

**Sterling Integrator<sup>®</sup>**

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**Enhancements and Fixes**

**Version 5.0**  
**Builds 5001 - 5008**

**Sterling Commerce**  
*An IBM Company*

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InQuira ID: NFX7434	808
InQuira ID: NFX1509	808
InQuira ID: NFX9557	809
InQuira ID: NFX8406	810
InQuira ID: ENH2803	810
InQuira ID: ENH2804	810
InQuira ID: NFX8861	811
InQuira ID: NFX8164	811
InQuira ID: NFX7743	812
InQuira ID: NFX8219	812
InQuira ID: NFX8224	813
InQuira ID: NFX8253	813
InQuira ID: ENH1894	813
InQuira ID: ENH1064	814
InQuira ID: ENH1283	814
InQuira ID: ENH1741	814
InQuira ID: NFX1799	815
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InQuira ID: NFX10011	861
InQuira ID: NFX7071	862
InQuira ID: NFX8846	863
InQuira ID: ENH2697	864
InQuira ID: ENH1895	865
InQuira ID: NFX3177	865
InQuira ID: NFX4467	867
InQuira ID: NFX4941	869
InQuira ID: NFX4977	871
InQuira ID: NFX5298	871
InQuira ID: NFX5825	872
Workflow Engine	873
InQuira ID: NFX10991	873
InQuira ID: NFX9389	873
InQuira ID: NFX8216	874
InQuira ID: NFX10126	875
InQuira ID: NFX7081	875
InQuira ID: NFX7279	876
InQuira ID: NFX10846	877
InQuira ID: NFX3272	877
InQuira ID: NFX8359	878
InQuira ID: NFX8867	878
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InQuira ID: NFX6086	882
InQuira ID: NFX6275	883
InQuira ID: NFX3772	884
InQuira ID: NFX7417	885
InQuira ID: NFX9531	885
InQuira ID: NFX9592	886
InQuira ID: NFX9477	886
InQuira ID: NFX7828	887
InQuira ID: NFX9656	887
InQuira ID: NFX9727	888
InQuira ID: NFX8800	889
InQuira ID: NFX7656	889
InQuira ID: NFX7453	890
InQuira ID: NFX7654	890
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InQuira ID: NFX7467	891
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# Build Notes

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## Pre-Installation Recommendation

Sterling Commerce recommends that you perform a complete backup of the Sterling Integrator file system and database before applying any patch.

It is not possible to uninstall a patch.

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## Build Document Fields and Definitions

These are the fields for each entry in the build information document and a description of the information each contains.

### InQuira ID

Each entry within the patch information document is also entered into our customer-facing Knowledgebase. This ID represents the article number within the Knowledgebase. The Knowledgebase can be accessed via the Sterling Commerce Customer Center Web site.

### Functional Area

This represents the area of the product in which the issue was found and a fix was made. The patch information document is organized by grouping the fixes under their respective functional area.

### Escalation ID

This is an internal ID used by Sterling Support. IDs that are a numerical value represent items that were reported by customers or consultants. IDs with the value "QC" represent items that were found internally.

## Fix ID

This is an internal ID used by Sterling Support and Engineering to track the specific details of the fix at a code level.

## Severity

There are currently two possible values for severity:

### **Critical**

This represents fixes that are core to the product and have the potential to result in a critical or production down scenario if not applied. Example: An issue with our JDBC pools would be core to the product and apply to all Gentran Integration Suite/Sterling Integrator users. An issue with an adapter or service, such as Document Keyword Replace, would most likely not be flagged as critical. It could be critical to users that are utilizing this particular service or adapter, but not part of core.

Note: An exception could be made if an engineer feels the non-core functional area defect is severe enough or widely utilized enough to classify it as critical.

### **Normal**

This represents fixes that are less severe and should not result in critical or production down scenarios for the core product. Some fixes, however, could be critical to individual users of that service or adapter, so it is important to look at all fixes and determine the specific impact on your environment based on your usage of the various services, adapters, and the various functional areas of the product.

## Type

There are currently three possible values for type:

### **Core Change**

Although rare, it is possible that fixing a defect requires a core change to the functionality of that component. It is important to test any functional area that is being utilized if the fix is flagged as Core Change.

### **New Functionality**

In most cases, new functionality will be listed in the “Product Enhancements” section of the patch info document. Although rare, it is possible that fixing a defect could mean adding additional functionality to that component.

### **Normal Fix**

Most entries will be flagged as Normal Fix. This represents items reported from the field or found internally that do not result in a core change or the addition of new functionality.

## **Build**

This represents the build (patch) number in which the fix was first introduced. In some cases, a fix will be applied to multiple versions of the product. Patches are cumulative, so fixes exist in the introduction build and in any later build (higher build number) for that version of the product.



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# Sterling Integrator Product Enhancements and Fixes

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## Build 5008 Overview

This release includes the following major updates to Sterling Integrator. For more information about the updates, see the features, enhancements, and fixes listed in this document.

### Product Updates

- ◆ Shared Mailboxes
- ◆ Sterling File Gateway Broadcast Feature
- ◆ Standards Newcastle release pull forward with updated EDI MDB files

### Performance Updates

- ◆ Upgrade to Maverick jars files (SSHD Version 1.4.29 and J2SSH 1.4.26)

## Build 5008 - Disk Space Requirements

Sterling Integrator, Release 5.0 Build 5008 binary .jar file size (zipped file in the FTP site) requires around 700 MB memory space to download and 1 GB memory space for installation.

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## Sterling Integrator Product Enhancements and Fixes

Sterling Integrator 5.0 contains the following product enhancements and fixes:

- ◆ ActiveMQ
- ◆ Adapters
- ◆ Adapters - B2B
- ◆ Adapters - B2B Communication

- ◆ Adapters - BPFaultLog
- ◆ Adapters - Connect: Direct
- ◆ Adapters - File System
- ◆ Adapters - FSA
- ◆ Adapters - FTP
- ◆ Adapters - FTP Server
- ◆ Adapters - HTTP
- ◆ Adapters - JDBC
- ◆ Adapters - JMS
- ◆ Adapters - JMS Queue
- ◆ Adapters - LDAP
- ◆ Adapters - LWJDBC
- ◆ Adapters - Mail Mime
- ◆ Adapters - MQ Queue
- ◆ Adapters - MSMQ
- ◆ Adapters - OFTP
- ◆ Adapters - Oracle E-Business Suite
- ◆ Adapters - POP3
- ◆ Adapters - PGP
- ◆ Adapters - SAP
- ◆ Adapters - SFTP
- ◆ Adapters - SMTP
- ◆ Adapters - SWIFT
- ◆ Adapters - SwiftNet
- ◆ Adapters - WebDav
- ◆ Adapters - WebMethods
- ◆ Adapters - WebSphereMQ
- ◆ Adapters - WebSphereMQ Suite
- ◆ Admin UI
- ◆ AFT
- ◆ AFT - Routing
- ◆ AFT Migration
- ◆ Alert Service
- ◆ Archiving
- ◆ AS2
- ◆ ASI

- ◆ Asset Protection
- ◆ Asset Protection - Framework
- ◆ BPML
- ◆ Caching Framework
- ◆ Certificates
- ◆ CII
- ◆ Clustering
- ◆ Connect Direct Interop
- ◆ Control Center Interop
- ◆ Correlation Search
- ◆ Database Extensibility
- ◆ Documentation
- ◆ Document Encryption
- ◆ Document Extraction
- ◆ Document Keyword Replace Service
- ◆ EDI
- ◆ e-Invoicing
- ◆ Entity Framework
- ◆ Event
- ◆ FIFO
- ◆ FTP Client Begin Session
- ◆ Graphical Process Modeler - GPM
- ◆ Import/Export
- ◆ Import/Export - AFT
- ◆ Import/Export UI
- ◆ Index/Purge
- ◆ Index/Purge Framework
- ◆ Installation
- ◆ InstallService
- ◆ LDAP/ External Authentication/ JAAS
- ◆ Mailbox
- ◆ Mailboxing
- ◆ Map Editor
- ◆ Mesa Studio
- ◆ Monitor Framework
- ◆ MSSQL Snapshot

- ◆ MyFileGateway
- ◆ Partner Management
- ◆ Patch Install Report
- ◆ Performance
- ◆ Performance Profiling
- ◆ Perimeter Services
- ◆ Platform
- ◆ Properties
- ◆ QueueWatcher
- ◆ Reporting - Core
- ◆ Reporting Services
- ◆ Reporting Services - Events
- ◆ RosettaNet
- ◆ Route Config UI
- ◆ Route Visibility
- ◆ SAP
- ◆ Scheduling
- ◆ SCM Integration
- ◆ Security/Encryption
- ◆ Security Updates
- ◆ Services and Adapters
- ◆ Service and Adapter Framework
- ◆ Services Controller
- ◆ Services - Crypto Message Service
- ◆ SFG - Admin UI
- ◆ SFG - Installation
- ◆ SFG - Partner Management
- ◆ SFG - Performance
- ◆ SFG - Route Config UI
- ◆ SFG - Route Delivery
- ◆ SFG - Route Processing
- ◆ SFG - User Interface
- ◆ Signing/Validation
- ◆ Single SignOn
- ◆ Softstop
- ◆ Standards

- ◆ Standards - EDI
- ◆ Sterling File Gateway
- ◆ Support Tools
- ◆ SWIFT
- ◆ SWIFT - Interact Adapter
- ◆ SWIFT - Message Entry Workstation
- ◆ System Startup
- ◆ Third Party Components
- ◆ Tracking
- ◆ Trading Partner Profiles
- ◆ Translator
- ◆ Upgrade
- ◆ UI General
- ◆ User Interface
- ◆ User Interface - GIS
- ◆ User Interface - Standards
- ◆ Users/Groups/Data Security Groups
- ◆ WebExtensions
- ◆ WebServices
- ◆ Workflow Engine
- ◆ XML Encoder
- ◆ XPath
- ◆ XSLT
- ◆ Yantra Integration

## **ActiveMQ**

InQuira ID: NFX6385

Title: Sterling Integrator has high CPU utilization

Description: Sterling Integrator has high CPU utilization. Noapp threads are blocked by activeMQ socketWrite fireEvent. The listener is not responding to even a shutdown command. The listener gets deadlocked on getConnection.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: ActiveMQ

Escalation ID: QC

Fix ID: 185697  
Severity: Normal  
Type: Normal Fix  
Build: 5002

## Adapters

InQuira ID: NFX10987

Title: Mail Mime Service is not able to process "mp3" files

Description:

Mail Mime Service is not able to process "mp3" files.

Error Message:

```
com.sterlingcommerce.woodstock.workflow.WorkFlowException: Mail Mime Service fails to
execute...
com.sterlingcommerce.woodstock.workflow.WorkFlowException: Failed to write the
message into the Document OutputStream.
```

Resolution:

Please apply Sterling Integrator Release 5.0, Build 5008 or later.

Functional Area: Adapters

Escalation ID: QC

Fix ID: 235230

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: ENH2776

Title: Sessions fail when using multiple sessions to send files with the same name, but with different content to the Mailbox concurrently.

Request Description: Sessions fail when multiple sessions attempt to send files concurrently with the same name, but with different content to the Mailbox using the same user name. All sessions except one session are dropped. All other sessions fail with invalid content.

Escalation ID: 128798 (218329)

Status: Completed

Request Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

For more information about updated FTP Server Adapter and SFTP Server Adapter documentation, refer to the Sterling Integrator *5.0 Services and Adapters* documentation, which can be accessed from <http://www.sterlingcommerce.com/Documentation/si50/HomePage.htm>.

### InQuira ID: NFX9332

Title: Adapter level document storage configuration is not working

Description: When global document storage level is set to file system (FS) and adapter level document storage is set to database (DB), adapter level document storage configuration does not override the global document storage level settings, resulting in file getting stored on file system.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Adapters

Escalation ID: QC

Fix ID: 212768, 212152

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX5468

Title: GetDocumentInfo Service is not finding data written to disk by JMS adapter

Description: If JMS Adapter fails to start business processes due to database unavailability, the workflows that need to be bootstrapped by adapter will be persisted to /logs/iwfc folder. IWFCDriver tries to start the unprocessed workflows at a scheduled time of 3a.m in the morning .However the information required for this service is not persisted to file system such as primary document. This leads to failure of reprocessing these workflows. Path for this is Gentran Integration Suite InstallationDirectory\logs\iwfc

Error Message:

```
com.sterlingcommerce.woodstock.workflow.DocumentNotFoundException: 000110011518  
WORKFLOW.WORKFLOW.ERR_Document_DocumentNotFoundException22 Initial document for  
DocId machinename:node1:12167738ad0:22843830 not found. It may have been archived.
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Adapters

Escalation ID: 49836

Fix ID: 191989, 201822

Severity: Critical

Type: Normal Fix

Build: 4322, 5006

### InQuira ID: NFX7112

Title: B2B Mail Client failing with the error - Fail to run Mail Processing Service, Fail to get content type

Description: Gentran Integration Suite 4.2 and build 4210 and Sterling Integrator 5.0. A scheduled B2B Mail Client Adapter fails when retrieving mail messages.

Error Message:

Business Process Details report

Advanced Status - Unable to access or verify mandatory service parameter.

The Status Report shows - com.sterlingcommerce.woodstock.workflow.WorkFlowException: Fail to run Mail Processing Service, Fail to get content type

Resolution: The fix to the issue is done to log proper error message in logs rather than the generic message "Fail to get content type". This issue was not related to content type. Content type was present in MIME message.

Please apply Sterling Integrator Release 5.0, Build 5006 or later.

Functional Area: Adapters

Escalation ID: 80095

Fix ID: 211937

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX7583

Title: An error may be logged in the visibility.log if the certificate names exceed 100 characters

Description: When using multiple certificates with a Connect Direct adapter configuration, if the total number of characters in all of the certificate names exceeds 100 characters, it may cause an error to be logged in the visibility.log file.

This error being logged in the visibility.log does not appear to interrupt the process or cause it to fail.

Resolution: Please apply Sterling Integrator Release 5.0, Build 5006 or later.

Functional Area: Adapters

Escalation ID: 000104806

Fix ID: 205819

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9538

Title: Orphan records in several document related tables remain in the system

Description: Orphan records in document related tables (DOCUMENT, DOCUMENT\_EXTENSION, and TRANS\_DATA) created during system failure remain in the system and are not purged.

Error: N/A

Resolution: Please apply Sterling Integrator Release 5.0, Build 5006 or later.

Functional Area: Adapters

Escalation ID: QC

Fix ID: 215338

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9735

Title: SFTP server information is displayed

Description: SFTP server information is displayed in the welcome banner message.

Error: N/A

Resolution: Please apply Sterling Integrator Release 5.0, Build 5006 or later.

Functional Area: Adapters

Escalation ID: QC

Fix ID: 210663

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9736

Title: FTP server information is displayed

Description: FTP server information is displayed in the welcome banner message.

Error: N/A

Resolution: Please apply Sterling Integrator Release 5.0, Build 5006 or later.

Functional Area: Adapters

Escalation ID: QC

Fix ID: 210658

Severity: Normal

Type: Normal Fix

Build: 5006

## InQuira ID: NFX6984

Title: Gentran Integration Suite, Release 4.3 Build 4318 - External SAP Suite adapter on Windows is unable to send IDOCs to SAP.

Description: Whenever the external SAP Suite adapter is brought up and connected to Gentran Integration Suite/Sterling Integrator, it shows up in the JNDI tree and startSAPsAliveChecker returns true, but Gentran Integration Suite/Sterling Integrator is unable to send to SAP (SAP to Gentran Integration Suite/Sterling Integrator works however). If the external adapter is restarted (i.e. Windows sapcontroller.exe service is restarted), connectivity is restored temporarily, after which which the connection stops working again.

## Error Message:

```
d1e2ae164f869a04:-484f9b7b:12361956463:-7fcd
[2009-08-28 15:19:33.24] ALL 000000000000 GLOBAL_SCOPE
ADAPTER_SAP_ALE_4X.LittleA.Start Enter start SAP Adapter dispatcher for instance
ADAPTER_SAP_ALE_4X.
[2009-08-28 15:19:33.303] ALL 000000000000 GLOBAL_SCOPE
ADAPTER_SAP_ALE_4X.LittleA.Start (3:19:33:271) Load the SAP server properties.
[2009-08-28 15:19:33.303] ALL 000000000000 GLOBAL_SCOPE
ADAPTER_SAP_ALE_4X.LittleA.Start (3:19:33:303) Load the SAP server properties.
[2009-08-28 15:19:33.396] ALL 000000000000 GLOBAL_SCOPE
ADAPTER_SAP_RFC_4X.LittleA.Start (3:19:33:396) Enter start SAP Adapter dispatcher
for instance ADAPTER_SAP_RFC_4X.
[2009-08-28 15:19:33.396] ALL 000000000000 GLOBAL_SCOPE
ADAPTER_SAP_RFC_4X.LittleA.Start (3:19:33:396) Load the SAP server properties.
[2009-08-28 15:19:33.396] ALL 000000000000 GLOBAL_SCOPE
ADAPTER_SAP_RFC_4X.LittleA.Start (3:19:33:396) Load the SAP server properties.
[2009-08-28 15:19:33.396] ALL 000000000000 GLOBAL_SCOPE
ADAPTER_SAP_RFC_4X.LittleA.Start (3:19:33:396) Debug: opening logging group.
[2009-08-28 15:19:34.006] ALL 000000000000 GLOBAL_SCOPE SAP.Header.Version
(3:19:34:6) The version of SapSuiteAdapter 4.3_BR28197_185747 connected to middlewar
version 2.1.8 (2006-12-11).
[2009-08-28 15:19:34.006] ALL 000000000000 GLOBAL_SCOPE
ADAPTER_SAP_RFC_REGRESSION.LittleA.Start (3:19:34:6) Enter start SAP Adapter
dispatcher for instance ADAPTER_SAP_RFC_REGRESSION.
[2009-08-28 15:19:34.021] ALL 000000000000 GLOBAL_SCOPE
ADAPTER_SAP_RFC_REGRESSION.LittleA.Start (3:19:34:21) Load the SAP server
properties.
[2009-08-28 15:19:34.021] ALL 000000000000 GLOBAL_SCOPE
ADAPTER_SAP_RFC_REGRESSION.LittleA.Start (3:19:34:21) Load the SAP server
properties.
[2009-08-28 15:19:34.021] ALL 000000000000 GLOBAL_SCOPE
ADAPTER_SAP_RFC_REGRESSION.LittleA.Start (3:19:34:21) Debug: opening logging group.
[2009-08-28 15:19:34.146] ALL 000000000000 GLOBAL_SCOPE
ADAPTER_SAP_ALE_4X.LittleA.Start (3:19:34:146) Delegate start of SAP Adapter to
remote instance ADAPTER_SAP_ALE_4X.
[2009-08-28 15:19:34.162] ALL 000000000000 GLOBAL_SCOPE
ADAPTER_SAP_ALE_4X.LittleA.Start (3:19:34:162) An Exception occurred in
com.sterlingcommerce.woodstock.services.sapsuite.SapSuiteServerImpl.startupAdapter.
The reason is : java.rmi.NoSuchObjectException : no such object in table.
java.rmi.NoSuchObjectException: no such object in table
at
sun.rmi.transport.StreamRemoteCall.exceptionReceivedFromServer(StreamRemoteCall.java
:247)
at sun.rmi.transport.StreamRemoteCall.executeCall(StreamRemoteCall.java:223)
```

```

at sun.rmi.server.UnicastRef.invoke(UnicastRef.java:126)
at
java.rmi.server.RemoteObjectInvocationHandler.invokeRemoteMethod(RemoteObjectInvocat
ionHandler.java:179)
at
java.rmi.server.RemoteObjectInvocationHandler.invoke(RemoteObjectInvocationHandler.j
ava:132)
at $Proxy1.startAdapter(Unknown Source)
at
com.sterlingcommerce.woodstock.services.sapsuite.SapSuiteServerImpl.startupAdapter(S
apSuiteServerImpl.java:304)
at
com.sterlingcommerce.woodstock.services.IAdapterImpl.startAdapter(IAdapterImpl.java:
168)
at
com.sterlingcommerce.woodstock.services.controller.StartAdapterThread.run(StartAdapt
erThread.java:69)
at java.lang.Thread.run(Thread.java:595)

```

```

[2009-08-28 16:17:49.262] ALL 000000000000 GLOBAL_SCOPE
ADAPTER_SAP_ALE_4X.SapFlow.4869059_0002 (4:17:48:950) Set the advStatus :
AdapterError report : An Exception occurred in SapSuite.processData. The reason is :
Software caused connection abort: socket write error.

```

```

[2009-08-28 16:17:49.262] ALL 000000000000 GLOBAL_SCOPE
ADAPTER_SAP_ALE_4X.SapFlow.4869059_0002 (4:17:48:950) An Exception occurred in
com.sterlingcommerce.woodstock.services.sapsuite.SapSuiteImpl.processData. The
reason is : java.net.SocketException : Software caused connection abort: socket write
error.

```

```

java.net.SocketException: Software caused connection abort: socket write error
at java.net.SocketOutputStream.socketWrite0(Native Method)
at java.net.SocketOutputStream.socketWrite(SocketOutputStream.java:92)
at java.net.SocketOutputStream.write(SocketOutputStream.java:136)
at java.io.BufferedOutputStream.flushBuffer(BufferedOutputStream.java:65)
at java.io.BufferedOutputStream.write(BufferedOutputStream.java:109)
at
java.io.ObjectOutputStream$BlockDataOutputStream.drain(ObjectOutputStream.java:1685)
at
java.io.ObjectOutputStream$BlockDataOutputStream.writeByte(ObjectOutputStream.java:1
723)
at java.io.ObjectOutputStream.writeFatalException(ObjectOutputStream.java:1397)
at java.io.ObjectOutputStream.writeObject(ObjectOutputStream.java:305)
at sun.rmi.server.UnicastRef.marshalValue(UnicastRef.java:258)
at sun.rmi.server.UnicastRef.invoke(UnicastRef.java:117)
at
java.rmi.server.RemoteObjectInvocationHandler.invokeRemoteMethod(RemoteObjectInvocat
ionHandler.java:179)
at
java.rmi.server.RemoteObjectInvocationHandler.invoke(RemoteObjectInvocationHandler.j
ava:132)
at $Proxy4.sendAleIdoc(Unknown Source)
at
com.sterlingcommerce.woodstock.services.sapsuite.SapSuiteAleDispatcher.processData(S
apSuiteAleDispatcher.java:146)

```

```
at
com.sterlingcommerce.woodstock.services.sapsuite.SapSuiteImpl.processData(SapSuiteImpl.java:236)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeService(ActivityEngineHelper.java:1770)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:640)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:367)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:326)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:331)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
at java.lang.Thread.run(Thread.java:595)
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Adapters

Escalation ID: 79091

Fix ID: 206362, 206363

Severity: Normal

Type: Normal Fix

Build: 4324, 5006

**InQuira ID: NFX5740**

Title: FTP Server Adapter does not unregister the Put activity

Description: FTP Server Adapter does not unregister the Put activity.

**Error Message:**

200 PORT command successful.

```
125 Data connection already open; transfer starting.  
Aborting any active data connections...  
426 Connection closed; transfer aborted.  
226 Closing data connection, ASCII transfer complete.
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters

Escalation ID: QC

Fix ID: 182203, 185361

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

**InQuira ID: NFX6220**

Title: Out Of Memory error during Sterling File Gateway performance testing

Description: Out Of Memory error during Sterling File Gateway performance testing.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters

Escalation ID: QC

Fix ID: 187335, 188050

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

**InQuira ID: NFX6387**

Title: PSHTTP/serviceinstance.xml fails to install when CLUSTER flag is set to false in sandbox.cfg

Description: A change was introduced to PSHTTP/serviceinstances.xml in which a check was added around the CLUSTER flag. The check seems to have been added with the assumption that the flag is always set to TRUE or else the flag is not present in sandbox.cfg. This is erroneous as it does not consider the case of CLUSTER = false.

**Error Message:**

```
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException:  
ServiceInstall.installService()->general Exception: SIIXMLTool failed while  
processing:
```

```
/ais_local/share/krishnap/tmp/GIS_2/install/installed_data/patch/components/B2BF/com
ponents/asset/components/pshttp/serviceinstances.xml Return code: 1
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installService(S
erviceInstall.java:855)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
nInstall.java:355)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
nInstall.java:193)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installComponent
s(ServiceInstall.java
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters

Escalation ID: QC

Fix ID: 186152

Severity: Normal

Type: Normal Fix

Build: 5002

InQira ID: NFX6505

Title: JMS Adapter does not disconnect existing connections upon reconfiguration

Description: With the classloader changes, the JMS adapter is no longer indicating its status to servicecontroller, because the "Worker" classes where the statuses are updated are not the classes that service controller is calling. In other words, the getStatus() requests that service controller makes after shutdown, startup and so on, all indicate that nothing happened because the status was never updated in the class calling the worker.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters

Escalation ID: QC

Fix ID: 190809

Severity: Normal

Type: Normal Fix

Build: 5002

InQira ID: NFX7203

Title: JMS Adapter does not disconnect existing connections upon reconfiguration and in other situations

Description: JMS Adapter does not disconnect existing connections upon reconfiguration and in other situations. The adapter is no longer indicating its status to servicecontroller, because the "Worker" classes where the statuses are updated are not the classes that the service controller is calling. In other words, the getStatus() requests that service controller makes after shutdown, startup and so on, indicate that nothing happened because the status was never updated in the class calling the worker.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Adapters

Escalation ID: QC

Fix ID: 192749

Severity: Normal

Type: Normal Fix

Build: 5003

## Adapters - B2B

InQira ID: NFX9127

Title: OutOfMemory GIS 4322 B2BHttp even though it is not used

Description:

Customer received an OutOfMemory error however the memory was recovered immediately. Garbage collection shows a large spike of memory used and immediately it gets released. No adverse effects to GIS however a heapdump and a javacore file get automatically created.

**Note:** The heapdump and javacore would be created if the customer is on RedHat, AIX, Suse Linux. This issue could still occur in other environments.

Error Message:

```
In noapp.log.D<dated>
 2010-07-04 05:04:59.911] ALL 000000000000 GLOBAL_SCOPE java.lang.OutOfMemoryError
[2010-07-04 05:04:59.912] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.services.b2bhttp.servlet.Utils.readProto(Utils.java:1
02)
[2010-07-04 05:04:59.912] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.services.b2bhttp.servlet.B2BHttpServlet$ControlChanne
lServer.exchangeSecurityKeys(B2BHttpServlet.java:138)
[2010-07-04 05:04:59.912] ALL
000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.services.b2bhttp.servlet.B2BHttpServlet$ControlChanne
lServer.run(B2BHttpServlet.java:311)
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Adapters - B2B

Escalation ID: 182093

Fix ID: 225371, 226610

Severity: Critical

Type: NormalFix

Build: 4324, 5008

## Adapters - B2B Communication

InQuira ID: NFX3913

Title: Disabling Gentran Integration Suite Trading Partner Transport does not cause FTP Begin Client service to fail

Description: Disabling Gentran Integration Suite Trading Partner Transport does not cause FTP Begin Client service to fail. Disabling the Gentran Integration Suite Trading Partner Profile does cause FTP Begin Client service to fail.

Resolution: These three Trading Partner records are used for fetching the details of B2B FTP (also B2B HTTP and B2B SMTP) client parameters: Profile, Delivery Channel and Transport. The code was only checking if the Profile was disabled or not. Now all three records are checked to see if they are disabled.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Adapters - B2B Communication

Escalation ID: 1371394

Fix ID: 168616, 177593

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

InQuira ID: NFX7211

Title: Email subject not decoded in the business process

Description: When retrieving an email messages from mail server using B2BMailClientAdapter, if the subject has any double byte character (for example, Japanese), then it is encoded as follows:

```
<Subject>=?ISO-2022-JP?B?GyRCQXc/LiVHITwlp01RGyhCRVhDRUwbJEI1NyE8JUgbKEI=?=</Subject>
```

The email subject is not decoded before writing into the business process.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Adapters - B2B

Escalation ID: 1373066

Fix ID: 195351

Severity: Normal

Type: Normal Fix

Build: 5003

## Adapters - BPFaultLog

InQira ID: NFX3420

Title: Log files created by the BPFaultLog Service use 12 hours display without a.m./p.m. indicator when rolling

Description: When the MaxSize as configured in the service's configuration is reached and if the service is configured to "roll" the log file, the filled up file is renamed (when rolled) and a timestamp is appended. The timestamp shows 12 hours display without the a.m./p.m. indicator.

- ◆ A file get possibly overwritten, since the file from p.m. contains the identical filename as the one rolled in the afternoon.
- ◆ An exception occurs since the return value of (File) `ret.renameTo()` is not checked, whether the rename was successful or not. The message will not be logged then.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later

Functional Area: Adapters - BPFaultLog

Escalation ID: 1370683

Fix ID: 180509

Severity: Normal

Type: Normal Fix

Build: 5002

## Adapters - Connect: Direct

InQira ID: NFX6566

Title: Connect Direct Server Adapter throws an array index out of bounds when `cdinterop.log` is set to debug

Description: Connect Direct Server Adapter throws an array index out of bounds when `cdinterop.log` is set to debug.

Error Message: Array index out of bounds exception

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - Connect: Direct

Escalation ID: QC

Fix ID: 192672

Severity: Normal

Type: Normal Fix

Build: 5002

## Adapters - File System

InQuira ID: NFX7322

Title: File system adapter service does not have status report if there is nothing to collect

Description: File system adapter service does not have status report if there is nothing to collect

```
<Collect>
<Result><![CDATA[ service FSA_Generic doesn't have status report]]></Result>
</Collect>
```

Error Message:

```
service FSA_Generic doesn't have status report
```

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Adapters - FSA

Escalation ID: 100639

Fix ID: 203834, 207981

Severity: Normal

Type: Normal Fix

Build: 4222, 5006

InQuira ID: NFX1098

Title: FSA Collect waits until fileModThreshold is complete

Description: Enhance the fileModTimeThreshold functionality of File System Adapter.

Current functionality:

Sets the file modification time threshold (in seconds) for files to be collected. A file is collected only if the modification time of the file is older than the number of seconds specified. This prevents premature collection of a file. Defaults to 30 seconds if you do not specify a value.

If the business process has File System Adapter with fileModTimeThreshold value of 900 (15 minutes) and the File System Adapter does collection. File System Adapter will collect the file immediately as long as the file is at least 15 minutes old. If the File is less than 15 minutes old, the File System Adapter waits until file gets 15 minutes old and then collect the file. In short, while the File System Adapter is waiting to get the file aged to what mentioned in fileModTimeThreshold, the business process shows the state of Active in BP Monitor.

The situation gets even worse, if the directory where the File System Adapter collecting the files from is written with files consistently, then File System Adapter waits for each file to get 15 minutes old, collect it and then move to the next file.

Consider a scenario where File System Adapter is collecting file 1 which is not 15 minutes old. The FSA will wait on a file 1 to get 15 minutes old. While the FSA is waiting, 2 more files (file 2, file 3) are written to the directory where FSA is collecting from. As soon as file 1 becomes 15 minutes old, it is collected, but then FSA waits until file 2 gets 15 minutes old then collect file 2. Then FSA wait until file 3 gets 15 minutes old, then collect the file. Meanwhile if there are more files written to the directory, the waiting continues.

Enhance the functionality such that the FSA should not collect the file if the file is not 15 minutes old and move to the next file. FSA should not wait until the file gets old enough to collect.

Enhanced functionality as follows:

A new Parameter thresholdWait added to the FSA configuration. When setting the thresholdWait from GPM, it can be set to Yes/No from dropdown.

The File System Adapter functionality is enhanced as follows:

```
If collectMultiple = Yes and bootstrap = No then
If FSA has fileModTimeThreshold specified then
If thresholdWait = Yes then (Note: this is equivalent to current processing)
FSA collects the file immediately if file is older than fileModTimeThreshold.
FSA waits if the file to be collected is not old enough. When the File gets old
enough, it collects it and then moves to the next file to collect.
While the FSA is waiting for file to collect, the business process stays in Active
State.
FSA works on the list of files. Once the FSA listed the files and started collecting,
if any new files comes in the collection directory, the new files will not be
collected in that business process Run.
If thresholdWait = No then FSA collects the file immediately if file is older than
fileModTimeThreshold.
FSA does not wait if the file to be collected is not old enough. Instead it skips the
file and proceeds to collect next file from the list.
The status report on FSA steps in the business process execution will state that the
file not collected as it is not old enough.
FSA works on the list of files. Once the FSA listed the files and started collecting,
if any new files comes in the collection directory, the new files will not be
collected in that business process Run.
If bootstrap = Yes then (Note: FSA processes the same whether collectMultiple is yes
or no when bootstrap=yes)
If FSA has fileModTimeThreshold specified then (Note: it defaults to 60)
All the files in the collection directory get collected if older than the file
modification timestamp.
If FSA has fileModTimeThreshold set to zero then
All the files in the collection directory get collected irrespective of the file
modification timestamp.
```

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite Release 4.1.1 Build 1981 or later.

Please apply Gentran Integration Suite Release 4.2 Build 4207 or later.

Please apply Gentran Integration Suite Release 4.3 Build 4320 or later.

The code changes were made over two patches, the first was made in 4318 and additional changes in 4320.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Adapters - File System

Escalation ID: 1365846, 1372107

Fix ID: 36449, 36453, 38202, 173492, 180308

Severity: Critical

Type: Normal Fix

Build: 1981, 4208, 4318, 4320, 5003

InQira ID: NFX4401

Title: File System Adapter does not put file back after collection when size limit is reached.

Description: Files are not rolled back when File System Adapter is set to delete after collection when the file size limit is reached.

Error Message: The process failed with this error:

```
java.sql.SQLException:- Size 56699460 for body exceeds maximum size of 10240000.
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - File System

Escalation ID: 1371887

Fix ID: 172000, 180089

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQira ID: NFX5320

Title: File System Adapter throws error `unable to read file` if there are no files to collect in the collection folder

Description: File System Adapter (FSA) works differently when the parameter `Collect files` from sub folders within and including the collection folder is not set and when file name is used as a filter. The

business process that uses the FSA halts with an ERROR status when there are no files to collect in the collection folder whereas this is not the case when these parameters mentioned above are configured differently. When these parameters are set to YES/NO and the filter used is \*/filename, the FSA executes successfully giving a message `no files to collect`. But if FSA is configured with the parameter value `Collect files from sub folders within and including the collection folder not set`, it throws an error.

Error Message: Status Report of FSA:

```
1 files to collect
/data2/collection/filename.txt - unable to read file - not collected
```

Resolution:

Please apply Gentrans Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - File System

Escalation ID: 1372977

Fix ID: 183629, 181427, 183234

Severity: Normal

Type: Normal Fix

Build: 4220, 4319, 5002

InQuira ID: NFX5988

Title: The maxCollect value is set wrong in the AS2 File System Adapter

Description: When creating a new service configuration for the AS2 File System Adapter, if the user chooses to create a Schedule for the execution, the system will create a business process. This business process is not validated or executed.

In the BPML for the newly created business process, the following line is added incorrectly:

```
<assign to="max-files-to-collect" from="'&maxCollect;' " append="true"/>
```

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Workaround:

In order to get the process to run successfully, the '&maxCollect' must be changed to a valid numeric value.

The following line can be edited:

```
<assign to="max-files-to-collect" from="'&maxCollect;' " append="true"/>
```

Change the '&maxCollect' to a valid numeric value.

Functional Area: Adapters - File System

Escalation ID: 1372684

Fix ID: 178824, 184428

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

## Adapters - FSA

InQuira ID: NFX10103

Title: FSA behaves in a different way on Windows when wildcard is used in the Filter compared to the way when it is not used.

Description:

The following behavior is observed on the SI 4.3 4317 (also 4321 patch) installed on the Windows machine

1. If the filename filter is set to "AAA.txt" and a file called - aaa.txt is put under the collection folder, FSA will successfully collect the file.
2. The File System Adapter will collect the file under the collection folder even if the file name is "aaa.txt", "aaA.txt", or "AaA.txt". It does not matter whether the file name is in upper case or lower case (or mixed).
3. But, if we use wildcard for the filename filter, it does not collect the file which does not match the case. For example, in this case, if we set "\*AA.txt", "A\*A.txt", or "AA\*.txt", the file "aaa.txt" under the collection folder will not be collected. FSA should behave the same in Windows environment when wildcard is used in the Filter and when it is not used - just the way FSA works in a Linux environment.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later

Please apply Sterling Integrator, Release 5.0 Build 5008 or later

A new property flag has been added in filesystem.properties file to make the FSA wildcard search to be - case insensitive on Windows only. By default, it will continue to be case sensitive as it is today. If case insensitive search is needed, then the winWildcardCaseInsSearch property should be set to true in filesystem.properties.in file. This file can be found in <GIS\_Install>/properties folder.

Functional Area: Adapters - FSA

Escalation ID: 127371

Fix ID: 208326, 223410

Severity: Normal

Type: NormalFix

Build: 4324, 5008

## Adapters - FTP

InQuira ID: NFX10914

Title: FTP Server Adapters Hang During Simultaneous Transmission of Identical File Names

Description:

During simultaneous transfers (PUT) to the same mailbox, with identically named messages, and while Mailbox Routing is routing another message with the same name, the FTP Server Adapter(s) involved may hang, refusing to process any new connections. (The adapters will accept new connections, but will not respond to any accepted connection.)

Mailbox Delete is blocking other mailbox related threads and the blocked threads lead to the FTP Server adapter not accepting new connections. The table involved is the MBX\_MESSAGE\_UNIQ table and you must have the parameter disallowduplicatemessages=true with mailbox.properties.

The customer must restart the FTP Server adapter to resolve the issue.

Error Message:

No error message reported.

Deadlocks exist on database server with MBX\_MESSAGE\_UNIQ.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Adapters - FTP

Escalation ID: 00282463

Fix ID: 242748

Severity: Critical

Type: Normal Fix

Build: 5008

**NFX6215**

Title: Directory listing of the Mailbox via FTP shows the current timestamp rather than the actual timestamp

Description:

When connecting to a mailbox via an FTP session, if the user does a listing on the directory, they see the timestamp of any sub-directories as the current system timestamp, rather than the actual modification date. If the user changes to the sub-directory, and lists the actual files inside of it, they do see the correct value for the modified date.

Resolution

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Adapters - FTP

Escalation ID: 51071

Fix ID: 188665, 201569

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQira ID: NFX10609

Title: A remote implicit FTPS server replies 502 bad command or it is not implemented here after PBSZ 0 command

Description:

After upgrade to Sterling Integrator 5.0 build 5006 implicit FTPS connection fails in FTP Begin Session Service. The remote GXS FTPS server replies '502 bad command or it is not implemented here' after Sterling Integrator FTPS Client sends PBSZ 0. The connection is successful using Gentrans Integration Suite 4.3 build 4323. In house testing to a different FTPS server indicates a difference in FTPS commands between build 5003 and 5006. In 5003 PBSZ is not sent. Using 5006 PBSZ is sent.

Error Message:

The FTP Client log reports the FTPS server reply.

```
[2011-01-12 15:30:36.473] DEBUG <FtpClient5> 000000000000 GLOBAL_SCOPE
ControlConnection.flushOutput() sent on secured
control conduit, msg=[PBSZ 0
].
[2011-01-12 15:30:36.505] DEBUG <FTP-Client-Scheduler> 000000000000 GLOBAL_SCOPE
ControlTransferAgent.canReceive() entering.
[2011-01-12
15:30:36.52] DEBUG <FTP-Client-Scheduler> 000000000000 GLOBAL_SCOPE
ControlTransferAgent.canReceive() exiting.
[2011-01-12 15:30:36.52] DEBUG <FtpClient6> 000000000000
GLOBAL_SCOPE ControlTransferAgent.handleControlReceiveEvent() acquiring execute
lock.
[2011-01-12 15:30:36.52] DEBUG <FtpClient6> 000000000000 GLOBAL_SCOPE
ControlTransferAgent.handleControlReceiveEvent() acquired execute lock.
[2011-01-12 15:30:36.52] DEBUG <FtpClient6> 000000000000 GLOBAL_SCOPE
ControlConnection.processInput()
entering---
[2011-01-12 15:30:36.52] DEBUG <FtpClient6> 000000000000 GLOBAL_SCOPE
ControlConnection.processInput() entering, controlConduit=
[com.sterlingcommerce.perimeter.api.conduit.SSLByteDataConduit@62aa79].
[2011-01-12 15:30:36.52] DEBUG <FtpClient6> 000000000000 GLOBAL_SCOPE
ControlConnection.processInput()
received from secured control conduit, msg=[[B@1ef06e2]].
[2011-01-12 15:30:36.52] DEBUG <FtpClient6> 000000000000 GLOBAL_SCOPE
SendingControlConnection.extractSingleLineReplies
(b) character encoding null
[2011-01-12 15:30:36.52] DEBUG <FtpClient6 LowSM> 000000000000 GLOBAL_SCOPE
psclientcommon.Session.handleCommand(S) received command [REPLY 502 Bad
command or it is not implemented here.
].
```

```
[2011-01-12 15:30:36.52] DEBUG <FtpClient6 LowSM> 000000000000 GLOBAL_SCOPE  
StateMachine.handleCommand(IS,S) handling command [REPLY  
502 Bad command or it is not implemented here.  
].
```

**Resolution:**

The code has been changed to add a new set of states for the implicit SSL flow to resolve this problem. With this fix applied, you should see a behavior of the SI FTP Client sending a PBSZ command to the GXS FTP server, and receiving a 502 reply because this server can not handle this command, and then the SI FTP Client Begin Session Service should ignore the 502 reply and continue forward to the next service within this session. Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Adapters - FTP

Escalation ID: 260749

Fix ID: 238737

Severity: Critical

Type: NormalFix

Build: 5008

**InQuira ID: NFX7976**

Title: Connect Enterprise 226 response differs from the GIS FTP Server Adapter 226 response

**Description:**

The multiline response sent in the 226 from C:E Unix differs from the single line response that is sent by the GIS FTP Server Adapter making migration difficult if a client expects a response in the C:E format but receives one in the GIS format.

**Resolution:**

Provide an optional FTP 226 Server response property in the ftp\_server.properties file that allows a customizable multiline 226 response to be sent to the client by use of the "\n" newline character sequence.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Adapters - FTP

Escalation ID: 00087933

Fix ID: 199940, 199944

Severity: Normal

Type: NormalFix

Build: 4322, 5008

**InQuira ID: NFX8485**

Title: File Gateway routes incomplete files

Description:

If a file transfer via FTP is interrupted during transmission, the incomplete file is routed by File Gateway.

Error Message:

n/a

Resolution:

A new parameter was added to the ftpserver.properties file that introduces a delay before committing a file. This introduces a delay before committing a file. This helps in detecting if the connection is closed normally by allowing enough time to receive a connection close on control channel. This helps by reducing chances of partial files getting committed to mailbox and thus getting routed. By default we don't wait. Unit is milliseconds connectionCloseNapTime=0

Please apply Gentran Integration Suite, Release 4.3 build 4324 or higher.

Please apply Sterling Integration, Release 5.0 build 5008 or higher.

Functional Area: Adapters - FTP

Escalation ID: 149850

Fix ID: 217426, 217427

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQuira ID: NFX10246

Title: FTP Server Adapter does not allow the Port command with client IP if connected to the FTPserver as localhost

Description: When you log in to FTP Server as localhost and issue a Port command with the client IP address, the port command fails. Port command should be allowed with client IP address as well as siteLocal address.

Resolution: The client can log into an FTP server as localhost or using a hostname, if the client and the server are the same. If the server and client are the same, the port command should allow the sitelocal address (address starting with 10...,172.16...,192.168...) as well as loopback address as arguments.

Please apply Gentran Integration Suite, Release 4.3, Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Adapters - FTP

Escalation ID: QC

Fix ID: 196635, 213984

Severity: Normal

Type: Normal Fix

Build: 4324, 5008

### InQuira ID: NFX9231

Title: Control connection closes unexpectedly

Description: Improper reporting of Control connection has been closed unexpectedly during 1000, 10 MB file FTP test

Error Message: Control connection has been closed unexpectedly

Resolution: The error is now being reported properly.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Adapters - FTP

Escalation ID: QC

Fix ID: 177543

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX5767

Title: FTP Begin Session is leaving orphaned connections active when a data port range is used.

Description: When an FTP Client Adapter is configured with a data port range, that data port range is reached and therefore maxed out the next client business process will fail, and the business process will terminate. The problem is that the control session is left open and these sessions will build up over time. Attempts to end the session with FTP Client End Session will fail with 'session not found'.

The control sessions are being successfully removed within the application but are not successfully being closed at the operating system level.

Error Message:

Attempts to end the session with FTP Client End Session will fail with 'session not found'.

Resolution: Please apply Sterling Integrator, Version 5.0 Build 5006 or later.

Functional Area: Adapters - FTP

Escalation ID: 33429

Fix ID: 202503

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX5784

Title: FTP Client LIST service causes a business process to error if receiving a "450 No files found"

Description: FTP Client LIST service causes a business process to error if receiving a "450 No files found".

According to RFC 959 - NLST responses can be 450. The application should allow the business process to ignore this error when utilizing this parameter:

ListNamesErrorSetSuccess - Ignore 550 error code when executing the NLST command. Optional. Valid values are YES and NO.

Error Message:

```
220 ProFTPD 1.3.2 Server (ProFTPD Default Installation) [xxx.xxx.xxx.xxx]
> USER gis43
331 Password required for gis43
> PASS *****
230 User gis43 logged in
> PASV
227 Entering Passive Mode (xxx,xxx,xxx,xxx,62,99).
> TYPE A
200 Type set to A
> NLST YNK*.*
450 No files found
]
```

Resolution: A fix was done in Gentran Integration Suite, Release 4.3 Build 4319 and Sterling Integrator, Release 5.0 Build 5002 to add the behavior to ignore a 450 error if received from the FTP Client LIST service when using the parameter ListNamesErrorSetSuccess set to YES in the business process. It was found that this fix handled the 450 error when the data connection was closed and then the 450 response was received on the control connection. However, in a race condition where the 450 response is received on the control channel prior to the data connection being closed, the 450 response is not ignored and the service completes with an error.

**Note:** The ListNamesErrorSetSuccess parameter must be used in the business process and be set to YES in order for 450 response to be ignored and the service to complete successfully.

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Fix ID: 184534 (4319), 184823 (5002), 203898 (4322), 204683 (4222), 204718 (5006)

Functional Area: Adapters - FTP

Escalation ID: 34407, 102093, 108534, 136736

Fix ID: 184823, 203898, 204683, 204718

Severity: Normal

Type: Normal Fix

Build: 4319, 5002, 4322, 4222, 5006

InQaira ID: NFX7292

Title: The ftp server adapter adds an extra space between the date and time output.

Description: When using `ls -l`, there are two spaces between the date and the time fields. In earlier releases of Gentran Integration Suite, there was only one space between the date and time.

**Gentran Integration Suite 4.0:**

```
-rw----- 1 message group 127 Oct 06 13:37 CONTRL.edi
```

**Gentran Integration Suite 4.3/Sterling Integrator 5.0:**

```
-rw----- 1 message group 127 Oct 06 13:37 CONTRL.edi
```

Error Message: There is no error message, but a script that is parsing the output and is using fixed length fields could return incorrect information.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Adapters - FTP

Escalation ID: 00099380

Fix ID: 205272

Severity: Normal

Type: Normal Fix

Build: 5006

**InQuira ID: NFX7313**

Title: MDTM returns the time stamp in Local time zone as opposed to GMT time zone

Description: In ftpserver.properties there is below parameter,

# By default, the MDTM command will return GMT time per the RFC specification.

# Set isMdtmGMT to be false if you want to return local time.

isMdtmGMT=true

Even though it is set to true when we ftp to the server (Gentran Integration Suite) and do "quote mgmt <filename>", it returns local time of when it is created or modified.

**Example:**

```
ftp> open <hostname>
Connected to <hostname>.
220 GIS FTP Server (java -1.1.00) ready.
User (<hostname>:(none)): admin
331 Password required for admin.
Password:
230 User admin logged in.
ftp> dir
200 PORT command successful.
125 Data connection already open; transfer starting.
drwx----- 1 mailbox group 1024 Oct 07 15:31 EDIInboundCollection
drwx----- 1 mailbox group 1024 Oct 07 15:31 EDIInboundExtraction
drwx----- 1 mailbox group 1024 Oct 07 15:31 EDIOutboundCollection
drwx----- 1 mailbox group 1024 Oct 07 15:31 EDIOutboundExtraction
-rw----- 1 message group 256 Sep 02 20:27 encoded.txt
226 Closing data connection, ASCII transfer complete.
ftp: 1534 bytes received in 0.00Seconds 1534000.00Kbytes/sec.
ftp> quote mdtm encoded.txt
213 20090902202736
```

Error Message: N/A

Resolution: Removed trailing white space from the end of the isMdtmGMT=true in the ftpserver.properties file.

Please apply Sterling Integrator, Release 5.0 build 5006

Functional Area: Adapters - FTP

Escalation ID: 100272

Fix ID: 203546

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX7705

Title: FTP Client List leaves active ports open and will eventually require a restart of Sterling Integrator to clear the ports

Description: FTP Client List in Active mode leaves the data port open if the server returns a 550 code unless the FTP Client List is the last one of the business process. If the FTP client business process sends an NLST \* and is followed by an NLST, PUT or GET service this issue can occur and is caused by the data transfer port never being established. Open ports will continue to grow over time and force a restart of Gentran Integration Suite/Sterling Integrator.

Error Message:

```
ServiceTranscript=[  
> PORT xx,xxx,xx,xxx,187,192  
200 PORT command successful.  
> TYPE A  
200 Type set to A.  
> NLST test*  
550 test*: No such file or directory.  
]
```

```
ListNames=[  
null]
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Workaround: Utilize Passive FTP if possible as issue only occurs with ports opened for active ftp data transfers.

Functional Area: Adapters - FTP

Escalation ID: 82288

Fix ID: 217640

Severity: Normal

Type: Normal Fix

Build: 5006

**InQuira ID: NFX7914**

Title: FTP Client Services does not work with BridgeGate FTP server.

Description: FTP Client Get Service shows success in UI but does not get document(s). Size of the returned PrimaryDocument is zero byte.

FTP Client List Service shows success in UI but does not return list of file(s).

FTP Client PUT Service times out.

Error Message:

**FTP Client Get Service Status Report**

Name: xxx\_bridgagate\_get Instance ID:3398506 Service Name: FTP Client GET Service

Successfully resumed waiting business process.

ServiceStartTime=[2010-01-08 13:53:33.3]

ServiceEndTime=[2010-01-08 13:53:34.701]

SessionToken=[FTPClientAdapter\_FTPClientAdapter\_node1\_12629768124531007:50286]

ServiceTranscript=[

> PASV

227 Entering Passive Mode (161,254,162,36,11,215)

> TYPE A

200 Command ok : ASCII type selected.

> RETR PC0923101348812.edi

150 Opening ASCII mode data connection for (618 bytes).

("ftps314652/PC0923101348812.edi") R E T R

226-Download File Size:618 bytes @ 0K/sec.

226 Transfer complete. CRC32=7E3836CA ("ftps314652/PC0923101348812.edi") RETR

]

NumberOfDocuments=[1]

<documents>

<doc>

<id>quark:node1:125d655de61:927692</id>

<name>PC0923101348812.edi</name>

<size>0</size>

</doc>

</documents>

FTP Client List Service Status Report

Name: xxx\_bridgagate\_list Instance ID:3404760 Service Name: FTP Client LIST Service

FTPClientList finished successfully.

FTPClientAdapter=[FTPClientAdapter\_FTPClientAdapter\_node1]

ServiceStartTime=[2010-01-11 09:44:00.728]

ServiceEndTime=[2010-01-11 09:44:01.764]

SessionToken=[FTPClientAdapter\_FTPClientAdapter\_node1\_12632210398941008:50288]

ServiceTranscript=[

> PASV

227 Entering Passive Mode (161,254,162,36,12,21)

> TYPE A

```
200 Command ok : ASCII type selected.  
> LIST PC0923101348812.edi  
150 Opening data connection for file list.  
226 Directory transfer complete.  
]
```

```
List=[  
]  
FTP Client Put Service error:  
<ErrorMessage>Response not received before specified timeout reached. Closing  
connections.</ErrorMessage>
```

Resolution: Please apply Sterling Integrator Release 5.0 Build 5006 or later.

Functional Area: Adapters - FTP

Escalation ID: 58103, 75087, 76028, 134636

Fix ID: 210647

Severity: Critical

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX8062

Title: FTP(S) Client Begin Session fails after sending PBSZ during SSL/TLS FTP handshake

Description: FTP(S) Client Begin Session fails after sending PBSZ during SSL/TLS FTP handshake. Some FTP(S) Server disconnects on receiving command in different order than expected. FTP Client Begin session should be able to modify sequence of commands.

Error Message:

```
"Connection closed unexpectedly"
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Adapters - FTP

Escalation ID: 00123242

Fix ID: 216836

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX8694

Title: Do not display the server type and version number in the system banner of FTP Server Adapter

Description: Currently, when an FTP client connects to the Sterling Integrator FTP Server adapter, the following information is displayed:

```
Connected to ftpserver.stercomm.com.  
220 GIS FTP Server (java -1.1.00) ready.
```

User (ftpserver.stercomm.com:(none)):  
Fix the system banner such that java version will not display.

Error Message: None

Resolution: Please apply Sterling Integrator Release 5.0 Build 5006 or later.

Functional Area: Adapters - FTP

Escalation ID: 131732

Fix ID: 216976

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9091

Title: Need ability for trading partners using a password policy to be prompted to change their password when using FTP, SFTP

Description: Customer creating partner accounts (to be used in File Gateway) that have a password policy that requires partners to change their password upon first login. If you test this account using any communications protocol other than the myfilegateway website, the user is allowed to login and does not receive any errors and this should not happen. A user whose password must be reset should not be allowed to log in via FTP, SFTP, etc in this case. If you use the same user/password in myfilegateway UI, you are required to change the password. Therefore, it appears that the password reset requirement only applies to myfilegateway logins.

Error Message: None

Resolution: This defect resolution is split into 2 defects to address issue in FTP and SFTP servers:

219112 - is for FTP Server. Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

221069 - is for SFTP Server, SFTP Server does not have support of force password change at the time of login. The fix is committed to an upcoming Sterling Integrator patch.

As per FTP spec, there is no standard way using which an FTP server can force a client to enforce password change. RFC enforces client to take action based on the reply code and not on a text message. There is no specific reply code for this situation.

Solution is that server rejects the user with more meaningful message, when password needs to be changed due to policy, once the authentication is through.

Rejection msg - 530 Password change required as per Policy. Please contact your system administrator

Functional Area: Adapters - FTP

Escalation ID: 158415

Fix ID: 219112

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX9467

Title: FTP Client Delete Service does not handle Response code 200 from FTP server properly

Description: FTP Client Delete Service does not handle Response code 200 from FTP server properly. According to RFC, Appropriate Response Code for successful delete command is 206. However, since 200 means Command okay, FTP client Delete Service should handle response code 200.

Error Message:

```
Executing handleREPLY_200Command(IS,b,O) after unsuccessful transition from state [DELETE_SENT].
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Adapters - FTP

Escalation ID: 00139279

Fix ID: 213828

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX6885

Title: FTP server adapter always responds with “125 Data connection already open”

Description: FTP Server adapter always returns 125 after FTP Put and List operations. This should be 150.

Error Message: No error message. However, it was required that the server returns 150. Both 125 and 150 are valid according to RFC959.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

The exact behavior can be set in ftpserver.properties by setting true or false:

```
force150ReplyCode=true
```

Functional Area: Adapters - FTP

Escalation ID: 00082930

Fix ID: 202313

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX6836

Title: Not able to access Gentran Integration Suite FTP Server adapter. FTP server adapter stops responding. LDAP Authentication is being utilized.

Description: LDAP connections are not timing out and as a result lock-up FTP requests.

Error Message:

No error messages but FTP server becomes unresponsive and does not allow new connections/logins. When this issue occurs a thread dump will generate stack traces such as the one below. The stack trace indicates that the FTP server is waiting on the LDAP server for a response.

```
"FtpServer6" prio=5 tid=0x027c06f0 nid=0x19c5e7 in Object.wait()
[0x5b65e000..0x5b65fc28]
< at java.lang.Object.wait(Native Method)
< - waiting on <0xc33acad8> (a com.sun.jndi.ldap.LdapRequest)
< at com.sun.jndi.ldap.Connection.readReply(Connection.java:418)
< - locked <0xc33acad8> (a com.sun.jndi.ldap.LdapRequest)
< at com.sun.jndi.ldap.LdapClient.ldapBind(LdapClient.java:340)
< - locked <0xc33acaf8> (a com.sun.jndi.ldap.LdapClient)
< at com.sun.jndi.ldap.LdapClient.authenticate(LdapClient.java:193)
< - locked <0xc33acaf8> (a com.sun.jndi.ldap.LdapClient)
< at com.sun.jndi.ldap.LdapCtx.connect(LdapCtx.java:2640)
< at com.sun.jndi.ldap.LdapCtx.<init>(LdapCtx.java:290)
< at com.sun.jndi.ldap.LdapCtxFactory.getUsingURL(LdapCtxFactory.java:175)
< at com.sun.jndi.ldap.LdapCtxFactory.getUsingURLs(LdapCtxFactory.java:193)
< at com.sun.jndi.ldap.LdapCtxFactory.getLdapCtxInstance(LdapCtxFactory.java:136)
< at com.sun.jndi.ldap.LdapCtxFactory.getInitialContext(LdapCtxFactory.java:66)
< at javax.naming.spi.NamingManager.getInitialContext(NamingManager.java:662)
< at javax.naming.InitialContext.getDefaultInitCtx(InitialContext.java:243)
< at javax.naming.InitialContext.init(InitialContext.java:219)
< at javax.naming.InitialContext.<init>(InitialContext.java:195)
< at javax.naming.directory.InitialDirContext.<init>(InitialDirContext.java:80)
< at
com.sterlingcommerce.woodstock.security.LDAPAuthentication.isAuthenticated(LDAPAuthen
tication.java:108)
< at
com.sterlingcommerce.woodstock.security.AuthenticationService.isAuthenticated(Authen
ticationService.java:435)
< at
com.sterlingcommerce.woodstock.security.SecurityManager.isAuthenticated(SecurityMana
ger.java:343)
< at
com.sterlingcommerce.woodstock.security.User.isAuthenticatedAndPasswordUnexpired(Use
r.java:387)
< at
com.sterlingcommerce.woodstock.services.ftpserver.server.UserContext.verifyPassword(
UserContext.java:96)
< at
com.sterlingcommerce.woodstock.services.ftpserver.server.FtpUser.getUserHome(FtpUser
.java:139)
< at
com.sterlingcommerce.woodstock.services.ftpserver.server.FtpUser.authenticateUser(Ft
pUser.java:93)
< at
com.sterlingcommerce.woodstock.services.ftpserver.server.FtpCommand.handlePASSComman
d(FtpCommand.java:755)
< at sun.reflect.GeneratedMethodAccessor159.invoke(Unknown Source)
< at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
```

```

< at java.lang.reflect.Method.invoke(Method.java:324)
< at
com.sterlingcommerce.woodstock.services.psclientcommon.statemachine.Command.execute(
Command.java:102)
< at
com.sterlingcommerce.woodstock.services.psclientcommon.statemachine.StateMachine.han
dleCommand(StateMachine.java:89)
< at
com.sterlingcommerce.woodstock.services.psclientcommon.statemachine.StateMachine.han
dleCommand(StateMachine.java:64)
< at
com.sterlingcommerce.woodstock.services.psclientcommon.Session.handleCommand(Session
.java:148)
< at
com.sterlingcommerce.woodstock.services.ftpserver.server.FtpSession.handleCommand(Ft
pSession.java:416)
< at
com.sterlingcommerce.woodstock.services.psclientcommon.ftp.ControlConnection.process
Input(ControlConnection.java:295)
< at
com.sterlingcommerce.woodstock.services.psclientcommon.ftp.ControlTransferAgent.han
dleControlReceiveEvent(ControlTransferAgent.java:128)
< at
com.sterlingcommerce.woodstock.services.psclientcommon.ftp.ControlTransferAgent.acce
ss$100(ControlTransferAgent.java:42)
< at
com.sterlingcommerce.woodstock.services.psclientcommon.ftp.ControlTransferAgent$2.ru
n(ControlTransferAgent.java:94)
< at
EDU.oswego.cs.dl.util.concurrent.PooledExecutor$Worker.run(PooledExecutor.java:732)
< at java.lang.Thread.run(Thread.java:534)

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

The patch fix includes 2 new parameters to better manage LDAP connections. These parameters are set within the authentication\_policy.properties and should not be modified unless directed by support:

authentication\_<number>.connect\_timeout=50000 // 50 seconds

authentication\_<number>.connect\_pool=true // use pooling

**Connection Timeout:** If the LDAP provider cannot establish a connection within a certain timeout period, it aborts the connection attempt. By default, this timeout period is the network (TCP) timeout value.

**Connection Pool:** Pooling is enabled if the Gentran Integration Suite property is set to true.

Functional Area: Adapters – FTP

Escalation ID: 77318

Fix ID: 202851, 202854

Severity: Normal

Type: Normal Fix

Build: 4222, 5004

### InQira ID: ENH1121

Title: FTP Client Adapter, (FTP Get Service). Add persistence suppression in v4.3

Request Description: FTP GET service needs persistence suppression for documents/data in any form.

Escalation ID: 1368985 (166524, 177542)

Status: Completed

Request Resolution: A new parameter, `disablePersistForDocTracking` property has been added to `psftpcient.properties` file (found in `install/properties.dir`) to support persistence suppression. This property can have one of the 2 values, True or False (default). If it is set to False, the document tracking is saved. Whereas, if it is set to True, document tracking information is not saved as `document.persist()` call in the adapter is disabled.

Value of the parameter "DelayWaitingOnIO" should be set to "-1" to support persistence suppression. This setting ensures that the service never goes to `WAITING_ON_IO` state (which is required for persistence suppression).

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

### InQira ID: ENH1933

Title: FTP Server Adapter does not have the ability to refuse PORT command

Description: Enhance the FTP Server adapter to be configured by default to refuse PORT commands that would connect to any host but the originating host. An authenticated FTP user can issue port query requests against any machines reachable from the FTP Server. This technique could be a utilized asset if the FTP Server was ever compromised.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Status: Completed

Escalation ID: 52435(189509, 189510)

### InQira ID: NFX2522

Title: User has a permission to the mailbox which doesn't exist

Description: Gentran Integration Suite 4.3 - 4307. User and mailbox resources migrated from Gentran Integration Suite 4.0

When user connects to FTP Server Adapter and change the directory, following error message is logged in `ftp.log`:

```
"User has a permission to the mailbox which doesn't exist".
```

The mailbox and FTP session behave normally. All files are transferred and there are no other symptoms of failure.

**Error Message:**

```
[2008-06-08 15:28:15.082] ALL 000000000000 GLOBAL_SCOPE AUDIT: User [xftp_user] from
[**.***.***.*] has logged in using unsecure channel.
[2008-06-08 15:28:15.515] ERROR 000000000000 GLOBAL_SCOPE FtpMailboxDataStore USER
HAS A PERMISSION TO THE MAILBOX WHICH DOESN'T EXIST
[2008-06-08 15:28:16.796] ALL 000000000000 GLOBAL_SCOPE AUDIT: User [xftp_user] from
[**.***.***.*] has quitted.
```

**Resolution:** Please apply Gentrans Integration Suite, Release 4.3 Build 4312 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

**Functional Area:** Adapters - FTP

**Escalation ID:** 1370670

**Fix ID:** 164560, 177456

**Severity:** Normal

**Type:** Normal Fix

**Build:** 4312, 5001

**InQuira ID:** NFX2661

**Title:** FTP timeout set to 1 second by default when using FTP profile

**Description:** By default, when no response timeout is set, the FTP client adapter normally chooses 30 seconds as a default. But, when a profile is used, and no response timeout is set in the profile, then 1 second is the default, which is probably not what a user would expect. It should be 30 seconds if we get a 0 out of the profile.

**Error Message:** FTP client adapter times out with only 1 second response time. Many timeout errors.

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4310 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

**Functional Area:** Adapters - FTP

**Escalation ID:** QC

**Fix ID:** 35863, 177570

**Severity:** Normal

**Type:** Normal Fix

**Build:** 4310, 5001

**InQuira ID:** NFX3579

**Title:** FTP Get error leads to wrong update from ACT\_XFER.IS\_SUCCESS

Description: During one FTP Session several Gets with RemoteFileNames are execute (Loop over the result set of an List). The Get of one file returns an error.

The table act\_xfer contains no entry for the failed file. The entry for the last successful file shows ACT\_XFER.IS\_SUCCESS = 0 instead of 1.

Error Message: Depends on the error during the Get, but the fault is not a wrong business process status, it is only a wrong entry in the database

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4217 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Adapters - FTP Client Adapter

Escalation ID: 1371155

Fix ID: 168831, 168829, 176524

Severity: Normal

Type: Normal Fix

Build: 4315, 4217, 5001

InQuira ID: NFX3604

Title: FTP Client Adapter fails to login when no password is required

Description: When using the FTP Client Adapter with an FTP server that only requires a username, Gentran Integration Suite throws an unsuccessful state transition error after the USER command. Authentication is being handled through SSL; so no password will be issued.

Gentran Integration Suite appears to be expecting a 331: Username okay, password required, but receives a 230: User logged in. According to the FTP RFC, 230 is a valid state transition from the USER command.

Error Message:

```
Error in Advanced Status:
Executing handleREPLY_230Command(IS,b,O) after unsuccessful transition from state
[USER].
Error in FTP Client Log (debug mode):
2008-09-11 14:55:19.915] StateMachine.handleCommand(IS,C,O) entering with state
[USER], command [REPLY_230], and argument [Virtual user TESTUSER logged in.].
handling [REPLY_230] with undefined transitions, executing unaccepted handler and not
transitioning state.
Command.execute(IS,b,O) starting on command [REPLY_230], accepted = [false],
implemented = [true].
Status Report:
FTPClientBeginSession failed.
Error Message = [Executing handleREPLY_230Command(IS,b,O) after unsuccessful
transition from state [USER].]
FTPClientAdapter=[FTPClientAdapterExternal]
ServiceStartTime=[2008-09-11 14:55:16.761]
ServiceEndTime=[2008-09-11 14:55:19.918]
```

```
SessionToken=[FTPClientAdapterPSNode1_FTPClientAdapter_node1_12211629167611005:1343546]
ServiceTranscript=[
220 tss1s032 FTP server (SecureTransport 4.6.1) ready.
> AUTH TLS
234 SSLv23/TLSv1
> PBSZ 0
200 PBSZ=0
> PROT P
200 PROT command successful
> USER TESTUSER
230 Virtual user TESTUSER logged in.
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Adapters - FTP Client Adapter

Escalation ID: 1370895

Fix ID: 165866, 177512

Severity: Normal

Type: New Functionality

Build: 4314, 5001

**InQuira ID: NFX3781**

Title: Executing handleREPLY\_200 command (IS,b,O) after unsuccessful transition from state [CWD\_SENT]

Description: Gentran Integration Suite, Release 4.2 fails during the FTP Client CD service when the far end server replies with a status code of 200 rather than 250. RFC 959 shows a status code of 250 is the only accepted response, however, the examples for the CWD responses show a 200 code reply.

<http://www.faqs.org/rfcs/rfc959.html>

**Error Message:**

```
Executing handleREPLY_200Command(IS,b,O) after unsuccessful transition from state [CWD_SENT].
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.2 Build 4216 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - FTP

Escalation ID: 1371068

Fix ID: 166618, 174252, 177071

Severity: Normal

Type: Normal Fix

Build: 4216, 4318, 5002

### InQuira ID: NFX3828

Title: Gentran Integration Suite acting as an FTPS client fails after sending PBSZ during SSL/TLS FTP handshake

Description: Using Gentran Integration Suite 4.2.0 build 4208. During FTPS hand shake Gentran Integration Suite sends PBSZ after AUTH TLS before USER and PASS. This command sequence is unacceptable to this FTP server and the server responds with 530 User not logged in.

Error Message:

```
SSL EXPLICIT SecureFTP.mandtbank.com
> AUTH TLS
234 AUTH Successful
> PBSZ 0
530 User not logged in.
```

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4215 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Adapters - FTP Client Adapter

Escalation ID: 1368032

Fix ID: 37943, 165474, 177541

Severity: Normal

Type: Normal Fix

Build: 4215, 4314, 5001

### InQuira ID: NFX3859

Title: Gentran Integration Suite FTP Server crashes when large number of files exists in a mailbox

Description: Gentran Integration Suite FTP Server crashes when large number of files exists in a mailbox; in this case 15000 files causes the connection to get stuck and the server will not allow new connections until it is restarted.

Error Message: No error messages

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Adapters - FTP

Escalation ID: 1371202

Fix ID: 19783, 169784

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

### InQira ID: NFX3995

Title: Improve the FTP Client Begin Session Service error message to include valid values for RetryDelay

Description: Using Gentran Integration Suite 4.3 build 4311 and the FTP Client Begin Session Service. If the value for RetryDelay is greater the 10000 an exception is reported in the FTP Client log. However the exception does not tell the minimum and maximum values. Improve the error message to report the minimum and maximum values.

Error Message: In the FTP Client log the error message is:

```
GLOBAL_SCOPE Unable to locate server [10.251.107.23]. Exception: Retry delay cannot be < MIN_RETRY_DELAY or > MAX_RETRY_DELAY
```

Resolution: New message will report minimum and maximum values - Unable to locate server [10.251.107.23]. Exception: Retry delay cannot be < 1sec or > 7200secs. The default value is 1 second.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Adapters - FTP

Escalation ID: 1371320

Fix ID: 167472, 176523

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

### InQira ID: NFX4038

Title: Business Process Recovery marks active FTP Business Process as `Interrupted_Man`

Description: While using Gentran Integration Suite, Release 4.2 Build 4207, if or when an FTP Business Process goes into an Active or Waiting on I/O state, and Business Process Recovery runs, the FTP Business Process is marked as `Interrupted_Man`. Since no error is handled the customer is not notified in back end problem management system. Recovery Status of FTP Business Process is Manual.

Error Message: Business Process Details reports service `BUSINESS_PROCESS_MARK` and status `Interrupted_Man`

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - FTP

Escalation ID: 1371381

Fix ID: 171811, 171812, 183186

Severity: Normal

Type: Normal Fix

Build: 4220, 4319, 5002

InQuira ID: NFX4538

Title: Terminated business processes stay on **Current Activities** page

Description: The business process that goes to halted state appears in **Current Activities** Page. Even if business processes are terminated, they still appear in **Current Activities** page though ideally they should disappear. This issue occurs with FTPClientAdapter.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - FTP

Escalation ID: 1371912

Fix ID: 175666, 178868

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX4590

Title: On Gentran Integration Suite UNIX installs, the FTP Server is intermittently dropping carriage returns from data files that are being PUT

Description: On Gentran Integration Suite UNIX using version 4.3, the Gentran Integration Suite FTP Server is intermittently dropping carriage returns from data files that are being PUT. This behavior is not present on Gentran Integration Suite windows FTP Servers.

Error Message: No error messages. The data is intermittently missing hex 0x0d or Carriage Returns from the data file

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Adapters - FTP

Escalation ID: 1371976

Fix ID: 172170, 172322, 177503

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

InQuira ID: NFX4771

Title: FTP Client End Session Service times out when using a perimeter server and TCP RST occurs after FTP client 221 response

Description: While using Gentran Integration Suite, Release 4.3 Build 4315, timeout occurs in FTP Client End Session Service. The problem occurs only when using a perimeter server. The TCP packet sequence shows a TCP RST is received in the frame after the FTP server 221 reply to FTP Client QUIT command.

Error Message:

```
FTP Client End Session Service Advanced Status shows message - Response nor received before specified timeout reached. Closing Connections
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - FTP

Escalation ID: 1372153

Fix ID: 178942, 178960

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX5041

Title: FTP Client adapter does not recognize FTP Code 553 as an error

Description: FTP Client adapter does not recognize error code 553 as an error and instead treats it as a timeout.

Error Message: Status report shows:

```
ServiceTranscript=[  
> PASV  
227 Entering Passive Mode (10,155,231,20,23,237).  
> TYPE I  
200 Type set to I.  
> STOR Hello.txt  
553 '/Root/Hello.txt': cannot be written.  
]
```

Yet Gentran Integration Suite waits the timeout period and returns:

```
Response not received before specified timeout reached. Closing connections.
```

Resolution: Please apply Sterling Integrator, Release 5.0 build 5003 or later.

Functional Area: Adapters - FTP

Escalation ID: 4993122

Fix ID: 197450

Severity: Normal

Type: Normal Fix

Build: 5003

InQaira ID: NFX5406

Title: FTP Client Adapter errors when connecting to an AIX FTP server

Description: When trying to get files from an AIX FTP Server, FTP errors out and succeeds after few attempts. Users had upgraded their AIX FTP Server from Technology Level (TL) 4 to TL8. It was discovered through network traces that the AIX FTP Server was issuing RST after each passive command.

Error Message:

```
[2009-03-10 12:44:56.402] ERROR 000000000000 GLOBAL_SCOPE resumeWorkFlow
com.sterlingcommerce.woodstock.workflow.WFCNotFoundException:
WFC(ppkgisl:node1:11fe22c59d1:2093308) was Not Found
at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.read(WorkFlowContext.java:34
4
5)
at com.sterlingcommerce.woodstock.workflow.engine.WEHelper.read(WEHelper.java:562)
at
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImpl.continueDispatc
h
(WorkFlowEngineRMIImpl.java:1343)
at
com.sterlingcommerce.woodstock.workflow.InitialWorkFlowContext.continueWorkFlow(Init
ial
WorkFlowContext.java:1482)
at
com.sterlingcommerce.woodstock.services.psftpclient.FtpResponse.resumeWorkFlow(FtpRe
sponse.java:177)
at
com.sterlingcommerce.woodstock.services.psftpclient.FtpResponse.sendResults(FtpRespo
nse.java:150)
```

Resolution: The FTP Client Adapter has been corrected to handle the RST coming from AIX TL8 better.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - FTP

Escalation ID: 27195

Fix ID: 181788, 187686

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

## InQuira ID: NFX5424

Title: GXS ICS FTP Adapter causes Timeout issues

Description: GXS VAN sends multi line 250 response code when retrieving files and expects the user to enter another FTP command to confirm receipt of the file which causes timeout issues because the GxsIcsFtp\_Processing\_Service does not issue another FTP command.

Error Message: Status report on the FTP Client Get Service step shows the multi line 250 response code requesting confirmation the file was successfully retrieved.

```
ServiceTranscript=[
> PORT 10,2,1,152,17,27
200 PORT command successful.
> TYPE A
200 Data type set to A.
> NLST *
150-Opening ASCII data connection for 192.168.168.64,57563.
150 No parameters are in effect.
226 Transfer complete.
> PORT 10,2,1,152,17,30 200 PORT command successful.
> TYPE A
200 Data type set to A.
>
RETR 01191702284.000001
150 Opening ASCII data connection for 192.168.168.64,57624.
250-Interchange 01191702284.000001 is received with rlog 01191800070.
  Please confirm file reception with any FTP command.
250 Data transfer completed successfully.
> PORT 10,2,1,152,17,36
200 PORT command successful. (Reception of file is confirmed)
> TYPE A
200 Data type set to A.
> RETR 01191725734.000001
150 Opening ASCII data connection for 192.168.168.64,57705.
250-Interchange 01191725734.000001 is received with rlog 01191800089.
  Please confirm file reception with any FTP command.
250 Data transfer completed successfully.
> PORT 10,2,1,152,17,42
200 PORT command successful. (Reception of file is confirmed)
> TYPE A
200 Data type set to A.
> RETR 01191740533.000001
150 Opening ASCII data connection for 192.168.168.64,57778.
250-Interchange 01191740533.000001 is received with rlog 01191800121.
  Please confirm file reception with any FTP command.
250 Data transfer completed successfully.
> PORT 10,2,1,152,17,46
200 PORT command successful.
(Reception of file is confirmed)
> TYPE A
200 Data type set to A.
```

```
> RETR 01191758933.000001
150 Opening ASCII data connection for 192.168.168.64,57845.
250-Interchange 01191758933.000001 is received with rlog 01191800144.
  Please confirm file reception with any FTP command.
250 Data transfer completed successfully.
> PORT 10,2,1,152,17,49
200 PORT command successful. (Reception of file is confirmed)
> TYPE A
200 Data type set to A.
> RETR 01191770435.000001
150 Opening ASCII data connection for 192.168.168.64,57898.
250-Interchange 01191770435.000001 is received with rlog 01191800176.
  Please confirm file reception with any FTP command.
250 Data transfer completed successfully.
> PORT 10,2,1,152,17,51
200 PORT command successful. (Reception of file is confirmed)
> TYPE A
200 Data type set to A.
> RETR 01191770521.000001
150 Opening ASCII data connection for 192.168.168.64,57960.
250-Interchange 01191770521.000001 is received with rlog 01191800204.
  Please confirm file reception with any FTP command.
250 Data transfer completed successfully.
> PORT 10,2,1,152,17,53
200 PORT command successful. (Reception of file is confirmed)
> TYPE A
200 Data type set to A.
> RETR 01191775603.000001
150 Opening ASCII data connection for 192.168.168.64,58030.
250-Interchange 01191775603.000001 is received with rlog 01191800241.
  Please confirm file reception with any FTP command.
250 Data transfer completed successfully.
]
```

Resolution: An FTP Client PWD Service was added after the FTP Client GET Service in the GxsIcsFtp\_Processing\_Service business process to acknowledge the receipt of a file.

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - FTP

Escalation ID: 1372610

Fix ID: 177280, 178871

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX5761

Title: FTP/SSL Explicit is failing on 334 message received from FTP site

Description: Gentran Integration Suite/Sterling Integrator is not properly handling 334 message during SSL handshake.

**Error Message:**

```
FTPClientBeginSession failed.
Error Message = [Internal Error: Attempting to handle unrecognized command
[SSLv23/TLSv1].]
FTPClientAdapter=[FTPClientAdapter]
ServiceStartTime=[2008-10-31 13:35:07.034]
ServiceEndTime=[2008-10-31 13:35:07.416]
SessionToken=[FTPClientAdapter_FTPClientAdapter_node1_12254745070342178:8101]
ServiceTranscript=[
220-The information contained in this message is privileged, confidential and is
intended solely for the use of XXXXXXXX. If the reader of this transmittal is not the
recipient, you are hereby notified that any dissemination, distribution or copying of
this communication is strictly prohibited.
220-
220 Secure FTP Server ready.
> AUTH TLS
334 SSLv23/TLSv1
]
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - FTP

Escalation ID: 1372049

Fix ID: 175239, 180585

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

**InQuira ID: NFX5784**

Title: Gentran Integration Suite/Sterling Integrator FTP Client services are not following RFC 959

Description: FTP Client services cause a business process to error if receiving a 450 No files found. According to RFC 959, NLST responses can be 450. The application should allow the business process to ignore this error similar to the parameter ListNamesErrorSetSuccess and ignore 550 error code when executing the NLST command. This parameter is optional. The valid values are YES and NO.

