



White Paper

GENTRAN NT Maintenance

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GENTRAN For Windows NT Maintenance

When the Gentrans Services are running, entries are made into the Gentrans Database and files are created in the GENSRVNT Directory. Overtime these can fill up your database and disk drives causing the Server to slow down or crash. Following a regular maintenance plan, keeps Gentrans running faster, helps to proactively identify potential problems before they become production down issues and help to prepare for disaster recovery situation.

Removing EDI, Mailbox and External Data

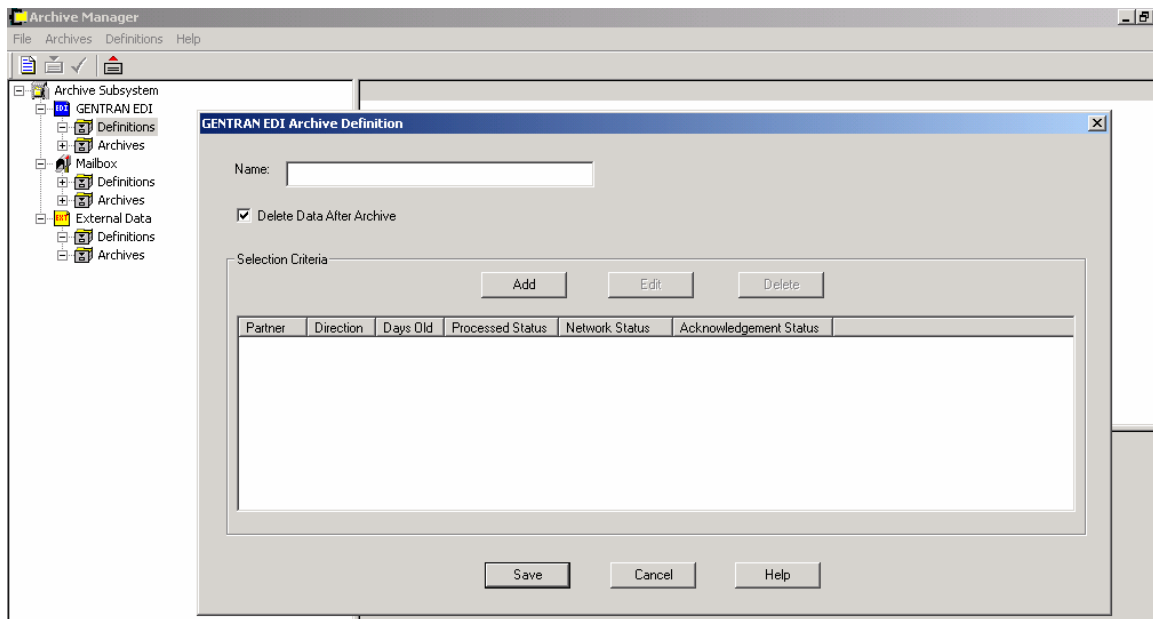
The majority of data that is created and stored with Gentrans is related to the translation of EDI data. These are files and entries that are created when a file is sent or receive into a GENTRAN mailbox, a file or interchange is processed or when a document is imported and an interchange is created during a Send session. These types of data are EDI data – data that is related to Interchanges and transactions, Mailbox data – data that is sent to or received into a GENTRAN Mailbox, and External Data – data that is related to the raw file that is brought into Gentrans.

Considerations when determining how many days worth of data to leave in GENTRAN

- Daily volume. The more Interchanges/Transactions that are processed each day, the shorter the amount of time the data should be left on the system. i.e. A company that is doing 10 transactions a day may be fine leaving 3 months worth of data on their system while a company that sends and receives 5000, transactions per day may only want to leave 3-5 days worth of data on the system.
- How many days back do you regularly reference the data.
- How long before you allow the acknowledgement of a document to be considered overdue. Data that is waiting for an acknowledgement should not be removed from the system, if you want to be able to identify overdue documents and/or reconcile inbound 997s.
- Whether or not the data needs to be stored for future reference. Data that needs to be kept will need to be archived and then the archive file that is created will be backed up to removable media. Data that is not needed can be deleted from the system with out the processing time used by an archive or creating an archive file, which takes up space on the hard drive and backup media.

