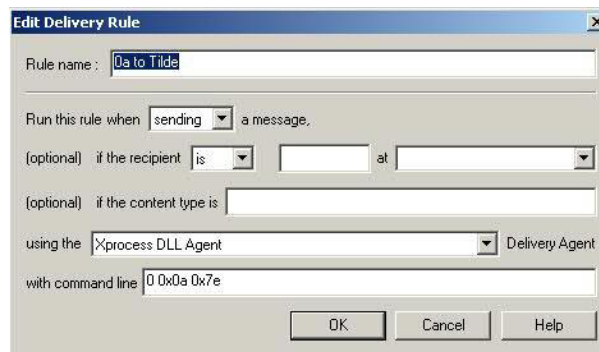
The following shows an example of the Delivery Rules tab of the Mailbox Properties dialog box.



The following table describes the parts of the Delivery Rules tab.

Part	Function
Name	Defines the name of the delivery rule.
Direction	Identifies whether the rule is run when sending or receiving a message.
Sender/Recipient	Identifies the mailbox of the sender or recipient. The mail address can be specified in addition to the mailbox name.
Agent	Identifies the name of the delivery agent to be run.
New	Creates new delivery rules.
Edit	Edits existing delivery rules.
Delete	Deletes the selected 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.

The following shows an example of the New/Edit Delivery Rule dialog box.



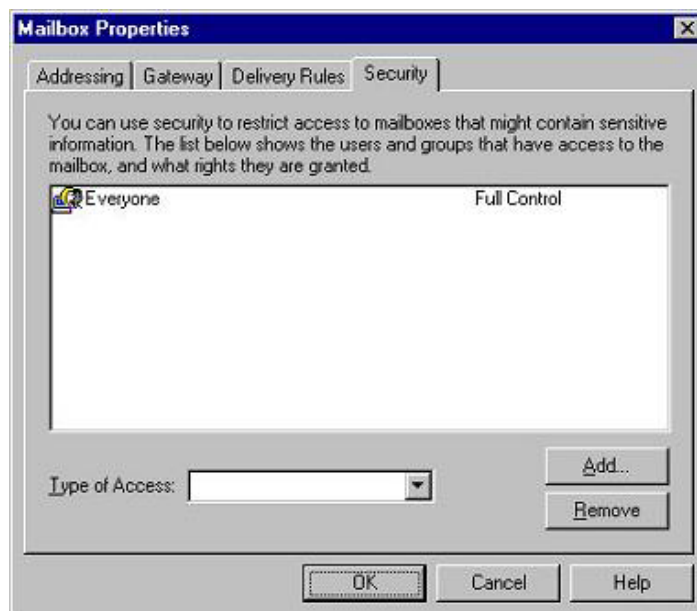


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## Mailbox Properties Dialog Box - Security Tab

The Security tab of the Mailbox Properties dialog box defines the level of access users have for the mailbox.

The following shows an example of the Security tab of the Mailbox Properties dialog box.



The following table describes the parts of the Security tab.

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"><li>• Full control</li><li>• Read</li><li>• Write</li></ul>
Add	Enables you to grant mailbox access to users or groups.
Remove	Enables you to remove mailbox access for a user or group.

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## MAPI Configuration Process

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

Stage	Description
1	Install the MAPI messaging software. Refer to the documentation that came with your MAPI messaging software for installation instructions.
2	Create a MAPI profile in the MAPI messaging service.
3	Create MAPI message stores in the MAPI messaging service.
4	Configure the MAPI Gateway in the Mailbox Server Manager. See Configuring Your MAPI Gateway for more information.

Stage	Description
5	Create the Sterling Gentran:Server MAPI mailboxes that you intend to use.  See Creating MAPI Gateway Mailboxes for more information.

## Microsoft Outlook Requirements

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

**Important:** 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 Sterling 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.