**Error Message:**

```
220 ProFTPD 1.3.2 Server (ProFTPD Default Installation) [xxx.xxx.xxx.xxx]
> USER gis43
331 Password required for gis43
> PASS *****
230 User gis43 logged in
> PASV
227 Entering Passive Mode (xxx,xxx,xxx,xxx,62,99).
```

```
> TYPE A
200 Type set to A
> NLST YNK*.*
450 No files found
]
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - FTP

Escalation ID: 34407

Fix ID: 184534, 184823

Severity: Normal

Type: Normal Fix

Build: 4319

**InQuira ID: NFX5991**

**Title:** Files not recorded correctly during FTP when the database runs out of space

**Description:** When the user is sending a file to a Gentran Integration Suite/Sterling Integrator mailbox using FTP, if the database were to run out of space during the transmission, it is possible that the file transmission may not error even if the entries for the file cannot be created in the Mailbox tables in the database. If the Mailbox is using File System storage, it is also possible that the file may be saved to the file system successfully even though the entries are not recorded to the Mailbox tables.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - FTP

Escalation ID: 1371892

Fix ID: 174679, 185921

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

**InQuira ID: NFX6344**

**Title:** FTP Client adapter does not write the server response code into process data during temporary error condition in server

**Description:** FTP Client adapter does not write the server response code into process data when FTP server returns The server indicates a temporary error condition.

Resolution:

Please apply Gentrans Integration Suite, Release 4.2 Build 4221 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Adapters - FTP

Escalation ID: 25699

Fix ID: 190590, 195427

Severity: Normal

Type: Normal Fix

Build: 4221, 5003

InQuira ID: NFX6520

Title: FTP Server does not accept `ls -la` command properly. The `ls -la` command returns a blank list.

Description: FTP Server does not process the `ls -la` command properly. The `ls -la` command returns a blank list.

Resolution: `ls -la` command returns appropriate listing.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - FTP

Escalation ID: QC

Fix ID: 185180

Severity: Normal

Type: Normal Fix

Build: 5002

InQuira ID: NFX6795

Title: FTP adapters stop accepting new connections after 12 hours

Description: After 12 hours of running successfully the FTP adapters stop taking connections. CLOSE\_WAIT status can be seen from the netstat on the FTP Server port. Restarting or stopping and starting the adapter seem to resolve the issue temporarily.

Error Message: No errors message.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Adapters - FTP

Escalation ID: 52615

Fix ID: 190308, 194991

Severity: Critical

Type: Normal Fix

Build: 4320, 5003

### InQuira ID: NFX7366

Title: Too many sockets in FIN\_WAIT2 state in the FTP server

Description: When FTP server adapter hits the timeout for a particular session, it closes the session thus closing the control connection. Some of the FTP clients (like Windows FTP client) do not properly handle the situation and do not do the cleaning part, thus leaving the socket in FIN\_WAIT2 state at the server end. The Sterling Integrator server needs to do the cleaning by its own so that it does not run out of descriptor.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Adapters - FTP

Escalation ID: QC

Fix ID: 197846

Severity: Normal

Type: Normal Fix

Build: 5003

### InQuira ID: NFX7503

Title: Data loss during FTP Get after recovering from a disk full situation

Description: Data was lost during transfer when disk was full and recovered. The end user does not know there is a loss of data as the business process was successful.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Adapters - FTP

Escalation ID: QC

Fix ID: 202228

Severity: Normal

Type: Normal Fix

Build: 5003

## **Adapters - FTP Server**

### InQuira ID: NFX6087

Title: FTP password policy with restricted passwords history does not work with FTP server adapter.

Description: The user uses a password policy to restrict reuse of past 5 passwords using a password policy. But when a user logs in using an FTP client and uses SITE CPWD <new password>, this policy seems to be ignored and the user is able to change password to a previously used one with out any errors. The policy seems to be implemented when the user tries to change the user's password through the user interface. The system and FTP logs also show the following errors round about the time the user issues the SITE CPWD command.

**Error Message:**

```
System Log
[2009-02-24 20:05:11.154] ERROR SQL State: 23000
java.sql.SQLException:
ORA-00001: unique constraint (GISADMIN.SCI_PK_167) violated
at oracle.jdbc.dbaccess.DBError.throwSQLException(DBError.java:134)
at oracle.jdbc.ttc7.TTIOer.processError(TTIOer.java:289)
at oracle.jdbc.ttc7.Oall7.receive(Oall7.java:582)
at oracle.jdbc.ttc7.TTC7Protocol.doOall7(TTC7Protocol.java:1986)
at oracle.jdbc.ttc7.TTC7Protocol.parseExecuteFetch(TTC7Protocol.java:1144)
FTP Log
[2009-02-24 20:05:06.466] ALL <FtpServer9
SINTP_FTP_NODE1_EXTERN_123550230451332:20682006> 000000000000 GLOBAL_SCOPE
AUDIT: User [GVIALISP1] from [194.151.106.50] has logged in using secure channel.
[2009-02-24 20:05:11.154] ERROR <FtpServer8
SINTP_FTP_NODE1_EXTERN_123550230451332:20682006> 000000000000 GLOBAL_SCOPE
FtpReply.getReplyMessage(i,S[]) incorrect argument count for reply code [200] in map.
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - FTP Server

Escalation ID: 00024781

Fix ID: 183513, 184382

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

## Adapters - HTTP

InQuira ID: NFX9920

Title: HTTP Client Post will sporadically fail when one of our perimeter servers is taken down

**Description:**

HTTP Client post errors occurring within a clustered environment utilizing a service group and external perimeter servers. There are also has multiple sessions within the BP. If one of the external perimeter servers is taken down the 2nd session will error with the following at the HTTP Post operation:

**Error Message:**

```

ERROR 000000000000 GLOBAL_SCOPE PS1: connect failed: java.net.ConnectException:
Connection refused
INFO 000000000000 GLOBAL_SCOPE PS1: close: Connection Reset
ERROR
000000000000 GLOBAL_SCOPE Connection PS1 closed due to CloseCode.COULD_NOT_CONNECT
HTTPClientPostService has an error
  ErrorMessage = General Exception:
com.sterlingcommerce.woodstock.services.httpclient.HttpClientException:
HttpClient.findSession() - Session with Id
[SGHTTPClientAdapter_HTTPClientAdapter_node1_128586756799627:74880] is NOT found in
[SGHTTPClientAdapter2_HTTPClientAdapter_node2] session pool. Please check the session
Id or the instance name is correct!

```

**To reproduce:**

1. Configure a 2 node cluster with 2 http client adapters using a service group and external perimeter servers.
2. Setup a BP that contains multiple sessions (see example BPS attached to defect. The BP should utilize the service group and it's a good idea to set this up on schedule to post every minute.
3. Take down one of the perimeter servers and you will generate the error above. This only occurs when multiple sessions are used.

**Resolution:**

Please Update to Sterling Integrator Version 5.0 Build 5008 or Later

Functional Area: Adapters - HTTP

Escalation ID: 207741

Fix ID: 236174, 235235

Severity: Normal

Type: NormalFix

Build: 5008

**InQuira ID: NFX5290**

Title: Errors and Exception in webdav.log while connecting, browsing and copying file to webdav server from Windows XP

**Description:**

Various errors are logged in webdav.log while connecting, browsing folder and copying file to webdav server from Windows Xp - My Network Places. Connection and File transfer are successful despite the error.

**Error Message:****Error during connection and browsing folder:**

```

[2009-03-11 22:12:31.099] ERROR 000000000000 GLOBAL_SCOPE Unable to create XML
Reader org.xml.sax.SAXParseException: Premature end of file. at
org.apache.xerces.util.ErrorHandlerWrapper.createSAXParseException(Unknown Source)

```

```
at org.apache.xerces.util.ErrorHandlerWrapper.fatalError(Unknown Source)
  at org.apache.xerces.impl.XMLErrorReporter.reportError(Unknown Source)
  at org.apache.xerces.impl.XMLErrorReporter.reportError(Unknown Source)
  at org.apache.xerces.impl.XMLVersionDetector.determineDocVersion(Unknown Source)
  at org.apache.xerces.parsers.XML11Configuration.parse(Unknown Source)
  at org.apache.xerces.parsers.XML11Configuration.parse(Unknown Source)
  at org.apache.xerces.parsers.XMLParser.parse(Unknown Source)
  at org.apache.xerces.parsers.AbstractSAXParser.parse(Unknown Source)

atcom.sterlingcommerce.woodstock.webdav.servlet.propfind.RequestParser.parse(Request
Parser.java:52)
  at
com.sterlingcommerce.woodstock.webdav.servlet.PropfindMethod.getResponseStrategy(Pro
pfindMethod.java:78)
  at com.sterlingcommerce.woodstock.webdav.servlet.PropfindMethod.impl
(PropfindMethod.java:61)
  at
com.sterlingcommerce.woodstock.webdav.servlet.WebdavServlet.processMethod(WebdavServ
let.java:152)
  at
com.sterlingcommerce.woodstock.webdav.servlet.WebdavServlet.allowRequest(WebdavServl
et.java:102)
  at com.sterlingcommerce.woodstock.webdav.servlet.WebdavServlet.service
(WebdavServlet.java:66)
  at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
  at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358)
  at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:342)
  at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ActivityMonitorFilter.doFilter(
ActivityMonitorFilter.java:311)
  at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:334)
  at org.mortbay.jetty.servlet.WebApplicationHandler.dispatch
(WebApplicationHandler.java:286)
  at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:567)
  at org.mortbay.http.HttpContext.handle(HttpContext.java:1807)
  at
org.mortbay.jetty.servlet.WebApplicationContext.handle(WebApplicationContext.java:52
6)
  at org.mortbay.http.HttpContext.handle(HttpContext.java:1757)
  at
org.mortbay.http.HttpServer.service(HttpServer.java:879)
  at org.mortbay.http.HttpConnection.service(HttpConnection.java:789)
  at org.mortbay.http.HttpConnection.handleNext
(HttpConnection.java:960)
  at
com.sterlingcommerce.woodstock.services.pshttp.jetty.FlushingHttpConnection.handleNe
xt(FlushingHttpConnection.java:123)
  at
org.mortbay.http.HttpConnection.handle(HttpConnection.java:806)
  at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.handleNew
Connection
```

```
(ConduitStreamListener.java:207)
  at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.access$400(ConduitStreamListener.java:80)
  at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener$1.run(ConduitStreamListener.java:283)
  at org.mortbay.util.ThreadPool.handle(ThreadPool.java:385)
  at
org.mortbay.util.ThreadPool$PoolThread.run(ThreadPool.java:520)
```

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Additional changes were made in 4324 to flag the informational messages as INFO instead of as an ERROR.

Please apply Gentrans Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Adapters - HTTP

Escalation ID: 1372981

Fix ID: 181322, 208601, 234961

Severity: Normal

Type: NormalFix

Build: 4322, 4324, 5008

**InQuira ID: NFX10816**

Title: HTTP threads will continue to build to Max but never release back to minimum

**Description:**

HTTP threads will continue to build to Max but never release back to minimum. This has a potential have threads within JVM grow very large and eventually cause an OOM (OutOfMemory). Thread dumps will identify the issue.

Resolution: Fix provides two new parameters:

numOfminJettyThread = 1

numOfmaxJettyThread = 10

You can increase the MaxJettyThread and the HTTP server adapter threads will timeout and drop back down to the MinJettyThread over time.

**Error Message:**

No error message. Large number of HTTP threads within JVM.

**Resolution:**

Please Update to Sterling Integrator Version 5.0 Build 5008 or Higher.

Functional Area: Adapters - HTTP

Escalation ID: 178089

Fix ID: 221013

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX8391

Title: HTTP POST at Start/Stop Persistence and File System Storage Fails

Description: When an HTTP POST operation occurs with the persistence set to start/stop only, and the document storage is set to file system, the HTTP POST fails due to an invalid document size. This does work correctly, when the persistence is set to FULL and/or the storage is set to database.

Error Message:

Business process status report:

```
HTTPClientPostService has an error
HTTPClientAdapter = [HTTPClientAdapter]
ServiceStartTime = [2010-02-16 17:10:47.864]
ServiceEndTime = [2010-02-16 17:10:47.875]
SessionToken = [HTTPClientAdapter_HTTPClientAdapter_node1_12663582478606:467]
ErrorMessage = Http Client Exception: Internal Error: Couldn't send request via
session [HTTPClientAdapter_HTTPClientAdapter_node1_12663582478606:467] due to state
machine having previous failure [-1: Internal Error: Error reported during
generateHeaders:
[com.sterlingcommerce.woodstock.services.httpclient.HttpClientException: Invalid
document body size after header extraction [-4]; make sure make sure request document
contains proper headers.]]
```

Resolution: Please apply Sterling Integrator, Version 5.0 Build 5006 or later.

Functional Area: Adapters - HTTP

Escalation ID: 138556

Fix ID: 218013

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX7730

Title: Since applying Sterling Integrator, Release 5.0 Build 5003 http URL are redirected to https

Description: Since applying Sterling Integrator, Release 5.0 Build 5003, http URL with format /namewar are redirected to https.

For example, the standard hello-war configured on port baseport+33

URL <http://hostname:55033/hello-war> is redirected to <https://hostname:55033/hello-war/>

**Error Message:****In http.log:**

```
[2009-11-25 09:13:16.687] ERRORDTL 000000000000 GLOBAL_SCOPE
[1259136796687]java.lang.RuntimeException: HttpException(400,null,null)
  at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.handleNew
Connection(ConduitStreamListener.java:223)
  at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.access$20
0(ConduitStreamListener.java:72)
  at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener$1.run(Con
duitStreamListener.java:277)
  at org.mortbay.thread.BoundedThreadPool$PoolThread.run(BoundedThreadPool.java:450)
Caused by: HttpException(400,null,null)
  at org.mortbay.jetty.HttpParser.parseNext(HttpParser.java:344)
  at org.mortbay.jetty.HttpParser.parseAvailable(HttpParser.java:205)
  at org.mortbay.jetty.HttpConnection.handle(HttpConnection.java:380)
  at
com.sterlingcommerce.woodstock.services.pshttp.jetty.FlushingHttpConnection.handle(F
lushingHttpConnection.java:96)
  at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.handleNew
Connection(ConduitStreamListener.java:215)
  ... 3 more
[2009-11-25 09:13:16.687] ERROR 000000000000 GLOBAL_SCOPE
ConduitStreamListener.canAccept() - Failed.
java.lang.RuntimeException: HttpException(400,null,null)
  at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.handleNew
Connection(ConduitStreamListener.java:223)
  at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.access$20
0(ConduitStreamListener.java:72)
  at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener$1.run(Con
duitStreamListener.java:277)
  at org.mortbay.thread.BoundedThreadPool$PoolThread.run(BoundedThreadPool.java:450)
Caused by: HttpException(400,null,null)
  at org.mortbay.jetty.HttpParser.parseNext(HttpParser.java:344)
  at org.mortbay.jetty.HttpParser.parseAvailable(HttpParser.java:205)
  at org.mortbay.jetty.HttpConnection.handle(HttpConnection.java:380)
  at
com.sterlingcommerce.woodstock.services.pshttp.jetty.FlushingHttpConnection.handle(F
lushingHttpConnection.java:96)
  at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.handleNew
Connection(ConduitStreamListener.java:215)
  ... 3 more
```

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

**Functional Area:** Adapters - HTTP

**Escalation ID:** 117538

Fix ID: 206867

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX4975

Title: HTTP Response service successfully posting answer even though HTTP Client has already timed out

Description: HTTP Respond service completes successfully even though HTTP Client has already timed out.

Error Message:

No error message. The issue is that the HTTP Respond will always complete successfully even though a time out had occurred in the originating HTTP Client. To test this scenario, implement a business process, which issues a HTTP Post to a URI on the Gentran Integration Suite/Sterling Integrator HTTP Server Adapter. In the invoked business process, add a sleep service for a length of time longer than the HTTP Client Timeout Setting. The HTTP Client will time out and disconnect however the invoked business process will resume and the HTTP Respond will send the resulting document back to the client and not report an error, even though it was impossible for it to have been able to have delivered the response.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4221 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

To implement this fix, you need to code two parameters in the client and server (invoked) business processes:

```
Client side wfd param is - ResetConnectionOnError
To enable the same, you may need to add the below bpml line into
HTTPClientBeginSession
<assign to="ResetConnectionOnError">Enable</assign>
To Disable the same, you may need to add the below bpml line into
HTTPClientBeginSession
<assign to="ResetConnectionOnError">Disable</assign>
Sever side wfd param is - ErrorOutAfterConnectionClose
To enable the same, you may need to add the below bpml line into HTTP Respond Service
<assign to="ErrorOutAfterConnectionClose">Enable</assign>
To Disable the same, you may need to add the below bpml line into
HTTPClientBeginSession
<assign to="ErrorOutAfterConnectionClose">Disable</assign>
```

Functional Area: Adapters - HTTP

Escalation ID: 00024348

Fix ID: 181212, 188607, 188609

Severity: Normal

Type: Normal Fix

Build: 4221, 4322, 5006

### InQuira ID: NFX8362

Title: HTTP Client adapter cannot resume after Waiting on IO

Description: HTTP Posts never complete and become hung at the Waiting\_On\_IO step. This issue occurs intermittently and HTTP Posts will be successful and complete prior and after these business processes. The business processes must be terminated and restarted to complete successfully.

When multiple HTTP commands, for example, 500 requests of 20 segments each, are fired concurrently from several HTTP Client adapters, for example 4; a few requests, for example, 10, get stuck on the client side with the Waiting on IO status. The server replies, but the HTTP Client adapter is unable to resume.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Adapters - HTTP

Escalation ID: QC

Fix ID: 206775

Severity: Normal

Type: Normal Fix

Build: 5004

### InQuira ID: NFX8250

Title: An error is issued from the HTTP Server adapter with SSL=NONE when accessing the /myfilegateway URL

Description: In Sterling Integrator Build 5003 a new HTTP Server adapter is created with the setting of SSL=NONE for uri /myfilegateway. If you go to `http://<server>:<port>/myfilegateway`, it fails with a browser error `This page can not be found` and the HTTP Server log shows a HTTP 400 error. If you place a slash (/) at the end of the url, that is, `http://<server>:<port>/myfilegateway/` then it will take you to the myfilegateway login screen. The slash (/) at the end of the URL should not be a requirement.

**Note:** No slash (/) is required at the end of the URL to successfully go to the login screen.

This issue is not seen in 4.3 and did not occur in Sterling Integrator 5.0 Build 5002; this error is only seen in Build 5003.

Comparisons test: If the HTTP Server adapter is modified to set SSL=MUST and then you try to login in using the url `https://<server>:<port>/myfilegateway`, it will successfully take you to the myfilegateway login screen.

The example cited in the description is for Sterling File Gateway. The issue may occur with any URL that does not end in a slash (/).

Error Message: Go to URL and get browser screen error `This page can not be found`.

The HTTP Server adapter log posts the following errors:

```

[2010-01-26 14:45:40.32] DEBUG 000000000000 GLOBAL_SCOPE
ConduitStreamListener.canAccept() - Submitting job to Jetty...
[2010-01-26 14:45:40.32] DEBUG 000000000000 GLOBAL_SCOPE
ConduitStreamListener.handleNewConnection() - Starting ...
[2010-01-26 14:45:40.321] DEBUG 000000000000 GLOBAL_SCOPE
FlushingHttpConnection.setAttribute() - request attribute:
uriOptionsMap=com.sterlingcommerce.woodstock.services.pshttp.URIOptionsMap@72cf72cf
[2010-01-26 14:45:40.323] ERROR 000000000000 GLOBAL_SCOPE
ConduitStreamListener.handleNewConnection() fails because of
HttpException(400,null,null)
[2010-01-26 14:45:40.323] ERROR 000000000000 GLOBAL_SCOPE
ConduitStreamListener.canAccept() - Failed.
[2010-01-26 14:45:40.323] ERROR 000000000000 GLOBAL_SCOPE [1264535140323]
HttpException(400,null,null)
[2010-01-26 14:45:40.324] ERRORDTL 000000000000 GLOBAL_SCOPE
[1264535140323]java.lang.RuntimeException: HttpException(400,null,null)
    at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.handleNew
Connection(ConduitStreamListener.java:223)
    at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.access$20
0(ConduitStreamListener.java:72)
    at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener$1.run(Con
duitStreamListener.java:277)
    at
org.mortbay.thread.BoundedThreadPool$PoolThread.run(BoundedThreadPool.java:450)
Caused by: HttpException(400,null,null)
    at org.mortbay.jetty.HttpParser.parseNext(HttpParser.java:344)
    at org.mortbay.jetty.HttpParser.parseAvailable(HttpParser.java:205)
    at org.mortbay.jetty.HttpConnection.handle(HttpConnection.java:380)
    at
com.sterlingcommerce.woodstock.services.pshttp.jetty.FlushingHttpConnection.handle(F
lushingHttpConnection.java:96)
    at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.handleNew
Connection(ConduitStreamListener.java:215)
    ... 3 more
[2010-01-26 14:45:40.324] ERROR 000000000000 GLOBAL_SCOPE
ConduitStreamListener.canAccept() - Failed.
java.lang.RuntimeException: HttpException(400,null,null)
    at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.handleNew
Connection(ConduitStreamListener.java:223)
    at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.access$20
0(ConduitStreamListener.java:72)
    at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener$1.run(Con
duitStreamListener.java:277)
    at
org.mortbay.thread.BoundedThreadPool$PoolThread.run(BoundedThreadPool.java:450)
Caused by: HttpException(400,null,null)
    at org.mortbay.jetty.HttpParser.parseNext(HttpParser.java:344)
    at org.mortbay.jetty.HttpParser.parseAvailable(HttpParser.java:205)
    at org.mortbay.jetty.HttpConnection.handle(HttpConnection.java:380)

```

```

    at
com.sterlingcommerce.woodstock.services.pshttp.jetty.FlushingHttpConnection.handle(Flush
ushingHttpConnection.java:96)
    at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.handleNew
Connection(ConduitStreamListener.java:215)
    ... 3 more

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Adapters - HTTP

Escalation ID: 126506

Fix ID: 211121

Severity: Normal

Type: Normal Fix

Build: 5004

InQaira ID: ENH1789

Title: HTTPS session is only being closed after five minute time out when receiving a file from Sterling Information Broker (SIB)

Request Description: When the Sterling Integrator HTTP Server adapter is receiving data files from Sterling Information Broker (SIB/VAN) using HTTPS, the file is received but the session times out after five minutes. The Sterling Integrator HTTP log displays the five minute delay before the session completes. Also in the SIB/VAN log, it clearly displays a five minute hang after the post and then logs a time out error due to their 300 second timeout value which has expired. The session should end after receipt of the file instead of waiting the five minutes for the SIB client to end the session by sending a FIN, ACK (which is shown in the TCP DUMP).

Escalation ID: 26165 (183580)

Status: Completed

Request Resolution: A property file-based close connection approach has been created for SSL HTTP Server to initiate the close/cleanup of the session. To execute the close connection (send FIN to close the session), set the `HTTP.properties` parameter.

**Note:** Editing this parameter in the `customer_overrides` file, not in the property file or `property.in` file, is recommended.

Parameter	Description
closeConnForBpUri	<p>Allows an SSL HTTP Server to initiate the close/cleanup of a session. Applies to business process URIs in the HTTP Server adapter. Valid values are:</p> <ul style="list-style-type: none"> <li>◆ True — SSL HTTP server initiates and sends a close connection (and FIN) to the HTTP client after the client post.</li> <li>◆ False — Connection waits for the remote HTTP client to initiate the closure of the session (send FIN) after its timeout value has expired. Default.</li> </ul>

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

## InQira ID: NFX3282

Title: HTTP Client Get Service failed on IO Exception - Error trying to append byte response from PS to response document

Description: HTTP Client Get Service failed on IO Exception. The problem does not happen all the time. The business process can succeed most of the time.

Error Message: The error message in status report is:

```
HTTPClientGetService resumed with error.
HTTPClientAdapter [HTTPClientAdapter-Node4-PS4]
ServiceStartTime [2008-08-01 07:15:20.258]
ServiceEndTime [2008-08-01 07:15:21.524]
SessionToken
[HTTPClientAdapter-Node4-PS4_HTTPClientAdapter_node4_121758932021353:78950482
HTTP Status Code: -1
HTTP Reason Phrase: Internal Error: Error trying to append byte response from PS to
response document [Error occurred while attempting to write the message body/entity:
[Error occurred while attempting to write the chunked message body/entity: [null]]]
Error in Httpclient log is:
[2008-08-05 18:17:30.942] ERROR
<HTTPClientAdapter-Node4-PS4_HTTPClientAdapter_node4-Thread-191> 000000000000
GLOBAL_SCOPE ResponseDocumentOutputStream.write(b[]) - Error occurred while
attempting to write the message body/entity: [Error occurred while attempting to
write the chunked message body/entity: [null]]
java.io.IOException: Error occurred while attempting to write the chunked message
body/entity: [null]
```

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - HTTP

Escalation ID: 1372090

Fix ID: 174955, 187085

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

## InQira ID: NFX3971

Title: When the password expires for a user decline authentication and file transfer happens using WebDAV

Description: In Gentrans Integration Suite 4.1.1 build 1980, the password expires for a user decline authentication and file transfer happens using WebDAV. When connecting to a Gentrans Integration Suite WebDAV Server mailbox with a new user account, the change password policy is being ignored.

Error Message: Currently WebDAV allows authentication when password expires and also allows file transfers. Also WebDAV does not enforce change password policy for a new User Account.

Resolution:

Please apply Gentran Integration Suite, Release 4.1.1 Build 1990.

Please apply Gentran Integration Suite, Release 4.2 Build 4216 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Additional SR reference: 1373137

Fix IDs: 167631, 167630, 181798, 181314, 177529

Functional Area: Adapters - HTTP

Escalation ID: 1371292, 1370109, 1371041

Fix ID: 167631, 167630, 181798, 181314

Severity: Normal

Type: Normal Fix

Build: 4216, 1990, 4319, 5002

**InQira ID: NFX4160**

Title: GPM shows wrong SSL option for HTTP Client Begin Session Service

Description: When setting up an HTTP Client Begin session Service in the GPM, SSL field has incorrect option of SSL\_MUST. The correct option is MUST.

Error Message: When SSL\_MUST is used, following error get logged in httpclient.log:

```
HTTPClientPostService resumed with error.  
HTTPClientAdapter [HTTPSClientAdapter]  
ServiceStartTime [2008-11-04 13:21:53.903]  
ServiceEndTime [2008-11-04 13:21:54.012]  
SessionToken [HTTPSClientAdapter_HTTPClientAdapter_node1_122582291387350:118  
HTTP Status Code: -1  
HTTP Reason Phrase:
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Adapters - HTTP

Escalation ID: 1371852

Fix ID: 171428, 177597

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

**InQira ID: NFX4497**

Title: HTTP Respond service stops with interrupted\_man

Description: HTTP Respond service halts with an interrupted\_man status when filename node exists in process data with no value.

**Error Message:****Status Report:**

```

java.lang.ClassCastException: org.apache.xerces.dom.DeferredElementNSImpl
incompatible with java.lang.String
  wf.log:
  ALL 000140010921 WORKFLOW.WORKFLOW.INFO_Original MDH TEST - Original
ERROR 000110070158 WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService21
ActivityEngineHelper.invokeService() caught exception while attempting to execute
service HttpRespond
java.lang.ClassCastException: org.apache.xerces.dom.DeferredElementNSImpl
incompatible with java.lang.String
  at
com.sterlingcommerce.woodstock.services.pshttp.WorkFlowContextParts.getStringParam(W
orkFlowContextParts.java:102)
  at
com.sterlingcommerce.woodstock.services.pshttp.WorkFlowContextParts.<init>(WorkFlowC
ontextParts.java:87)
  at
com.sterlingcommerce.woodstock.services.pshttp.PSHttpAdapterImpl.sendResponse(PSHttp
AdapterImpl.java:310)
  at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
  at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:64)
  at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
  at java.lang.reflect.Method.invoke(Method.java:615)
  at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:309)
  at sun.rmi.transport.Transport$1.run(Transport.java:168)
  at java.security.AccessController.doPrivileged(AccessController.java:275)
  at sun.rmi.transport.Transport.serviceCall(Transport.java:164)
  at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:506)
  at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.handleRequest(TCPTransport.java
:838)
  at sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:912)
  at java.lang.Thread.run(Thread.java:801)
  at
sun.rmi.transport.StreamRemoteCall.exceptionReceivedFromServer(StreamRemoteCall.java
:263)
  at sun.rmi.transport.StreamRemoteCall.executeCall(StreamRemoteCall.java:239)
  at sun.rmi.server.UnicastRef.invoke(UnicastRef.java:141)
  at
com.sterlingcommerce.woodstock.services.pshttp.PSHttpAdapterImpl_Stub.sendResponse(P
SHttpAdapterImpl_Stub.java:220)
  at
com.sterlingcommerce.woodstock.services.pshttp.HttpRespondService.processData(HttpRe
spondService.java:95)
  at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1690)
  at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:565)

```

```

at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:338)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:328)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:331)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
at java.lang.Thread.run(Thread.java:801)

```

Resolution: The workaround for this issue is to release the <filename/> node before executing the HTTP Respond service if it has no value.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - HTTP

Escalation ID: 1371961

Fix ID: 172781, 172878, 176545

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQira ID: NFX4722

Title: When JMS Queue Send fails to reestablish connection with JMS server, no notifications occur

Description: In Gentran Integration Suite, Release 4.3 Build 4313, the JMS Queue Send Adapter makes 20 attempts to reestablish connection with the JMS server when connection is lost. After 20 attempts fail, no notification exists. Notification occurs only when a business process attempts to utilize the JMS Queue Send Adapter. Business processes do not execute on a schedule. The adapter can be down for many hours and the customer will only get notified when the failed business process triggers notification. During the time the adapter was down, the user could be working to resolve the problem. When the business process triggers, the notification data is immediately delayed.

Error Message: Errors are reported in business processes that attempt to use the JMS Queue Adapter.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - HTTP

Escalation ID: 1372105

Fix ID: 174277, 175758

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX4762

Title: HTTP Communications Fail using HTTP Client Adapter when using a proxy server and SSL is enabled

Description: HTTP Client Adapter is using an absolute URI. For example: Proxy, SSL: POST http://10.155.34.35:43090/as2 HTTP/1.1

The Correct Behavior needs to be: Proxy, SSL: POST /as2 HTTP/1.1

The Corrected behavior utilizes a relative URI which is required for proxied SSL requests because they are pass-through connections.

Error Message: The errors will differ depending on HTTP server. In most cases it will be: 404 Not found or a similar client error. This is caused by the server expecting a relative URI as opposed to absolute URI.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Adapters - HTTP

Escalation ID: 1371659

Fix ID: 171195, 177076

Severity: Critical

Type: Normal Fix

Build: 4316, 5001

InQuira ID: NFX5419

Title: Terminated business processes stay on **Current Activities** page

Description: A business process which goes to halted state appears in the **Current Activities** page. When this business process is terminated, it still appears in the **Current Activities** page but it should ideally disappear. This issue occurs with HTTPClientAdapter.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later

Functional Area: Adapters - HTTP

Escalation ID: 1371912

Fix ID: 175665, 178865

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX6067

Title: HTTP server log error

Description: The following error appears in the HTTP server log (repeatedly every second or so)

Further investigation has revealed these were related to the customers specific AS2 HTTP server configurations. When these were disabled, the errors stopped appearing in the log. Whilst these errors did not seem to have an affect on AS2 processing, under load after a period of time, the inbound AS2 connections started to get refused, and no further inbound traffic happened.

Error Message:

```
[2009-05-19 08:37:57.199] ERROR 000000000000 GLOBAL_SCOPE null
org.mortbay.jetty.EofException
at org.mortbay.jetty.HttpParser.parseNext(HttpParser.java:303)
at org.mortbay.jetty.HttpParser.parseAvailable(HttpParser.java:205)
at org.mortbay.jetty.HttpConnection.handle(HttpConnection.java:380)
at
com.sterlingcommerce.woodstock.services.pshttp.jetty.FlushingHttpConnection.handle(FlushingHttpConnection.java:61) at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.handleNewConnection(ConduitStreamListener.java:207) at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.access$200(ConduitStreamListener.java:72) at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener$1.run(ConduitStreamListener.java:266)
at org.mortbay.thread.BoundedThreadPool$PoolThread.run(BoundedThreadPool.java:450)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Adapters - HTTP

Escalation ID: 47029

Fix ID: 187440

Severity: Normal

Type: Normal Fix

Build: 5003

**InQuira ID: NFX6533**

**Title:** Second Http Post service in the business process runs indefinitely with out any progress if there is a Wait Service in between

**Description:** Where there are two HTTP Post services in the business process and there is a Wait Service in between, second HTTP Post service runs indefinitely with out any progress.

**Error Message:** No error message

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

**Functional Area:** Adapters - HTTP

**Escalation ID:** 60711

**Fix ID:** 202227

**Severity:** Critical

**Type:** Normal Fix

**Build:** 5003

**InQuira ID: NFX7201**

**Title:** AS2 fails sporadically with error message

**Description:** AS2 test fails sporadically with an error message Internal Error: Couldn't send request via session.

**Error Message:**

```
[2009-08-04 10:21:02.937] DEBUG <681715874
SHTTPClientAdapter_HTTPClientAdapter_node1_124939566279130:62> 000000000000
GLOBAL_SCOPE HttpCommand.generateHeaders() - From document: Header name [Message-ID]
has value
[<MOKOlinpe685007-node1-122e5be23bc-1999atest123@linpe6850070bos0stercomm0com>]
[2009-08-04 10:21:02.938] DEBUG <681715874
SHTTPClientAdapter_HTTPClientAdapter_node1_124939566279130:62> 000000000000
GLOBAL_SCOPE HttpCommand.generateHeaders() - From document: Header name [Subject] has
value [Integrator Message]
[2009-08-04 10:21:02.938] DEBUG <681715874
SHTTPClientAdapter_HTTPClientAdapter_node1_124939566279130:62> 000000000000
GLOBAL_SCOPE HttpCommand.generateHeaders() - From document: Header name
[Disposition-Notification-To] has value [atest123][2009-08-04 10:21:02.938] DEBUG
<681715874 SHTTPClientAdapter_HTTPClientAdapter_node1_124939566279130:62>
000000000000 GLOBAL_SCOPE HttpCommand.generateHeaders() - From document: Header name
[Disposition-Notification-Options] has value
[signed-receipt-protocol=optional,pkcs7-signature;signed-receipt-micalg=optional,sha
1]
[2009-08-04 10:21:02.938] ERROR <HAR.1019.Thread> 000000000000 GLOBAL_SCOPE
HTTPClientPostService.primitiveProcessData() - Http Client Exception:
Internal Error: Couldn't send request via session
[HTTPClientAdapter_HTTPClientAdapter_node1_124939566277820:52] due to state machine
having previous failure [-1: Internal Error: Error reported during generateHeaders:
[java.lang.NullPointerException: null]]
[2009-08-04 10:21:02.938] ERROR <HAR.1019.Thread> 000000000000 GLOBAL_SCOPE
[1249395662938] Internal Error: Couldn't send request via session
```

```

[HTTPClientAdapter_HTTPClientAdapter_node1_124939566277820:52] due to state machine
having previous failure [-1: Internal Error: Error reported during generateHeaders:
[java.lang.NullPointerException: null]]
[2009-08-04 10:21:02.938] DEBUG <249433822> 000000000000 GLOBAL_SCOPE
State.invokeEntryExitHandler(IS,S) successfully invoked [handleReadyExit].
[2009-08-04 10:21:02.938] DEBUG <249433822> 000000000000 GLOBAL_SCOPE
HttpState.handleInternalFailureEntry(IS) - called for sessionID
[HTTPClientAdapter_HTTPClientAdapter_node1_124939566276013:45]
[2009-08-04 10:21:02.939] ERROR DTL <HAR.1019.Thread> 000000000000 GLOBAL_SCOPE
[1249395662938]com.sterlingcommerce.woodstock.services.httpclient.HttpClientExceptio
n: Internal Error: Couldn't send request via session
[HTTPClientAdapter_HTTPClientAdapter_node1_124939566277820:52] due to state machine
having previous failure [-1: Internal Error: Error reported during generateHeaders:
[java.lang.NullPointerException: null]]
    at
com.sterlingcommerce.woodstock.services.httpclient.client.HttpClient.checkForFailure
s(HttpClient.java:425)
    at
com.sterlingcommerce.woodstock.services.httpclient.client.HttpClient.sendRequest(Htt
pClient.java:292)
    at
com.sterlingcommerce.woodstock.services.httpclient.HttpClientAdapterImpl.sendRequest
(HttpClientAdapterImpl.java:157)
        at sun.reflect.GeneratedMethodAccessor167.invoke(Unknown Source)
        at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
            at java.lang.reflect.Method.invoke(Method.java:618)
            at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:309)
            at sun.rmi.transport.Transport$1.run(Transport.java:168)
            at java.security.AccessController.doPrivileged(AccessController.java:279)
            at sun.rmi.transport.Transport.serviceCall(Transport.java:164)
            at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:506)
            at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.handleRequest(TCPTransport.java
:838)
                at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:912)
                at java.lang.Thread.run(Thread.java:810)
                at
sun.rmi.transport.StreamRemoteCall.exceptionReceivedFromServer(StreamRemoteCall.java
:263)
                    at sun.rmi.transport.StreamRemoteCall.executeCall(StreamRemoteCall.java:239)
                    at sun.rmi.server.UnicastRef.invoke(UnicastRef.java:141)
                    at
com.sterlingcommerce.woodstock.services.httpclient.HttpClientAdapterImpl_Stub.sendRe
quest(HttpClientAdapterImpl_Stub.java:657)
                        at
com.sterlingcommerce.woodstock.services.httpclient.HttpClientMethodService.sendReque
st(HttpClientMethodService.java:145)
                            at
com.sterlingcommerce.woodstock.services.httpclient.HttpClientPostService.primitivePr
ocessData(HttpClientPostService.java:56)
                                at
com.sterlingcommerce.woodstock.services.httpclient.HttpClientAdapter.processData(Htt
pClientAdapter.java:66)

```

```

    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeService(ActivityEngineHelper.java:1738)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:596)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:350)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:326)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:150)
    at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:328)
    at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
    at java.lang.Thread.run(Thread.java:810)

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Adapters - HTTP

Escalation ID: QC

Fix ID: 195295

Severity: Normal

Type: Normal Fix

Build: 5003

## Adapters - JDBC

InQuira ID: ENH1889

Title: Dynamically add, modify, and remove JDBC pools with effective dates for passwords without restarting Sterling Integrator

Request Description: Users cannot add, update, or remove JDBC pools without restarting Sterling Integrator and need the ability to control user and password credentials with effective dates.

Escalation ID: N/A

Status: Completed

Request Resolution:

See the Gentran Integration Suite 4.3 or Sterling Integrator 5.0 Documentation Updates page, *JDBC Pools Enhancement* link, for more information on dynamically adding, modifying, and removing JDBC pools and managing JDBC pools with effective dates for passwords.

Please apply Gentran Integration Suite, Release 4.3 Build 4321 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

## Adapters - JMS

InQira ID: NFX9327

Title: Clustered JMS Topic Adapter processes same message twice (or more time based on number of nodes in cluster)

Description:

In a clustered environment, a JMS Topic adapter processes same message twice (or more based on number of nodes in cluster) if adapter is configured to run on either node (environment set to all)

Error Message:

No Error Message

Resolution:

Please apply Sterling Integrator, Release 5.X Build 5008 or later.

Functional Area: Adapters - JMS

Escalation ID: 192946

Fix ID: 224849

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX7557

Title: Illegal state exceptions on the JMS Queue Adapters

Description: JMS Queue Adapter becomes unresponsive when remote Weblogic server is down. After weblogic server is up, JMS Queue Adapter is unable to reconnect. The disable/enable of JMS Queue Adapter does not make it reconnect to remote queues. The only way to resolve the issue is to stop/start Sterling Integrator 5.0.

Error Message:

```
[2009-10-22 17:42:22.16] ERROR 000000000000 GLOBAL_SCOPE
<JmsQueueAdapterServerImpl-ABL_JMS_Receive_ABL_DOM_OUT_SHIP_CONFIRM_QUEUE-7634377>
JMS Linked Exception
java.rmi.NoSuchObjectException: CORBA INV_OBJREF 1398080891 No; nested exception is:
```

```
org.omg.CORBA.INV_OBJREF: vmcid: SUN minor code: 1403 completed: No
at com.sun.corba.se.impl.javax.rmi.CORBA.Util.mapSystemException(Util.java:191)
at javax.rmi.CORBA.Util.mapSystemException(Util.java:67)
at
weblogic.jms.frontend._FEConnectionFactoryRemote_Stub.connectionCreateRequest(_FECon
nectionFactoryRemote_Stub.java:106)
at
weblogic.jms.client.JMSConnectionFactory.setupJMSConnection(JMSConnectionFactory.java:238)
at
weblogic.jms.client.JMSConnectionFactory.createConnectionInternal(JMSConnectionFactory.java:299)
at
weblogic.jms.client.JMSConnectionFactory.createQueueConnection(JMSConnectionFactory.java:179)
at
com.sterlingcommerce.woodstock.services.jms.JmsQueueAdapterServerImplWorker.createCo
nnection(JmsQueueAdapterServerImplWorker.java:91)
at
com.sterlingcommerce.woodstock.services.jms.AbstractServerImpl.openSession(AbstractS
erverImpl.java:233)
at
com.sterlingcommerce.woodstock.services.jms.AbstractServerImpl.doRetry(AbstractServe
rImpl.java:937)
at
com.sterlingcommerce.woodstock.services.jms.AbstractServerImpl.access$000(AbstractSe
rverImpl.java:71)
at
com.sterlingcommerce.woodstock.services.jms.AbstractServerImpl$1.run(AbstractServerI
mpl.java:899)
Caused by: org.omg.CORBA.INV_OBJREF: vmcid: SUN minor code: 1403 completed: No
at
com.sun.corba.se.impl.logging.UtilSystemException.objectNotExported(UtilSystemExcept
ion.java:507)
at
com.sun.corba.se.impl.logging.UtilSystemException.objectNotExported(UtilSystemExcept
ion.java:530)
at com.sun.corba.se.impl.util.Utility.autoConnect(Utility.java:142)
at com.sun.corba.se.impl.javax.rmi.CORBA.Util.writeAbstractObject(Util.java:440)
at javax.rmi.CORBA.Util.writeAbstractObject(Util.java:131)
at
com.sun.corba.se.impl.io.IIOPOutputStream.writeObjectOverride(IIOPOutputStream.java:
138)
at java.io.ObjectOutputStream.writeObject(ObjectOutputStream.java:298)
at
weblogic.messaging.dispatcher.DispatcherWrapper.writeExternal(DispatcherWrapper.java
:146)
at
weblogic.jms.frontend.FEConnectionFactoryRemote_Stub.connectionCreateRequest(FECon
nectionFactoryRemote_Stub.java:94)
at com.sun.corba.se.impl.io.IIOPOutputStream.writeObject(IIOPOutputStream.java:539)
at
com.sun.corba.se.impl.io.IIOPOutputStream.simpleWriteObject(IIOPOutputStream.java:15
9)
```

```

at
com.sun.corba.se.impl.io.ValueHandlerImpl.writeValueInternal(ValueHandlerImpl.java:2
22)
at
com.sun.corba.se.impl.io.ValueHandlerImpl.writeValueWithVersion(ValueHandlerImpl.jav
a:204)
at com.sun.corba.se.impl.io.ValueHandlerImpl.writeValue(ValueHandlerImpl.java:144)
at
com.sun.corba.se.impl.encoding.CDROutputStream_1_0.writeRMIIIOpValueType(CDROutputSt
ream_1_0.java:801)
at
com.sun.corba.se.impl.encoding.CDROutputStream_1_0.write_value(CDROutputStream_1_0.j
ava:850)
at
com.sun.corba.se.impl.encoding.CDROutputStream_1_0.write_value(CDROutputStream_1_0.j
ava:864)
at
com.sun.corba.se.impl.encoding.CDROutputStream_1_0.write_value(CDROutputStream_1_0.j
ava:659)
at
com.sun.corba.se.impl.encoding.CDROutputStream.write_value(CDROutputStream.java:232)
at
weblogic.jms.frontend._FEConnectionFactoryRemote_Stub.connectionCreateRequest(_FECon
nectionFactoryRemote_Stub.java:90)

```

... 8 more

```

[2009-10-22 17:42:22.16] ERROR 000000000000 GLOBAL_SCOPE
<JmsQueueAdapterServerImpl-ABL_JMS_Receive_ABL_DOM_OUT_SHIP_CONFIRM_QUEUE-7634377>
Retry limit reached - manual intervention is required

```

Resolution: Please install weblogic.jar using install3rdParty. Do not use thin jars wcclient.jar and wljmsclient.jar. The fix works in Sterling Integrator 5.0 with weblogic.jar.

Please apply Sterling Integrator Release 5.0 Build 5006 or later.

Functional Area: Adapters - JMS

Escalation ID: 00106421

Fix ID: 206915

Severity: Critical

Type: Normal Fix

Build: 5006

InQuira ID: NFX9501

Title: JMS adapter can hang when trying to connect to a TIBCO system that is down.

Description: When the TIBCO system is down, the JMS adapter can hang trying to open a connection. It does not return the thread or throw an error message. It just hangs waiting for the connection.

Error Message: There is no error message, but the thread is not released. This can lead to all threads stuck waiting on the TIBCO system.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

This will allow the JMS adapter to fail with an error message after it fails to make the connection.

Functional Area: Adapters - JMS

Escalation ID: 00150696

Fix ID: 215481

Severity: Normal

Type: Normal Fix

Build: 5006

**InQira ID: NFX8919**

Title: Unable to enter an @ in the URL for a JMS Adapter configuration in the Sterling Integrator UI

Description: The format of the URL to connect the JMS Adapter to the webMethods JMS Broker includes an @.

For example: `w snaming://broker@XX.X.XX.XX:6849/JmsAdminTest`

However Sterling Integrator user interface not accepting the @ as a valid character for the URL.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Adapters - JMS

Escalation ID: 173065

Fix ID: 220366

Severity: Normal

Type: Normal Fix

Build: 5006

**InQira ID: ENH1451**

Title: Provide the ability to process messages in Gentran Integration Suite from a JMS Queue in the order in which they were received (FIFO)

Request Description: Provide the ability to process messages in Gentran Integration Suite from a JMS Queue in the order in which they were received. Allow for parallelism between messages that have different routing criteria i.e. leverage a routing key, and for those values where the routing key is the same ensure FIFO processing for values that are different allow for parallel execution.

Escalation ID: 1372235 (177441)

Status: Completed

Request Resolution: See the Sterling Integrator 5.0 Documentation Updates for more information on JMS Topic Adapter, JMS Queue Adapter, and support for FIFO Message processing enhancement for Sterling Integrator 5.0.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

InQira ID: NFX7367

Title: JMS adapter does not shutdown property causing softstop to timeout

Description: JMS adapter does not shutdown property causing softstop to timeout.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Adapters - JMS

Escalation ID: QC

Fix ID: 202173

Severity: Normal

Type: Normal Fix

Build: 5003

## Adapters - JMS Queue

InQira ID: NFX4167

Title: Upgrading JBOSS jar files cause a conflict with JMS jar files

Description: Customer is attempting to use more recent JBOSS jars in order to communicate with JBOSS messaging server with JMS Queue adapter. Customer needed a way to load third party jars without interfering with jars loaded in `dynamicclasspath.cfg`.

Error Message: Jar conflict caused system instability; Core dump causes Gentran Integration Suite to seize. The user interface hangs. No logs are written. The only way to restore is to recycle Gentran Integration Suite services. Gentran Integration Suite is failing and throwing Java core (possibly), although the core is not being thrown in the `GIS\noapp` directory, where it is expected. There is an `Out of Memory` in the Java core files but none of the Noapp logs have time stamps from this time frame.

Resolution: The fix provides ways to define third party jars within the JMS Queue adapter configuration user interface.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - JMS Queue

Escalation ID: 1371662

Fix ID: 170465, 180333

Severity: Critical

Type: Normal Fix

Build: 4318, 5002

InQira ID: NFX4504

Title: JMS Queue Adapter does not kick off the notification workflow when the queue is not reachable

Description: In Gentran Integration Suite, Release 4.3, according to the documentation, the notification business process should kick off even if the queue is not reachable.

<http://www.sterlingcommerce.com/documentation/Plat20/Content/SvcAdpts/JMS%20Queue%20Adapter.html>

Error Message:

```
[2008-11-27 02:20:06.701] ERROR 000000000000 GLOBAL_SCOPE
<JmsQueueAdapterServerImpl-ATT_CBS_OUTBOUND_QUEUE_Adapter_Catalyst-14877091>
Exception starting retry failure workflow
com.sterlingcommerce.woodstock.workflow.InitialWorkFlowContextException:
000110011560 WORKFLOW.WORKFLOW.ERR_InitialWorkFlowContext_IWFCEXception2_str2
missing wfd_name parms. cannot start bp
    at
com.sterlingcommerce.woodstock.workflow.InitialWorkFlowContext.run(InitialWorkFlowCo
ntext.java:1102)
    at
com.sterlingcommerce.woodstock.services.jms.AbstractServerImpl.doNotify(AbstractServe
rImpl.java:775)
    at
com.sterlingcommerce.woodstock.services.jms.AbstractServerImpl.doRetry(AbstractServe
rImpl.java:765)
    at
com.sterlingcommerce.woodstock.services.jms.AbstractServerImpl.access$000(AbstractSe
rverImpl.java:68)
    at
com.sterlingcommerce.woodstock.services.jms.AbstractServerImpl$1.run(AbstractServerI
mpl.java:710)
```

Resolution: WorkFlowName has been added to notify user when the remote queue is not available.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - JMS Queue

Escalation ID: 1371893

Fix ID: 174233, 180307

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

## Adapters - LDAP

InQuira ID: NFX5084

Title: LDAP connections take long time to close when using external authentication.

Description: User has set external authentication for Gentran Integration Suite user accounts but the LDAP connection to the directory takes 30 to 40 seconds to be closed during a successful logon. If the logon fails due to a wrong password, the connection is closed immediately.

Error Message: No error message. The user noticed that connections remained open for a long time after authentication. If authentication fails, the session is closed straight away.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - LDAP

Escalation ID: 1372701

Fix ID: 179000, 179002

Severity: Normal

Type: Normal Fix

Build: 4220, 4319, 5002

## Adapters - LWJDBC

InQuira ID: NFX2589

Title: NullPointerException while selecting an empty CLOB field with Lightweight JDBC Adapter.

Description: If you try to select an empty CLOB value then Lightweight JDBC Adapter will throw `java.lang.NullPointerException` error instead of expected empty record result set output tags in Primary Document.

Error Message:

In WF logs:

```
ERROR 000110070158 WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService21
ActivityEngineHelper.invokeService() caught exception while attempting to execute
service Lightweight_JDBC_Adapter
java.lang.NullPointerException
    at
com.sterlingcommerce.woodstock.util.frame.jdbc.OracleBlobVarData.getClob(OracleBlobV
arData.java:396)
    at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.getClob(JDBCService.java:
2632)
    at
com.sterlingcommerce.woodstock.services.jdbc.lightweight.LightweightJdbcAdapterImpl.
processData(LightweightJdbcAdapterImpl.java:518)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1671)
```

```
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:559)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:339)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:321)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:331)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
at java.lang.Thread.run(Thread.java:595)
```

**Resolution:** The Lightweight JDBC Adapter now handles SELECT queries with empty CLOB results without any errors and produces Primary Document with query result set output XML tags.

Please apply Gentran Integration Suite, Release 4.3 Build 4309 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Adapters - LWJDBC

Escalation ID: 1368061

Fix ID: 40362, 164161

Severity: Normal

Type: Normal Fix

Build: 4309, 5001

## Adapters - Mail Mime

InQuira ID: NFX6206

Title: Mail MIME service is very restrictive on DocumentContentType and will error if extension does not match ContentType

Description: Mail MIME service is very restrictive on DocumentContentType and will error if extension does not match ContentType as defined by GetDocInfo results. It appears that the Mail Mime service reads the files extension, in this case, .idoc and compares it to internal tables and if the ContentType is not the same as the expected ContentType, it will fail. For .idoc, for example, a content type of application/octet-stream is required. If not, it will fail. The user has a content type of text and this generates the error.

### Error Message:

```
2009-04-22 08:18:29.396] ERROR 000110060004
WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService2
ActivityEngineHelper.invokeService() caught exception while attempting to execute
service MailMimeService com.sterlingcommerce.woodstock.workflow.WorkFlowException:
Mail Mime Service fails to execute ...
com.sterlingcommerce.woodstock.workflow.WorkFlowException: Failed to write the
message into the Document OutputStream. at
com.sterlingcommerce.woodstock.services.mailmime.MailMimeService.processData(MailMim
eService.java:96) at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1751) at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:622) at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:367) at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:326) at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQue
ueListener.java:202) at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163) at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:149) at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
31) at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecuto
r.java:496) at java.lang.Thread.run(Thread.java:801)
```

### Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - Mail Mime

Escalation ID: 36317

Fix ID: 184208, 187980

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

## Adapters - MQ Queue

InQira ID: NFX2559

Title: Message sent with the WebSphereMQ Adapter to WebSphere using the MQRFH2 service the RFH2 header is not correct

Description: When sending a message with the WebSphereMQ Adapter to a WebSphere MessageBroker using the MQRFH2 service the RFH2 header isn't correctly formatted.

Error Message: The error being kicked out of Message Broker when receiving the RFH2 header is this:

```
=====
( MQSIDV4.BEAPPS1 ) Error occurred at offset '0' in the RFH2 name-value data area.
An error occurred in the name-value data area.
```

This message gives the location of the error in the option buffer. The offset is from the beginning of the name-value length field which precedes the name-value data field containing the error.

Correct the application (or compute expression) that generated the message.

```
( MQSIDV4.BEAPPS1 ) Folder size of '52' exceeds the size of the message.
```

The folder size as given in the message would extend beyond the end of the message bitstream. Correct the application (or compute expression) that generated the message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4320.

Please apply Sterling Integrator, Release 5.0 Build 5003 or Higher.

Functional Area: Adapters - MQ Queue

Escalation ID: 43065

Fix ID: 186008, 189774

Severity: Normal

Type: Normal Fix

Build: 4320, 5003

## Adapters - MSMQ

InQira ID: NFX10809

Title: With the system log set to "ON" for debug the MQ get process is failing with java.lang.nullpointerexception error

Description:

With the system log set to "ON" for debug the MQ get process is failing with java.lang.nullpointerexception error. With the system log to "OFF" the same process runs successfully.

Error Message:

java.lang.nullpointerexception in MQ get

Resolution:

Please Update to Sterling Integrator Version 5.0 Build 5008 or Higher

Functional Area: Adapters - MSMQ

Escalation ID: 262102

Fix ID: 238230

Severity: Normal

Type: NormalFix

Build: 5008

**InQira ID: NFX5463**

Title: Data Loss During MSMQ Failover

Description: When a node on a clustered system suddenly ceases operation (either through manual action or through system error), any MSMQ messages that were in the process of being retrieved by the failed node may be lost.

This can occur when the MSMQ Adapter is connecting to an MSMQ server on version 3.0.

The file is pulled from the MSMQ server but it never reaches ActiveMQ and a business process is never bootstrapped. The data is lost.

Error Message: No error messages presented. Data is lost.

Resolution: Please upgrade to Sterling Integrator Version 5.0, build 5006 or later.

Functional Area: Adapters - MSMQ

Escalation ID: 00025870

Fix ID: 211155

Severity: Critical

Type: Normal Fix

Build: 5006

**InQira ID: ENH1452**

Title: Provide a way to view the Active MQ error queue for the MSMQ Adapter

Request Description: Provide a way to view the Active MQ error queue for the MSMQ Adapter.

Escalation ID: 1372220 (176021)

Status: Completed

Request Resolution: See the Sterling Integrator 5.0 Documentation Updates for more information on support for FIFO Message processing enhancement for Sterling Integrator 5.0.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

#### InQuira ID: ENH1453

Title: Ability to trace failures for MSMQ key business processes.

Request Description: Need the ability to trace failures for MSMQ adapter key business processes. Currently, the processes have to be set at zero persistence.

Escalation ID: 1372221 (176021)

Status: Completed

Request Resolution: See the Sterling Integrator 5.0 Documentation Updates for more information on MSMQ Adapter and support for FIFO Message processing enhancement for Sterling Integrator 5.0.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

#### InQuira ID: ENH1454

Title: Gentran Integration Suite MSMQ adapter does not support Dead Letter option

Request Description: If this feature is not turned on in the MSMQ Message header, which Microsoft recommends, then an MSMQ failure will result in the data being lost. By turning on this feature the failed message would go to the transactional dead letter queue in MSMQ, saving the data from being lost.

Escalation ID: 1372627 (177278, 187682)

Status: Completed

Request Resolution: A new parameter, UseDeadLetterQueue is available in the Graphical Process Modeler for the MSMQ Adapter. Valid values are yes and no. Set UseDeadLetterQueue to yes to allow the MSMQ adapter to store non-delivered messages in the System dead letter queue. For example, if you set the MaxTimeToReceive parameter to two hours and if the message is not retrieved within these two hours, the messages are moved to the System dead letter queue. Currently, Gentran Integration Suite does not support retrieving messages from the dead letter queue. The consumer of the messages is expected to handle the messages moved to the dead letter queue appropriately. The dead letter queue will need to be periodically checked and messages handled as required.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

#### InQuira ID: NFX4808

Title: Messages are lost during MSMQ transmission

Description: Messages are lost during MSMQ transmission.

Error message: No error message.

Resolution:

This fix provides updates to eliminate lost messages and also updates ActiveMQ to version 5.2.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Adapters - MSMQ

Escalation ID: 1372218

Fix ID: 175108, 175109

Severity: Normal

Type: Normal Fix

Build: 4318, 5001

InQira ID: NFX4809

Title: 10 second Delay During MSMQ FIFO Processing

Description: Following an upgrade to Gentran Integration Suite 4315, MSMQ FIFO processing has a ten second pause between documents, causing a drastic drop in throughput, rendering any large batch of documents unable to be processed in a timely fashion.

Error message: No error message.

Resolution: See the Sterling Integrator 5.0 Documentation Updates for more information on support for FIFO Message processing enhancement for Sterling Integrator 5.0.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Adapters - MSMQ

Escalation ID: 1372222

Fix ID: 176021

Severity: Normal

Type: Normal Fix

Build: 5001

InQira ID: NFX5389

Title: MSMQ adapter jar file with version number requires update to startup batch file every time Gentran Integration Suite/Sterling Integrator is updated

Description: MSMQ adapter jar file with version number requires update to startup batch file every time Gentran Integration Suite/Sterling Integrator is updated.

Resolution: The solution is to remove the build number from `msmqadapter_2XXX.jar` file (which is present in `msmqbundle_2XXX` folder) and make it `msmqadapter.jar` file, though the build number still remains in `msmqbundle_XXX.jar` file. In the `README.txt` file the build number 2006 will be replaced by 2XXX.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - MSMQ

Escalation ID: 1372059

Fix ID: 173133, 186975

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX5391

Title: The MSMQPrime Windows Service stops unexpectedly, causing MSMQ traffic to fail until it is restarted.

Description: The MSMQPrime Windows Service stops unexpectedly, causing MSMQ traffic to fail until it is restarted. This is caused by memory leak for each document sent to the MSMQ server.

Error Message:

Out of Memory on Jacob JVM component.

Resolution: The MSMQ/Jacob Jar files were updated to resolve memory leak.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - MSMQ

Escalation ID: 1372281

Fix ID: 177276, 180298

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX5652

Title: MSMQ Upgrade does not include updated startup/install scripts

Description: The startup and installation scripts for the MSMQ Prime component of the MSMQ adapter do not include startup and installation scripts that correctly reference the new Jacob JAR and dll.

Error message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional area: Adapters

Escalation ID: QC

Fix ID: 179187, 187687

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

## Adapters - OFTP

InQuira ID: NFX7039

Title: Data remains in OFTP\_OBJECT table after communications failure. The data is not resent.

Description:

Failed communications session to outbound trading partner failed. The problem was caused by an invalid setup at the trading partner. This was corrected however the data remained in the OFTP\_OBJECT table and was not sent when the OFTP\_SCHEDULER ran.

Error Message:

No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue.

Workaround:

Apply these changes to jdbc.properties\_OdetteFTP\_ext.in and/or jdbc.properties\_OdetteFTP\_ext:

Find the following queries and replace with the examples below:

```
query.setLocksOverLPC = UPDATE OFTP_OBJECT SET OBJECT_LOCK='L' WHERE
(STATUS='SCHEDULED' OR STATUSS='RETRY' OR STATUSS='WAIT_ON_FORWARDING' OR
STATUSS='RETRY_FORWARDING' OR
```

```
STATUSS='RETRY_PENDING') AND OBJECT_LOCK='U'
```

```
AND LPC=?
```

```
query.setLocksOverPPC = UPDATE OFTP_OBJECT SET OBJECT_LOCK='L' WHERE
(STATUS='SCHEDULED' OR STATUSS='RETRY' OR
```

```
STATUSS='WAIT_ON_FORWARDING' OR STATUSS='RETRY_FORWARDING' OR
STATUSS='RETRY_PENDING') AND OBJECT_LOCK='U'
```

```
AND PPC=?
```

```
query.waitingObjects = SELECT * FROM OFTP_OBJECT WHERE
```

```
(STATUSS='SCHEDULED' OR STATUSS='RETRY' OR STATUSS='WAIT_ON_FORWARDING' OR
STATUSS='RETRY_FORWARDING' or STATUSS='RETRY_PENDING') AND (OBJECT_LOCK='U')
AND PPC=?
```

Functional Area: Adapters - OFTP

Escalation ID: 91278

Fix ID: 200177, 240326

Severity: Normal

Type: NormalFix

Build: 4324, 5008

## InQuira ID: NFX8518

Title: OFTP Transfer BP ends with status error "Resources not available", but despite the error the file is always sent to TP

### Description:

Intermittently the OFTP send BP post a STATUS error of "08 Resources not available. The request for connection has been denied due to a resource shortage. The connection attempt should be retried later..", which is sent from the remote TP. But despite the BP status error the file is always sent to the TP and TP always respond by sending an EERP.

Customer says it is very confusing when their BP post a send file error, but the file is still sent to TP, verified at the TP. The customer wants to know why does his BP intermittently post this error and still send the file to the TP. The customer needs a method to verify at his end that the filename listed in his BP Process Data was actually transmitted to the remote TP and note the session id used to send that filename.

The OFTPResponse within OFTP failed send ProcessData indicates <Status>skipped,

<Reason>Unknown reason code, <ReasonCode>0 .

<Prev\_NotSuccess\_Adv\_Status>OFTP\_SEND\_FAILED </ WaitForEERP is set to 1440 in the profile.

Running at GIS 4.3 - patch 4318.

### Error Message:

OdetteFTP.log when BP post status error:

```
[2010-02-09 07:07:34.594] ERROR 000000000000 GLOBAL_SCOPE
ei_oftp_internal_node1.outbound.1197149_0000 (07:07:34:593) User monitor notifies end
of session. Session status is: 08 Resources not available. The request for connection
has been denied due to a resource shortage. The connection attempt should be retried
later.
```

### Resolution:

When the remote TP sends a response of "08 Resources not available. The request for connection has been denied due to a resource shortage. The connection attempt should be retried later.", it causes that session to end and the file is not sent to the remote TP on that particular BP session id, but the file is sent to the TP on a different session id which is running simultaneously during the same timeframe. The remote TP is replying with an ESID to customer's SSID at this time which is the root cause of the remote TP sending error "08 Resource not available.", but the ESID is a valid OFTP response if the remote TP choose not to allow a communication session to start at that time. We also found that the GIS customer was running multiple OFTP send BPs simultaneously, and we strongly recommend OFTP BPs be submitted single threaded. QC 216772 is a new code change that enhances the OdetteFTP Adapter log by logging the OFTP send filename (filename also logged in the BP Process Data) and also log the associated session id that the file is sent on. With the fix applied, it allows you to correlate the filename that is transmitted to the remote TP to the

filename listed in your BP Process Data and the send filename in the OdetteFTP adapter log will log the actual session id that the file was sent on. An example of the new log entry is:

```
[2010-06-24 12:09:55.847] INFO 000000000000
```

GLOBAL\_SCOPE ei\_oftp\_internal\_node1.outbound.810008\_0000 (00:09:55:847) The OFTP File name being transferred is = Test\_file.txt.

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator Release, Release 5.0 Build 5008 or later.

Functional Area: Adapters - OFTP

Escalation ID: 00141674

Fix ID: 224775, 224774

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQira ID: NFX10829

Title: Invalid field validation on OFTP Setup

Description:

When setting up an Odette FTP Logical Partner Contract, there is a field for Record Delimiter on Part II of the setup. When the user selects 'Variable format binary file' or 'Fixed Format binary file', the Record Delimiter field defaults to a value of '-1,-1', which, according to the documentation, indicates that the system should "... use Operating system dependent default delimiter (13,10 for Windows and 10 for UNIX)". However, when the user attempts to go to the next page of the configuration, a validation box pops up saying that the Record Delimiter is not a valid value. It indicates that the only valid value are '0'-9', '-' or ','. The user cannot proceed to the next screen until they enter a value in the field other than the default, even if they wish to use the default values.

Resolution:

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: Adapters - OFTP

Escalation ID: 00179020

Fix ID: 221421

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX10830

Title: SQL error in the logs when using the OFTP adapter

Description:

When using the Odette FTP (OFTP) adapter, the below error may appear in the logs when the adapter attempts to send data. This particular error is for Oracle, but other a similar error may be logged with other databases.

#### Error Message:

```
[2010-05-25 01:52:54.871] ERROR 000000000000 GLOBAL_SCOPE
OFTPSendFile.outbound.XXXXXX (01:52:54.871) An Exception occurred in
com.sterlingcommerce.woodstock.services.oftp.fsm.usermon.persistence.OFTPObjectTable
Proxy.findSentFile. The reason is : java.sql.SQLException : ORA-00904: "T"."STATUS":
invalid identifier, java.sql.SQLException: ORA-00904: "T"."STATUS": invalid
identifier
at oracle.jdbc.driver.DatabaseError.throwSQLException(DatabaseError.java:112)
at oracle.jdbc.driver.T4CTTIoer.processError(T4CTTIoer.java:331)
at oracle.jdbc.driver.T4CTTIoer.processError(T4CTTIoer.java:288)
at oracle.jdbc.driver.T4C8Oall.receive
(T4C8Oall.java:743)
at oracle.jdbc.driver.T4CPreparedStatement.doOall8(T4CPreparedStatement.java:216)
at oracle.jdbc.driver.T4CPreparedStatement.executeForDescribe
(T4CPreparedStatement.java:799)
at
oracle.jdbc.driver.OracleStatement.executeMaybeDescribe(OracleStatement.java:1037)
at
oracle.jdbc.driver.T4CPreparedStatement.executeMaybeDescribe(T4CPreparedStatement.ja
va:839)
at
oracle.jdbc.driver.OracleStatement.doExecuteWithTimeout(OracleStatement.java:1132)
at
oracle.jdbc.driver.OraclePreparedStatement.executeInternal(OraclePreparedStatement.j
ava:3316)
at oracle.jdbc.driver.OraclePreparedStatement.executeQuery
(OraclePreparedStatement.java:3361)
at
com.sterlingcommerce.woodstock.services.oftp.fsm.usermon.persistence.OFTPObjectTable
Proxy.findSentFile(OFTPObjectTableProxy.java:2974)
at
com.sterlingcommerce.woodstock.services.oftp.fsm.usermon.AbstractDriver_UserMon.find
FileAndCalculateNextStatus(AbstractDriver_UserMon.java:765)
at
com.sterlingcommerce.woodstock.services.oftp.fsm.usermon.AbstractDriver_UserMon.save
XERP(AbstractDriver_UserMon.java:426)
at
com.sterlingcommerce.woodstock.services.oftp.fsm.transitions.TransitionUM_A13.switch
Transition(TransitionUM_A13.java:182)
at
com.sterlingcommerce.woodstock.services.oftp.protocolEngine.ProtocolEngineTask.run(P
rotocolEngineTask.java:139)
at EDU.oswego.cs.dl.util.concurrent.PooledExecutor$Worker.run
(Unknown Source)
at java.lang.Thread.run(Thread.java:595)
```

#### Resolution:

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: Adapters - OFTP

Escalation ID: 00181988

Fix ID: 222432

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX10819

Title: OFTP UI does not provide functionality to copy and delete Odette FTP profiles

Description:

OFTP UI does not provide functionality to copy and delete Odette FTP profiles. Odette FTP Partner Profile UI screens do not allow a user to 'delete' profiles. The only option is to edit.

Error Message:

No error. Missing functionality

Resolution:

Please Upgrade to Sterling Integrator 5.0 Version 5008 or Higher

Functional Area: Adapters - OFTP

Escalation ID: 190277

Fix ID: 224404

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX10812

Title: Odette FTP adapter does not report details to process data in queue mode

Description:

When using outbound OFTP in queue mode the adapter does not report any feedback to process data regarding the number of files that were transferred to the partner.

Error Message:

No Error message. Process data does not get populated with status as expected.

Resolution:

Please Update to Sterling Integrator Version 5.0 Build 5008 or Higher

Functional Area: Adapters - OFTP

Escalation ID: 184971

Fix ID: 223067

Severity: Normal

Type: NormalFix

Build: 5008

### InQuira ID: NFX10814

Title: Can not remove authentication certificate under Odette FTP Physical Partner profile

Description:

When you edit an OFTP profile you can deselect the certificate but when saved the cert is still showing up as being selected.

Error Message:

No error. Can't remove certificate from OFTP profile

Resolution:

Please update to Sterling Integrator Version 5.0 Build 5008

Functional Area: Adapters - OFTP

Escalation ID: 187210

Fix ID: 223621

Severity: Normal

Type: NormalFix

Build: 5008

### InQuira ID: NFX7911

Title: OFTP Scheduler does not execute accurately.

Description: There seems to be a fairly random behavior occurring with the OFTPScheduler Service when it comes to executing BP's for all PPC's contained in PartnerProfile.xml. For some PPC's schedules are executed and BP's invoked. For others this is not the case.

Two behaviors are identified.

1. When set to unconditional, we do not always execute BP's/Schedules for PPC entries where TimeSchedule is set to "<Minutes>0,30</Minutes>"
2. When set to conditional (entries should exist in OFTP\_OBJECT table) - we ignored two files which should have been sent. st is run without any data contained in OFTP\_OBJECT - all PPC's are defined as "UnconditionalCall" which should mean that the BP's are invoked regardless of actual work to do (entries in the OFTP\_OBJECT table)

Resolution:

Please apply Gentran Integration Suite, Release 4.3, Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Adapters - OFTP

Escalation ID: 00120404

Fix ID: 207781, 216089

Severity: Critical

Type: Normal Fix

Build: 4324, 5008

InQuira ID: NFX9132

Title: OFTP: File with Status Fail in the OFTP Queue and never being sent out / Mailbox method

Description:

What seems to be occurring is that when there is a delay in the message extraction from mailbox, the entry in OFTP\_OBJECT is left in an invalid state which will not allow the message to be resent (by the scheduler) as it has been set to "fail" status rather than "RETRY\_PENDING".

Error Message:

OFTP: File with Status

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue.

Functional Area: Adapters - OFTP

Escalation ID: 00180541

Fix ID: 224539, 227431

Severity: Critical

Type: NormalFix

Build: 4324, 5008

InQuira ID: NFX9271

Title: Odette FTP physical partner configuration shows mailbox user and extractability type as required

Description: While configuring Odette FTP physical partner, it shows mailbox user and extractability type as required fields.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Adapters - Odette FTP

Escalation ID: QC

Fix ID: 203922

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX7935

Title: OFTP Exception on Version negotiation with Sterling Integrator, Release 5.0 Build 5003

Description: OFTP Exception on Version negotiation with Sterling Integrator, Release 5.0 Build 5003 when there is a difference in Api level between the 2 partners

Error Message:

```
[2009-12-14 17:50:55.944] ERROR 000000000000 GLOBAL_SCOPE
OFTPSendFile.inbound.PPCSI50_55000_GIS43_45000.25 (17:50:53.851) The method "" of
class "unknown"
has thrown the exception
"com.sterlingcommerce.woodstock.services.oftp.fsm.TransitionException". The reason
is : The Event getSSIDAUTH is not supported for
```

OFTP Version

```
SSID.com.sterlingcommerce.woodstock.services.oftp.fsm.TransitionException, The Event
getSSIDAUTH is not supported for OFTP Version SSID
at
com.sterlingcommerce.woodstock.services.oftp.fsm.event.dynamic.EventSSID.getSSIDAUTH
(EventSSID.java:473)
at
com.sterlingcommerce.woodstock.services.oftp.fsm.Predicate.checkPredicateSCST_P9(Pre
dicate.java:284)
at
com.sterlingcommerce.woodstock.services.oftp.fsm.transitions.TransitionSCST_A7.switc
hTransition_v20(TransitionSCST_A7.java:143)
at
com.sterlingcommerce.woodstock.services.oftp.fsm.transitions.TransitionSCST_A7.switc
hTransition(TransitionSCST_A7.java:227)
at
com.sterlingcommerce.woodstock.services.oftp.protocolEngine.ProtocolEngineTask.run(P
rotocolEngineTask.java:139)
at EDU.oswego.cs.dl.util.concurrent.PooledExecutor$Worker.run(Unknown Source)
at java.lang.Thread.run(Thread.java:595)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Adapters - OFTP

Escalation ID: 00123004

Fix ID: 210072

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9400

Title: Not able to receive files from one of the Trading Partners without an inbound LPC in the PartnerProfile.xml file

Description:

1. Not able to receive files from one of the Trading Partners without an inbound LPC in the PartnerProfile.xml file because the following property is NOT functioning,

```
<AcceptSFIDsForNonLPC>Yes</AcceptSFIDsForNonLPC
```

**Note:** Hence, an Inbound LPC (LogicalPartnerContract) has to be added as a work around for this issue.

2. We asked customer to remove one of the Logical Partner (LP) as there were two partners having same identity. We asked the customer to make the OFTP ID unique. Customer had TP1 configuration,

which had two LPs with names LP\_TP1\_REMOTE and LP\_TP1\_REMOTE1 with same ID in their PartnerProfile.xml file.

```

<!-- START: TP1 CONFIGURATION Outbound -->
<LogicalPartner name="LP_TP1_REMOTE">
  <OdetteName>00942000055607430890000IP</OdetteName> <!-- SFID -->
  <ContactPerson>VCC EDI Helpdesk</ContactPerson>
</LogicalPartner>
<LogicalPartnerContract name="LPC_TP1">
  <OriginatorLogicalPartner>LP_SYNCREON_LOCAL</OriginatorLogicalPartner>
  <DestinationLogicalPartner>LP_TP1_REMOTE</DestinationLogicalPartner>
  <OutboundPhysicalPartnerContract>PPC_TP1</OutboundPhysicalPartnerContract>
  <SendEERP>A</SendEERP>
  <WaitForEERP>1440</WaitForEERP>
  <OFTPFileUserField/>
  <FileFormat>U</FileFormat>
  <RecordLength/>
  <CharEncoding>UTF-8</CharEncoding>
  <FileTransmitRetries>3</FileTransmitRetries>
  <DefaultOFTPVirtualFilename>BilateralOFTPVirtualFilename</DefaultOFTPVirtualFilename>
</LogicalPartnerContract>
<!-- END: TP1 CONFIGURATION -->

<!-- START: TP1 CONFIGURATION Inbound -->
<!-- Commented out this Logical partner
<!-- <LogicalPartner name="LP_TP1_REMOTE1">
  <OdetteName>00942000055607430890000IP</OdetteName> <!-- SFID -->
  <ContactPerson>VCC EDI Helpdesk</ContactPerson>
  </LogicalPartner>  -->
<LogicalPartnerContract name="LPC_TP11">
<!-- <OriginatorLogicalPartner>LP_TP1_REMOTE1</OriginatorLogicalPartner> -->
  <OriginatorLogicalPartner>LP_TP1_REMOTE</OriginatorLogicalPartner>
  <DestinationLogicalPartner>LP_SYNCREON_LOCAL</DestinationLogicalPartner>
  <InboundPhysicalPartnerContract>PPC_TP1</InboundPhysicalPartnerContract>
  <SendEERP>A</SendEERP>
  <WaitForEERP>1440</WaitForEERP>
  <OFTPFileUserField/>
  <FileFormat>U</FileFormat>
  <RecordLength/> <!-- RecordLength: only to use if FileFormat = F or V -->
  <CharEncoding>UTF-8</CharEncoding>
  <FileTransmitRetries>3</FileTransmitRetries>
  <DefaultOFTPVirtualFilename>BilateralOFTPVirtualFilename</DefaultOFTPVirtualFilename>
</LogicalPartnerContract>
<!-- END: TP1 CONFIGURATION -->

```

3. However, there is a difference in the way another TP - TP2 is set up. In Car, the LogicalPartner is commented and OriginatorLogicalPartner is changed to "LP\_TP1\_REMOTE" instead of "LP\_TP1\_REMOTE1" as explained above. Where as in Truck these parameters still exists.
4. This is because of a logic error we have in our code in figuring out logical partner name based on Odette ID. As there are two such logical partners, so the present logic does not guarantee about which name will be returned. For TP2 it returns LP\_TP2\_REMOTE1 while for TP1 it returns LP\_TP1\_REMOTE.

The fix for this issue is to impose restriction that there can't be two logical partners with different name and same Odette ID.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Adapters - OFTP

Escalation ID: 111416

Fix ID: 208440

Severity: Critical

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX9474

Title: OFTP sessions error in Sterling Integrator 5.0. Wrong Protocol Data Unit. An Exchange Buffer contains an invalid command code

Description: Due to timeout issues between OFTP partners the error listed below can occur. The timeouts cause incomplete commands to be parsed and therefore the error occurs.

Error Message:

```
Wrong Protocol Data Unit for session 92625_0000 detected. Reason 01 Command is not recognized. An Exchange Buffer contains an invalid command code (1st octet of the buffer). Command Identifier is {3.EN_US}.
```

Resolution: Please apply Sterling Integrator, Version 5.0 Build 5006 or later.

Functional Area: Adapters - OFTP

Escalation ID: 170433

Fix ID: 220923

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX9469

Title: OFTP Business Processes not being indexed, purged or archived. OFTP Documents have a 10 year lifespan

Description: OFTP documents that have been successfully transferred to trading partners are not being indexed and purged and remain within the system with a 10 year lifespan.

Database will grow over time due to documents not being purged.

Error Message: No error message but database will grow over time due to documents not being purged.

Resolution: Please apply Sterling Integrator, Version 5.0 Build 5006 or later.

Functional Area: Adapters - OFTP

Escalation ID: 56754

Fix ID: 204517

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: NFX9770

Title: After applying fix from NFX3190 the same errors are reported in the OFTP log when trying to send documents

Description: Using Gentran Integration Suite 4.3 or Sterling Integrator 5.0 after applying fix from NFX3190 the same error is reported in the OFTP log. The Business Process is halted and no other documents are sent.

Error Message:

The OFTP log is reporting

```
[2009-07-02 10:49:05.044] ERROR 000000000000 GLOBAL_SCOPE  
ei_oftp_internal_node1.outbound.340701_0000 (10:49:05:043) ProtocolEngineTask,  
method run(): A TransitionException occurred: Document access failed
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

When sending documents using OFTP a table entry is created for each document. If the document is removed before being sent an exception is recorded and the Business Process is halted. After applying NFX9770 documents that are no longer available are marked as failed and Business process status is failed if documents are skipped. The status report will contain details of failed entries.

Functional Area: Adapters - OFTP

Escalation ID: 35442

Fix ID: 204874

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: NFX4889

Title: OFTP Adapter Error Waiting\_on\_IO Transition A15: Reason of Reset = 17 Remote procedure error

Description: OFTP process goes into a Waiting\_on\_IO State with the advanced message OFTP\_WAITING\_ON\_EndofSession. BUSINESS\_PROCESS\_MARK then interrupts the process. The adapter does not register any ActivityData within the workflow context (WFC). This leads to a situation where the Recover business process finds the OFTP adapter instances in a Waiting on IO state, but it is not registered with any ActivityData. Therefore when the business process gets marked as Manually Interrupted, this prevents the business process from completing once the communication session has completed.

**Error Message:**

```
[2009-01-14 01:32:54.102] ERROR 000000000000 GLOBAL_SCOPE
TWR_OFTP_ISDN_ZWC.outbound.2002949_0000 (01:32:54:102) Transition A15: Reason of
Reset = 17 Remote procedure error [2009-01-14 01:32:54.102] ERROR 000000000000
GLOBAL_SCOPE TWR_OFTP_ISDN_ZWC.outbound.2002949_0000 (01:32:54:102) Transition A15:
Diagnostic of Reset = 38 Packet too short
[2009-01-14 01:32:54.102] COMMTRACE 000000000000 GLOBAL_SCOPE
TWR_OFTP_ISDN_ZWC.outbound.2002949_0000 (01:32:54:102) pp_tower_ss05 <--
pp_gedia-ge_ss01 C_DisconnectIndication
```

Resolution: The OFTP adapter will now register Activity Data with the workflow context (WFC). This prevents the business process from being interrupted.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - OFTP

Escalation ID: 1372577, 1372412

Fix ID: 176166, 176173

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

**InQira ID: NFX5393**

**Title:** NullPointerException during OFTP communications

**Description:** The situation is that a partner wants to send a file over a connection that is already established. The partner wishes to send a file with SFID. The PPC on the receiving side is configured to accept files even if no LPC is found. An LPC is not found for that file and it gets into a region of the code where a NullPointerException is thrown.