Removing data with Archive

It is probable that the GENTRAN Data will be needed for future reference. All three types of data can be removed from the server and saved by running an archive on a particular type of data while selecting the “Delete Data After Archive” option.



Once the data is archived, a file is created in the following directories:

\\<ServerName>\GENSRVNT\Archive\EDI - for EDI Data
\\<ServerName>\GENSRVNT\Archive\MBX - for Mailbox Data
\\<ServerName>\GENSRVNT\Archive\EXT - for External Data

The file's names will be in the following format:

ArchiveDefinitonName_Date_Time.arv (ex. EDIArchive_28May2002_114608.arv)

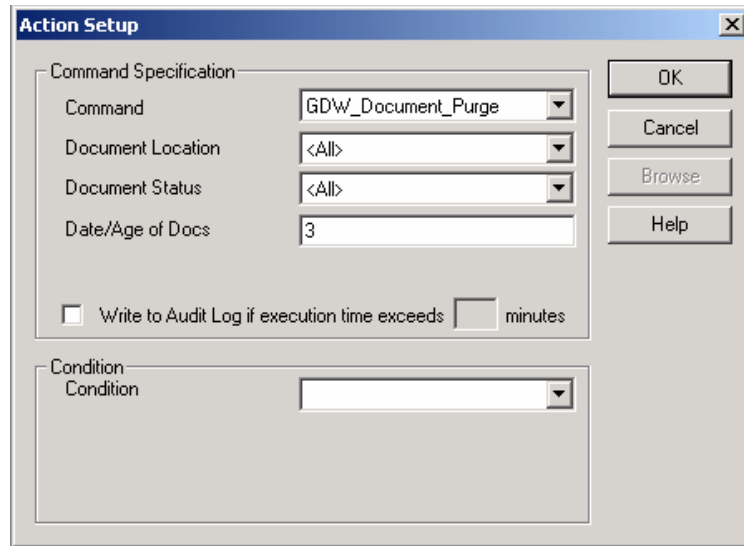
These .arv files need to be backed up to removable storage and deleted from the Archive directory.

Archives should be run daily, via process control, preferably scheduled to run when there are not other processes running. For more information on how to create an archive definition or setup a process control event see the GENTRAN:Server for Windows NT Users guide, which can be found on the GENTRAN:Server for Windows documentation CD.

Removing Data without Archiving

If the data does not need to be saved for future reference it can be removed via a method that does not require the processing time or creation of an archive file.

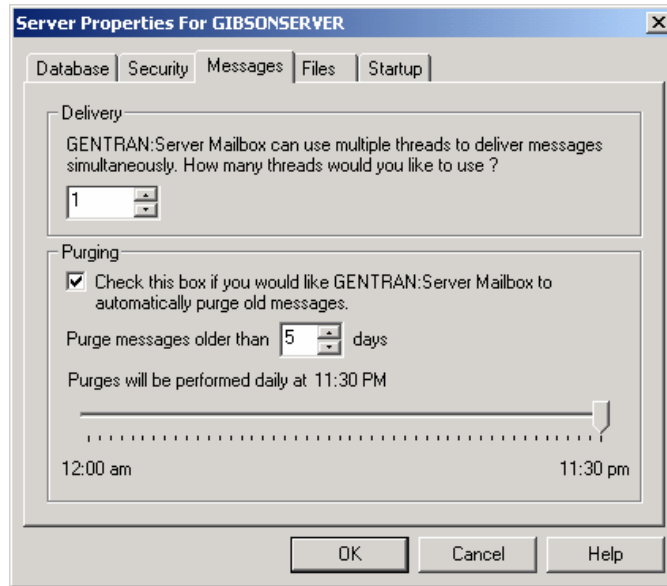
EDI Data can be removed by creating a session that uses the GDW_Document_Purge. Data that is removed this way is not restorable. In the below example of the GDW_Document_Purge command all data older than 3 days will be permanently removed from the server.



Mailbox Data can be removed via Mailbox Purges and Communication Log Purges.