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## Configuring Your MAPI Gateway

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

### Before you begin

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

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

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

### About this task

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

### Procedure

1. Start the **Mailbox Server Manager**.  
The system displays the Server Manager browser.
2. Right-click **Gentran:Server Mailbox** in the Server Manager pane and select **Register Server**.  
The system displays the Register Server dialog box.
3. Type the name of your mailbox server and click **OK**.

4. In the Mailbox Server directory tree, right-click the MAPI Gateway (in the Gateways folder) and select **Properties**.  
The system displays the MAPI Gateway properties dialog box.
5. Select a profile and select the **Delivery** tab.
6. If necessary, change the default selections.
7. Click **OK** to complete the configuration of this gateway.

### What to do next

You are now ready to create MAPI mailboxes to use with this gateway.

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## Creating MAPI Gateway Mailboxes

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

### About this task

Use this procedure to create MAPI Gateway mailboxes.

### Procedure

1. Start the **Mailbox Server Manager**.
2. Right-click the **Mailboxes** folder icon and select **Create**.  
The system displays the Create Mailbox Wizard.
3. Type the name of the mailbox you are creating and click **Next** twice.  
The system displays a dialog asking whether you want to use the mailbox as a gateway to another messaging system.
4. Click **Yes, use this mailbox as a gateway**.
5. Select **MAPI Gateway** and click **Next**.
6. If the information that you entered is correct, click **Finish**. Otherwise, click the **Back** button to correct the information.

**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.

The system displays the MAPI Mailbox properties dialog box.

7. Click **New** to add an entry to the mailboxes lists.
8. Select a Mailbox and its associated Message Store from the appropriate list.

**Note:** You need to associate MAPI message stores with the Sterling Gentran:Server mailboxes that will send or receive MAPI messages. For messages to and from the Sterling Gentran:Server translation process, specify the same mailbox that is designated on the System Configuration dialog box (System tab).

See the *IBM Sterling Gentran:Server for Microsoft Windows Administration Guide* for more information on the System Configuration dialog box.

To associate other Mailboxes with Message Stores, repeat Steps 7 and 8.

9. Select the **Sending Messages** tab.
10. If necessary, change the default selection.
11. Select the **Receiving Messages** tab.

12. If necessary, change the default selections.
13. Click **OK** to save your changes.

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## Modifying Mailbox Properties

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

### About this task

Use this procedure to modify mailbox properties.

### Procedure

1. Start the **Mailbox Server Manager**.
2. From the Mailboxes folder, select the mailbox for which you want to add or modify properties.
3. Right-click and select **Properties**.
4. Do one of the following:
  - If you want to change the mailbox name or Sterling Gentran:Server e-mail address, click the **Addressing** tab.
  - If you want to change the mailbox gateway properties or configuration properties, click the **Gateway** tab.
  - If you want to change the mailbox delivery rules, click the **Delivery Rules** tab.
  - If you want to change the mailbox user security permissions, click the **Security** tab.
5. Make the appropriate modifications and click **OK** to save changes and exit the dialog box.

## Chapter 3. MAPI Gateway Messages

This topic describes the error messages that the MAPI Gateway writes to the Audit Log.