**Error Message:** Nullpointer Exception

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

**Functional Area:** Adapters - OFTP

**Escalation ID:** 1372577

**Fix ID:** 176158, 176168

**Severity:** Normal

**Type:** Normal Fix

**Build:** 4318, 5002

**InQira ID: NFX5394**

**Title:** The transition for the states OPIP and the Event R\_RELEASE\_RQ are not defined; this leads to error loop in log file

**Description:** The transition for the states OPIP and the Event R\_RELEASE\_RQ are not defined. This leads into an almost infinite loop in the log file.

```
ProtocolEngineTask, method run(): A TransitionException occurred: Transition for
(OPIP/F_RELEASE_RQ) is impossible. Check the State Table. [2009-01-22 02:06:55.588]
ERROR 000000000000 GLOBAL_SCOPE
TWR_OFTP_ISDN_GNT.inbound.CAPI.11efd29aac20039 (02:06:55:588) The method "unknown" of
class "unknown" has the following problem : Transition for (OPIP/F_RELEASE_RQ) is
impossible. Check the State Table..
[2009-01-22 02:06:55.588] COMMTRACE 000000000000 GLOBAL_SCOPE
TWR_OFTP_ISDN_GNT.inbound.CAPI.11efd29aac20039 (02:06:55:588) entity --> capi
N_DISC_RQ
```

**Error Message:**

```
ProtocolEngineTask, method run(): A TransitionException occurred: Transition for
(OPIP/F_RELEASE_RQ) is impossible. Check the State Table. [2009-01-22 02:06:55.588]
ERROR 000000000000 GLOBAL_SCOPE TWR_OFTP_ISDN_GNT.inbound.CAPI.11efd29aac20039
(02:06:55:588) The method "unknown" of class "unknown" has the following problem :
Transition for (OPIP/F_RELEASE_RQ) is impossible. Check the State Table.. [2009-01-22
02:06:55.588] COMMTRACE 000000000000 GLOBAL_SCOPE
TWR_OFTP_ISDN_GNT.inbound.CAPI.11efd29aac20039 (02:06:55:588) entity --> capi
N_DISC_RQ
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - OFTP

Escalation ID: 1372577

Fix ID: 176165, 176172

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

**InQuira ID: NFX5395**

Title: `ArrayIndexOutOfBounds` during OFTP communication sessions

Description: When an outbound connection attempt fails, the network reason codes are checked if it makes sense to do an immediate redial attempt. If so, a list of redial periods is checked for a delay time and then redialled. In some situations, the lookup of that list ends in `ArrayIndexOutOfBounds`.

Error Message: `ArrayIndexOutOfBounds`

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - OFTP

Escalation ID: 1372577

Fix ID: 176162, 176170

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

**InQuira ID: NFX5396**

Title: `Undefined State` error in OFTP log

Description: If you get a timeout while waiting on either the `CAPI2_Connect_Active_Ind` or the `CAPI2_Connect_B3_Active_Ind`, you are terminating the CAPI Protocol machine, but you do not send a `N_DISC_IND` event to the OFTP entity machine which leaves the protocol machine in an undefined state.

Error Message: `Undefined State` error in OFTP log

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - OFTP

Escalation ID: 1372577

Fix ID: 176163, 176171

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX6610

Title: Odette FTP Adapter - Exception in RCapi Stack: PLCI 36609 exists already in Table of PLCIs!

Description: The problem occurs when a dialer attempts to connect to Gentran Integration Suite and OFTP Support checks the Access Control List for details of the number of the caller. Under normal circumstances, the PLCI entry is removed from the table but when the originator does not exist in the ACL, the PLCI Entry is not cleared up completely.

Error Message:

```
[2009-05-07 14:10:02.398] DEBUG 000000000000 GLOBAL_SCOPE
Z_OFTPSendFile_OUT.OdetteFTP.startup (02:10:02:398) RemoteCapi: An Event
RCAPI_GETMANUFACTURER_CONF was received.
[2009-05-07 14:10:06.226] DEBUG 000000000000 GLOBAL_SCOPE
Z_OFTPSendFile_OUT.OdetteFTP.startup (02:10:06:226) RemoteCapi: An Event CONNECT_IND
was received.
[2009-05-07 14:10:06.226] ERROR 000000000000 GLOBAL_SCOPE
Z_OFTPSendFile_OUT.OdetteFTP.startup (02:10:06:226) ERROR! Lost Connection to Router!
[2009-05-07 14:10:06.226] DEBUG 000000000000 GLOBAL_SCOPE
Z_OFTPSendFile_OUT.OdetteFTP.startup (02:10:06:226) RemoteCapi: Close Connection
[2009-05-07 14:10:06.226] DEBUG 000000000000 GLOBAL_SCOPE
Z_OFTPSendFile_OUT.OdetteFTP.startup (02:10:06:226) RemoteCapi: Open Connection to
Router 10.xx.1.xx on Port 1000
[2009-05-07 14:10:06.226] DEBUG 000000000000 GLOBAL_SCOPE
Z_OFTPSendFile_OUT.OdetteFTP.startup (02:10:06:226) Opening Connection using local
hostname 10.10.xx.xx
[2009-05-07 14:10:06.383] DEBUG 000000000000 GLOBAL_SCOPE
Z_OFTPSendFile_OUT.OdetteFTP.startup (02:10:06:383) RemoteCapi: An Event
RCAPI_GETMANUFACTURER_REQ will be sent.
[2009-05-07 14:10:06.226] ERROR 000000000000 GLOBAL_SCOPE
Z_OFTPSendFile_OUT.OdetteFTP.startup (02:10:06:226) Exception in RCapi Stack: PLCI
36609 exists already in Table of PLCIs!
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Adapters - OFTP

Escalation ID: 37245

Fix ID: 192507, 188335, 189247

Severity: Critical

Type: Normal Fix

Build: 4320, 5003

## Adapters - Oracle E-Business Suite

InQuira ID: NFX7568

Title: OracleEBusinessMessageService not passing service configuration parameters to business process

Description: The following parameters even when configured in the service configuration of the Oracle Message Service, still needs to be configured in BPML

- ◆ MESSAGE\_STANDARD
- ◆ MESSAGE\_TYPE
- ◆ TRANSPORT\_PROTOCOL
- ◆ TRANSPORT\_PROTOCOL\_VERSION

Error Message:

Missing mandatory parameters.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: Adapters - Oracle E-Business Suite

Escalation ID: 107751

Fix ID: 206553

Severity: Normal

Type: Normal Fix

Build: 5006

## Adapters - POP3

InQuira ID: NFX9706

Title: POP3 Adapters reads all the messages in the inbox at once.

Description: POP3 Adapters reads all the messages in the inbox at once and then processes the messages.

Resolution: Please apply Gentran Integration Suite, Release 4.2 Build 4223 or later.

Please apply Gentran Integration Suite, Release 4.3, Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Adapters - POP3

Escalation ID: QC

Fix ID: 215307, 215308, 215309

Severity: Normal

Type: Normal Fix

Build: 4223, 4324, 5008

## Adapters - PGP

InQira ID: ENH2200

Title: Support for McAfee E-Business Server 8.6 in the Sterling Integrator User Interface

Request Description: Support for McAfee E-Business Server 8.6 in the Sterling Integrator User Interface.

Escalation ID: 56221 (206853, 206855)

Status: Completed

Request Resolution: The PGP Type, McAfee E-Business Server (version 8.6), is now supported on Gentran Integration Suite or Sterling Integrator User Interface.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

See the Gentran Integration Suite 4.3 Documentation Updates for information on accessing McAfee E-Business Server 8.6 in PGP Package Service, PGP Unpackage Service, and PGP Server or Profile Manager.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

See the Sterling Integrator 5.0 Documentation Updates for information on accessing McAfee E-Business Server 8.6 in PGP Package Service, PGP Unpackage Service, and PGP Server or Profile Manager.

InQira ID: NFX4373

Title: FileGatewaySendMessage is invoked even though PGP decryption fails

Description: When the FileGatewayRoutePGPUnpackageDocument business process is executed, the PGP Unpackage Service status report shows:

```
stdout=File is not a PGP file!
```

When the decryption fails the file still gets delivered successfully. The process is assuming that since the decryption failed, the file does not require decryption. This may not always be the correct assumption.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4317 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - PGP

Escalation ID: 1371861

Fix ID: 171861, 187814

Severity: Normal

Type: Normal Fix

Build: 4317, 5002

## Adapters - SAP

InQira ID: NFX7670

Title: SAP attributes placed in the customer\_overrides.properties file are disregarded

Description: According to Sterling Integrator documentation, SAP attributes can be added to the customer\_overrides properties file. However, startSAPController.sh specifically obtains only these values from the sap.properties file.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Adapters - SAP

Escalation ID: 00113919

Fix ID: 207840

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX5057

Title: External Sap controller issue with different idoc versions

Description: External Sap controller has issue with different idoc versions. If a version 4.0 idoc is the first idoc run through the controller, all 3.0 version idocs fail. Then restart and run a 3.0 version idoc through first, and all 4.0 versions fail.

Error Message:

```

3.0 version failure from sap.log ALL 000000000000 GLOBAL_SCOPE
SAP_CL4028-EDIMGRE-ALE-4.0.SapFlow.7554023_0011 (4:23:8:259) A Conversion Exception
occurred: Value 'I12064' cannot be converted to NUM type at field PSGNUM in Row
EDI_DC ORDERS032SAPDE2      LI1206410                      Dannewitz ED02B
ORDERSDE TRD EDIDE2008RKU1206410 00093                00000000000110
ORDERSORDERS03              LFAG 0000126104DE2PO
[2009-02-10 16:23:08.261] ALL 000000000000 GLOBAL_SCOPE
SAP_CL4028-EDIMGRE-ALE-4.0.SapFlow.7554023_0011 (4:23:8:261) The method "" of class
"unknown" has thrown the exception
"com.sterlingcommerce.woodstock.services.sapsuite.common.GenericException". The
reason is : A Conversion Exception occurred: Value 'I12064' cannot be converted to
NUM type at field PSGNUM in Row EDI_DC                      ORDERS032SAPDE2
LI1206410 Dannewitz                                         ED02B
ORDERSDE TRD EDIDE2008RKU1206410
00093
00000000000110
ORDERSORDERS03
LFAG
0000126104DE2PO.

```

```

com.sterlingcommerce.woodstock.services.sapsuite.common.GenericException, A
Conversion Exception occurred: Value 'I12064' cannot be converted to NUM type at
field PSGNUM in Row
  EDI_DC                ORDERS032SAPDE2    LI1206410
Dannewitz ED02B ORDERSDE TRD EDIDE2008RKU1206410 00093
00000000000110 ORDERSORDERS03    LFAG
0000126104DE2PO
    at
com.sterlingcommerce.woodstock.services.sapsuite.dataProcessor.IDocParser.fillTableR
ow(IDoc
Parser.java:240)
    at
com.sterlingcommerce.woodstock.services.sapsuite.dataProcessor.IDocParser.parseInbou
ndIdoc(IDocParser.java:169)
    at
com.sterlingcommerce.woodstock.services.sapsuite.SapSuiteServerImpl.sendAleIdoc(SapS
uiteServerImpl.java:1772)
    at
com.sterlingcommerce.woodstock.services.sapsuite.controller.SAPSuiteRemoteServerImpl
.sendAleIdoc(SAPSuiteRemoteServerImpl.java:252)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
at java.lang.reflect.Method.invoke(Method.java:585)
    at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:294)
    at sun.rmi.transport.Transport$1.run(Transport.java:153)
    at java.security.AccessController.doPrivileged(Native Method)
    at sun.rmi.transport.Transport.serviceCall(Transport.java:149)
    at
sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:466)
    at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:707)
    at java.lang

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - SAP

Escalation ID: 1372594

Fix ID: 176334, 178306

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX5697

Title: User occasionally gets error (132) JCO\_ERROR\_CONCURRENT\_CALL

Description: Error (132) JCO\_ERROR\_CONCURRENT\_CALL on connection to SAP.

Error Message:

SAP.log

```
[2009-04-15 11:15:55.899] ALL 000000000000 GLOBAL_SCOPE
RFC_SUSAP.SapFlow.5961061_1111 (11:15:54:924) An Exception occurred in
com.sterlingcommerce.woodstock.services.sapsuite.SapSuiteServerImpl.executeCall. The
reason is : com.sap.mw.jco.JCO$Exception : Concurrent call. Connection currently used
in another thread..
  com.sap.mw.jco.JCO$Exception: (132) JCO_ERROR_CONCURRENT_CALL: Concurrent call.
Connection currently used in another thread.
  at com.sap.mw.jco.JCO$Client.connect(JCO.java:3090)
  at com.sap.mw.jco.JCO$Client.execute(JCO.java:3777)
  at com.sap.mw.jco.JCO$Client.execute(JCO.java:3287)
  at
com.sterlingcommerce.woodstock.services.sapsuite.connectionHandler.SAPConnectionPool
.execute(SAPConnectionPool.java:842)
  at
com.sterlingcommerce.woodstock.services.sapsuite.SapSuiteServerImpl._executeCall(Sap
SuiteServerImpl.java:1077)
  at
com.sterlingcommerce.woodstock.services.sapsuite.SapSuiteServerImpl.executeCall(SapS
uiteServerImpl.java:1425)
  at sun.reflect.GeneratedMethodAccessor233.invoke(Unknown Source)
  at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
  at java.lang.reflect.Method.invoke(Method.java:618)
  at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:309)
  at sun.rmi.transport.Transport$1.run(Transport.java:168)
  at java.security.AccessController.doPrivileged(AccessController.java:279)
  at sun.rmi.transport.Transport.serviceCall(Transport.java:164)
  at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:506)
  at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.handleRequest(TCPTransport.java
:838)
  at sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:912)
  at java.lang.Thread.run(Thread.java:810)
```

It is seen that prior to the reported error, the adapter identifies that this session is too old and is closed.

```
[2009-04-15 11:15:54.895] ALL 000000000000 GLOBAL_SCOPE
RFC_SUSAP.ConnPool.service_loop (11:15:54:895) The session sid_RFC_SUSAP0000001152 is
too long in use. Session created at 11:15:54 AM Apr 15, 2009. It is closed.
```

Then, one second later, a business process tries to execute a new session into SAP through RFC using the same session ID which has already been closed.

```
[2009-04-15 11:15:55.899] ALL 000000000000 GLOBAL_SCOPE
RFC_SUSAP.SapFlow.5961061_1111 (11:15:54:879) LittleA: Execute a sync call to SAP
system for session sid_RFC_SUSAP0000001152.
[2009-04-15 11:15:55.899] ALL 000000000000 GLOBAL_SCOPE
RFC_SUSAP.SapFlow.5961061_1111 (11:15:54:924) An Exception occurred in
com.sterlingcommerce.woodstock.services.sapsuite.SapSuiteServerImpl.executeCall. The
reason is : com.sap.mw.jco.JCO$Exception : Concurrent call. Connection currently used
in another thread..
```

This problem is caused by not entering a value in MaxSessionTime in the SAP Suite Adapter. By default, this was set to zero which caused a race condition resulting the error described.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Adapters - SAP

Escalation ID: 00028862

Fix ID: 185606, 188624

Severity: Normal

Type: Normal Fix

Build: 4320, 5003

**InQuira ID: NFX6564**

Title: SAPAleDelivery business process is throwing error when a SAP suite adapter running in an external JVM is used in a cluster environment

Description: SAPAleDelivery business process is throwing error when a SAP suite adapter running in an external JVM is used in a cluster environment. There are no errors logged in `wf.log`, `servicesctl.log` files (no error logged in `sap.log` also)

**Error Message:**

1. When the SAPAleDelivery business process is executed on node1 using the SAP instance - SAP\_QAS43, the following error is encountered:

```
Status Report for Internal Problem. Message = An Exception occurred in
SapSuite.processData. The reason is : Connection refused: connect.
```

```
Problem Type =class java.net.ConnectException
```

```
Problem Message =Connection refused: connect
```

2. When the SAPAleDelivery business process is executed on node2 using the SAP instance - SAP\_QAS43\_N2, the following error is encountered:

```
Status Report for Internal Problem. Message =
```

```
Unable to connect to external part of Adapter.
```

```
Problem Type =class
```

```
com.sterlingcommerce.woodstock.services.sapsuite.common.GenericException
```

```
Problem Message =NoLittleAFound
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later

Please apply Sterling Integrator, Release 5.0 Build 5003 or later

Functional Area: Adapters - SAP

Escalation ID: 41991

Fix ID: 187795, 189884

Severity: Critical

Type: Core Change

Build: 4320, 5003

## Adapters - SFTP

InQuira ID: NFX9782

Title: SFTP client cannot send to Sterling Integrator SFTP Server after one successful upload because the file already exists

Description:

Using Sterling Integrator 5.0 and build 5003. Sterling Integrator is the SFTP server. The SFTP Client software is Bitwise Tunnelier. The SFTP client can upload one file.

Subsequent uploads fail until Sterling Integrator is cycled. Customer is using mailbox.properties, disallowDuplicateMessages=true. The SFTP server log indicates the file the client is trying to upload already exists. The SFTP Client is not using a temporary name when uploading files.

Error Message:

SFTP Server log reports the exception below.

```
[2010-08-16 19:10:55.978] ERROR 000000000000 GLOBAL_SCOPE An exception occurred in
openFile.
[2010-08-16 19:10:55.978] ERROR
000000000000 GLOBAL_SCOPE [1282003855978] Exclusive open failed because the file
already existed.
[2010-08-16 19:10:55.978] ERRORDTL 000000000000 GLOBAL_SCOPE [1282003855978]
java.io.IOException: Exclusive open failed because the file already existed.
at
com.sterlingcommerce.woodstock.services.sftpserver.server.MessageReaderWriterBase.ac
quireFile
(MessageReaderWriterBase.java:285)
at
com.sterlingcommerce.woodstock.services.sftpserver.server.MessageReaderWriter.<init>
(MessageReaderWriter.java:59)
at
com.sterlingcommerce.woodstock.services.sftpserver.server.MessageReaderWriterFactory
.getMessageReaderWriter(MessageReaderWriterFactory.java:61)
at
com.sterlingcommerce.woodstock.services.sftpserver.server.MessageOperation.open(Mess
ageOperation.java:199)
at
com.sterlingcommerce.woodstock.services.sftpserver.server.MessageProvider.open(Messa
geProvider.java:100)
at
com.sterlingcommerce.woodstock.services.sftpserver.server.MailboxSystemProvider.open
File(MailboxSystemProvider.java:559)
at com.maverick.sshd.SftpSubsystem$_M.run(Unknown
Source)
```

```
at com.maverick.sshd.SftpSubsystem$.T.A(Unknown Source)
at com.maverick.sshd.SftpSubsystem.onMessageReceived(Unknown Source)
at
com.maverick.sshd.Subsystem.processMessage(Unknown Source)
```

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Adapters - SFTP

Escalation ID: 00212123

Fix ID: 229659

Severity: Normal

Type: NormalFix

Build: 5008

**InQira ID: NFX10988**

Title: Mailbox last modification time is being shown as current time when using wild card characters in sftp

**Description:**

When listing directories using SFTP, the wildcard character usage leads to the system displaying the current time as the last modification time.

**Error Message:**

None

**Resolution:**

Please apply Sterling Integrator Release 5.0, Build 5008 or later.

Functional Area: Adapters - SFTP

Escalation ID: QC

Fix ID: 210638

Severity: Normal

Type: NormalFix

Build: 5008

**InQira ID: NFX10989**

Title: Listing directories using sftp fails with NumberFormatException and client connection is disconnected

**Description:**

Listing directories using sftp fails with NumberFormatException and client connection is disconnected.

**Error Message:**

None

Resolution:

Please apply Sterling Integrator Release 5.0, Build 5008 or later.

Functional Area: Adapters - SFTP

Escalation ID: QC

Fix ID: 205702

Severity: Normal

Type: NormalFix

Build: 5008

**InQira ID: NFX10791**

Title: Allow SFTP clients to log in without a virtual root

Description:

Using Sterling Integrator 5.0 and build 5003. Allow SFTP clients to log into Sterling Integrator SFTP server without having a virtual root. Allow the account access to SFTP without a virtual root being defined.

Error Message:

No errors are reported.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Adapters - SFTP

Escalation ID: 00195014

Fix ID: 225177

Severity: Normal

Type: NormalFix

Build: 5008

**InQira ID: NFX10328**

Title: sftp client adapter configured to use Proxy with basic authentication does not work

Description:

Environment:

SI 5.0 build 5003, OS AIX, DB Oracle 11g

Proxy Server: Blue Coat

SFTP Client Adapter configured to work with Proxy Server configured within the SFTP Client Adapter configuration.

Error Message:

```

sftpclient.log:
[2010-11-12 11:39:27.358] DEBUG 000000000000 GLOBAL_SCOPE
Session.beginSession(BSR,R,PT) runnable entering.
[2010-11-12 11:39:27.479] DEBUG 000000000000
GLOBAL_SCOPE Session.beginSession(BSR,R,PT) opening PsSshTransport to
XXX.XXX.XXX.XXX:8022
[2010-11-12 11:39:27.498] DEBUG 000000000000 GLOBAL_SCOPE
PsSshTransport.PsSshTransport(8) entering with remoteAddr=[XXX.XXX.XXX.XXX],
remotePort=[22], localPorts=[null], retries=[3], retryDelay=[10000].
[2010-11-12 11:39:27.505] DEBUG
000000000000 GLOBAL_SCOPE PsSshTransport.Agent.finishConnect(DC)
[2010-11-12 11:39:27.506] DEBUG 000000000000 GLOBAL_SCOPE
PsSshTransport.PsSshTransport(8) got back good conduit.
[2010-11-12 11:39:27.616] ERROR 000000000000 GLOBAL_SCOPE
Session.beginSession(BSR,R,PT) runnable caught exception
[2010-11-12 11:39:27.616] ERROR 000000000000
GLOBAL_SCOPE [1289558367616] Proxy tunnel setup failed: HTTP/1.1 407 Proxy
Authentication Required
[2010-11-12 11:39:27.616] ERROR 000000000000 GLOBAL_SCOPE [1289558367616]
java.io.IOException: Proxy tunnel setup failed: HTTP/1.1 407 Proxy Authentication
Required
    at com.sterlingcommerce.woodstock.ssh.maverick.PsSshTransport.<init>
(PsSshTransport.java:175)
    at
com.sterlingcommerce.woodstock.services.sftpclient.client.Session$1.run(Session.java
:182)
    at
EDU.oswego.cs.dl.util.concurrent.PooledExecutor$Worker.run(Unknown Source)
    at java.lang.Thread.run(Thread.java:810)
[2010-11-12 11:39:27.616] ERROR 000000000000
GLOBAL_SCOPE Session.beginSession(BSR,R,PT) runnable caught exception
java.io.IOException: Proxy tunnel setup failed: HTTP/1.1 407 Proxy Authentication
Required
    at
com.sterlingcommerce.woodstock.ssh.maverick.PsSshTransport.<init>(PsSshTransport.jav
a:175)
    at com.sterlingcommerce.woodstock.services.sftpclient.client.Session$1.run
(Session.java:182)
    at EDU.oswego.cs.dl.util.concurrent.PooledExecutor$Worker.run(Unknown Source)
    at java.lang.Thread.run(Thread.java:810)
[2010-11-12 11:39:27.616] ERROR
000000000000 GLOBAL_SCOPE Session.failedSequence(S,R) Proxy tunnel setup failed:
HTTP/1.1 407 Proxy Authentication Required

```

**Resolution:**

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: Adapters - SFTP

Escalation ID: 00247594

Fix ID: 236690

Severity: Critical

Type: NormalFix

Build: 5008

### InQuira ID: NFX7545

Title: Admin is able to access sftp server even though he is restricted from accessing

Description:

In the sftp server adapter configuration, there is a page where we can restrict certain users to access the sftp server. On this page even though we restrict admin, it is still possible to access the sftp server.

Error Message: n/a

Resolution:

Please apply Gentran Integration Suite Release 4.3, build 4324 or later.

Please apply Sterling Integrator Release 5.0, build 5008 or later

Functional Area: Adapters - SFTP

Escalation ID: 108418

Fix ID: 204658, 240348

Severity: Normal

Type: NormalFix

Build: 4324, 5008

### InQuira ID: NFX8864

Title: When using WS FTP client and the SFTP Server adapter an file transfer is delayed

Description: Using Gentran Integration Suite 4.3 and build 4318. WS FTP client experiences multiple thirty second delays when uploading a file to the Gentran Integration Suite SFTP server. These delays can cause the transfer of the file to double and even triple in time when compared to other SFTP Clients.

Resolution:

Please apply Gentran Integration Suite, Release 4.3, Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

The patch install will lay down upgraded Maverick jars files (SSHD Version 1.4.29 and J2SSH 1.4.26).

Functional Area: Adapters - SFTP

Escalation ID: 00166837

Fix ID: 220549, 220890, 220550

Severity: Normal

Type: Normal Fix

Build: 4324, 5008

### InQuira ID: NFX9687

Title: SFTP Client Begin Session Service hangs in Waiting I/O state if invalid port or SFTP host is used.

Description:

GIS SFTP Client Begin Session Service hangs in Waiting I/O state if invalid port or SFTP host is used. The SFTP Client begin session is configured with the following retry logic.

```
<assign to="ResponseTimeout">60</assign>
```

```
<assign to="RetryDelay">15</assign>
```

```
<assign to="ConnectionRetries">2</assign>
```

Though ResponseTimeout is set to 60 seconds, the client is timed out only after around 4 minutes. However the sftp client should get timed out after response timeout set in the BP (i.e 60 sec.).

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4223 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Adapters - SFTP

Escalation ID: 135452

Fix ID: 225095, 213411, 225101

Severity: Normal

Type: NormalFix

Build: 4324, 4223, 5008

InQaira ID: NFX9365

Title: Cute FTP Clients are unable to successfully login to Gentran Integration Suite SFTP server

Description:

Using Gentran Integration Suite version 4.3 and build 4322. The problem can also occur when using Sterling Integrator 5.0. Gentran Integration Suite or Sterling Integrator is the SFTP server. Clients using Cute FTP Client are unable to successfully login to the SFTP server. The SFTP Client is version Cute FTP 8.3/8.3.4.0007

Error Message:

No errors appears in logs. Network trace captured with wire shark indicates Gentran Integration Suite SFTP server did NOT send Protocol Version Message to the SFTP Client.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Adapters - SFTP

Escalation ID: 00194698

Fix ID: 226380, 226381

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQuira ID: NFX9091

Title: Need ability for trading partners using a password policy to be prompted to change their password when using FTP, SFTP

Description:

Customer creating partner accounts (to be used in File Gateway) that have a password policy that requires partners to change their password upon first login. If you test this account using any communications protocol other than the myFileGateway website, the user is allowed to login and does not receive any errors and this should not happen. A user whose password must be reset should not be allowed to log in via FTP, SFTP, etc. in this case. If you use the same user/password in myFileGateway UI, you are required to change the password. So it appears the password reset requirement only applies to myFileGateway logins.

Error Message:

None

Resolution:

This defect resolution is split into 2 defects to address issue in FTP and SFTP servers:

219112 - is used for FTP Server, fix committed to SI patch 5006.

221069 - is used for SFTP Server, fix committed to an upcoming SI patch.

219112 - is for FTP Server

As per FTP spec, there is no standard way using which an FTP server can force a client to enforce password change. RFC enforces client to take action based on the reply code and not on a text message. There is no specific reply code for this situation.

Solution is that server rejects the user with more meaningful message, when password needs to be changed due to policy, once the authentication is through. Rejection msg - 530 Password change required as per Policy. Please contact your system administrator

221069 - is for SFTP Server

SFTP Server does have support of force password change at the time of login.

Please apply Sterling Integrator, Release 5.1 Build 5101 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Adapters - SFTP

Escalation ID: 158415

Fix ID: 219112, 233641, 221069

Severity: Normal

Type: NormalFix

Build: 5006, 5101, 5008

InQuira ID: NFX6224

Title: When acting as an SFTP client and the SFTP server contains 700+ files, the SFTP Client List service fails

Description: Gentran Integration Suite or Sterling Integrator is acting as an SFTP Client using the SFTP LIST Service. The SFTP Client LIST Service runs for about five to six seconds and then returns the error - Invalid message length in SFTP protocol [1744830464] [Unknown cause]. The problem only occurs if there are over 700 messages on the SFTP server.

Error Message:

The SFTP Client log reports an exception.

```
[2009-06-02 14:08:55.433] DEBUG 000000000000 GLOBAL_SCOPE Client.list(LR) request
parameters:
<SFTPClientAdapter>null</SFTPClientAdapter>
<SessionToken>SFTPClientAdapter_SFTPClientAdapter_node1_12439697341511232:633366</Se
ssionToken>
<WorkflowContextId><machine_name>:121935f0167:1103137</WorkflowContextId>
<ResponseTimeout>30</ResponseTimeout>
<RemoteFileName>*</RemoteFileName>
[2009-06-02 14:09:05.44] ERROR
EDU.oswego.cs.dl.util.concurrent.TimeoutException
  at EDU.oswego.cs.dl.util.concurrent.FutureResult.timedGet(FutureResult.java:128)
  at
com.sterlingcommerce.woodstock.services.sftpclient.services.Response.waitForResults(
Response.java:107)
  at
com.sterlingcommerce.woodstock.services.sftpclient.client.Client.list(Client.java:40
4)
  at
com.sterlingcommerce.woodstock.services.sftpclient.AdapterImpl.list(AdapterImpl.java
:201)
  at sun.reflect.GeneratedMethodAccessor203.invoke(Unknown Source)
  at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
  at java.lang.reflect.Method.invoke(Method.java:585)
  at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:294)
  at sun.rmi.transport.Transport$1.run(Transport.java:153)
  at java.security.AccessController.doPrivileged(Native Method)
  at sun.rmi.transport.Transport.serviceCall(Transport.java:149)
  at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:466)
  at sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:707)
  at java.lang.Thread.run(Thread.java:595)
[2009-06-02 14:09:05.441] DEBUG 000000000000 GLOBAL_SCOPE Client.list(LR) exiting.
[2009-06-02 14:09:05.511] DEBUG 000000000000 GLOBAL_SCOPE ListService.processData() -
Un-registered thread with Ops.
[2009-06-02 14:09:05.512] DEBUG 000000000000 GLOBAL_SCOPE ListService.processData() -
Exiting ...
[2009-06-02 14:09:08.889] ERROR 000000000000 GLOBAL_SCOPE Session.failedSequence(S,R)
Invalid message length in SFTP protocol [1744830464] [Unknown cause]
```

Resolution: The client version (J2SSH) of Maverick jars were upgraded from version 1.4.14 to version 1.4.16. The server version (SSHD) of Maverick jars remain the same as previous patch i.e. version 1.4.17.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Adapters - SFTP

Escalation ID: 25581

Fix ID: 188684, 199294, 205858

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

InQuira ID: NFX3150

Title: SFTP Server Adapter - connections stay in CLOSE\_WAIT state - Client connections will hang

Description: SFTP Server adapter has multiple connections that will stay in the CLOSE\_WAIT state, which will tie up any possible incoming requests, and the only way they have to clear this up is by bouncing the server adapter.

Client sessions will hang.

Root cause is that SFTP debug jar is being utilized due to order within dynamicclasspath.cfg of Maverick jars. Workaround is to place Maverick SSH jar to be last jar out of the three Maverick SSH jars and restart Sterling Integrator.

Error Message:

```
[2008-04-24 03:22:19.134] ALL <Dispatcher> 000000000000 GLOBAL_SCOPE
PhysicalConnectionManager: active connections: 109
[2008-04-24 07:32:28.162] ERROR [TransportProtocol] An error occurred whilst trying
to read
java.io.IOException: CONNECTION_RESET
    at
com.sterlingcommerce.perimeter.api.nio.PsSocketChannel.read(PsSocketChannel.java(Com
piled Code))
    at
com.sterlingcommerce.perimeter.api.nio.PsSocketChannel.read(PsSocketChannel.java(Com
piled Code))
    at com.maverick.sshd.TransportProtocol.A(Unknown Source)
    at com.maverick.sshd.TransportProtocol.processReadEvent(Unknown Source)
    at com.maverick.sshd.SshDaemon$_C.A(Unknown Source)
    at com.maverick.sshd.L.run(Unknown Source)
```

Resolution: Please apply Sterling Integrator, Version 5.0 Build 5006 or later.

Workaround: Root cause is that SFTP debug jar is being utilized due to order within dynamicclasspath.cfg of Maverick jars. Workaround is to place Maverick SSH jar to be last jar out of the three Maverick SSH jars and restart Sterling Integrator. An alternative workaround is to correct reverse DNS on Sterling Integrator server. The debug Maverick jar makes a reverse DNS call on the client IP address and when reverse DNS

is not functioning, it causes backup of client connections. Thread dumps will show reverse DNS calls in hung state.

Functional Area: Adapters - SFTP

Escalation ID: 126288

Fix ID: 219318

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX7121

Title: Extractable count decrementing with partial download (SFTP)

Description: For count-based extraction policies, the SFTP Server Adapter decrement extractable count even if the file download is not completed.

Error Message: None.

Resolution: Please apply Sterling Integrator Release 5.0 Build 5006 or later.

Functional Area: Adapters - SFTP

Escalation ID: 00078775

Fix ID: 204380

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX9431

Title: SSH Remote Profile does not allow password has more than 15 characters

Description: SSH Remote Profile does not allow password of length more than 15. Because of this, it is not possible to use remote profiles if the password is more than 15 characters. All the characters above 15 will be truncated.

Error Message: Begin Session Service fails with Access denied error as the password sent to the server would be incorrect.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Adapters - SFTP

Escalation ID: 138586

Fix ID: 220434

Severity: Critical

Type: Normal Fix

Build: 5006

## InQuira ID: NFX9445

Title: Improvements to reporting from SFTP services.

Description: Improvements to reporting from SFTP services for both Gentran Integration Suite 4.3 and Sterling Integrator 5.0.

Currently the SFTP client service does not provide thorough output from the operation. When a file has been transmitted successfully, the SFTP client Put Service generates output of 0-OK, instead of detailed information about the file transfer.

If there is an issue with the transmission of a file, a Trading Partner wants to see something that proves Gentran Integration Suite transferred the file, including the file name and number of bytes, and the success or failure of the transfer. Currently the SFTP services do not generate the detail that gives customer ability to proof a file was transferred.

Error Message: No errors

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Example of the New Put Status Report:

```
Successfully resumed waiting business process.
FILE NAME : = [COREFTP.LOG]
FILE SIZE : = [5883 Bytes]
ServiceStartTime =[2009-11-26 17:03:22.287]
ServiceEndTime = [2009-11-26 17:03:22.68]
Transferred the file COREFTP.LOG of size 5883 Bytes in 0.393 Seconds
SessionToken=[SFTPClientAdapter_SFTPClientAdapter_node1_12592352018741001:9563]
```

Functional Area: Adapters - SFTP

Escalation ID: 74352

Fix ID: 215742

Severity: Normal

Type: Normal Fix

Build: 5006

## InQuira ID: NFX9074

Title: Upload of the file fails with SFTP Client if file is partially uploaded before on Sterling Integrator SFTP Server and resume of the file

Description: If the partially uploaded file is re-uploaded with resume option, the upload fails. The Resume option transfers the file from the point it left off in last transfer.

Error Message:

```
sftpserver.log
[2009-09-25 14:21:32.13] ALL 000000000000 GLOBAL_SCOPE AUDIT: User [admin]
authenticated via password.
[2009-09-25 14:23:39.506] ALL 000000000000 GLOBAL_SCOPE AUDIT: User [admin] is
opening file [/testbox/logs 2009-09-18 (part 2).zip.filepart] for transfer.
```

```
[2009-09-25 14:24:34.736] ALL 000000000000 GLOBAL_SCOPE AUDIT: User [admin] is
opening file [/testbox/logs 2009-09-18 (part 2).zip.filepart] for transfer.
[2009-09-25 14:24:34.855] ERROR 000000000000 GLOBAL_SCOPE An exception occurred in
writeFile.
java.io.IOException: seek 4399050 not supported with cursor 0.
    at
com.sterlingcommerce.woodstock.services.sftpserver.server.DocumentOutputStreamWrapper.seek(DocumentOutputStreamWrapper.java:106)
    at
com.sterlingcommerce.woodstock.services.sftpserver.server.MessageReaderWriterBase.writeBinary(MessageReaderWriterBase.java:107)
    at
com.sterlingcommerce.woodstock.services.sftpserver.server.MessageOperation.writeBinary(MessageOperation.java:334)
    at
com.sterlingcommerce.woodstock.services.sftpserver.server.MessageProvider.write(MessageProvider.java:136)
    at
com.sterlingcommerce.woodstock.services.sftpserver.server.MailboxSystemProvider.writeFile(MailboxSystemProvider.java:659)
    at com.maverick.sshd.SftpSubsystem$_A.run(Unknown Source)
    at com.maverick.sshd.SftpSubsystem$_S.A(Unknown Source)
    at com.maverick.sshd.SftpSubsystem.onMessageReceived(Unknown Source)
    at com.maverick.sshd.Subsystem.processMessage(Unknown Source)
    at com.maverick.sshd.SessionChannel.onChannelData(Unknown Source)
    at com.maverick.sshd.Channel.A(Unknown Source)
    at com.maverick.sshd.ConnectionProtocol.I(Unknown Source)
    at com.maverick.sshd.ConnectionProtocol.processMessage(Unknown Source)
    at com.maverick.sshd.TransportProtocol.A(Unknown Source)
    at com.maverick.sshd.TransportProtocol.M(Unknown Source)
    at com.maverick.sshd.TransportProtocol.processReadEvent(Unknown Source)
    at com.maverick.sshd.SshDaemon$_C.A(Unknown Source)
    at com.maverick.sshd.L.run(Unknown Source)
```

Resolution: Idle Connection timeout parameter is implemented in SFTP Server Adapter.

The fix implement the functionality to function as below:

1. SFTP Client upload file partially. Network connection drops
2. SFTP Server Adapter after Idle Connection timeout elapses recognize connection is idle
3. SFTP Server Adapter closes the file. Close the connection
4. Sterling Integrator know the file transfer occurred partially before as partially transferred file now would exist in mailbox.
5. When client uploads the same file again, resume option will be presented at client.
6. Client initiate resume and resume of file transfer begins where it left off.

Idle connection timeout parameter is in SFTP Server Adapter configuration. It is not a property in property files.

Please apply Sterling Integrator Release 5.0 Build 5006 or later.

Functional Area: Adapters - SFTP

Escalation ID: 100840

Fix ID: 213378

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX8121

Title: SFTP Clients are experiencing slowness and disconnects when connecting to Gentran Integration Suite SFTP Server

Description: Problem reported using Gentran Integration Suite 4.3 Build 4318. The problem can also occur when using Sterling Integrator 5.0. SFTP Clients are experiencing slowness when connecting to Gentran Integration Suite SFTP Server. Over 20,000 mailboxes are defined in Gentran Integration Suite. All SFTP Clients point to the same virtual root. Access to mailboxes is controlled with Permissions.

Error Message:

Time outs and disconnects are reported by the SFTP Clients.

In the Gentran Integration Suite SFTP server log are thousands of lines reporting:

```
-GLOBAL_SCOPE ListProvider.getSftpFiles(Mbx[],S) User [XXXXXXXX] can not access mailbox [/XXX/NNNNNNNNNN].
```

In the above message /XXX is the virtual root. The same value is reported in all messages.

The SFTP server log shows 10 minutes elapsed between first log message and last log message during an SFTP Client log in.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Adapters - SFTP

Escalation ID: 00102820

Fix ID: 206710

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX6883

Title: A user account with an expired password is allowed to login into the Gentran Integration Suite SFTP server

Description: An account can sign into the Gentran Integration Suite/Sterling Integrator SFTP server after the password has expired. When signing into the Mailbox Browser Interface (MBI) the user is prompted to enter a new password. The problem was observed/reported in Gentran Integration Suite, Release 4.3 Build 4317 and Release 4.2 Build 4212 through 4219. It is unknown what 5.0 patch this problem started to occur.

Error Message: No error messages are reported to the user. No errors were observed in the SFTP server or mailbox logs.

Resolution: Please apply Gentran Integration Suite, Release 4.2 Build 4221 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Adapters - SFTP

Escalation ID: 36663, 40756

Fix ID: 185659, 187144, 196550

Severity: Critical

Type: Normal Fix

Build: 4221, 4322, 5004

InQuira ID: ENH623

Title: Add persistence suppression in Gentran Integration Suite 4.3 and Gentran Integration Suite 4.2 for SFTP Client Adapter (SFTP Put & Get Services)

Request Description: Add persistence suppression in Gentran Integration Suite 4.3 and Gentran Integration Suite 4.2 for SFTP Client Adapter (SFTP Put & Get Services). SFTP GET and PUT services need persistence suppression for documents/data in any form.

Escalation ID: 1368985, 1372487 (162407, 175206, 177542)

Status: Completed

Request Resolution: Three new parameters have been added to support persistence suppression:

- ◆ DelayWaitingOnIO parameter has been added to the SFTP Client GET and PUT services. These services will wait for the set time (in milliseconds) before going into WAITING\_ON\_IO state. If the value is 0, they will always go to WAITING\_ON\_IO state. If it is negative, they will never go to WAITING\_ON\_IO state. This prevents the business process from going into WAITING\_ON\_IO state.
- ◆ disablePersistForDocTracking property has been added to sftp.properties file (found in `install/properties.dir`). This property has 2 values, True and False (default). If it is set to False, the document tracking is saved. Whereas, if it is set to True, document tracking information is not saved as `document.persist()` call in the adapter is disabled.
- ◆ defaultDelayWaitingOnIO property has been added to sftp.properties file. This property serves as the default value for DelayWaitingOnIO. The default value of this property is 0. If DelayWaitingOnIO service parameter is not set, defaultDelayWaitingOnIO value will be taken as delay value. However, the service parameter always overrides this value.

Please apply Gentran Integration Suite, Release 4.2 Build 4219 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4312 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

InQuira ID: ENH1040

Title: Add proxy support for SFTP client

Request Description: Gentran Integration Suite does not support SFTP client communicating to SFTP server through proxy.

Escalation ID: 1352158, 1369593 (163645, 165364, 165365, 177501, 176114)

Status: Completed

Request Resolution:

Configuring proxy support for SFTP client adapter

1. Login to Administration interface.
2. Select **Deployment > Services > Configuration**.
3. Create new service and click **Go**.
4. In **Service Type** field, enter SFTP Client Adapter and click **Next**.
5. Specify field settings:
  - a. Name - The name this adapter will have in the application.
  - b. Select a Group - Select one of the options.
  - c. Perimeter Server - List of perimeter servers, including local-mode perimeter servers. Required.
  - d. Minimum Number of Threads - A tuning parameter that indicates the range of threads available for handling events to improve performance. See Performance and Tuning for more information. Must be less than or equal to Maximum Number of Threads value. Required.
  - e. Maximum Number of Threads - A tuning parameter that indicates the range of threads available for handling events to improve performance. See Performance and Tuning for more information. Must be greater than or equal to Minimum Number of Threads value required.
  - f. LocalPortRange - Any valid port number(s) not being used by another application running on the system. A port in the specified range will be used to establish an SSH channel to the remote SFTP server. Optional.
  - g. Use Proxy Server - Select **Yes** to use proxy server.
  - h. Proxy hostname - A valid proxy server hostname or IP address to use as a gateway.
  - i. Proxy port - Listen port number for the proxy server.
  - j. Proxy Retries - The number of attempts to connect to proxy server if connection is unsuccessful.
  - k. Use proxy basic authentication - Whether user authentication is required for the proxy server.
  - l. Proxy username - Username to connect to the proxy server.
  - m. Proxy password - Password to connect to the proxy server.
6. Click **Finish**. The service is saved and is available for business processes.

**Connecting to the proxy server:**

1. Connect to proxy server.
2. Send CONNECT request with authentication information in the headers.
3. Receive HTTP response success message.
4. Start treating the connection as a new socket.

Please apply Gentran Integration Suite, Release 4.1 Build 1989 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4215 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

## InQuira ID: NFX2720

Title: SFTP Client End Session Service receives a timeout and never closes the connection.

Description: Using the SFTP Client Adapter with some 3rd party SFTP Servers such as WS\_FTP\_Pro and Titan FTP Server, if there is a firewall used, Gentran Integration Suite SFTP Client End Session may hang if it never receives an acknowledgement (FIN\_ACK2) of the closing session from the network. It seems that the firewall was dropping the acknowledgement message after it received the closing Command causing the SFTP Client End Session Service to wait forever.

Error Message: sftpclient.log file:

```
[2008-08-28 14:26:19.539] DEBUG 000000000000 GLOBAL_SCOPE          [[SERVICE]] --
SFTPClientEndSession
[2008-08-28 14:26:19.539] DEBUG 000000000000 GLOBAL_SCOPE
EndSessionService.getServerAdapterLittleA() - looking up Server Adapter for
[SFTPClientAdapter_SFTPClientAdapter_node1].
[2008-08-28 14:26:19.552] DEBUG 000000000000 GLOBAL_SCOPE Client.endSession(ESR)
entering.
[2008-08-28 14:26:19.552] DEBUG 000000000000 GLOBAL_SCOPE Client.endSession(ESR) -
starting timer with timeout [30000] ms, on
com.sterlingcommerce.woodstock.services.sftpclient.client.TimeoutHandler@1d401d4
[2008-08-28 14:26:19.553] DEBUG 000000000000 GLOBAL_SCOPE Client.endSession(ESR)
request parameters:
<SFTPClientAdapter>null</SFTPClientAdapter>
<SessionToken>SFTPClientAdapter_SFTPClientAdapter_node1_12199479718221002:66896</Ses
sionToken>
<WorkflowContextId>hctunx09:node1:11bffb0009:738473</WorkflowContextId>
<ResponseTimeout>30</ResponseTimeout>
[2008-08-28 14:26:19.553] DEBUG 000000000000 GLOBAL_SCOPE Session.endSession(R,PT)
entering.
[2008-08-28 14:26:19.556] DEBUG 000000000000 GLOBAL_SCOPE Session.endSession(R,PT)
exiting.
[2008-08-28 14:26:19.557] DEBUG 000000000000 GLOBAL_SCOPE Session.endSession(R,PT)
runnable entering.
[2008-08-28 14:26:29.558] ERROR
EDU.oswego.cs.dl.util.concurrent.TimeoutException
  at EDU.oswego.cs.dl.util.concurrent.FutureResult.timedGet(FutureResult.java:128)
  at
com.sterlingcommerce.woodstock.services.sftpclient.services.Response.waitForResults(
Response.java:97)
  at
com.sterlingcommerce.woodstock.services.sftpclient.client.Client.endSession(Client.j
ava:309)
  at
com.sterlingcommerce.woodstock.services.sftpclient.AdapterImpl.endSession(AdapterImp
l.java:206)
  at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
  at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:64)
  at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
```

```

at java.lang.reflect.Method.invoke(Method.java:615)
at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:309)
at sun.rmi.transport.Transport$1.run(Transport.java:168)
at java.security.AccessController.doPrivileged(AccessController.java:275)
at sun.rmi.transport.Transport.serviceCall(Transport.java:164)
at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:506)
at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.handleRequest(TCPTransport.java
:838)
at sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:912)
at java.lang.Thread.run(Thread.java:801)

```

Resolution: A new parameter was added to the `sftp.properties` file which will allow users to configure to the timeout value for the SFTP Client End Session Service in milliseconds. If value is set to less than 10 seconds or more than 1 hour, we default to 10 minutes and will only apply to the SFTP Client End Session. The following is an example for a 10 minutes timeout:

```

# sftp client EndSession timeout waiting for response from network period in ms: default
10 minutes
endSessionResponseTimeout=600000

```

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Adapters - SFTP

Escalation ID: 1370351

Fix ID: 168134, 177626

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

InQuira ID: NFX3584

Title: GLOBAL\_SCOPE Throwable in Dispatcher run loop. \*\*\* THIS DISPATCHER WILL EXIT \*\*\*

Description: Using Gentran Integration Suite 4.3 with 4310. When Gentran Integration Suite starts up, local Perimeter.log records an error and the services that go through the local Perimeter Server are unusable. The only way to get around the error is to bounce Gentran Integration Suite, but the error reoccurs shortly after the bounce.

Error Message:

```

[2008-09-09 07:35:09.811] ERROR 000000000000 GLOBAL_SCOPE Throwable in Dispatcher run
loop. *** THIS DISPATCHER WILL EXIT ***
java.lang.Error: java.net.SocketException: Invalid argument (errno:22)
at sun.nio.ch.Net.localAddress(Net.java:123)
at sun.nio.ch.SocketChannelImpl.localAddress(SocketChannelImpl.java:394)
at sun.nio.ch.SocketAdaptor.getLocalAddress(SocketAdaptor.java:147)
at java.net.Socket.getLocalSocketAddress(Socket.java:707)
at
com.sterlingcommerce.perimeter.dispatcher.DataIPAgent.<init>(DataIPAgent.java:134)

```

```

at
com.sterlingcommerce.perimeter.dispatcher.ServerIPAgent.doAccept(ServerIPAgent.java:
120)
at
com.sterlingcommerce.perimeter.dispatcher.AbstractIPAgent.selected(AbstractIPAgent.j
ava:135)
at
com.sterlingcommerce.perimeter.dispatcher.nio.NioDispatcher.runIo(NioDispatcher.java
:201)
at
com.sterlingcommerce.perimeter.dispatcher.AbstractDispatcher.callRunIo(AbstractDispa
tcher.java:419)
at
com.sterlingcommerce.perimeter.dispatcher.AbstractDispatcher.doRun(AbstractDispatche
r.java:396)
at
com.sterlingcommerce.perimeter.dispatcher.AbstractDispatcher$2.run(AbstractDispatche
r.java:172)
at java.lang.Thread.run(Thread.java:595)
Caused by: java.net.SocketException: Invalid argument (errno:22)
at sun.nio.ch.Net.localInetAddress(Native Method)
at sun.nio.ch.Net.localAddress(Net.java:120)
... 11 more

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Load Balancers are performing mini-TCP handshake with Gentran Integration Suite services. The handshake is SYN,ACK,RST. This is causing an exception in the JVM. The JVM is Java HotSpot™ 64-Bit Server VM 1.5.0.08 jinteg:05.04.07-13:52 IA64W, Hewlett-Packard Company.

Possible work around is to disable Load Balancers. Changes to the TCP handshake do not seem to affect the problem. Exceptions may still appear in the Perimeter Log after applying the fix if the Perimeter Logging level is All. These errors are caught because of the TCP RST from the load balancer. Set Logging Level to Error to stop recording the exceptions and consider the TCP RST as normal.

Functional Area: Adapters - SFTP

Escalation ID: 1370892

Fix ID: 165601, 177465

Severity: Critical

Type: Normal Fix

Build: 4314, 5001

InQuira ID: NFX4951

Title: All SFTP Clients Begin Services fail with runnable caught exception

com.maverick.ssh.SshException: 363803 [java.lang.Ar

Description: All SFTP Clients Begin Services fail with

```
[2009-01-30 15:49:18.513] ERROR 000000000000 GLOBAL_SCOPE
Session.beginSession(BSR,R,PT) runnable caught exception
com.maverick.ssh.SshException: 363803 [java.lang.ArrayIndexOutOfBoundsException]
    at com.maverick.ssh.SshConnector.connect(Unknown Source)
    at com.maverick.ssh.SshConnector.connect(Unknown Source)
    at
com.sterlingcommerce.woodstock.services.sftpclient.client.Session$1.run(Session.java
(Compiled Code))
```

**Error Message:**

```
[2009-01-30 15:49:18.513] ERROR 000000000000 GLOBAL_SCOPE
Session.beginSession(BSR,R,PT) runnable caught exception
com.maverick.ssh.SshException: 363803 [java.lang.ArrayIndexOutOfBoundsException]
    at com.maverick.ssh.SshConnector.connect(Unknown Source)
    at com.maverick.ssh.SshConnector.connect(Unknown Source)
    at
com.sterlingcommerce.woodstock.services.sftpclient.client.Session$1.run(Session.java
(Compiled Code))
```

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

**Functional Area:** Adapters - SFTP

**Escalation ID:** 1372557

**Fix ID:** 177324

**Severity:** Critical

**Type:** Normal Fix

**Build:** 5001

**InQuira ID:** NFX5196

**Title:** Messages uploaded from SFTP client have an extractable time that is before the creation time

**Description:** Messages uploaded from SFTP client have an extractable time that is before the creation time. This happens when the message upload time is greater than the time set in the `extractable_for` parameter.

**Error Message:** No error message.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

**Functional Area:** Adapters - SFTP

**Escalation ID:** 1372936

**Fix ID:** 181201, 181455, 181686

**Severity:** Normal

**Type:** Normal Fix

**Build:** 4220, 4319, 5002

### InQuira ID: NFX5469

Title: Use Proxy Server radio button is missing in SFTP Client Adapter configuration

Description: While creating a new SFTP Client Adapter and moving to the Configuration page, the Use Proxy Server radio button is not displayed.

Error message: No error message.

Resolution: Use Proxy Server radio button is now available.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Adapters - SFTP

Escalation ID: 1369593, 1352158

Fix ID: 173838

Severity: Normal

Type: Normal Fix

Build: 5001

### InQuira ID: NFX5513

Title: `java.lang.StackOverflowError on SFTP PUT (SFTP Client Adapter)`

Description: `java.lang.StackOverflowError on SFTP PUT (SFTP Client Adapter)`

Error message: Please see the SFTP client log for the error details.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Adapters - SFTP

Escalation ID: QC

Fix ID: 178977

Severity: Critical

Type: Normal Fix

Build: 5001

### InQuira ID: NFX5517

Title: SFTP Server Adapter fails to start in SCP only mode

Description: If you change a current SFTP Server Adapter to SCP only mode or create a new one in SCP only mode the adapter will fail to start.

Error message:

```
[2009-02-17 17:17:57.444] ALL 000000000000 GLOBAL_SCOPE SSHSCIDaemon.configure(cc) -  
Entering  
[2009-02-17 17:17:57.462] ALL 000000000000 GLOBAL_SCOPE AdapterConcurrencyManager  
constructed with adapterMax [-1] and userMax [-1]
```

```
[2009-02-17 17:17:57.462] ALL 000000000000 GLOBAL_SCOPE SSHSCIDaemon.configure(cc) -
contains scp: true
[2009-02-17 17:17:57.463] ERROR 000000000000 GLOBAL_SCOPE Server.init(P,S) failed to
initialize - exception: String index out of range: -1
[2009-02-17 17:17:57.463] ERROR 000000000000 GLOBAL_SCOPE [1234909077463] String
index out of range: -1
[2009-02-17 17:17:57.463] ERROR 000000000000 GLOBAL_SCOPE
[1234909077463]java.lang.StringIndexOutOfBoundsException: String index out
of range:$
    at java.lang.AbstractStringBuilder.substring(AbstractStringBuilder.java:886)
    at java.lang.StringBuffer.substring(StringBuffer.java:417)
    at java.lang.StringBuffer.substring(StringBuffer.java:401)
    at com.maverick.ssh.components.AbstractComponentFactory.A(Unknown Source)
    at com.maverick.ssh.components.AbstractComponentFactory.list(Unknown Source)
    at
com.sterlingcommerce.woodstock.services.sftpserver.server.SSHSCIDaemon.configure(SSH
SCIDaemon.java:162)
    at com.maverick.sshd.SshDaemon.startup(Unknown Source)
    at com.maverick.sshd.SshDaemon.startup(Unknown Source)
    at
com.sterlingcommerce.woodstock.services.sftpserver.server.Server.init(Server.java:11
9)
    at
com.sterlingcommerce.woodstock.services.sftpserver.AdapterImpl.startupAdapter(Adapte
rImpl.java:117)
    at
com.sterlingcommerce.woodstock.services.IAdapterImpl.startAdapter(IAdapterImpl.java:
168)
    at
com.sterlingcommerce.woodstock.services.controller.StartAdapterThread.run(StartAdapt
erThread.java:69)
    at java.lang.Thread.run(Thread.java:595)
[2009-02-17 17:17:57.464] ERROR 000000000000 GLOBAL_SCOPE Server.init(P,S) failed to
initialize - exception: String index out of range: -1
java.lang.StringIndexOutOfBoundsException: String index out of range: -1
    at java.lang.AbstractStringBuilder.substring(AbstractStringBuilder.java:886)
    at java.lang.StringBuffer.substring(StringBuffer.java:417)
    at java.lang.StringBuffer.substring(StringBuffer.java:401)
    at com.maverick.ssh.components.AbstractComponentFactory.A(Unknown Source)
    at com.maverick.ssh.components.AbstractComponentFactory.list(Unknown Source)
    at
com.sterlingcommerce.woodstock.services.sftpserver.server.SSHSCIDaemon.configure(SSH
SCIDaemon.java:162)
    at com.maverick.sshd.SshDaemon.startup(Unknown Source)
    at com.maverick.sshd.SshDaemon.startup(Unknown Source)
    at
com.sterlingcommerce.woodstock.services.sftpserver.server.Server.init(Server.java:11
9)
    at
com.sterlingcommerce.woodstock.services.sftpserver.AdapterImpl.startupAdapter(Adapte
rImpl.java:117)
    at
com.sterlingcommerce.woodstock.services.IAdapterImpl.startAdapter(IAdapterImpl.java:
168)
```

```
at  
com.sterlingcommerce.woodstock.services.controller.StartAdapterThread.run(StartAdapterThread.java:69)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Adapters - SFTP

Escalation ID: QC

Fix ID: 176292

Severity: Critical

Type: Normal Fix

Build: 5001

InQuira ID: NFX5818

Title: Upgrade Maverick Jars SSHD to Version 1.4.17 and J2SSH to Version 1.4.14

Description: Upgrade Maverick Jars SSHD to Version 1.4.17 and J2SSH to Version 1.4.14.

Error Message:

```
java.io.IOException: Client did not send complete packet in key exchange! Possible  
DOS attack at com.maverick.sshd.TransportProtocol.M(Unknown Source)
```

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

The patch install will lay down upgraded Maverick jars files (SSHD Version 1.4.17 and J2SSH 1.4.14). The updated jars for Gentran Integration Suite, Release 4.2 will be available in an upcoming patch.

Historical Information for Gentran Integration Suite, Release 4.2 and 4.3: Please refer to NFX4664, NFX4268 and NFX5076 for past fixes related to this fix (4.2 4220 & 4.3 4319 - SSHD 1.4.10 & J2SSH 1.4.8).

Functional Area: Adapters - SFTP

Escalation ID: 1368541

Fix ID: 185236, 179476, 175616

Severity: Critical

Type: Normal Fix

Build: 4220, 4319, 5002

InQuira ID: NFX5921

Title: java.lang.StackOverflowError found in 5001 RC\_4 in sftpclient.log.D20090413.T153017

Description: java.lang.StackOverflowError found in 5001 RC\_4 in sftpclient.log.D20090413.T153017. The StackOverflowError is happening due to improperly configured SFTP\_EDII inboundBootstrap business

process. There is a parameter (RemoteFileName) in process data being treated as an XML node instead of simple text and being passed through RMI to the SFTP Client PUT adapter.

There is a statement in SFTP\_EDIIInboundBootstrap business process highlighted below:

```
<operation name="SFTP Client PUT Service">
<participant name="SFTPClientPut"/>
<assign to="RemoteFileName" from="ExtractBeginResponse/MessageName"></assign>
```

Here, we should actually be using the following assign statement:

```
<assign to="RemoteFileName" from="ExtractBeginResponse/MessageName/text()"></assign>
```

In the "MessageToService" for SFTP PUT service, we see the following:

```
<RemoteFileName>
    <MessageName>F8_po1002.xml</MessageName>
</RemoteFileName>
```

This is what is expected in the "MessageToService" for SFTP PUT service:

```
<RemoteFileName>F8_po1002.xml</RemoteFileName>
```

This is the cause of the StackOverflowError as the assign statement passes an XML node to the PUT Service as opposed to a string.

Error message:

```
[2009-04-13 17:22:42.825] ERROR 000000000000 GLOBAL_SCOPE SFTPClientPut
[2009-04-13 17:22:42.829] ERRORDTL 000000000000 GLOBAL_SCOPE
[1239657762825]java.rmi.ServerError: Error occurred in server thread; nested
exception is:
    java.lang.StackOverflowError
    at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:337)
    at sun.rmi.transport.Transport$1.run(Transport.java:168)
    at java.security.AccessController.doPrivileged(AccessController.java:279)
    at sun.rmi.transport.Transport.serviceCall(Transport.java:164)
    at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:506)
    at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.handleRequest(TCPTransport.java
:838)
    at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:912)
    at java.lang.Thread.run(Thread.java:810)
    at
sun.rmi.transport.StreamRemoteCall.exceptionReceivedFromServer(StreamRemoteCall.java
:263)
    at sun.rmi.transport.StreamRemoteCall.executeCall(StreamRemoteCall.java:239)
    at sun.rmi.server.UnicastRef.invoke(UnicastRef.java:141)
    at
com.sterlingcommerce.woodstock.services.sftpclient.AdapterImpl_Stub.put(AdapterImpl_
Stub.java:704)
    at
com.sterlingcommerce.woodstock.services.sftpclient.services.PutService.primitiveProc
essData(PutService.java:64)
    at
com.sterlingcommerce.woodstock.services.sftpclient.services.Service.processData(Serv
ice.java:76)
```

```

    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeService(ActivityEngineHelper.java:1738)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:596)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:350)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:326)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:150)
    at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:328)
    at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
    at java.lang.Thread.run(Thread.java:810)
Caused by: java.lang.StackOverflowError

```

**Resolution:** Provide a properly configured business process and make sure to assign a simple text string instead of an XML node to RemoteFileName.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Adapters - SFTP

Escalation ID: QC

Fix ID: 183229

Severity: Normal

Type: Normal Fix

Build: 5001

**InQuira ID: NFX6259**

**Title:** SFTP Server adapter error \*\* MAVERICK SSHD \*\* An error occurred whilst trying to read from the socket

**Description:** SFTP Server adapter error \*\* MAVERICK SSHD \*\* An error occurred whilst trying to read from the socket.

**Error Message:**

```

ERROR 000000000000 GLOBAL_SCOPE ** MAVERICK SSHD ** An error occurred whilst trying to read from the socket

```

```
java.io.IOException: CONNECTION_RESET
  at
com.sterlingcommerce.perimeter.api.nio.PsSocketChannel.read(PsSocketChannel.java(Com
piled Code))
  at
com.sterlingcommerce.perimeter.api.nio.PsSocketChannel.read(PsSocketChannel.java(Com
piled Code))
  at com.maverick.nio.SocketConnection.processReadEvent(Unknown Source)
  at com.maverick.nio.Daemon$_C.processSelectionKey(Unknown Source)
  at com.maverick.nio.SelectorThread.run(Unknown Source)
server shutdown before transfer could complete
```

Resolution: Maverick jar files have been updated to address this issue: SSHD to 1.4.15 and J2SSH to 1.4.17.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - SFTP

Escalation ID: 00055501

Fix ID: 191621

Severity: Normal

Type: Normal Fix

Build: 5002

InQuira ID: NFX6518

Title: Upgrade Maverick Jars SSHD to Version 1.4.15 and J2SSH to Version 1.4.14 for Sterling Integrator 5.0

Description: Upgrade Maverick Jars SSHD to Version 1.4.15 and J2SSH to Version 1.4.14 for Sterling Integrator 5.0

Error Message:

```
java.io.IOException: Client did not send complete packet in key exchange! Possible
DOS attack at com.maverick.sshd.TransportProtocol.M(Unknown Source)
```

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

For information on Gentran Integration Suite, Releases 4.2 and 4.3, please see NFX5818.

Functional Area: Adapters - SFTP

Escalation ID: 1368541

Fix ID: 183194, 185236, 179476, 175616

Severity: Normal

Type: Normal Fix

Build: 5002

### InQuira ID: NFX7089

Title: SFTP List with 700+ files fails with error

Description: When SFTP server contains 700+ files, SFTP Client List service fails.

Error Message: Invalid message length in SFTP protocol [1744830464] [Unknown cause]

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Adapters - SFTP

Escalation ID: QC

Fix ID: 199293

Severity: Normal

Type: Normal Fix

Build: 5003

### InQuira ID: NFX7504

Title: Deadlock in the SFTP List Service

Description: Database deadlock in the SFTP List Service.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Adapters - SFTP

Escalation ID: QC

Fix ID: 202710

Severity: Normal

Type: Normal Fix

Build: 5003

## **Adapters - SMTP**

### InQuira ID: NFX7829

Title: Wrong error message is presented in Process Data for the SMTP Send Adapter

Description: When using the SMTP Send Adapter and the adapter is unable to connect to the SMTP Server, the wrong error message is presented in Process Data and the status report. The error message listed in Process Data and the Status Report is:

```
Name: SMTP_Send Instance ID:299026 Service Name: SMTP_Send
com.sterlingcommerce.woodstock.workflow.WorkFlowException: Mail cannot be sent
because of Exception.
java.rmi.ServerException: RemoteException occurred in server thread; nested exception
is:
```

```
java.rmi.RemoteException: B2BMailSMTPImpl, mail cannot be sent because of Exception;
nested exception is:
java.lang.Exception: B2BMailServiceA, sendMessage Authentication Failure because of
Incorrect credentials or authorization
```

#### Error Message:

#### System.log file:

```
2009-09-15 13:42:41.02] DEBUG 000000000000 GLOBAL_SCOPE B2BMailServiceA, sendmail
Message exception, Could not connect to SMTP host: localhost, port: 25;
nested exception is:
java.net.ConnectException: A remote host refused an attempted connect operation.
[2009-09-15 13:42:41.02] ERROR 000000000000 GLOBAL_SCOPE B2BMailServiceA, sendmail
exception sending mail
java.lang.Exception: B2BMailServiceA, sendMessage Authentication Failure because of
Incorrect credentials or authorization
at
com.sterlingcommerce.woodstock.services.b2bsmtp.B2BMailServiceA.sendmail(B2BMailServ
iceA.java:318)
at
com.sterlingcommerce.woodstock.services.b2bsmtp.B2BMailSMTPImpl.notifyNewDocument(B2
MailSMTPImpl.java:233)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:79)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
at java.lang.reflect.Method.invoke(Method.java:618)
at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:309)
at sun.rmi.transport.Transport$1.run(Transport.java:168)
at java.security.AccessController.doPrivileged(AccessController.java:279)
at sun.rmi.transport.Transport.serviceCall(Transport.java:164)
at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:506)
at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.handleRequest(TCPTransport.java
:838)
at sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:912)
at java.lang.Thread.run(Thread.java:810)
```

The error message "Authentication Failure because of Incorrect credentials or authorization" is a direct result of the "A remote host refused an attempted connect operation." error message that is not being logged as an ERROR message.

#### Resolution:

```
GLOBAL_SCOPE B2BMailServiceA, sendmail Message exception, Could not connect to SMTP
host: localhost, port: 25;
nested exception is:
java.net.ConnectException: A remote host refused an attempted connect operation is
now logged as an ERROR message so that is can be properly passed back to Process Data
and the Status Report.
```

Please apply Gentrans Integration Suite, Release 4.3 build 4322 or later.

Please apply Sterling Integrator, Release 5.0 build 5006 or later.

Functional Area: Adapters - SMTP

Escalation ID: 82490

Fix ID: 200640, 202142

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

InQira ID: ENH2798

Title: Mail Mime service is not able to process MS Office 2007 documents

Request Description: Mail Mime service is not able to process MS Office 2007 documents such as .docx and .xlsx.

Escalation ID: QC (226816)

Status: Completed

Request Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

A new properties file, mail.properties has been added. The Mail Mime service can now process the following binary file extensions:

- ◆ .pdf
- ◆ .doc
- ◆ .jpeg
- ◆ .zip
- ◆ .mpeg
- ◆ .gif
- ◆ .ppt
- ◆ .jpg
- ◆ .xls
- ◆ .bmp
- ◆ .docx
- ◆ .xlsx

If you want to process any other document that has a different binary file extension, edit the mail.properties file, add the binary file extension, and save the file. Restart Sterling Integrator to apply the changes.

InQira ID: NFX2226

Title: When trying to send the PDF as a primary document, it gets corrupted

Description: Business Process has Mail Mime Service followed by SMTP Send Adapter. The Business Process ran with PDF file as input. The business process sends PDF file as an email attachment. When the email recipient opens the PDF file, it is corrupted.

Error Message: No error produced; unable to view PDF file at recipient site.

After applying 4312, the following error occurs which was not necessarily related to PDF attachments:

Status Report from the Mail Mime Service:

```
com.sterlingcommerce.woodstock.workflow.WorkFlowException: Mail Mime Service fails to
execute ...
com.sterlingcommerce.woodstock.workflow.WorkFlowException: Failed to write the
message into the Document OutputStream.
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Adapters - SMTP

Escalation ID: 1369420

Fix ID: 166871, 166951, 177538

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

InQuira ID: NFX5390

Title: Mail Mime Service fails to execute error after updating to Gentran Integration Suite Release 4.3 Build 4315

Description: Gentran Integration Suite, Release 4.3 Build 4315 has introduced an issue with the MIME Service handling of the primary document.

Status report error - com.sterlingcommerce.woodstock.workflow.WorkFlowException: Mail Mime Service fails to execute ...

Error Message:

```
java.lang.NullPointerException
  Full Stack Trace:
[2009-01-08 19:06:36.115] ERROR 000110060004
WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService2
ActivityEngineHelper.invokeService() caught exception while attempting to execute
service MailMimeService
com.sterlingcommerce.woodstock.workflow.WorkFlowException: Mail Mime Service fails to
execute ...
  java.lang.NullPointerException
    at
com.sterlingcommerce.woodstock.services.mailmime.MailMimeService.processData(MailMim
eService.java:96)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1751)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:622)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:367)
```

```

at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:328)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:331)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
at java.lang.Thread.run(Thread.java:801)

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Adapters - SMTP

Escalation ID: 1372142

Fix ID: 173732, 176124

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

**InQuira ID: NFX6971**

Title: The SMTP Send Adapter errors out with `sender address rejected: need fully qualified address`

Description: When Report\_X gets scheduled in Gentran Integration Suite to be sent through email using the graphical user interface (**Operations > Reports > Schedule Reports** (Screen)), the associated business process that is created (Report\_X\_ScheduleBP) should populate mail-mime-sender in the MIME service with the same value that it is currently using to populate xport-smtp-mailfrom in the SMTP service. Currently, only the xport-smtp-mailfrom is being populated which is causing the service to build a mail from using the hostname from the `/etc/hosts` file.

**Error Message:**

```
sender address rejected: need fully qualified address
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Adapters - SMTP

Escalation ID: 00065275

Fix ID: 196331  
Severity: Normal  
Type: Normal Fix  
Build: 5003

## Adapters - SWIFT

InQuira ID: NFX3401  
Title: SWIFTNetServerAdapter deletes multiple RA Business Entities  
Description: Deleting a Business Entity on the SWIFTNetServerAdapter removes more than one entry.  
Error Message: No specific error message.  
Resolution:  
Please apply Gentrans Integration Suite, Release 4.3 Build 4314 or later.  
Please apply Sterling Integrator, Release 5.0 Build 5001 or later.  
Functional Area: Adapters - SWIFT  
Escalation ID: 1370665  
Fix ID: 166276, 177609  
Severity: Normal  
Type: Normal Fix  
Build: 4314, 5001

## Adapters - SwiftNet

InQuira ID: NFX7009  
Title: SwiftNet Server Adapter does not start when a Business Entity has an invalid password  
Description:  
In Gentrans Integration Suite 4.3 build 4319, SwiftNet Server Adapter has two business entities with valid username/password. The adapter starts fine.  
When you add a new business entity with invalid username/password, the adapter does not start. When the business entity with invalid username/password is deleted, the adapter starts fine.  
Error Message:  
Swiftnet log:-  
ERROR 000000000000 GLOBAL\_SCOPE [SwiftnetServerImpl].startupAdapter() - The adapter [SWIFTNetServerAdapter\_SWIFTNetServerAdapter\_node1] cannot be started up.  
java.lang.Exception: Problem in starting MEFGSwiftnetServer

```

at
com.sterlingcommerce.woodstock.services.swiftnet.server.SwiftnetServerImpl.startupAd
apter
(SwiftnetServerImpl.java:306)
at
com.sterlingcommerce.woodstock.services.swiftnet.server.SwiftnetServerImpl.refreshAd
apter(SwiftnetServerImpl.java:373)
at
com.sterlingcommerce.woodstock.services.IAdapterImpl.refresh(IAdapterImpl.java:159)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:64)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
at
java.lang.reflect.Method.invoke(Method.java:615)
at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:309)
at sun.rmi.transport.Transport$1.run
(Transport.java:168)
at java.security.AccessController.doPrivileged(AccessController.java:275)
at sun.rmi.transport.Transport.serviceCall(Transport.java:164)
at
sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:506)
at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.handleRequest(TCPTransport.java
:838)
at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:912)
at java.lang.Thread.run(Thread.java:801)
DEBUG 000000000000 GLOBAL_SCOPE [SwiftnetServerImpl]
***** Start up process fail to complete, shutting down *****

```

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

A new Parameter "Start MEFN SWIFNet despite errors" has been added to SWIFNet Server Adapter which when enabled, adds the following functionality:

- ◆ Allow the server to start on error and notify the administrator of SI in the event of an error.
- ◆ The information of invalid BE's and Queues is written to SWIFNet Start Up log (on SI side)

Functional Area: Adapters - SwiftNet

Escalation ID: 00088539

Fix ID: 203748, 202498

Severity: Critical

Type: NormalFix

Build: 4322, 5008

InQuira ID: NFX4383

**Title:** SwiftNetClient can create an instance of SwiftNetHTTPClientAdapter even though the SwiftNetHTTPClient had been disabled.

**Description:** If you disable the SwiftNetHttpClient Adapter and run the SwiftNetClient Service, it can create a new instance of the SwiftNetHttpClientAdapter regardless of whether it is disabled or not. The process will complete successfully.

**Error Message:** No error message encountered. The SwiftNetClient service should check that the SwiftNetHttpClient is disabled and throw an error.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

**Functional Area:** Adapters - SwiftNet

**Escalation ID:** 1371746

**Fix ID:** 171450, 176526, 177798

**Severity:** Normal

**Type:** Normal Fix

**Build:** 4316, 5001

**InQuira ID:** NFX4766

**Title:** Workflow Engine error thrown when SwiftNetClient executes when the SWiftNetServer Adapter has been disabled.

**Description:**

The HTTPClient is called to send the request and the wfc class sets status to `WAITING_ON_IO`. This error occurs if the http response arrives at the same time and HTTPClientStub class tries to resume the same wfc. A workaround can be applied by increasing the retry interval in the SwiftNet Http Client Adapter.

**Error Message:**

```
2008-11-20 12:04:36.363] ERROR 000110060130
WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_postInvoke
ActivityEngineHelper.postInvoke() caught SQLException
java.util.ConcurrentModificationException
at java.util.Hashtable$HashIterator.next(Hashtable.java:146)
at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.persist(WorkFlowContext.java
:4196)
at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.persist(WorkFlowContext.java
:3600)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.persist
Wfc(ActivityEngineHelper.java:2852)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.postInv
okeService(ActivityEngineHelper.java:2109)
```

```

at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:590)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:338)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:326)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:331)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
at java.lang.Thread.run(Thread.java:801)
[2008-11-20 12:04:36.363] DEBUG 000120060138
WORKFLOW.ACTIVITY_ENGINE.DEB_ActivityEngineHelper_postInvoke5
ActivityEngineHelper.postInvoke() caught Exception in Rollback for wf_id 45006 and service name : System_Service
[2008-11-20 12:04:36.363] DEBUG 000120010154
WORKFLOW.WORKFLOW.DEB_SystemWorkFlowContent_get SystemWorkFlowContent.get(
    INLINE_ONFAULT , null )
[2008-11-20 12:04:36.363] DEBUG 000120010154
WORKFLOW.WORKFLOW.DEB_SystemWorkFlowContent_get SystemWorkFlowContent.get(
    ONFAULT_CHECK , null )

```

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Adapters - SwiftNet

Escalation ID: 1371649

Fix ID: 171122, 177800

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

## Adapters - WebDav

InQuira ID: NFX10159

Title: WebDav client fails with "Document in the folder are not available. The folder may have been moved or deleted".

Description:

Windows XP WebDav client fails with error - "Document in the folder are not available. The folder may have been moved or deleted". This problem occurs if the name of a document in the root directory contains one or more high ASCII characters such as ampersand.

Resolution:

Please apply Gentran Integration Suite 4.3 apply patch 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Adapters - WebDav

Escalation ID: 208455

Fix ID: 228019, 230938

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQuira ID: NFX3538

Title: WebDAV server is not closing connections in Gentran Integration Suite 4.1.1 and it appears ACTIVE in the user interface page

Description: When connecting to Gentran Integration Suite using WebDAV connections are not being closed and remains ACTIVE in the Communications Session screen. This is due to the client side not properly closing the connection causing a timeout and the server side (Gentran Integration Suite) not unregistering the thread in the HTTP Server because the connection was not properly closed.

Error Message: There is no error message however, the connection remains ACTIVE in the Communications Session screen using an HTTP thread. The thread remains active until Gentran Integration Suite is restarted or the adapter is restarted.

Resolution: When connections are made using WebDAV, only WebDAV protocol communication sessions are retained and HTTP connections are skipped.

Please apply Gentran Integration Suite, Release 4.1.1 Build 1989 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Adapters - WebDav

Escalation ID: 1369079

Fix ID: 164191, 166615, 177500

Severity: Normal

Type: Normal Fix

Build: 1989, 4314, 5001

## Adapters - WebMethods

InQuira ID: NFX5305

Title: Webmethods fails with `java.lang.NoSuchMethodError`

Description: Using Gentran Integration Suite 4.2 and build 4206. The Webmethods adapter failing with error related to non existent method.

Error Message: System Log reports:

```
ERROR in WEBServerStartThread :
org.mortbay.util.MultiException[ java.lang.ClassNotFoundException:
org.apache.cactus.server.ServletTestRedirector,  java.lang.ClassNotFoundException:
org.apache.cactus.server.ServletTestRedirector]
org.mortbay.util.MultiException[ java.lang.ClassNotFoundException:
org.apache.cactus.server.ServletTestRedirector,  java.lang.ClassNotFoundException:
org.apache.cactus.server.ServletTestRedirector]
at org.mortbay.http.HttpServer.start(HttpServer.java:640)
at
com.sterlingcommerce.woodstock.noapp.WebServerStartThread.run(WebServerStartThread.j
ava:63)
at java.lang.Thread.run(Thread.java:534)
java.lang.ClassNotFoundException: org.apache.cactus.server.ServletTestRedirector
at java.net.URLClassLoader$1.run(URLClassLoader.java:199)
at java.security.AccessController.doPrivileged(Native Method)
at java.net.URLClassLoader.findClass(URLClassLoader.java:187)
at java.lang.ClassLoader.loadClass(ClassLoader.java:289)
at java.lang.ClassLoader.loadClass(ClassLoader.java:235)
at org.mortbay.http.ContextLoader.loadClass(ContextLoader.java:206)
at org.mortbay.http.ContextLoader.loadClass(ContextLoader.java:170)
at org.mortbay.http.HttpContext.loadClass(HttpContext.java:1407)
at org.mortbay.jetty.servlet.Holder.start(Holder.java:165)
at org.mortbay.jetty.servlet.ServletHolder.start(ServletHolder.java:198)
at
org.mortbay.jetty.servlet.ServletHandler.initializeServlets(ServletHandler.java:445)
at
org.mortbay.jetty.servlet.WebApplicationHandler.initializeServlets(WebApplicationHan
dler.java:150)
at
org.mortbay.jetty.servlet.WebApplicationContext.start(WebApplicationContext.java:458
)
at org.mortbay.http.HttpServer.start(HttpServer.java:663)
at
com.sterlingcommerce.woodstock.noapp.WebServerStartThread.run(WebServerStartThread.j
ava:63)
at java.lang.Thread.run(Thread.java:534)
java.lang.ClassNotFoundException: org.apache.cactus.server.ServletTestRedirector
at java.net.URLClassLoader$1.run(URLClassLoader.java:199)
```

```

at java.security.AccessController.doPrivileged(Native Method)
at java.net.URLClassLoader.findClass(URLClassLoader.java:187)
at java.lang.ClassLoader.loadClass(ClassLoader.java:289)
at java.lang.ClassLoader.loadClass(ClassLoader.java:235)
at org.mortbay.http.ContextLoader.loadClass(ContextLoader.java:206)
at org.mortbay.http.ContextLoader.loadClass(ContextLoader.java:170)
at org.mortbay.http.HttpContext.loadClass(HttpContext.java:1407)
at org.mortbay.jetty.servlet.Holder.start(Holder.java:165)
at org.mortbay.jetty.servlet.ServletHolder.start(ServletHolder.java:198)
at
org.mortbay.jetty.servlet.ServletHandler.initializeServlets(ServletHandler.java:445)
at
org.mortbay.jetty.servlet.WebApplicationHandler.initializeServlets(WebApplicationHan
dler.java:150)
at
org.mortbay.jetty.servlet.WebApplicationContext.start(WebApplicationContext.java:458
)
at org.mortbay.http.HttpServer.start(HttpServer.java:663)
at
com.sterlingcommerce.woodstock.noapp.WebServerStartThread.run(WebServerStartThread.j
ava:63)
at java.lang.Thread.run(Thread.java:534)

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Adapters - WebMethods

Escalation ID: 1368648

Fix ID: 166495

Severity: Normal

Type: Normal Fix

Build: 5001

## Adapters - WebSphereMQ

InQuira ID: NFX8479

Title:

WebSphere MQ adapters do not reconnect when the WebSphere server is moved over to another MSCS cluster node

Description:

2 node MSCS cluster runs WebSphere, and GIS connects to that cluster to communicate with WSMQ. Whenever one of the nodes in the MSCS cluster is taken down and WSMQ resources are failed over to the other node, GIS loses the ability to connect to WSMQ and all the WSMQ adapters get disabled.