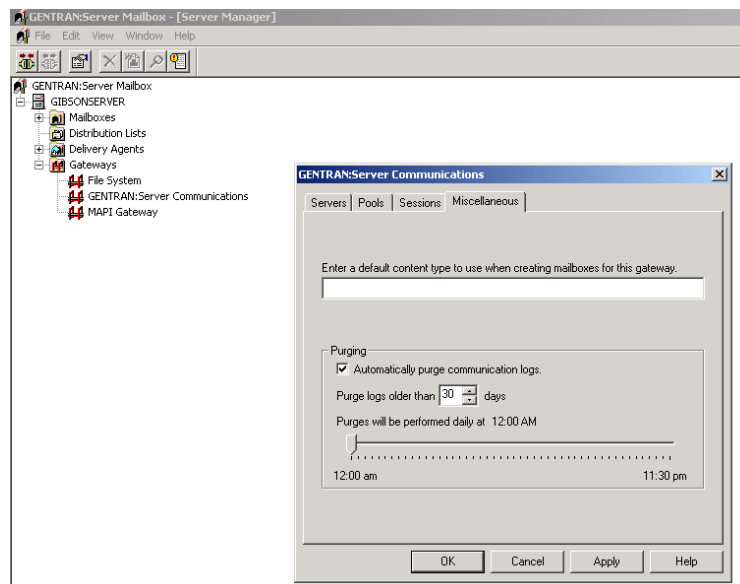
Mailbox Message Purges can be configured by:

- 1) Click the Start>Programs>GENTRAN Server>GENTRAN Server Mailbox.
- 2) Right Click on the Server name and select Properties.
- 3) Click on the Messages Tab.
- 4) Select the "Check this box if you would like GENTRAN Server Mailbox to automatically purge old messages" Check Box.
- 5) Specify the age of documents to be purged.
- 6) Specify the time for the daily purges to be preformed.

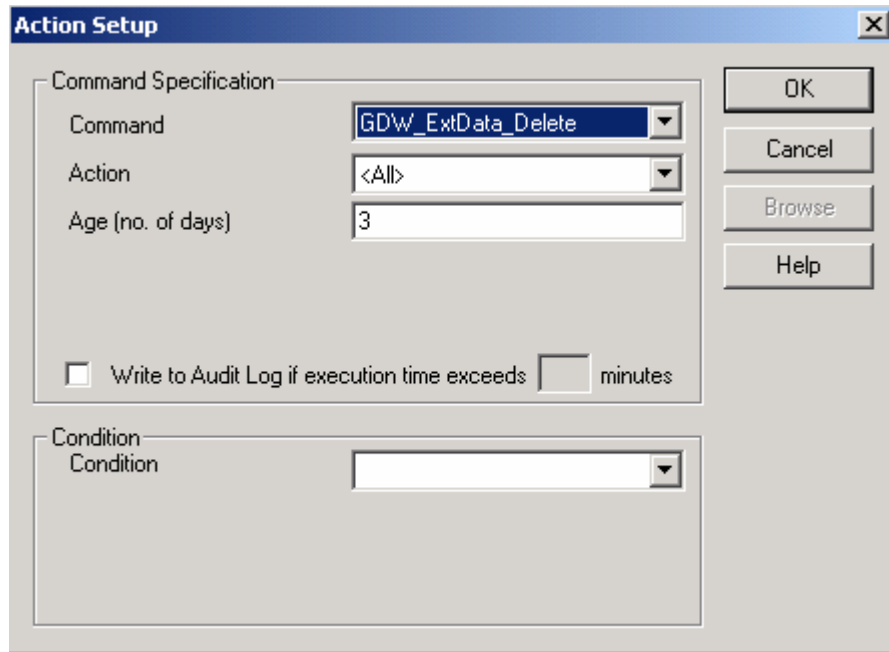


Communication logs can be Purged by:

- 1) Click the Start>Programs>GENTRAN Server>GENTRAN Server Mailbox.
- 2) Expand the Server.
- 3) Expand the Gateways.
- 4) Right Click on the GENTRAN:Server Communications gateway and select Properties.
- 5) Click on the Miscellaneous tab.
- 6) Select the Automatically purge communication logs Check Box.
- 7) Specify the Age of the logs to be purged.
- 8) Specify the time that the daily communication log purges should be performed.



External Data removal can be automated by creating a session with the command GDW_ExtData_Delete, specifying the age of external data to be deleted.