This table describes the MAPI Gateway error messages

Msg ID	Message Text	Explanation	Your Action
1003	The Gateway failed to start	Explanation 1: The MAPI Gateway is unable to connect to the Sterling Gentran:Server server.  Explanation 2: The MAPI Gateway is unable to create a thread, which enables messages originating in Sterling Gentran:Server to advance to the MAPI Gateway. This error is preceded by error message number 1005.	Action 1: Verify that the Sterling Gentran:Server Mailbox Server starts correctly.  Action 2: Reboot the machine and then restart the Mailbox Server.
1005	The Gateway was not able to initialise its local connection to Sterling Gentran:Server.	The MAPI Gateway was unable to connect to Sterling Gentran:Server.	Verify that the Sterling Gentran:Server Mailbox Server starts correctly, or reboot the machine, and then restart the Mailbox Server.
1006	Unable to read settings from the registry.	Explanation 1: The MAPI Gateway cannot be read from the registry.  Explanation 2: The gateway does not initialize properly after changes are made to the gateway properties.	Action 1: Verify that the gateway was correctly installed and configured. Also, verify that your MAPI profile is correctly configured.  Action 2: Reconfigure and re-save gateway properties.
1007	Unable to logon to the MAPI profile [(profile name)].	The system is unable to connect to the specified MAPI profile. This may occur when the MAPI profile user account is different from that of the Sterling Gentran:Server server user account.	Verify that your MAPI profile settings are correct. Verify that the MAPI profile user account is the same as the Sterling Gentran:Server server user account.
1008	Unable to open the MAPI address book.	The MAPI Gateway is able to log on to the MAPI profile, but unable open the MAPI address book.	Verify that there is at least one defined MAPI address book client. Verify that the address book is functioning in other MAPI messaging applications. If it is, contact our product support staff.
1009	Unable to set up the mappings for Gateway Mailbox [(mailbox name)].	The system is unable to set up the necessary mapping associations between the MAPI Gateway mailbox and the MAPI message store. This may mean that the mailbox is mapped to an invalid message store.	Verify that the mailbox is associated with a valid MAPI message store.
1010	Unable to begin polling for Gateway Mailbox [(gateway mailbox name)].	The MAPI Gateway is unable to create the thread that enables it check for MAPI messages.	Reboot the Sterling Gentran:Server server. If that does not resolve the issue, contact product support.

Msg ID	Message Text	Explanation	Your Action
1011	Unable to read the properties for Gateway Mailbox [(gateway mailbox name)].	The MAPI Gateway is unable to read the specified mailbox-level properties.	Verify that the mailbox is correctly configured for the specified gateway.
1012	Unable to get the MAPI message stores table.	The MAPI Gateway is unable to retrieve the MAPI list that details valid message stores.	Verify that the MAPI profile is correctly configured and that it has at least one defined message store. Verify that the MAPI profile is valid in another MAPI messaging software application. If it is, call product support.
1013	Unable to open the MAPI message store [(message store name)].	The MAPI Gateway is unable to open the specified MAPI message store associated with a particular mailbox. An example of when this occurs is when you associate a message store at the MAPI Gateway mailbox level, and then the message store is deleted from the MAPI messaging software application.	Verify that your MAPI profile and message store are correctly configured and that they are valid. Test the message store in another MAPI messaging software application to verify its validity.
1014	Unable to get the IPM Gateway Queue folder of MAPI message store [(message store name)].	The MAPI message store Outbox does not support Inter-Personal Messages (e-mail).	Select another MAPI message store through the MAPI Gateway mailbox-level properties, or reconfigure the MAPI message store Outbox for Inter-Personal messages; restart your machine; and then re-select the revised message store at the MAPI Gateway mailbox level.
1015	Unable to get the IPM SentMail folder of MAPI message store [(SentMail)].	The MAPI message store SentMail folder does not support Inter-Personal Messages e-mail address (e-mail).	Select another MAPI message store through the MAPI Gateway mailbox-level properties, or reconfigure the MAPI message store SentMail folder for Inter-Personal messages; restart your machine; and then re-select the revised message store at the MAPI Gateway mailbox level.
1016	Unable to get the IPM Receive folder of MAPI message store [(message store name)].	The MAPI message store Receive folder does not support Inter-Personal Messages (e-mail).	Select another MAPI message store through the MAPI Gateway mailbox-level properties or reconfigure the MAPI message store Receive folder for Inter-Personal messages. Restart your machine. Then re-select the revised message store at the MAPI Gateway mailbox level.
1017	Unable to open message [(message ID)].	The MAPI Gateway is unable to open the specified message.	In the Mailbox Server Manager, verify that the message appears to be valid. If it does, contact product support.
1018	Unable to get the attachments for message [(message ID)].	The MAPI Gateway is unable to open attachments for the specified message.	In the Mailbox Server Manager, verify that the attachment appears to be valid. If it does, contact product support.