The GIS Websphere MQ adapters are not reconnecting after the Websphere MQ MSCS cluster server goes down and comes back up. Websphere MQ in the customer's environments is in a MSCS cluster and they are moving it back and forth between the 2 servers, then the GIS Websphere MQ adapters are not reconnecting after the server is moved to the next server or if one of the servers is shutoff and restarted. The

customer started experiencing this adapter reconnection problem in their old 4.0 cluster environment using GIS WebSphere MQ Adapters only after they upgraded their Websphere MQ MSCS cluster server from 6.0.1.2 to 6.0.2.8. They also can recreate this reconnection problem using their GIS cluster at build 4319+hotfixes.

#### Error Message:

```
[2010-02-24 18:32:05.705] ERROR 000000000000 GLOBAL_SCOPE
<WebSphereMQServerImpl-18944148> MQException in doRcv: reasonCode=2202
com.ibm.mq.MQException: MQJE001: Completion Code 2, Reason 2202
  at com.ibm.mq.MQQueue.get(MQQueue.java:1041)
  at
com.sterlingcommerce.woodstock.services.websphereMQ.WebSphereMQServerImpl.doRcv(WebS
phereMQServerImpl.java:319)
  at
com.sterlingcommerce.woodstock.services.websphereMQ.WMQAsyncThread.run(WMQAsyncThrea
d.java:58)
[2010-02-24 18:32:05.861] ERROR 000000000000 GLOBAL_SCOPE
<WebSphereMQServerImpl-29859736> MQException in doRcv: reasonCode=2162
com.ibm.mq.MQException: MQJE001: Completion Code 2, Reason 2162
  at com.ibm.mq.MQQueue.get(MQQueue.java:1041)
  at
com.sterlingcommerce.woodstock.services.websphereMQ.WebSphereMQServerImpl.doRcv(WebS
phereMQServerImpl.java:319)
  at
com.sterlingcommerce.woodstock.services.websphereMQ.WMQAsyncThread.run(WMQAsyncThrea
d.java:58)
[2010-02-24 18:32:05.861] ERROR 000000000000 GLOBAL_SCOPE
<WebSphereMQServerImpl-859736> Exception during backout
com.ibm.mq.MQException: MQJE001: Completion Code 2, Reason 2009
  at com.ibm.mq.MQQueueManager.backout(MQQueueManager.java:2326)
  at
com.sterlingcommerce.woodstock.services.websphereMQ.WebSphereMQServerImpl.doRcv(WebS
phereMQServerImpl.java:495)
  at
com.sterlingcommerce.woodstock.services.websphereMQ.WMQAsyncThread.run(WMQAsyncThrea
d.java:58)
```

#### Resolution

Fix resolves this reported reconnection issue that started only after an upgrade of WSMQ Server from version 6.0.1.2 to 6.0.2.8. This was a MSCS Cluster server environment. With this fix applied, the GIS WebSphere MQ adapters will now handle the response error code 2009 properly

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator Release, Release 5.0 Build 5008 or later.

Functional Area: Adapters - WebSphereMQ

Escalation ID: 139301

Fix ID: 215587, 226687

Severity: Critical

Type: NormalFix

Build: 4324, 5008

## Adapters - WebSphereMQ Suite

InQira ID: NFX3449

Title: Incorrect MQ environment version notice displayed in WebSphereMQ Suite debug logs

Description: The logs show `MQEnvironment version_notice=MQSeries` classes for Java V5.2.0 even though WebSphere MQ classes V6.0.0 libraries (`com.ibm.mq.jar`) are installed using `install3rdParty`.

Error Message: No error messages.

Resolution: The fix will output the correct version of MQ classes installed using `install3rdParty` in WebSphereMQSuite logs when set to debug mode.

Please apply Gentran Integration Suite, Release 4.2 Build 4214 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Adapters - WebSphereMQ Suite

Escalation ID: 1366704

Fix ID: 32289, 165030, 177547

Severity: Normal

Type: Normal Fix

Build: 4214, 4314, 5001

InQira ID: NFX4161

Title: The WSMQ Async Receive adapter bootstraps business processes even when a document is not created successfully.

Description: The WSMQ Async Receive adapter bootstraps business processes even when a document is not created successfully. This results in data loss.

Resolution: Corrected exception handling when Gentran Integration Suite fails to close the document output stream (file system full or read only) the exception is now caught, logged and re-thrown. Prior logic was just to log the exception and continue which resulted in "lost" MQ messages and business processes bootstrapped without valid documents.

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Adapters - WebSphereMQ Suite

Escalation ID: 1368837

Fix ID: 37552, 178172

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

## InQuira ID: NFX6799

Title: Websphere MQ Adapter uses wrong CA and/or key certificate if more than one MQ Adapter is idle for a period of 30 minutes

Description: Websphere MQ Adapter or Websphere MQ Suite Aysnc Adapter uses wrong CA and/or key certificate if more than one MQ Adapter is idle for approximately 30 minutes or more.

### Error Message:

```
com.ibm.mq.MQException: MQJE001: Completion Code 2, Reason 2397 - JSSE reported an error (for example, while connecting to a queue manager using SSL encryption). The MQException object containing this reason code references the Exception thrown by JSSE; this can be obtained by using the MQException.getCause() method. From JMS, the MQException is linked to the thrown JMSEException.
```

or

```
com.ibm.mq.MQException: MQJE001: Completion Code 2, Reason 2035 - The user is not authorized to perform the operation attempted:
```

### Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Adapters - WebSphereMQ

Escalation ID: 50231

Fix ID: 194524, 193796

Severity: Normal

Type: Normal Fix

Build: 4320, 5003

## Admin UI

### InQuira ID: ENH3195

Title: Instance Data Primary Document link change in behavior in Sterling Integrator, Release 5.0 Build 5006 or later

### Request Description

For Sterling Integrator, Release 5.0 prior to 5006, the following behavior existed if there are multiple documents available in a BP step.

One example would be when running EDIDevelope and there is at least one bad transaction.

Go to the Business Process Detail UI, you will see 2 steps.

Go to Step 0:

Click on the Document column info button - You see the Primary Document - just a single document

Click on the Instance Data info button > then click on the PrimaryDocumentSCIObjctID link - You see the same Primary document pane.

Go to Step 1 (EDI Deenvelope Service):

Click on the Document column info button - You see the Multiple Documents UI, and you can jump between the 2 documents by just clicking on the left side elements.

Click on the Instance Data info button > You see only the Primary Document

Escalation ID: QC (227078)

Status: Completed

Request Resolution:

The change in behavior applies to the Instance Data information that is available when there are multiple documents.

Using the example of EDIDeenvelope where there is at least one bad transaction, you will now see the following behavior change.

Go to the Business Process Detail UI, you will see 2 steps.

Go to Step 0:

Click on the Document column info button - You see the Primary Document - just a single document

Click on the Instance Data info button > then click on the PrimaryDocumentSCIOBJECTID link - You see the same Primary document pane.

Go to Step 1 (EDI Deenvelope Service):

Click on the Document column info button - You see the Multiple Documents UI, and you can jump between the 2 documents by just clicking on the left side elements.

Click on the Instance Data info button > You see two SCIOBJECTIDs - click on either one and they will take you to the same Multiple Documents UI.

Instance Data behavior is now identical to the behavior of the Document info selection. This provides consistent behavior for document displays and it gives easier access to multiple documents from the Instance Data panel.

This was addressed as part of a NullPointerException fix. See NFX11108 for more information on this fix.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

## NFX11108

Title: java.lang.NullPointerException is thrown when opening the PrimaryDocument link in Step 0 of any BP

Description:

java.lang.NullPointerException error occurs when opening the PrimaryDocument link in Step 0 of any BP. The error occurs because the Service Name of the BP used to be INITIATING\_CONTEXT, but a change had been made to include the user name and it had single quotes around the name e.g. INITIATING\_CONTEXT from user 'admin'. It is the single quote around admin that was causing the NullPointerException when parsing the URL to open the PrimaryDocument link.

Error Message:

## Error from Instance Data Status Report:

Processing error has occurred. Please contact system administrator and check system logs for more details.:  
java.lang.NullPointerException

## ui.log

```
[2010-07-27 12:01:25.68] ALL 000000000000 GLOBAL_SCOPE java.lang.NullPointerException
[2010-07-27 12:01:25.681] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.adminui.jspbean.WFDocBean.getDocDesc(WFDocBean.java:3
79)
[2010-07-27 12:01:25.681] ALL 000000000000 GLOBAL_SCOPE at
org.apache.jsp.jsp.showdatadoc_jsp._jspService(showdatadoc_jsp.java:152)
[2010-07-27 12:01:25.681] ALL 000000000000 GLOBAL_SCOPE at
org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:70)
[2010-07-27 12:01:25.681] ALL 000000000000 GLOBAL_SCOPE at
javax.servlet.http.HttpServlet.service(HttpServlet.java:803)
[2010-07-27 12:01:25.681] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:487)
[2010-07-27 12:01:25.681] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:362)
[2010-07-27 12:01:25.681] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.security.SecurityHandler.handle(SecurityHandler.java:216)
[2010-07-27 12:01:25.681] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.servlet.SessionHandler.handle(SessionHandler.java:181)
[2010-07-27 12:01:25.681] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.handler.ContextHandler.handle(ContextHandler.java:726)
[2010-07-27 12:01:25.681] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.webapp.WebAppContext.handle(WebAppContext.java:405)
[2010-07-27 12:01:25.681] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.servlet.Dispatcher.forward(Dispatcher.java:285)
[2010-07-27 12:01:25.681] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.servlet.Dispatcher.forward(Dispatcher.java:126)
[2010-07-27 12:01:25.681] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.gotoPage(ServletBase.java:309)
```

## Resolution:

The NullPointerException has been addressed by using a different jsp page that is not passing the user context information. The same jsp page is now used for both the PrimaryDocument information from the Instance Data information as well as when looking at the Document information of a business process.

Please note that this is a change in behavior from previous patch versions. See also ENH3195 for more information on the behavior change.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Admin UI

Escalation ID: QC

Fix ID: 227078

Severity: Normal

Type: NewFunctionality

Build: 5006

**InQira ID: NFX10990**

Title: Default archive settings of a business process not carried over to a new version of the business process

**Description:**

The default archive settings of a business process is not carried over to a new version of the business process delivered through a patch release.

If you edit the Business Process preserve attribute settings before applying this patch and then apply this patch, the checksum tool still considers the business process as modified and leaves the custom edited version as default.

**Error Message:**

None

**Workaround:**

Manually change the default settings after applying the patch.

Preserve attributes: status, deadline\_interval, firstNotify, secondNotify, lifespan, removal\_method (from DB), persistence\_level (from DB), recoveryLevel (from DB), Asyncmode, transaction, transCommitOnError, wfd\_options, eventlevel, storagetype, visibility

**Resolution:**

Please apply Sterling Integrator Release 5.0, Build 5008 or later.

Functional Area: Admin UI

Escalation ID: QC

Fix ID: 238579

Severity: Critical

Type: NormalFix

Build: 5008

**InQira ID: NFX3434**

Title: GIS Autho tag returns true, if the permission is not assigned to the user

**Description:**

The autho tag returns true, if the permission is not assigned to the user but Permission exists in the system.

**JSP**

```

...
<sec:autho permission="test_permission" user="<%=username%>"
checkExistence="true">
  <b>Permission test_permission exists, but not assigned to user, not
authorized</b>
  <br />
</sec:autho>
.....

```

**Error Message:**

no error message, but ""Permission test\_permission exists, but not assigned to user, not authorized" is displayed

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Also this issue has been corrected in Sterling Integrator Release 5.0, Build 5008. Please apply Build 5008 (or later) to resolve this issue.

Functional Area: Admin UI

Escalation ID: 00024963

Fix ID: 195272,206583

Severity: Normal

Type: NormalFix

Build: 4324, 5008

**InQira ID: NFX10344**

Title: Unable to see the Database MB Usage chart on Database Usage screen.

Description:

Unable to see the Database MB Usage chart (Admin Console -> Operations -> System -> Troubleshooter -> Database Usage) after installing SI5005 installation with external MySQL.

Error Message:

You do not have enough database permissions to view this chart.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Admin UI

Escalation ID: 248443

Fix ID: 236563

Severity: Normal

Type: NormalFix

Build: 5008

**InQira ID: NFX10838**

Title: Potential issue with unfiltered query when accessing the Tracker

Description:

Under certain rare circumstances, when manually executing a Business Process, it may accidentally redirect to the URI /ws/Tracker, which will produce a list of all steps of all executing Business Processes. The exact reason for this issue can be one of many causes, and may be related to issues with a browser error or the browser crashing. Accessing this URI can cause processing to drastically slow down, and could even lead

to memory issues on older versions. Please note that this URI is never called in this manner during the normal operation of the system.

Resolution:

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: Admin UI

Escalation ID: 00256066

Fix ID: 237249

Severity: Normal

Type: NormalFix

Build: 5008

**InQuira ID: NFX9263**

Title: Odette FTP Partner Profile pages do not have the name of the resource

Description: Odette FTP Partner Profile pages do not have the name of the resource as part of the header.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Admin UI

Escalation ID: QC

Fix ID: 204652

Severity: Normal

Type: Normal Fix

Build: 5006

**InQuira ID: NFX9336**

Title: AFT Management login screen displays part of the background image towards the right side

Description: AFT Management login screen displays part of the background image towards the right side

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Admin UI

Escalation ID: QC

Fix ID: 219139

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: NFX6465

Title: Mailbox message sort order not retained after editing a message

Description: Select a mailbox. Sort the list of message in some order for example descending order. Once we edit the message and return to the list of the messages the sort order is lost.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4221 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Admin UI

Escalation ID: 47040

Fix ID: 190604, 189213, 190608

Severity: Normal

Type: Normal Fix

Build: 4320, 4221, 5006

### InQira ID: NFX6625

Title: Database usage image and Cache Usage image do not appear

Description: In Dashboard user interface, Database Usage and Cache Usage images are not displayed in the Operator tab.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Admin UI

Escalation ID: 00071323

Fix ID: 193837

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: NFX6293

Title: The Central Search screen is slow to return results

Description: When using the Central Search screen to search for Business Process information, the results may take a very long time to be displayed.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Admin UI

Escalation ID: 00056902

Fix ID: 208665, 209814

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

InQuira ID: NFX6692

Title: OOM issued during processing in a cluster environment when the business process Execution Window is open and the business process has ~1000+ steps

Description: When business process Execution window(s) are left open and the business process has approximately 1000 or more steps, the JVM will process for a long period of time under heavy load and never recapture much of the heap space leading to an Out of Memory error. Garbage collection shows a steady decline in heap space. There is an excessive amount of GC as well. Gentran Integration Suite logging, processing and everything else will stop functioning. The only way to recover is to restart the node.

Additional symptoms:

Pop-up execution window will crash. When manually starting a business process with many steps and leaving the pop-up execution window open, the pop-up window will eventually generate error:

Processing error has occurred. Please contact system administrator and check system logs for more details.

Error Message:

```
***WARNING*** Java heap is almost exhausted : 13% free Java heap
Free Java heap size: 275,752,200 bytes
Allocated Java heap size: 2,039,480,320 bytes
There were 28 waiting threads on this blocked process.
Blocking process:
RMI TCP Connection(47882)-
Owns Monitor Lock on
com/sterlingcommerce/woodstock/ceuinterop/impl/session/CEUSessionManager@659C5B78/65
9C5B84
at java/net/SocketInputStream.socketRead0(Native Method) at
java/net/SocketInputStream.read(SocketInputStream.java:155(Compiled Code)) at
java/io/DataInputStream.readFully(DataInputStream.java:202(Compiled Code)) at
java/io/DataInputStream.readFully(DataInputStream.java:178(Compiled Code)) at
com/sterlingcommerce/ceu/sips/SipsMessage.unpackChars(SipsMessage.java:136(Compiled
Code)) at
com/sterlingcommerce/ceu/sips/GotRSDMessage.loadBytes(GotRSDMessage.java:2391(Compil
ed Code))
```

Additional error from pop-up execution window :

Processing error has occurred. Please contact system administrator and check system logs for more details.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later

After the patch is applied, users will not see all steps for a business process that has large number of steps only the last ten steps are seen in the business process execution window in reverse order.

Functional Area: Admin UI

Escalation ID: 71118

Fix ID: 195325, 200914

Severity: Critical

Type: Normal Fix

Build: 4322, 5006

### InQaira ID: NFX9425

Title: Provide consistent behavior to record the user restarting a Business Process

Description: In a previous fix (NFX6688), the user that restarts a Business Process that is Halted is now recorded, however, this behavior was not consistent. If the user restarted the Business Process from the Current Processes screen, the new behavior would be used. If they used the Advanced Search or Business Process Usage screen, then the original user would be maintained.

The user should be recorded uniformly, regardless of the path taken to restart the Business Process

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Admin UI

Escalation ID: 00150742

Fix ID: 214906

Severity: Normal

Type: Normal Fix

Build: 5006

### InQaira ID: NFX8904

Title: SSP/SEAS SSO Permission Issue When Switching Users Permissions Are Inherited From Super User to Non Super

Description: How to reproduce SSP/SEAS SSO Permission issue, when switching users permissions are inherited from Super User to Non Super:

1. Enable the SSO between SSP and Sterling Integrator - Dashboard
2. Create a super user, which has all the permissions
3. Create a another user with less permissions - may be Trading Profiles.
4. Open a browser and log in as Super User First
5. Click on logout button, don't close the browser window

6. Now log in as other user you have created in step 3. You should see all the super user permissions under this user.

Testing in a standalone environment (no SSO or SSP involved) yields the following: There appears to be no inheritance in a standalone environment. Only environment with SSP/SSO yields this result.

Error Message: No error message

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Admin UI

Escalation ID: 00174747

Fix ID: 221318

Severity: Critical

Type: Normal Fix

Build: 5006

#### InQira ID: NFX9249

Title: JDBC Tracking is enabled after restarting Sterling Integrator

Description: JDBC Tracking (from the Administration menu, select Operations > JDBC Monitor ) is enabled after restarting Sterling Integrator. It should be disabled by default.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Version 5.0 Build 5006 or later.

Functional Area: Admin UI

Escalation ID: 00076253

Fix ID: 201295

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQira ID: NFX9398

Title: An error may appear in the logs when checking in a Map via the UI

Description: When the user checks in a Map from the User Interface, the below error may be logged in the ui.log file. Please note that this does not interfere with the check-in of Map.

Error Message:

```
[2009-10-01 08:16:18.31] ERROR 000000000000 GLOBAL_SCOPE [CheckInOutBase:checkout]
EOFException( java.net .SocketException: Broken pipe (errno:32))
at org.mortbay.http.BufferedOutputStream.bypassWrite(BufferedOutputStream.java:160)
at org.mortbay.http.BufferedOutputStream.write(BufferedOutputStream.java:128)
at org.mortbay.http.HttpOutputStream.write(HttpOutputStream.java:442)
at org.mortbay.http.HttpOutputStream.write(HttpOutputStream.java:434)
at org.mortbay.jetty.servlet.ServletOut.write(ServletOut.java:35)
```

```

at
com.sterlingcommerce.woodstock.adminui.servlet.CheckInOutBase.CheckOut(CheckInOutBase.java:222)
at com.sterlingcommerce.woodstock.ui.servlet.GetMap.doPost(GetMap.java:204)
at com.sterlingcommerce.woodstock.ui.servlet.ServletBase.doGet(ServletBase.java:153)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:740)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358)
at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler.java:342)
at
com.sterlingcommerce.woodstock.ui.dlso.DLSSOFilter.doFilter(DLSSOFilter.java:140)
at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler.java:334)
at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:286)
at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:567)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1807)
at
org.mortbay.jetty.servlet.WebApplicationContext.handle(WebApplicationContext.java:525)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1757)
at org.mortbay.http.HttpServer.service(HttpServer.java:879)
at org.mortbay.http.HttpConnection.service(HttpConnection.java:789)
at org.mortbay.http.HttpConnection.handleNext(HttpConnection.java:960)
at org.mortbay.http.HttpConnection.handle(HttpConnection.java:806)
at org.mortbay.http.SocketListener.handleConnection(SocketListener.java:218)
at org.mortbay.util.ThreadedServer.handle(ThreadedServer.java:331)
at org.mortbay.util.ThreadPool$PoolThread.run(ThreadPool.java:520)

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Admin UI

Escalation ID: 00096215

Fix ID: 203779

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9399

Title: Assigning the UI Logs permission does not allow the user to control the logging level

Description: When assigning the UI Logs permission to a user, it will allow them to reach the screen in the User Interface where the logs are listed, and it will allow them to view each individual log file.

However, this permission will not allow the user to change any of the logs to debug.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Admin UI

Escalation ID: 00103676

Fix ID: 205489

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX9470

Title: First line of primary document is being removed when business process is run manually

Description:

`Content-Type: application/x-pkcs7-mime; smime-type=enveloped-data; name="smime.p7m"`

This line is stripped from any file that is chosen as the primary document when you launch a business process manually from UI.

The Initiating\_Context operation strips the first line and corrupts the primary document.

To Reproduce:

1. Create a document on your desktop with a first line of:  
`Content-Type: application/x-pkcs7-mime; smime-type=enveloped-data; name="smime.p7m"`
2. Initiate any business process (Hello World for example) manually using Business Process Manager and input primary document with the document you created above.
3. Examine primary document in step 0 Initiating\_Context and you will see that the first line is stripped.

Error Message: No error. Primary document becomes corrupt.

Resolution: Please apply Sterling Integrator, Version 5.0 Build 5006 or later.

Functional Area: Admin UI

Escalation ID: 60593

Fix ID: 192908

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX9496

Title: Current processes comes up very slowly on Oracle database.

Description: In this case, current processes was taking 4-5 minutes to come up. This only happens with Oracle databases.

Error Message: There is no error message, but the Current Processes screen takes 4-5 minutes to come up.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Admin UI

Escalation ID: 00105500

Fix ID: 204261

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX9498

Title: White space is not trimmed when searching for a business process by Process ID.

Description: In Business Processes > Monitor > Advanced Search > Business Process you can search for a process by Process ID. If you have a space before or after the process ID, it will fail.

Error Message:

Please enter a single numeric process ID

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

This will trim the white space and allow the search even if there is a space added.

Functional Area: Admin UI

Escalation ID: 00123297

Fix ID: 208187

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX6786

Title: Permissions search not returning correct results when underscores are used

Description: In the Gentrans Integration Suite/Sterling Integrator permissions **Search User Interface** screen, if you search for a permission name that contains underscores, no search results are returned.

Error Message: No error message.

Resolution:

Please apply Gentrans Integration Suite/, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 build 5006 or later.

Functional Area: Admin UI

Escalation ID: 00079766

Fix ID: 197696, 208204

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

### InQira ID: NFX8923

Title: Admin Audit report shows one event of a Sterling File Gateway partner creation under fg\_sysadmin and not the user's ID

Description: When creating a partner through the Sterling File Gateway user interface, the events are captured on the Sterling Integrator admin audit report. For example, one of the events is showing up under the the ID fg\_sysadmin and not the actual user's ID: TestUser.

Error Message: No errors.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Admin UI

Escalation ID: 175926

Fix ID: 220537

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: ENH2782

Title: Deprecate Sterling Integrator /ws user interface

Request Description: Deprecate Sterling Integrator /ws user interface and recommend using the new Sterling Integrator dashboard interface.

Escalation ID: QC (214670)

Status: Completed

Request Resolution: The Sterling Integrator dashboard interface can be accessed by using the `http://host:port/dashboard` address from your browser, where `host:port` is the IP address and port number where Sterling Integrator resides on your system.

### InQira ID: NFX7655

Title: MaxPoolSize should not be allowed to be 0 for any queue

Description: MaxPoolSize should not be allowed to be 0 for any queue. Any business process executing on the queue would be placed in queue until the MaxPoolSize is increased to at least 1.

Error message: No error message.

Resolution: When you log on to QueueWatcher as an admin, in the Config Queue settings, if you set the Max number of Threads parameter to 0, the following error message is displayed:

Error in input data

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Admin UI

Escalation ID: QC

Fix ID: 199230

Severity: Normal

Type: Normal Fix

Build: 5004

InQira ID: NFX8338

Title: The **Import Wizard Confirmation** page shows all resources

Description: The **Import Wizard Confirmation** page shows all resources, and does not limit to just 25 resources as it should. At the end, it adds "..." to the string to hint that there are more resources but there are no more resources since the page shows them all.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Admin UI

Escalation ID: QC

Fix ID: 210816

Severity: Normal

Type: Normal Fix

Build: 5004

InQira ID: ENH2442

Title: Add SSL support to Admin UI (/ws) login screen

Request Description: Add SSL support to Admin UI (/ws) login screen.

Escalation ID: QC (189520, 208228, 210958)

Status: Completed

Request Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

See the Gentran Integration Suite 4.3 Documentation Updates for more information on *Secure Socket Layering (SSL) Enhancement*.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

See the Sterling Integrator 5.0 Documentation Updates for more information on *Secure Socket Layering (SSL) Enhancement*.

InQira ID: NFX2828

Title: Validate Input / Validate Output settings default to Yes when editing a Transaction-Level envelope

Description: When editing a Transaction-Level envelope, the Validate Input and Validate Output parameters default to `Yes`, overwriting the previous settings. When the envelope is edited, these values should retain the previous settings.

Error Message: No error messages.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4312 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Admin UI

Escalation ID: 1370117

Fix ID: 164124, 164127

Severity: Normal

Type: Normal Fix

Build: 4312, 5001

**InQira ID: NFX3592**

Title: Javascript error in Envelope Search when 'Remember search-by values' is selected and invalid data is used

Description: When searching for Envelopes, if the user has enabled the 'Remember search-by values', a search for invalid information (for example: %'78), will cause the screen to no longer return values until the 'Remember search-by values' is disabled.

Error Message:

```
Processing error has occurred. Please contact system administrator and check system logs for more details.java.lang.NumberFormatException: For input string: ""
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Admin UI

Escalation ID: 1370911

Fix ID: 165930, 172115

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

**InQira ID: NFX3770**

Title: Searching for Business Processes > ALL in Restore Area returns no results

Description: After restoring a data set using the Archive Manager, and then searching the Restore Area from **Business Processes > Advanced Search > Business Processes**, no results are returned when selecting **ALL** in the Business Processes box.

**Error Message:**

```
[2008-08-21 09:49:16.822] ERROR 000110010729 WORKFLOW.WORKFLOW.ERR_extractWFDIDs Got an exception in extractWFDIDs .
SQL Error Code: 209
SQL State: HY000
java.sql.SQLException: [Microsoft][SQLServer 2000 Driver for JDBC][SQLServer]Ambiguous column name 'WFD_ID'.
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.1.1 Build 1990 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4217 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Admin UI

Escalation ID: 1371069, 1371944, 1370904

Fix ID: 166319, 171608, 165946, 166698

Severity: Normal

Type: Normal Fix

Build: 1990, 4217, 4314, 5001

**InQira ID: NFX4403**

Title: Attempts to edit imported certificate in Sterling Integrator generates error

Description: Importing certificate into Sterling Integrator Release 5.0 is successful with no errors generated, but an edit of the certificate generates the error message Processing error has occurred. Please contact system administrator and check system logs for more details.

A recurring attempt to export this same certificate generates the error Trusted digital certificate - export ERROR The trusted digital certificate was not found in the system. Deleting and re-importing the certificate does not eliminate the problem.

Error Message: Null pointer exceptions are thrown into the noapp, user interface, and Ops logs.

Resolution: Please apply Sterling Integrator Release 5.0, Build 5003 or later.

Functional Area: Admin UI

Escalation ID: 00035119

Fix ID: 184873

Severity: Normal

Type: Normal Fix

Build: 5003

InQuira ID: NFX4693

Title: The **Operations > Lock Manager** menu option is missing in the workspace user interface

Description: When logged into the Gentran Integration Suite Workspace (/ws) User Interface, the **Lock Manager** option is missing from the **Operations** menu. It appears correctly in the dashboard. This error appears to have been introduced in Gentran Integration Suite, Release 4.3 Build 4315.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Admin UI

Escalation ID: 1372074

Fix ID: 172619, 180301

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX5172

Title: Create a self signed certificate in Gentran Integration Suite without country name

Description: Currently, while creating self-signed certificate in Gentran Integration Suite, the Country field must be selected.

**Trading Partner > Digital Certificates > System > Create Self Signed Certificate**

While creating self-signed certificate in Gentran Integration Suite, the Country field is optional.

Country name is optional according to [www.ietf.org/rfc/rfc2459.txt](http://www.ietf.org/rfc/rfc2459.txt)

```
BuiltInStandardAttributes ::= SEQUENCE {
country-name CountryName OPTIONAL,
administration-domain-name AdministrationDomainName OPTIONAL,
    network-address      [0] NetworkAddress OPTIONAL,
-- see also extended-network-address
terminal-identifier    [1] TerminalIdentifier OPTIONAL,
private-domain-name    [2] PrivateDomainName OPTIONAL,
organization-name      [3] OrganizationName OPTIONAL,
-- see also teletex-organization-name
numeric-user-identifier [4] NumericUserIdentifier OPTIONAL,
personal-name          [5] PersonalName OPTIONAL,
-- see also teletex-personal-name
organizational-unit-names [6] OrganizationalUnitNames OPTIONAL
-- see also teletex-organizational-unit-names -- }
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Admin UI

Escalation ID: 1372099

Fix ID: 173310, 180174

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX5287

Title: Problem with **Advanced Search** and **Central Search** Screens

Description: In **Advanced Search** screen,

- ◆ When ALL is selected, a list of both completed and terminated business processes is returned.
- ◆ When Terminated/Error is selected, a list of only terminated business processes is returned
- ◆ When Completed/Success is selected, no list is returned.

Same thing occurs with **Central Search** screen.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Admin UI

Escalation ID: 1372970

Fix ID: 181059, 182515

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

InQuira ID: NFX5299

Title: User interface Document Envelope screen display incorrectly onMouseOver for **source manager** and **version manager**.

Description: User interface Document Envelope screen display incorrectly onMouseOver for **source manager** and **version manager**.

Error Message: No error message.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Admin UI

Escalation ID: 1373002

Fix ID: 180071, 180737

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

### InQuira ID: NFX5445

Title: Issue while sorting Root Virtual Path on **Virtual Root Configuration** list page

Description: On Virtual Root Configuration list screen, if the search results are shown in more than one page, navigating through the pages is switching back the order by **to User Id** even if the initial page was sorted by **Root Virtual Path**.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Admin UI

Escalation ID: 26475

Fix ID: 181316, 182518

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

### InQuira ID: NFX5498

Title: An exception is thrown when you try to sort Business Process Usage State by name

Description: NullPointerException is thrown when you try to sort Business Process Usage State by name.

Error message:

```
[2009-03-10 18:13:41.282] ERROR 000000000000 GLOBAL_SCOPE [TroubleShooterBean]
java.lang.NullPointerException at
com.sterlingcommerce.woodstock.workflow.WorkFlowManager.sortWFKeysByName(WorkFlowMan
ager.java:2153) at
com.sterlingcommerce.woodstock.adminui.jspbean.TroubleShooterBean.getSelectedBPs(Tro
ubleShooterBean.java:1254) at
org.apache.jsp.jsp.showbps_jsp._jspService(showbps_jsp.java:124) at
org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:70) at
javax.servlet.http.HttpServlet.service(HttpServlet.java:803) at
org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:487) at
org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:362) at
org.mortbay.jetty.security.SecurityHandler.handle(SecurityHandler.java:216) at
org.mortbay.jetty.servlet.SessionHandler.handle(SessionHandler.java:181) at
org.mortbay.jetty.handler.ContextHandler.handle(ContextHandler.java:726) at
org.mortbay.jetty.webapp.WebAppContext.handle(WebAppContext.java:405) at
org.mortbay.jetty.servlet.Dispatcher.forward(Dispatcher.java:285) at
org.mortbay.jetty.servlet.Dispatcher.forward(Dispatcher.java:126) at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.gotoPage(ServletBase.java:299)
at com.sterlingcommerce.woodstock.adminui.servlet.Page.doPost(Page.java:164) at
```

```

com.sterlingcommerce.woodstock.ui.servlet.ServletBase.doGet(ServletBase.java:160) at
javax.servlet.http.HttpServlet.service(HttpServlet.java:690) at
javax.servlet.http.HttpServlet.service(HttpServlet.java:803) at
org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:487) at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
93) at
com.sterlingcommerce.woodstock.ui.dlss.DLSSOFilter.doFilter(DLSSOFilter.java:194)
at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
84) at
org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:360) at
org.mortbay.jetty.security.SecurityHandler.handle(SecurityHandler.java:216) at
org.mortbay.jetty.servlet.SessionHandler.handle(SessionHandler.java:181) at
org.mortbay.jetty.handler.ContextHandler.handle(ContextHandler.java:726) at
org.mortbay.jetty.webapp.WebAppContext.handle(WebAppContext.java:405) at
org.mortbay.jetty.handler.ContextHandlerCollection.handle(ContextHandlerCollection.j
ava:206) at
org.mortbay.jetty.handler.HandlerCollection.handle(HandlerCollection.java:114) at
org.mortbay.jetty.handler.HandlerWrapper.handle(HandlerWrapper.java:152) at
org.mortbay.jetty.Server.handle(Server.java:324) at
org.mortbay.jetty.HttpConnection.handleRequest(HttpConnection.java:505) at
org.mortbay.jetty.HttpConnection$RequestHandler.headerComplete(HttpConnection.java:8
28) at
org.mortbay.jetty.HttpParser.parseNext(HttpParser.java:514) at
org.mortbay.jetty.HttpParser.parseAvailable(HttpParser.java:211) at
org.mortbay.jetty.HttpConnection.handle(HttpConnection.java:380) at
org.mortbay.io.nio.SelectChannelEndPoint.run(SelectChannelEndPoint.java:395) at
org.mortbay.thread.BoundedThreadPool$PoolThread.run(BoundedThreadPool.java:450)

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Admin UI

Escalation ID: QC

Fix ID: 179020

Severity: Normal

Type: Normal Fix

Build: 5001

InQuira ID: NFX5545

Title: Error disabling services when using a wildcard for search in the User Interface

Description: When using a wildcard character to search in the **Deployment > Services > Configuration**, the list of adapters shows up, but when the user clicks the 'checkmark' to disable the adapter, the screen changes to *No services satisfy your search criteria. Please try again.*

If the user goes back to the **Deployment > Services > Configuration** screen, and searches again, the adapter appears to have been disabled correctly.

Error Message: *No services satisfy your search criteria. Please try again.*

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Admin UI

Escalation ID: 1369910

Fix ID: 159542

Severity: Normal

Type: Normal Fix

Build: 5001

#### InQira ID: NFX6292

Title: User interface not displaying the correct current **BP Execution settings** when editing version in a cluster environment

Description: In a cluster environment, if the **BP Execution Settings** are enabled and you specify a mandatory node for the business process to run on, the user interface does not correctly show the current settings when doing an edit of the version. It just goes to a default value of this parameter setting.

Error Message: No error message.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4321 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Admin UI

Escalation ID: 54205

Fix ID: 191437, 191448

Severity: Normal

Type: Normal Fix

Build: 4321, 5003

#### InQira ID: NFX6297

Title: Possible way to log into the user interface as super user without needing the password

Description: Under a certain sequence of events, it may be possible to log into the Sterling Integrator user interface as a super user without needing the password for the account.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Admin UI

Escalation ID: 56657

Fix ID: 196120

Severity: Normal

Type: Normal Fix

Build: 5003

### InQira ID: NFX6402

Title: Login credentials are asked on B2B Console after login in Sterling File Gateway and navigating to B2B Console

Description: Login credentials are asked on B2B Console after logging in from Sterling File Gateway and navigating to B2B Console when a user is created using a password policy. Ideally, the user should not be asked to login again while navigating to B2B Console from the Sterling File Gateway window.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Admin UI

Escalation ID: QC

Fix ID: 189932

Severity: Normal

Type: Normal Fix

Build: 5002

### InQira ID: NFX6403

Title: Able to login to /dashboard by copied URL of workspace (/ws)

Description: The user is able to login to /dashboard by copied URL of workspace (/ws).

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Admin UI

Escalation ID: QC

Fix ID: 180361

Severity: Normal

Type: Normal Fix

Build: 5002

### InQira ID: NFX6515

Title: Envelope user interface is displaying pages that it should not display

Description: The envelope user interface is displaying pages that it should not display.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Admin UI

Escalation ID: QC

Fix ID: 189797

Severity: Normal

Type: Normal Fix

Build: 5002

### InQuira ID: NFX6682

Title: Possible security vulnerability in the workspace user interface

Description: It is possible to login through `http://<machine>:<port>/ws` as an administrator user without knowledge of the administrator password. When a user logs into the workspace user interface (`http://<server>:<port>/ws`), they are restricted to the permissions that they are provided in the account. However, if the user does not log out, and instead replaces the URL in the address bar with the base URL (`http://<server>:<port>/ws`), they go back to a login screen. They can then log in as any user and the system apparently does not check the password, as they can enter any text into the password field and it will allow them to log in.

Recent analysis shows this behavior is present in the following entry points:

- ◆ admin
- ◆ aft
- ◆ mailbox

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Admin UI

Escalation ID: QC

Fix ID: 189495, 190815

Severity: Critical

Type: Normal Fix

Build: 4320, 5003

### InQuira ID: NFX6688

Title: A business process which is restarted or resumed does not show the correct user who has restarted or resumed it

Description: If a business process is executed by user1 and if it errors out, and user2 restarts the same errored business process, Gentran Integration Suite shows that it has been restarted by user1

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Admin UI

Escalation ID: 64922

Fix ID: 197763

Severity: Normal

Type: Normal Fix

Build: 5003

InQuira ID: NFX6801

Title: Auto complete does not work as expected in IE7 for **Business Process Manager** screen

Description: If **Native XMLHTTP Support** is checked, auto complete list does not change as when a user types on the **Business Process Manager** screen. It considers only the value which was typed in the field before first pause.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Admin UI

Escalation ID: 0005452

Fix ID: 194638

Severity: Normal

Type: Normal Fix

Build: 5003

InQuira ID: NFX7093

Title: First line of primary document is being stripped

Description: The first line is stripped from any file that is chosen as the primary document when you launch a business process manually from the user interface. The `Initiating_Context` operation strips the first line and corrupts the primary document.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Admin UI

Escalation ID: QC

Fix ID: 192908

Severity: Normal

Type: Normal Fix

Build: 5003

**InQira ID: NFX7094**

**Title:** After login to Sterling File Gateway, when navigating to the B2B Console, user is incorrectly prompted for password change

**Description:** If a Sterling File Gateway administrative user's account is set up with a password policy that requires a password change on the next login attempt, the password change is incorrectly being required at login to Sterling File Gateway and again when navigating to the B2B console. Navigation to the B2B console should not require a password change.

**Error Message:** No error message.

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

**Functional Area:** Admin UI

**Escalation ID:** QC

**Fix ID:** 185495

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5003

**InQira ID: NFX7104**

**Title:** OOM errors on StartCluster.sh 2

**Description:** OOM errors on StartCluster.sh 2.

**Error Message:**

```
JVMDUMP012E Error in Java Dump:
/home/gisosul/bristol_node2/install/javacore.20090508.100809.356684.0006
.txt
JVMDUMP013I Processed Dump Event "systhrow", detail "java/lang/OutOfMemoryError".
Exception in thread "main" java.lang.Exception:
java.lang.reflect.InvocationTargetException
    at com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:84)
Caused by: java.lang.reflect.InvocationTargetException
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:79)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
    at java.lang.reflect.Method.invoke(Method.java:618)
    at com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:81)
Caused by: java.lang.OutOfMemoryError
    at java.util.HashMap.createEntry(HashMap.java:1062)
    at java.util.HashMap.putForCreate(HashMap.java:617)
    at java.util.HashMap.putAllForCreate(HashMap.java:649)
    at java.util.HashMap.<init>(HashMap.java:303)
    at java.util.PropertyResourceBundle.<init>(PropertyResourceBundle.java:111)
    at java.util.ResourceBundle.loadBundle(ResourceBundle.java:1114)
    at java.util.ResourceBundle.findBundle(ResourceBundle.java:942)
    at java.util.ResourceBundle.getBundleImpl(ResourceBundle.java:760)
```

```

    at java.util.ResourceBundle.getBundle(ResourceBundle.java:593)
    at
com.sterlingcommerce.woodstock.util.frame.log.Logger.getErrorMessage(Logger.java:977
)
    at
com.sterlingcommerce.woodstock.util.frame.log.Logger.getCodeMessage(Logger.java:950)
    at
com.sterlingcommerce.woodstock.util.frame.log.Logger.logException(Logger.java:870)
    at
com.sterlingcommerce.woodstock.util.frame.log.Logger.logException(Logger.java:867)
    at
com.sterlingcommerce.woodstock.util.frame.log.LogService.logException(LogService.jav
a:519)
    at com.sterlingcommerce.woodstock.services.SII.save(SII.java:3028)
    at com.sterlingcommerce.woodstock.services.SII.save(SII.java:2739)
    at com.sterlingcommerce.woodstock.services.SII.save(SII.java:2736)
    at
com.sterlingcommerce.woodstock.services.SIIXMLTool.storeSII(SIIXMLTool.java:454)
    at
com.sterlingcommerce.woodstock.services.SIIXMLTool.loadDb(SIIXMLTool.java:482)
    at
com.sterlingcommerce.woodstock.services.SIIXMLTool.work(SIIXMLTool.java:551)
    at
com.sterlingcommerce.woodstock.services.SIIXMLTool.main(SIIXMLTool.java:584)
    ... 5 more

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Admin UI

Escalation ID: QC

Fix ID: 196759

Severity: Normal

Type: Normal Fix

Build: 5003

InQuira ID: NFX7144

Title: Space exists in drop down for 'Run as User' when creating routing rule

Description: Space exists in drop down for 'Run as User' when creating routing rule. This space is ambiguous and does not clarify which user account will be running the routing rule.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Admin UI

Escalation ID: 32043

Fix ID: 194818

Severity: Normal

Type: Normal Fix

Build: 5003

### InQuira ID: NFX7199

Title: Changing the history for a business process updated by the archive manager does not display the correct user name

Description: A user with admin rights has created a business process and another user with admin rights has made changes to the life span of the same business process through archive manager. When you look at the business process, there is new version created for the business process that says it was updated by archive manager in change history. However, the user is shown as the first user who created the business process and not the second user who made the change using archive manager.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Admin UI

Escalation ID: 00073041

Fix ID: 195991

Severity: Normal

Type: Normal Fix

Build: 5003

### InQuira ID: NFX7219

Title: Single SignOn property to allow users with less than 4 characters does not work

Description: Single SignOn property to allow users with less than 4 characters does not work when added to `customer_overrides.properties`.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Admin UI

Escalation ID: QC

Fix ID: 196132

Severity: Normal

Type: Normal Fix

Build: 5003

### InQuira ID: NFX7220

Title: Within the AFT user interface, the **partner role** column disappears after specific steps

Description: Within the AFT user interface, the **partner role** column disappears after specific steps.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Admin UI

Escalation ID: QC

Fix ID: 195368

Severity: Normal

Type: Normal Fix

Build: 5003

## **AFT**

InQuira ID: NFX10113

Title: Audit report does not report information about the reviewer of AFT routes.

Description:

Using Gentran Integration Suite version 4.3.0 build 4319. After a user reviews an AFT route there is no reporting of the reviewer information. There is no ability to audit reviewed AFT routes. This allows users to anonymously review routes and not replay the route.

Sterling File Gateway does not offer this functionality either.

Error Message:

No error messages

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later

Functional Area: AFT

Escalation ID: 69287

Fix ID: 200460, 240486

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQuira ID: NFX5803

Title: System certificate is not being passed during FTPS even though the system certificate is selected in the Transports

Description:

Using Gentran Integration Suite version 4.2 and build 4204. This problem was also observed using Gentran Integration Suite version 4.3 build 4319 and Sterling File Gateway. In Advanced File Transfer (AFT) and

Sterling File Gateway (SFG) when setting up a Partner and selecting FTPS as the method of communication there is not a field available to select the GIS system certificate. For this connection the system certificate must be presented for Client Authentication during the FTPS connection to the Trading Partner's FTPS Server. The workaround is to edit the The Advance Trading Partner setup and modify the Transport to select the system certificate. However when using this procedure, during the connection the system certificate is not being presented by the FTP Client Begin Service and the connection fails with Authorization Errors.

Error Message:

The Business Process Detail Report shows the error - Control Connection has been closed unexpectedly

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: AFT

Escalation ID: 38047

Fix ID: 184684, 207961, 207962

Severity: Normal

Type: NormalFix

Build: 4222, 4324, 5008

InQaira ID: NFX7901

Title: Deleting an AFT Partner profile while it is being updated generates an unclear error message

Description: While user1 was updating an AFT Partner Profile, user2 deleted the AFT Partner Profile. When user1 saves the updates, "An unknown failure occurred while processing the current action. Please contact your System Administrator." message is displayed with no indication as to the cause of the issue.

Error Message:

"An unknown failure occurred while processing the current action. Please contact your System Administrator."

Resolution: Error message now states "Trading Partner <name> no longer exists."

Please apply Gentran Integration Suite, Release 4.3 build 4322 or later.

Please apply Sterling Integrator, Release 5.0 build 5006 or later.

Functional Area: AFT

Escalation ID: 29478

Fix ID: 184711, 201019

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

### InQira ID: NFX7795

Title: Unsecure cookies are used for HTTPS when using Sterling File Gateway and myFileGateway user interface

Description: Using Gentrans Integration Suite, Release 4.3 Build 4318 and Sterling File Gateway 1.1. When using HTTP S and myFileGateway unsecure cookies are used.

Error Message: No errors are generated.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 build 5006 or later.

Functional Area: AFT

Escalation ID: 00089192

Fix ID: 204355, 200920

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

### InQira ID: NFX3661

Title: AFT community delete partners failed to fully delete and makes export by tag unusable

Description: AFT community delete partners failed to fully delete and makes export by tag unusable. AFT to File Gateway migration imports garbage data due to failure to delete fully.

Error Message: No error message. Garbage data imported.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4312 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: AFT

Escalation ID: QC

Fix ID: 38084, 164765, 177620

Severity: Normal

Type: Normal Fix

Build: 4312, 5001

### InQira ID: NFX3978

Title: AFT "Route Search Results" page error

Description: Gentran Integration Suite is installed on an operating system with dual languages support such as English US and non-English. While browsing and selecting AFT activity and getting to the "Route Search Results" screen and selecting returning back to AFT home, results in the following error:

An exception occurred while processing the current action. Please contact your System Administrator. Exception message [Illegal pattern character 'n']

**Error Message:**

```
Exception message [Illegal pattern character 'n']
java.lang.IllegalArgumentException: Illegal pattern character 'n'
    at java.text.SimpleDateFormat.compile(SimpleDateFormat.java:678)
    at java.text.SimpleDateFormat.initialize(SimpleDateFormat.java:497)
    at java.text.SimpleDateFormat.<init>(SimpleDateFormat.java:446)
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: AFT

Escalation ID: 1370333

Fix ID: 166317, 177476

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

**InQira ID: NFX4768**

Title: Unable to unobscure the password in AFTRouteSendMessage process data

Description: When using AFT Extensions, if `AFTExtensionsCustomer.properties` and `AFTExtensionsCustomer.xml` uses the password field, after the AFT processing is executed, the `AFTRouteSendMessage` put the obscured password in the process data. This password can not be unobscured with `revealObscured` function (returns junk string).

Error Message: The password returned by `revealObscured` function is a junk string. There are errors while establishing communication, if the password returned by `revealObscured` function is used further in the customized business processes.

**Resolution:**

Please apply Gentran Integration Suite 4.3 Build 4316 or higher.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: AFT

Escalation ID: 1371471

Fix ID: 171867, 177510

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

#### InQira ID: NFX5521

Title: AFTRouteSendMessage business process is not making use of the document storage type that set in the business process.

Description: AFTRouteSendMessage business process is not making use of the document storage type that set in the business process. Though the storage type is changed from the default (Database) to filesystem the business process steps shows Database as document storage.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: AFT

Escalation ID: 25963

Fix ID: 182950, 189358

Severity: Normal

Type: Normal Fix

Build: 4319, 5003

#### InQira ID: NFX7222

Title: AFT custom protocol password is obscured incorrectly after editing the AFT partner

Description: When you initially set up the consumer with the custom routing protocol, the password is obscured correctly and stored in the database. If you go back in and make any changes to the information, such as FTP URL, the password gets obscured incorrectly. If you go back in to the consumer and make no changes (such as **Edit > Next > Next > Next > Finish**), the password gets obscured correctly again.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: AFT

Escalation ID: QC

Fix ID: 191449

Severity: Normal

Type: Normal Fix

Build: 5003

## AFT - Routing

InQira ID: NFX6876

Title: Parameter TransportBP is missing for the FileGatewaySendMessage business process

Description: Problem reported using Gentran Integration Suite 4.3 Build 4317 with File Gateway 1.1. The problem can also occur when using Sterling Integrator 5.0 with File Gateway 2.0. An error is generated when attempting to route a message to a consumer with a long name, the delivery fails intermittently with the error:

Parameter TransportBP is missing for business process FileGatewaySendMessage . Deleting and recreating the consumer does not resolve the issue. A new consumer will need to be created with lesser number of characters in the name and the one in question will need to be left in place.

Error Message:

File Gateway Log reports:

```
[2009-09-03 12:08:45.422] DEBUG 000000000000 GLOBAL_SCOPE
AFTPartnerInfo.getEntityExtensionsForPartner(...) - got entity extension for
entityId=[-18e4ab21:1237e2a08e6:-66ea] with key=[DMIRROUTE_WILLCONSUME],
value=[TRUE].
[2009-09-03 12:08:45.422] DEBUG 000000000000 GLOBAL_SCOPE
AFTPartnerInfo.getEntityExtensionsForPartner(...) - got entity extension for
entityId=[-18e4ab21:1237e2a08e6:-66ea] with key=[AFTRROUTE_FTP_RENAME_FILE],
value=[no].
[2009-09-03 12:08:45.438] DEBUG 000000000000 GLOBAL_SCOPE
DeliveryEngine.deliver(...) - handling delivery with bpName=null
[2009-09-03 12:08:45.438] DEBUG 000000000000 GLOBAL_SCOPE
CustomBPInvoker.checkLicensesucceeded license check for bpName=null with state
truefalsefalsetrue
[2009-09-03 12:08:45.438] DEBUG 000000000000 GLOBAL_SCOPE
DeliveryEngine.executeBP(S,S,S,S,M) - Entering with bpName=FileGatewaySendMessage,
documentId=machine:nodel:1237e2fba4e:757919,
remoteFileName=xxxx_hr_09_03_2009_12_08_37.txt.pgp
[2009-09-03 12:08:45.454] ERROR 000000000000 GLOBAL_SCOPE Delivery Failed
com.sterlingcommerce.fg.exception.FileGatewayBusinessProcessException: Parameter
TransportBP is missing for business process FileGatewaySendMessage.
    at
com.sterlingcommerce.fg.exception.FileGatewayBusinessProcessException.newMissingBPPa
rameter(FileGatewayBusinessProcessException.java:37)
    at
com.sterlingcommerce.fg.router.transformers.CustomBPInvoker.AddParameter(CustomBPInv
oker.java:233)
    at
com.sterlingcommerce.fg.router.delivery.DeliveryEngine.executeBP(DeliveryEngine.java
:195)
    at
com.sterlingcommerce.fg.router.delivery.DeliveryEngine.deliverWithBP(DeliveryEngine.
java:105)
    at
com.sterlingcommerce.fg.router.delivery.DeliveryEngine.deliver(DeliveryEngine.java:8
1)
    at com.sterlingcommerce.fg.router.Delivery.startDelivery(Delivery.java:167)
    at com.sterlingcommerce.fg.router.Route.startDelivery(Route.java:147)
    at com.sterlingcommerce.fg.router.ArrivedFile.startDelivery(ArrivedFile.java:186)
    at
com.sterlingcommerce.fg.router.FileGatewayRouter.deliverMessage(FileGatewayRouter.ja
va:213)
```

```

at
com.sterlingcommerce.fg.services.FileGatewayDeliveryService.primitiveProcessData(FileGatewayDeliveryService.java:74)
at
com.sterlingcommerce.fg.services.TransformingRouterService.processData(TransformingRouterService.java:64)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeService(ActivityEngineHelper.java:1765)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:639)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:367)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:328)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:331)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
at java.lang.Thread.run(Thread.java:595)
[2009-09-03 12:08:45.469] DEBUG 000000000000 GLOBAL_SCOPE
FileGatewayEventFactory.fireRouteEvent() created event Event:
(Fg.Visibility.DeliveryFailed.0) - Abnormal
TimeStamp = 1252004925469
DataflowId = 2521
PreviousState = Delivering
ErrorMessage = Parameter TransportBP is missing for business process
FileGatewaySendMessage.
EventCode = FG_0457
DeliveryKey = 20090903120804132950
[2009-09-03 12:08:45.469] DEBUG 000000000000 GLOBAL_SCOPE
FileGatewayEventListener.isHandled() - isHandled called with
eventId[Fg.Visibility.DeliveryFailed.0], schemaKey[Fg.Visibility.DeliveryFailed],

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

After applying the fix, partner names will be limited to 100 characters.

There are two possible causes of this problem:

Until the fix is applied, the protocol not found error is generated when the partner name is greater than 23 characters. Until the fix can be applied, limit partner names to 23 characters or less.

Also ensure no white space or trailing blanks exist in the Receiving Protocol under Trading Partner > Advanced > Transports.

Functional Area: AFT - Routing

Escalation ID: 77276

Fix ID: 200390, 200603

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

InQira ID: NFX6230

Title: The **data to be compressed by the Router** field got reset to "No" automatically at **PGP Settings** when you edit a Partner

Description: In Gentran Integration Suite AFT UI > View Partners > click select partner name > click edit > click next until **PGP Settings** page. The radio button for **data to be compressed by the Router** field got reset to No automatically even your previous configuration set this to Yes.

Error Message: No Error Message

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: AFT - Routing

Escalation ID: 50833

Fix ID: 193144

Severity: Normal

Type: Normal Fix

Build: 5003

## AFT Migration

InQira ID: NFX7484

Title: "Remote Password is required" error when creating or modifying a profile using Connect:Direct custom protocol

Description: Problem reported using Gentran Integration Suite 4.3 Build 4318 with File Gateway 1.1. The problem can also occur when using Sterling Integrator 5.0 with File Gateway 2.0.

When creating or modifying a partner profile that uses the Connect:Direct custom protocol, the following error is generated: Remote Password is required

Connect:Direct partners cannot be created or modified.

Error Message:

On the Partner Profile panel is displayed:

Remote Password is required

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: AFT Migration

Escalation ID: 106570

Fix ID: 205125

Severity: Critical

Type: Normal Fix

Build: 5006

## Alert Service

InQira ID: NFX8591

Title: The Alert Service may report on the same processes each time it runs after reporting on a process with over 1,000 steps

Description:

When the Alert Service attempts to notify the user on an issue with a process that has more than 1,000 steps, the Alert Service may fail. In addition, once the Alert Service begins to fail, it may continue to alert the user on the same processes until the offending process is removed.

Resolution:

For Gentran Integration Suite Release 4.3, please apply Build 4324 or later to resolve this issue

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: Alert Service

Escalation ID: 155861

Fix ID: 216652, 217654

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQira ID: NFX7553

Title: The Alert Service may take a long time to complete

Description: When executing the Alert Service, it can take an excessive amount of time to execute if there are many Alerts to be generated.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Alert Service

Escalation ID: 00102556

Fix ID: 209947

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX7918

Title: Alert Service Fails with business processes that have too many steps

Description: When a business process has over 6k steps the alert service (in the Alert business process) fails with [Message]: Failed to load workflow data for id: <WF\_ID>.

Error Message:

```
[2009-12-15 10:32:08.33] ERRORDTL 000000000000 GLOBAL_SCOPE
[1260891128330]java.sql.SQLException: ORA-01795: maximum number of expressions in a
list is 1000

at oracle.jdbc.driver.DatabaseError.throwSQLException(DatabaseError.java:112)
at oracle.jdbc.driver.T4CTTIoer.processError(T4CTTIoer.java:331)
at oracle.jdbc.driver.T4CTTIoer.processError(T4CTTIoer.java:288)
at oracle.jdbc.driver.T4C8Oall.receive(T4C8Oall.java:745)
at oracle.jdbc.driver.T4CPreparedStatement.doOall8(T4CPreparedStatement.java:219)
at
oracle.jdbc.driver.T4CPreparedStatement.executeForDescribe(T4CPreparedStatement.java
:813)
at
oracle.jdbc.driver.OracleStatement.executeMaybeDescribe(OracleStatement.java:1050)
at
oracle.jdbc.driver.T4CPreparedStatement.executeMaybeDescribe(T4CPreparedStatement.ja
va:854)
at
oracle.jdbc.driver.OracleStatement.doExecuteWithTimeout(OracleStatement.java:1155)
at
oracle.jdbc.driver.OraclePreparedStatement.executeInternal(OraclePreparedStatement.j
ava:3371)
at
oracle.jdbc.driver.OraclePreparedStatement.executeQuery(OraclePreparedStatement.java
:3416)
at com.sterlingcommerce.woodstock.workflow.WorkFlow.readWFCs(WorkFlow.java:665)
at
com.sterlingcommerce.woodstock.alert.impl.ProcessLauncherAlerter.wfString(ProcessLau
ncherAlerter.java:285)
at
com.sterlingcommerce.woodstock.alert.impl.ProcessLauncherAlerter.buildDocBody(Proces
sLauncherAlerter.java:235)
at
com.sterlingcommerce.woodstock.alert.impl.ProcessLauncherAlerter.report(ProcessLaunc
herAlerter.java:148)
at com.sterlingcommerce.woodstock.alert.impl.AlerterBase.alert(AlerterBase.java:202)
at com.sterlingcommerce.woodstock.alert.MainAlerter.alert(MainAlerter.java:108)
```

```
at
com.sterlingcommerce.woodstock.services.alert.AlertService.processData(AlertService.
java:380)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1742)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:599)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:353)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:324)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueu
eListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:150)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
55)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:496)
at java.lang.Thread.run(Thread.java:811)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Alert Service

Escalation ID: 124455

Fix ID: 208394

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX4225

Title: Alert Service fails to report the error on any next schedule runs of the Alert Service.

Description: If a workflow is active while the Alert Service is running (Start time before and End Time after Alerts Start/End Time), and the workflow fails, the Alert Service fails to report the error on any next schedule runs of the Alert Service.

Error Message: No error message. There will not be any notification for business processes halted like this.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Alert Service

Escalation ID: 1371752

Fix ID: 171896, 172005

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

InQira ID: NFX5397

Title: EmailOnError business process sends email with blank "From"

Description: Gentran Integration Suite sent the blank "From" value from EmailOnError business process which is invoked by MBIAdd business process on failure. The email server may pull the value from the java service and put it into the "From" field. This should be set Gentran Integration Suite Admin Email Id as it is set for all Gentran Integration Suite business processes and services.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Alert Service

Escalation ID: 1372244

Fix ID: 175806, 177399

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQira ID: NFX5420

Title: `setup_alerters.cmd.in` and `.sh.in` are missing from 43xx builds

Description: `setup_alerters.cmd.in` and `.sh` are missing from 43x builds so the command file is not built by `setupfiles.cmd` (see <http://www.sterlingcommerce.com/Documentation/GIS43/Content/SvcAdpts/Alert%20Service.html>)

Error Message: No error message; just missing components from `bin` folder.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Alert Service

Escalation ID: 1371964

Fix ID: 174062, 176546

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX5544

Title: Missing `setup_alerters_cmd.in` file in the `bin` directory

Description: Missing `setup_alerters_cmd.in` file in the `bin` directory.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Alert Service

Escalation ID: 1373172

Fix ID: 180928

Severity: Normal

Type: Normal Fix

Build: 5001

## InQuira ID: NFX5824

Title: Alert service is not notifying certain failed business processes.

Description:

To reproduce:

1. Setup test HTTP post business process to a bad IP/port combination.
2. If you test the business process it will fail after 1.5 minutes due to default HTTP client adapter settings (3 retries, 30 second wait between retries)
3. Run alert service and you will see that it sends notification.
4. Change HTTP client adapter to use 300 second waits (3 retries, 300 sec waits = 15 minute to fail).
5. Run HTTP test business process and when in state of `Waiting_On_IO` run the alert service.
6. Wait for HTTP test business process to complete
7. Run alert business process. You will see that no alert is sent for failed HTTP test business process.

Error Message: No error message. Alert Service just will not send alert on errored business process as expected.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Alert Service

Escalation ID: 1372734

Fix ID: 177918, 178158, 184423

Severity: Normal

Type: Normal Fix

Build: 4220, 4319, 5002

## InQuira ID: NFX5847

Title: In Sterling Integrator 5.0, `setup_alerters.cmd` does not exist in the `bin` folder

Description: In Sterling Integrator 5.0, `setup_alerters.cmd` does not exist in the `bin` folder.

Error Message: No error message.

The `setup_alerters.cmd` script missing from the `bin` folder.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Alert Service

Escalation ID: 1373172

Fix ID: 180928

Severity: Normal

Type: Normal Fix

Build: 5001

## Archiving

InQuira ID: NFX7291

Title: Error when cleaning restore area in Archive Manager

Description: When trying to use the clean option in the Operations> archive manager > Restore Manager db2 users get the following error.

Error Message:

```

ERROR 000000000000 GLOBAL_SCOPE Caught exception in CleanArchiveTables.performClean
SQL Error Code: -104
SQL State: 42601
com.ibm.db2.jdbc.app.DB2SQLException: Token TRUNCATE was not valid. Valid
tokens: ( END GET SET CALL DROP FREE HOLD LOCK OPEN WITH ALTER.
at java.lang.Throwable.<init>(Throwable.java:196)
at java.lang.Exception.<init>(Exception.java:41)
at java.sql.SQLException.<init>(SQLException.java:40)
at
com.ibm.db2.jdbc.app.DB2SQLException.<init>(DB2SQLException.java:47)
at com.ibm.db2.jdbc.app.DB2SQLException.createException(DB2SQLException.java:119)
at com.ibm.db2.jdbc.app.DB2StatementRuntimeImpl.SQLExecDirect(Native Method)
at
com.ibm.db2.jdbc.app.DB2StatementRuntimeImpl.execDirect(DB2StatementRuntimeImpl.java:174)
at com.ibm.db2.jdbc.app.DB2Statement.com monExecDirect(DB2Statement.java:1112)
at com.ibm.db2.jdbc.app.DB2Statement.com monExecDirect(DB2Statement.java:1174)
at com.ibm.db2.jdbc.app.DB2Statement.executeUpdate(DB2Statement.java:1202)
at com.sterlingcommerce.db.MakeDb.executeSQLBase(MakeDb.java:1159)
at com.sterlingcommerce.db.MakeDb.executeSQL(MakeDb.java:1067)
at com.sterlingcommerce.db.MakeDb.runFile(MakeDb.java:895)
at
com.sterlingcommerce.db.CleanArchiveTables.deleteData(CleanArchiveTables.java:106)
at
com.sterlingcommerce.db.CleanArchiveTables.truncateTables(CleanArchiveTables.java:328)
at
com.sterlingcommerce.db.CleanArchiveTables.determineToDeleteOrTruncate(CleanArchiveTables.java:293)
at
com.sterlingcommerce.db.CleanArchiveTables.performClean(CleanArchiveTables.java:178)
at
com.sterlingcommerce.woodstock.adminui.servlet.RestoreServiceManager.doPost(RestoreServiceManager.java:172)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:733)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:848)
at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:330)

```

```

at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:326)
at com.sterlingcommerce.woodstock.ui.dlso.DLSSOFilter.doFilter(DLSSOFilter.java:68)
at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:326)
at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:
188)
at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:513)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1785)
at
org.mortbay.jetty.servlet.WebApplicationContext.handle(WebApplicationContext.java:52
1)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1686)
at org.mortbay.http.HttpServer.service(HttpServer.java:844)
at org.mortbay.http.HttpConnection.service(HttpConnection.java:787)
at org.mortbay.http.HttpConnection.handleNext(HttpConnection.java:858)
at org.mortbay.http.HttpConnection.handle(HttpConnection.java:805)
at org.mortbay.http.SocketListener.handleConnection(SocketListener.java:195)
at org.mortbay.util.ThreadedServer.handle(ThreadedServer.java:327)
at org.mortbay.util.ThreadPool$PoolThread.run(ThreadPool.java:498)

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: Archiving

Escalation ID: 98179

Fix ID: 205001

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9517

Title: ARCHIVE\_DATE is null for some entries in ARCHIVE\_INFO after an index failure

Description: Some records go into ARCHIVE\_FLAG=-5 after indexing fails for some reason .

When indexing runs next time it sets the ARCHIVE\_FLAG=0 but sets the ARCHIVE\_DATE=null for GROUP\_ID=2 .

The GROUP\_ID=2 record is not removed from the system.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Archiving

Escalation ID: 88558

Fix ID: 203675

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: NFX8729

Title: Errors thrown in archive.log when restoring Business Processes from the Archive Manager

Description: When restoring a data set to the Restore area, many errors are written to the archive.log and system.log.

However, the restore is successful and Business Processes and Documents in the restore area are viewable.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Archiving

Escalation ID: 00157895

Fix ID: 217775

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: ENH2255

Title: Enhance soft stop shutdown

Request Description:

Enhance soft stop shutdown by adding the following functionality:

- ◆ Shut down scheduler before shutting down other components. This will prevent additional business processes from entering the queues.
- ◆ Finish business processes in execution or in the queues until timeout before shutting down.
- ◆ For long running services of index, purge, associateDocToBP, backup and restore, exit the services after the shutdown is detected.

Escalation ID: 00072148 (205573, 207818)

Status: Completed

Request Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

### InQira ID: NFX1397

Title: Fix Archive Manager to update removal methods correctly.

Description: When updating the removal\_method through the Archive Manager, it would not always change the removal method on all the business processes selected. There was also an issue with selecting the business processes to begin with. There was a limit to the number of processes which meant that the new removal\_method could not even be applied to business processes that were toward the end of the list alphabetically.

Resolution: This fixes the update of removal\_method so that all processes selected will be checked. If they do not have the correct removal\_method, a new version of the process will be created with the new removal\_method. The list is now expanded to show all business processes in the system and allows all to be selected. The performance of the update was also enhanced to update the processes much more quickly than had been the case.

Please apply Gentran Integration Suite, Release 4.1.1 Build 1983 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4208 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4301 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Archiving

Escalation ID: 1367038, 1367533

Fix ID: 39149, 39161, 39162, 39163, 39751

Severity: Normal

Type: Normal Fix

Build: 1983, 4208, 4301, 5001

InQira ID: NFX3112

Title: Archive fails on MSSQL2005. The system is out of memory. Use server side cursors for large result sets:Java heap space

Description: Unable to process large archive on MSSQL2005 as it fails with:

The system is out of memory. Use server side cursors for large result sets:Java heap space. Result set size:1,731,947,548. JVM total memory size:1

**Note:** This issue only applies to Gentran Integration Suite 43 using database MSSQL2005.

**Error Message:**

```

The system is out of memory. Use server side cursors for large result sets:Java heap
space. Result set size:1,731,947,548. JVM total memory size:1,331,888,128.
at com.microsoft.sqlserver.jdbc.SQLServerException.makeFromDriverError(Unknown
Source)
at com.microsoft.sqlserver.jdbc.DBComms.receive(Unknown Source)
at
com.microsoft.sqlserver.jdbc.SQLServerPreparedStatement.doExecutePreparedStatement(U
nknown Source)
at
com.microsoft.sqlserver.jdbc.SQLServerPreparedStatement$PreparedStatementExecutionRe
quest.executeStatement(Unknown Source)
at com.microsoft.sqlserver.jdbc.CancelableRequest.execute(Unknown Source)
at com.microsoft.sqlserver.jdbc.SQLServerConnection.executeRequest(Unknown Source)
at com.microsoft.sqlserver.jdbc.SQLServerPreparedStatement.executeQuery(Unknown
Source)
at
com.sterlingcommerce.woodstock.services.backup.LiveTableDao.loadData(LiveTableDao.ja
va:249)
at com.sterlingcommerce.woodstock.services.backup.LiveTable.run(LiveTable.java:113)
at
EDU.oswego.cs.dl.util.concurrent.PooledExecutor$Worker.run(PooledExecutor.java:727)
at java.lang.Thread.run(Thread.java:595)
[2008-04-23 11:10:39.399] ERROR
java.lang.Exception: Error processing chunkDir:
E:\SterlingCommerce\SI\arc_data\20080423_110627\DATA00000
at
com.sterlingcommerce.woodstock.services.backup.BackupUtility.backupData(BackupUtilit
y.java:260)
at
com.sterlingcommerce.woodstock.services.backup.BackupUtility.runBackup(BackupUtilit
y.java:198)
at
com.sterlingcommerce.woodstock.services.backup.BackupAdapterImpl.runBackup(BackupAda
pterImpl.java:88)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
at java.lang.reflect.Method.invoke(Method.java:585)
at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:294)
at sun.rmi.transport.Transport$1.run(Transport.java:153)
at java.security.AccessController.doPrivileged(Native Method)
at sun.rmi.transport.Transport.serviceCall(Transport.java:149)
at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:466)
at sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:707)
at java.lang.Thread.run(Thread.java:595)

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4310 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Archiving

Escalation ID: 1369922

Fix ID: 159386, 165221

Severity: Normal

Type: Core Change

Build: 4310, 5001

InQira ID: NFX4299

Title: Possible orphan data in the Gentran Integration Suite database from the AssociateBPsToDocs process

Description: When the Schedule\_AssociateDocsToBP process runs to claim unassociated documents in the system, it may leave document extension tracking records behind, causing the main data storage table in Gentran Integration Suite to grow.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4217 or later.

Please apply Gentran Integration Suite, Release 4.1.1 Build 1990 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Please note that applying the build will only prevent new records from being created, it will not remove records that have already been created in the system. For assistance with removing the existing records (if any), please contact Customer Support.

Functional Area: Archiving

Escalation ID: 1371440, 1372934

Fix ID: 168746, 168860, 168859, 168867, 188916

Severity: Normal

Type: Normal Fix

Build: 1990, 4217, 4315, 5002

InQira ID: NFX5494

Title: setupEInvoiceArchive script is not creating data table.

Description: `./setupEInvoiceArchive.sh` script is not creating the data table and the indexes in the interacted archive database.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Archiving

Escalation ID: QC

Fix ID: 166117

Severity: Critical

Type: Normal Fix

Build: 5001

#### InQira ID: NFX5499

Title: e-Invoicing fact models do not support non-ASCII characters on the iSeries DB2 database

Description: Update e-Invoicing fact models to get the data types created as VARGRAPHIC on iSeries DB2.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Archiving

Escalation ID: QC

Fix ID: 177621

Severity: Critical

Type: Normal Fix

Build: 5001

#### InQira ID: NFX5527

Title: Schedule\_BackupService business process fails; no data is archived

Description: Behavior observed only with Sterling Integrator, Release 5.0 with Oracle10g. Archive fails continuously against the TRANS\_DATA table.

Error Message:

```
----- archive.log -----
[2009-04-02 11:28:39.367] DEBUG 000000000000 GLOBAL_SCOPE BackupService: Database
pool not specified, using default pool for table FS_OUTBOUND_HISTY
[2009-04-02 11:28:39.367] DEBUG 000000000000 GLOBAL_SCOPE BackupService: Database
pool not specified, using default pool for table FS_INBOUND_HISTY
[2009-04-02 11:28:39.367] DEBUG 000000000000 GLOBAL_SCOPE BackupService: Database
pool not specified, using default pool for table SWNET_MSG
[2009-04-02 11:28:39.367] DEBUG 000000000000 GLOBAL_SCOPE BackupService: Database
pool not specified, using default pool for table SWNET_MSG_INFO
[2009-04-02 11:28:39.757] DEBUG 000000000000 GLOBAL_SCOPE
SplitFileOutputStream:getOutputStream:file:compressing:
D:\LocalApp\SI50\install\arc_data\20090402_112828\DATA00000\SWNET_MSG_INFO.dat
[2009-04-02 11:28:39.835] DEBUG 000000000000 GLOBAL_SCOPE
SplitFileOutputStream:getOutputStream:file:compressing:
D:\LocalApp\SI50\install\arc_data\20090402_112828\DATA00000\FS_INBOUND_HISTY.dat
[2009-04-02 11:28:39.929] DEBUG 000000000000 GLOBAL_SCOPE
SplitFileOutputStream:getOutputStream:file:compressing:
D:\LocalApp\SI50\install\arc_data\20090402_112828\DATA00000\SWNET_MSG.dat
[2009-04-02 11:28:39.945] DEBUG 000000000000 GLOBAL_SCOPE
SplitFileOutputStream:getOutputStream:file:compressing:
D:\LocalApp\SI50\install\arc_data\20090402_112828\DATA00000\FS_OUTBOUND_HISTY.dat
```

```

[2009-04-02 11:28:40.945] DEBUG 000000000000 GLOBAL_SCOPE
SplitFileOutputStream:getOutputStream:file:compressing:
D:\LocalApp\SI50\install\arc_data\20090402_112828\DATA00000\TRANS_DATA.dat
[2009-04-02 11:28:41.211] ERROR 000000000000 GLOBAL_SCOPE BackupService: Error
processing table TRANS_DATA
[2009-04-02 11:28:41.211] ERROR 000000000000 GLOBAL_SCOPE [1238632121211] null
[2009-04-02 11:28:41.211] ERROR 000000000000 GLOBAL_SCOPE
[1238632121211]java.lang.NullPointerException
at com.sterlingcommerce.woodstock.services.backup.LiveTable.run(LiveTable.java:132)
    at
EDU.oswego.cs.dl.util.concurrent.PooledExecutor$RunWhenBlocked.blockedAction(Unknown
Source)
    at EDU.oswego.cs.dl.util.concurrent.PooledExecutor.execute(Unknown Source)
    at
com.sterlingcommerce.woodstock.services.backup.BackupUtility.backupData(BackupUtilit
y.java:253)
    at
com.sterlingcommerce.woodstock.services.backup.BackupUtility.runBackup(BackupUtility
.java:198)
    at
com.sterlingcommerce.woodstock.services.backup.BackupAdapterImpl.runBackup(BackupAda
pterImpl.java:88)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
    at java.lang.reflect.Method.invoke(Method.java:585)
    at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:294)
    at sun.rmi.transport.Transport$1.run(Transport.java:153)
    at java.security.AccessController.doPrivileged(Native Method)
    at sun.rmi.transport.Transport.serviceCall(Transport.java:149)
    at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:466)
    at sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:707)
    at java.lang.Thread.run(Thread.java:595)
[2009-04-02 11:28:41.211] ERROR 000000000000 GLOBAL_SCOPE BackupService: Error
processing table TRANS_DATA java.lang.NullPointerException
    at com.sterlingcommerce.woodstock.services.backup.LiveTable.run(LiveTable.java:132)
    at
EDU.oswego.cs.dl.util.concurrent.PooledExecutor$RunWhenBlocked.blockedAction(Unknown
Source)
    at EDU.oswego.cs.dl.util.concurrent.PooledExecutor.execute(Unknown Source)
    at
com.sterlingcommerce.woodstock.services.backup.BackupUtility.backupData(BackupUtilit
y.java:253)
    at
com.sterlingcommerce.woodstock.services.backup.BackupUtility.runBackup(BackupUtility
.java:198)
    at
com.sterlingcommerce.woodstock.services.backup.BackupAdapterImpl.runBackup(BackupAda
pterImpl.java:88)
    at sun.reflect.NativeMethodAcces

```

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Archiving

Escalation ID: 25365

Fix ID: 182700

Severity: Normal

Type: Normal Fix

Build: 5002

InQira ID: NFX5935

Title: Correct the ability to enable multithreading in the purge service

Description: Correct the ability to enable multithreading in the purge service to provide an additional option when encountering problems with the purge service.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Once the appropriate build is applied, edit the business process used for purging (system business process or customized user business process) and add the following parameter to the output message in the bpml:

```
<assign to="MULTITHREAD">true</assign>
Purge Service BPML example:
<operation name="Service">
  <participant name="PurgeService"/>
  <output message="Xout">
    <assign to="MULTITHREAD">true</assign>
    <assign to="." from="*"></assign>
  </output>
  <input message="Xin">
    <assign to="." from="*"></assign>
  </input>
</operation>
```

Functional Area: Archiving

Escalation ID: 26938

Fix ID: 183716, 183712

Severity: Normal

Type: Normal Fix

Build: 4220, 4319, 5002

InQuira ID: NFX6464

Title: Purge service cannot keep up; so the database is filling up

Description: Purge service cannot keep up with the number of documents it is required to purge; so the database is filling up.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Archiving

Escalation ID: QC

Fix ID: 183585

Severity: Normal

Type: Normal Fix

Build: 5002

## AS2

InQuira ID: NFX8795

Title: AS2 communication erroring out with: [User: PARTNER\_B2B does not have permissions for mailbox: /Inbound].

Description:

AS2 communication (inbound) erroring out with following error message:

ERROR MailboxAddService -

Caught exception of type

[com.sterlingcommerce.woodstock.mailbox.repository.InsufficientMailboxPermissionException], with message [User: PARTNER\_B2B does not have permissions for mailbox: /Inbound]. AS2 outbound communication working fine.

Error Message:

ERROR MailboxAddService - Caught exception of type

[com.sterlingcommerce.woodstock.mailbox.repository.InsufficientMailboxPermissionException], with message [User: PARTNER\_B2B does not have permissions for mailbox: /Inbound].

Resolution:

Please apply Sterling Integrator 5.0 Patch/Build 5008 or later.

Functional Area: AS2

Escalation ID: 00165107

Fix ID: 218591

Severity: Normal

Type: NormalFix

Build: 5008

### InQuira ID: NFX9730

Title: GIS 4.3-4321 - canned BP AS2 Send Spawner BPs incorrectly sends messages when the partner contract is locked

#### Description:

The canned BPs MailboxAS2SendSyncMDNSpawner, MailboxAS2SendAsyncMDNSpawner and MailboxAS2SendNoMDNSpawner check if the AS2 contract for the partner is locked (check the bpml). If the contract is locked then the BP will only perform a MailboxUpdate to 'Resubmit' the message to insure it is available for routing once again. (so the message stays on the mailbox) and it does not send the message to the partner. However, when there are multiple messages on the AS2 mailbox, then the first message does not get sent as expected, but the rest do. That is not the correct procedure as we understand that such mechanism to not send messages when the contract is locked was intentionally put in place to prevent flooding the GIS queues with BPs that would be waiting on an AS2 partner who is down.

#### Error Message:

No error message. However messages get sent when the AS2 partner is locked.

#### Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: AS2

Escalation ID: 195435

Fix ID: 225129, 226614

Severity: Normal

Type: NormalFix

Build: 4324, 5008

### InQuira ID: NFX9786

Title: Mailbox Correlate Document Service in the MailboxAS2Add BP throws Mailbox Message Not Found Error

#### Description:

The Mailbox Correlate Document Service in the out of the box MailboxAS2Add BP throws Mailbox Message Not Found Error. The scenario which causes this to happen is a Routing Rule BP being invoked after the Mailbox Add Service uploads a message id to a mailbox. The Routing Rule BP does a Mailbox Extract and then a Mailbox Message Delete on the Message ID. The MailboxAS2Add BP had not yet processed the Mailbox Correlate Document Service by the time the Message ID had been deleted so therefore the Mailbox Message Not Found Error is thrown because the Message ID no longer exists.

**Error Message:****Mailbox Log Error:**

```
ERROR 000000000000 GLOBAL_SCOPE [MailboxCorrelateDocumentService] - setting WFC
Status to ERROR with Advanced Status [Mailbox Message Not Found Error]
com.sterlingcommerce.woodstock.mailbox.repository.MessageNotFoundException: Message
ID 10118 is not known.
    at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.RepositoryDB$2.body(Repos
itoryDB.java:370)
    at com.sterlingcommerce.woodstock.mailbox.db.DatabaseOperation._run
(DatabaseOperation.java:254)
    at
com.sterlingcommerce.woodstock.mailbox.db.DatabaseOperation.run(DatabaseOperation.ja
va:121)
    at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.RepositoryDB.readMessage(
RepositoryDB.java:341)
    at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.RepositoryDB.readMessage(
RepositoryDB.java:327)
    at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.MessageManager.getMessage
(MessageManager.java:95)
    at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.RepositoryImpl.getMessage
(RepositoryImpl.java:897)
    at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.RepositoryImpl.correlateM
essageToDocument(RepositoryImpl.java:587)
    at
com.sterlingcommerce.woodstock.services.mailbox.MailboxCorrelateDocumentService.prim
itiveProcessData(MailboxCorrelateDocumentService.java:122)
    at
com.sterlingcommerce.woodstock.services.mailbox.MailboxService$1.run(MailboxService.
java:109)
    at com.sterlingcommerce.woodstock.mailbox.db.DatabaseOperation.runContained
(DatabaseOperation.java:106)
    at
com.sterlingcommerce.woodstock.services.mailbox.MailboxService.processData(MailboxSe
rvice.java:107)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1774)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:644)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:371)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:328)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQue
eListener.java:202)
```

```

at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:354)
at com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
at java.lang.Thread.run(Thread.java:801)

```

**Resolution:**

Please apply Build 5008 or higher for Sterling Integrator, Release 5.0

Please apply Build 4325 or higher for Gentrans Integration Suite, Release 4.3

Functional Area: AS2

Escalation ID: 216018

Fix ID: 230087, 232074

Severity: Normal

Type: NormalFix

Build: 5008, 4325

**InQuira ID: NFX9378**

Title: Race condition in AS2 File System Adapter process with multiple files and failed connections

**Description:**

When GIS attempts to transfer multiple files over AS2 to the same trading partner and more than one fails on the first try this causes multiple BPs to go into wait/retry loop. A race condition can occur where one BP creates a lock that causes the other BP's to fail trying to set the same lock. In other words, if FSA collects 4 files from outbound folder, it will kick off 4 AS2SendSyncProcesses simultaneously. If for some reason TP site is not available, then first process will fail at HTTPPost and will create a lock in child process AS2ProcessandSendSyncMDN. Next 3 processes will fail with Lock Exists. It seems like in this process only first As2SendSyncProcess will be successful if TP site is available and next 3 processes should be restarted manually every time they fail.

**Error Message:**

No error message.

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: AS2

Escalation ID: 00190272

Fix ID: 227333, 232960, 234428, 229796

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQuira ID: NFX10811

Title: Reporting of Async AS2 messages

Description:

For ASYNC MDN process the BP AS2SendAndProcessAsyncMDN sets process data element transaction status to 'not sent' when an error occurs. This is presumptuous in that the document may have been successfully sent and the 200 response not received.

Error Message:

n/a

Resolution:

Corrected the AS2SendAndProcessAsyncMDN to set the <transactionstatus> to "Pending" and once the transaction is successful, update the <transactionstatus> to "processednoerrors" or in the case the communication fail, the <transactionstatus> will remain at "Pending."

Please apply Sterling Integrator, Release 5.0 build 5008 or higher.

Functional Area: AS2

Escalation ID: 117470

Fix ID: 208452

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX10815

Title: AS2 Partner Wizard does not provide enough scheduling flexibility. AS2 wizard overwrites schedule.

Description:

AS2 Partner Wizard does not provide enough scheduling flexibility. AS2 wizard overwrites schedule and the AS2 partner wizard does not provide as much flexibility as the standard Deployment -> Schedules UI. FIX: If a user edits AS2 Profile, and as long as user does not make any changes to the scheduled time (Hour/Minute), then we will not override the scheduler (so any manual changes in scheduler such as excludes will stay).

Error Message:

No error message. Schedule is overwritten incorrectly.

Resolution:

Please Update to Sterling Integrator Version 5.0 Build 5008 or Higher.

Functional Area: AS2

Escalation ID: 123289

Fix ID: 213128

Severity: Normal

Type: NormalFix

Build: 5008

### InQuira ID: NFX8716

Title: Deleting an AS2 Trading Partner Profile leaves Business Processes in Halted

Description: When an AS2 Trading Partner profile is deleted from Sterling Integrator, it will delete the associated Business Process Definition. However, it does not delete the executions of that Business Process. If any of these executions are in Halted status, it will leave them in a state where they cannot be Terminated and will display the name 'Deleted Process Definition'.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: AS2

Escalation ID: 00163492

Fix ID: 218248

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX9432

Title: Date format settings changes does not reflect in AS2 UI.

Description: When we change the date format in customer\_overrides properties the changes are not reflected in AS2 UI. AS2 organization configuration in Sterling Integrator 5.0 has a new function to enable to specify the valid date for Exchange/Signing certificate as 'Go Live Date' and 'Not After Date'.

The default date format for them is mm/dd/yyyy, but Japanese standard is yyyy/mm/dd. Normally we can change this format by a parameter in ui.properties like below;

```
ui.PlatformDateFormat.Date.SHORT=yyyy/MM/dd
```

However, the changes are not reflected in AS2 Organization screen or new Partner screen. In addition, if we click on the calendar icon, we get a pop-up error "Invalid date format"

However, Advanced Search -> Business Process displays the changed format.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: AS2

Escalation ID: 129809

Fix ID: 209726

Severity: Normal

Type: Normal Fix

Build: 5006

**InQira ID: NFX7721**

Title: AS2 retries posting incorrect document

Description: AS2 in Synchronous mode with retries enabled

When a remote partner returns an invalid MDN for the first posting attempt, the EDIINTPipelineService fails and the business process goes into retry mode but during the next HTTP Post, the primary document listed is the previous invalid MDN response instead of the outbound AS2 message

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: AS2

Escalation ID: 116930

Fix ID: 211281

Severity: Normal

Type: Normal Fix

Build: 5006

**InQira ID: NFX6653**

Title: Sterling Integrator 5.0 AS2 Edition UI “File Tracking” page does not have the refresh option

Description: Sterling Integrator 5.0 AS2 Edition UI “File Tracking” page does not have refresh option.

Error Message: N/A

Resolution: Sterling Integrator 5.0 AS2 Edition UI “File Tracking” page now has "Automatically refresh every 10 seconds" check box added.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: AS2

Escalation ID: 00071640

Fix ID: 195332

Severity: Normal

Type: Normal Fix

Build: 5006

**InQira ID: NFX7123**

**Title:** MIC Value messages appearing in noapp.log

**Description:** The following message can appear in noapp.log with some regularity.