GICheck

There are links between the GENTRAN database and the Gentran DataStore. For example, the fields DocumentBlobKey and TranslationReportFile, in the Document_tb, reference files that are located in the GENSRVNT\Documents and the GENSRVNT\TransRpt directory respectively. When a row in the database exists, but the file that it refers to does not, it is an Orphan row. When a file exists but there is not a row, which refers to the file in the database, it is an Orphan file.

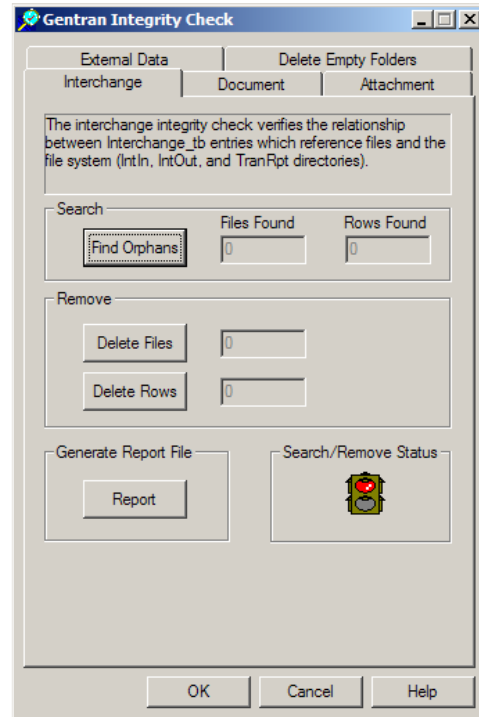
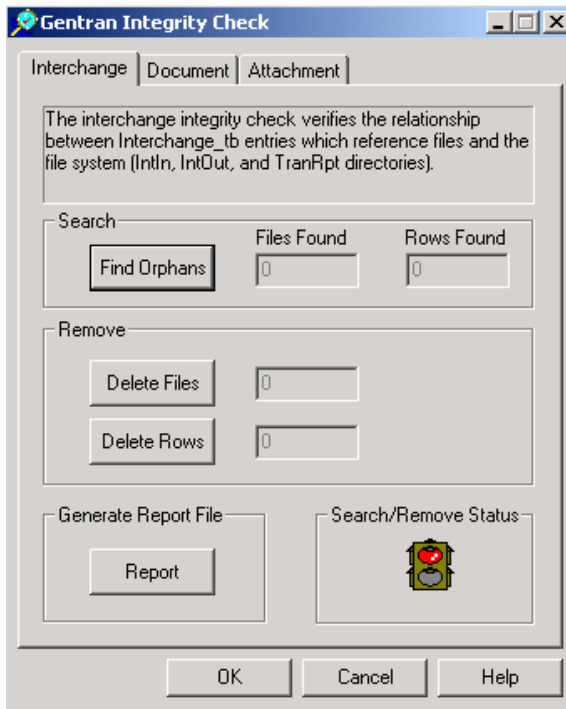
Orphans can cause database exception errors, MFC ODBC exception errors, & ATM open stream 35 errors. The ATM Open stream errors are usually associated with the store directory. If Orphans are left on the system they can degrade performance and cause the server to crash.

GICheck.exe – Gentran Integrity check, is supplied on the installation CD in Support\Utils\I386\GICheck.exe. This utility is used to synchronize your database and the GENTRAN Datastore by identifying and deleting orphans. A backup should be created before running GICheck. GICheck should be run for Interchanges, Documents, and Attachments and any Orphans should be deleted from the system. A report can also be created that will list the Orphans found, which can help identify why the Orphans are being created.

GICheck.exe cannot be automated but should be scheduled and run as a part of your regular maintenance.

Example of GICheck screen 4.x and below

Example of GICheck screen 5.x and above



Note: Deletion of empty folders and external data check was added the the 5.x product. Deletion of empty folders will reduce the time it takes to backup the GENSRVNT directory. Do not delete folders outside of GICheck or the below batch script. Adjust for drive letters.