Msg ID	Message Text	Explanation	Your Action
1019	Gateway Mailbox [(gateway mailbox name)] has no mapping for Mailbox [(mailbox name)] and as a result cannot process message [(message ID)].	The mailbox from which you want to send a message to the MAPI messaging software is not on the MAPI Mapping list.	Verify that the mailbox from which you tried to send a message is valid and correctly configured.
1020	Unable to create MAPI message for message [(message ID)].	The MAPI Gateway was unable to copy a Sterling Gentran:Server message to the MAPI message store or the MAPI Gateway does not have the permissions necessary to access the MAPI message store.	Verify that your Sterling Gentran:Server server and MAPI profile permissions match; verify that your MAPI messaging software is correctly configured.
1021	Unable to set MAPI message properties for message [(message ID)].	The MAPI Gateway is unable to read the message properties of the specified message.	Verify that your Sterling Gentran:Server server and MAPI profile permissions match. Verify that your MAPI messaging software is correctly configured.
1022	Unable to open the MAPI Compressed RTF message property for message [(message ID)].	The MAPI Gateway is unable to open the Sterling Gentran:Server message in Rich Text Format (RTF). This occurs if the MAPI message store does not support RTF.	Verify that the MAPI message store to which you are sending supports RTF, or in the Sending Messages tab of the MAPI Mailbox Properties dialog, select the Do not use the message body option.
1023	Unable to wrap the MAPI Compressed RTF stream for message [(message ID)].	The MAPI Gateway was able to open RTF properties of a Sterling Gentran:Server message, but unable to read the data.	In the Sending Messages tab of the MAPI Mailbox Properties dialog, select the Do not use the message body option.
1024	Unable to open the MAPI Body property for message [(message ID)].	The MAPI Gateway is unable to open the text properties of the specified Sterling Gentran:Server message.	Verify that your MAPI profile configuration settings are accurate. Verify that your MAPI and Sterling Gentran:Server server permissions match, and verify that your e-mail system settings are accurate.
1025	Unable to open stream on attachment [(attachment ID)] [(message ID)].	The Mailbox Server could not open the specified attachment. This sometimes indicate a problem with your database.	View the message in the Mailbox Server Manager to verify that an attachment is there and that it appears to be valid. If the attachment does appear to be valid, contact product support.
1026	Unable to write to MAPI stream for attachment [(attachment ID)] [(message ID)].	The MAPI Gateway could not see the Sterling Gentran:Server message attachment attributes and was unable to write the attachment to the MAPI message store.	View the message in the Mailbox Server Manager to verify that an attachment is there and that it appears to be valid. If the attachment does appear to be valid, contact product support.
1027	Unable to open the MAPI attachment binary data stream for attachment [(attachment ID)] [(message ID)].	The MAPI messaging software was unable to open the specified Sterling Gentran:Server message attachment.	Verify that your MAPI profile configurations are accurate. Test your e-mail system. Verify that your MAPI messaging software and Sterling Gentran:Server server permissions match.