```
[2009-09-21 00:21:35.641] ALL 000000000000 GLOBAL_SCOPE MIC value MIC Value Length:
20
00000001 8a 16 ba c1 92 1a a2 71 b4 5d c8 56 cd 3f 5d 5d
00000011 44 7e 8e 65
```

**Error Message:** No error results, and the message appears to be harmless.

**Resolution:** Please apply Sterling Integrator Release 5.0 Build 5006 or later.

**Functional Area:** AS2

**Escalation ID:** 00094858

**Fix ID:** 205463

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5006

**InQira ID:** NFX6359

**Title:** EDIINT automated event notification format issues

**Description:** In the automated email notification, Identifier is displayed instead of Partner's Name. The Partner Name label should be changed to AS2 Identifier. B2b Contract ID, Filename, and Error Directory are displayed on the same line, which should be split into three lines.

Partner name is incorrect. Should be labeled AS2 identifier or actually display partner name. B2B Contract ID, filename, and error directory are all displayed on the same line. The should be separated out to three lines.

**Error Message:** No error message.

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

**Functional Area:** AS2

**Escalation ID:** 75420

**Fix ID:** 199686

**Severity:** Normal

**Type:** Normal Fix

**Build:** 4322, 5006

**InQira ID:** NFX5780

**Title:** MailboxAS2Add process adds the MDN instead of the extracted AS2 message to the AS2 mailbox.

Description: When receiving an AS2 message and using mailboxing instead of file system storage, the MailboxAS2Add process will add the MDN to your mailbox instead of the actual AS2 message that was extracted by EDIINTPARSE.

Partner is defined to use a mailbox(not filesystem) and is set to " Wait For Synchronous MDN Process To Complete Before Extracting Data"

Error Message: no errors

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Workaround:

1. Go to your AS2 Trading Partner profile --> Next go to the Receipts page --> Deselect the "Wait For Synchronous MDN Process To Complete Before Extracting Data" option.
2. Restart the EDIINTPARSE process and the AS2 extracted message should now be in the mailbox.

or

Assign the primary document to a saved document at the beginning of the business process prior to NeedToBuildAndSendMDN then reassign that back to the Primary Document just before the MailboxAddService in MailboxAS2Add.

Functional Area: AS2

Escalation ID: 00101219

Fix ID: 208558

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX8516

Title: AS2 File Tracking screen displays dates as 12/31/69

Description:

Symptom:

This issue impacts full installs as well as AS2 Edition for GIS 4.3 Build 4322 or SI 5.0 Build 5003 or earlier.

When you login and move to the AS2 File Tracking screen, the screen shows that every directory is empty, and has a "last modified" dates of either 31 Dec 1969 or 1 Jan 1970, depending on your time zone.

Potential Impact:

When the AS2 File Tracking screen looks in each directory for files to report, it incorrectly interprets the directory as empty with an invalid "last modified" date. This does not affect AS2 processing at all, but if a processing problem occurred for some other reason, this issue might make it difficult to assess that problem and locate files that still need to be processed.

Error Message:

There is no specific error associated with this issue.

Resolution:

For Gentran Integration Suite, Release 4.3 Build 4322

\* You must be on the latest patch: si\_43\_build\_4322.jar (4322)

\* Download and apply si\_43\_build\_4322\_generic\_hotfix\_1.jar

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: AS2

Escalation ID: 00151115

Fix ID: 215345, 216154

Severity: Normal

Type: Normal Fix

Build: 4322\_1, 5004

**InQira ID: NFX8533**

Title: AS2 on Sterling Integrator 5.0 should not allow import of a second organization

Description: AS2 on Sterling Integrator 5.0 should not allow import of a second organization.

Error message: No error message.

Resolution: While trying to import a second AS2 organization profile, the import will now fail with the following message:

Only one Organization profile is supported by the AS2 Wizard; one such profile already exists.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: AS2

Escalation ID: QC

Fix ID: 210094

Severity: Normal

Type: Normal Fix

Build: 5004

**InQira ID: NFX4518**

Title: AS2SendSyncMDN business process goes in an infinite loop

Description: AS2SendSyncMDN business process and AS2SendAndProcessSyncMDN business process go in an infinite loop by calling themselves. This is because the tag WFD\_NAME is overridden by the value from process data.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: AS2

Escalation ID: 1371881

Fix ID: 172882, 176529

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

**InQuira ID: NFX4793**

**Title:** When adding an AS2 partner over 8 characters the user name is truncated to the first eight characters and appended with `_B2B`

**Description:** In Gentrans Integration Suite, Release 4.3 Build 4310, when using the AS2 wizard to create a new AS2 partner to store AS2 Messages in Mailbox, the name is truncated to 8 characters with `_B2B` appended.

**Error Message:** No error messages.

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

**Workaround:**

1. Update `ediint.properties.in` by adding `-maxUserIdLength=125`. Add this parameter to the end of `ediint.properties.in`. Below is sample `ediint.properties.in` showing the change.
2. After making this change you must run the script setup files. This will ensure `ediint.properties` is configured with your changes.
3. After making this change restart Gentrans Integration Suite.

```
# Directory to write java temp files to.
cache_dir=&INSTALL_DIR;/tmp
#Increase maximum user id length
maxUserIdLength=125
```

**Functional Area:** AS2

**Escalation ID:** 1372006

**Fix ID:** 172949, 180353

**Severity:** Normal

**Type:** Normal Fix

**Build:** 4318, 5002

**InQuira ID: NFX5165**

**Title:** `AS2SendAndProcessASyncMDN` and `AS2SendAndProcessSyncMDN` recursively invoking itself

**Description:** `AS2SendAndProcessASyncMDN` and `AS2SendAndProcessSyncMDN` were recursively invoking themselves. It was found that they were invoking `AS2SendASyncMDN` and `AS2SendSyncMDN` in `INLINE` mode instead of invoking `HTTPClientSend`. `AS2SendSyncMDN` and `AS2SendASyncMDN` invokes `AS2SendAndProcessSyncMDN` and `AS2SendAndProcessASyncMDN` and thus it was getting in loop.

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: AS2

Escalation ID: 1372878

Fix ID: 178404, 178406

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQira ID: NFX6092

Title: Incorrect information provided in EDIINT Email Error Notification for Async MDN not received from AS2 Partner

Description: When the EDIINT Email Error Notification (Automated Event Notification) for Async MDN is not received, the notification email says `Unable to send message, check the error directory and logs for details`. This is inappropriate information as HTTP Post was successful. Instead notification email should provide appropriate information that AS2 MDN was not received.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: AS2

Escalation ID: 36419

Fix ID: 184340, 187629

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

InQira ID: NFX6246

Title: AS2 Mailbox Permission errors after updating to Gentran Integration Suite, Release 4.3 Build 4318

Description: Gentran Integration Suite, Release 4.3 Build 4318 update changes AS2 configuration to point to a different mailbox and causes permission errors. After an update to Gentran Integration Suite, Release 4.3 Build 4318, the AS2 partner configuration is changed with the radio button option of `Select Existing Parent Mailbox` selected when it should have been left to use default inbound/outbound mailboxes.

Error Message: Mailbox Permission Errors when inbound AS2 message is received.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Workaround:

1. Change `ediint.properties.in` file:  
From `maxUserIdLength=125`  
To `#maxUserIdLength=125`
2. Run setup files.
3. Stop/Start Gentrans Integration Suite.

If you are running a cluster environment repeat the same workaround on all cluster nodes.

Functional Area: AS2

Escalation ID: 44143

Fix ID: 187614, 188209

Severity: Critical

Type: Normal Fix

Build: 4319, 5002

**InQira ID: NFX6263**

Title: AS2 Edition users cannot update CheckExpireCertsEmailNotif Business process SMTP Settings

Description: If the SMTP Server settings change (such as hostname) this cannot be updated in AS2 edition since they cannot edit BPML.

Resolution:

Please apply Gentrans Integration Suite, Release 4.2 Build 4221 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: AS2

Escalation ID: 53410

Fix ID: 189452, 193624

Severity: Normal

Type: Normal Fix

Build: 4221, 5003

**InQira ID: NFX6404**

Title: AS2 Edition user interface still references old deprecated B2B server adapter

Description: AS2 Edition user interface still references old deprecated B2B server adapter.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: AS2

Escalation ID: QC

Fix ID: 172786

Severity: Normal

Type: Normal Fix

Build: 5002

### InQira ID: NFX6513

Title: Mailbox AS2 business processes run into infinite loop

Description: The following AS2 Mailbox business processes run into infinite loop by calling themselves inline:

- ◆ MailboxAS2SendAndProcessAsyncMDN
- ◆ MailboxAS2SendAndProcessNoMDN
- ◆ MailboxAS2SendAndProcessSyncMDN
- ◆ MailboxAS2SendAsyncMDN

Error Message: No error message.

Resolution: Remove the assign statement from its current location and put it before the following statement.

```
<assign to="INVOKE_MODE">INLINE</assign>
```

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: AS2

Escalation ID: QC

Fix ID: 190591

Severity: Normal

Type: Normal Fix

Build: 5002

### InQira ID: NFX6662

Title: AS2SendAndProcess business processes reference an invalid node (ACSTransactionError) and cause BPEExceptionService to fail

Description: Business processes AS2SendAndProcessAsyncMDN and AS2SendAndProcessSyncMDN reference ACSTransactionError node, which does not exist and cause the NegativeMDN BPEExceptionService to fail with a si:general exception.

Error Message: si:general exception.

Correct error message is not displayed due to problem.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: AS2

Escalation ID: 43097

Fix ID: 190400, 192245

Severity: Normal

Type: Normal Fix

Build: 4320, 5003

#### InQira ID: NFX7100

Title: AS2 mailbox configuration business process needs to be updated

Description: Business Processes MailboxAS2SendAndProcessAsyncMDN and MailboxAS2SendAndProcessSyncMDN reference ACSTransactionError node, which does not exist and cause the NegativeMDN BPEXceptionService to fail with a si:general exception.

Error Message: si:general exception.

Correct error message is not displayed due to the problem.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: AS2

Escalation ID: QC

Fix ID: 193787

Severity: Normal

Type: Normal Fix

Build: 5003

#### InQira ID: NFX7224

Title: Mailbox AS2 business processes run into infinite loop

Description: The following AS2 Mailbox business processes run into infinite loop by calling themselves:

- ◆ MailboxAS2SendAndProcessAsyncMDN
- ◆ MailboxAS2SendAndProcessNoMDN
- ◆ MailboxAS2SendAndProcessSyncMDN
- ◆ MailboxAS2SendAsyncMDN

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: AS2

Escalation ID: QC

Fix ID: 190761

Severity: Normal

Type: Normal Fix

Build: 5003

## ASI

InQira ID: NFX10317

Title: Error with Lock Service after EDI Envelope runs the first time after system restart

Description:

The EDI Envelope service, when run for the first time in Deferred mode after a system restart, appears to delete all Locks. The customer had noted that their Purge and Index (running on the default 10 minute schedule) would fail on the first execution after a system restart. Investigating the issue, it was found that they had a BP scheduled that would run the EDI Envelope process in Deferred mode, also on the same interval (every 10 minutes). When this BP executed, if the Index and Purge did not finish before the enveloping step, then the Index or Purge process could fail with a 'No Lock Exists By That Name' error.

Resolution:

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: ASI

Escalation ID: 00236619

Fix ID: 238139, 236333

Severity: Normal

Type: NormalFix

Build: 5008

## Asset Protection

InQira ID: ENH1433

Title: PSP Number easily available to customers to support SCI entitlement

Request Description: A request was made to make the PSP number easily available.

Escalation ID: QC (171245)

Status: Completed

Request Resolution: A PSP number is a unique number that identifies a licensed software asset in your application installation. PSP numbers can be viewed in three places:

- ◆ In the UI on the Licenses page. To view, go to **Administration Menu > Operations > Licenses > List all licenses**.
- ◆ At the top of the output from the `dump_info.sh` command.

- ◆ From disk when the application and database are down. The PSP is written to the `install/pspNumber.txt` file at node startup.

Please apply Sterling Integrator, Release 5.0, Build 5001 or later.

### InQuira ID: NFX6258

**Title:** Issues in the DOS scripts of `startSAPControllerWindowsService.cmd` and `startSAPIsAliveChecker.cmd` (Windows) files

**Description:** Error thrown when `startSAPControllerWindowsService.cmd` is executed: was unexpected at this time.

Error thrown when `startSAPIsAliveChecker.cmd` is executed:

registered was unexpected at this time.

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5002 or later

**Functional Area:** Asset Protection

**Escalation ID:** 47043

**Fix ID:** 186896

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5002

### InQuira ID: NFX6600

Title: After build 5001 installation the password of the admin user is set again to the standard password in Sterling Integrator, Release 5.0

Description: After build 5001 installation the password of the admin user is set again to the standard password in Sterling Integrator, Release 5.0.

Error Message: No error message

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Asset Protection

Escalation ID: 62250

Fix ID: 194474

Severity: Critical

Type: Normal Fix

Build: 5003

### InQuira ID: NFX7198

Title: On using keyfile that does not include the Sterling File Gateway component, Sterling File Gateway installation is successful

Description: On using keyfile that does not include the Sterling File Gateway component, Sterling File Gateway installation is successful.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Asset Protection

Escalation ID: QC

Fix ID: 196044

Severity: Normal

Type: Normal Fix

Build: 5003

## **Asset Protection - Framework**

### InQuira ID: NFX5504

Title: When Certificate package is not provided while generating the license, it is still accessible in Gentran Integration Suite

Description: When Certificate package is not provided while generating the license, it is still accessible in Gentran Integration Suite and a new System Certificate can be generated.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Asset Protection (Framework)

Escalation ID: QC

Fix ID: 173558

Severity: Normal

Type: Normal Fix

Build: 5001

## **BPML**

InQira ID: NFX3384

Title: Schedule\_BPRecovery starts twice when starting a cluster

Description: In Clustered Gentran Integration Suite 4.3 - 4306 or 4307, using Windows 2003 and SQL Server 2005, when starting one node of a two node cluster (with node 2 down), Schedule\_BPRecovery kicks off twice within seconds of each other. This causes two instances of `Recover.bpml` to be launched, with the second instance always failing with Lock Exists. This does not happen in a single node, non-clustered instance. BPRecovery is at default settings and is scheduled to run every 45 minutes and at startup.

Error Message:

```
Lock( RECOVERBP, LockService, 86400000 ): Lock already exists.
```

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: BPML

Escalation ID: 1370871

Fix ID: 171864

Severity: Normal

Type: Normal Fix

Build: 5001

InQira ID: NFX6408

Title: BPML Editor inserting process name as an extraneous unclosed "operation name" tag

Description: After the service name was edited in the BPML editor, the user clicked to validate the BPML and found that the name of the process had been inserted as an extra "operation name" tag above the real operation name tag. However, since the extra tag is not closed, the BPML fails.

Workaround:

Copy the BPML, create a new business process and then paste the corrected BPML in without validation or check in the new business process.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: BPML

Escalation ID: QC

Fix ID: 33383

Severity: Normal

Type: Normal Fix

Build: 5002

## Caching Framework

InQuira ID: NFX8417

Title: The instance of the template you are trying to view is no longer available.

Description: Receiving the pop-up error message after creating a Routing Channel Template within Sterling File Gateway. A similar pop-up error message is received after deleting a RCT.

Error Message: The instance of the template you are trying to view is no longer available.

Resolution:

Please apply Sterling Integrator 5.0 Build 5004 or later.

The fix addresses the issue of Sterling Integrator using random port for RMI communication between cluster nodes. The fix introduced new properties to restrict RMI communication between cluster nodes to certain ports.

After the fix is applied, please perform following steps for each node:

1. Go to `<si_install_dir>/properties`
2. Check if `customer_overrides.properties` is present. If present edit `customer_overrides.properties`. If not present, create `customer_overrides.properties`.
3. Add following lines to `customer_overrides.properties`.

```
noapp.jnp_host=aacb04
noapp.jnprmiport=39562
noapp.jnprmiport2=39564
noapp.useSocketFactories=true
noapp.jndirmiport=39563
```

**Note:** The `noapp.jnp_host` should be the hostname of the host where this node is installed, for example, `node1` `customer_overrides.jnp_host` property should point to `node1` host.

jnprmiport, jnprmiport2, jndirmiport should have values relative to base port and these ports should be open.  
Make sure Sterling File Gateway is at same patch level as Sterling Integrator.

Functional Area: Caching Framework

Escalation ID: 00137977

Fix ID: 216085

Severity: Normal

Type: Normal Fix

Build: 5004

**InQuira ID: NFX5475**

Title: Reduce DB deadlocks

Description: There were instances where one process thread would access and lock the database and then need the cache, while another would access and lock the cache and then need the database, causing a deadlock. When this happens, Gentran Integration Suite becomes mostly or entirely unresponsive.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Caching Framework

Escalation ID: QC

Fix ID: 167570, 176687

Severity: Normal

Type: Normal Fix

Build: 5001

## **Certificates**

**InQuira ID: NFX8281**

Title: Certificate fields have incorrect values.

Description: When certificate obtained from certificate authority (e.g. Verisign) is imported as system certificate in Sterling Integrator, it does not display CommonName, OrganizationUnit, Organization, Locality correctly in Subject area.

Error Message: none

Resolution: Please apply Sterling Integrator Release 5.0 Build 5006 or later.

Functional Area: Certificate

Escalation ID: 137435

Fix ID: 213441

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX7505

Title: Sterling Certificate Wizard 1.3 generated system cert (standard) cannot be checked in to Sterling Integrator 5003

Description: Sterling Certificate Wizard 1.3 generated system cert (standard) cannot be checked in to Sterling Integrator 5003.

Error Message: Java ASN1 error.

Resolution: Currently, there is no resolution for this defect in Sterling Integrator 5003.

The suggested workaround for Sterling Integrator 5003 is as follows:

If using Sterling Certificate Wizard version 1.3, Sterling Certificate Wizard 1.3 supports additional ciphers to encrypt the private key when generating a self-signed cert or a CSR. (For example, 3DES SHA1, AES 128 SHA1, AES 256 SHA1, AES 256 SHA 265AES 256 SHA1).

If you use the default cipher (AES 256 SHA1) on keycert tab and generate standard keycert, Sterling Integrator 5003 will not be able to read this format. It is recommended to generate PKCS12 keycert, which can be imported into Sterling Integrator 5003. Future releases of Sterling Integrator will support importing of standard keycert encrypted with additional ciphers like AES 256 SHA1.

**Note:** You can use the default (AES 256 SHA1) for encrypting the private key when generating self signed cert or CSR, but use PKCS12 format for the keycert. If you have to use standard format keycert, use DES MD5 cipher for importing into Sterling Integrator. However, since DES MD5 is a weaker cipher it is not recommended.

Escalation ID: QC

Fix ID: 203097

## CII

### InQuira ID: NFX5189

Title: CII Deenvelope fails with CII Message Group Non-Compliant Invalid Total Value Items 1

Description: If the Total Item One in the trailer of inbound CII becomes more than 32 bit integer (2,147,483,647), CII Deenvelope fails with the error CII Message Group Non-Compliant Invalid Total Value Items 1. As a syntax rule, the maximum value of Total Item is 15 digits integer (999,999,999,999,999).

Error Message:

Error message in the status report of CII Deenvelope service in CII Deenvelope business process.

26: CII Message Group Non-Compliant Invalid Total Value Items 1

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: CII

Escalation ID: 1372822

Fix ID: 179074, 178267, 179075

Severity: Normal

Type: Normal Fix

Build: 4220, 4319, 5002

### InQuira ID: NFX5190

Title: Value of total item in CII is wrong when the total becomes more than 32 bit integer

Description: Whenever the value of the Total Item 1 in the Message Group trailer exceeds a 32 bit integer (2,147,483,647), Gentran Integration Suite does not calculate it correctly.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: CII

Escalation ID: 1372823

Fix ID: 179191, 178269, 179192

Severity: Normal

Type: Normal Fix

Build: 4220, 4319, 5002

## Clustering

### InQuira ID: NFX3750

Title: SFTP Client Adapter node configuration (ALL node option)

Description: Gentran Integration Suite should not show ALL as an option in Environment selection during configuration of a non-clusterable adapter. Non-clusterable adapters are tied to a specific node and cannot run across all nodes in a cluster environment. For example, SFTP adapters should be pinned to a particular node to session tokens.

Error Message: SFTP client adapter issues the begin session, CD, and PUT commands on node1. Then it issues an End session on node 3. It has the following messages:

Session

[Acxiom\_GISSFTPClientAdapter\_SFTPClientAdapter\_node1\_12217322670411118:2831293] not found.

The Message To Service for the end session request is:

```
<?xml version="1.0" encoding="UTF-8"?>
<SFTPClientEndSessionServiceTypeInputMessage>
  <XMLVersion>1.0</XMLVersion>
  <SessionToken>Acxiom_GISSFTPClientAdapter_SFTPClientAdapter_node1_12217322670411118:2831293</SessionToken>
</SFTPClientEndSessionServiceTypeInputMessage>
```

The session token from the begin session is:

```
<SessionToken>Acxiom_GISSFTPClientAdapter_SFTPClientAdapter_node1_12217322670411118:2831293</SessionToken>
```

Resolution: Added new `clusteradapter.properties` file to define non-clusterable adapters. Adapters listed in this file will only be provided the option to tie them to a specific node.

The following non-clusterable adapters are listed in the `clusteradapter.properties` file:

- ◆ FTPClientAdapter
- ◆ FtpServerAdapter
- ◆ HTTPClientAdapter
- ◆ HttpServerAdapter
- ◆ SFTPClientAdapter
- ◆ SFTPServerAdapter

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Clustering

Escalation ID: 1371083

Fix ID: 171878, 173588

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX5432

Title: `OutOfMemory` error is occurring on Gentran Integration Suite 4.3 Cluster

Description: `OutOfMemory` error occurs after several days of normal operation. `OutOfMemory` errors are not specific to business process, adapter, or service. Gentran Integration Suite 4.3 cluster nodes are configured to communicate with each other using JGroups. There are two communication protocols that can be used for cluster communication: TCP and UDP. The `OutOfMemory` errors are generally associated with clusters that are setup to use TCP. Although systems configured to use UDP may show a slight increase in memory usage, it is not usually enough to cause the system to encounter an `OutOfMemory` error.

**Error Message:**

```
OutOfMemory error in the noapp log.
  JVM_DUMP006I Processing Dump Event "systhrow", detail "java/lang/OutOfMemoryError" -
  Please Wait.
```

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

This fix requires a change to the Jgroup cluster properties. If custom modifications have been made to the `jgroup_cluster.properties.in` file or if the `jgroup_cluster.properties` information is contained in `customer_overrides.properties` file, then the current parameters must be manually edited. Outlined below are the necessary changes.

A workaround may be used for this issue until a build (4318 or later) can be applied, and these same changes may be made to the appropriate property file.

Changes to `property_string`:

For clusters using TCP for the JGroups protocol:

- ◆ Add `discard_delivered_msgs=true` to the `pbcast.NAKACK` section
- ◆ Add `pbcast.STABLE` information

For clusters using UDP for the JGroups protocol, add `discard_delivered_msgs=true` to the `pbcast.NAKACK` section.

**Example for TCP:**

```
property_string=TCP(bind_addr=&HOST_ADDR;;start_port=&MULTICAST_NODE_PORT2;):
TCPPING(initial_hosts=&HOST_ADDR;[&MULTICAST_NODE_PORT2;],node2HostAddr[node
2StartPort];port_range=1;timeout=5000;num_initial_members=2;up_thread=true;down_thre
ad=true):
  MERGE2(min_interval=3000;max_interval=5000):
  FD_SOCKET:
  FD(timeout=5000;max_tries=48;):
  VERIFY_SUSPECT(timeout=1500;down_thread=false;up_thread=false):
pbcast.NAKACK(max_xmit_size=60000;gc_lag=50;retransmit_timeout=100,200,300,600,1200,
2400,4800;discard_delivered_msgs=true):pbcast.STABLE(stability_delay=1000;desired_av
g_gossip=20000;down_thread=false;up_thread=false;max_bytes=0):
VIEW_SYNC(avg_send_interval=60000;down_thread=false;up_thread=false):pbcast.GMS(prin
t_local_addr=true;join_timeout=5000;join_retry_timeout=2000;shun=false;up_thread=tru
e;down_thread=true;)
```

**Example for UDP:**

```
property_string=
UDP(bind_addr=&HOST_ADDR;;bind_port=&MULTICAST_NODE_PORT2;;mcast_addr=239.255.166.17
;mcast_port=&MULTICAST_NODE_PORT1;;ip_ttl=32;
  mcast_send_buf_size=150000;mcast_rcv_buf_size=80000):
PING(timeout=2000;num_initial_members=3):MERGE2(min_interval=5000;max_interval=10000
):
  FD_SOCKET:

VERIFY_SUSPECT(timeout=1500):pbcast.NAKACK(gc_lag=50;retransmit_timeout=300,600,1200
,2400,4800;discard_delivered_msgs=true):
```

```
UNICAST(timeout=5000):
pbcast.STABLE(desired_avg_gossip=20000):
FRAG(frag_size=8096;down_thread=false;up_thread=false):
```

```
pbcast.GMS(join_timeout=5000;join_retry_timeout=2000;shun=false;print_local_addr=true)
```

Changes to distribution\_property\_string:

For both UDP and TCP configurations:

```
Add discard_delivered_msgs=true to the pbcast.NAKACK section
Add pbcast.STABLE information
```

Example:

```
distribution_property_string=TCP(start_port=&MULTICAST_NODE_PORT1):
TCPPING(initial_hosts=&HOST_NAME;[&MULTICAST_NODE_PORT1;];port_range=1;timeout=5000;
num_initial_members=2;up_thread=true;down_thread=true):
MERGE2(min_interval=3000;max_interval=5000):
FD_SOCKET:
FD(timeout=5000;max_tries=48):
```

```
VERIFY_SUSPECT(timeout=1500):pbcast.NAKACK(down_thread=true;up_thread=true;gc_lag=100;
retransmit_timeout=3000;discard_delivered_msgs=true):
pbcast.STABLE(stability_delay=1000;desired_avg_gossip=20000;down_thread=false;up_thread=
false;max_bytes=0):
pbcast.GMS(join_timeout=5000;join_retry_timeout=2000;shun=false;print_local_addr=true;
down_thread=true;up_thread=true)
```

Functional Area: Clustering

Escalation ID: 1372133, 4936997

Fix ID: 175234, 179487

Severity: Critical

Type: Normal Fix

Build: 4318, 5002

InQira ID: NFX6751

Title: Out Of Memory error during high load or large queue depth on a cluster system

Description: Out Of Memory error during high load or large queue depth on a cluster system.

Error Message: Out Of Memory error

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

This fix addresses LockableDoubleLinkedListNode and jgroups pcast.NAKACK issues seen in the heap dump.

Functional Area: Clustering

Escalation ID: QC

Fix ID: 194778, 195150

Severity: Normal

Type: Normal Fix

Build: 4320, 5003

InQuira ID: NFX7216

Title: NoClassDefFoundError while running the startCluster script on a cluster

Description: NoClassDefFoundError errors obtained while running the startCluster script on a cluster.

Error Message: The following stack trace was found for node 1:

```
[java] Exception in thread "main" java.lang.NoClassDefFoundError:
com/sterlingcommerce/woodstock/translator/externalinterfaces/IJDBCProps
[ java]          at java.lang.ClassLoader.defineClass1(Native Method)
[ java]          at java.lang.ClassLoader.defineClass(ClassLoader.java:620)
[ java]          at
java.security.SecureClassLoader.defineClass(SecureClassLoader.java:124)
[ java]          at java.net.URLClassLoader.defineClass(URLClassLoader.java:260)
[ java]          at java.net.URLClassLoader.access$100(URLClassLoader.java:56)
[ java]          at java.net.URLClassLoader$1.run(URLClassLoader.java:195)
[ java]          at java.security.AccessController.doPrivileged(Native Method)
[ java]          at java.net.URLClassLoader.findClass(URLClassLoader.java:188)
[ java]          at java.lang.ClassLoader.loadClass(ClassLoader.java:306)
[ java]          at
sun.misc.Launcher$AppClassLoader.loadClass(Launcher.java:268)
[ java]          at java.lang.ClassLoader.loadClass(ClassLoader.java:251)
[ java]          at
java.lang.ClassLoader.loadClassInternal(ClassLoader.java:319)
[ java]          at com.sterlingcommerce.db.ExecSQL.connect(ExecSQL.java:85)
[ java]          at com.sterlingcommerce.db.ExecSQL.doit(ExecSQL.java:98)
[ java]          at com.sterlingcommerce.db.ExecSQL.doit(ExecSQL.java:124)
[ java]          at com.sterlingcommerce.db.ExecSQL.main(ExecSQL.java:58)
```

The following stack trace was obtained while running the startCluster.cmd script on node 2.:

```
Exception in thread "main" java.lang.NoClassDefFoundError:
com/sterlingcommerce/woodstock/translator/externalinterfaces/
ILogger
    at java.lang.ClassLoader.defineClass1(Native Method)
    at java.lang.ClassLoader.defineClass(ClassLoader.java:620)
    at java.security.SecureClassLoader.defineClass(SecureClassLoader.java:124)
    at java.net.URLClassLoader.defineClass(URLClassLoader.java:260)
    at java.net.URLClassLoader.access$100(URLClassLoader.java:56)
    at java.net.URLClassLoader$1.run(URLClassLoader.java:195)
    at java.security.AccessController.doPrivileged(Native Method)
    at java.net.URLClassLoader.findClass(URLClassLoader.java:188)
    at java.lang.ClassLoader.loadClass(ClassLoader.java:306)
    at sun.misc.Launcher$AppClassLoader.loadClass(Launcher.java:268)
    at java.lang.ClassLoader.loadClass(ClassLoader.java:251)
    at java.lang.ClassLoader.loadClassInternal(ClassLoader.java:319)
    at
com.sterlingcommerce.security.kcapi.PrivateKeyInfo.<clinit>(PrivateKeyInfo.java:450)
```

```
at
com.sterlingcommerce.woodstock.util.Util.ensurePassphraseSetSync(Util.java:505)
at
com.sterlingcommerce.woodstock.util.Util.ensurePassphraseSet(Util.java:471)
  at com.sterlingcommerce.db.ExtractCertDer.processArgs(ExtractCertDer.java:85)
  at com.sterlingcommerce.db.ExtractCertDer.work(ExtractCertDer.java:112)
  at com.sterlingcommerce.db.ExtractCertDer.main(ExtractCertDer.java:178)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Clustering

Escalation ID: QC

Fix ID: 197221

Severity: Normal

Type: Normal Fix

Build: 5003

## Connect Direct Interop

InQira ID: NFX10029

Title: Receiving error when TLS or SSL is enabled in the Connect Direct Requester

Description:

Receiving error when TLS or SSL is enabled in the Connect Direct Requester

Error Message:

Error in status report:

```
ERROR 000000000000 GLOBAL_SCOPE CDRequesterAdapterLittleAImpl.startupAdapter() - Required
Parameter CDINTEROP_SECUREPLUS_cipher_suites Missing
```

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Connect Direct Interop

Escalation ID: 229936

Fix ID: 232961

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX9913

Title: Columns in the CD\_NODE table have 'asset' as the data content: CREATEUSERID  
MODIFYUSERID

## CREATEPROGID MODIFYPROGID

### Description:

Sterling Integrator version 5.0 Columns in the CD\_NODE table have 'asset' as the data content:

CREATEUSERID MODIFYUSERID CREATEPROGID MODIFYPROGID

### Error Message:

None

### Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Connect Direct Interop

Escalation ID: 223298

Fix ID: 232217

Severity: Normal

Type: NormalFix

Build: 5008

## InQuira ID: NFX9363

Title: Connect direct server adapter conversion generating incorrect nodes in SI 5.0

### Description:

When importing a CDSA adapter from a previous version of Gentrans integration Suite into SI 5.0, you can edit the adapter and choose to convert its nodes into the new netmap feature of SI 5.0, when doing this conversion and if there are nodes which name is contained in another node name (per example: ABC and ABCDEF), the first node is incorrectly created, parameters like IP address and port are missing.

### Error Message:

When trying to edit the node or related cross reference you get the error:

Unable to retrieve C:D Node information

When clicking on the node name to view the details you get the error:

Processing error has occurred. Please contact system administrator and check system logs for more details.:  
java.lang.NullPointerException

### Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Connect Direct Interop

Escalation ID: 193246

Fix ID: 226229

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX8697

Title: Out of Memory error when SQL Server database fails over to second database node.

Description:

GIS does not reconnect to the second SQL Server 2005 database node and causes out of memory errors. Restart of GIS is needed to recover from the Out of Memory.

Error Message:

```
[2010-03-10 20:56:43.33] ALL 000000000000 GLOBAL_SCOPE Exception in thread "Timer-5"
[2010-03-10 20:56:43.33] ALL 000000000000 GLOBAL_SCOPE java.lang.OutOfMemoryError:
unable to create new native thread
[2010-03-10 20:56:43.33] ALL 000000000000 GLOBAL_SCOPE
[2010-03-10 20:56:43.33] ALL 000000000000 GLOBAL_SCOPE at
java.lang.Thread.start0(Native Method)
[2010-03-10 20:56:43.33] ALL 000000000000 GLOBAL_SCOPE at
java.lang.Thread.start(Thread.java:574)
[2010-03-10 20:56:43.33] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.util.frame.schedule.ScheduleWorkerThread.run(Schedule
WorkerThread.java:53)
[2010-03-10 20:56:43.33] ALL 000000000000 GLOBAL_SCOPE at
java.util.TimerThread.mainLoop(Timer.java:512)
[2010-03-10 20:56:43.33] ALL 000000000000 GLOBAL_SCOPE at
java.util.TimerThread.run(Timer.java:462)
```

Resolution:

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: Connect Direct Interop

Escalation ID: 153704

Fix ID: 232771

Severity: Critical

Type: NormalFix

Build: 5008

InQuira ID: NFX9915

Title: RunJob/RunTask services run correctly even though Connect Direct session has been terminated

Description: When using a Connect Direct Begin Session service and an End Session service, it is possible to use RunJob/RunTask services after the session is closed. The RunJob/RunTasks are successful even though they are using the original session id for the session that has been closed.

Error Message: A RunTask is an asynchronous process so the step is executed and a XSMG402I is reported in the logfile indicating the step was executed. The BP details shows that a file cannot be found, this is correct because the session has been terminated and therefore the file can't be found.

Resolution: Now, the CDSA restricts service invocations to the session to which they belong; if the session has been closed, then the service fails with "SessionNotFoundException" indicating that the session context has been closed or the session does not exist.

Please apply Gentran Integration Suite, Release 4.3, Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Connect Direct Interop

Escalation ID: 215507

Fix ID: 231946, 235250

Severity: Normal

Type: Normal Fix

Build: 4324, 5008

### InQuira ID: NFX10226

Title: Retry/Restart count/intervals are not picked up in CDInterop\_CopyToWithLoop Business Process

Description: Retry/Restart count/intervals are not picked up in CDInterop\_CopyToWithLoop Business Process. These values are stored in the SessionToken element in ProcessData.

Resolution: Please apply Gentran Integration Suite, Release 4.3, Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Connect Direct Interop

Escalation ID: QC

Fix ID: 233815, 233999

Severity: Normal

Type: Normal Fix

Build: 4324, 5008

### InQuira ID: NFX9173

Title: Documents advanced search not displaying all fields for Outbound C:D transfers

Description: When doing a search via the Document advanced search UI for an outbound document transferred via Connect Direct, the fields "Receiver" and "Secondary Node Name" are empty.

For Inbound documents, all fields are displayed correctly.

Resolution:

Please apply Gentran Integration Suite, Release 4.3, Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Connect Direct Interop

Escalation ID: 00188111

Fix ID: 224864, 228130

Severity: Normal

Type: Normal Fix

Build: 4324, 5008

InQuira ID: NFX10817

Title: Issue with Connect Direct Server Adapter FileSystem storage and encryption enabled.

Description:

When CDSA FileSystem storage and encryption (security.ENC\_DECR\_DOCS=ENC\_FS) is enabled then the files received via Connect Direct Server Adapter are stored by default in database and not on FileSystem.

If no encryption is used the files are stored correctly on FS.

Error Message:

CDSA debug logs:

DocumentWritingConduitImpl.DocumentWritingConduitImpl(filesysPersist=false)

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Connect Direct Interop

Escalation ID: 238138

Fix ID: 237829

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX10029

Title: Receiving error when TLS or SSL is enabled in the Connect Direct Requester

Description:

Receiving error when TLS or SSL is enabled in the Connect Direct Requester

Error Message:

Error in status report:

```
ERROR 000000000000 GLOBAL_SCOPE CDRequesterAdapterLittleAImpl.startupAdapter() -  
Required Parameter CDINTEROP_SECUREPLUS_cipher_suites Missing
```

Resolution:

Please apply Sterling Integrator, Release 5.X Build 5008 or later.

Functional Area: Connect Direct Interop

Escalation ID: 229936

Fix ID: 232961

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX10043

Title: Explain the meaning and details of the Connect Direct reports in the cdinteropt.cdjava after a CopyTo service

Description:

Using Gentran Integration Suite 4.3 and Sterling Integrator 5.0. When verbose logging is enable for Connect Direct Server Adapter Protocol Layer after a CopyTo service a report is generated. Please explain the meaning and details of the report. A sample report is below.

Error Message:

```
2010-09-15 08:08:11.939] DEBUG 000000000000 GLOBAL_SCOPE
Sterling_CDSA_N1_CDSEVER_ADAPTER_node1P0002345871598L27 CopyStatus msgid:SCPA000I,
rc:0, bytes:302731265,
processNum:2, elap(Seconds):108.726, rate(Char per second):2784350.247410923
Copy Performance - per thousand bytes transfered
```

Premo Collection: "Non Copy"

Sample DF: 302730.265

Sample Sum: 0.0

Sample Low: 0.0

Sample High: 0.0

Sample Mean: 0.0

Premo Collection: "Copy Mainline"

Sample DF:

302730.265

Sample Sum: 4437.0

Sample Low: 0.0

Sample High: 313.0

Sample Mean: 0.014656563470575132

Premo Collection: "Network/PS"

Sample DF:

302730.265

Sample Sum: 95740.0

Sample Low: 0.0

Sample High: 3963.0

Sample Mean: 0.31625408759812107

Premo Collection: "ZLIB"

Sample DF: 302730.265

Sample Sum: 0.0

Sample Low: 0.0

Sample High: 0.0

Sample Mean: 0.0

Premo Collection: "File Input/Output"

Sample DF: 302730.265

Sample Sum:

5193.0

Sample Low: 0.0

```

Sample High:      27.0
Sample Mean:     0.01715382783472992
Premo Collection: "Tracing"
Sample DF:       302730.265
Sample Sum:      1166.0
Sample Low:      0.0
Sample High:     7.0
Sample Mean:     0.0038516008579424395
Premo Collection: "Record -- Translation"
Sample DF:       302730.265
Sample Sum:
1342.0
Sample Low:      0.0
Sample High:     1.0
Sample Mean:     0.0044329745723488455
Premo Collection: "      -- Copy"
Sample DF:       302730.265
Sample Sum:
577.0
Sample Low:      0.0
Sample High:     1.0
Sample Mean:     0.0019059808705255467
Premo Collection: "Ckpt"
Sample DF:       302730.265
Sample Sum:      13.0
Sample
Low:      0.0
Sample High:     13.0
Sample Mean:     4.294237663229135E-5
Capture Ratio:  1.0
"Non Copy"      |
0
"Copy Mainline" | ****
4
"Network/PS"    |
*****
****           88
"ZLIB"          |
0
"File Input/Output" | *****
5
"Tracing"       | *
1
"Record -- Translation" | *
1
"      -- Copy"   | *
1
"Ckpt "         |

```

0

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

The information was not accurate. The report is no longer generated.

Functional Area: Connect Direct Interop

Escalation ID: 00232232

Fix ID: 237834

Severity: Normal

Type: NormalFix

Build: 5008

**InQuira ID: NFX9311**

Title: NullPointerException is thrown when creating an adapter

Description: NullPointerException is thrown when creating an adapter. While creating the adapter, the Service Type marked as Null is leading to NullPointerException.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: QC

Fix ID: 202358

Severity: Normal

Type: Normal Fix

Build: 5006

**InQuira ID: NFX7826**

Title: Connect:Direct Server Adapter Slowdown Causing Multiple Retries From Partner

Description: Connect:Direct Server Adapter Slowdown Causing Multiple Retries From Partner

Partner will attempt to reconnect until all connections are exhausted.

Connect Direct Server Adapter sessions are not terminating with specific trading partner. Sessions remain active even though session are terminated on pnode.

Error Message: Errors reporting sessions exhausted.

Resolution:

Please apply Gentrans Integration Suite, Release 4.2 Build 4222 or later.

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: 83775

Fix ID: 198184, 202942, 202945

Severity: Normal

Type: Normal Fix

Build: 4322, 4222, 5006

### InQuira ID: NFX7327

Title: Connect:Direct Server Adapter is not disabled when the Perimeter Server it uses is disabled.

Description: Currently when Perimeter Server is disabled, not all the associated adapters it uses are disabled.

Fix to Connect:Direct Server Adapter:

When a member of group of Connect:Direct Server Adapter is requested to perform a service, if the perimeter services for this adapter is not available, then the workflow engine will be notified and it will search for the first available member of the group that is available and the associated perimeter server not disabled.

If the CDSA member is found, it will be used. If no member is found, the service request fails.

Whenever the associated perimeter server for CDSA is disabled, the CDSA instance will not show Disabled in Gentrans Integration Suite/Sterling Integrator UI. When an adapter shows "Disabled" in the UI, it means that it is no longer running, and must be (re)started (and reinitialized) before it can respond to requests. With this fix, the adapter continues to be functional but ignores requests until the PS comes back online.

Error Message: None

Resolution:

Please apply Gentrans Integration Suite 4.2 Build 4222 or later.

Please apply Sterling Integrator 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: 00064553

Fix ID: 202935, 202940

Severity: Normal

Type: Normal Fix

Build: 4222, 5006

### InQuira ID: NFX7334

Title: Business Processes hanging on the Wait service (Cluster only)

Description: Sterling Integrator Cluster 5002 - Business processes are hanging on the wait service, even though the service is assigned a time interval of 1 minute the business process stops at the wait service step for about 30 minutes before being interrupted.

Please note, this is a workflow engine related issue specific to a 5.0 cluster. Cannot be recreated outside a clustered environment, if you take down one node from the cluster the problem does not occur.

For example, the CDInterop\_BeginSessionWithLoop will go into retry and never come out of the final retry loop. This was tested outside of the CDSA business process, and the basic problem is recreated with a simple

business that goes into WAIT for 1 minute as follows. The behavior is the same in the CDSA process. The workflow goes into the wait queue for the desired 1 minute but never returns back to the original queue 4 to resume processing.

```
<process name="testWait">
<sequence>
<assign to="test1">ok</assign>
<operation name="Wait">
<participant name="WaitService"/>
<output message="WaitServiceTypeInputMessage">
<assign to="." from="*"></assign>
<assign to="WAIT_INTERVAL">1</assign>
</output>
<input message="inmsg">
<assign to="." from="*"></assign>
</input>
</operation>
<operation name="Business Process Metadata">
<participant name="BPMetaDataInfoService"/>
<output message="BPMetaDataServiceTypeInputMessage">
<assign to="." from="*"></assign>
</output>
<input message="inmsg">
<assign to="." from="*"></assign>
</input>
</operation>
<assign to="test2">ok</assign>
<onFault>
<operation name="Business Process Metadata">
<participant name="BPMetaDataInfoService"/>
<output message="BPMetaDataServiceTypeInputMessage">
<assign to="." from="*"></assign>
</output>
<input message="inmsg">
<assign to="." from="*"></assign>
</input>
</operation>
</onFault>
</sequence>
</process>
```

Steps to recreate (two node cluster) using build 5002.

1. Create business process as above
2. Enable QueueWatcher
3. Execute business process. Observe the wait queue; the business process is queued for 5000 milliseconds. After 1 minute the business process disappears from the wait queue but never returns onto queue 4 -- see capture below -- checked node 2 as well but is not there either.
4. Stop one node in the Sterling Integrator cluster.
5. Repeat step 3. The business process continues after the 1 minute wait period.

```
Back to Secure Queue Watcher Menu ThreadPool and Queue Data for:0 -WaitQueue Start-
LockableDoubleLinkedList: Elements:1 Avail.:1 Contents: -Head-
WFID insID expedite Priority msec on queue wfdname
```

```
28165 8276 false -1 19624 testWait wfTransporter Status: LOCKED=false WRITING=false  
CACHED=false DELETE=false EXECUTING=false WAITING=true RESCHEDULING=false  
-Tail- WaitQueue End
```

Error Message: No Errors, business process is simply interrupted.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Clustering

Escalation ID: 00096413

Fix ID: 203393

Severity: Critical

Type: Normal Fix

Build: 5006

### InQuira ID: NFX9472

Title: Set User Token Service issue while setting different USER\_TOKEN.

Description: User Token Service issue while setting different USER\_TOKEN, the assigned user token is overridden by default admin user in processdata making it difficult to run CD Session under any number of different user ids.

Error Message: No errors.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: 105784

Fix ID: 204736

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX9403

Title: Stopping CDSA During a Begin Session Service Step Causes a Serious Error

Description: Business processes error SessionManager is null! after recycle of the CDSA Adapter

The user adds a node to CDSA and needs to start stop CDSA to get it working. After the stop restart, all CD related business processes get following error:

```
[2009-01-08 09:04:26.534] ERROR 000000000000 GLOBAL_SCOPE  
com.sterlingcommerce.woodstock.cdinterop.server.CDInteropServerException:  
SessionManager is null!
```

All business processes using CD services fail to start. In addition, the ones starting after the restart need a reboot of the server to get everything working again.

Error Message:

```

2009-01-08 09:03:50.266] ALL 000000000000 GLOBAL_SCOPE
CDServerAdapterLittleAImpl.refreshAdapter() - Adapter:
MY_ConnectDirectServerAdapterGIS01_CDSEVER_ADAPTER_node1 - refreshing
[2009-01-08 09:03:50.266] ALL 000000000000 GLOBAL_SCOPE
CDServerAdapterLittleAImpl.refreshAdapter() - Adapter:
MY_ConnectDirectServerAdapterGIS01_CDSEVER_ADAPTER_node1 - shutting down
[2009-01-08 09:03:50.267] ALL 000000000000 GLOBAL_SCOPE
CDServerAdapterLittleAImpl.update() - Adapter:
MY_ConnectDirectServerAdapterGIS01_CDSEVER_ADAPTER_node1 - notified that my
CDServer is stopping
[2009-01-08 09:03:50.267] ALL 000000000000 GLOBAL_SCOPE
CDServerAdapterLittleAImpl.update() - Adapter:
MY_ConnectDirectServerAdapterGIS01_CDSEVER_ADAPTER_node1 - shutdown
[2009-01-08 09:04:00.288] ALL 000000000000 GLOBAL_SCOPE
CDServerAdapterLittleAImpl.refreshAdapter() - Adapter:
MY_ConnectDirectServerAdapterGIS01_CDSEVER_ADAPTER_node1 - starting
[2009-01-08 09:04:00.291] ALL 000000000000 GLOBAL_SCOPE
CDInteropMailboxExtractionPolicy.logConfiguration()CDInteropMailboxExtractionPolicy
server mailbox configuration: extractabilityMode=[3], extractabilityCount=[0],
extractabilityForDays 0], extractabilityForHours=[0], extractabilityForMinutes=[0],
extractabilityExtractable=[Yes].
[2009-01-08 09:04:00.291] ALL 000000000000 GLOBAL_SCOPE
CDInteropMailboxExtractionPolicy.logConfiguration()CDInteropMailboxExtractionPolicy
server mailbox configuration: extractabilityMode=[3], extractabilityCount=[0],
extractabilityForDays 0], extractabilityForHours=[0], extractabilityForMinutes=[0],
extractabilityExtractable=[Yes].
[2009-01-08 09:04:26.534] ERROR 000000000000 GLOBAL_SCOPE
com.sterlingcommerce.woodstock.cdinterop.server.CDInteropServerException:
SessionManager is null!

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: 24604

Fix ID: 200849

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9404

Title: CDServerPrimitiveBeginSessionService - java.lang.NullPointerException

Description:

Outbound Connect:Direct processes are failing with the error

```

CDServerPrimitiveBeginSessionService - recording a failed Begin Session attempt with
fault code [Connect:Direct Service Error]
java.lang.NullPointerException

```

The error occurs if the Connect:Direct Server Adapter is refreshed while there are active outbound Connect Direct business processes. The adapter refresh occurs when the user clicks the 'Finish' button on the Server Edit Configuration UI.

**Error Message:**

```
java.lang.NullPointerException
at
com.sterlingcommerce.woodstock.services.cdinterop.server.CDServerAdapterLittleAImpl.
beginSession(CDServerAdapterLittleAImpl.java:251)
at sun.reflect.GeneratedMethodAccessor97.invoke(Unknown Source)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
at java.lang.reflect.Method.invoke(Method.java:324)
at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:261)
at sun.rmi.transport.Transport$1.run(Transport.java:148)
at java.security.AccessController.doPrivileged(Native Method)
at sun.rmi.transport.Transport.serviceCall(Transport.java:144)
at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:460)
at sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:701)
at java.lang.Thread.run(Thread.java:534)
at
sun.rmi.transport.StreamRemoteCall.exceptionReceivedFromServer(StreamRemoteCall.java
:247)
at sun.rmi.transport.StreamRemoteCall.executeCall(StreamRemoteCall.java:223)
at sun.rmi.server.UnicastRef.invoke(UnicastRef.java:133)
at
com.sterlingcommerce.woodstock.services.cdinterop.server.CDServerAdapterLittleAImpl_
Stub.beginSession(CDServerAdapterLittleAImpl_Stub.java:271)
at
com.sterlingcommerce.woodstock.services.cdinterop.server.CDServerBeginSessionService
.primitiveProcessData(CDServerBeginSessionService.java:140)
at
com.sterlingcommerce.woodstock.services.cdinterop.CDService$1.run(CDService.java:94)
at
com.sterlingcommerce.woodstock.mailbox.db.DatabaseOperation.runContained(DatabaseOpe
ration.java:109)
at
com.sterlingcommerce.woodstock.services.cdinterop.CDService.processData(CDService.ja
va:92)
at com.sterlingcommerce.
```

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

**Functional Area:** Connect Direct Interop

**Escalation ID:** 37432

**Fix ID:** 200839

**Severity:** Critical

**Type:** Normal Fix

**Build:** 5006

**InQuira ID:** NFX8241

Title: CKPT record is missing remote filename

Description: The new interface obtains the CKPT record from the database and returns it using the object's interface (ICdRestartTableElement). Since it is missing the getter or setter for the remote filename, this piece of CKPT info is not accessible.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: QC

Fix ID: 206247, 205375

Severity: Normal

Type: Normal Fix

Build: 4222, 5006

InQuira ID: NFX8501

Title: String index out of range error when using Connect Direct copy from Business Process

Description: A remote C:D z/OS node (4702) is connecting to Gentran Integration Suite CD Server Adapter to copy a file from Gentran Integration Suite/Sterling Integrator using a business process.

For example, the source path is “/businessprocess/SFG\_ROI\_CollectFile/myfilename.txt”

The file is collected successfully but the following error is in the cdinterop.log:

java.lang.StringIndexOutOfBoundsException: String index out of range: 0

Error Message:

error in cdinterop.log:

```
java.lang.StringIndexOutOfBoundsException: String index out of range: 0
    at java.lang.String.charAt(String.java:444)
    at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.copy.CopyHandler.fireCommFileXferBeginEvent(CopyHandler.java:297)
    at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.copy.CopyHandler.beginningFileTransfer(CopyHandler.java:727)
    at
com.sterlingcommerce.cd.oemglue.GISFileSystem.fileXferBeginning(GISFileSystem.java:349)
    at com.sterlingcommerce.cd.cdjava.ACdCopier.sendData(ACdCopier.java:836)
    at com.sterlingcommerce.cd.cdjava.CdCopier.sendData(CdCopier.java:2368)
    at com.sterlingcommerce.cd.cdjava.CdCopier.doSnodeCopy(CdCopier.java:793)
    at com.sterlingcommerce.cd.cdjava.CdCopier.copySnode(CdCopier.java:346)
    at com.sterlingcommerce.cd.cdjava.CdSnApi.handleFM71Copy(CdSnApi.java:1169)
    at com.sterlingcommerce.cd.cdjava.CdSnApi.handleFM71(CdSnApi.java:845)
    at com.sterlingcommerce.cd.cdjava.CdSnApi.handleSteps(CdSnApi.java:816)
```

```

    at com.sterlingcommerce.cd.cdjava.CdSnApi.handleProcesses(CdSnApi.java:692)
    at com.sterlingcommerce.cd.cdjava.CdSnApi.beSnode(CdSnApi.java:100)
    at com.sterlingcommerce.cd.cdjava.CdSnApi.beSnode(CdSnApi.java:455)
    at com.sterlingcommerce.cd.cdjava.CdSnApi.beSnode(CdSnApi.java:379)
    at com.sterlingcommerce.cd.cdjava.CDApi.beSnode(CDApi.java:135)
    at
com.sterlingcommerce.cd.oemglue.SnodeSessionMediator.beTheNode(SnodeSessionMediator.
java:164)
    at
com.sterlingcommerce.cd.oemglue.SnodeSessionMediator.beTheNode(SnodeSessionMediator.
java:497)
    at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.CDServer.notify(CDServer.ja
va:1230)
    at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.CDServerListener$Notifier.r
un(CDServerListener.java:212)
    at java.lang.Thread.run(Thread.java:534)

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.2 Build 4223 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: 00151085

Fix ID: 214996, 218145

Severity: Normal

Type: Normal Fix

Build: 4223, 5006

**InQuira ID: NFX8240**

Title: Connect Direct Server Adapter fails to copy the file, which has alphabet in parentheses in the file name

Description: Connect Direct Server Adapter fails to copy a file, which has an alphabet in parentheses in the file name, i.e. /mailbox/clients/test/pub/outgoing/test.(A).txt.asc.09.10.07\_10.03

Error Message: File name is truncated starting with the open parentheses '(' and the following error message is written in the cdinterop.log file with a JGIS016E error code:

```

[2009-10-07 10:03:48.609] ERROR 000000000000 GLOBAL_SCOPE
DocumentReadingConduitImpl.getRandomAccessFile() - Exception trying to use docId
/mailbox/clients/test/pub/outgoing/test. to create Document :
com.sterlingcommerce.woodstock.workflow.DocumentNotFoundException: loading document
has errorNo document with ID = /mailbox/clients/test/pub/outgoing/test.
    at com.sterlingcommerce.woodstock.workflow.Document.<init>(Document.java:1139)
    at com.sterlingcommerce.woodstock.workflow.Document.<init>(Document.java:941)
    at com.sterlingcommerce.woodstock.workflow.Document.<init>(Document.java:925)
    at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.DocumentReadingConduitImpl.
getRandomAccessFile(DocumentReadingConduitImpl.java:139)

```

```

at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.AbstractDocumentConduitImpl
.getFilePointer(AbstractDocumentConduitImpl.java:109)
at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.TwoWayDocumentConduitImpl.g
etFilePointer(TwoWayDocumentConduitImpl.java:224)
at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.copy.CopyHandler.getFiLePoi
nter(CopyHandler.java:552)
at
com.sterlingcommerce.cd.oemglue.GISFileSystem.getFilePointer(GISFileSystem.java:164)
at com.sterlingcommerce.cd.oemglue.GISDataMgr.invalidate(GISDataMgr.java:624)
at com.sterlingcommerce.cd.oemglue.GISDataMgr.<init>(GISDataMgr.java:83)
at com.sterlingcommerce.cd.oemglue.CopyStep.getNonRestartMgr(CopyStep.java:115)
at com.sterlingcommerce.cd.oemglue.CopyStep.getDataMgr(CopyStep.java:90)
at com.sterlingcommerce.cd.cdjava.CdCopier.getSendDataMgr(CdCopier.java:2782)
at com.sterlingcommerce.cd.cdjava.CdCopier.openForSend(CdCopier.java:1898)
at com.sterlingcommerce.cd.cdjava.CdCopier.send(CdCopier.java:2614)
at com.sterlingcommerce.cd.cdjava.CdPnApi.copy(CdPnApi.java:1397)
at com.sterlingcommerce.cd.cdjava.CdPnApi.copy(CdPnApi.java:932)
at com.sterlingcommerce.cd.cdjava.CdPnApi.copy(CdPnApi.java:984)
at com.sterlingcommerce.cd.cdjava.CdPnApi.copy(CdPnApi.java:1268)
at com.sterlingcommerce.cd.oemglue.CopyStep.execute(CopyStep.java:494)
at
com.sterlingcommerce.cd.oemglue.PnodeSessionMediator.execute(PnodeSessionMediator.ja
va:334)
at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.PNodeConnection.execute(PNo
deConnection.java:284)
at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.CDServer.copyTo(CDServer.ja
va:1779)
at
com.sterlingcommerce.woodstock.services.cdinterop.server.CDServerAdapterLittleAImpl.
copyTo(CDServerAdapterLittleAImpl.java:271)
at sun.reflect.GeneratedMethodAccessor244.invoke(Unknown Source)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
at java.lang.reflect.Method.invoke(Method.java:618)
at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:309)
at sun.rmi.transport.Transport$1.run(Transport.java:168)
at java.security.AccessController.doPrivileged(AccessController.java:279)
at sun.rmi.transport.Transport.serviceCall(Transport.java:164)
at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:506)
at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.handleRequest(TCPTransport.java
:838)
at sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:912)
at java.lang.Thread.run(Thread.java:810)
[2009-10-07 10:03:48.609] ERROR 000000000000 GLOBAL_SCOPE (JGIS016E) - Error when
getting file pointer[java.io.IOException: loading document has errorNo document with
ID = /mailbox/clients/test/pub/outgoing/test. ]
java.io.IOException: loading document has errorNo document with ID =
/mailbox/clients/test/pub/outgoing/test.

```

```

at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.DocumentReadingConduitImpl.
getRandomAccessFile(DocumentReadingConduitImpl.java:

```

Resolution: Filename may now specify parentheses as non-special characters in sessions with non-mainframe platforms.

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: 100278

Fix ID: 203110, 203113

Severity: Normal

Type: Normal Fix

Build: 4222, 5006

### InQuira ID: NFX7621

Title: When PNODE sends files to Gentran Integration Suite/Sterling Integrator SNODE, Gentran Integration Suite/Sterling Integrator negotiates the buffer size to 16K, instead of using the 32K on the CDSA.

Description: When a C:D PNODE (any platform) sends files to a Gentran Integration Suite/Sterling Integrator SNODE, Gentran Integration Suite/Sterling Integrator negotiates the buffer size to 16,254K, instead of using the 32,768K on the Gentran Integration Suite/Sterling Integrator C:D Server adapter. In this scenario, the sending C:D PNODE platform always had a buffer size set to higher than 32K and these sessions were not using Secure+.

If Secure+ was used on the session that would cause Gentran Integration Suite/Sterling Integrator to use a 16,254K buffer size by design.

It was recreated in Gentran Integration Suite, Release 4.2 Build 4219, Gentran Integration Suite, Release 4.3 Build 4317, and Gentran Integration Suite, Release 4.3 Build 4305. This is a Gentran Integration Suite/Sterling Integrator error. What triggers this problem is having the Netmap Override enabled on the Gentran Integration Suite/Sterling Integrator CDSA.

A C:D Windows to Gentran Integration Suite/Sterling Integrator CDSA was tested with the Netmap Override parameter disabled and the buffer size was 32,768K before processing the FMH68 record. This is working as expected. See the below cdjava logs for this test:

#### Gentran Integration Suite/Sterling Integrator cdjava.log

```

[2009-11-11 12:29:21.281] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00002517153438L2 Nov 11, 2009 12:29:21 PM: 04|
| | | Exited CdMessengerCommon() bufsize=32768, Return Value =
VOIDjava.lang.String;VOID
[2009-11-11 12:29:21.281] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00002517153438L2 Nov 11, 2009 12:29:21 PM: 03|
| | | Exited CdMessenger.constructor(traceMgr,commMgr,commBufSize) bufsize=32768,
Return Value = VOIDjava.lang.String;VOID

```

```

[2009-11-11 12:29:21.281] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00002517153438L2 Nov 11, 2009 12:29:21 PM: 03|
| | | Entered CdSnApi.doFmh68():
[2009-11-11 12:29:21.281] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00002517153438L2 Nov 11, 2009 12:29:21 PM: 04|
| | | Entered CdMessenger.recvFmh():
[2009-11-11 12:29:21.281] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00002517153438L2 Nov 11, 2009 12:29:21 PM: 05|
| | | | Entered CdMessenger.recvCommBuffer():
When we enabled the "Netmap Override" in Gentran Integration Suite CDSA, a 16,254K
buffer is being set before processing the FMH68 record. This is the reported problem.
Our Gentran Integration Suite cdjava.log
[2009-11-11 12:31:18.718] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00001047264679L3 Nov 11, 2009 12:31:18 PM: 04|
| | | | Exited CdMessengerCommon() bufsize=16254, Return Value =
VOIDjava.lang.String;VOID
[2009-11-11 12:31:18.718] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00001047264679L3 Nov 11, 2009 12:31:18 PM: 03|
| | | | Exited CdMessenger.constructor(traceMgr,commMgr,commBufSize) bufsize=16254,
Return Value = VOIDjava.lang.String;VOID
[2009-11-11 12:31:18.718] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00001047264679L3 Nov 11, 2009 12:31:18 PM: 03|
| | | Entered CdSnApi.doFmh68Secp():
[2009-11-11 12:31:18.718] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00001047264679L3 Nov 11, 2009 12:31:18 PM: 04|
| | | | Entered CdSnApi.doFmh68():
[2009-11-11 12:31:18.718] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00001047264679L3 Nov 11, 2009 12:31:18 PM: 05|
| | | | | Entered CdMessenger.recvFmh():
[2009-11-11 12:31:18.718] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00001047264679L3 Nov 11, 2009 12:31:18 PM: 06|
| | | | | | Entered CdMessenger.recvCommBuffer():

```

Error Message: No Error Messages

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Workaround: When the C:D is the PNODE initiating the session and sending data to Gentran Integration Suite/Sterling Integrator, and the PNODE has a higher buffersize value than the Gentran Integration Suite/Sterling Integrator CDSA buffersize value, you can set the Gentran Integration Suite/Sterling Integrator CDSA parm "Netmap Node Override" to NO and then Gentran Integration Suite/Sterling Integrator should negotiate the buffer that is selected in the CDSA 'buffersize to copy' parm. Again, this issue is for non-Secure+ sessions.

Functional Area: Connect Direct Interop

Escalation ID: 110788

Fix ID: 205593, 205588

Severity: Normal

Type: Normal Fix

Build: 4222, 5006

### InQuira ID: NFX9632

Title: Gentran Integration Suite/Sterling Integrator CDSA to C:D zOS transfer fails & leaves GDS allocated on mainframe.

Description: Gentran Integration Suite/Sterling Integrator CDSA to C:D zOS transfer fails & leaves GDS allocated on mainframe.

Fix change: We no longer send the DDS3 in the 71 to allow the Z/OS platform to use its default instead.

Error Message:

Error Codes: JCPS014I JCPS015I

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4223 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: 163274

Fix ID: 219468, 219471

Severity: Normal

Type: Normal Fix

Build: 4223, 5006

### InQuira ID: NFX7946

Title: CDServerCopyToService read restart vector processing creating bottlenecks

Description: CDServerCopyToService read restart vector processing creating bottlenecks. A CDSA's checkpoint restart vector cache was refreshed at the start of each new session. This could lead to a performance degradation in the event the checkpoint database became large. A checkpoint record in the checkpoint database represents a transmission that was interrupted by a communication error that led to a session break. The receiver creates a checkpoint record at the start of each transmission and removes it upon successful completion of the transfer. As long as the record exists, the session may be resumed from the previous point of failure. Normally, sessions complete so the database should be small or empty.

In addition, the checkpoint records were aged while the CDSA's in memory cache was being refreshed at the start of every session.

Error Message:

cdinterop.log:

```
[2009-06-17 14:24:17.554] ERROR 000000000000 GLOBAL_SCOPE
CDServerCopyToService.primitiveProcessData() - detected the remote node
exception[JMGR012I]
  com.sterlingcommerce.woodstock.cdinterop.server.CDInteropRemoteNodeException:
JMGR012I
```

```

    at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.CDServer.copyTo(CDServer.java:1871)
    at
com.sterlingcommerce.woodstock.services.cdinterop.server.CDServerAdapterLittleAImpl.copyTo(CDServerAdapterLittleAImpl.java:270)
    at sun.reflect.GeneratedMethodAccessor242.invoke(Unknown Source)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
    at java.lang.reflect.Method.invoke(Method.java:618)
    at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:309)
    at sun.rmi.transport.Transport$1.run(Transport.java:168)
    at
java.security.AccessController.doPrivileged(AccessController.java:279)
    at sun.rmi.transport.Transport.serviceCall(Transport.java:164)
    at
sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:506)
    at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.handleRequest(TCPTransport.java:838)
    at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:912)
    at java.lang.Thread.run(Thread.java:810)
    at
sun.rmi.transport.StreamRemoteCall.exceptionReceivedFromServer(StreamRemoteCall.java:263)
    at
sun.rmi.transport.StreamRemoteCall.executeCall(StreamRemoteCall.java:239)
    at sun.rmi.server.UnicastRef.invoke(UnicastRef.java:141)
    at
com.sterlingcommerce.woodstock.services.cdinterop.server.CDServerAdapterLittleAImpl_Stub.copyTo(CDServerAdapterLittleAImpl_Stub.java:194)
    at
com.sterlingcommerce.woodstock.services.cdinterop.server.CDServerCopyToService.primitiveProcessData(CDServerCopyToService.java:263)
    at
com.sterlingcommerce.woodstock.services.cdinterop.CDService$1.run(CDService.java:94)
    at
com.sterlingcommerce.woodstock.mailbox.db.DatabaseOperation.runContained(DatabaseOperation.java:106)
    at
com.sterlingcommerce.woodstock.services.cdinterop.CDService.processData(CDService.java:92)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeService(ActivityEngineHelper.java:1770)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:640)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:367)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:328)

```

```

        at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
        at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
        at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
        at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:331)
        at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:517)
        at java.lang.Thread.run(Thread.java:810)
[2009-06-17 14:24:17.555] DEBUG 000000000000 GLOBAL_SCOPE
CDServerCopyToService.shouldRestart(JMGR012I) - returns true
[2009-06-17 14:24:17.555] DEBUG 000000000000 GLOBAL_SCOPE
CDServerCopyToService.primitiveProcessData() - detected the restartable error, will move onto next step in bpml and wait for retry.
[2009-06-17 14:24:17.555] ERROR 000000000000 GLOBAL_SCOPE [CDServerCopyToService] - setting WFC Status to SUCCESS and COPY status to NEED_RESTART with Advanced Status [Conne

```

#### Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

This fix removes the need to cache the records associated with an adapter by now having all access go directly to the database. This provides a number of benefits, chief among them is a performance improvement. Another improvement involves checkpoint record aging. Checkpoint records are aged once every 24 hour period instead of at the start of every session. The checkpoint records are kept in the system for the number of days set by the lifespan (ckptRemoveDate).

#### Configuring Checkpoint Record Lifespan

Checkpoint record lifespan is configured by setting the `ckptRemoveDate` property, which is contained in the `noapp.properties` property file located in the properties subdirectory of the installation.

The `ckptRemoveDate` property has the following syntax:

```
ckptRemoveDate=<days>
```

Where `days` is a non-negative integer in the range of 0..N representing the number of days to keep checkpoint information associated with a failed transfer for the purpose of restarting it. The default is 30 days.

To prevent future patch overrides, however, you should not change the `noapp.properties(.in)` file directly. Instead add the parameter to the `customer_overrides.properties` file. The parameter would look like this in the `customer_overrides.properties` file:

```
noapp.ckptRemoveDate=14
```

Functional Area: Connect Direct Interopt

Escalation ID: 00069398

Fix ID: 199168, 201269, 201270

Severity: Normal

Type: Normal Fix

Build: 4322, 4222, 5006

InQira ID: NFX9069

Title: Error SCPA024I, Unable to send data to z/OS mainframe system using SFG C:Direct custom protocol and business process

Description: UNIX/Windows File transfers to z/OS mainframe via File Gateway that use a custom SFG/Connect :Direct protocol and custom AFTRouteviaCD Business Process are failing if the record lengths are exactly the same as the dcb parameter lrecl value. For example, if a file has 94-byte records, and we have lrecl=94, the file transfer fails with error SCPA024I. The same file is transferred without any problems using a CD Unix server. Files received into Filegateway producer mailbox and routed through SFG/C:D custom protocol and custom business processes to z/OS are failing.

Error Message: Delivery failed. Cause: Error, C:D Transport

```
com.sterlingcommerce.fg.exception.FileGatewayRouteException: Delivery failed. Cause:
Error, C:D Transport
```

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4223.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: 00177067

Fix ID: 223231, 226353

Severity: Critical

Type: Normal Fix

Build: 5006, 4223

InQira ID: NFX8578

Title: Connect:Direct CopyTo service fails with JMGR010I

Description:

For Gentran Integration Suite, Release 4.3, this started occurring after applying Build 4322.

Symptom:

Outbound transfers using Secure Plus with the Connect:Direct Server Adapter (CDSA) may fail regardless if Gentran Integration Suite is configured as the PNODE or SNODE. This failure occurs because the

encrypted output exceeds the negotiated size of the communication buffer. File transfers could succeed one time and fail another. Successful transfers may result in transferred files containing zero bytes.

#### Potential Impact:

This defect will occur on outbound transmissions only.

When the Gentran Integration Suite Connect:Direct Server Adapter is a PNODE, the outbound transmission is accomplished by the CopyTo service.

When the Gentran Integration Suite Connect:Direct Server Adapter is a SNODE, the outbound transmission is accomplished by the remote node retrieving a file using a CopyFrom step.

#### Error Message:

Part of the cdinterop.cdjava log is below.

```
[2010-03-17 11:33:35.69] ALL 000000000000 GLOBAL_SCOPE
SCIRMTNODE_CD_15364_OUT_1_CDSERVER_ADAPTER_node1P0003466661498L42 Mar 17, 2010
11:33:35 AM: 04| | | | saving ckpt information in restart table:
[2010-03-17 11:33:35.69] ALL 000000000000 GLOBAL_SCOPE
SCIRMTNODE_CD_15364_OUT_1_CDSERVER_ADAPTER_node1P0003466661498L42 Mar 17, 2010
11:33:35 AM: 04| | | | processNumber:322, submitDateTime:2010076 11333517,
subNode:SCIRMTNODE pos[0] -452, spos:aced00057372002b636f6d2e73746572 452
pos[1] 0, missing
pos[2] 0, missing
pos[3] 0, missing
pos[4] 0, missing
extended ckpt info is:set=true, dcb=(lrecl=23036,blksize=23040,recfm=VB ,dsorg=PS )
, destName:SRT0018.txt
[2010-03-17 11:33:35.718] ALL 000000000000 GLOBAL_SCOPE
SCIRMTNODE_CD_15364_OUT_1_CDSERVER_ADAPTER_node1P0003466661498L42 Mar 17, 2010
11:33:35 AM: 04| | | | Exited ACdCopier.saveCkptInfo():, Return Value =
VOIDjava.lang.String;VOID
[2010-03-17 11:33:35.718] ALL 000000000000 GLOBAL_SCOPE
SCIRMTNODE_CD_15364_OUT_1_CDSERVER_ADAPTER_node1P0003466661498L42 Mar 17, 2010
11:33:35 AM: 03| | | | Exited ACdCopier.sendCkptInfo():, Return Value =
VOIDjava.lang.String;VOID
[2010-03-17 11:33:35.753] ALL 000000000000 GLOBAL_SCOPE
SCIRMTNODE_CD_15364_OUT_1_CDSERVER_ADAPTER_node1P0003466661498L42 Mar 17, 2010
11:33:35 AM: 02| | | sslb debugging sizeLimit:3986, hadRoom:false,
hadMoreRoom:false, blobSize:0, item:4138, average(3):0, countLimit:1,rh:80000000
[2010-03-17 11:33:35.753] ALL 000000000000 GLOBAL_SCOPE
SCIRMTNODE_CD_15364_OUT_1_CDSERVER_ADAPTER_node1P0003466661498L42 Mar 17, 2010
11:33:35 AM: 02| | | sslb debugging sizeLimit:3986, hadRoom:false,
hadMoreRoom:false, blobSize:0, item:4138, average(3):0, countLimit:1,rh:80000000
[2010-03-17 11:33:35.754] ALL 000000000000 GLOBAL_SCOPE
SCIRMTNODE_CD_15364_OUT_1_CDSERVER_ADAPTER_node1P0003466661498L42 Mar 17, 2010
11:33:35 AM: 02| | | sslb debugging sizeLimit:3986, hadRoom:false,
hadMoreRoom:false, blobSize:0, item:4122, average(3):0, countLimit:1,rh:80000000
[2010-03-17 11:33:35.754] ALL 000000000000 GLOBAL_SCOPE
SCIRMTNODE_CD_15364_OUT_1_CDSERVER_ADAPTER_node1P0003466661498L42 Mar 17, 2010
11:33:35 AM: 02| | | sslb debugging sizeLimit:3986, hadRoom:false,
hadMoreRoom:false, blobSize:0, item:4202, average(3):0, countLimit:1,rh:80000000
```

```

[2010-03-17 11:33:35.754] ALL 000000000000 GLOBAL_SCOPE
SCIRMTNODE_CD_15364_OUT_1_CDSERVER_ADAPTER_node1P0003466661498L42 Mar 17, 2010
11:33:35 AM: 02| | | sslb debugging sizeLimit:3986, hadRoom:false,
hadMoreRoom:false, blobSize:0, item:4202, average(3):0, countLimit:1,rh:80000000
[2010-03-17 11:33:35.754] ALL 000000000000 GLOBAL_SCOPE
SCIRMTNODE_CD_15364_OUT_1_CDSERVER_ADAPTER_node1P0003466661498L42 Mar 17, 2010
11:33:35 AM: 02| | | sslb debugging sizeLimit:3986, hadRoom:false,
hadMoreRoom:false, blobSize:0, item:4058, average(3):0, countLimit:1,rh:80000000
[2010-03-17 11:33:35.754] ALL 000000000000 GLOBAL_SCOPE
SCIRMTNODE_CD_15364_OUT_1_CDSERVER_ADAPTER_node1P0003466661498L42 Mar 17, 2010
11:33:35 AM: 02| | | sslb debugging sizeLimit:3986, hadRoom:false,
hadMoreRoom:false, blobSize:0, item:4058, average(3):0, countLimit:1,rh:80000000
[2010-03-17 11:33:35.755] ALL 000000000000 GLOBAL_SCOPE
SCIRMTNODE_CD_15364_OUT_1_CDSERVER_ADAPTER_node1P0003466661498L42 Mar 17, 2010
11:33:35 AM: 02| | | sslb debugging sizeLimit:3986, hadRoom:false,
hadMoreRoom:false, blobSize:0, item:2714, average(3):0, countLimit:1,rh:d0000000
[2010-03-17 11:33:35.755] ALL 000000000000 GLOBAL_SCOPE
SCIRMTNODE_CD_15364_OUT_1_CDSERVER_ADAPTER_node1P0003466661498L42 Mar 17, 2010
11:33:35 AM: 02| | | sslb debugging sizeLimit:3986, hadRoom:false,
hadMoreRoom:false, blobSize:0, item:2714, average(3):0, countLimit:1,rh:d0000000
[2010-03-17 11:33:35.755] ALL 000000000000 GLOBAL_SCOPE
SCIRMTNODE_CD_15364_OUT_1_CDSERVER_ADAPTER_node1P0003466661498L42 Mar 17, 2010
11:33:35 AM: 03| | | Entered CdMessenger.recvRsp():
[2010-03-17 11:35:05.763] ALL 000000000000 GLOBAL_SCOPE
SCIRMTNODE_CD_15364_OUT_1_CDSERVER_ADAPTER_node1P0003466661498L42 Mar 17, 2010
11:35:05 AM: 03| | | EXCEPTION:
MSGID=JMGR010I,RC=8,FDBK=1,CLMTHNAME=CdMessenger.recvRsp,
CDTXT="A communications error occurred while trying to receive a response to a
previously transmitted message.
Please retry the operation. If the problem persists contact your CONNECT:Direct
administrator. Additional JAVA error information is ",JTXT="Did not get buffer in
90000 ms"

```

**Resolution:**

For Gentran Integration Suite, Release 4.3 Build 4322

- \* You must be on the latest patch: si\_43\_build\_4322.jar (4322)

- \* Download and apply si\_43\_build\_4322\_generic\_hotfix\_1.jar

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Connect:Direct Interop

Escalation ID: 00155325

Fix ID: 216134, 217564

Severity: Critical

Type: Normal Fix

Build: 4322\_1, 5004

InQuira ID: NFX4785

Title: Business processes error SessionManager is null! after recycle of the CDSA Adapter

**Description:**

The user adds a node to CDSA and needs to start stop CDSA to get it working. After the stop restart, all CD related business processes get following error:

```
[2009-01-08 09:04:26.534] ERROR 000000000000 GLOBAL_SCOPE
com.sterlingcommerce.woodstock.cdinterop.server.CDInteropServerException:
SessionManager is null!
```

All business processes using CD services do not start anymore. Also the ones starting after the restart need to reboot the server to get everything working again.