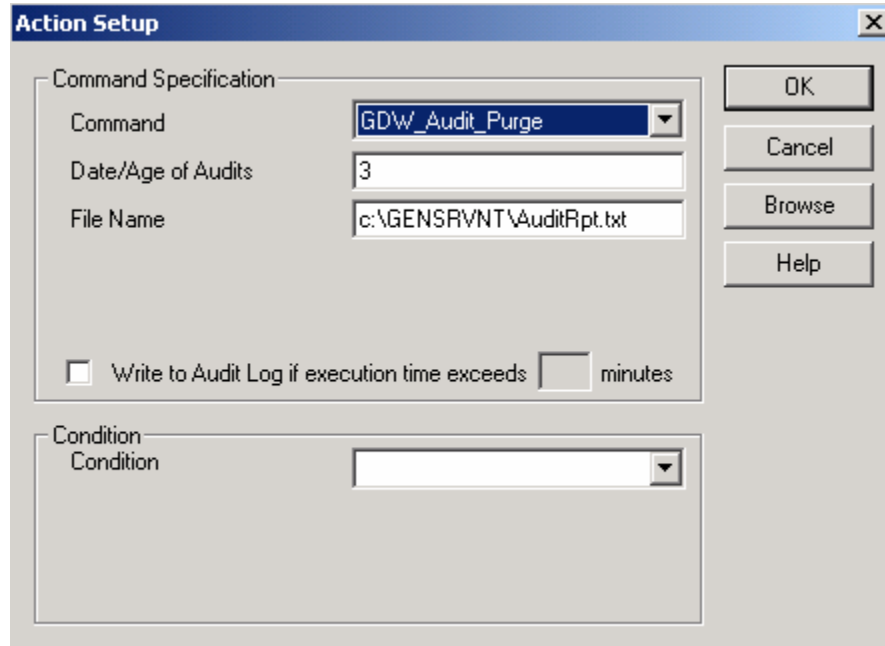
```
For /r c:\GENSRVNT\Documents %%a in (.) Do Rmdir %%a
For /r c:\GENSRVNT\IntIn %%a in (.) Do Rmdir %%a
For /r c:\GENSRVNT\IntOut %%a in (.) Do Rmdir %%a
For /r c:\GENSRVNT\Store %%a in (.) Do rmdir %%a
For /r c:\GENSRVNT\ExternalData %%a in (.) Do rmdir %%a
For /r c:\GENSRVNT\TranRpt %%a in (.) Do rmdir %%a
```

Purging the Audit Log

When the Gentran Services are started, messages are created in the Audit log to track events, and display warning and error messages. The Audit Log must be purged regularly to keep the ProcAuditLog_tb from becoming too large and no longer opening. The audit log can be purged in 2 ways. The first is to go to the Audit Notification Tab in the Gentran Server Configuration and click on the Purge button. Once the data is purged, it is no longer accessible.

The second method of purging the Audit Log allows you to keep the data in the audit log for future reference. This can be done by creating a Process Control session that executes a GDW_Audit_Purge. You are prompted on whether to create this session and event during the Gentrans installation. The session allows for 2 parameters.

- 1) The age of the entries to be purged
- 2) The file name that purged entries are written to. This file must periodically be backed up and removed from the system as it appended to each time the session is executed and can become very large.



Removing Miscellaneous files from the DataStore

The following files can be removed from the Gentrans DataStore

- Temp Files in the GENSRVNT\Temp directory.
- Files in the GENSRVNT\ErrorData directory.
- Check for and remove Orphan Communication Logs. These files can be found in the GENSRVNT\Bin directory and will be in GENSRVNT\bin and will have look be <a number>.log



Communication Scripts

Export and backup communication scripts for disaster recovery purposes. To backup scripts perform the following:

1. Open Mailbox Manager
2. Right Click on Communications mailbox and choose Properties
3. Select Gateway Tab
4. Choose "Configure"
5. Choose "Scripts"
6. Select Script and choose edit
7. Highlight contents and choose <CTRL><C>
8. Paste contents into a text document

Backups

There are two pieces of information that need to be backed up in order to successfully restore a Gentrans Server System:

- 1) Gentrans Database
- 2) Gentrans Datastore

As mentioned earlier, there is a direct link between the two, so they need to be backed up at the same time, preferably when there is not any processing going on. This insures that the system can be restored without losing any data. It is recommended that the Gentrans services be stopped during the backup to ensure that there is not activity. Contact customer support for information on how to stop and start the services with a batch file using the Net Stop and Net Start commands.