Msg ID	Message Text	Explanation	Your Action
1028	Unable to set the MAPI attachment properties for attachment [(attachment ID)] [(message ID)].	The MAPI Gateway was unable to set the properties of the specified attachment.	Verify that your MAPI profile configurations are accurate. Test your e-mail system. Verify that your MAPI messaging software and Sterling Gentran:Server server permissions match.
1029	Unable to save the MAPI attachment for attachment [(attachment Id)] [(message ID)].	The MAPI Gateway was able to set the properties for the specified attachment, but unable to save those properties.	Verify that your MAPI profile configurations are accurate. Test your e-mail system. Verify that your MAPI messaging software and Sterling Gentran:Server server permissions match.
1030	Unable to save the MAPI message for message [(message ID)].	The MAPI Gateway was able to set properties for the specified message, but unable to save those properties.	Verify that your MAPI profile configurations are accurate. Test your e-mail system. Verify that your MAPI messaging software and Sterling Gentran:Server server permissions match.
1031	Unable to submit the MAPI message for message [(message ID)].	The MAPI Gateway was able to set and save properties for the specified message, but unable to submit those properties to the MAPI message store.	Verify that your MAPI profile configurations are accurate. Test your e-mail system. Verify that your MAPI messaging software and Sterling Gentran:Server server permissions match.
1032	Unable to allocate [(number of bytes)] bytes from MAPI.	The MAPI Gateway was unable to allocate necessary amount of memory from MAPI.	Restart the Sterling Gentran:Server server and try again.
1033	MAPI was unable to resolve recipient name [(recipient name)] for message [(message ID)].	The MAPI Gateway is unable to resolve the e-mail address defined in Sterling Gentran:Server for the specified message.	Verify that the e-mail address is accurate and that it is included in the MAPI Address book. If it is not included, modify your MAPI address book.
1034	Unable to modify the MAPI recipients for message [(message ID)].	The e-mail address defined in Sterling Gentran:Server for the specified message is accurate, but Sterling Gentran:Server did not update its recipient list to include this e-mail address information.	Call product support.
1035	Unable to create a wait table timer for Gateway Mailbox [(mailbox name)]. Polling for this Mailbox will not be possible in this session.	The polled thread that tells the MAPI Gateway when to deliver messages to the MAPI message store is not functioning.	Reboot Microsoft Windows. If that does not resolve the problem, contact product support.
1036	Unable to get the MAPI IPM Receive folder contents for mapped Mailbox [(mailbox name)] [(Gateway Mailbox name)].	The MAPI Gateway cannot retrieve the contents of the MAPI message store Inter-Personal Message (e-mail) Receive folder associated with the specified mailbox.	Open the message store Inbox in your MAPI messaging software. If it opens correctly, contact product support.
1037	Unable to open MAPI message for mapped Mailbox [(mailbox name)] [(Gateway Mailbox name)].	The MAPI Gateway is unable to open the first message in the MAPI message store associated with the specified mailbox.	Open the message store in your MAPI messaging software. If it opens correctly, contact product support. <b>Note:</b> When you open the message in your MAPI messaging software, mark the message as Unread.



Msg ID	Message Text	Explanation	Your Action
1038	Unable to get the properties of a MAPI message in mapped Mailbox [(mailbox name)] [(Gateway Mailbox name)].	The MAPI Gateway is unable verify certain properties in a message it received from a MAPI message store.	Open the message in your MAPI messaging software. If it opens correctly, contact product support.
1039	Unable to create message in mapped Mailbox [(mailbox name)] [(Gateway Mailbox name)].	The MAPI Gateway was unable to create a copy of a message received from a MAPI message store to the specified mailbox.	Recreate and resend the message.
1040	Unable to wrap the MAPI Compressed RTF stream for a message in mapped Mailbox [(mailbox name)] [(Gateway Mailbox name)].	The MAPI Gateway cannot open the data for the MAPI message received in RTF format.	On the Receiving Messages tab of the MAPI Mailbox Properties dialog box, select text/plain as the What content type should be used for message bodies option.
1041	Unable to create an attachment for message [(message ID)].	The MAPI Gateway is unable to create an attachment for the specified message.	On the Receiving Messages tab of the MAPI Mailbox Properties dialog box, verify that the content type is correctly configured. If it is, contact product support.
1042	Unable to modify message [(message ID)].	The MAPI Gateway is unable to modify the content type of the specified message.	In the mailbox-level properties, verify that the content type is correctly configured.
1043	Unable to write to stream for attachment [(attachment ID)] [(message ID)].	The MAPI Gateway is unable to copy attachment data associated with the specified MAPI message.	View the message in the Mailbox Server Manager to see whether the attachment appears to be valid. If it does, contact product support.
1044	Unable to get the MAPI attachment table of the MAPI message for message [(message ID)].	The MAPI attachment is not on the list of attachments that MAPI provides. As a result, the MAPI Gateway is unable to open the attachment.	View the message attachment in your MAPI messaging software to ensure that it appears to be valid. If it does, contact product support.  If the message attachment does not appear to be valid, verify that your e-mail settings are accurate.
1045	Unable to open a MAPI attachment of the MAPI message for message [(message ID)].	The MAPI Gateway was unable to open the list of attachments that MAPI provides.	View the message attachment in your MAPI messaging software to ensure that it appears to be valid. If it does, contact product support.  If the message attachment does not appear to be valid, verify that your e-mail settings are accurate.
1046	Unable to get the MAPI properties of an attachment of the MAPI message for message [(message ID)].	The MAPI Gateway is unable to access MAPI attachment properties for the specified message.	View the message attachment in your MAPI messaging software to ensure that it appears to be valid. If it does, contact product support.  If the message attachment does not appear to be valid, verify that your e-mail settings are accurate.
1047	Unable to add the recipient [(recipient name)] to message [(message ID)].	The MAPI Gateway is unable to add a recipient to a copy of message received from MAPI.	Verify that your MAPI Gateway mailbox-level properties are correctly configured.