**Error Message:**

```
2009-01-08 09:03:50.266] ALL 000000000000 GLOBAL_SCOPE
CDServerAdapterLittleAImpl.refreshAdapter() - Adapter:
FAGConnectDirectServerAdapterGIS01_CDSERVER_ADAPTER_node1 - refreshing
[2009-01-08 09:03:50.266] ALL 000000000000 GLOBAL_SCOPE
CDServerAdapterLittleAImpl.refreshAdapter() - Adapter:
FAGConnectDirectServerAdapterGIS01_CDSERVER_ADAPTER_node1 - shutting down
[2009-01-08 09:03:50.267] ALL 000000000000 GLOBAL_SCOPE
CDServerAdapterLittleAImpl.update() - Adapter:
FAGConnectDirectServerAdapterGIS01_CDSERVER_ADAPTER_node1 - notified that my
CDServer is stopping
[2009-01-08 09:03:50.267] ALL 000000000000 GLOBAL_SCOPE
CDServerAdapterLittleAImpl.update() - Adapter:
FAGConnectDirectServerAdapterGIS01_CDSERVER_ADAPTER_node1 - shutdown
[2009-01-08 09:04:00.288] ALL 000000000000 GLOBAL_SCOPE
CDServerAdapterLittleAImpl.refreshAdapter() - Adapter:
FAGConnectDirectServerAdapterGIS01_CDSERVER_ADAPTER_node1 - starting
[2009-01-08 09:04:00.291] ALL 000000000000 GLOBAL_SCOPE
CDInteropMailboxExtractionPolicy.logConfiguration()CDInteropMailboxExtractionPolicy
server mailbox configuration: extractabilityMode=[3], extractabilityCount=[0],
extractabilityForDays 0], extractabilityForHours=[0], extractabilityForMinutes=[0],
extractabilityExtractable=[Yes].
[2009-01-08 09:04:00.291] ALL 000000000000 GLOBAL_SCOPE
CDInteropMailboxExtractionPolicy.logConfiguration()CDInteropMailboxExtractionPolicy
server mailbox configuration: extractabilityMode=[3], extractabilityCount=[0],
extractabilityForDays 0], extractabilityForHours=[0], extractabilityForMinutes=[0],
extractabilityExtractable=[Yes].
[2009-01-08 09:04:26.534] ERROR 000000000000 GLOBAL_SCOPE
com.sterlingcommerce.woodstock.cdinterop.server.CDInteropServerException:
SessionManager is null!
```

**Resolution:** Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later. Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later. Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

**Functional Area:** Connect:Direct Interop

**Escalation ID:** 24604

**Fix ID:** 200848, 181375, 213479

**Severity:** Normal

**Type:** Normal Fix

**Build:** 4322, 4222, 5004

**InQuira ID: NFX5835**

**Title:** Document lifespan entry not created for documents received via the Connect:Direct Server Adapter

**Description:**

When a business process is executed by the Connect:Direct Server Adapter, the document lifespan record associated to the document are not created. This leads to the documents being associated with the AssociateDocsToBP Business Process with a lifespan different to that of the invoked business process. In some cases, this results in documents being purged preventing the customer from restarting these business processes successfully.

**Error Message:**

Error seen when you try to restart a failed business process which was bootstrapped by the Connect:Direct Server Adapter:

```

2009-03-26 11:03:02.435] ERROR 000110070158
WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService21
ActivityEngineHelper.invokeService() caught exception while attempting to execute
service GetDocumentInfoService
  java.lang.NullPointerException
        at
com.sterlingcommerce.woodstock.workflow.WFCUtil.getDataFromTree(WFCUtil.java:1176)
        at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.getDataFromTree(WorkFlowContext.java:2490)
        at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.getWFContent(WorkFlowContext.java:2397)
        at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.getWFContent(WorkFlowContext.java:2365)
        at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.getWFContent(WorkFlowContext.java:2279)
        at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.getDocument(WorkFlowContext.java:1660)
        at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.getPrimaryDocument(WorkFlowContext.java:1628)
        at
com.sterlingcommerce.woodstock.services.GetDocumentInfoService.processData(GetDocumentInfoService.java:101)
        at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeService(ActivityEngineHelper.java:1624)
        at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:602)
        at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:348)
        at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:277)

```

```

    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:192)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:157)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:143)
    at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:332)
    at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:519)
    at java.lang.Thread.run(Thread.java:534)
[2009-03-26 11:03:02.435] DEBUG 000000000000 GLOBAL_SCOPE Transaction + BMP
setRollbackonly
[2009-03-26 11:03:02.435] DEBUG 000120060092
WORKFLOW.ACTIVITY_ENGINE.DEB_ActivityEngineHelper_invokeService2
ActivityEngineHelper.invokeService() caught exception RollBack
GetDocumentInfoService
[2009-03-26 11:03:02.435] DEBUG 000120010374
WORKFLOW.WORKFLOW.DEB_assignToProcessData postInvokeService():

```

The reason for this is that the AssociateDocsToBP, recognized these documents have no lifespan data, and associates the document to its own workflow\_id. As a result, the document was purged from the database on the default lifespan of the AssociateDocsToBP and not the original bootstrapped workflow. Note this stack trace shows the error being thrown by GetDocumentInfoService. It will occur on the first step in the restarted BP.

#### Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Connect:Direct Interop

Escalation ID: 1372894

Fix ID: 181948, 184851, 184850

Severity: Normal

Type: Normal Fix

Build: 4220, 4320, 5004

InQuira ID: NFX7758

Title: CDServerPrimitiveBeginSessionService - recording a failed Begin Session

Description:

Outbound Connect:Direct processes are failing with the error:

CDServerPrimitiveBeginSessionService - recording a failed Begin Session attempt with fault code [Connect:Direct Service Error]  
 java.lang.NullPointerException

The error occurs if the Connect:Direct Server Adapter is refreshed while there are active outbound Connect:Direct business processes. The adapter refresh occurs when the user clicks **Finish** on the Server Edit Configuration user interface.

#### Error Message:

```
java.lang.NullPointerException
at
com.sterlingcommerce.woodstock.services.cdinterop.server.CDServerAdapterLittleAImpl.
beginSession(CDServerAdapterLittleAImpl.java:251)
at sun.reflect.GeneratedMethodAccessor97.invoke(Unknown Source)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
at java.lang.reflect.Method.invoke(Method.java:324)
at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:261)
at sun.rmi.transport.Transport$1.run(Transport.java:148)
at java.security.AccessController.doPrivileged(Native Method)
at sun.rmi.transport.Transport.serviceCall(Transport.java:144)
at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:460)
at sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:701)
at java.lang.Thread.run(Thread.java:534)
at
sun.rmi.transport.StreamRemoteCall.exceptionReceivedFromServer(StreamRemoteCall.java
:247)
at sun.rmi.transport.StreamRemoteCall.executeCall(StreamRemoteCall.java:223)
at sun.rmi.server.UnicastRef.invoke(UnicastRef.java:133)
at
com.sterlingcommerce.woodstock.services.cdinterop.server.CDServerAdapterLittleAImpl_
Stub.beginSession(CDServerAdapterLittleAImpl_Stub.java:271)
at
com.sterlingcommerce.woodstock.services.cdinterop.server.CDServerBeginSessionService
.primitiveProcessData(CDServerBeginSessionService.java:140)
at
com.sterlingcommerce.woodstock.services.cdinterop.CDSERVICE$1.run(CDSERVICE.java:94)
at
com.sterlingcommerce.woodstock.mailbox.db.DatabaseOperation.runContained(DatabaseOpe
ration.java:109)
at
com.sterlingcommerce.woodstock.services.cdinterop.CDSERVICE.processData(CDSERVICE.ja
va:92)
at com.sterlingcommerce.
```

#### Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Connect:Direct Interop

Escalation ID: 37432

Fix ID: 200837, 200838, 213478

Severity: Critical

Type: Normal Fix

Build: 4322, 4222, 5004

InQira ID: ENH1066

Title: Enhancement request to make it possible to use the SPACE parameter in Connect: Direct Server CopyTo Service

Request Description: While trying to test a transmission to the mainframe, it was discovered that there is no place in the Connect: Direct Server CopyTo Service to add the SPACE parameter.

Escalation ID: 1371072 (178493, 187488)

Status: Completed

Request Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

InQira ID: NFX1021

Title: ABEND S0C9 in DMCOPYRT due to Gentran Integration Suite Connect:Direct protocol violation

Description:

Symptom: Gentran Integration Suite sends file to Connect:Direct (C:D) requesting checkpointing, but the checkpointing turned off and results in ABEND S0C9 in C:D module DMCOPYRT.

Fact: SC1102128

Connect:Direct OS/390, Release 4.4.00

Connect:Direct OS/390, Release 4.5.00

Connect:Direct for z/OS, Release 4.6.00

Cause: Gentran Integration Suite sends file to Connect:Direct (C:D) requesting checkpointing. When the checkpointing is refused by C:D due to the file failing the ISITMGD macro (resulting in SVSG026I message in CDESTAE), Gentran Integration Suite attempts to checkpoint anyway and sends the FMH80 at the first checkpoint interval. C:D takes the FMH80 and attempts to process it, resulting in the S0C9 ABEND.

Error Message:

```
SVSG026I ISITMGD failed RC=00000004 RE=00000030
```

Resolution:

For Connect:Direct OS/390, Release 4.4, apply fix T037161 (Post PUT4402)

For Connect:Direct OS/390, Release 4.5, apply fix T037200 (Post PUT4501)

For Connect:Direct for z/OS, Release 4.6, apply fix T037202 (PUT4601)

**Note:** The actual problem is on the Gentran Integration Suite side; this fix prevents the error from ABENDING Connect:Direct and will terminate the process with SVTQ030I RC=08.

Please apply Gentran Integration Suite, Release 4.1.1 Build 1985 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4212 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4309 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Connect Direct Interop

Escalation ID: 1365105

Fix ID: 40209, 44690, 38783, 177643

Severity: Normal

Type: Normal Fix

Build: 1985, 4212, 4309, 5001

InQuira ID: NFX1224

Title: Too many open file errors when Connect:Direct CopyTo operations between two Gentran Integration Suite systems fail.

Description: Too many open file errors when Connect:Direct CopyTo operations between two Gentran Integration Suite systems fail. Node 2 started encountering 'Too many open file' errors when using Isof tool to display the open files held by the node's noapp process, it was observed that 75% of the 2000+ open files were Gentran Integration Suite document files, for example:

```
<InstallDirectory>/documents/2007/August/16/13/03/ejecxndb2bq1a_527ac373_1146fa09efb_3795_WF7052361.dat
```

The BPID in these filenames corresponds to workflow instances that failed during Connect:Direct CopyTo operations attempting to send files to another Gentran Integration Suite system. Investigation determined that the CopyTo operations failed because the database for the receiving Gentran Integration Suite instance was down.

Error Message:

```
'Too many open file'
```

Resolution:

Please apply Gentran Integration Suite, Release 4.0 SP3 Patch 31 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4309 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Connect Direct Interop

Escalation ID: 1366586

Fix ID: 36318, 40565, 178173

Severity: Normal

Type: Normal Fix

Build: 31, 4309, 5001

### InQuira ID: NFX3798

Title: Inbound Connect:Direct session will sometimes be refused with msg JSNA001I and no session retry will be done

Description: An inbound session from a remote Connect:Direct session that exceeds the session limits for the adapter can issue a JSNA00I error indicating a NETMAP check failure instead of the standard session limits exceeded error. Unlike the session limit error which will retry, the NETMAP check error is not considered to be retried so the inbound process will fail at this point.

Resolution:

The CDSA now sends the "SVTM082I" response message ID when the snode session limit has been exceeded with the configured remote pnode:

```
Session Limits of &class exceeded, Session Rejected
adjacent node per the NETMAP parameter, SESS.SNODE.MAX. The
session is rejected.
SYSTEM ACTION: The process is terminated.
```

The remote node will place the process into the retry queue upon receiving this message.

Please apply Gentran Integration Suite, Release 4.2 Build 4216 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Connect Direct Interop

Escalation ID: 1371081

Fix ID: 168138, 168399, 176044

Severity: Normal

Type: Normal Fix

Build: 4216, 4315, 5001

### InQuira ID: NFX4188

Title: CDSA creates duplicate ckpt records in clustered configurations.

Description: Supposing two nodes in a cluster and a CDSA is the SNODE, assume the CDSA on node 1 begins a session with any remote CD PNODE. The CDSA enters checkpoint information into the database as the session progresses. If the communication link fails, the CDSA cleans up and returns to wait for incoming connections. The remote side cleans up and waits for the retry interval time period. When the period expires, the remote initiates a RESTART session to resume transmission. The load balancer serves the request to the CDSA on node 2. The CDSA on node 2 does not find the checkpoint information collected by the CDSA on node 1 for this previous attempt, so a new (duplicate) set of info is entered into the database and a new document is created. If the line goes down a second time, the session will resume with the CDSA

on node 1 using the checkpoint info collected during the initial session. If all goes well, the transfer completes resulting in (2) documents; one is complete, the other is only a partial document.

Error Message: There are no error messages. However, two files are received in which the first file received is a partial file and the second file received is complete resulting in two documents being received by Gentran Integration Suite.

Resolution: Corrected logic in the Connect Direct Server Adapter so the correct checkpoint record is found in the database.

Please apply Gentran Integration Suite, Release 4.2 Build 4216 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Connect Direct Interop

Escalation ID: 1371011

Fix ID: 167110, 167119, 176042

Severity: Normal

Type: Normal Fix

Build: 4216, 4315, 5001

InQuira ID: NFX4190

Title: Improve CDSA Logging

Description: Transfer times are severely impacted when logging is enabled for CDJava. At present up to 6 bytes additional bytes of data are logged for every byte of file data transmitted. This enhancement provides the capability to log data read from (written to) the file system, data sent from (or received into) the data buffer, TCP send (or receive), and/or info internal buffer state.

Error Message: No error messages in log files. However, Gentran Integration Suite system performance is severely impacted when the `cdinterop_cdjava.log` file is enabled.

Resolution: Enhanced logging control is implemented as a property file. It resides in the `properties` subdirectory in the Gentran Integration Suite production installation directory and is named `cdinterop-log.properties`.

1. Use a text editor to make the desired changes to `cdinterop-log.properties` file.

```
$ vi cdinterop-log.properties
```

2. Save the file.
3. Changes take affect at the start of the next session.

Eight new parameters have been introduced to provide control over the logging of highly redundant events.

The following syntax is used when specifying logging control:

```
<property> = ON | OFF
```

Where:

- ◆ `file.read` controls whether or not file data read from the Gentran Integration Suite file system is logged to the `cdinterop_cdjava.log` file. If not specified, the default value is `NO`.
- ◆ `file.write` controls whether or not file data written to the Gentran Integration Suite file system is logged to the `cdinterop_cdjava.log` file. If not specified, the default value is `NO`.
- ◆ `data.in` controls whether or not data received from the Connect:Direct protocol `COPY BUFFER` from the remote node is logged to the `cdinterop_cdjava.log` file. If not specified, the default value is `NO`.
- ◆ `data.out` controls whether or not data sent in the Connect:Direct protocol `COPY BUFFER` to the remote node is logged to the `cdinterop_cdjava.log` file. If not specified, the default value is `NO`.
- ◆ `buffer.in` controls whether or not buffer input activity is logged to the `cdinterop_cdjava.log` file. Some examples of buffer activity include the tracking the processing point in the buffer, remaining count of bytes unprocessed and last-in-chain events. If not specified, the default value is `NO`.
- ◆ `buffer.out` controls whether or not buffer output activity is logged to the `cdinterop_cdjava.log` file. Some examples of buffer activity include the tracking the processing point in the buffer, remaining count of bytes unprocessed and last-in-chain events. If not specified, the default value is `NO`.
- ◆ `tcp.recv` controls whether or not the tcp receive activity is logged to the `cdinterop_cdjava.log` file. If not specified, the default value is `NO`.
- ◆ `tcp.send` controls whether or not the tcp send activity is logged to the `cdinterop_cdjava.log` file. If not specified, the default value is `NO`.

Please apply Gentran Integration Suite, Release 4.2 Build 4216 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Connect Direct Interop

Escalation ID: 1370847

Fix ID: 167105, 167118, 176036

Severity: Normal

Type: Normal Fix

Build: 4216, 4315, 5001

InQuira ID: NFX4191

Title: VB datatype transfers sometimes fail with I/O errors at the zSeries SNODE

Description: When the CDSA is the PNODE and sends a file (with `BinaryMode=VB`) to a CD zSeries node, large file sometimes fail to transfer resulting in I/O errors (data corrupted). This behavior depends on the particular file characteristics.

Error Message: This problem manifested itself when the block descriptor word (BDW) was the final value in the internal buffer. The BDW describes the length of the following blocked data. When this was the final two bytes of the buffer, a logic bug allowed a second call to read to consume all remaining bytes of data before refilling it. Since there were none, this erroneous call appeared to the caller as if the end-of-file had been detected.

Resolution: The logic has been corrected preventing the erroneous call. Now the internal buffer is correctly refilled and process continues until true end-of-file.

Please apply Gentran Integration Suite, Release 4.2 Build 4216 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Connect Direct Interop

Escalation ID: 1370864

Fix ID: 167101, 167120, 176043

Severity: Normal

Type: Normal Fix

Build: 4216, 4315, 5001

InQuira ID: NFX4212

Title: Partial document can be deleted before being resumed when using Connect:Direct Server adapter and checkpointing.

Description: When using the Connect:Direct Server adapter and checkpointing, if a transfer is interrupted, the partial document becomes eligible to purge.

Error Message: If the partial document has been purged, the transfer will restart from the beginning, losing the partial transfer. This is not the intended behavior. The checkpoint is intended to allow the Connect:Direct Server adapter to restart the transfer from the checkpoint and only transfer the part of the document that was not transferred in the interrupted connection.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4216 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

This will change the behavior to make sure the partial document is not eligible to purge until the transfer is completed.

Functional Area: Connect Direct Interop

Escalation ID: 1371311

Fix ID: 168141, 168400, 176045

Severity: Normal

Type: Normal Fix

Build: 4216, 4315, 5001

**InQira ID: NFX4298**

Title: Deadlocks may occur in Gentran Integration Suite when running concurrent C:D sessions

Description: When using Gentran Integration Suite with SQL Server 2005, deadlocks may occur when running concurrent Connect:Direct sessions.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4217 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Connect Direct Interop

Escalation ID: QC

Fix ID: 168657, 172042, 176046

Severity: Normal

Type: Normal Fix

Build: 4315, 4217, 5001

**InQira ID: NFX4380**

Title: Parallel inbound C:D sessions are mixing up users

Description: When two inbound parallel C:D sessions are established, sometimes one session will use the user from another session to collect the data from a mailbox; this fails because that specific file does not exist on the mailbox. The mismatch can be seen on the Communication session where the authentication and the authorization principals do not match.

Error Message:

```
[2008-11-27 04:23:43.823] ERROR 000000000000 GLOBAL_SCOPE (JGIS012E) - File can not
be found
com.sterlingcommerce.woodstock.cdinterop.server.CDInteropCDJavaException: (JGIS012E)
- File can not be found
at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.copy.CopyUtil.queryLatestMe
ssage(CopyUtil.java:169)
at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.copy.ReadFromMailbox.preCop
y(ReadFromMailbox.java:88)
at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.copy.CopyHandler.initiate(C
opyHandler.java:242)
at com.sterlingcommerce.cd.oemglue.GISFileSystem.initiate(GISFileSystem.java:278)
at com.sterlingcommerce.cd.oemglue.GISDataMgr.<init>(GISDataMgr.java:127)
at
com.sterlingcommerce.cd.oemglue.SnodeSessionMediator.getDataMgr(SnodeSessionMediator
.java:333)
at com.sterlingcommerce.cd.cdjava.CdCopier.getFileToWrite(CdCopier.java:465)
at com.sterlingcommerce.cd.cdjava.CdCopier.copySnode(CdCopier.java:326)
at com.sterlingcommerce.cd.cdjava.CdSnApi.handleFM71Copy(CdSnApi.java:1171)
```

```

at com.sterlingcommerce.cd.cdjava.CdSnApi.handleFM71(CdSnApi.java:847)
at com.sterlingcommerce.cd.cdjava.CdSnApi.handleSteps(CdSnApi.java:818)
at com.sterlingcommerce.cd.cdjava.CdSnApi.handleProcesses(CdSnApi.java:694)
at com.sterlingcommerce.cd.cdjava.CdSnApi.beSnode(CdSnApi.java:100)
at com.sterlingcommerce.cd.cdjava.CdSnApi.beSnode(CdSnApi.java:455)
at
com.sterlingcommerce.cd.oemglue.SnodeSessionMediator.beTheNode(SnodeSessionMediator.
java:97)
at
com.sterlingcommerce.cd.oemglue.SnodeSessionMediator.beTheNode(SnodeSessionMediator.
java:506)
at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.CDServer.notify(CDServer.ja
va:1344)
at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.CDServerListener$Notifier.r
un(CDServerListener.java:212)
at java.lang.Thread.run(Thread.java:801)
[2008-11-27 04:23:44.054] ERROR 000000000000 GLOBAL_SCOPE (JGIS015E) - Error when
completing a message extract from
mailbox[com.sterlingcommerce.woodstock.mailbox.repository.MailboxExtractStateExcepti
on: RepositoryDB.extractAbort() - failed: No hold relased on message with Id 0 from
workflow with Id -1 on branch with Id
ASPI_CONNECT_DIRECT_SERVER_CDSERVER_ADAPTER_node1S002914938603L128:27625]
com.sterlingcommerce.woodstock.mailbox.repository.MailboxExtractStateException:
RepositoryDB.extractAbort() - failed: No hold relased on message with Id 0 from
workflow with Id -1 on branch with Id
ASPI_CONNECT_DIRECT_SERVER_CDSERVER_ADAPTER_node1S002914938603L128:27625
at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.RepositoryDB$7.body(Repos
itoryDB.java:1308)
at
com.sterlingcommerce.woodstock.mailbox.db.DatabaseOperation._runInTransaction(Databa
seOperation.java:300)
at
com.sterlingcommerce.woodstock.mailbox.db.DatabaseOperation.runInTransaction(Databas
eOperation.java:151)
at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.RepositoryDB.extractAbort
(RepositoryDB.java:1295)
at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.RepositoryImpl.extractAbo
rt(RepositoryImpl.java:470)
at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.copy.ReadFromMailbox.postCo
py(ReadFromMailbox.java:164)
at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.copy.CopyHandler.finishData
(CopyHandler.java:396)
at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.copy.CopyHandler.finishData
(CopyHandler.java:475)
at
com.sterlingcommerce.cd.oemglue.GISFileSystem.fileCompleted(GISFileSystem.java:89)
at com.sterlingcommerce.cd.cdjava.ACdCopier.processOsMessages(ACdCopier.java:1676)
at com.sterlingcommerce.cd.cdjava.ACdCopier.extractOsMsg(ACdCopier.java:1583)

```

```

at com.sterlingcommerce.cd.cdjava.ACdCopier.exchangeCtrs(ACdCopier.java:1557)
at com.sterlingcommerce.cd.cdjava.CdCopier.copySnode(CdCopier.java:370)
at com.sterlingcommerce.cd.cdjava.CdSnApi.handleFM71Copy(CdSnApi.java:1171)
at com.sterlingcommerce.cd.cdjava.CdSnApi.handleFM71(CdSnApi.java:847)
at com.

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.2 Build 4217 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Connect Direct Interop

Escalation ID: 1371748

Fix ID: 172047, 172048, 176047

Severity: Normal

Type: Normal Fix

Build: 4316, 4217, 5001

**InQuira ID: NFX4608**

Title: Connect: Direct Server Adapter not notified of file system full condition

Description: If the Connect: Direct Server Adapter is copying a file to the local machine, and the local destination file system fills up, no error will be reported to the remote side of the connection at the immediate time of the error. The remote side will still transmit data until the file is completely transferred, and as such, the transfer cannot be resumed by the checkpoint mechanism, requiring the file to be fully downloaded again.

**Error Message:**

```
CDJAVA.log posted error messageId JGIS004E on process 36388 processName EXPCOMP PSED
```

Resolution: The underlying problem here was that the File Full condition is not detected until the file is closed. The bug in CDSA was that in this scenario +RSP was sent to the LIC data RU before the destination file was closed and the File Full error had occurred before it could be detected. The error information is sent in the CTR later but this is too late as the z/OS node already thinks the file transferred successfully. The code change moves the close operation before the sending of the +RSP so that an -RSP can be sent instead if the close gets errors. Testing indicated that sending the -RSP to LIC causes the IBM z/OS node to put the Process into TIMER RETRY. But further testing has shown that when CDSA sends -RSP to the LIC, the z/OS node still does not put the Process into timer retry. This is because the error (JGIS004E) is not considered a retryable one by z/OS, which is as it should be. However, CDSA should still send -RSP to the LIC in this scenario. The changes for this issue will correct the CDSA behavior, but it will be up to CD/zOS whether it retries the Process or not. The changes will also include some related code cleanup to CDJava. Again, these code changes correct the CDSA behavior in this scenario, but the z/OS still will not be retried after an 'out of space' condition in CDSA.

Please apply Gentran Integration Suite, Release 4.2 Build 4219 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Connect Direct Interop

Escalation ID: 1372030

Fix ID: 176284, 176289, 180583

Severity: Normal

Type: Normal Fix

Build: 4219, 4318, 5002

### InQira ID: NFX4667

Title: Variable Block (VB) support erroneously calculates bdw bit arithmetic and miscopies available data

Description: The VB was incorrectly computed using bit arithmetic. When values are greater than 127, the computation ignored the possibility that they were signed and used addition to compute the resulting length. Negative values (such as 0xff or -1) adversely affected the result.

Resolution: Corrected bit arithmetic logic to account for signed blocks.

Please apply Gentran Integration Suite, Release 4.2 Build 4217 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Connect Direct Interop

Escalation ID: 1371507

Fix ID: 172046, 172051, 176048

Severity: Normal

Type: Normal Fix

Build: 4217, 4316, 5001

### InQira ID: NFX4863

Title: SCPA100I error using code pages

Description: SCPA100I error when CDSA does a copy from Gentran Integration Suite to z/OS Connect: Direct with Code Page translation.

Error Message:

```
SCPA100I  Input LRECL > output LRECL detected, noncompressed MBCS file.
```

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

The new behavior detects when the MBCS translation has made a record too long in BINARY mode, and in that case breaks the record up into two records. The first record is the maximum length and the second one holds the excess bytes. The calculation of the maximum record length is not affected by this change, and remains (remote lrecl - 4) when the remote RECFM includes a 'V'.

Functional Area: Connect Direct Interop

Escalation ID: 1373006

Fix ID: 183250, 183252, 185036

Severity: Critical

Type: Normal Fix

Build: 4220, 4319, 5002

InQuira ID: NFX5011

Title: Mailboxing routes fail with `IndexOutOfBounds` error when using Connect: Direct protocol

Description: The routes fail due to `IndexOutOfBounds` error when Connect: Direct protocol is used. Some of the files fail with `IndexOutOfBounds` exception while using CDSA adapter. This issue is specific to checkpointing record access issue.

Error Message: `IndexOutOfBounds` exception

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4317 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Connect Direct Interop

Escalation ID: QC

Fix ID: 175009, 175516, 180582

Severity: Normal

Type: Normal Fix

Build: 4317, 4219, 5002

InQuira ID: NFX5013

Title: Checkpoint Restart failing after failed transmission using Connect Direct Server Adapter

Description: Checkpoint Restart always restarts from the start in MSSQL 2005. Recent changes to the connection strings for MSSQL 2005 changed cursor behavior that affected the CDSA checkpoint insert/update methods.

Error Message:

```
[2008-11-18 21:57:14.245] ERROR 000000000000 GLOBAL_SCOPE CDServer.notify() -  
Exception creating Snode session :  
com.sterlingcommerce.cd.oemglue.SnodeLostSessionException:
```

```
MSGID=JMGR001I,RC=8,FDBK=1,CLMTHNAME=CdMessenger.recvFmh,  
CDTXT="A CONNECT:Direct control message was received (FMH) but no beginning field was  
found  
(BEGN).  
Please retry the operation. If the problem persists contact your CONNECT:Direct  
administrator. The field name that was found is ", JTXT=""  
at  
com.sterlingcommerce.cd.oemglue.SnodeSessionMediator.beTheNode(SnodeSessionMediator.  
java:118)  
at  
com.sterlingcommerce.cd.oemglue.SnodeSessionMediator.beTheNode(SnodeSessionMediator.  
java:522)  
at  
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.CDServer.notify(CDServer.ja  
va:1596)  
at  
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.CDServerListener$Notifier.r  
un(CDServerListener.java:212)  
at java.lang.Thread.run(Thread.java:801)
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4317 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4219 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Connect Direct Interop

Escalation ID: 1371717

Fix ID: 175350, 175515, 185032

Severity: Normal

Type: Normal Fix

Build: 4317, 4219, 5002

**InQuira ID: NFX5014**

Title: Connect Direct Server Adapter short-term retries are failing

Description: The short-term retry mechanism is broken. The retry interaction is taking place within a synchronized block causing other threads to block until retries are exhausted. This blocking prevents the session status from being updated.

Error Message: Threads are blocked due to retry logic.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4317 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4219 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Connect Direct Interop

Escalation ID: QC

Fix ID: 175345, 175517, 180347

Severity: Normal

Type: Normal Fix

Build: 4317, 4219, 5002

### InQuira ID: NFX5015

Title: CDSA writes incomplete records when receiving extended compressed files from IBM zSeries

Description: When a remote zSeries PNODE sends a large (~4GB) binary file with extended compression with an RU size of 16K, the CDSA SNODE would miss-calculate buffer positioning resulting in the loss (or corruption) of record(s).

Error Message: Received file is corrupt/incomplete.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4219 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4317 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Connect Direct Interop

Escalation ID: 1370744

Fix ID: 175347, 175514, 178740

Severity: Normal

Type: Normal Fix

Build: 4317, 4219, 5002

### InQuira ID: NFX5270

Title: In Gentran Integration Suite 4.2, document tracking/correlation displays the wrong filename

Description: When Connect: Direct CopyTo service is used to place a message in the mailbox, message id is used for local file name instead of the actual message filename. For example, instead of filename 102xmit.file the name comes through as PCSGGISAS02:10b7c30b:11f9011ef04:-1d38.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Connect Direct Interop

Escalation ID: 1372947

Fix ID: 181360, 183578, 185038

Severity: Normal

Type: Normal Fix

Build: 4220, 4319, 5002

### InQuira ID: NFX5686

Title: Connect Direct transfer rates drops considerably when cdinterop and cdjava logs are set to verbose mode

Description: It appears that when the logging levels are set to ON and then switched back to OFF, the Connect Direct transmissions do not stop producing the verbose information but they no longer output that information to the logs thus causing the transfers to come to a crawl. As soon as the log levels are set to OFF, any new transfers will be back to normal speeds. Any transfers that were still running and were affected by the logging level set to verbose mode will either need to be restarted (may not be desirable if Checkpoint is not being used), or they will have to be let alone until they finish with the slower rates.

Error Message: No error message. Transfer rates are cut by 80 to 90 percent with logging level set to ON.

Resolution: The defaults in the property file have been changed in favor of non-verbose mode.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Connect Direct Interop

Escalation ID: 33114

Fix ID: 184267, 185039

Severity: Critical

Type: Normal Fix

Build: 4319, 5002

### InQuira ID: NFX5804

Title: C:D mainframe pushes 0kb file to Gentran Integration Suite, Gentran Integration Suite post MSGID=JMGR001I A CONNECT: Direct control message received (FMH) but no BEGN

Description: After applying Build 4216, whenever C:D mainframe pushes a 0kb file to Gentran Integration Suite, Gentran Integration Suite post MSGID=JMGR001I A CONNECT: Direct control message was received (FMH) but no beginning field was found (BEGN). After applying the 4216 patch, user started getting the error messages from C:D mainframe connections whenever a 0kb file is pushed from the Mainframe C:D at Put 4601 to Gentran Integration Suite. Due to this error, the Mainframe job goes into retries and keep trying to push the 0kb file to Gentran Integration Suite repeatedly; so the file is getting transmitted more than once. Before applying the 4216 patch, customer was running on Gentran Integration Suite, Release 4.2 Build 4209 and had another Gentran Integration Suite server running on Gentran Integration Suite, Release 4.2 Build 4213 as well. Both the servers started giving out the same issue after applying the Gentran Integration Suite, Release 4.2 Build 4216 patch.

Error Message: Error Msg in Gentran Integration Suite cdinterop log:

`com.sterlingcommerce.cd.oemglue.SnodeConnectException:`

```
MSGID=JMGR001I,RC=8,FDBK=1,CLMTHNAME=CdMessenger.recvFmh,
CDTXT="A CONNECT:Direct control message was received (FMH) but no beginning field was
found (BEGN).
Please retry the operation. If the problem persists contact your CONNECT:Direct
administrator. The field name that was found is ", JTXT=""
```

**Resolution:** This issue appears to have been caused by upgrading to Certicom 4.3.5.12 Security Builder within Gentran Integration Suite. Certicom's (version 4.3.5.12) InputSSLIO interface expects the read method to return "the amount of data read, possibly 0, or -1 if stream/channel closed or error occurs." This behavior is contrary to `java.io.InputStream` which returns "the total number of bytes read into the buffer, or -1 if there is no more data because the end of the stream has been reached." To resolve this issue, we have intercepted our stream's -1 response and translate it to 0 for Certicom when doing secure reads.

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Connect Direct Interop

Escalation ID: 1372946, 26158

Fix ID: 183226, 183227, 185037

Severity: Normal

Type: Normal Fix

Build: 4220, 4319, 5002

## InQuira ID: NFX5841

**Title:** CDSA sends the wrong filename when a CopyTo is restarted

**Description:** CDSA sends the wrong filename when a CopyTo is restarted.

A business process is constructed in the following form:

```
BeginSession
for i=0; i<100; i++ do
$filename = $userid +
$processnumber + $i
CopyTo($filename)
endfor
EndSession
```

If a "link failure" occurs after data has been successfully transferred to a remote node but the FMH74 has not yet been exchanged, the CDSA will tear down the connection but fail to report the error. The looping mechanism will continue with the next iteration of the loop.

When the CopyStep begins, the operation will not find the associated session and make the erroneous assumption that this session is a restart session. The CDSA retrieves the target filename from an erroneous step record (if one exists), or erroneously computes one when a matching step record cannot be found.

**Error Message:** No error message, but file name at remote Connect site is incorrect.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Connect Direct Interop

Escalation ID: 1372181

Fix ID: 180694, 180696, 185035

Severity: Critical

Type: Normal Fix

Build: 4220, 4319, 5002

InQira ID: NFX6506

Title: null copyMonitor error in cdinterop\_cdjava.log after session failure

Description: In a checkpoint/restart situation with logging disabled, when CDSA is the receiving node and is waiting for the sending node to reposition its file before data transfer can resume, the session breaks and an error message appears in the cdinterop\_cdjava.log file complaining that a null copyMonitor was unexpectedly encountered.

Error Message:

...unexpectedly encountered a null copyMonitor....

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Connect Direct Interop

Escalation ID: QC

Fix ID: 191420

Severity: Normal

Type: Normal Fix

Build: 5002

InQira ID: NFX6511

Title: CDSA Requests the wrong local filename in CopyFrom service

Description: When under a concurrent load, there is a 10%-20% failure rate where the CopyFrom service requests the correct file. However, it changes the destination name of the file, when it is not specified to do so.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Connect Direct Interop

Escalation ID: QC

Fix ID: 190291

Severity: Normal

Type: Normal Fix

Build: 5002

### InQuira ID: NFX6512

Title: CDSA pnode is failing to restart a failed copy operation

Description: First, the restart attempt encounters a NullPointerException leading to operation failure. Second, the new RESTART\_ATTEMPTS service parameter internal to the CDInterop\_CopyToWithLoop business process prevents manual copy retry handling since it is reset each time the CopyTo service is invoked.

In addition, the automatic retry mechanism in the CDInterop\_CopyToWithLoop business process is accessing an incorrect location in ProcessData for determining the retry limit causing a condition test failure resulting in no retry.

Error Message: NullPointerException

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Connect Direct Interop

Escalation ID: QC

Fix ID: 191397

Severity: Normal

Type: Normal Fix

Build: 5002

### InQuira ID: NFX6910

Title: CDSA (Connect Direct Server Adapter) leaves partial checkpoint files on disk

Description: CDSA leaves partial files on disk under the documents folder, these files will not be removed by regular purge process.

Error Message: No visible error. Historic file will be present under the documents folder.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4221 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Connect Direct Interop

Escalation ID: 45460

Fix ID: 194309, 190801, 193949

Severity: Normal

Type: Normal Fix

Build: 4221, 5003

### InQuira ID: NFX7225

Title: CDJava passes incorrect node name during SNODE copy operations

Description: This can only be seen when a business process submits a process (that is on the remote CD node) to be run on a remote CD node in which the CD process copies a file from the remote (back) to the CDSA. If the session involving the CD process encounters a session break, the restart operation will fail to locate the stored checkpoint record and subsequently start a new copy. This will produce an additional file on the file system for each restart.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Connect Direct Interop

Escalation ID: QC

Fix ID: 194828

Severity: Normal

Type: Normal Fix

Build: 5003

### InQuira ID: NFX7231

Title: CopyFrom does not remove checkpoint records upon a successful receive

Description: CopyFrom does not remove checkpoint records upon a successful receive.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Connect Direct Interop

Escalation ID: QC

Fix ID: 194817

Severity: Normal

Type: Normal Fix

Build: 5003

## Control Center Interop

InQira ID: NFX4086

Title: Sterling Control Center Service creates invalid XML tags

Description: Gentran Integration Suite 4.3 build 4313 Sterling Control Center Service creates invalid XML tags in SOAP response

Error Message: No error messages.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Control Center Interop

Escalation ID: 1371442

Fix ID: 170012, 177520

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

InQira ID: NFX9311

Title: NullPointerException is thrown when creating an adapter

Description: NullPointerException is thrown when creating an adapter. While creating the adapter, the Service Type marked as Null is leading to NullPointerException.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: QC

Fix ID: 202358

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX7826

Title: Connect:Direct Server Adapter Slowdown Causing Multiple Retries From Partner

Description: Connect:Direct Server Adapter Slowdown Causing Multiple Retries From Partner  
Partner will attempt to reconnect until all connections are exhausted.

Connect Direct Server Adapter sessions are not terminating with specific trading partner. Sessions remain active even though session are terminated on pnode.

Error Message: Errors reporting sessions exhausted.

Resolution:

Please apply Gentrans Integration Suite, Release 4.2 Build 4222 or later.

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: 83775

Fix ID: 198184, 202942, 202945

Severity: Normal

Type: Normal Fix

Build: 4322, 4222, 5006

InQuira ID: NFX7327

Title: Connect:Direct Server Adapter is not disabled when the Perimeter Server it uses is disabled.

Description: Currently when Perimeter Server is disabled, not all the associated adapters it uses are disabled.

Fix to Connect:Direct Server Adapter:

When a member of group of Connect:Direct Server Adapter is requested to perform a service, if the perimeter services for this adapter is not available, then the workflow engine will be notified and it will search for the first available member of the group that is available and the associated perimeter server not disabled.

If the CDSA member is found, it will be used. If no member is found, the service request fails.

Whenever the associated perimeter server for CDSA is disabled, the CDSA instance will not show Disabled in Gentrans Integration Suite/Sterling Integrator UI. When an adapter shows "Disabled" in the UI, it means that it is no longer running, and must be (re)started (and reinitialized) before it can respond to requests. With this fix, the adapter continues to be functional but ignores requests until the PS comes back online.

Error Message: None

Resolution:

Please apply Gentrans Integration Suite 4.2 Build 4222 or later.

Please apply Sterling Integrator 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: 00064553

Fix ID: 202935, 202940

Severity: Normal

Type: Normal Fix

Build: 4222, 5006

## InQuira ID: NFX7334

Title: Business Processes hanging on the Wait service (Cluster only)

Description: Sterling Integrator Cluster 5002 - Business processes are hanging on the wait service, even though the service is assigned a time interval of 1 minute the business process stops at the wait service step for about 30 minutes before being interrupted.

Please note, this is a workflow engine related issue specific to a 5.0 cluster. Cannot be recreated outside a clustered environment, if you take down one node from the cluster the problem does not occur.

For example, the CDInterop\_BeginSessionWithLoop will go into retry and never come out of the final retry loop. This was tested outside of the CDSA business process, and the basic problem is recreated with a simple business that goes into WAIT for 1 minute as follows. The behavior is the same in the CDSA process. The workflow goes into the wait queue for the desired 1 minute but never returns back to the original queue 4 to resume processing.

```
<process name="testWait">
<sequence>
<assign to="test1">ok</assign>
<operation name="Wait">
<participant name="WaitService"/>
<output message="WaitServiceTypeInputMessage">
<assign to="." from="*"></assign>
<assign to="WAIT_INTERVAL">1</assign>
</output>
<input message="inmsg">
<assign to="." from="*"></assign>
</input>
</operation>
  <operation name="Business Process Metadata">
<participant name="BPMetaDataInfoService"/>
<output message="BPMetaDataServiceTypeInputMessage">
<assign to="." from="*"></assign>
</output>
<input message="inmsg">
<assign to="." from="*"></assign>
</input>
</operation>
  <assign to="test2">ok</assign>
</onFault>
<operation name="Business Process Metadata">
<participant name="BPMetaDataInfoService"/>
<output message="BPMetaDataServiceTypeInputMessage">
<assign to="." from="*"></assign>
</output>
<input message="inmsg">
<assign to="." from="*"></assign>
</input>
</operation>
</onFault>
</sequence>
```

</process>

Steps to recreate (two node cluster) using build 5002.

1. Create business process as above
2. Enable QueueWatcher
3. Execute business process. Observe the wait queue; the business process is queued for 5000 milliseconds. After 1 minute the business process disappears from the wait queue but never returns onto queue 4 -- see capture below -- checked node 2 as well but is not there either.
4. Stop one node in the Sterling Integrator cluster.
5. Repeat step 3. The business process continues after the 1 minute wait period.

```
Back to Secure Queue Watcher Menu ThreadPool and Queue Data for:0 -WaitQueue Start-
LockableDoubleLinkedList: Elements:1 Avail.:1 Contents: -Head-
WFID insID expedite Priority msec on queue wfdname
28165 8276 false -1 19624 testWait wfTransporter Status: LOCKED=false WRITING=false
CACHED=false DELETE=false EXECUTING=false WAITING=true RESCHEDULING=false
-Tail- WaitQueue End
```

Error Message: No Errors, business process is simply interrupted.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Clustering

Escalation ID: 00096413

Fix ID: 203393

Severity: Critical

Type: Normal Fix

Build: 5006

InQuira ID: NFX9472

Title: Set User Token Service issue while setting different USER\_TOKEN.

Description: User Token Service issue while setting different USER\_TOKEN, the assigned user token is overridden by default admin user in processdata making it difficult to run CD Session under any number of different user ids.

Error Message: No errors.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: 105784

Fix ID: 204736

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9403

Title: Stopping CDSA During a Begin Session Service Step Causes a Serious Error

Description: Business processes error SessionManager is null! after recycle of the CDSA Adapter

The user adds a node to CDSA and needs to start stop CDSA to get it working. After the stop restart, all CD related business processes get following error:

```
[2009-01-08 09:04:26.534] ERROR 000000000000 GLOBAL_SCOPE
com.sterlingcommerce.woodstock.cdinterop.server.CDInteropServerException:
SessionManager is null!
```

All business processes using CD services fail to start. In addition, the ones starting after the restart need a reboot of the server to get everything working again.

Error Message:

```
2009-01-08 09:03:50.266] ALL 000000000000 GLOBAL_SCOPE
CDServerAdapterLittleAImpl.refreshAdapter() - Adapter:
MY_ConnectDirectServerAdapterGIS01_CDSEVER_ADAPTER_nod1 - refreshing
[2009-01-08 09:03:50.266] ALL 000000000000 GLOBAL_SCOPE
CDServerAdapterLittleAImpl.refreshAdapter() - Adapter:
MY_ConnectDirectServerAdapterGIS01_CDSEVER_ADAPTER_nod1 - shutting down
[2009-01-08 09:03:50.267] ALL 000000000000 GLOBAL_SCOPE
CDServerAdapterLittleAImpl.update() - Adapter:
MY_ConnectDirectServerAdapterGIS01_CDSEVER_ADAPTER_nod1 - notified that my
CDServer is stopping
[2009-01-08 09:03:50.267] ALL 000000000000 GLOBAL_SCOPE
CDServerAdapterLittleAImpl.update() - Adapter:
MY_ConnectDirectServerAdapterGIS01_CDSEVER_ADAPTER_nod1 - shutdown
[2009-01-08 09:04:00.288] ALL 000000000000 GLOBAL_SCOPE
CDServerAdapterLittleAImpl.refreshAdapter() - Adapter:
MY_ConnectDirectServerAdapterGIS01_CDSEVER_ADAPTER_nod1 - starting
[2009-01-08 09:04:00.291] ALL 000000000000 GLOBAL_SCOPE
CDInteropMailboxExtractionPolicy.logConfiguration()CDInteropMailboxExtractionPolicy
server mailbox configuration: extractabilityMode=[3], extractabilityCount=[0],
extractabilityForDays 0], extractabilityForHours=[0], extractabilityForMinutes=[0],
extractabilityExtractable=[Yes].
[2009-01-08 09:04:00.291] ALL 000000000000 GLOBAL_SCOPE
CDInteropMailboxExtractionPolicy.logConfiguration()CDInteropMailboxExtractionPolicy
server mailbox configuration: extractabilityMode=[3], extractabilityCount=[0],
extractabilityForDays 0], extractabilityForHours=[0], extractabilityForMinutes=[0],
extractabilityExtractable=[Yes].
[2009-01-08 09:04:26.534] ERROR 000000000000 GLOBAL_SCOPE
com.sterlingcommerce.woodstock.cdinterop.server.CDInteropServerException:
SessionManager is null!
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: 24604

Fix ID: 200849

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX9404

Title: CDServerPrimitiveBeginSessionService - java.lang.NullPointerException

Description:

Outbound Connect:Direct processes are failing with the error

```
CDServerPrimitiveBeginSessionService - recording a failed Begin Session attempt with
fault code [Connect:Direct Service Error]
java.lang.NullPointerException
```

The error occurs if the Connect:Direct Server Adapter is refreshed while there are active outbound Connect Direct business processes. The adapter refresh occurs when the user clicks the 'Finish' button on the Server Edit Configuration UI.

Error Message:

```
java.lang.NullPointerException
at
com.sterlingcommerce.woodstock.services.cdinterop.server.CDServerAdapterLittleAImpl.
beginSession(CDServerAdapterLittleAImpl.java:251)
at sun.reflect.GeneratedMethodAccessor97.invoke(Unknown Source)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
at java.lang.reflect.Method.invoke(Method.java:324)
at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:261)
at sun.rmi.transport.Transport$1.run(Transport.java:148)
at java.security.AccessController.doPrivileged(Native Method)
at sun.rmi.transport.Transport.serviceCall(Transport.java:144)
at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:460)
at sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:701)
at java.lang.Thread.run(Thread.java:534)
at
sun.rmi.transport.StreamRemoteCall.exceptionReceivedFromServer(StreamRemoteCall.java
:247)
at sun.rmi.transport.StreamRemoteCall.executeCall(StreamRemoteCall.java:223)
at sun.rmi.server.UnicastRef.invoke(UnicastRef.java:133)
at
com.sterlingcommerce.woodstock.services.cdinterop.server.CDServerAdapterLittleAImpl_
Stub.beginSession(CDServerAdapterLittleAImpl_Stub.java:271)
at
com.sterlingcommerce.woodstock.services.cdinterop.server.CDServerBeginSessionService
.primitiveProcessData(CDServerBeginSessionService.java:140)
at
com.sterlingcommerce.woodstock.services.cdinterop.CDService$1.run(CDService.java:94)
at
com.sterlingcommerce.woodstock.mailbox.db.DatabaseOperation.runContained(DatabaseOpe
ration.java:109)
at
com.sterlingcommerce.woodstock.services.cdinterop.CDService.processData(CDService.ja
va:92)
at com.sterlingcommerce.
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: 37432

Fix ID: 200839

Severity: Critical

Type: Normal Fix

Build: 5006

### InQira ID: NFX8241

Title: CKPT record is missing remote filename

Description: The new interface obtains the CKPT record from the database and returns it using the object's interface (ICdRestartTableElement). Since it is missing the getter or setter for the remote filename, this piece of CKPT info is not accessible.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: QC

Fix ID: 206247, 205375

Severity: Normal

Type: Normal Fix

Build: 4222, 5006

### InQira ID: NFX8501

Title: String index out of range error when using Connect Direct copy from Business Process

Description: A remote C:D z/OS node (4702) is connecting to Gentran Integration Suite CD Server Adapter to copy a file from Gentran Integration Suite/Sterling Integrator using a business process.

For example, the source path is “/businessprocess/SFG\_ROI\_CollectFile/myfilename.txt”

The file is collected successfully but the following error is in the cdinterop.log:

java.lang.StringIndexOutOfBoundsException: String index out of range: 0

Error Message:

error in cdinterop.log:

```
java.lang.StringIndexOutOfBoundsException: String index out of range: 0
    at java.lang.String.charAt(String.java:444)
    at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.copy.CopyHandler.fireCommFi
leXferBeginEvent(CopyHandler.java:297)
```

```

    at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.copy.CopyHandler.beginningFileTransfer(CopyHandler.java:727)
    at
com.sterlingcommerce.cd.oemglue.GISFileSystem.fileXferBeginning(GISFileSystem.java:349)
    at com.sterlingcommerce.cd.cdjava.ACdCopier.sendData(ACdCopier.java:836)
    at com.sterlingcommerce.cd.cdjava.CdCopier.sendData(CdCopier.java:2368)
    at com.sterlingcommerce.cd.cdjava.CdCopier.doSnodeCopy(CdCopier.java:793)
    at com.sterlingcommerce.cd.cdjava.CdCopier.copySnode(CdCopier.java:346)
    at com.sterlingcommerce.cd.cdjava.CdSnApi.handleFM71Copy(CdSnApi.java:1169)
    at com.sterlingcommerce.cd.cdjava.CdSnApi.handleFM71(CdSnApi.java:845)
    at com.sterlingcommerce.cd.cdjava.CdSnApi.handleSteps(CdSnApi.java:816)
    at com.sterlingcommerce.cd.cdjava.CdSnApi.handleProcesses(CdSnApi.java:692)
    at com.sterlingcommerce.cd.cdjava.CdSnApi.beSnode(CdSnApi.java:100)
    at com.sterlingcommerce.cd.cdjava.CdSnApi.beSnode(CdSnApi.java:455)
    at com.sterlingcommerce.cd.cdjava.CdSnApi.beSnode(CdSnApi.java:379)
    at com.sterlingcommerce.cd.cdjava.CDApi.beSnode(CDApi.java:135)
    at
com.sterlingcommerce.cd.oemglue.SnodeSessionMediator.beTheNode(SnodeSessionMediator.java:164)
    at
com.sterlingcommerce.cd.oemglue.SnodeSessionMediator.beTheNode(SnodeSessionMediator.java:497)
    at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.CDServer.notify(CDServer.java:1230)
    at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.CDServerListener$Notifier.run(CDServerListener.java:212)
    at java.lang.Thread.run(Thread.java:534)

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.2 Build 4223 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: 00151085

Fix ID: 214996, 218145

Severity: Normal

Type: Normal Fix

Build: 4223, 5006

**InQuira ID: NFX8240**

Title: Connect Direct Server Adapter fails to copy the file, which has alphabet in parentheses in the file name

Description: Connect Direct Server Adapter fails to copy a file, which has an alphabet in parentheses in the file name, i.e. /mailbox/clients/test/pub/outgoing/test.(A).txt.asc.09.10.07\_10.03

Error Message: File name is truncated starting with the open parentheses '(' and the following error message is written in the cdinterop.log file with a JGIS016E error code:

```
[2009-10-07 10:03:48.609] ERROR 000000000000 GLOBAL_SCOPE
DocumentReadingConduitImpl.getRandomAccessFile() - Exception trying to use docId
/mailbox/clients/test/pub/outgoing/test. to create Document :
com.sterlingcommerce.woodstock.workflow.DocumentNotFoundException: loading document
has errorNo document with ID = /mailbox/clients/test/pub/outgoing/test.
    at com.sterlingcommerce.woodstock.workflow.Document.<init>(Document.java:1139)
    at com.sterlingcommerce.woodstock.workflow.Document.<init>(Document.java:941)
    at com.sterlingcommerce.woodstock.workflow.Document.<init>(Document.java:925)
    at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.DocumentReadingConduitImpl.
getRandomAccessFile(DocumentReadingConduitImpl.java:139)
    at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.AbstractDocumentConduitImpl.
getFilePointer(AbstractDocumentConduitImpl.java:109)
    at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.TwoWayDocumentConduitImpl.g
etFilePointer(TwoWayDocumentConduitImpl.java:224)
    at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.copy.CopyHandler.getFilePoi
nter(CopyHandler.java:552)
    at
com.sterlingcommerce.cd.oemglue.GISFileSystem.getFilePointer(GISFileSystem.java:164)
    at com.sterlingcommerce.cd.oemglue.GISDataMgr.invalidate(GISDataMgr.java:624)
    at com.sterlingcommerce.cd.oemglue.GISDataMgr.<init>(GISDataMgr.java:83)
    at com.sterlingcommerce.cd.oemglue.CopyStep.getNonRestartMgr(CopyStep.java:115)
    at com.sterlingcommerce.cd.oemglue.CopyStep.getDataMgr(CopyStep.java:90)
    at com.sterlingcommerce.cd.cdjava.CdCopier.getSendDataMgr(CdCopier.java:2782)
    at com.sterlingcommerce.cd.cdjava.CdCopier.openForSend(CdCopier.java:1898)
    at com.sterlingcommerce.cd.cdjava.CdCopier.send(CdCopier.java:2614)
    at com.sterlingcommerce.cd.cdjava.CdPnApi.copy(CdPnApi.java:1397)
    at com.sterlingcommerce.cd.cdjava.CdPnApi.copy(CdPnApi.java:932)
    at com.sterlingcommerce.cd.cdjava.CdPnApi.copy(CdPnApi.java:984)
    at com.sterlingcommerce.cd.cdjava.CdPnApi.copy(CdPnApi.java:1268)
    at com.sterlingcommerce.cd.oemglue.CopyStep.execute(CopyStep.java:494)
    at
com.sterlingcommerce.cd.oemglue.PnodeSessionMediator.execute(PnodeSessionMediator.ja
va:334)
    at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.PNodeConnection.execute(PNO
deConnection.java:284)
    at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.CDServer.copyTo(CDServer.ja
va:1779)
    at
com.sterlingcommerce.woodstock.services.cdinterop.server.CDServerAdapterLittleAImpl.
copyTo(CDServerAdapterLittleAImpl.java:271)
    at sun.reflect.GeneratedMethodAccessor244.invoke(Unknown Source)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
    at java.lang.reflect.Method.invoke(Method.java:618)
    at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:309)
    at sun.rmi.transport.Transport$1.run(Transport.java:168)
```

```

at java.security.AccessController.doPrivileged(AccessController.java:279)
at sun.rmi.transport.Transport.serviceCall(Transport.java:164)
at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:506)
at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.handleRequest(TCPTransport.java
:838)
at sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:912)
at java.lang.Thread.run(Thread.java:810)
[2009-10-07 10:03:48.609] ERROR 000000000000 GLOBAL_SCOPE (JGIS016E) - Error when
getting file pointer[java.io.IOException: loading document has errorNo document with
ID = /mailbox/clients/test/pub/outgoing/test. ]
java.io.IOException: loading document has errorNo document with ID =
/mailbox/clients/test/pub/outgoing/test.
at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.DocumentReadingConduitImpl.
getRandomAccessFile(DocumentReadingConduitImpl.java:

```

Resolution: Filename may now specify parentheses as non-special characters in sessions with non-mainframe platforms.

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: 100278

Fix ID: 203110, 203113

Severity: Normal

Type: Normal Fix

Build: 4222, 5006

InQuira ID: NFX7621

Title: When PNODE sends files to Gentran Integration Suite/Sterling Integrator SNODE, Gentran Integration Suite/Sterling Integrator negotiates the buffer size to 16K, instead of using the 32K on the CDSA.

Description: When a C:D PNODE (any platform) sends files to a Gentran Integration Suite/Sterling Integrator SNODE, Gentran Integration Suite/Sterling Integrator negotiates the buffer size to 16,254K, instead of using the 32,768K on the Gentran Integration Suite/Sterling Integrator C:D Server adapter. In this scenario, the sending C:D PNODE platform always had a buffer size set to higher than 32K and these sessions were not using Secure+.

If Secure+ was used on the session that would cause Gentran Integration Suite/Sterling Integrator to use a 16,254K buffer size by design.

It was recreated in Gentran Integration Suite, Release 4.2 Build 4219, Gentran Integration Suite, Release 4.3 Build 4317, and Gentran Integration Suite, Release 4.3 Build 4305. This is a Gentran Integration Suite/Sterling Integrator error. What triggers this problem is having the Netmap Override enabled on the Gentran Integration Suite/Sterling Integrator CDSA.

A C:D Windows to Gentran Integration Suite/Sterling Integrator CDSA was tested with the Netmap Override parameter disabled and the buffer size was 32,768K before processing the FMH68 record. This is working as expected. See the below cdjava logs for this test:

#### Gentran Integration Suite/Sterling Integrator cdjava.log

```
[2009-11-11 12:29:21.281] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00002517153438L2 Nov 11, 2009 12:29:21 PM: 04|
| | | | Exited CdMessengerCommon() bufsize=32768, Return Value =
VOIDjava.lang.String;VOID
[2009-11-11 12:29:21.281] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00002517153438L2 Nov 11, 2009 12:29:21 PM: 03|
| | | | Exited CdMessenger.constructor(traceMgr,commMgr,commBufSize) bufsize=32768,
Return Value = VOIDjava.lang.String;VOID
[2009-11-11 12:29:21.281] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00002517153438L2 Nov 11, 2009 12:29:21 PM: 03|
| | | | Entered CdSnApi.doFmh68():
[2009-11-11 12:29:21.281] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00002517153438L2 Nov 11, 2009 12:29:21 PM: 04|
| | | | Entered CdMessenger.recvFmh():
[2009-11-11 12:29:21.281] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00002517153438L2 Nov 11, 2009 12:29:21 PM: 05|
| | | | | Entered CdMessenger.recvCommBuffer():
When we enabled the "Netmap Override" in Gentran Integration Suite CDSA, a 16,254K
buffer is being set before processing the FMH68 record. This is the reported problem.
Our Gentran Integration Suite cdjava.log
[2009-11-11 12:31:18.718] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00001047264679L3 Nov 11, 2009 12:31:18 PM: 04|
| | | | Exited CdMessengerCommon() bufsize=16254, Return Value =
VOIDjava.lang.String;VOID
[2009-11-11 12:31:18.718] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00001047264679L3 Nov 11, 2009 12:31:18 PM: 03|
| | | | Exited CdMessenger.constructor(traceMgr,commMgr,commBufSize) bufsize=16254,
Return Value = VOIDjava.lang.String;VOID
[2009-11-11 12:31:18.718] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00001047264679L3 Nov 11, 2009 12:31:18 PM: 03|
| | | | Entered CdSnApi.doFmh68Secp():
[2009-11-11 12:31:18.718] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00001047264679L3 Nov 11, 2009 12:31:18 PM: 04|
| | | | | Entered CdSnApi.doFmh68():
[2009-11-11 12:31:18.718] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00001047264679L3 Nov 11, 2009 12:31:18 PM: 05|
| | | | | Entered CdMessenger.recvFmh():
[2009-11-11 12:31:18.718] DEBUG 000000000000 GLOBAL_SCOPE
43_SANDBOX_CDSA_CDSERVER_ADAPTER_node1S00001047264679L3 Nov 11, 2009 12:31:18 PM: 06|
| | | | | | Entered CdMessenger.recvCommBuffer():
```

Error Message: No Error Messages

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Workaround: When the C:D is the PNODE initiating the session and sending data to Gentran Integration Suite/Sterling Integrator, and the PNODE has a higher buffersize value than the Gentran Integration

Suite/Sterling Integrator CDSA buffersize value, you can set the Gentran Integration Suite/Sterling Integrator CDSA parm “Netmap Node Override” to NO and then Gentran Integration Suite/Sterling Integrator should negotiate the buffer that is selected in the CDSA ‘buffersize to copy’ parm. Again, this issue is for non-Secure+ sessions.

Functional Area: Connect Direct Interop

Escalation ID: 110788

Fix ID: 205593, 205588

Severity: Normal

Type: Normal Fix

Build: 4222, 5006

InQuira ID: NFX9632

Title: Gentran Integration Suite/Sterling Integrator CDSA to C:D zOS transfer fails & leaves GDS allocated on mainframe.

Description: Gentran Integration Suite/Sterling Integrator CDSA to C:D zOS transfer fails & leaves GDS allocated on mainframe.

Fix change: We no longer send the DDS3 in the 71 to allow the Z/OS platform to use its default instead.

Error Message:

Error Codes: JCPS014I JCPS015I

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4223 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: 163274

Fix ID: 219468, 219471

Severity: Normal

Type: Normal Fix

Build: 4223, 5006

InQuira ID: NFX7946

Title: CDServerCopyToService read restart vector processing creating bottlenecks

Description: CDServerCopyToService read restart vector processing creating bottlenecks. A CDSA’s checkpoint restart vector cache was refreshed at the start of each new session. This could lead to a performance degradation in the event the checkpoint database became large. A checkpoint record in the checkpoint database represents a transmission that was interrupted by a communication error that led to a session break. The receiver creates a checkpoint record at the start of each transmission and removes it upon

successful completion of the transfer. As long as the record exists, the session may be resumed from the previous point of failure. Normally, sessions complete so the database should be small or empty.

In addition, the checkpoint records were aged while the CDSA's in memory cache was being refreshed at the start of every session.

#### Error Message:

#### cdinterop.log:

```
[2009-06-17 14:24:17.554] ERROR 000000000000 GLOBAL_SCOPE
CDServerCopyToService.primitiveProcessData() - detected the remote node
exception[JMGR012I]
  com.sterlingcommerce.woodstock.cdinterop.server.CDInteropRemoteNodeException:
JMGR012I
    at
com.sterlingcommerce.woodstock.cdinterop.impl.serverImpl.CDServer.copyTo(CDServer.java:1871)
    at
com.sterlingcommerce.woodstock.services.cdinterop.server.CDServerAdapterLittleAImpl.copyTo(CDServerAdapterLittleAImpl.java:270)
    at sun.reflect.GeneratedMethodAccessor242.invoke(Unknown Source)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
    at java.lang.reflect.Method.invoke(Method.java:618)
    at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:309)
    at sun.rmi.transport.Transport$1.run(Transport.java:168)
    at
java.security.AccessController.doPrivileged(AccessController.java:279)
    at sun.rmi.transport.Transport.serviceCall(Transport.java:164)
    at
sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:506)
    at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.handleRequest(TCPTransport.java:838)
    at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:912)
    at java.lang.Thread.run(Thread.java:810)
    at
sun.rmi.transport.StreamRemoteCall.exceptionReceivedFromServer(StreamRemoteCall.java:263)
    at
sun.rmi.transport.StreamRemoteCall.executeCall(StreamRemoteCall.java:239)
    at sun.rmi.server.UnicastRef.invoke(UnicastRef.java:141)
    at
com.sterlingcommerce.woodstock.services.cdinterop.server.CDServerAdapterLittleAImpl_Stub.copyTo(CDServerAdapterLittleAImpl_Stub.java:194)
    at
com.sterlingcommerce.woodstock.services.cdinterop.server.CDServerCopyToService.primitiveProcessData(CDServerCopyToService.java:263)
    at
com.sterlingcommerce.woodstock.services.cdinterop.CDService$1.run(CDService.java:94)
    at
com.sterlingcommerce.woodstock.mailbox.db.DatabaseOperation.runContained(DatabaseOperation.java:106)
```

```

    at
com.sterlingcommerce.woodstock.services.cdinterop.CDService.processData(CDService.java:92)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeService(ActivityEngineHelper.java:1770)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:640)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:367)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:328)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
    at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:331)
    at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:517)
    at java.lang.Thread.run(Thread.java:810)
[2009-06-17 14:24:17.555] DEBUG 000000000000 GLOBAL_SCOPE
CDServerCopyToService.shouldRestart(JMGR012I) - returns true
[2009-06-17 14:24:17.555] DEBUG 000000000000 GLOBAL_SCOPE
CDServerCopyToService.primitiveProcessData() - detected the restartable error, will move onto next step in bpml and wait for retry.
[2009-06-17 14:24:17.555] ERROR 000000000000 GLOBAL_SCOPE [CDServerCopyToService] - setting WFC Status to SUCCESS and COPY status to NEED_RESTART with Advanced Status [Conne

```

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.2 Build 4222 or later.

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

This fix removes the need to cache the records associated with an adapter by now having all access go directly to the database. This provides a number of benefits, chief among them is a performance improvement. Another improvement involves checkpoint record aging. Checkpoint records are aged once every 24 hour period instead of at the start of every session. The checkpoint records are kept in the system for the number of days set by the lifespan (ckptRemoveDate).

**Configuring Checkpoint Record Lifespan**

Checkpoint record lifespan is configured by setting the `ckptRemoveDate` property, which is contained in the `noapp.properties` property file located in the `properties` subdirectory of the installation.

The `ckptRemoveDate` property has the following syntax:

```
ckptRemoveDate=<days>
```

Where `days` is a non-negative integer in the range of 0..N representing the number of days to keep checkpoint information associated with a failed transfer for the purpose of restarting it. The default is 30 days.

To prevent future patch overrides, however, you should not change the `noapp.properties(.in)` file directly. Instead add the parameter to the `customer_overrides.properties` file. The parameter would look like this in the `customer_overrides.properties` file:

```
noapp.ckptRemoveDate=14
```

Functional Area: Connect Direct Interopt

Escalation ID: 00069398

Fix ID: 199168, 201269, 201270

Severity: Normal

Type: Normal Fix

Build: 4322, 4222, 5006

InQuira ID: NFX9069

Title: Error SCPA024I, Unable to send data to z/OS mainframe system using SFG C:Direct custom protocol and business process

Description: UNIX/Windows File transfers to z/OS mainframe via File Gateway that use a custom SFG/Connect :Direct protocol and custom AFTRouteviaCD Business Process are failing if the record lengths are exactly the same as the `dcb` parameter `lrecl` value. For example, if a file has 94-byte records, and we have `lrecl=94`, the file transfer fails with error SCPA024I. The same file is transferred without any problems using a CD Unix server. Files received into Filegateway producer mailbox and routed through SFG/C:D custom protocol and custom business processes to z/OS are failing.

Error Message: Delivery failed. Cause: Error, C:D Transport

```
com.sterlingcommerce.fg.exception.FileGatewayRouteException: Delivery failed. Cause:
Error, C:D Transport
```

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4223.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Connect Direct Interop

Escalation ID: 00177067

Fix ID: 223231, 226353

Severity: Critical

Type: Normal Fix

Build: 5006, 4223

## Correlation Search

InQira ID: NFX10389

Title: The OverdueAckCheck process may run slower and slower while the system is processing

Description:

If the OverdueAckCheck process is set to run on a schedule, it may begin to run slower and slower throughout the day. This could continue until the application is restarted.

Resolution:

For Gentran Integration Suite Release 4.3, please apply Build 4324 or later to resolve this issue.

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: Correlation Search

Escalation ID: 1367813

Fix ID: 35603, 235086

Severity: Normal

Type: NormalFix

Build: 4324, 5008

## Database Extensibility

InQira ID: NFX9287

Title: TestOnReserve query got bad connection

Description: Tran rollback errors occurs during business process execution when the firewall is killing pool connections. Customer have 2 hour idle timeout set on the firewall, and Sterling Integrator had 24 hours set.

Error Message:

noapp.log:

```
-----  
[2009-11-17 07:35:00.511] ALL 000000000000 GLOBAL_SCOPE  
com.microsoft.sqlserver.jdbc.SQLServerException: Software caused connection abort:  
socket write error  
[2009-11-17 07:35:00.511] ALL 000000000000 GLOBAL_SCOPE  
  
[2009-11-17 07:35:00.511] ALL 000000000000 GLOBAL_SCOPE at  
com.microsoft.sqlserver.jdbc.SQLServerException.makeFromDriverError(Unknown Source)  
[2009-11-17 07:35:00.511] ALL 000000000000 GLOBAL_SCOPE at  
com.microsoft.sqlserver.jdbc.TDSWriter.flush(Unknown Source)
```

```

[2009-11-17 07:35:00.511] ALL 000000000000 GLOBAL_SCOPE at
com.microsoft.sqlserver.jdbc.TDSWriter.endRequest(Unknown Source)
[2009-11-17 07:35:00.511] ALL 000000000000 GLOBAL_SCOPE at
com.microsoft.sqlserver.jdbc.SQLServerConnection.doConnectionCommand(Unknown Source)
.
.
[2009-11-17 07:35:00.526] ALL 000000000000 GLOBAL_SCOPE
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCConnectionException:
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCConnectionException:
[XAHelper].getNonXAConnection: connection is bad

[2009-12-03 10:12:06.316] ALL 000000000000 GLOBAL_SCOPE
com.microsoft.sqlserver.jdbc.SQLServerException: An exception occurred during the
DBComms.receive method. Operation:Connection reset. Context:(18686)
[Thread[WFE.113492.Thread,5,null Worker Threads], IO:82816, Dbc:ed643]. PktNum:0.
TotalReceived:0. PktSize:4,096.
[2009-12-03 10:12:06.316] ALL 000000000000 GLOBAL_SCOPE

[2009-12-03 10:12:06.316] ALL 000000000000 GLOBAL_SCOPE at
com.microsoft.sqlserver.jdbc.SQLServerException.makeFromDriverError(Unknown Source)
[2009-12-03 10:12:06.316] ALL 000000000000 GLOBAL_SCOPE at
com.microsoft.sqlserver.jdbc.DBComms.receive(Unknown Source)
[2009-12-03 10:12:06.316] ALL 000000000000 GLOBAL_SCOPE at
com.microsoft.sqlserver.jdbc.SQLServerPreparedStatement.doExecutePreparedStatement(U
nknown Source)
[2009-12-03 10:12:06.316] ALL 000000000000 GLOBAL_SCOPE at
com.microsoft.sqlserver.jdbc.SQLServerPreparedStatement$PreparedStatementExecutionRe
quest.executeStatement(Unknown Source)
[2009-12-03 10:12:06.316] ALL 000000000000 GLOBAL_SCOPE at
com.microsoft.sqlserver.jdbc.CancelableRequest.execute(Unknown Source)
[2009-12-03 10:12:06.316] ALL 000000000000 GLOBAL_SCOPE at
com.microsoft.sqlserver.jdbc.SQLServerConnection.executeRequest(Unknown Source)
[2009-12-03 10:12:06.316] ALL 000000000000 GLOBAL_SCOPE at
com.microsoft.sqlserver.jdbc.SQLServerPreparedStatement.executeUpdate(Unknown
Source)
[2009-12-03 10:12:06.316] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.util.frame.jdbc.IJDBCVarData.insertBlob(IJDBCVarData.
java:414)

....
(ActivityEngineHelper.java:2153)

com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:517)
[2009-12-03 10:12:06.316] ALL 000000000000 GLOBAL_SCOPE at
java.lang.Thread.run(Thread.java:595)

```

**Resolution:** If the firewall timeout is greater than database idle timeout, then firewall is killing the connection and thus it seems that testOnReserve is getting the bad connection. However, Gentran Integration Suite/Sterling Integrator should have alleviated the rollbacks by cleaning up stale/closed connections.

**Workaround:** Set the interval to 0. This always checks the status of the connection.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

**Functional Area:** Database Extensibility

Escalation ID: 120870

Fix ID: 208676

Severity: Normal

Type: Normal Fix

Build: 5006

## Documentation

NFX11061

Title: Web Service Example - Stock Quote Service

Description: The example business process to create a Web services consumer for the Stock Quote service was incorrect in the Web Services documentation

Error Message:

None

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

See the Sterling Integrator 5.0 Documentation Updates page for information on creating a Web services consumer for the Stock Quote service.

Functional Area: Documentation

Escalation ID: 00139822

Fix ID: 220315

Severity: Normal

Type: NormalFix

Build: 5008

## Document Encryption

InQuira ID: NFX2465

Title: Documents taking a long time to decrypt when using Document Encryption capability

Description: The time to decrypt documents when using document encryption is very long. Decrypt time is almost 20x longer than the encrypt process. This occurs when using Document encryption capability.

Error Message: No error. Business processes will take a long time in the decryption of files that have been encrypted using the Document encryption functionality.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4216 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Document Encryption

Escalation ID: 1370498

Fix ID: 165799, 167680, 177447

Severity: Normal

Type: Normal Fix

Build: 4216, 4315, 5001

## Document Extraction

InQira ID: NFX9499

Title: When using the Document Extraction Service with batching on large XML documents the system hangs.

Description: When using the Document Extraction Service with batching on large XML documents the JVM goes into back-to-back full garbage collections and stops processing anything.

Error Message: There are no specific error messages, but if you have garbage collection turned on in the logs you can see back-to-back full garbage collections while Sterling Integrator is hanging.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

In addition to the fix there are also two new parameters that can be added to customer\_overrides.properties:

```
# XML Input Document size to force the WF to ERROR to prevent potential OOM (Example  
500 MEG)  
translator.documentExtraction.XMLDocumentSizeError=524288000  
# XML Input Document size threshold to log a warning message (Example 400 MEG)  
translator.documentExtraction.XMLDocumentSizeWarning=419430400
```

This fixes the caching when running document extraction on an XML document. However, even with the fix, a sufficiently large document can still cause an OOM.

These parameters can help avoid the OOM. You can set a warning size and a limit. If the document that you are trying to extract is larger than documentExtraction.XMLDocumentSizeWarning a warning message is logged. If the size is over documentExtraction.XMLDocumentSizeError then the document extraction service fails and throws an error rather than trying to extract the document and potentially getting an out of memory.

A value of -1 will disable the check.

Functional Area: Document Extraction

Escalation ID: 00145096

Fix ID: 214170

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX7790

Title: Many rows in the database that may have an invalid Workflow ID

Description: When using the Document Extraction service with XML files, it is possible that many rows in the database may be incorrectly created with no linking information. This can cause the database to grow and to never shrink.

**Note:** This does not affect any other type of extraction or files, and the overall impact would be minimal if not using it with XML files.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Document Extraction

Escalation ID: 100282

Fix ID: 202946, 202870

Severity: Normal

Type: Normal Fix

Build: 4322, 5004

### InQuira ID: ENH1135

Title: Document Extraction service needs to be able to find Sender ID, Receiver ID and Acceptor Lookup Alias in deeper levels

Request Description: Document Extraction service needs to be able to find Sender ID, Receiver ID and Acceptor Lookup Alias (ALA) in deeper levels (xpath). Document Extraction service does not support splitting documents from the input file if they do not start directly under the Root tag of the input file. The documents to split out must start directly under the Root tag of the input file.

Document Extraction can only find the appropriate values if the XML structure has the Sender ID, Receiver ID and Acceptor Lookup Alias one level deep as in this example:

```
<DocumentRootTag>
  <TransactionToSplit>
    <SenderIDTag>
      <ReceiverIDTag>
        <AcceptorLookupAliasTag>
```

Escalation ID: 1369620 (166885, 177493)

Status: Completed

**Request Resolution:** The Document Extraction service was doing a string manipulation to extract the Sender/Receiver/ALA values from the sub documents. As a result the parsing and extraction of data from the document was not working for complex xpaths. The service will now parse and extract Sender/Receiver/ALA values from the document via any valid xpath.

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

### **InQira ID: NFX6343**

**Title:** No enveloping occurs if one document in a batch fails at the EDI Encoder step of the document extraction service.

**Description:** Let us assume that the Document Extraction Service processes three documents -- one of the documents fails at the EDI Encoder step and the other two succeed. In Gentran Integration Suite Release 4.1.1, two successful documents will be enveloped. In Gentran Integration Suite Release 4.3, patch 4317, however, if one of the documents in a batch fails, none of the documents are enveloped.

**Error Message:** No error, but successful documents that should be enveloped are not enveloped.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4322.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

**Functional Area:** Document Extraction

**Escalation ID:** 56959

**Fix ID:** 193158, 193160

**Severity:** Critical

**Type:** Normal Fix

**Build:** 4322, 5003

## **Document Keyword Replace Service**

### **InQira ID: NFX1768**

**Title:** Document keyword replace service does not retain the character encoding of the document

**Description:** Document keyword replace service does not retain the character encoding of the document

After the Document Keyword Replace service ran against the PrimaryDocument, certain characters, in this case double byte characters, were no longer readable. If the GetDocumentInfo service is added to the business process, it shows the document is no longer properly encoded.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.0.3 Build 33 or later.

Please apply Gentran Integration Suite, Release 4.1.1 Build 1986 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4211 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4306 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Document Keyword Replace Service

Escalation ID: 1367948

Fix ID: 41758, 41759, 41760, 41761, 40474

Severity: Normal

Type: Normal Fix

Build: 33, 1986, 4211, 4306, 5001

## **EDI**

InQira ID: NFX9312

Title: Status Report error message is repeated twice

Description: Status Report error message, `Envelope Not Found`, is appearing twice after running Deenvelope Service.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: EDI

Escalation ID: QC

Fix ID: 222620

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: ENH704

Title: Set the maximum number of documents per relationship

Request Description: Request Gentran Integration Suite/Sterling Integrator to have the ability to set a maximum number of documents per interchange.

Escalation ID: 1369518 (181958, 181961)

Status: Completed

Request Resolution:

This fix involves updates to the following documentation for Gentran Integration Suite 4.3:

- ◆ Using ASC X12

- ◆ Using EDIFACT
- ◆ Using Envelopes
- ◆ Standard Property Files
- ◆ Using VDA

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

#### InQuira ID: NFX1214

Title: EDIFACTEnvelope Service does not overwrite the Out\_InterchangeControlReference value from the correlation service.

Description: The EDIFACTEnvelope service does not overwrite the envelope interchange control number with the one that is set using the correlation service. The EDIFACTEnvelope service does not use Out\_InterchangeControlReference to override the interchange control number (ICN).

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Patch 4207 or later.

Please apply Gentran Integration Suite, Release 4.3 Patch 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: EDI

Escalation ID: 1363164, 1371511

Fix ID: 36702, 169105, 177617

Severity: Normal

Type: Normal Fix

Build: 4207, 4316, 5001

#### InQuira ID: NFX2814

Title: ACHDeenvelope service is generating a primary document that does not have a record delimiter

Description: ACHDeenvelope service is generating a primary document that does not have a record delimiter; there is no carriage return, line feed, or an end of line marker. This only occurs with the "Delimited EDI Based ACH Application" set for the Message Category in the ACH Batch Level envelope.

Error Message: No error message.

Resolution: The appropriate end of line (EOL) character is added to the document.

Please apply Gentran Integration Suite, Release 4.2 Build 4217 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: EDI

Escalation ID: 1370053

Fix ID: 171584, 177064, 177065

Severity: Normal

Type: Normal Fix

Build: 4217, 4318, 5002

InQira ID: NFX3044

Title: When attempting to reconcile a 997, it fails the first time

Description: When attempting to reconcile a 997, it may fail the first time. When the 997 is manually reprocessed, it will successfully reconcile. The `tracking.log` or `edi.log` file may report that a deadlock was detected when the `Reconcile997` process ran. This issue may affect SQL Server 2005 more than other database servers.

Error Message:

```
ERROR 000510150008 EDI.EDI_RECONCILE997.ERR_Reconcile997_GroupDetails [Reconcile997]
Unable to reconcile 997 group details - Reason = No Document Group Level Acknowledgement
Reconciliation DetailsSender ID = 124215133 Receiver ID = 4144596809 Functional ID Code
= SH Control Number = 26905
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: EDI

Escalation ID: 26280

Fix ID: 181516

Severity: Normal

Type: Normal Fix

Build: 5003

InQira ID: NFX3114

Title: edideenvelope generating the error "Bad data found between 0 and #####" when non Interchange data has the values "??ISA"

Description: Edideenvelope using the parameter "COMPREHENSIVE\_CHECK\_FOR\_MISSING\_END\_TAG" set to yes finds the value ???ISA in a non-interchange segment of the data, and resolves it to be the beginning of an interchange with no ending. The parameter "BASIC\_CHECK\_FOR\_MISSING\_END\_TAG" does not error.

Error Message:

```
Interchange start found at position ##### that has no matching end segment
Bad data found between 0 and #####
```

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Additional validation for comprehensive check was provided.

Functional Area: EDI  
Escalation ID: 1370949  
Fix ID: 166722, 177600  
Severity: Critical  
Type: Normal Fix  
Build: 4315, 5001

**InQuira ID: NFX3610**

Title: If an inbound Functional Acknowledgment contains only Group Level detail, Ack status is not displayed

Description: If an inbound Functional Acknowledgment contains detail beyond the Group Level, the RECONCILE-997-REPORT contains the status of the transaction (Accepted, Rejected, Accepted with Errors, etc.) but when the Acknowledgment detail contains at the Group Level only, no status is displayed.

RECONCILE-997-REPORT-1

Process Name: X12DevelopeUnified Instance ID: 626164

Service Name: DecisionEngineService

Document in process data:

Transaction Level Acknowledgement Reconciliation Details:

Transaction Set ID = 850

Control Number = 0001

Status = A

-----  
Transaction Level Acknowledgement Reconciliation Details:

Transaction Set ID = 850

Control Number = 0002

Status = R

-----  
Group Level Acknowledgement Reconciliation DetailsSender ID = ACMEPROD

Receiver ID = TECHSUPP

Functional ID Code = PO

Control Number = 19

When a trading partner's Functional Acknowledgment contains the Group-Level only (i.e., the AK1 and AK9 segments only), the Acknowledgment Status is not displayed:

Group Level Acknowledgement Reconciliation DetailsSender ID = ACMEPROD

Receiver ID = TECHSUPP

Functional ID Code = PO

Control Number = 20  
-----

**Resolution:**

The group status has been added to the reconcile report.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: EDI

Escalation ID: 1370888

Fix ID: 167933, 177616

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

**InQuira ID: NFX3616**

Title: Correlation Search is not showing the Business Process ID or allowing the EDI data to be viewed

Description: **Business Process > Monitor > Advanced Search > Correlation** is not showing the Business Process ID or allowing the availability of the output/EDI data when using extended or std rule. The advanced search screen shows "archived/purged" purged set to 24 hours

**Error Message:**

```
[2008-08-25 14:14:46.758] ALL 000110012006 WORKFLOW.DOCUMENT.DEB_retry_load1 cannot
found doc at retry 10 for doc id= dev-edi-100:node1:11bdc661d8d:199453
[2008-08-25 14:14:46.759] ERROR 000110010020 WORKFLOW.WORKFLOW.ERR_myClassName
com.sterlingcommerce.woodstock.workflow.Document caught Exception.
com.sterlingcommerce.woodstock.workflow.DocumentNotFoundException: No document with
ID = dev-edi-100:node1:11bdc661d8d:199453
at com.sterlingcommerce.woodstock.workflow.Document.<init>(Document.java:1082)
at
com.sterlingcommerce.woodstock.workflow.Document.getAvailDocuments(Document.java:358
5)
at
com.sterlingcommerce.woodstock.cs.correlation.CorrelationSearchProcessor.getDocument
Summary(CorrelationSearchProcessor.java:249)
at
com.sterlingcommerce.woodstock.cs.correlation.CorrelationSearchProcessor.resolveXlin
k(CorrelationSearchProcessor.java:188)
at
com.sterlingcommerce.woodstock.cs.common.SearchProcessor.getDocument(SearchProcessor
.java:971)
at
com.sterlingcommerce.woodstock.webx.xforms.plugin.si.CSResolver.resolve(CSResolver.jav
a:110)
at
com.sterlingcommerce.woodstock.webx.xforms.filter.DOMFilter.resolveXLink2(DOMFilter.
java:297)
at
com.sterlingcommerce.woodstock.webx.xforms.filter.DOMFilter.startYourElement(DOMfilt
er.java:212)
```

```
at
com.sterlingcommerce.woodstock.webx.xforms.filter.InstanceFilter.startYourElement(InstanceFilter.java:114)
at
com.sterlingcommerce.woodstock.webx.xforms.filter.ObjectFilter.startElement(ObjectFilter.java:338)
at org.xml.sax.helpers.XMLFilterImpl.startElement(Unknown Source)
at
com.sterlingcommerce.woodstock.webx.xforms.util.sax.DynamicXMLFilter.startElement(DynamicXMLFilter.java:352)
at
com.sterlingcommerce.woodstock.webx.xforms.filter.XPathAttributeInterpolator.startElement(XPathAttributeInterpolator.java:111)
at org.xml.sax.helpers.XMLFilterImpl.startElement(Unknown Source)
at
com.sterlingcommerce.woodstock.webx.xforms.util.sax.DynamicXMLFilter.startElement(DynamicXMLFilter.java:352)
at
com.sterlingcommerce.refactor.util.xml.SAXNamespaceCorrectingFilter.startElement(SAXNamespaceCorrectingFilter.java:93)
at org.apache.xerces.parsers.AbstractSAXParser.startElement(Unknown Source)
at org.apache.xerces.impl.XMLNSDocumentScannerImpl.scanStartElement(Unknown Source)
at
org.apache.xerces.impl.XMLDocumentFragmentScannerImpl$FragmentContentDispatcher.dispatch(Unknown Source)
at org.apache.xerces.impl.XMLDocumentFragmentScannerImpl.scanDocument(Unknown Source)
at org.apache.xerces.parsers.XML11Configuration.parse(Unknown Source)
at org.apache.xerces.parsers.XML11Configuration.parse(Unknown Source)
at org.apache.xerces.parsers.XMLParser.parse(Unknown Source)
at org.apache.xerces.parsers.AbstractSAXParser.parse(Unknown Source)
at org.apache.xerces.jaxp.SAXParserImpl$JAXPSAXParser.parse(Unknown Source)
at org.xml.sax.helpers.XMLFilterImpl.parse(Unknown Source)
at
com.sterlingcommerce.woodstock.webx.xforms.util.sax.DynamicXMLFilter.parse(DynamicXMLFilter.java:137)
at
com.sterlingcommerce.woodstock.webx.xforms.util.sax.DynamicXMLFilter.parse(DynamicXMLFilter.java:137)
at
com.sterlingcommerce.woodstock.webx.xforms.util.sax.DynamicXMLFilter.parse(DynamicXMLFilter.java:137)
at
com.sterlingcommerce.woodstock.webx.xforms.util.sax.DynamicXMLFilter.parse(DynamicXMLFilter.java:137)
at
org.apache.xalan.transformer.TransformerIdentityImpl.transform(TransformerIdentityImpl.java:484)
at
com.sterlingcommerce.woodstock.webx.xforms.XFormsProcessor.render(XFormsProcessor.java:793)
at
com.sterlingcommerce.woodstock.cs.common.transformer.XFormTransformer.transform(XFormTransformer.java:265)
```

```

at
com.sterlingcommerce.woodstock.cs.ui.jspbean.ProcessXFormBean.getHTML(ProcessXFormBe
an.java:298)
at org.apache.jsp.displayxform_jsp._jspService(displayxform_jsp.java:93)
at org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:137)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
at org.apache.jasper.servlet.JspServletWrapper.service(Jsp

```

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: EDI

Escalation ID: 1371091

Fix ID: 169884, 178176

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

**InQuira ID: NFX3977**

Title: Correlation values for the Sender/Recipient internal ID fields are not being passed across to outbound CONTRL messages

Description: Correlation values for the Sender/Recipient internal ID fields, registered for inbound interchanges by the EDI deenveloping process, are not being passed across to outbound CONTRL messages Inbound interchange header.

**Note:** Documentation says that for outbound envelope conditional values, the wildcard is to leave the field blank (and it will be overridden by user values provided from using the correlation service). This is true in general, but outbound Acknowledgements (in this case, outbound CONTROL message) are a special case.

For outbound acknowledgements (CONTROL), to wildcard values for the INTERCHANGE SENDER code qualifiers and reverse routing elements, and INTERCHANGE RECIPIENT code qualifiers and reverse routing elements, the fields must have a "\*" as a wildcard character. It is not necessary to use the correlation service to provide values. The values from the inbound document will automatically be looked up in correlations, and provided to the outbound CONTROL.

Error Message: No error messages.

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: EDI

Escalation ID: 1370734

Fix ID: 166138, 177604

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

### InQuira ID: NFX4015

Title: X12Deenvelope java.lang.NullPointerException when two or more SE elements are present

Description: Document containing two SE elements triggers a null pointer exception in X12Deenvelope service.

Error Message:

```
X12 GS/GE Deenvelope Service
    Interrupted_Man
    Service Error
    Name: X12Deenvelope      Instance ID: 242436      Service Name: X12 GS/GE
Deenvelope Service
    java.lang.NullPointerException
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

The message "Group Trailer Tag Missing" will now be displayed

Functional Area: EDI

Escalation ID: 1371374

Fix ID: 169182, 177537

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

### InQuira ID: NFX4122

Title: Entries left in the EDI Sequence Check queue cause failures in subsequent runs of the EDI Post Processor service.

Description: If Duplicate or Sequence checking and an inbound EDI document fails with a compliance error, entries may be left in the EDI Sequence check queue, causing the EDI Post Processor service to fail on subsequent documents.

Error Message:

```
[2008-03-26 09:19:37.189] ERROR 000110070158
WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService21
ActivityEngineHelper.invokeService() caught exception while attempting to execute
service EDIPostProcessor
java.lang.NullPointerException
```

```
at
com.sterlingcommerce.woodstock.services.edi.postprocessor.EDIPostProcessorServiceImp
l.processData(EDIPostProcessorServiceImpl.java:375)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1577)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:569)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:347)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:277)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueu
eListener.java:192)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:157)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:143)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
32)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:494)
at java.lang.Thread.run(Thread.java:568)
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.2 Build 4216 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0, Build 5001 or later.

Functional Area: EDI

Escalation ID: 1370628

Fix ID: 163885, 163886, 177781

Severity: Normal

Type: Normal Fix

Build: 4216, 4316, 5001

InQuira ID: NFX4223

Title: EDI Envelope Service error when SENDER\_ID is blank

Description: EDI Envelope Service error when SENDER\_ID is blank. Null Pointer Exception is thrown on deferred enveloping when an invalid EnvelopeID value is encountered in the CORRELATION\_SET table.

The service works when a value is entered in the RECEIVER\_ID. The behavior is expected, but the error needs to be more descriptive so that the missing information can be provided.

Instead of the null pointer exception error, the following error will be in the status report: Envelope for EnvelopeID: <EnvelopeIDGUID> not found, cannot initialize workflow.

#### Error Message:

#### Error in wf log:-

```

ERROR 000110070158 WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService21
ActivityEngineHelper.invokeService() caught exception while attempting to execute
service EDIEnvelope
java.lang.NullPointerException
at java.util.Hashtable.put(Hashtable.java:396)
at
com.sterlingcommerce.woodstock.workflow.InitialWorkFlowContext.addContentElement(Ini
tialWorkFlowContext.java:1004)
at
com.sterlingcommerce.woodstock.services.edi.envelopeservice.EDIEnvelopeper.processDefe
rred(EDIEnvelopeper.java:431)
at
com.sterlingcommerce.woodstock.services.edi.envelopeservice.EDIEnvelopeServiceImpl.p
rocessData(EDIEnvelopeServiceImpl.java:122)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1690)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:565)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:338)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:326)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQue
ueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
31)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecuto
r.java:496)
at java.lang.Thread.run(Thread.java:595)

```

#### Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: EDI

Escalation ID: 1371823

Fix ID: 173339, 176671

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

#### InQira ID: NFX4224

Title: The Error business process configured in the UNB envelope for the non-compliant documents remains in active state in Gentrans Integration Suite, Release 4.3

Description: The Error business process configured in the UNB envelope for the non-compliant documents remains in active state when inbound EDIFACT process has an error - "UNH Envelope lookup failed". This error business process stays on step 0 with active status until the service gets terminated.

Error Message: Advance status: Service Interrupted

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

After applying patch, we may need to change the following property in the `enveloping.properties` file.

```
deenveloping.EDIFACT.runErrorBPonEnvelopeNotFound = false
```

The default value for this property is "false" to maintain the intended behavior where the interchange ErrorBP runs on an interchange compliance error and not on a configuration error. If error business process needs to be run on Envelope not found error, value for this property can be changed to true.

Functional Area: EDI

Escalation ID: 1371618

Fix ID: 172663, 176672

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

#### InQira ID: NFX4256

Title: Missing UCS and UCD segments in EDIFACT Control Message (Functional Ack) for non-compliant inbound Interchange.

Description: Outbound CONTRL message is not generated with the UCS or the UCD segments when translation error "Code: 142 Standard Rule Use Code Data Missing" is generated for the inbound message.

Currently the CONTRL message does not include the UCS and UCD segments:

◆ UNA:+.?'

- ◆ UNB+UNOA:1+001111111:ZZZ+111111111AAA:14+080717:1037+331++CONTRL++++1'
- ◆ UNH+331+CONTRL:D:97A:UN'
- ◆ UCI+1010+111111111AAA:14+001111111:ZZZ+7'
- ◆ UCM+1+INVOIC:D:97A:UN+4'
- ◆ UNT+4+331'
- ◆ UNZ+1+331'

Error Message: No error messages. CONTRL message is generated incorrectly.

Resolution: The CONTRL message is generated with the UCS and UCD segments if the translation error "Code: 142 Standard Rule Use Code Data Missing" is issued for the inbound message.

- ◆ UNA:+.? '
- ◆ UNB+UNOA:1+001111111:ZZZ+111111111AAA:14+080717:1037+331++CONTRL++++1'
- ◆ UNH+331+CONTRL:D:97A:UN'
- ◆ UCI+1010+111111111AAA:14+001111111:ZZZ+7'
- ◆ UCM+1+INVOIC:D:97A:UN+4'
- ◆ UCS+5'
- ◆ UCD+12+1:1'
- ◆ UNT+6+331'
- ◆ UNZ+1+331'

Please apply Gentrans Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: EDI

Escalation ID: 1370715

Fix ID: 167402, 177611

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

InQuira ID: NFX4287

Title: X12EnvelopeUnified does not fail when the business process specified in the ISA envelope does not exist

Description: X12EnvelopeUnified does not fail when the business process specified in the ISA envelope does not exist.

Error Message: No error messages

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Error will now be issued for X12EnvelopeUnified: Unable to read WFD Version.

Functional Area: EDI

Escalation ID: 1371731

Fix ID: 172963, 176676

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

**InQaira ID: NFX4673**

Title: ACHDeenvelope process is extremely slow

Description: Envelopes are wildcarded. ACHDeenvelope process is extremely slow and may cause out of memory errors under very high volume.

Resolution: Wildcard envelope information is now cached for faster access and other code changes for better memory management of large files. With the initial fix, a null pointer exception error occurred when there were duplicate envelopes or the envelope was not found: `java.lang.NullPointerException`. This has also been corrected so the appropriate error is issued.

Please apply Gentran Integration Suite, Release 4.2 Build 4217 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: EDI

Escalation ID: 1369473, 1369548, 1370291

Fix ID: 171584, 177064, 177065

Severity: Normal

Type: Normal Fix

Build: 4217, 4318, 5002

**InQaira ID: NFX4931**

Title: Difference in status values for inbound X12 and EDIFACT acknowledgements

Description: Although the status report for the CONTRL message states that it was unsuccessful (CONTRL - Status Report), the status shown in the process data is "SUCCESSFUL" (CONTRL - Process Data). However in case of X12, the status matches the status report.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4219 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: EDI

Escalation ID: 1372408

Fix ID: 174723, 174781, 187107

Severity: Normal

Type: Normal Fix

Build: 4219, 4318, 5002

InQira ID: NFX6392

Title: Problem with MaxDocsPerInterchange parameter in X12 and EDIFACT enveloper

Description: The MaxDocsPerInterchange parameter is read from `enveloping.properties` in the static block of the code, but is reset to zero in the `resetStatus` method every time the enveloper is called.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: EDI

Escalation ID: QC

Fix ID: 186277, 186278

Severity: Normal

Type: Normal Fix

Build: 4320, 5002

## e-Invoicing

InQira ID: NFX10770

Title: eInvoicing agreements are defaulting to the first identity in the Supplier Identity & Buyer Identity fields.

Description: eInvoicing agreements are defaulting to the first identity in the Supplier Identity & Buyer Identity fields when editing the agreement.

Steps to reproduce:

1. Login to GIS application
2. Create two identities named AAA and BBB with some VAT ID populated.
3. Create an eInvoicing Agreement with Supplier Identity as AAA and Buyer Identity as BBB and leave the other field by default
4. Edit the created agreement

Observations: At step 4, note the Supplier Identity & Buyer Identity are defaulted to AAA (basically getting defaulted to the first identity in the list)

Error Message:

No error message. However, if not set to the correct values the agreement could accidentally be mis-configured when saving the agreement.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 build 4323 or higher.

Please apply Sterling Integrator, Release 5.0 build 5007 or higher.

Functional Area: eInvoicing

Escalation ID: 00188551

Fix ID: 227116, 227212

Severity: Normal

Type: Normal Fix

Build: 4323, 5007

**InQira ID: NFX9248**

Title: Sterling e-Invoicing summary report does not work when connected to Sterling Integrator through HTTPS

Description: Sterling e-Invoicing summary report does not display the icon for the status of the e-Invoicing transaction when connected to Sterling Integrator through HTTPS. However, it works fine when connected through HTTP.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Sterling e-Invoicing

Escalation ID: QC

Fix ID: 197921

Severity: Normal

Type: Normal Fix

Build: 5006

**InQira ID: NFX9764**

Title: BI Retention schedule is deleting data from Sterling e-Invoicing archive tables

Description: BI Retention schedule is deleting data from Sterling e-Invoicing archive tables.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Sterling e-Invoicing

Escalation ID: QC

Fix ID: 228404

Severity: Normal

Type: Normal Fix

Build: 5006

## Entity Framework

InQira ID: NFX10157

Title: Mailbox permissions not consistent between nodes after a change in permissions.

Description:

When changing mailbox permissions on one node the permissions were not updated on other nodes in the cluster immediately.

Refreshing the caches by hand will synchronize the permissions and push the permission changes to the other nodes. But the change does not propagate automatically.

A restart of the nodes will also force the refresh.

Error Message: There is no error message but the permissions will be different until the permission cache refreshes.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Entity Framework

Escalation ID: 00147137

Fix ID: 214900, 222603

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQira ID: NFX8548

Title: The SI script dbverify.sh is not working

Description:

The dbverify.sh script does not produce any standard output. SI seems to work normally.

Sterling Integrator, version 5.0, build 5003.

Operating System: Red Hat EL5.4 on x86\_64

Data Base: Oracle 11gR2.

Error Message:

```
[si@lin1 bin]$ ./dbverify.sh
```

The java class is not found: com.yantra.tools.dbverify.DbVerifyCommandLine

Resolution:

Please apply Sterling Integrator, Release 5.0, Build 5008 or later.

Functional Area: Entity Framework

Escalation ID: 00153240

Fix ID: 218300

Severity: Normal

Type: NormalFix

Build: 5008

**InQuira ID: NFX8826**

Title: The logs jetspeedservices, ops\_exe, noapp, torque filling up fast.

Description:

The logs jetspeedservices, ops\_exe, noapp, torque filling up fast even if Debug is turned off.

Error Message:

No Error Messages are being reported.

Resolution:

Please apply Gentran Integration Suite 4.3 Build 4324 or higher.

Please apply Sterling Integrator 5.0 Build 5008 or higher.

Functional Area: Entity Framework

Escalation ID: 153011

Fix ID: 219439, 229463

Severity: Normal

Type: NormalFix

Build: 4324, 5008

**InQuira ID: NFX10828**

Title: The EFrame scripts prepared by the DBVerify may have invalid characters

Description:

When selecting to manually apply the DDL statements to the database, the EFrame scripts that are produced by the DBVerify utility may contain invalid characters. The scripts may have the value '``${sql.delimiter}``' between each command, rather than the proper characters.

Resolution:

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: Entity Framework

Escalation ID: 00173824

Fix ID: 219937

Severity: Normal

Type: NormalFix

Build: 5008

#### InQuira ID: NFX5507

Title: Not able to change the password using `modifyUserHierarchy` for the user created through `createUserHierarchy`

Description: Not able to change the password using `modifyUserHierarchy` for the user created through `createUserHierarchy`

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Entity Framework

Escalation ID: QC

Fix ID: 37859

Severity: Normal

Type: Normal Fix

Build: 5001

#### InQuira ID: NFX6383

Title: Internationalization/Localization of the factory setup with nested data

Description: Internationalization/Localization of the factorysetup of Sterling File Gateway.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Entity Framework

Escalation ID: QC

Fix ID: 178256

Severity: Normal

Type: Normal Fix

Build: 5002

## Event

InQuira ID: NFX7862

Title: Filegateway Error Event Codes not written to the filegateway log

Description: Customer wants to monitor SFG using Tivoli to monitor the filegateway log and take action depending on the failure reported.

Customer does not have any email setup on the Sterling Integrator server and so they cannot make use of the email notifications from SFG.

The text in the filegateway log when it is not in Debug mode (e.g. "Arrived File Failed") is not sufficient for their monitoring - they

want the SFG error Event codes (such as FG\_0455 Arrived File is now failed) in the non-debug log.

Currently the event codes are only available in Debug or via the UI.

Error Message: no errors

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Event

Escalation ID: 98626

Fix ID: 207396

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX1970

Title: Database monitor sent an email with blank subject

Description: When the database monitor service detects a problem with the database connection, it sends an e-mail message to the Gentran Integration Suite admin with blank subject.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4221 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Event

Escalation ID: 1368081, 37606

Fix ID: 41820, 187562, 184674, 187563

Severity: Normal

Type: Normal Fix

Build: 4320, 4221, 5003

### InQuira ID: NFX5020

Title: Heavy lock contention in database on recording DMI listener events

Description: When recording DMI events in the database, there is heavy contention locking tables in the database. In SQL Server 2005, this often leads to deadlocking, especially when doing mailboxing.

Error Message: Usually shows up as deadlocks in the database usually related to heavy volume. This most often shows up in SQL Server 2005 instances when using mailboxing.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4317 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Event

Escalation ID: 1372294

Fix ID: 174130, 174033, 174036

Severity: Normal

Type: Normal Fix

Build: 4317, 4220, 5002

### InQuira ID: NFX5433

Title: Under heavy load the DMI listener is unable to maintain the traffic generated by the workflow threads.

Description: Under heavy load the DMI listener is unable to maintain the traffic generated by the workflow threads.

Error Message: There are a few different symptoms. A large number of locks are generated in the database. When running on Windows an error `java.lang.OutOfMemoryError: unable to create new native thread` is seen when the database is locking tables in order to rebuild the indexes during maintenance. The main symptom is a slowdown, when using the DMI listener.

Resolution:

Please apply Gentran Integration Suite Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Event

Escalation ID: 1372433

Fix ID: 174817, 174818, 176988, 180523

Severity: Critical

Type: Normal Fix

Build: 4318, 5002

### InQuira ID: NFX6393

Title: DMI Listener getInstance is not thread safe causing multiple listeners to be spawned in JVM

Description: DMI Listener getInstance is not thread safe causing multiple listeners to be spawned in the JVM.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Event

Escalation ID: QC

Fix ID: 180496

Severity: Normal

Type: Normal Fix

Build: 5002

InQuira ID: NFX7145

Title: Event FG\_0419 - 'DeliveryComplete' sends notification to consumer with producer file name

Description: Consumer subscribed to event FG\_0419 - 'Delivery Complete' receives a mail with file name which is relevant to producer instead of file name relevant to consumer name.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Event

Escalation ID: 67356

Fix ID: 196284

Severity: Normal

Type: Normal Fix

Build: 5003

InQuira ID: NFX7361

Title: SFG Partner delete does not remove associated SFG Event notification subscriptions

Description: SFG Partner delete does not remove associated SFG Event notification subscriptions from the FG\_EVENT\_SUBSCR table.

Error message: No error message.

The Log file entry is as follows:

```
[2009-10-02 14:35:13.77] ERROR 000000000000 GLOBAL_SCOPE Received an error attempting
to send event subscription notification to user
[2009-10-02 14:35:13.77] ERROR 000000000000 GLOBAL_SCOPE [1254508513770] The user
with name 196284Cons1 does not exist and cannot be notified of event FG_0419.
[2009-10-02 14:35:13.771] ERRORDTL 000000000000 GLOBAL_SCOPE
[1254508513770]com.sterlingcommerce.fg.exception.FileGatewayEventNotificationExcepti
on: The user with name 196284Cons1 does not exist and cannot be notified of event
FG_0419.
```

```

at
com.sterlingcommerce.fg.exception.FileGatewayEventNotificationException.noUserToken(
FileGatewayEventNotificationException.java:17)
at
com.sterlingcommerce.fg.visibility.FileGatewayEventListener.sendNotification(FileGatewayEvent
EventListener.java:402)
at
com.sterlingcommerce.fg.visibility.FileGatewayEventListener.handleFileGatewayEvent(F
ileGatewayEventListener.java:368)
at
com.sterlingcommerce.fg.visibility.FileGatewayEventListener.handleEvent(FileGatewayE
ventListener.java:195)
at
com.sterlingcommerce.woodstock.event.EventProcessor.fireEvent(EventProcessor.java:32
5)
at
com.sterlingcommerce.fg.visibility.FileGatewayEventWorker.basicFireEvent(FileGatewayE
ventWorker.java:60)
at
com.sterlingcommerce.fg.visibility.FileGatewayEventWorker.run(FileGatewayEventWorker
.java:41)
at
java.util.concurrent.ThreadPoolExecutor$Worker.runTask(ThreadPoolExecutor.java:650)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:675)
at java.lang.Thread.run(Thread.java:595)

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Event

Escalation ID: QC

Fix ID: 202178

Severity: Normal

Type: Normal Fix

Build: 5003

InQira ID: NFX7422

Title: Possible loss of JMS messages for extractions under certain timing windows at listener restart

Description: When you run a business process that does an extraction when the listeners are down, the starting up of those listeners do not necessarily see the messages and lots of empty event messages are received. This is only in case of MappedExtraction events.

Error message: The following error message was found in the Error Queue:

```

*****
MessageId: ID:pugsley-1864-1254981613877-0:11:2:1:1
Content: Event: (bi.event.mapped.5) - Normal
      TimeStamp      = 1254981091340
      SCIObjectID    = pugsley:node1:1242db3cbe3:1295368
      MappedExtractionName = passThrough
      FactModelName   = BankFactModel

```

```

Exception: com.sterlingcommerce.woodstock.workflow.DocumentNotFoundException:
loading document has errorNo document with ID = pugsley:nodel:1242db3cbe3:1295368
    at com.sterlingcommerce.woodstock.workflow.Document.<init>(Document.java:604)
    at com.sterlingcommerce.woodstock.workflow.Document.<init>(Document.java:459)
    at com.sterlingcommerce.woodstock.workflow.Document.<init>(Document.java:440)
    at com.sterlingcommerce.woodstock.workflow.Document.<init>(Document.java:434)
    at
com.sterlingcommerce.woodstock.event.listeners.bi.MappedExtractionEventListener.getInputStream(MappedExtractionEventListener.java:122)
    at
com.sterlingcommerce.woodstock.event.listeners.bi.MappedExtractionEventListener.handleEvent(MappedExtractionEventListener.java:198)
    at
com.sterlingcommerce.woodstock.event.listeners.FilterEventListener.onEvent(FilterEventListener.java:108)
    at
com.sterlingcommerce.woodstock.event.listeners.AbstractEventListenerImpl.onMessage(AbstractEventListenerImpl.java:272)
    at
org.apache.activemq.ActiveMQMessageConsumer.dispatch(ActiveMQMessageConsumer.java:1021)
    at
org.apache.activemq.ActiveMQSessionExecutor.dispatch(ActiveMQSessionExecutor.java:122)
    at
org.apache.activemq.ActiveMQSessionExecutor.iterate(ActiveMQSessionExecutor.java:192)
    at
org.apache.activemq.thread.PooledTaskRunner.runTask(PooledTaskRunner.java:122)
    at
org.apache.activemq.thread.PooledTaskRunner$1.run(PooledTaskRunner.java:43)
    at
java.util.concurrent.ThreadPoolExecutor$Worker.runTask(ThreadPoolExecutor.java:650)
    at
java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:675)
    at java.lang.Thread.run(Thread.java:595)

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Event

Escalation ID: QC

Fix ID: 200437

Severity: Critical

Type: Normal Fix

Build: 5003

## FIFO

InQuira ID: NFX7643

**Title:** When the Active MQ connection drops business processes are stuck at step zero with a status of FIFOQueued

**Description:** Problem reported using Gentran Integration Suite 4.3 Build 4320. The problem can also occur when using Sterling Integrator 5.0.

When Active MQ connections are dropped, Business Processes that were waiting to process a file in FIFO order are stuck at step 0 with a status of FIFOQueued. When Active MQ is restored, the Business Processes do not continue. If the Business Processes are expedited they do not process.

**Error Message:** No error messages.

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

A possible work around for this problem is to stop the Business Process, run recovery and then resume the Business Process from Halted or Interrupted step.

**Functional Area:** FIFO

**Escalation ID:** 114297

**Fix ID:** 207022

**Severity:** Critical

**Type:** Normal Fix

**Build:** 5006

#### **InQuira ID: NFX7979**

**Title:** After a Node is stopped files are stuck in Active MQ

**Description:** Problem reported using Gentran Integration Suite 4.3 Build 4320. The problem can also occur when using Sterling Integrator 5.0. After a Node is stopped, files are stuck in Active MQ, and Active MQ shows pending file counts, as well as files in the Error Queue. The files are not processed by the application.

**Error Message:** No error message.

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

**Functional Area:** FIFO

**Escalation ID:** 00126510

**Fix ID:** 208303

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5006

#### **InQuira ID: NFX8018**

**Title:** ActiveMQ broker URL Connection refused error or Wire format negotiation timeout error

**Description:** The ACTIVEMQ\_PORT or EVENT\_PORT defined in properties files isn't the same port that is reported in the error message in the logs. The sandbox.cfg sets the port to 6247, but Gentran Integration Suite/Sterling Integrator is trying to use port 6248, which causes the JMSEException.

For Reporting Service licensed Customers ONLY:

The events in the Reporting Service Repository (tmp directory) can pile up and cause Gentran Integration Suite/Sterling Integrator processes to remain in queue.

**Error Message:**

```
noapp.log.D20091209.T000000:[2009-12-09 00:00:00.723] ALL 000000000000 GLOBAL_SCOPE
javax.jms.JMSEException: Could not connect to broker URL:
tcp://localhost:6248?wireFormat.maxInactivityDuration=0. Reason:
java.net.ConnectException: Connection refused
```

**Schedule\_Retention Processor fails and its business process status report shows**

```
com.sterlingcommerce.woodstock.workflow.WorkFlowException: javax.jms.JMSEException:
Wire format negotiation timeout: peer did not send his wire format.
```

**Resolution:** Issue is caused due to event/ActiveMQ port being bound to specific IP address and the URI referenced in error above was attempting to go to localhost.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

**Workaround (if you cannot immediately apply the patch for Gentran Integration Suite 4.3 or Sterling Integrator 5.0):**

Currently the fifo broker url can be set two different ways in the fifo.properties(.in):

```
fifo.broker.url=tcp://${LOCALHOST.EN_US}:${ACTIVEMQ_PORT}
}?wireFormat.maxInactivityDuration=0 or fifo.broker.url=tcp://${LOCALHOST.EN_US}:${
EVENT_PORT}?wireFormat.maxInactivityDuration=0
```

**If the fifo.broker.url is currently:**

```
fifo.broker.url=tcp://${LOCALHOST.EN_US}:${ACTIVEMQ_PORT}?wireFormat.maxInactivityDu
ration=0
```

**then replace with**

```
fifo.broker.url=tcp://${HOST_NAME}:${ACTIVEMQ_PORT}?wireFormat.maxInactivityDuration
=0
```

**If the fifo.broker.url is currently:**

```
fifo.broker.url=tcp://${LOCALHOST.EN_US}:${EVENT_PORT}?wireFormat.maxInactivityDurat
ion=0
```

**then replace with**

```
fifo.broker.url=tcp://${HOST_NAME}:${EVENT_PORT}?wireFormat.maxInactivityDuration=0
```

The key is to change {LOCALHOST.EN\_US} to {HOST\_NAME} \*\*\*Note: Do not change the {HOST\_NAME} value to the actual hostname of the Gentran Integration Suite/Sterling Integrator application server. This is a parameter value that must be set to {HOST\_NAME}, which is pulled, from the sandbox.cfg property file.

Functional Area: FIFO

Escalation ID: 122535

Fix ID: 208747, 209126

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

### InQuira ID: NFX9482

Title: NullPointerException thrown by ActiveMQ

Description: The cause of this issue per the logs is that ActiveMQ is throwing a null pointer, which is against JMS spec.

Error Message: NullPointerException thrown by ActiveMQ

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: FIFO

Escalation ID: 130025

Fix ID: 209953

Severity: Critical

Type: Normal Fix

Build: 5006

### InQuira ID: NFX9852

Title: Issues with FIFO retry, AMQ null pointer exception, and AMQ queuing

Description: Issues with FIFO retry, AMQ null pointer exception, and AMQ queuing.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: FIFO

Escalation ID: QC

Fix ID: 209951

Severity: Critical

Type: Normal Fix

Build: 5006

## **FTP Client Begin Session**

InQuira ID: ENH1826

Title: The FTP Client Begin Session service should retry the control connection if it is closed unexpectedly

Request Description:

Extend the retry functionality of the FTP Client Begin Session service so that the service will automatically attempt to reconnect to a remote FTP server if a failure occurs on a control connection that had already been established, e.g. error "control connection closed unexpectedly".

Currently the retries are only used when an attempt to establish the initial control connection fails.

Status: Completed

Escalation ID: 30413 (240243)

Request Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

## Graphical Process Modeler - GPM

InQira ID: NFX7741

Title: Document Extraction Service parameters XMLRootTagForBatches and XMLAppSenderIDPath missing in GPM

Description:

Comparing the parameters listed in the documentation with the ones listed in the GPM, there are actually 2 parameters missing in GPM:

XMLRootTagForBatches

XMLAppSenderIDPath

Error Message:

N/A

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Graphical Process Modeler

Escalation ID: 00118632

Fix ID: 208073, 235577

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQira ID: NFX8096

Title: The GPM improperly sets the default value of the output\_report\_to\_process\_data parameter for the translation service.

Description:

The default behavior of the translation service parameter `output_report_to_process_data` differs between the GPM (Graphic Process Modeler) and GIS. The GPM sets this parameter to "Yes" as the default, however the default value for this parameter when GIS executes the BP is "No".

Error Message:

N/A

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Graphical Process Modeler

Escalation ID: 131276

Fix ID: 209623, 240590

Severity: Normal

Type: NormalFix

Build: 4324, 5008

**InQuira ID: NFX7316**

Title: Adapter / Service Properties in GPM is not sorted alphabetically

Description: Adapter / Service Properties in GPM is not sorted alphabetically after applying Gentran Integration Suite, Release 4.3 Build 4320 or Sterling Integrator 5.0.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Graphical Process Modeler

Escalation ID: 98579

Fix ID: 209317

Severity: Normal

Type: Normal Fix

Build: 5006

**InQuira ID: NFX6088**

Title: In GPM, source manager if session time's out, the displayed error dialog does not have a message in it.

Description: In GPM --> Source Manager if session time's out, the displayed error dialog does not have a message in it.

Error Message: No error message

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Graphical Process Modeler

Escalation ID: 29170

Fix ID: 182526, 205516

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

InQuira ID: NFX8404

Title: Sterling Integrator Graphic Process Modeler not loading a process from Gentran Integration Suite 4.3 with missing gpl.

Description: Some business processes that are migrated from 4.3 to 5.0 via the export/import function are not loading correctly in the GPM. The modeler does not error when loading but there are no objects displayed. A new version of that business process will not load either. New business processes created in Sterling Integrator 5.0 load fine in the GPM. The console of the GPM does show some exceptions.

To turn on the console for the GPM follow this path from the command line of your client desktop or server (whichever system you are using to view the GPM):

```
javaws -viewer
```

Java Control Panel > Advanced > Settings > Java console > select Show Console

Error Message:

```
Exception in thread "AWT-EventQueue-0" java.lang.NoClassDefFoundError:
com/sterlingcommerce/woodstock/util/BaseUtil
    at
com.sterlingcommerce.woodstock.gbm.common.lang.bpml.v0_3.base.FlowParser.parseFlow(F
lowParser.java:127)
    at
com.sterlingcommerce.woodstock.gbm.common.lang.bpml.v0_3.FlowParserWrapper.parseProc
ess(FlowParserWrapper.java:93)
    at
com.sterlingcommerce.woodstock.gbm.editor.lang.bpml.v0_3.LangFileReader.readLangFile
(LangFileReader.java:80)
    at
com.sterlingcommerce.woodstock.gbm.common.ui.jgo.FlowDocument.handleLangFile(FlowDoc
ument.java:866)
    at
com.sterlingcommerce.woodstock.gbm.common.ui.jgo.FlowDocument.open(FlowDocument.java
:818)
    at
com.sterlingcommerce.woodstock.gbm.editor.jgo.FlowBuilderMain.openFlow(FlowBuilderMa
in.java:1187)
    at
com.sterlingcommerce.woodstock.gbm.editor.jgo.FlowBuilderMain.openFlow(FlowBuilderMa
in.java:1112)
```

```

at
com.sterlingcommerce.woodstock.gbm.editor.jgo.BuildMenu.actionPerformed(BuildMenu.java:1380)
at
com.sterlingcommerce.woodstock.gbm.editor.jgo.actions.FlowAbstractAction.actionPerformed(FlowAbstractAction.java:171)
    at javax.swing.AbstractButton.fireActionPerformed(Unknown Source)
    at javax.swing.AbstractButton$Handler.actionPerformed(Unknown Source)
    at javax.swing.DefaultButtonModel.fireActionPerformed(Unknown Source)
    at javax.swing.DefaultButtonModel.setPressed(Unknown Source)
    at javax.swing.AbstractButton.doClick(Unknown Source)
    at javax.swing.plaf.basic.BasicMenuItemUI.doClick(Unknown Source)
    at javax.swing.plaf.basic.BasicMenuItemUI$Handler.mouseReleased(Unknown Source)
Source)
    at java.awt.AWTEventMulticaster.mouseReleased(Unknown Source)
    at java.awt.AWTEventMulticaster.mouseReleased(Unknown Source)
    at java.awt.Component.processMouseEvent(Unknown Source)
    at javax.swing.JComponent.processMouseEvent(Unknown Source)
    at java.awt.Component.processEvent(Unknown Source)
    at java.awt.Container.processEvent(Unknown Source)
    at java.awt.Component.dispatchEventImpl(Unknown Source)
    at java.awt.Container.dispatchEventImpl(Unknown Source)
    at java.awt.Component.dispatchEvent(Unknown Source)
    at java.awt.LightweightDispatcher.retargetMouseEvent(Unknown Source)
    at java.awt.LightweightDispatcher.processMouseEvent(Unknown Source)
    at java.awt.LightweightDispatcher.dispatchEvent(Unknown Source)
    at java.awt.Container.dispatchEventImpl(Unknown Source)
    at java.awt.Window.dispatchEventImpl(Unknown Source)
    at java.awt.Component.dispatchEvent(Unknown Source)
    at java.awt.EventQueue.dispatchEvent(Unknown Source)
    at java.awt.EventQueue.dispatchEvent(Unknown Source)
    at java.awt.EventDispatchThread.pumpOneEventForHierarchy(Unknown Source)
    at java.awt.EventDispatchThread.pumpEventsForHierarchy(Unknown Source)
    at java.awt.EventDispatchThread.pumpEvents(Unknown Source)
    at java.awt.EventDispatchThread.pumpEvents(Unknown Source)
    at java.awt.EventDispatchThread.run(Unknown Source)

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Graphical Process Modeler

Escalation ID: 135577

Fix ID: 213644

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX7789

Title: Lock interval changes not working in Source Manager in the Graphical Process Modeler

Description: The Source Manager does not honor the lock time out setting that the user interface uses. There is a property in ui.properties that can be changed to control the amount of time that a lock is held when a business process is checked out via the user interface, but this setting does not have any affect on the Source

Manager (in the Graphical Process Modeler). The Source Manager always defaults to 30 minutes, regardless of the setting.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Graphical Process Modeler

Escalation ID: 74720

Fix ID: 199830, 200625

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

**InQira ID: NFX7779**

Title: Business process life span or removal method in Graphical Process Modeler is not correctly set as the system default.

Description: If the business processes are modified using Graphical Process Modeler, then their system default removal method is changed to Archive even if the system default removal method in Archive Manager is set to Purge.

Error Message: No Error.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Graphical Process Modeler

Escalation ID: 00075899

Fix ID: 197523, 200601

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

**InQira ID: NFX8531**

Title: GPM documentation points to the documentation for the wrong version

Description: In the Sterling Integrator 5.0 Graphical Process Modeler, when the user selects 'Help > Help on the web' from the menu, the link points to the Gentran Integration Suite 4.3 documentation and not the Sterling Integrator 5.0 documentation page.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Graphical Process Modeler

Escalation ID: 00152391

Fix ID: 219002

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX7111

Title: Graphical Process Modeler (GPM) session times out in 30mins irrespective user account settings

Description: The Graphical Process Modeler times out / disconnects after 30+ min of working. Attempt to refresh services, connect to the Source Manager (download , refresh, update) fails. Forced to close the modeler, then relaunch it to continue working.

Error Message:

#### Java Console Logging

```
License true
License true
Cannot find image com/sterlingcommerce/woodstock/gbm/images/generic_adapter.gif,
using default image com/sterlingcommerce/woodstock/gbm/images/generic_adapter.jpg.
Cannot find image com/sterlingcommerce/woodstock/gbm/images/generic_adapter.gif,
using default image com/sterlingcommerce/woodstock/gbm/images/generic_adapter.jpg.
Cannot find image com/sterlingcommerce/woodstock/gbm/images/generic_adapter.gif,
using default image com/sterlingcommerce/woodstock/gbm/images/generic_adapter.jpg.
Cannot find image com/sterlingcommerce/woodstock/gbm/images/generic_adapter.gif,
using default image com/sterlingcommerce/woodstock/gbm/images/generic_adapter.jpg.
Cannot find image com/sterlingcommerce/woodstock/gbm/images/generic_adapter.gif,
using default image com/sterlingcommerce/woodstock/gbm/images/generic_adapter.jpg.
Cannot find image com/sterlingcommerce/woodstock/gbm/images/generic_adapter.gif,
using default image com/sterlingcommerce/woodstock/gbm/images/generic_adapter.jpg.
Unexpected field: name, Assign
Unexpected field: name, Assign
Unexpected field: name, Assign
Unexpected field: name, Assign
Unexpected field: name, Assign
License true
  http://ipaddress:port/gbm/SystemDefaults
Errors detected tree:0
Validation Successful.
java.io.IOException: Server returned HTTP response code: 403 for URL:
http://ipaddress:port/gbm/MetaDataRead
at sun.net.www.protocol.http.HttpURLConnection.getInputStream(Unknown Source)
at
com.sterlingcommerce.woodstock.scm.client.transfer.MetaDataReader.downloadFile(MetaDataReader.java:88)
at
com.sterlingcommerce.woodstock.scm.client.gui.ProcessMetaData.downloadMetaData(ProcessMetaData.java:84)
```

```

at
com.sterlingcommerce.woodstock.scm.client.gui.ProcessMetaData.<init>(ProcessMetaData
.java:73)
at
com.sterlingcommerce.woodstock.scm.client.gui.ProcessMetaData.<init>(ProcessMetaData
.java:51)
at com.sterlingcommerce.woodstock.scm.client.gui.SMTree.refreshTree(SMTree.java:70)
at com.sterlingcommerce.woodstock.scm.client.gui.SMFrame$2.run(SMFrame.java:205)
Exception in thread "Thread-23" java.lang.NullPointerException
at
com.sterlingcommerce.woodstock.scm.client.gui.ProcessMetaData.getProcessData(Process
MetaData.java:128)
at com.sterlingcommerce.woodstock.scm.client.gui.SMTree.refreshTree(SMTree.java:71)
at com.sterlingcommerce.woodstock.scm.client.gui.SMFrame$2.run(SMFrame.java:205)
http://ipaddress:port/gbm/SystemDefaults
java.io.IOException: Server returned HTTP response code: 403 for URL:
http://ipaddress:port/gbm/SystemDefaults
at sun.net.www.protocol.http.HttpURLConnection.getInputStream(Unknown Source)
at
com.sterlingcommerce.woodstock.scm.client.transfer.SystemDefaultsReader.downloadFile
(SystemDefaultsReader.java:76)
at
com.sterlingcommerce.woodstock.scm.client.gui.ProcessSystemDefaults.getSystemDefault
s(ProcessSystemDefaults.java:65)
at
com.sterlingcommerce.woodstock.scm.client.gui.SMFrame.updateView(SMFrame.java:252)
at
com.sterlingcommerce.woodstock.scm.client.gui.SMMenu.actionPerformed(SMMenu.java:273
)
at javax.swing.AbstractButton.fireActionPerformed(Unknown Source)
at javax.swing.AbstractButton$Handler.actionPerformed(Unknown Source)
at javax.swing.DefaultButtonModel.fireActionPerformed(Unknown Source)
at javax.swing.DefaultButtonModel.setPressed(Unknown Source)
at javax.swing.AbstractButton.doClick(Unknown Source)
at javax.swing.plaf.basic.BasicMenuItemUI.doClick(Unknown Source)
at javax.swing.plaf.basic.BasicMenuItemUI$Handler.mouseReleased(Unknown Source)
at java.awt.AWTEventMulticaster.mouseReleased(Unknown Source)
at java.awt.AWTEventMulticaster.mouseReleased(Unknown Source)
at java.awt.Component.processMouseEvent(Unknown Source)
at javax.swing.JComponent.processMou

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Graphical Process Modeler

Escalation ID: 90537

Fix ID: 204624

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX8948

Title: 503 Error in Graphical Process Modeler

Description: The Graphical Process Modeler displays a 503 error during start up. This may occur when the user clicks 'Refresh Services' from the View menu of Graphical Process Modeler multiple times or when multiple users (around 10 or more) try to access Graphical Process Modeler concurrently.

Error message:

```
<timestamp> Services not found. Using cached services.
<timestamp> java.io.IOException: Server returned HTTP response code: 503 for URL:
http://<server>:<port>/ws/Page?next=/jsp/lists.jsp
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: GPM

Escalation ID: QC

Fix ID: 215066

Severity: Normal

Type: Normal Fix

Build: 5004

InQuira ID: ENH2261

Title: Add SSL support to Graphical Process Modeler login screen

Request Description: Add SSL support to Graphical Process Modeler login screen.

Escalation ID: QC (189520, 208228, 210958)

Status: Completed

Request Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

See the Gentran Integration Suite 4.3 Documentation Updates for more information on *Secure Socket Layering (SSL) Enhancement*.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

See the Sterling Integrator 5.0 Documentation Updates for more information on *Secure Socket Layering (SSL) Enhancement*.

InQuira ID: NFX1576

Title: In Gentran Integration Suite 4.3, copy and paste do not work in the GPM (Graphical Process Modeler)

Description: Copy and paste do not work, although the option is available for selection.

Error Message: No errors in the Graphical Process Modeler, the past operation does not paste copied sections. However, when you run the Java Console and repeat the copy/paste operation you will see the following:

```
Java Web Start 1.5.0_15
Using JRE version 1.5.0 Java HotSpot(TM) Client VM
User home directory = C:\Documents and Settings\
-----
```

```

c: clear console window
f: finalize objects on finalization queue
g: garbage collect
h: display this help message
m: print memory usage
o: trigger logging
p: reload proxy configuration
q: hide console
r: reload policy configuration
s: dump system and deployment properties
t: dump thread list
0-5: set trace level to

```

```

-----
License true
License true
Unexpected field: name, Assign
Unexpected field: name, Assign
Unexpected field: name, Assign
Unexpected field: name, Assign
Unexpected field: name, Assign

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4312 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: GPM

Escalation ID: 1368403, 1367533

Fix ID: 162291, 39164

Severity: Normal

Type: Normal Fix

Build: 4312, 5001

**InQira ID: NFX2728**

**Title:** Text Document Appender service values disappear within GPM if checked out from Gentran Integration Suite

**Description:** When creating the business process within Gentran Integration Suite and then checking that out and loading it in the GPM the value for the Text Document Appender service is blank. The BPML is clearly coded from the view in Gentran Integration Suite.

**Error Message:** No error message per se but here is the difference from Gentran Integration Suite to the GPM.

**GPM view:**

```
<assign to="appendString" from="string(&apos;&apos;)"></assign>
```

**BPML within Gentran Integration Suite view:**

```
<assign to="appendString" from="string('&#13;&#10;')"/>
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: GPM

Escalation ID: 1370154

Fix ID: 167504, 177653

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

### InQira ID: NFX3739

Title: GPM does not work after reporting the `Drop rejected` error

Description: GPM does not work after reporting the `Drop rejected` error. To make the GPM work after this error, it has to be restarted. Any element can be added only after restarting GPM.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: GPM

Escalation ID: 1370356

Fix ID: 167024, 167098

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

### InQira ID: NFX4157

Title: An error is displayed in the Java Console when launching the GPM

Description: If the Java Console is enabled, when the Graphical Process Manager is launched, an error may be logged. This does not appear to affect the operation of the GPM but can cause the user to think that there is a problem with the GPM.

Error Message:

```
License true
Server returned HTTP response code: 403 for URL:
http://10.155.231.21:40000/gbm/SysProps?property=engine
java.io.IOException: Server returned HTTP response code: 403 for URL:
http://10.155.231.21:40000/gbm/SysProps?property=engine
at sun.net.www.protocol.http.HttpURLConnection.getInputStream(Unknown Source)
at
com.sterlingcommerce.woodstock.gbm.framework.service.SystemPropertyReader.getPropert
y(SystemPropertyReader.java:51)
```

```
at
com.sterlingcommerce.woodstock.gbm.editor.jgo.FlowBuilderMain.main(FlowBuilderMain.java:2418)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(Unknown Source)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source)
at java.lang.reflect.Method.invoke(Unknown Source)
at com.sun.javaws.Launcher.executeApplication(Unknown Source)
at com.sun.javaws.Launcher.executeMainClass(Unknown Source)
at com.sun.javaws.Launcher.doLaunchApp(Unknown Source)
at com.sun.javaws.Launcher.run(Unknown Source)
at java.lang.Thread.run(Unknown Source)
License true
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: GPM

Escalation ID: 1371564

Fix ID: 169552, 37830

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

**InQuira ID: NFX4319**

Title: Saving a PIP in the Graphical Process Modeler strip assigns from within the consume service from the business process.

Description: Executing a "Save As" on a PIP business process in the Graphical Process Modeler strip assigns from within the consume processes. No warnings are given and the validation completes successfully. An execution of the business process results in hanging/waiting on the consume step.

Error Message: No error other than the hanging/waiting is reported.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.1.1 Build 1990 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4217 or later.

Fix was originally available in Gentran Integration Suite, Release 4.3 Build 4315, but the fix has been reworked and is now available in Gentran Integration Suite, Release 4.3 Build 4318.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

See also solution ID NFX3836. Some BPML elements inside element 'consume' are lost after opening in GPM.

Functional Area: GPM

Escalation ID: 1369996

Fix ID: 163496, 169797, 169806, 174154, 177957

Severity: Normal

Type: Normal Fix

Build: 1990, 4217, 4315, 4318, 5002

InQira ID: NFX5082

Title: Validation error in GPM

Description: The following error is thrown on validating a business process in Graphical Process Modeler if onFault link created before the mail sequence is a sub flow.

Error Message:

```
Node Validation Error:
Activity Name: exist
  Validation Message: Start actvity must end at the same end activity
Node Validation Error:
Activity Name: Choice End
  Validation Message: End actvity must start from the same start activity
```

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: GPM

Escalation ID: 1371882

Fix ID: 178485, 178956, 178957

Severity: Normal

Type: Normal Fix

Build: 4220, 4318, 5002

InQira ID: NFX5456

Title: Custom if() function does not work in XPath in Sterling Integrator, Release 5.0.

Description: Business processes containing custom XPath function if() fail with the following error:

Error Message:

```
javax.xml.transform.TransformerException: Unable to get/create XPath object from
cache with XPath value of "if(contains(FileName, '.abc'), substring-before(FileName,
'.abc'), string(FileName))". The system log may have further information. Search for
"XPathCacheLoader.load" to find more detailed information.
  at com.sterlingcommerce.woodstock.util.xml.XMLUtil.getXObject(XMLUtil.java:133)
```

```

    at
com.sterlingcommerce.woodstock.xpathutil.XPathHelper.executeXPath(XPathHelper.java:4
63)
    at
com.sterlingcommerce.woodstock.xpathutil.XPathHelper.executeXPath(XPathHelper.java:1
63)
    at
com.sterlingcommerce.woodstock.xpathutil.XPathHelper.executeXPath(XPathHelper.java:1
58)
    at
com.sterlingcommerce.woodstock.xpathutil.XPathHelper.getNodeListFromXPath(XPathHelpe
r.java:836)
    at
com.sterlingcommerce.woodstock.workflow.WFCUtil.getDataFromTree(WFCUtil.java:1333)
    at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.getDataFromTree(WorkFlowCont
ext.java:2737)
    at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.getDataFromTree(WorkFlowCont
ext.java:2729)
    at
com.sterlingcommerce.woodstock.workflow.SystemWorkFlowContext.getContent(SystemWorkF
lowContext.java:328)
    at
com.sterlingcommerce.woodstock.workflow.services.AssignService.processData(AssignSer
vice.java:167)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1721)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:578)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:348)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:324)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueu
eListener.java:202)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:150)
    at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
28)
    at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:496)
    at java.lang.Thread.run(Thread.java:810)

```

Also, system logs shows the following error:

```
[2009-03-26 18:18:09.122] ALL 000000000000 GLOBAL_SCOPE XPathCacheLoader.load() key
= if(contains(FileName, '.abc'), substring-before(FileName, '.abc'),
string(FileName)) TransformerException cause = 'null', message = 'Could not find
function: if' [2009-03-26 18:18:09.122] ERROR 000000000000 GLOBAL_SCOPE
XMLUtil.getXObject() newPath = if(contains(FileName, '.abc'),
substring-before(FileName, '.abc'), string(FileName)) TransformerException null
[2009-03-27 02:00:01.648] ERROR 000000000000 GLOBAL_SCOPE null
java.lang.NullPointerException          at
com.sterlingcommerce.woodstock.services.backup.LiveTable.run(LiveTable.java:132)
at
EDU.oswego.cs.dl.util.concurrent.PooledExecutor$RunWhenBlocked.blockedAction(Unknown
Source)          at EDU.oswego.cs.dl.util.concurrent.PooledExecutor.execute(Unknown
Source)          at
com.sterlingcommerce.woodstock.services.backup.BackupUtility.backupData(BackupUtilit
y.java:253)      at
com.sterlingcommerce.woodstock.services.backup.BackupUtility.runBackup(BackupUtility
.java:198)      at
com.sterlingcommerce.woodstock.services.backup.BackupAdapterImpl.runBackup(BackupAda
pterImpl.java:88)          at sun.reflect.NativeMethodAccessorImpl.invoke0(Native
Method)          at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:79)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)          at java.lang.reflect.Method.invoke(Method.java:618)          at
sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:309)          at
sun.rmi.transport.Transport$1.run(Transport.java:168)          a
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: GPM

Escalation ID: 00027322

Fix ID: 182122

Severity: Normal

Type: Normal Fix

Build: 5002

InQira ID: NFX5920

Title: Graphical Process Modeler reorders advanced assign input messages

Description: When adding values to a service using the advanced button in the Graphical Process Modeler, if you check it into Gentran Integration Suite, check back out and reopen with Graphical Process Modeler, it orders the values alphabetically by name.

Example process:

```
<process name = "order_test">
  <sequence>
    <operation name="Get Document Information Service">
      <participant name="GetDocumentInfoService"/>
      <output message="GetDocumentInfoServiceTypeInputMessage">
        <assign to="test1">test</assign>
        <assign to="abc">abc</assign>
      </output message>
    </operation>
  </sequence>
</process>
```

```

    <assign to="fgh">fgh</assign>
    <assign to="." from="*"></assign>
  </output>
  <input message="inmsg">
    <assign to="." from="*"></assign>
  </input>
</operation>
</sequence>
</process>

```

Once you are open with the Graphical Process Modeler, the assigns will be ordered like

```

<assign to="abc">abc</assign>
  <assign to="fgh">fgh</assign>
  <assign to="test1">test</assign>

```

If you edit the business process in the Gentran Integration Suite user interface, the order will not be changed. For the multi assign service (AssignService) the reorder can lead to many different problems.

Sample: Creating the necessary information for a MIME message with AssignService. After the reorder of assigns, the customer got always a SOAP Fault.

Error Message: No error message.

Resolution:

### Workaround

Pull the assigns out as individual steps in the business process to save in process data, then use XPath in service to grab the results.

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4221 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Graphical Process Modeler - GPM

Escalation ID: 00034845

Fix ID: 189953, 186086, 189954

Severity: Normal

Type: Normal Fix

Build: 4320, 5003

InQuira ID: NFX5994

Title: Graphical Process Modeler defaults to "Obtain Message First, then Process Data" when creating new business processes and this causes overwriting of parameters

Description: In Graphical Process Modeler service editor, for any service or adapter, the output message by default is Obtain Message first, then Process Data.

The statement `--<assign to="." from="*"></assign>--` is the other assign statement for that service. This is causing some problems as the statement `--<assign to="." from="*"></assign>--` can overwrite the values already assigned.

Error Message: Error varies on parameter being overwritten.

Resolution: The new default is to Obtain Process Data First, then Message.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: GPM

Escalation ID: 1371743

Fix ID: 172397, 184357

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

InQuira ID: NFX6057

Title: The formatting of Rules in BPML is changed when saved in the Graphic Process Modeler

Description: The formatting of Rules in BPML is changed when saved in the Graphic Process Modeler - Carriage Return/Line Breaks (hex 0x0D0x0A) are removed. For example, the user's BPML has many rules defined with line breaks for better readability:

```
<rule name="UnknownStep?">
<condition>count(/ProcessData/ProcessMetaData/currentStep) = 0
or
( /ProcessData/ProcessMetaData/currentStep/text() != &apos;PI99&apos;;
and
/ProcessData/ProcessMetaData/currentStep/text() != &apos;VALIDATE_DN&apos;;
```

If the BPML is opened in GPM and resaved as a business process with the GPM, the carriage return/line breaks are removed and the rule becomes:

```
<rule name="UnknownStep?">
<condition>count(/ProcessData/ProcessMetaData/currentStep) = 0or(
/ProcessData/ProcessMetaData/currentStep/text() !=
&apos;PI99&apos;;and/ProcessData/ProcessMetaData/currentStep/text() !=
&apos;VALIDATE_DN&apos;;
```

Since there are no spaces between the and/or operators the rule becomes invalid and the business process will fail if uploaded into Gentran Integration Suite.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Graphical Process Modeler - GPM

Escalation ID: 44529

Fix ID: 194983

Severity: Normal

Type: Normal Fix

Build: 5003

**InQuira ID: NFX6379**

Title: MQRFH2 service does not have the "addFolderLen" option added to the Graphical Process Modeler screen

Description: MQRFH2 service does not have the "addFolderLen" option added to the Graphical Process Modeler screen.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: GPM

Escalation ID: 00029421

Fix ID: 188057

Severity: Normal

Type: Normal Fix

Build: 5002

## **Import/Export**

**NFX11063**

Title: File Gateway artifacts are not tagged on import

Description: The tags corresponding to File Gateway artifacts fail to get created during import. This results in an incomplete resource tag being recorded and a subsequent export remains incomplete.

Error Message:

None

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Import/Export

Escalation ID: QC

Fix ID: 240159

Severity: Normal

Type: NormalFix

Build: 5008

**InQuira ID: NFX10448**

Title: Zimbabwe and Zambia are missing from TP Identities

Description:

When adding a trading partner in GIS UI, you are unable to create TP Identities for partners in Zimbabwe and Zambia as the UI does not display these options.

Error Message:

No error message. Values missing.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Import/Export

Escalation ID: 1371745

Fix ID: 173176, 240968

Severity: Normal

Type: NormalFix

Build: 4324, 5008

**InQira ID: NFX10836**

Title: User password must be reset when importing them into another system if Password Policy is enabled

Description:

When exporting a user from one system and importing them into another, if the user has a Policy set with the option that they must change their password at the next login, they must change the password at the next login to the new system, regardless of whether they already existed in the destination system prior to the import.

Resolution:

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: Import/Export

Escalation ID: 00217110

Fix ID: 235378

Severity: Normal

Type: NormalFix

Build: 5008

**InQira ID: NFX9396**

Title: GIS 4.3 4321 - Can not import a large set of maps from command line in GIS

Description:

When trying to import all maps from the command line the process fails with an OutOfMemory error. for file sizes greater than 1.7 gig

Error Message:

In the GIS INSTALL: tp\_import directory:

```
$ ./import.sh -input /dir/gismaps.xml -update -backup /dir/gismaps.bk -errors  
/dir/mapsimport.err -passphrase passphrase -report  
/dir/mapsimport.rpt -KeepExistingControlNumbers  
###Importing file: /cimsshare/gismaps.xml  
Error '1' during import.
```

Then you notice javacores and heapdumps in the directory where this command was run.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Import/Export

Escalation ID: 197469

Fix ID: 226132, 228081

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQuira ID: NFX7736

Title: FTP Get using profile id imported from previous version fails with error

Description: FTP Get using profile id imported from previous version fails with error "Control connection has been closed unexpectedly".

Error Message:

```
Control connection has been closed unexpectedly
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Import/Export

Escalation ID: QC

Fix ID: 200991, 206212

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

### InQuira ID: NFX7737

Title: CDSA Adapter created in an earlier version of Gentran Integration Suite 4.3/Sterling Integrator 5.0 is corrupted on import and cannot be used

Description: The file appeared to import into RCA single node successfully. However, when the adapter was viewed in the drop down for perimeter server, where you would normally see local and node 1 for a single adapter and external perimeter servers, the drop down showed no Perimeter Servers Available .

Error Message: No error message

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Import/Export

Escalation ID: QC

Fix ID: 181981, 204945

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

### InQuira ID: NFX9500

Title: If an out of memory occurs during an import of a map the event is not written into the logs.

Description: If there is an out of memory when importing a map, it is difficult to track the issue because there is no message written into the logs to indicate what happened.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later. This will fire an admin audit event to catch the out of memory.

Functional Area: Import/Export

Escalation ID: 00148794

Fix ID: 214949

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX9444

Title: Exported schedule does not run on the imported system

Description: Using Gentran Integration Suite 4.3 build 4316 or Sterling Integrator 5.0 build 5002.

A exported schedule does not run on the imported system.

**Error Message:****noapp.log reports:**

```
[2009-04-08 11:20:56.536] ALL 000340180211
UTIL.FRAME_SCHEDULE.INFO_ScheduleServerWorker3 [ScheduleServerWorker] found 0
schedules to load
[2009-04-23 11:44:00.352] ERROR 000310180136
UTIL.FRAME_SCHEDULE.ERR_updateSchedule_Schedule [ScheduleServerWorker]
updateSchedule(Schedule): Could not find Schedule < scheduleID: '37'
scheduleType: '1'
scheduleTypeID: '1095'
serviceName: 'BGD_FSA'
params: ''
executionCount: '-1'
executionCurrentCount: '0'
executionStatus: 'WAIT'
status: 'ACTIVE'
systemName: 'node2'
execOnMinute: '0'
userID: 'admin'
timingXML: '<timingxml><days><day
ofWeek="-1"><times><timeRange><range>0000-2359</range><interval>5</interval><onMinute
e>0</onMinute></timeRange></times></day></days><excludedDates></excludedDates></timi
ngxml>'
organizationKey: 'null'
xapiMethodName: 'null'
xapiXML: 'null'
>
```

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5006 or later. Two options are may be possible to work around this problem.

**Option 1:** Make sure you import from the same node that you exported from. You should be able to see which node was exported from by looking at the tag `SCHEDULE_SYSTEMNAME` in the `Export.xml` resource file.

**Option 2:** Modify the `Export.xml` resource file and re import the schedule. Search for 2 XML Tags named "targetenv" and "SCHEDULE\_SYSTEMNAME". Replace the values associated with these tags to be the name of the node you are importing to. **Caution:** Changing the targetenv may change behavior of the service(s). Delete the existing schedule before re importing the altered `Export.xml` resource file.

Functional Area: Import/Export

Escalation ID: 27982

Fix ID: 205479

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX7723

Title: An imported Business Process may not retain the 'Transaction' setting

Description: When importing a Business Process with 'Enable Transaction' set to True, the setting may be lost after the import.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Import/Export

Escalation ID: 00117877

Fix ID: 206642

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX7821

Title: Sterling Integrator Resource Import process is not working as expected when the destination system has gaps in version number

Description: Destination system has versions 1,2,3,5,7,8,9.

Observed results

If source system exports version 3, the destination version number becomes version 10 and the process works correctly.

If source system exports version 4 (this version does not exist in the destination system) the destination version number is applied as version 4, the sorting is messed up thus causing confusion for users

Expected Results

The import process should always evaluate the last version within the system and increment by 1.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Import/Export

Escalation ID: 00069186

Fix ID: 193312, 198201

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

### InQuira ID: NFX8322

Title: While exporting a user without a "Password Policy" ERROR Couldn't find a matching resource for the password policy

Description: Exporting a user without password policy throws an error.

**Error Message:**

Status report

Export Object Name Operation Status Message

PWDPOLICY export ERROR Couldn't find a matching resource for the password policy named:

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5006 or later

The message, PWDPOLICY export ERROR Couldn't find a matching resource for the password policy named has been updated in code to a warning,

PWDPOLICY export WARNING Couldn't find a matching resource for the password policy named

**Functional Area:** Import/Export

**Escalation ID:** 139553

**Fix ID:** 218010

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5006

**InQuira ID:** NFX8626

**Title:** Name-Value pairs are not exported together with scheduled business process

**Description:** When a scheduled business process is exported, Name-Value pairs are not exported together so the business process will fail without those Name-Value pair being passed as parameters in the export file.

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

**Functional Area:** Import/Export

**Escalation ID:** 158172

**Fix ID:** 217577

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5006

**InQuira ID:** NFX9247

**Title:** Exported representation of an identity does not include its ORGANIZATION\_CODE

**Description:** The exported representation of an identity does not include its ORGANIZATION\_CODE. It just includes the ORGANIZATION\_NAME.

**Error Message:** N/A

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Import/Export

Escalation ID: 00048891

Fix ID: 196731

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX7415

Title: Record already exists in the database, when importing a Routing Channel template

Description: When exporting a Routing Channel template from one SFG system, and importing on another, the template will not import if a template of the same name already exists on the importing SFG system.

During the import process a prompt appears: Some objects being imported may exist in the system. Do you wish to update them? When the Yes radio button is selected, the template still will not update on the importing system.

Error Message: The Import Report shows:

`Record already exists in the database`

Resolution: This behavior is by design. As noted in the Sterling File Gateway documentation, Routing Channels, Routing Channel Templates, or File Layer Types cannot to be modified by an import operation, regardless of the 'Update Existing Object' selection.

The fix addresses this issue by updating the Import Report Message generated when attempt is made to import existing SFG object. New message will indicated that existing objects are not updated by import operations.

New Messages will read:

`Routing Channel Template <i><RCT_NAME> </i>already exists and will not be modified.  
Routing Channel Template objects can not be updated by an import operation.`

If you want to update routing channel templates used in one or more routing channels, perform the following task from Sterling File Gateway:

1. Make a copy of the routing channel template they wish to modify and make the modifications to the copy
2. From the **Routes > Channels** page, search for and select all routing channels using the original routing channel template. Multiple routing channels can be selected at once.
3. Click **Edit** to edit the selected routing channels and select the modified copy of the routing channel template, created in step 1. This will edit all selected routing channels to use the new routing channel template, which contains the desired modifications.
4. Optionally, delete the original routing channel template as it is no longer used by any routing channels.

Please apply Sterling Integrator, Release 5.0 build 5006 or later.

Functional Area: Import/Export

Escalation ID: 104280

Fix ID: 207331

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQira ID: NFX8681

Title: Admin Audit Report shows some events under System rather than the User who performed them

Description: When a User in Sterling Integrator imports object into the system, the activity may be incorrectly listed as the 'System' User in the Admin Audit report.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Import/Export

Escalation ID: 00161799

Fix ID: 217669

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQira ID: NFX6156

Title: Unable to import maps from command line using ImportMAPs.sh|cmd

Description: Unable to use ImportMAPS.sh/cmd command line

Error Message: NoClassdefFound Exception

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5003 or later which addresses the errors for importMAPs.cmd (Windows OS).

Please apply Sterling Integrator, Release 5.0 Build 5006 or later which addresses the errors for importMAPs.sh (UNIX/Linux OS).

Functional Area: Import/Export

Escalation ID: 00050066

Fix ID: 188637, 205340, 212498

Severity: Normal

Type: Normal Fix

Build: 5003, 5006

#### InQira ID: NFX7963

Title: com.sterlingcommerce.woodstock.profile.ie.Export Error '1' during export - Sterling Integrator 5.0

Description: Export.sh from the command line fails with a java NoClassDef found error

Error Message:

The java class is not found:

```
com.sterlingcommerce.woodstock.profile.ie.Export Error '1' during export
```

Resolution:

Workaround:

1. Backup export.sh.in for safe keeping
2. Modify the export.sh.in with the changes below
3. Execute setupfiles.sh

Replace This

```
{JAVA.EN_US} -Dvendor=shell -DvendorFile=${PROP_DIR}/servers.properties
com.sterlingcommerce.woodstock.profile.ie.Export $*

#:else

{JAVA.EN_US} -Dvendor=shell -DvendorFile=${PROP_DIR}/servers.properties
com.sterlingcommerce.woodstock.profile.ie.Export $*
```

With This

```
{JAVA.EN_US} -classpath &INSTALL_DIR;/jar/bootstrapper.jar -Dvendor=shell
-DvendorFile=${PROP_DIR}/servers.properties
com.sterlingcommerce.woodstock.noapp.NoAppLoader -class
com.sterlingcommerce.woodstock.profile.ie.Export -f ${PROP_DIR}/dynamicclasspath.cfg
-invokeargs $*

#:else

{JAVA.EN_US} -classpath &INSTALL_DIR;/jar/bootstrapper.jar -Dvendor=shell
-DvendorFile=${PROP_DIR}/servers.properties
com.sterlingcommerce.woodstock.noapp.NoAppLoader -class
com.sterlingcommerce.woodstock.profile.ie.Export -f ${PROP_DIR}/dynamicclasspath.cfg
-invokeargs $*
```

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Import/Export

Escalation ID: 120874

Fix ID: 208515

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX8361

Title: The permissions and groups associated with the user do not get imported

Description: While importing users with routing rule and mailboxes, the permissions and groups associated with the user do not get imported in Sterling Integrator.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Import/Export

Escalation ID: QC

Fix ID: 209004

Severity: Normal

Type: Normal Fix

Build: 5004

InQuira ID: NFX6796

Title: Business process stays active for hours with message that process has been placed in queue

Description:

Business processes running the Import Service are hanging on to a thread until they get manually terminated. It was noticed that there was a concurrency of around 10 or more Business Processes that would invoke the Import Service at the same time.

Error Message:

A Thread dump will show the Business Process in this state:

```
"WFE.24133975.Thread" daemon prio=5 tid=0x0438dbe8 nid=0x6f26c runnable
[0x5b3ee000..0x5b3efc28]
  at java.util.HashMap.put(HashMap.java:382)
  at
com.sterlingcommerce.woodstock.profile.ie.resource.mailbox.MailboxResource.refreshMailboxCache(MailboxResource.java:1175)
  at
com.sterlingcommerce.woodstock.profile.ie.resource.mailbox.MailboxResource.getMailboxCache(MailboxResource.java:1187)
  at
com.sterlingcommerce.woodstock.profile.ie.resource.mailbox.MailboxResource.hasMailbox(MailboxResource.java:1193)
  at
com.sterlingcommerce.woodstock.profile.ie.resource.mailbox.MailboxResource.saveMbxUserGroupPerm(MailboxResource.java:649)
  at
com.sterlingcommerce.woodstock.profile.ie.resource.mailbox.MailboxResource.importResource(MailboxResource.java:424)
  at
com.sterlingcommerce.woodstock.profile.ie.resource.mailbox.MbxMetaImporter.importResources(MbxMetaImporter.java:355)
  at
com.sterlingcommerce.woodstock.profile.ie.ImportProcessor.importResource(ImportProcessor.java:606)
  at com.sterlingcommerce.woodstock.profile.ie.Import.finishImport(Import.java:431)
```

```
    at
com.sterlingcommerce.woodstock.services.ie.ImportServiceImpl.processData(ImportServiceImpl.java:187)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeService(ActivityEngineHelper.java:1641)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:616)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:348)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:278)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:192)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:157)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:143)
    at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:332)
    at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:494)
    at java.lang.Thread.run(Thread.java:534)
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

As a workaround, run the business process with the Import service one at a time to prevent concurrency.

Functional Area: Import/Export

Escalation ID: 75396

Fix ID: 210804, 208658, 213809

Severity: Normal

Type: NormalFix

Build: 4322, 4222, 5004

InQira ID: ENH2071

Title: Parameter added for the Import Service to generate a backup file

**Request Description:** The Backup parameter identifies the path where the backup is saved. If the path is invalid during backup, the file is written to <install>/tmp and a message is added to the Import Report indicating the location. If the parameter is not specified, then the backup file is not generated which was the default behavior.

```
<process name="ImportService">
<sequence>
<operation>
<participant name="ImportService"/>
<output message="Xout">
<assign to="Context">company_x</assign>
<assign to="Identity">decl9</assign>
<assign to="Backup"> file path here</assign>
<assign to="." from="*"></assign>
</output>
<input message="Xin">
<assign to="." from="*"></assign>
</input>
</operation>
</sequence>
</process>
```

Escalation ID: N/A

Status: Completed

**Request Resolution:** Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

See the Gentran Integration Suite 4.3 or Sterling Integrator 5.0 Documentation Updates for more information on the Import Service.

## InQira ID: ENH2072

**Title:** Set ability in the UI to skip generation of backup file during large file import

**Request Description:** You have the option to skip the generation of the backup file. Skipping the generation of the backup file may reduce out of memory errors.

In the Administration menu of Sterling Integrator, navigate to **Deployment > Resource Manager > Import/Export**. In the Import File page, select **Skip Backup Generation** under Tuning Options to turn off the backup generation. If you use this option you need to make alternate arrangements for backup of files.

Escalation ID: N/A

Status: Completed

**Request Resolution:** Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

See the Gentran Integration Suite 4.3 or Sterling Integrator 5.0 Documentation Updates for more information on Large File Imports.

## InQira ID: ENH2073

**Title:** Import all resources in Import/Export in Sterling Integrator

**Request Description:** In the Administration menu of Sterling Integrator, navigate to **Deployment > Resource Manager > Import/Export**. In the Import File page, select **Import All Resources** under Tuning Options to easily import all resources using a single click.

Escalation ID: N/A

Status: Completed

**Request Resolution:** Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

See the Gentran Integration Suite 4.3 or Sterling Integrator 5.0 Documentation Updates for more information on Large File Imports.

#### InQuira ID: ENH2074

**Title:** Specify the number of threads used during the import of users, groups, permissions, maps, and document envelopes to the import script

**Request Description:** The `-numberOfThreads` parameter, for `import.sh` (or `import.cmd`), allows you to specify the number of threads that are simultaneously used during the import. This option only applies to users, groups, permissions, maps, and document envelopes. If you do not specify this option, the import will be processed in a single thread. This option improves performance for large files.

Escalation ID: N/A

Status: Completed

**Request Resolution:** Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

See the Gentran Integration Suite 4.3 or Sterling Integrator 5.0 Documentation Updates for more information on Large File Imports.

#### InQuira ID: ENH2075

**Title:** Import resources without checking for or creating locks in the import script

**Request Description:** The `-noLocks` parameter, for `import.sh` (or `import.cmd`), allows you to import resources without checking for or creating locks. This option should be used during a maintenance window or when you know that no other users are importing. This option improves performance for large files.

Escalation ID: N/A

Status: Completed

**Request Resolution:** Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

See the Gentran Integration Suite 4.3 or Sterling Integrator 5.0 Documentation Updates for more information on Large File Imports.

#### InQuira ID: ENH2280

**Title:** Improvements for the import command script (`import.sh` or `import.cmd`)

**Request Description:** Improvements have been made to the import command script (`import.sh` or `import.cmd`) for performance and that may reduce out of memory errors. One of the improvements worth noting is the ability to skip backup generation by not using the `-backup` flag.

**Escalation ID:** N/A

**Status:** Completed

**Request Resolution:** Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

**InQira ID:** NFX3264

**Title:** Large Import files do not import successfully when using the `import.sh` in the `./tp_import` dir

**Description:**

```
import.sh -input DOCUMENT_ENVELOPES.xml
```

Files with an approximate size of 70 MB will not import on HP\_UX systems only. Generates an error in `./tp_import/import.rpt`

**Error Message:**

```
ENVELOPE :: N/A :: load :: ERROR :: Caught XML parser fatal error - XML document
structures must start and end within the same entity.
End of report
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4312 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

**Functional Area:** Import/Export

**Escalation ID:** 1370214

**Fix ID:** 161594, 161598

**Severity:** Normal

**Type:** Normal Fix

**Build:** 4312, 5001

**InQira ID:** NFX3381

**Title:** Unexpected Filter By Feature Behavior in the Export/Import Resource Option

**Description:** In the **Export Resources > Mailbox > Mailbox > Mailbox Routing Rules** screen, user enters a string to filter data and search on, user then clicks the filter symbol, the resultant screen shows nothing (even though there are entries matching the search criteria).