<b>Msg ID</b>	<b>Message Text</b>	<b>Explanation</b>	<b>Your Action</b>
1048	Unable to send message [(message ID)].	The MAPI Gateway was unable to send the message specified message received from MAPI to the Mailbox Server.	Verify that the message is formatted correctly. If it is, contact product support.
1049	Unable to set the Read-Flag of the MAPI message for message [(message ID)].	The MAPI Gateway was unable to update the MAPI message status to Read.	Verify that your MAPI configuration settings are accurate. Verify that your MAPI messaging software permissions match those in your Sterling Gentran:Server system.
1050	Unable to open a stream on the referenced attachment file [(attachment ID)] for attachment [(message ID)].	The MAPI Gateway is unable to open the MAPI attachment data for the specified message.	View the attachment in your MAPI messaging software. If the message and attachment appear to be valid, contact product support.
1051	Unable to modify attachment [(attachment ID)] [(message ID)].	The MAPI Gateway is unable to modify the MAPI message attachment content type.	Contact product support.
1052	The MAPI attach method [(method type)] of attachment [(attachment ID)] [(message Id)] is not supported.	The MAPI Gateway received an attachment that uses an unsupported attach method.	Verify that the attach method specified in your MAPI messaging software is one that the MAPI Gateway supports.
1053	Unable to create a MAPI attachment for attachment [(attachment ID)] [(message ID)].	The MAPI Gateway is unable to create an attachment for the specified message received from the Mailbox Server.	Verify that your MAPI profile configurations are accurate. Test your e-mail system. Verify that your MAPI messaging software and Sterling Gentran:Server server permissions match.

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# Index

## C

communications gateway 3, 4, 5, 6, 7, 8,  
9, 10, 11  
configuration process overview 11  
configuring your MAPI gateway 12  
creating MAPI Gateway mailboxes 13

## D

delivery agents 10  
delivery rules  
properties 10

## E

e-mail addresses  
Gentran mailbox 8

## G

gateway types 9

## M

mailbox access 11  
mailbox properties 14  
delivery rules 10  
Mailbox Properties dialog box  
Addressing tab 8  
Delivery Rules tab 10  
Gateway tab 9  
Security tab 11  
mailboxes  
creating 13  
delivery rules 10  
modifying 14  
MAPI Gateway mailboxes 1  
creating 13  
MAPI gateway overview 1  
MAPI Gateway Properties dialog box  
Delivery tab 4  
Mailboxes tab 5  
Profile tab 3  
Receiving Messages tab 7  
Sending Message tab 6  
message flow 1  
Microsoft Outlook requirements 11

## S

security access 11









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