If the user selects 'Back', this brings them back Export Resources, Mailboxes screen, check 'Mailbox Routing Rules' then click Next, the screen does not list any entries. It requires the user to cancel and start all over.

**Error Message:** None

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4215 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Import/Export

Escalation ID: 1370701

Fix ID: 165133, 165134, 177514

Severity: Normal

Type: Normal Fix

Build: 4215, 4314, 5001

InQira ID: NFX3909

Title: Filtering a Mailbox Routing rule does not work during export

Description: When using the Import/Export tools from the user interface, the filter does not appear to work when exporting a routing rule. A fix was originally released as part of Gentran Integration Suite, Release 4.3 Build 4315, but it did not resolve the entire reported issue.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Import/Export

Escalation ID: 1371227, 1372546

Fix ID: 167511, 177478, 177095, 180351

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQira ID: NFX3970

Title: When filtering CodeLists with an underscore '\_' in the export window the screen comes back blank

Description: **Gentran Integration Suite UI > Export > Accounts > CodeLists**

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Import/Export

Escalation ID: 1370984

Fix ID: 165903, 165969

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

InQuira ID: NFX3991

Title: Exporting and Importing envelopes created in Gentran Integration Suite, Release 4.3 generates an error

Description: When you create an inbound ISA envelope using Gentran Integration Suite, Release 4.3 Build 4306 and above, and export it; the import fails and generates the following error:

```
cvc-enumeration-valid: Value 'InFileEncoding' is not facet-valid with respect to enumeration.
```

Error Message:

```
cvc-enumeration-valid: Value 'InFileEncoding' is not facet-valid with respect to enumeration
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

If unable to apply the patch at this time, the following steps can be taken to workaround the issue and allow a successful import of the envelopes:

1. Login to the user interface.
2. From the **Deployment > Schemas** menu, check out the `SI_IE_Resources.xsd`.
3. Add to the `.xsd` file under

```
<xs:simpleType name="si_edi_envelope_parameter">  
  <xs:restriction base="xs:string">
```

Two enumeration values

```
<xs:enumeration value="InFileEncoding"/>  
<xs:enumeration value="SpecifyInFileEncoding"/>
```

4. Check the schema back in and set it to default.

Functional Area: Import/Export

Escalation ID: 1371336

Fix ID: 172413, 174594

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX4034

**Title:** Export of map with an "&" as part of the name creates an invalid import file.

**Description:** The .xml or .jar that is created when exporting a map with an "&" in the name is invalid and cannot be imported to another system.

**Error Message:** If the map was name "XYZ\_&\_ABC" the error message in import would be:

```
Status report on <DATE> for service: ImportObject Name Operation Status Message
MAP N/A load ERROR Caught XML parser fatal error - The reference to entity "XYZ_.map"
must end with the ';' delimiter.
```

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

**Functional Area:** Import/Export

**Escalation ID:** 1371404

**Fix ID:** 168422, 177656

**Severity:** Normal

**Type:** Normal Fix

**Build:** 4315, 5001

**InQuira ID:** NFX4105

**Title:** Unable to successfully import into 4.3 a command line exported envelope file configured to use global control number.

**Description:** Version 4.0 exported envelope file configured to use global control number and generated via the command line export program, `export.sh/export.cmd` does not allow a successful import of the envelopes into version 4.3.

**Error Message:**

```
import.rpt:
Document Envelope :: N/A :: create :: FAILED :: Failed to find global control number:
DUBWXL19BSAK:ee9d6:11d4e68f460:-7b8d for envelope: TEST_GS_Inbound_FA (v1)
Document Envelope :: N/A :: create :: FAILED :: Failed to find global control number:
DUBWXL19BSAK:ee9d6:11d4e68f460:-7b8e for envelope: TEST_ISA_Inbound (v1)
```

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

**Note:** When using the command line export program for envelopes configured to use global control numbers, `export.sh` must be executed twice, once for the envelopes and the other for the control numbers. The one requirement for a successful import is to import the control number first.

**Functional Area:** Import/Export

**Escalation ID:** 1371472

**Fix ID:** 168890, 177623

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

### InQuira ID: NFX4243

Title: When exporting Mailbox Metadata, the filter requires a leading '/' character to filter the resources correctly

Description: When using the user interface to export Mailboxes, the search requires a leading '/' character to work correctly. This is not consistent with the rest of the search functions in the Import/Export.

Resolution: A fix was originally released as part of Build 4315, but it did not resolve all occurrences of the issue. A revised fix has been released as part of Build 4318 for Gentran Integration Suite, Release 4.3.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Import/Export

Escalation ID: 1371245,1372545

Fix ID: 167512, 177474, 177093, 180354

Severity: Normal

Type: Normal Fix

Build: 4315, 5002, 4318

### InQuira ID: NFX4293

Title: Import of Communities via the **Resource Manager > Import/Export** fails

Description: When community information is exported from Gentran Integration Suite and then imported into another instance, the import of the community may fail.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Import/Export

Escalation ID: QC

Fix ID: 166504, 169211

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

### InQuira ID: NFX5111

**Title:** Duplicate PGP Profile

**Description:** If you import a PGP Profile with the same name as an existing PGP Profile, a new one with the same name is created and the existing one is not updated.

**Error Message:** No error message.

**Resolution:** Do not import a PGP Profile with the same name as an existing PGP Profile.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

**Functional Area:** Import/Export

**Escalation ID:** QC

**Fix ID:** 180262, 171405

**Severity:** Normal

**Type:** Normal Fix

**Build:** 4318, 5002

**InQira ID:** NFX5478

**Title:** The SCI\_PRIVATE\_KEY\_CERTS fails with the error message Operation name not available

**Description:** The SCI\_PRIVATE\_KEY\_CERTS fails with the error message Operation name not available in the Import Report. The Signing Key Certificate is not imported while importing RosettaNet Profiles with single or multiple certificates. The Signing Key Certificate value is displayed as Null (Not one selected)

**Error message:** No error message.

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

**Functional area:** Import/Export

**Escalation ID:** QC

**Fix ID:** 176636

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5001

**InQira ID:** NFX5589

**Title:** Getting an exception while exporting Mailbox MetaData

**Description:** The following exception occurs while exporting Mailbox MetaData.

**Error Message:**

```
Could not find Organization Key for Entity_Id:  
com.sterlingcommerce.woodstock.profile.ProfileFinderException: Entity  
findByUniqueColumn: No matches found where ORGANIZATION_KEY = DEFAULT
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Import/Export

Escalation ID: QC

Fix ID: 181224, 181900

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

#### InQuira ID: NFX5591

Title: Filter search of Maps in Export does not work when using a '-'(hyphen) with some strings

Description: Filter search of Maps in Export does not work when using a '-'(hyphen) with some strings.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Import/Export

Escalation ID: QC

Fix ID: 180666, 182021

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

#### InQuira ID: NFX5618

Title: Remote Profiles import lost some profile names

Description: Remote Profiles import lost some profile names.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Import/Export

Escalation ID: QC

Fix ID: 180513, 185251

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

#### InQira ID: NFX5636

Title: The last filtered results are retained/displayed while filtering without any value in the Mailbox Metadata

Description: The last filtered results are retained/displayed while filtering without any value in the Mailbox Metadata while importing and exporting of Mailbox - Mailbox MetaData.

Error Message: No error message.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Import/Export

Escalation ID: QC

Fix ID: 181006, 186293

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

#### InQira ID: NFX5637

Title: The system displays inappropriate message while filtering Mailbox Metadata with an invalid string

Description: The system displays inappropriate message while filtering Mailbox Metadata with an invalid string during import and export of Mailbox - Mailbox MetaData.

Error Message: All options in this range have been selected.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Import/Export

Escalation ID: QC

Fix ID: 181005, 186294

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

#### InQira ID: NFX5639

Title: The number in the **Select All** option gets changed based on the filtering results

Description: The number in the **Select All** option gets changed based on the filtering results during import and export of Mailbox - Mailbox MetaData. The number in the **Select All** option should not change based on the filter criteria.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Import/Export

Escalation ID: QC

Fix ID: 181022, 186292

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQira ID: NFX5735

Title: Filtering is not working in the **Communities** screen while exporting communities

Description: Filtering is not working in the **Communities** screen while exporting communities.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Import/Export

Escalation ID: QC

Fix ID: 181414, 182026

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQira ID: NFX5980

Title: Error exporting maps from the command line on Windows

Description: When attempting to export maps from the application from the command line using the `export.cmd` command, an error may occur.

Error Message:

```
EXPORT, SelectedListForResource={MAPS=[ALL]} file...  
EXPORT, Final SelectedListForResource={MAPS=[ALL]}  
Beginning generateXML() ...selected resources...
```

```
java.lang.ClassNotFoundException:  
com.sterlingcommerce.woodstock.profile.ie.resource.MapsExporter  
at java.net.URLClassLoader$1.run(URLClassLoader.java:200)  
at java.security.AccessController.doPrivileged(Native Method)  
at java.net.URLClassLoader.findClass(URLClassLoader.java:188)  
at java.lang.ClassLoader.loadClass(ClassLoader.java:306)  
at sun.misc.Launcher$AppClassLoader.loadClass(Launcher.java:268)  
at java.lang.ClassLoader.loadClass(ClassLoader.java:251)  
at java.lang.ClassLoader.loadClassInternal(ClassLoader.java:319)  
at java.lang.Class.forName0(Native Method)  
at java.lang.Class.forName(Class.java:164)  
at com.sterlingcommerce.woodstock.profile.ie.Export.generateXML(Export.java:639)  
at com.sterlingcommerce.woodstock.profile.ie.Export.main(Export.java:977)  
com.sterlingcommerce.woodstock.profile.ie.resource.MapsExporter
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Import/Export

Escalation ID: 42862

Fix ID: 187136

Severity: Normal

Type: Normal Fix

Build: 5002

InQira ID: NFX5999

Title: Inappropriate error message during the Community and Digital Certificates export

Description: Inappropriate error message appears during the Community and Digital Certificates export.

Error Message:

```
Passphrase is invalid. Please try again. The following characters are not valid: ! @  
# % ^ * ( ) + ? , < > { } [ ] | ; " ' "
```

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Import/Export

Escalation ID: QC

Fix ID: 181418, 182647

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

InQira ID: NFX6001

Title: Filter search of Mailbox Metadata in export does not work when using an '\_' (underscore)

Description: Filter search of Mailbox Metadata in Export does not work when using an '\_' (underscore)

Error Message: No error message.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Import/Export

Escalation ID: QC

Fix ID: 182649, 185513

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

InQuira ID: NFX6156

Title: Unable to import maps from command line using `ImportMAPS.sh | cmd`

Description: Unable to use `ImportMAPS.sh/cmd` from command line. The same problem is encountered in many of the standalone command scripts in Sterling Integrator Release 5.0.

Error Message: NoClassDefFound Exception

Resolution: Please apply Sterling Integrator Release 5.0, Build 5003 or later.

Functional Area: Import/Export

Escalation ID: 00050066

Fix ID: 188637

Severity: Normal

Type: Normal Fix

Build: 5003

InQuira ID: NFX6198

Title: Export of a business process fails to export the **Mandatory Node** configuration setting

Description: **Mandatory Node** configuration settings are not exported while exporting the business process.

Error Message: No error message.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Import/Export

Escalation ID: 35338

Fix ID: 188578, 192154

Severity: Normal

Type: Normal Fix

Build: 4320, 5003

### InQuira ID: NFX6325

Title: Export Resources - Digital Certificates filter not working properly

Description: The filter data query is requiring search term to be in ALL CAPS for correct results to be returned.

Error Message: No error message.

Resolution: Correct query logic to compare the certificate names against equal cased filters.

Please apply Sterling Integrator, Release 5.0 build 5002 or later.

Functional Area: Import/Export

Escalation ID: 49955

Fix ID: 188146

Severity: Normal

Type: Normal Fix

Build: 5002

### InQuira ID: NFX6347

Title: Unable to set passphrase using security context utility in Sterling Integrator, Release 5.0

Description: While creating a passphrase using the security context utility in Sterling Integrator, Release 5.0 so that export service can be used to call a passphrase, Sterling Integrator does not recognize the set command.

Error Message:

```
securityContext.cmd set Serena Jun18 password
Invalid action set Serena Jun18 password
Usage is : action [parameters]
Valid values for the action are list_context|get|set
set takes three parameters context, identity and passphrase.
get takes two parameters context and identity.
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Import/Export

Escalation ID: 31007

Fix ID: 183336

Severity: Normal

Type: Normal Fix

Build: 5002

### InQuira ID: NFX6395

Title: Association between the user account and the identity gets broken while importing Sterling File Gateway resources

Description: While importing Sterling File Gateway resources using the Gentran Integration Suite import/export feature for importing user accounts, user accounts get imported but the association between the user account and the identity gets broken.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Import/Export

Escalation ID: QC

Fix ID: 185398

Severity: Normal

Type: Normal Fix

Build: 5002

### InQuira ID: NFX7205

Title: Routing Channel import fails from a single file containing all Sterling File Gateway resources

Description: Importing Sterling File Gateway resources using the import/export feature fails to import the Routing Channel when we use a single import file with all the Sterling File Gateway resources (community, partners, groups, templates and channels). After the import is finished, an error message is displayed.

Error Message: The system update ended with errors. Please check system logs for more details. Processor and/or report had errors. Check report for details.

The import report shows the following message for Routing Channel:

ERROR Routing Channel Template record 200904140337359271 was not found.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Import/Export

Escalation ID: QC

Fix ID: 192220

Severity: Normal

Type: Normal Fix

Build: 5003

## Import/Export - AFT

InQira ID: NFX5112

Title: An HTTP error is generated when searching for Communities in Sterling File Gateway

Description: Problem reported using Gentrans Integration Suite 4.3 Build 4318 with File Gateway 1.1. The problem can also occur when using Sterling Integrator 5.0 with File Gateway 2.0.

When clicking on Participants > Communities to bring up the list of communities generates an HTTP error.

A scenario that could cause the reported problem is as follows:

Export the community from the test instance.

Import into a production instance.

Delete and rebuild the community on the test instance, then export the community from the test instance and import into production a second time.

This sequence causes a problem in the community built in production.

Error Message:

```
HTTP ERROR reported on the user panel: 500
ProfileFinderException+retrieving+EntityProxy+object%3
A++Entity+findByUniqueColumn%3A+No+matches+foun
d+where++OBJECT%5FID+%3D+23ee940f%3A11ef857 3709%3A%2D3e6e
RequestURI=/aft/ViewCommunities.do
```

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Workaround: Delete or remove like named communities prior to an import. With the fix applied, the import of liked named communities will update previously existing communities without first deleting the community. The HTTP error is eliminated.

Functional Area: Import/Export - AFT

Escalation ID: 68688

Fix ID: 194144, 196036, 208713, 201006

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

## Import/Export UI

InQira ID: NFX2324

Title: Group Ids are getting displayed instead of Group names while exporting resources.

Description: When using Resource Manager to export resources, if Accounts are chosen and you choose Groups to export, the report is showing the Group ID instead of Group name.

Resolution: The correct wording of "Choose Group Id" has been added.

Please apply Gentran Integration Suite, Release 4.1.1 Build 1987 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4212 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4309 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Import/Export UI

Escalation ID: 1368896

Fix ID: 44072, 44071, 38683, 165276

Severity: Normal

Type: Normal Fix

Build: 1987, 4309, 4212, 5001

## Index/Purge

InQuira ID: NFX10983

Title: Possible data artifacts created by Document Encryption

Description:

When enabling Document Encryption, the database may accumulate data artifacts for Documents that are in an Unassociated state. An example of this state would be the initial message created when adding a file to a Mailbox, before the message is routed.

This may affect Documents stored in both the file system and the database.

Resolution:

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

If Document Encryption has been enabled prior to the patch being applied, then a manual clean up of the artifacts may need to be performed. Please contact Customer Support for assistance.

Functional Area: Index/Purge

Escalation ID: 00216711

Fix ID: 241989

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX10939

Title: AssociateBPSToDocs takes a long time to run.

Description:

AssociateBPsToDocs takes a very long time to run. It is spending most of its time running queries in the database.

Error Message:

There is no error message.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Index/Purge

Escalation ID: 00226407

Fix ID: 234881

Severity: Normal

Type: NormalFix

Build: 5008

**InQira ID: NFX10145**

Title: The BPLinkagePurge process may cause the system to stop processing

Description:

When the BPLinkagePurge process runs, it will delete expired parent-child BP references. However, on previous Builds, this was done as one very large transaction, which could cause a persistent lock on the database tables, and preventing any other processes from completing until this BP finished.

Resolution:

For Gentran Integration Suite Release 4.3, please apply Build 4324 or later to resolve this issue

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: Index/Purge

Escalation ID: 00169989

Fix ID: 220498, 221848

Severity: Normal

Type: NormalFix

Build: 4324, 5008

**InQira ID: NFX7244**

Title: Orphans created in DOCUMENT\_LIFESPAN and CORRELATION\_SET with ERROR ONLY persistence

Description: This issue boils down to missing rows in Archive\_Info table when the mailbox copy happens. There is some design disconnect between workflow engine and mailbox service. The ERROR ONLY persistence level is the minimal persistence level. At this level the workflow engine will NOT insert any row into workflow tables (i.e. workflow\_context, archive\_info). The workflow is executed in memory. But the Mailbox service does not check the business process persistence level that it is running under and it always requires persistence. So it still generate rows in the Document\_Lifespan and Correlation\_Set table which become orphan.

Due to the problem described above, do not run “dataSweeper.sh -missingArchiveInfoSweeper.CORRELATION\_SET -autocorrect”. This has the effect of creating an ARCHIVE\_INFO records and then when these hit the time they will remove the CORRELATION\_SET and DOCUMENT\_LIEFSPAN rows. This in turn then means that you can get into a situation where the DOCUMENT actually can get removed even though the mailbox message is still there and is not set for deletion.

Error Message: No error message

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Sterling Integrator, Version 5.0 Build 5006 or later.

Functional Area: Index/Purge

Escalation ID: 00093398

Fix ID: 200816, 203615

Severity: Normal

Type: Normal Fix

Build: 4222, 5006

InQuira ID: NFX8286

Title: Documents associated to assciateBPSToDoc could get the wrong lifespan

Description: Lifespan for the failed SFTP is 93 days which is defined in visibility.property dataflow\_lifespan=93. When assciateBPSToDoc runs it attaches a wf\_id for all the docs but the life\_span for this one failed DOCUMENT is still at 93 days and therefore when assciateBPSToDoc indexes it see's this LIFE\_SPAN and sets this assciateBPSToDoc to 93 days instead of the 2 days which is the default for this business process.

Error Message: No error messages. You will just see that some documents stay in Gentran Integration Suite/Sterling Integrator too long and these can be tracked to assciateBPSToDoc.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Sterling Integrator, Version 5.0 Build 5006 or later.

Functional Area: Index/Purge

Escalation ID: 00081760

Fix ID: 201145, 205275

Severity: Normal

Type: Normal Fix

Build: 4222, 5006

#### InQuira ID: NFX9243

Title: The PurgeAll.sh script does not truncate data from the TRANS\_DATA table

Description: The PurgeAll.sh script does not truncate data from the TRANS\_DATA table. This causes long runtime for purge.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Index/Purge

Escalation ID: 00041237

Fix ID: 191851

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: ENH2646

Title: Can Documents On Disk be on separate directories between Gentran Integration Suite/Sterling Integrator nodes?

Request Description: Currently Gentran Integration Suite/Sterling Integrator nodes in a cluster must all have the same directory for documents on Disk.

Escalation ID: 00139783 (217892)

Status: Completed

Request Resolution: Please apply Sterling Integrator build 5006 or later.

#### InQuira ID: NFX7722

Title: SOA\_MessageHandler running in 'Sync' mode creates entries in CORRELATION\_SET that do not get purged out

Description: SOA\_MessageHandler BP running in 'Sync' mode, creates several rows in CORRELATION\_SET, DOCUMENT, DOCUMENT\_EXTENSION, AND DATA\_TABLE that do not have a workflow id associated and therefore do not get purged out.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

-----  
*Workaround is available for Gentran Integration Suite 4.3 and Sterling Integrator 5.0 customers only:*

The addition of the below SQL to customer\_overrides.properties, followed by a restart GIS, will allow GIS to remove the existing, along with any future, WF\_ID = 0 rows in CORRELATION\_SET.

It is advisable, to make this update during a maintenance window/low traffic period since the existing WF\_ID=0 rows in the GIS DB will all purge during the first run.

-----  
 -----  
 jdbcService.query.getUnassociatedDocsWithDocLifespan.oracle=SELECT distinct  
 D.DOC\_ID, D.BODY FROM DOCUMENT D, DOCUMENT\_LIFESPAN DL WHERE D.DOC\_ID = DL.DOC\_ID(+)  
 and not exists (select \* from document\_lifespan dl2 where dl2.doc\_id = d.doc\_id and  
 (dl2.workflow\_id > 0 or (D.CREATE\_TIME + (DL2.LIFE\_SPAN / 1440)) >= SYSDATE)) AND  
 D.WORKFLOW\_ID <= 0 and ((D.CREATE\_TIME + (DL.LIFE\_SPAN / 1440)) < SYSDATE OR  
 dl.DOC\_ID IS NULL)  
 jdbcService.query.UPDATE\_DOCUMENT\_SQL=UPDATE DOCUMENT SET WORKFLOW\_ID = ? WHERE  
 DOC\_ID = ? AND WORKFLOW\_ID <= 0  
 jdbcService.query.UPDATE\_DOC\_EXT\_SQL=UPDATE DOCUMENT\_EXTENSION SET WF\_ID = ? WHERE  
 DOC\_ID = ? AND WF\_ID <= 0  
 jdbcService.query.UPDATE\_DATA\_TABLE\_SQL=UPDATE DATA\_TABLE SET WF\_ID = ? WHERE DATA\_ID  
 = ? AND WF\_ID <= 0  
 jdbcService.query.UPDATE\_DOC\_LIFESPAN\_SQL=UPDATE DOCUMENT\_LIFESPAN SET WORKFLOW\_ID =  
 ? WHERE DOC\_ID = ? AND WORKFLOW\_ID <= 0  
 jdbcService.query.UPDATE\_DOC\_CLONE\_SQL=UPDATE DOCUMENT\_CLONE SET WORKFLOW\_ID = ?  
 WHERE DOC\_ID = ? AND WORKFLOW\_ID <= 0

Functional Area: Index/Purge

Escalation ID: 113976

Fix ID: 206576, 208090, 208091

Severity: Critical

Type: Normal Fix

Build: 4222, 4322, 5004

InQuira ID: NFX8862

Title: Document is archived\purged when the business process uses file system storage

Description: This issue is seen only when file system storage is used for the business process.

When a document is deleted from the mailbox and the lifespan of one of the business processes is set to a lifespan value less than the other business processes involved in the process, the document is purged. And the document on the file system is not properly deleted during purge.

Error message:

The following error message is displayed when you try to view the document associated with the business process in the BP Detail page:

Document size exceeds in-memory threshold for inline viewing. Please click on the link to download the document: <filename>

Document size exceeds in-memory threshold for inline viewing. Please click on the link to download the document: <filename>

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Index/Purge

Escalation ID: 00125977

Fix ID: 218307, 218042

Severity: Normal

Type: Normal Fix

Build: 5004

## Index/Purge Framework

InQira ID: NFX5510

Title: `associateDocsToBP` query needs a time based threshold

Description: The `associateDocsToBP` query can pick up documents that have not completed transfer into the system. Some threshold needs to be in place to limit this. For example, a time based threshold so that we do not pick up a document until it is 2 days old. If the customer has the `associateDoc` business process set to purge after 0 days, this is a potential data-loss issue.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Index/Purge Framework

Escalation ID: QC

Fix ID: 167316

Severity: Critical

Type: Normal Fix

Build: 5001

## Installation

InQira ID: NFX10753

Title: `tuning.properties` get overwritten by patch install

Description:

After applying path 5007 the `tuning.properties` had been overwritten

Error Message:

No errors in SI startup or usage

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Installation

Escalation ID: 00271203

Fix ID: 240547

Severity: Critical

Type: NormalFix

Build: 5008

InQira ID: NFX10102

Title: SAP Windows Service in 5006 references GIS service names

Description:

In SI 5006, the service (for SI and Ops) point to the 4.3 names for these Windows Services, rather than the names for the SI 5.0.x services.

Error Message:

N/A

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later

Functional Area: Installation

Escalation ID: 00236608

Fix ID: 234080

Severity: Critical

Type: NormalFix

Build: 5008

InQira ID: NFX2769

Title: GIS upgrade failed when GIS installer executing EFrame\_TableChanges.sql

Description:

While upgrading from GIS 4.1/4.2 to GIS 4.3 GIS upgrade process fails when executing script EFrame\_TableChanges.sql. In this script, there is following SQL which caused the failure:

```
ALTER TABLE ACT_SESSION ALTER COLUMN STATE NATIONAL CHARACTER VARYING  
(30) NOT NULL Since there are several records in table ACT_SESSION which had NULL value in field  
'STATE', the SQL execution failed and GIS upgrade aborted.
```

**Error Message:**

```
[saneSqlExec] Executing file:
C:\SterlingCommerce7000_43_1\SI\repository\scripts\EFrame_TextIndexDrops.sql
[saneSqlExec] 0 of 0 SQL statements executed successfully
[saneSqlExec] Executing file:
C:\SterlingCommerce7000_43_1\SI\repository\scripts\EFrame_IndexDrops.sql
[saneSqlExec] 265 of 265 SQL statements executed successfully
[saneSqlExec] Executing file:
C:\SterlingCommerce7000_43_1\SI\repository\scripts\EFrame_TableChanges.sql
[saneSqlExec] Failed to execute: ALTER TABLE ACT_SESSION ALTER COLUMN
STATE NATIONAL CHARACTER VARYING (30) NOT NULL
C:\SterlingCommerce7000_43_1\SI\properties\entityDeployer.xml:424: The following
error occurred while executing this line:
C:\SterlingCommerce7000_43_1\SI\properties\entityDeployer.xml:404:
com.microsoft.sqlserver.jdbc.SQLServerException:
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.1.1 Build 1989 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4214 or later.

Patch will convert all STATE values to Normal where the STATE is currently null so that upgrade does not fail.

Functional Area: Installation

Escalation ID: 1369782, 00025206

Fix ID: 162994, 162993, 214994

Severity: Critical

Type: NormalFix

Build: 4214, 1989, 5008

**InQuira ID: NFX9270**

Title: Exceptions/errors after upgrading to Sterling Integrator, Release 5.0 Build 5003 installation package from Gentran Integration Suite, Release 4.2 Build 4220

Description: Exceptions/errors after upgrading to Sterling Integrator, Release 5.0 Build 5003 installation package from Gentran Integration Suite, Release 4.2 Build 4220

**Error Message:**

```
java.lang.Exception: [logger] getErrorCode() ErrorCodes properties not found and
java.lang.NumberFormatException: null are found in system.log
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Installation

Escalation ID: QC

Fix ID: 205758

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: NFX7799

Title: Scripts missing in Sterling Integrator 5.0 - start\_gis\_console.cmd, start\_noapp\_console.cmd ,etc

Description: In past versions of Gentran Integration Suite/Sterling Integrator, there were scripts that allowed to start the application in console mode and consequently take thread dumps (specially when Gentran Integration Suite/Sterling Integrator was running on Windows).

Error Message: The scripts are missing from the <GIS\_INSTALL>/bin directory for Sterling Integrator 5.0

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: Installation

Escalation ID: 102852

Fix ID: 203071

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: NFX7820

Title: `Hardstop.cmd` when called from within the JVM, will fail when the hour or minute is 08 or 09 on a Sterling Integrator system on Windows

Description: `Hardstop.cmd` when called from within the JVM, will fail when the hour or minute is 08 or 09 on a Gentran Integration Suite system on Windows.

Error Message: N/A

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Installation

Escalation ID: 56014

Fix ID: 191274, 208089

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

### InQira ID: NFX7734

Title: `changesystempassphrase` script asks for current passphrase twice

Description: While changing passphrase using `changesystempassphrase` script, it asks for current passphrase twice.

Error Message: No error message

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Installation

Escalation ID: 95541

Fix ID: 205482

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX9598

Title: Error received when starting the Gentran Integration Suite/Sterling Integrator system after applying a hotfix jar to a system with a generic hotfix applied

Description: Error received when starting the Gentran Integration Suite/Sterling Integrator system after applying a hotfix jar to a system with a generic hotfix applied

As an example, the system had been patched to with the generic hotfix jar 4322\_2, after applying a hotfix jar the following error is received when Gentran Integration Suite/Sterling Integrator starts:

```
Gentran Integration Suite is not properly patched with the latest Sterling File
Gateway hotfix jar for , you must install the File Gateway hot fix jar.
4322_2 installation creates 2 files:
***hotfix.properties ***
#Properties for hotfix
#Wed Jun 16 10:18:35 EDT 2010
HotfixVersion=
```

and

```
***hotfix.properties_filegateway_ext***
filegateway_HotfixVersion=4322_2
```

With the hotfix jar is applied, the “HotfixVersion” property in the `hotfix.properties` file is removed, but the “filegateway\_HotfixVersion” property in the `hotfix.properties_filegateway_ext` file does not get removed. This fails the `CheckFgVersion` check while startup and hence Sterling Integrator does not start.

Error Message:

```
Gentran Integration Suite is not properly patched with the latest Sterling File
Gateway hotfix jar for , you must install the File Gateway hot fix jar.
```

Resolution: With this patch, the `filegateway_HotfixVersion` value in the `hotfix.properties_filegateway_ext` file is also removed.

Please apply Gentran Integration Suite, Release 4.3 Build 4323 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Installation

Escalation ID: 00157108

Fix ID: 225388, 225695

Severity: Normal

Type: Normal Fix

Build: 4323, 5006

InQuira ID: NFX9884

Title: Unable to install Sterling Integrator, Release 5.0 Build 5005 media in Japanese OS.

Description: Unable to install Sterling Integrator, Release 5.0 Build 5005 media in Japanese OS.

Error Message

The installation fails with the following error though there is enough disk space available.

```
Install starts at Tue Jul 06 14:04:13 JST 2010
setting install dir to d:\si50\50700\install
setting preinstall log to d:\si50\50700\PreInstallSI.log
Detected: Windows 2003
```

```
Success -- Windows 2003 is supported .. Continuing
```

```
Success -- 1.6.0_14 meets the JVM requirements on Windows 2003
```

```
Unpacking: D:/temp/SI5005_CD/SI.jar
```

```
.....
.....
```

```
Sterling Commerce Installation Program
Reading silent install file...
```

```
Checking d:\si50\50700\install for available disk space.
0 Kb available
12000000 Kb required for core product
2000000 Kb required for bundled database (optional)
```

```
There is inadequate space to perform the installation.
```

Resolution: Please apply Sterling Integrator Release, Release 5.0 Build 5006 or later.

Obtain the Sterling Integrator, Release 5.0 5006 media.

Functional Area: Installation

Escalation ID: 196605

Fix ID: 229876

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: ENH2775

Title: Add dataSweeper service to Sterling Integrator

Request Description: Add dataSweeper service to Sterling Integrator

Escalation ID: QC (200902)

Status: Completed

Request Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

See the Sterling Integrator *5.0 Documentation Updates* for information about dataSweeper, its advantages, installation, and configuration of the dataSweeper service.

### InQuira ID: ENH2785

Title: Add support for Sun JDK 1.5.0\_22, IBM JDK 1.5.0 SR10, and HP-UX JDK 1.5.0\_19

Request Description: Add support for Sun JDK 1.5.0\_22, IBM JDK 1.5.0 SR10, and HP-UX JDK 1.5.0\_19 for Sterling Integrator installation.

Escalation ID: 124949 (226680, 223612, 223611, 223610)

Status: Completed

Request Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5006.

Sterling Integrator, Release 5.0 Build 5006 and Sterling File Gateway 2.0 now support Sun JDK 1.5.0\_22, IBM JDK 1.5.0 SR10, and HP-UX JDK 1.5.0\_19. This support is available when patching an existing system that has been upgraded to one of the JDK versions. Installations using these JDK versions are supported with the 5006 media (5.0.06) or later.

See the Sterling Integrator 5.0 Documentation Updates for more information on Sterling Integrator *5.0 System Requirements*.

### InQuira ID: NFX8724

Title: Error displayed in dump\_info output when using encrypted database password

Description: When the database passwords are encrypted using the script that comes with Sterling Integrator, the output of the dump\_info command may display the message below at the very end of the execution. There appears to be no adverse effect to the error, beyond that it displayed in the output.

Error Message:

The error is displayed at the end of the dump\_info execution:

```
...
</ClassPath>
Controller loading lists...
```

```
<JVMProperties>  
Java version: 1.5.0,IBM Corporation  
Java VM: IBM J9 VM 2.3,IBM Corporation  
OS-System: Linux 2.6.16.60-0.27-smp,x86  
</JVMProperties>  
Error closing stream...
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Installation

Escalation ID: 161392

Fix ID: 218176

Severity: Normal

Type: Normal Fix

Build: 5004

### InQira ID: NFX8809

Title: ActiveMQ fails to start when the instance used to install Sterling Integrator is down

Description: ActiveMQ fails to start when the instance used to install Sterling Integrator is down on Oracle RAC during noapp startup.

Error message:

No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Installation

Escalation ID: QC

Fix ID: 208462

Severity: Normal

Type: Normal Fix

Build: 5004

### InQira ID: NFX7757

Title: Syntax incorrect message on running `startwindowsservice.cmd`

Description: After installing Sterling File Gateway (`FileGateway.jar`) for Sterling Integrator 5.0 Build 5003, an error is generated when running `startwindowsservice.cmd`.

Error message:

The syntax of the command is incorrect.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Installation

Escalation ID: QC

Fix ID: 205956

Severity: Normal

Type: Normal Fix

Build: 5004

### InQuira ID: NFX8056

**Title:** After installing Sterling Integrator Mobile server side jar, Sterling Integrator will not start and an error is issued that Sterling File Gateway is not patched correctly

**Description:** In a Sterling Integrator 5.0 Environment with Sterling File Gateway installed (This issue is not applicable to an environment with only Sterling Integrator 5.0), after the Sterling Integrator Mobile server side jar is installed, Sterling Integrator will not start and an error is issued indicating that there is a version mismatch for Sterling File Gateway.

**Error Message:** Sterling Integrator is not properly patched with the latest File Gateway jar, you must install the File Gateway product jar.

**Resolution:** The value in the database for SI\_File\_Gateway in SI\_VERSION table and 'required\_si\_build\_ver' in filegateway.properties both match.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

#### **Workaround:**

In `run.sh` or `startWindowsService.cmd`, pass to the JVM the system property '-DdumpVersionsOnly=true' when invoking `CheckFgVersion`, there is a comment block right before the invocation that contains the pertinent information, add the code highlighted in red below. This change essentially does not do the version check therefore this should be removed once the fix/patch is available. Once the fix/patch is available, the '-DdumpVersionsOnly=true' should be removed so that version checking does take place.

```
# write to the terminal the contents of the SI_VERSION table, check the build number
of SI against
# the version that FileGateway requires, if the build numbers differ inform the user
and return 1 else return 0
# pass -DdumpVersionsOnly=true and CheckFgVersion will not return 1 on a build number
mismatch.
${JAVA.EN_US} -classpath <install_path>/jar/bootstrapper.jar -Dvendor=shell
-DdumpVersionsOnly=true
-DvendorFile=<install_path>/properties/servers.properties
com.sterlingcommerce.woodstock.noapp.NoAppLoader -class
com.sterlingcommerce.fg.util.CheckFgVersion -f
<install_path>/properties/dynamicclasspath.cfg -invokeargs SI FileGateway
```

**Functional Area:** Installation

Fix ID: 207980

Severity: Normal

Type: Normal Fix

Build: 5004

**InQuira ID: NFX8222**

**Title:** Error when trying to start Sterling Integrator after updating license file

**Description:** The user attempted to update the license file for 5004 and received [Fatal Error] 1:1 Content is not allowed in prolog in both noapp.log and also while trying to start the instance back up.

**Error message:** No error message.

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

**Functional Area:** Installation

**Escalation ID:** QC

**Fix ID:** 206226, 206819

**Severity:** Critical

**Type:** Normal Fix

**Build:** 5004

**InQuira ID: NFX8223**

**Title:** Import errors during Sterling Integrator 5.0 install

**Description:** User gets errors while installing a patch on Sterling Integrator 5.0.

**Error message:**

```
AddWF: AFTRoutePackageDocument.bpml
Skipping flow -- BPML has not changed.
AddWF: AFTRouteSFTPPUT.bpml Error creating flow: Unable to read WFD data (WFD ID
: 603, Version: 11).
java.sql.SQLException: Unable to read WFD data (WFD ID: 603, Version: 11).
at
com.sterlingcommerce.woodstock.util.frame.checksum.Checksumable.getDBObjectString(Check
sumable.java:393)
at
com.sterlingcommerce.woodstock.util.frame.checksum.Checksumable.getDBObjectString(Check
sumable.java:351)
at
com.sterlingcommerce.woodstock.util.frame.checksum.Checksumable.initObj(Checksumable
.java:118)
at
com.sterlingcommerce.woodstock.util.frame.checksum.Checksumable.<init>(Checksumable.
java:162)
at com.sterlingcommerce.woodstock.test.addWorkflow.runTest(addWorkflow.java:545)
at com.sterlingcommerce.woodstock.test.addWorkflow.run(addWorkflow.java:358)
java.sql.SQLException: Unable to read WFD data (WFD ID: 603, Version: 11).
at
com.sterlingcommerce.woodstock.util.frame.checksum.Checksumable.getDBObjectString(Check
sumable.java:393)
at
com.sterlingcommerce.woodstock.util.frame.checksum.Checksumable.getDBObjectString(Check
sumable.java:351)
```

```
at
com.sterlingcommerce.woodstock.util.frame.checksum.Checksumable.initObj(Checksumable
.java:118)
at
com.sterlingcommerce.woodstock.util.frame.checksum.Checksumable.<init>(Checksumable.
java:162)
at com.sterlingcommerce.woodstock.test.addWorkflow.runTest(addWorkflow.java:545)
at com.sterlingcommerce.woodstock.test.addWorkflow.run(addWorkflow.java:358)
AddWorkflow Failed...: java.sql.SQLException: Unable to read WFD data (WFD ID: 603,
Version: 11).
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException:
AddWorkFlow Failed...
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.compileWorkFlows
(ServiceInstall.java:2224)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.doServiceCommonT
asks(ServiceInstall.java:899)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installService(S
erviceInstall.java:704)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:300)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:161)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installComponent
s(ServiceInstall.java:376)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:321)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:161)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Installation

Escalation ID: QC

Fix ID: 208845

Severity: Normal

Type: Normal Fix

Build: 5004

InQira ID: NFX8339

Title: Some files have changes in the sterling\_platform clump

Description: Some files have changes in the sterling\_platform clump:

◆ defaults/sandbox.defaults

- ◆ `utils/makenewjarpackage.in`
- ◆ `utils/setupsandbox`
- ◆ `woodstock2/com/sterlingcommerce/woodstock/install/InstallSequence.java`

The change specifically was the addition of 2 new properties to `sandbox.cfg`:

- ◆ `WEBAPP_PROTOCOL`
- ◆ `WEBAPP_LIST_PORT`

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Installation

Escalation ID: QC

Fix ID: 209807

Severity: Normal

Type: Normal Fix

Build: 5004

### InQuira ID: NFX8473

Title: External Perimeter Server install fails when using Java 1.6 and Sterling Integrator 5003

Description:

Java 1.6 is a supported JDK for Sterling Integrator 5003 but the perimeter server install is failing because the Perimeter Server Installation JAR does not support Java 1.6.

Error Message:

This installation image is built with JDK 1.5 and cannot be installed using JDK 1.6.0\_14

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

It is also an option to utilize Java 1.5 as it does not have to match the version that Sterling Integrator is installed with. Java 1.5 is supported with the Sterling Integrator 5003 Perimeter Server Jar.

Functional Area: Installation

Escalation ID: 140087

Fix ID: 212193

Severity: Normal

Type: Normal Fix

Build: 5004

### InQuira ID: ENH2527

Title: Support for Oracle 11g RAC

Request Description: Oracle 11g RAC should be supported on Sterling Integrator and Sterling File Gateway.

Escalation ID: 91269

Status: Completed

Request Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Oracle 11g RAC is now supported on Sterling Integrator 5.0 and Sterling File Gateway 2.0. This support is available when patching an existing system that is switched to connect to Oracle 11g RAC to Build 5004 or later. Installations against Oracle 11g RAC support will be available with 5005 media, which can be requested in the June 2010 time frame. Check back for updates to this knowledge base article for 5005 media availability.

See the Sterling Integrator 5.0 Installation documentation and Sterling Integrator 5.0 System Requirements in Sterling Integrator 5.0 Documentation Updates for information about the features of Oracle 11g RAC that are supported and see the *Scenario-Based Troubleshooting Tips and Techniques* topic in the Sterling Integrator Performance Management document for information about troubleshooting performance issues.

InQuira ID: ENH1594

Title: Add support for SUSE 10 operating system for Sterling Integrator installs

Request Description: Add support for SUSE 10 operating system for Sterling Integrator installs. This requires updates to the install (Sterling Integrator and Perimeter Server) with the details to allow SuSE SLES-10 OS. Currently while installing with SUSE 10 OS it thows an error OS version not supported and it expects a version Linux 2.6.16.21-0.8-smp.

Escalation ID: QC (177559)

Status: Completed

Request Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

See the Sterling Integrator 5.0 Documentation Updates for more information on System Requirements for Sterling Integrator 5.0.

**InQira ID: ENH1740**

**Title:** When installing Sterling Integrator, Release 5.0, the install will now allow (or validate) MSSQL driver versions from 1.1.1501 to 1.1.1501.x

**Request Description:** When installing Sterling Integrator, Release 5.0, the install will now allow (or validate) MSSQL driver versions from 1.1.1501 to 1.1.1501.x.

**Escalation ID:** QC (180379)

**Status:** Completed

**Request Resolution:** The `matrix.properties` file has been updated to validate the install information. The `matrix.properties` file allows MSSQL drivers from 1.1.1501.200 to 1.1.1501.X.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

**InQira ID: ENH1790**

**Title:** Checksum feature support in Sterling Integrator

**Request Description:** Checksum feature is supported in Sterling Integrator, Release 5.0 Build 5002. The checksum feature prevents the overriding of resources during a patch install or upgrade that have been edited by the user, or rather it prevents the system from marking a newly installed version of a resource as the default version instead of the previously edited one. In the previous versions of Sterling Integrator, a new version of the system resource used to be created each time a new patch was installed or upgraded. This affected the performance of the system as the database would have too many instances of the system resources installed.

**Escalation ID:** QC (173573)

**Status:** Completed

**Request Resolution:** The new checksum algorithm versions and fixes each existing system resource before a patch install or upgrade. A set of resource attributes are included in checksum calculation and another set of attributes is preserved. A system resource need not be created if its version is the same as the previous one.

<b>Resource</b>	<b>Checksum attributes</b>	<b>Preserve attributes</b>
Workflow Definition	type, xml, gbm_data	status, deadline_interval, firstNotify, secondNotify, lifespan, removal_method (from DB), persistence_level (from DB), recoveryLevel (from DB), Asyncmode, transaction, transCommitOnError, wfd_optinos, eventlevel, storagetype, visibility
Schema	type, namespace, ObjectData	status
Template	type, base_href, docEncoding, template_data	status

Resource	Checksum attributes	Preserve attributes
Service Instance	defname, systemservice, parms.names, parms.values, classname	activestatus, servicegroupname, targetenv
Map	type, compiled_data, uncompiled_data	status

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Scenario	Before applying 5002	After applying 5002	Expectations upon installing next patch
If you are a customer moving from Gentran Integration Suite, Release 4.2 or 4.3 to Sterling Integrator, Release 5.0 Build 5002 using 5.0 media or 5.0 Patch 5001 media	All the resources would be created as a new version and set as default when upgrading to 5.0 or installing 5001 patch. The impact would override resources the customer has edited prior to the 5001 patch/5.0 upgrade, and the new version of system resource is always created each time.	At beginning of installation, the patch will fix the checksum baseline of all resources. Then the checksum framework would start to determine whether the new system resource (we release from 5002 patch jar) needs to be marked as default or not. It would not override resources the customer has edited prior to the install. Also it would be skipped if it is same as previous one. You will need to verify the right resources are set as the default and that none of your resources edited from 5.0 or 5001 have been reset. With the next patch, this manual verification will not be needed.	The checksum framework would start to determine whether the new system resource (we release from newer patch jar) needs to be marked as default or not. It would not override resources the customer has edited prior to the install. Also it would be skipped if it is same as previous one.

Scenario	Before applying 5002	After applying 5002	Expectations upon installing next patch
If you are a customer already on Sterling Integrator, Release 5.0 and applying patch Sterling Integrator, Release 5.0 Build 5002	All the resources would be created as a new version and set as default when installing 5001 patch. The impact would override resources the customer has edited prior to the 5001 patch, and the new version of system resource is always created each time.	At beginning of installation, the patch will fix the checksum baseline of all resources. Then the checksum framework would start to determinate whether the new system resource (we release from 5002 patch jar) needs to be marked as default or not. It would not override resources the customer has edited prior to the install. Also it would be skipped if it is same as previous one. You will need to verify the right resources are set as the default and that none of your resources edited from 5.0 or 5001 have been reset. With the next patch, this manual verification will not be needed.	The checksum framework would start to determine whether the new system resource (we release from newer patch jar) needs to be marked as default or not. It would not override resources the customer has edited prior to the install. Also it would be skipped if it is same as previous one.
If you are a customer already on Sterling Integrator, Release 5.0 Build 5001 and applying Sterling Integrator, Release 5.0 Build 5002	Not applicable.	At beginning of installation, the patch will fix the checksum baseline of all resources. Then the checksum framework would start to determinate whether the new system resource (we release from 5002 patch jar) needs to be marked as default or not. It would not override resources the customer has edited prior to the install. Also it would be skipped if it is same as previous one. You will need to verify the right resources are set as the default and that none of your resources edited from 5.0 or 5001 have been reset. With the next patch, this manual verification will not be needed.	The checksum framework would start to determine whether the new system resource (we release from newer patch jar) needs to be marked as default or not. It would not override resources the customer has edited prior to the install. Also it would be skipped if it is same as previous one.

Scenario	Before applying 5002	After applying 5002	Expectations upon installing next patch
If you are a customer moving from Gentran Integration Suite, Release 4.2 to Sterling Integrator, Release 5.0 Build 5002 using 5.0 Build 5002 media	Not applicable.	All the resources would be created as a new version and set as default when upgrading to 5.0. It would create a baseline of all resources at end of 5.0 upgrade. The impact would override resources the customer has edited prior to the 5.0 upgrade, and the new version of system resource is always created each time.	The checksum framework would start to determine whether the new system resource (we release from newer patch jar) needs to be marked as default or not. It would not override resources the customer has edited prior to the install. Also it would be skipped if it is same as previous one.
If you are a customer moving from Gentran Integration Suite, Release 4.3 to Sterling Integrator, Release 5.0 Build 5002 using 5.0 Build 5002 media	Not applicable.	The install will fix the checksum baseline of all resources at beginning of installation. Then the checksum framework would start to determinate whether the new system resource need to mark as default or not. It would not override resources the customer has edited prior to the install. Also it would be skipped if it is the same as the previous one. You will need to verify the right resources are set as the default and that none of your resources edited from 4.3 have been reset. With the next patch, this manual verification will not be needed.	The checksum framework would start to determine whether the new system resource (we release from newer patch jar) needs to be marked as default or not. It would not override resources the customer has edited prior to the install. Also it would be skipped if it is the same as the previous one.

InQuira ID: ENH1801

Title: Oracle 11g Support for Sterling Integrator, Release 5.0

Request Description: Oracle 11g is supported on Sterling Integrator, Release 5.0.

Escalation ID: 1373016 (189194)

Status: Completed

Request Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

**InQira ID: ENH1977**

Title: Sun JDK 1.6 support on Solaris and Windows

Request Description: Add support for Sun JDK 1.6 for Sterling Integrator installation on Solaris and Windows.

Escalation ID: QC (197947, 198158)

Status: Completed

Request Resolution: Sterling Integrator now supports Sun JDK 1.6 on Solaris and Windows.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

See the Sterling Integrator 5.0 Documentation Updates for more information on Sterling Integrator 5.0 *System Requirements*.

**InQira ID: ENH1978**

Title: Add support for iSeries V6R1

Request Description: Add support for iSeries V6R1 for Sterling Integrator installation.

Escalation ID: 45276 (183400)

Status: Completed

Request Resolution: Sterling Integrator now supports iSeries V6R1 platform.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

See the Sterling Integrator 5.0 Documentation Updates for more information on Sterling Integrator 5.0 *System Requirements*.

**InQira ID: ENH2012**

Title: Add support for HP-UX 11.31

Request Description: Add support for HP-UX 11.31 (PA-RISC) and HP-UX 11.31 for IA64 (Itanium) for Sterling Integrator installation.

Escalation ID: QC (200924)

Status: Completed

Request Resolution: Sterling Integrator now supports HP-UX 11.31 (PA-RISC) and HP-UX 11.31 for IA64 (Itanium) platform.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

See the Sterling Integrator 5.0 Documentation Updates for more information on Sterling Integrator 5.0 *System Requirements*.

## InQuira ID: NFX3265

Title: Gentran Integration Suite 4.3 Build 4309 patch install fails with java.lang.Exception:  
java.lang.reflect.InvocationTargetException error

Description: Upgrading from Gentran Integration Suite 4.3 Build 4306; database is DB2 on iSeries. Gentran  
Integration Suite 4.3 Build 4309 patch install fails with java.lang.Exception:  
java.lang.reflect.InvocationTargetException error

Applying build 4309 fails with a java exception error.

## Error Message:

```
InstallService.log:
 java] Exception in thread "Thread-0" java.lang.Exception:
 java.lang.reflect.InvocationTargetException
   [java] at java.lang.Throwable.<init>(Throwable.java:241)
   [java] at java.lang.Exception.<init>(Exception.java:77)
   [java] at
 com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:79)
   [java] Caused by: java.lang.reflect.InvocationTargetException
   [java] at java.lang.Throwable.<init>(Throwable.java:241)
   [java] at java.lang.Exception.<init>(Exception.java:77)
   [java] at
 java.lang.reflect.InvocationTargetException.<init>(InvocationTargetException.java:54
 )
   [java] at
 sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
   [java] at
 sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
 )
   [java] at java.lang.reflect.Method.invoke(Method.java:585)
   [java] at
 com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:76)
   [java] Caused by: <?xml version="1.0" encoding="UTF-8"?>
   [java] <Errors>
   [java]     <Error ErrorCode="java.sql.SQLException"
   [java]         ErrorDescription="Data truncation" ErrorRelatedMoreInfo="">
   [java]         <Attribute Name="ErrorCode" Value="java.sql.SQLException"/>
   [java]         <Attribute Name="ErrorDescription" Value="Data truncation"/>
   [java]         <Attribute Name="SQLStatement" Value="PREPARED STATEMENT - INSERT
 /*YANTRA*/ INTO
 YFS_ERROR_CODE(ERROR_CODE_KEY,ERROR_CODE,ERROR_MESSAGE,ERROR_SEVERITY,SYSTEM_DEFINED
 _CODE,LOCKID,CREATETS,MODIFYTS,CREATEUSERID,MODIFYUSERID,CREATEPROGID,MODIFYPROGID)
 values ( '2008-07-18-12.41.07114501','SCP0200','Semaphore_Key is mandatory.',''
 ', 'Y',0,'2008-07-18T12:41:07','2008-07-18T12:41:07','SYSTEM','SYSTEM','XMLMigrator',
 'XMLMigrator' ) "/>
   [java]         <Attribute Name="SQLState" Value="01004"/>
   [java]         <Attribute Name="DBErrorCode" Value="0"/>
   [java]     <Error ErrorCode="java.sql.SQLException" ErrorDescription=""
 ErrorRelatedMoreInfo="Data truncation">
   [java]         <Stack>java.sql.SQLException: Data truncation
   [java]         at java.lang.Throwable.&lt;init&gt;(Throwable.java:196)
   [java]         at java.lang.Exception.&lt;init&gt;(Exception.java:41)
   [java]         at java.sql.SQLException.&lt;init&gt;(SQLException.java:40)
   [java]         at
 com.yantra.yfc.dblayer.YFCDBException.&lt;init&gt;(YFCDBException.java:64)
```

```

    [java]      at
com.yantra.yfc.dblayer.YFCEntityDBHome.getYFCException(YFCEntityDBHome.java:1154)
    [java]      at
com.yantra.yfc.dblayer.YFCEntityDBHome.getYFCException(YFCEntityDBHome.java:1147)
    [java]      at
com.yantra.shared.dbclasses.YFS_Error_CodeDBHome.insertNoKeyGen(YFS_Error_CodeDBHome
.java:1322)
    [java]      at
com.yantra.shared.dbclasses.YFS_Error_CodeBase.insertNoKeyGen(YFS_Error_CodeBase.jav
a:976)
    [java]      at
com.yantra.shared.dbclasses.YFS_Error_CodeDBHome.insert(YFS_Error_CodeDBHome.java:12
10)
    [java]      at
com.yantra.shared.dbclasses.YFS_Error_CodeBase.insert(YFS_Error_CodeBase.java:972)
    [java]      at
com.yantra.shared.dbclasses.YFS_Error_CodeDBHome.updateRecursive(YFS_Error_CodeDBHom
e.java:1379)
    [java]      at sun.reflect.GeneratedMethodAccessor2008387847.invoke(Unknown
Source)
    [java]      at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
    [java]      at java.lang.reflect.Method.invoke(Method.java:585)
    [java]      at
com.yantra.tools.migrator.XMLMigrator.processFile(XMLMigrator.java:450)
    [java]      at
com.yantra.tools.migrator.XMLMigrator.invokeInserts(XMLMigrator.java:310)
    [java]      at
com.yantra.tools.migrator.XMLMigrator.migrateEntity(XMLMigrator.java:204)
    [java]      at
com.yantra.tools.migrator.XMLMigrator.migrate(XMLMigrator.java:135)
    [java]      at
com.yantra.tools.migrator.MigratorMain.callMigrator(MigratorMain.java:379)
    [java]      at
com.yantra.tools.migrator.MigratorMain.executeTask(MigratorMain.java:331)
    [java]      at
com.yantra.tools.migrator.MigratorMain.migrate(MigratorMain.java:272)
    [java]      at
com.yantra.tools.migrator.MigratorMain.callMigrator(MigratorMain.java:379)
    [java]      at
com.yantra.tools.migrator.MigratorMain.executeTask(MigratorMain.java:331)
    [java]      at
com.yantra.tools.migrator.MigratorMain.executeTask(MigratorMain.java:345)
    [java]      at
com.yantra.tools.migrator.MigratorMain.migrate(MigratorMain.java:272)
    [java]      at
com.yantra.tools.migrator.MigratorMain.performMigration(MigratorMain.java:162)
    [java]      at com.yantra.tools.migrator.MigratorMain.main(MigratorMain.java:184)
    [java]      at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
    [java]      at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
    [java]      at java.lang.reflect.Method.invoke(Method.java:585)

```

```
[java]      at  
com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:76)  
[java] </Stack>
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4310 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Installation

Escalation ID: 1370140

Fix ID: 162050, 165238

Severity: Normal

Type: Normal Fix

Build: 4310, 5001

**InQira ID: NFX3707**

Title: Softstop.sh is not removing the BI Listener Process ID on Unix systems

Description: When the user runs the `softstop.sh` command on Unix systems, the Process ID (PID) for the BI Listener is left running, instead of being stopped like the rest of the Process IDs for Gentran Integration Suite. Using `hardstop.sh` works correctly and will remove the BI Listener PID.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Installation

Escalation ID: 1371008

Fix ID: 165888, 176059

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

**InQira ID: NFX3725**

Title: "Error update SWIFTNet Route Priority: ORA-00936: missing expression" when installing patch 4311 on node 2

Description: The issue occurs in Cluster 2 nodes when applying the patch to the secondary node when SWIFTNet routes have been defined. If those routes are removed the prior to running the patch, the patch completes successfully.

Installation build 4311 & amp; Oracle Database 10g Enterprise Edition Release 10.2.0.3.0

**Error Message:**

```

Processing post service install
tasks...Running...swiftnet.scripts.PostServiceInstall
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException
at
com.sterlingcommerce.woodstock.install.utils.ClassUtils.runAllOfTypeInPackage(ClassU
tils.java:134)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.doPostInstallTas
ks(ServiceInstall.java:2535)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installService(S
erviceInstall.java:699)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:286)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:161)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installComponent
s(ServiceInstall.java:362)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:307)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:161)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installComponent
s(ServiceInstall.java:362)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:307)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallDriver.doIt(Servi
ceInstallDriver.java:175)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallDriver.main(Servi
ceInstallDriver.java:64)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:64)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
at java.lang.reflect.Method.invoke(Method.java:615)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallBootstrapper.doIt
(ServiceInstallBootstrapper.java:96)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallBootstrapper.main
(ServiceInstallBootstrapper.java:60)
Caused by: java.lang.reflect.InvocationTargetException
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:64)

```

```

at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
at java.lang.reflect.Method.invoke(Method.java:615)
at
com.sterlingcommerce.woodstock.install.utils.ClassUtils.runAllOfTypeInPackage(ClassU
tils.java:125)
... 17 more
Caused by:
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException: Error
update SWIFTNet Route Priority: ORA-00936: missing expression
at
swiftnet.scripts.PostServiceInstall.updateSWIFTNetRoutePriority(PostServiceInstall.j
ava:108)
at
swiftnet.scripts.PostServiceInstall.doPostInstallTasks(PostServiceInstall.java:54)
... 22 more
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException:
ServiceInstall.installService()->general Exception: null
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installService(S
erviceInstall.java:717)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:286)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:161)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installComponent
s(ServiceInstall.java:362)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:307)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:161)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installComponent
s(ServiceInstall.java:362)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:307)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallDriver.doIt(Servi
ceInstallDriver.java:175)
at com.s

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Installation

Escalation ID: 1371006

Fix ID: 166239, 177463

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

InQuira ID: NFX3741

Title: Cannot install patches when database password are encrypted using `enccfgs.sh`

Description: In Gentran Integration Suite 4311, the patch installation is blocked at the step `dbverify` when the database password are encrypted using `enccfgs.sh`

Error Message:

```

Errors
    [java] ...Verifying db connection...
    [java] Exception in thread "main" java.lang.Exception:
java.lang.reflect.InvocationTargetException
    [java]     at
com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:79)
    [java] Caused by: java.lang.reflect.InvocationTargetException
    [java]     at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    [java]     at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:64)
    [java]     at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
    [java]     at java.lang.reflect.Method.invoke(Method.java:615)
    [java]     at
com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:76)
    [java] Caused by: <?xml version="1.0" encoding="UTF-8"?>
    [java] <Errors>
    [java]     <Error ErrorCode="Database connection parameters incorrect"
    [java]         ErrorDescription="Database connection parameters
incorrect"ErrorRelatedMoreInfo="">
    [java]         <Attribute Name="ErrorCode" Value="Database connection parameters
incorrect"/>
    [java]         <Attribute Name="ErrorDescription" Value="Database connection
parameters incorrect"/>
    [java]         <Error ErrorCode="java.sql.SQLException" ErrorDescription=""
ErrorRelatedMoreInfo="ORA-01017: invalid username/password; logon denied&#xa;">
    [java]             <Stack>java.sql.SQLException: ORA-01017: invalid
username/password; logon denied
    [java]         at
oracle.jdbc.driver.DatabaseError.throwSQLException(DatabaseError.java:112)
    [java]         at oracle.jdbc.driver.T4CTTioer.processError(T4CTTioer.java:331)
    [java]         at oracle.jdbc.driver.T4CTTioer.processError(T4CTTioer.java:283)
    [java]         at oracle.jdbc.driver.T4CTTioer.processError(T4CTTioer.java:278)
    [java]         at
oracle.jdbc.driver.T4CTTioauthenticate.receiveOauth(T4CTTioauthenticate.java:791)
    [java]         at oracle.jdbc.driver.T4CConnection.logon(T4CConnection.java:362)
    [java]         at
oracle.jdbc.driver.PhysicalConnection.&lt;init&gt;(PhysicalConnection.java:4
39)

```

```

    [java]      at
oracle.jdbc.driver.T4CConnection.&lt;init&gt;(T4CConnection.java:165)
    [java]      at
oracle.jdbc.driver.T4CDriverExtension.getConnection(T4CDriverExtension.java:35)
    [java]      at oracle.jdbc.driver.OracleDriver.connect(OracleDriver.java:801)
    [java]      at java.sql.DriverManager.getConnection(DriverManager.java:562)
    [java]      at java.sql.DriverManager.getConnection(DriverManager.java:186)
    [java]      at
com.yantra.tools.dbverify.DbVerifyCommandLine.checkProperties(DbVerifyCommandLine.java:1187)
    [java]      at
com.yantra.tools.dbverify.DbVerifyCommandLine.processEntityRepository(DbVerifyCommand
dLine.java:133)
    [java]      at
com.yantra.tools.dbverify.DbVerifyCommandLine.main(DbVerifyCommandLine.java:104)
    [java]      at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    [java]      at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:64)
    [java]      at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
    [java]      at java.lang.reflect.Method.invoke(Method.java:615)
    [java]      at
com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:76)
    [java] </Stack>
    [java]      </Error>
    [java]      <Stack>com.yantra.yfc.util.YFCEException
    [java]      at
com.yantra.tools.dbverify.DbVerifyCommandLine.checkProperties(DbVerifyCommandLine.java:1194)
    [java]      at
com.yantra.tools.dbverify.DbVerifyCommandLine.processEntityRepository(DbVerifyComman
dLine.java:133)
    [java]      at
com.yantra.tools.dbverify.DbVerifyCommandLine.main(DbVerifyCommandLin

```

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

If a workaround is needed until the patch can be applied with the fix, put the DB password in clear text in the `sandbox.cfg`

Functional Area: Installation

Escalation ID: 1371095

Fix ID: 166591, 166594

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

## InQuira ID: NFX4008

Title: MSSQL 2000 drivers reporting as missing in dynamicclasspath.cfg when starting Gentran Integration Suite which uses MSSQL 2005 drivers

Description: MSSQL 2000 drivers reporting as missing in dynamicclasspath.cfg when starting Gentran Integration Suite which uses MSSQL 2005 drivers. These drivers are not the same or required for MSSQL 2005 install.

### Error Message:

```
WARNING: DynamicClassLoader appendToSearchPath- entry does not exist for
'D:\GIS43\SI\jdk\jre\lib\ext\msbase.jar'
WARNING: DynamicClassLoader appendToSearchPath- entry does not exist for
'D:\GIS43\SI\jdk\jre\lib\ext\mssql_all.jar'
WARNING: DynamicClassLoader appendToSearchPath- entry does not exist for
'D:\GIS43\SI\jdk\jre\lib\ext\mssqlserver.jar'
WARNING: DynamicClassLoader appendToSearchPath- entry does not exist for
'D:\GIS43\SI\jdk\jre\lib\ext\msutil.jar'
```

### Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Installation

Escalation ID: 1370553

Fix ID: 162959, 167323, 177446

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

## InQuira ID: NFX4046

Title: Malformed .hotspot\_compile files causing run.sh failures

Description: Issue occurs only on Solaris and HP-UX utilizing the Sun JDK. Error occurs on startup.

### Error Message:

```
CompilerOracle: unrecognized line
"slator/translationobject/SyntaxToken loadFromStream"
```

### Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Installation

Escalation ID: QC

Fix ID: 164174, 164176

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

### InQuira ID: NFX4129

Title: `ExportSystemCert.sh.in` script is missing from the bin directory

Description: Unable to find script `ExportSystemCert.sh.in` in the Gentran Integration Suite 4.3 installation. Script is referenced in the Gentran Integration Suite 4.3 Documentation under 4.3 HomePage > (System Administration header) **Security** > (Generating Certificates header) **Exporting a system certificate**. `ExportSystemCert` script is not found in the `/bin` directory, `/tp_import` directory, or anywhere beneath the Gentran Integration Suite install directory

Error Message: No error messages.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Installation

Escalation ID: 1371480

Fix ID: 169296, 176052, 177949

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

### InQuira ID: NFX5407

Title: User Interface and system performance is slow

Description: User Interface takes 5 minutes to create a mailbox. FTP Server is slow responding to NLST commands causing the remote client to timeout. 17000 and odd backup copies of property files in the `/properties` directory were created each time `setupfiles.sh` command was executed.

Error Message: SSL Handshake failures are reported in the `ftp.log` file due to timeout issues.

Resolution: Removed the backup copies, that is, `*.2008*`, from the `<install_dir>/properties` and `<install_dir>/bin` directories. User interface now takes ten seconds to create a mailbox and the FTP Server takes a second to return an NLST command.

Backup copies are now placed in the `<install_dir>/bin/backup` and `<install_dir>/properties/backup` directories.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Installation

Escalation ID: 1373116

Fix ID: 186466

Severity: Normal

Type: Normal Fix

Build: 5002

#### InQuira ID: NFX5496

Title: Changes made through Application Server (WebSphere) are not visible to Noapp Server

Description: Changes made through Application Server (WebSphere) are not visible to Noapp Server.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Installation

Escalation ID: QC

Fix ID: 170618

Severity: Normal

Type: Normal Fix

Build: 5001

#### InQuira ID: NFX5515

Title: Sterling Integrator displays incorrect build number during startup

Description: Sterling Integrator displays incorrect build number during startup.

Error message:

Product Version: licensed\_product Build Number: 3200

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Installation

Escalation ID: QC

Fix ID: 180188

Severity: Normal

Type: Normal Fix

Build: 5001

#### InQuira ID: NFX5868

Title: Password field validation on Database Connection Information screen is inappropriate

Description: Password field validation on the Database Connection Information screen is inappropriate.

Error message: No error message. There are some asterisks shown against the password field on the Confirm Database Information screen.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Installation

Escalation ID: QC

Fix ID: 183374

Severity: Normal

Type: Normal Fix

Build: 5001

InQira ID: NFX5955

Title: Issue installing patch in Gentran Integration Suite clustered environment with MSSQL 2005 database.

Description: Patch installation exits without completion and asks to run SQL scripts. Patch installation continues to fail with same result even after running the script. This issue was initially encountered for Gentran Integration Suite, Release 4.3 Build 4318 with MSSQL 2005 combination. However it may impact clusters with Sterling Integrator, Release 5.0 Build 5001 or earlier using MSSQL 2000/2005 database.

Error Message:

```
[java] *****
[java] ...Reading entity repository into memory from
C:\SterlingCommerce2\SI\repository\entity ...
[java] ...Done...
[java] ...Verifying db connection...
[java]   JdbcUrl:
jdbc:sqlserver://dbhost:1433;databaseName=GIS;SelectMethod=cursor
[java]   JdbcUser: GISUser
[java]   JdbcDriver: com.microsoft.sqlserver.jdbc.SQLServerDriver
[java]   JdbcSchema: dbo
[java] ...DbConnection OK...
[java] ...Getting metadata from database. This is time consuming. Please wait...
[java] ...Database Metadata obtained...
[java] ...Generating alter script now...
[java] [Table ACT_XFER column name(s) is modified:
[java] FILE_SIZE NUMERIC(16,0) see EFrame_TableChanges.sql to correct.
[java] ...Script generation complete...
C:\SterlingCommerce\SI\repository\scripts\EFrame_TableChanges.sql must be applied to
the database.
Exiting installation...
```

Resolution: As a workaround, `Sandbox.cfg` should be temporarily changed to set value for property `DB_CREATE_SCHEMA` to Yes on node2 and any additional nodes. This will allow patch to complete the installation on node 2 or any additional nodes.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Installation

Escalation ID: 42140

Fix ID: 187494, 187496

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

**InQuira ID: NFX6390**

Title: `Setupfiles.cmd` is missing in patch jar inside patcher files

Description: `Setupfiles.cmd` is missing in patch jar inside patcher files.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Installation

Escalation ID: QC

Fix ID: 186477

Severity: Normal

Type: Normal Fix

Build: 5002

**InQuira ID: NFX6394**

Title: `SFTP_CLIENT_TEST_PROXY_PORT` missing from the install

Description: `SFTP_CLIENT_TEST_PROXY_PORT` is missing from the install.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Installation

Escalation ID: QC

Fix ID: 178561

Severity: Normal

Type: Normal Fix

Build: 5002

**InQuira ID: NFX6401**

Title: The `./deployer.sh` command prompts for a mandatory parameter

Description: The `./deployer.sh` command, when entered after traversing to the directory path `<Install_dir>/bin` prompts for a mandatory parameter value on the IBM iSeries-iv5r4 box.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Installation

Escalation ID: QC

Fix ID: 185471

Severity: Normal

Type: Normal Fix

Build: 5002

InQuira ID: NFX6553

Title: Checksum feature needs to be enabled in Sterling Integrator

Description: Checksum feature needs to be enabled in Sterling Integrator, Release 5.0 Build 5002.

Error Message:

```
java.lang.Exception: Different: ObjectResources tag in file one does not match
ObjectResources in file two. at
com.sterlingcommerce.test.common.Compare.xmls(Compare.java:331) at
com.sterlingcommerce.ant.taskdefs.junit.XMLJUnitTestRunner.run(XMLJUnitTestRunner.java:445) at
com.sterlingcommerce.ant.taskdefs.junit.GISJUnitTask.executeInVM(GISJUnitTask.java:1014) at
com.sterlingcommerce.ant.taskdefs.junit.GISJUnitTask.execute(GISJUnitTask.java:688)
at
com.sterlingcommerce.ant.taskdefs.junit.GISJUnitTask.execute(GISJUnitTask.java:663)
at
com.sterlingcommerce.woodstock.install.deployer.AntDeployer.executeScript(AntDeployer.java:269) at
com.sterlingcommerce.woodstock.install.deployer.AntDeployer.deploy(AntDeployer.java:213) at
com.sterlingcommerce.woodstock.install.deployer.AntDeployer.execute(AntDeployer.java:209) at
com.sterlingcommerce.woodstock.install.deployer.AntDeployer.main(AntDeployer.java:196) at
com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:81)Caused by:
com.sterlingcommerce.woodstock.profile.ie.test.CompareXMLFilesException: The files
are different. at
com.sterlingcommerce.woodstock.profile.ie.test.CompareXMLFiles.compareXMLFiles(CompareXMLFiles.java:191) at
com.sterlingcommerce.test.common.Compare.xmls(Compare.java:328)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Installation

Escalation ID: QC

Fix ID: 173573

Severity: Critical

Type: Normal Fix

Build: 5002

InQuira ID: NFX7095

Title: Add the -D parameters to use the standalone JCE

Description: Add the -D parameters to use the standalone JCE.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Installation

Escalation ID: QC

Fix ID: 189250

Severity: Normal

Type: Normal Fix

Build: 5003

InQuira ID: NFX7101

Title: Checksum feature needs to be enabled

Description: Checksum feature needs to be enabled.

Error Message:

```
java.lang.Exception: Different: ObjectResources tag in file one does not match
ObjectResources in file two. at
com.sterlingcommerce.test.common.Compare.xmls(Compare.java:331) at
com.sterlingcommerce.ant.taskdefs.junit.XMLJUnitTestRunner.run(XMLJUnitTestRunner.java
:445) at
com.sterlingcommerce.ant.taskdefs.junit.GISJUnitTask.executeInVM(GISJUnitTask.java:101
4) at
com.sterlingcommerce.ant.taskdefs.junit.GISJUnitTask.execute(GISJUnitTask.java:688) at
com.sterlingcommerce.ant.taskdefs.junit.GISJUnitTask.execute(GISJUnitTask.java:663) at
com.sterlingcommerce.woodstock.install.deployer.AntDeployer.executeScript(AntDeployer.
java:269) at
com.sterlingcommerce.woodstock.install.deployer.AntDeployer.deploy(AntDeployer.java:21
3) at
com.sterlingcommerce.woodstock.install.deployer.AntDeployer.execute(AntDeployer.java:2
09) at
com.sterlingcommerce.woodstock.install.deployer.AntDeployer.main(AntDeployer.java:196)
at com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:81)Caused by:
com.sterlingcommerce.woodstock.profile.ie.test.CompareXMLFilesException: The files are
different. at
com.sterlingcommerce.woodstock.profile.ie.test.CompareXMLFiles.compareXMLFiles(Compare
XMLFiles.java:191) at com.sterlingcommerce.test.common.Compare.xmls(Compare.java:328)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Installation

Escalation ID: QC

Fix ID: 198529

Severity: Normal

Type: Normal Fix

Build: 5003

**InQuira ID: NFX7142**

Title: The **restart** option will clear all locks on a cluster, even if not marked to be

Description: When using the **restart** flag to start the primary node of the cluster, it will remove all locks from the system, even if they are marked to be kept by the CLEAR\_ON\_STARTUP parameter being set to false. Please note that this will only occur when starting the primary node with the **restart** option.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Installation

Escalation ID: 27279

Fix ID: 202458,194772

Severity: Normal

Type: Normal Fix

Build: 5003, 4322

**InstallService****InQuira ID: NFX9790**

Title: Error when running the dump\_info command on Windows installation

Description: After applying Sterling Integrator, Release 5.0 Build 5004 on a Windows operating system, the error noted below may be noticed when executing the dump\_info.cmd script. The script will report all of the expected information, it will simply log this error at the very end of the execution. This error should in no way impact the script execution or Sterling Integrator operations.

Error Message:

```
<JVMProperties>  
  Java version: 1.6.0_14,Sun Microsystems Inc.  
  Java VM: Java HotSpot(TM) Client VM 14.0-b16,Sun Microsystems Inc.  
  OS-System: Windows 2003 5.2,x86  
</JVMProperties>
```

```
Error '3' getting license information
```

Resolution: Please apply Sterling Integrator Release, Release 5.0 Build 5006 or later.

Functional Area: InstallService

Escalation ID: 161392

Fix ID: 228142

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: NFX8360

Title: Sterling File Gateway build number is not updated when patch is applied

Description: The Sterling File Gateway version check did not detect compatibility between a patched Sterling Integrator build version and the Sterling File Gateway version. This issue occurred when the new Sterling File Gateway jar was not installed over the existing Sterling File Gateway version.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: InstallService

Escalation ID: QC

Fix ID: 211288

Severity: Normal

Type: Normal Fix

Build: 5004

### InQira ID: NFX8629

Title: Syntax error near unexpected token '(' and command not found errors when installing Sterling File Gateway with Oracle RAC

Description: Syntax error near unexpected token '(' and command not found errors are displayed while running InstallService.sh (on UNIX)\InstallService.cmd (on Windows) to install Sterling File Gateway with Oracle RAC URL in jdbc.properties.

This issue may also be found when you run InstallService.sh to install other .jar files.

Error message:

```
<install_dir>/properties/sandbox.cfg: line 285: syntax error near unexpected token
`('
<install_dir>/properties/sandbox.cfg: line 285:
`ORACLE_JDBC_URL=jdbc:oracle:thin:@(DESCRIPTION=(ADDRESS_LIST=(FAILOVER=ON)(LOAD_BAL
ANCE=ON)(ADDRESS=(PROTOCOL=TCP)(HOST=<HOST_IP>)(PORT=<PORT>))(ADDRESS=(PROTOCOL=TCP
)(HOST=<HOST_IP>)(PORT=<PORT>)))(CONNECT_DATA=(SERVER=DEDICATED)(SERVICE_NAME=
<SERVICE_NAME>)))'
Error '1' reading
<install_dir>/bin/ServiceInstaller.sh: line 102: pleaseExit: command not found
Check for pre-patch installation updates
Exploding <install_dir>/packages/filegateway_2_0_5003.jar... Done.
Exploding <install_dir>/installed_data/filegateway/components/fg_ie_2.0.jar. ..
Done.
Preinstall copying:
<install_dir>/installed_data/filegateway/preinstallfiles/jar/filegateway/
2_0/filegaeway.jar
to: <install_dir>/jar/filegateway/2_0/filegateway.jar
Updating Java Security jars and providers...
Updating JDK directories...
```

```
Updating JDK providers...
Loading: <install_dir>/properties/sandbox.cfg
Overriding install matrix properties using matrix.properties from:
<install_dir>/jar/woodstock_override.jar
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: InstallService

Escalation ID: QC

Fix ID: 208598

Severity: Critical

Type: Normal Fix

Build: 5004

### InQuira ID: NFX2084

Title: `cdinterop-spoe` properties files are overwritten by patch install with no backup of these files written anywhere

Description: In Gentran Integration Suite 4.3 or Sterling Integrator 5.0 the `cdinterop-spoe*.properties` files are overwritten by the installation of a new patch with no backup/time-stamped versions of those files written anywhere.

In Gentran Integration Suite 4.3 the file path for the displaced files is `*\SI\uninstall\BUILD_NUMBER_2003\displaced_files\properties\` but no `cdinterop-spoe*.properties` are written there.

Error Message: No error messages during patch installation

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4307 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: InstallService

Escalation ID: 1368309

Fix ID: 39718, 165286

Severity: Normal

Type: Normal Fix

Build: 4309, 5001

### InQuira ID: NFX2964

Title: `yantraPool` entries in properties file cause errors in patch update

Description: When `yantraPool` properties are present in `jdbc.properties` or `customer_override.properties` it will cause the patch upgrade to fail.

Error Message:

```

Processing pre service install tasks...java.lang.reflect.InvocationTargetException
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
    at java.lang.reflect.Method.invoke(Method.java:324)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallBootstrapper.doIt
(ServiceInstallBootstrapper.java:94)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallBootstrapper.main
(ServiceInstallBootstrapper.java:58)
Caused by: java.lang.NoClassDefFoundError
    at patch.scripts.PreServiceInstall.getConnection(PreServiceInstall.java:139)
    at
patch.scripts.PreServiceInstall.getCurrentVersionInfo(PreServiceInstall.java:317)
    at
patch.scripts.PreServiceInstall.doPreInstallTasks(PreServiceInstall.java:893)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.doPreInstallTask
s(ServiceInstall.java:2228)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installService(S
erviceInstall.java:377)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:243)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallDriver.doIt(Servi
ceInstallDriver.java:164)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallDriver.main(Servi
ceInstallDriver.java:63)
    ... 6 more
Installatin failed.
Error '1' installing service files.

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.2 Build 4214 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4310 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: InstallService

Escalation ID: 1369935

Fix ID: 160416, 160415, 165264

Severity: Normal

Type: Normal Fix

Build: 4310, 4214, 5001

## InQuira ID: NFX5497

Title: STP install failed with new STP\_2\_0.jar

Description: STP install failed with new STP\_2\_0.jar

## Error message:

```
[java] 2008-10-14 14:32:45,059:INFO :main: Loading Entity: YFS_Organization
[system]: XMLMigrator
  [java] Exception in thread "main" java.lang.Exception:
java.lang.reflect.InvocationTargetException
  [java] at
com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:82)
  [java] Caused by: java.lang.reflect.InvocationTargetException
  [java] at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
  [java] at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
  [java] at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
  [java] at java.lang.reflect.Method.invoke(Method.java:585)
  [java] at
com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:79)
  [java] Caused by: java.lang.NoClassDefFoundError:
com/yantra/shared/dbi/FSA_AccountNumber_Def
  [java] at java.lang.Class.getDeclaredMethods0(Native Method)
  [java] at java.lang.Class.privateGetDeclaredMethods(Class.java:2395)
  [java] at java.lang.Class.getMethod0(Class.java:2642)
  [java] at java.lang.Class.getMethod(Class.java:1579)
  [java] at
com.yantra.tools.migrator.XMLMigrator.getEntityClass(XMLMigrator.java:243)
  [java] at
com.yantra.tools.migrator.XMLMigrator.invokeInserts(XMLMigrator.java:293)
  [java] at
com.yantra.tools.migrator.XMLMigrator.migrateEntity(XMLMigrator.java:204)
  [java] at
com.yantra.tools.migrator.XMLMigrator.migrate(XMLMigrator.java:135)
  [java] at
com.yantra.tools.migrator.MigratorMain.callMigrator(MigratorMain.java:386)
  [java] at
com.yantra.tools.migrator.MigratorMain.executeTask(MigratorMain.java:338)
  [java] at
com.yantra.tools.migrator.MigratorMain.migrate(MigratorMain.java:279)
  [java] at
com.yantra.tools.migrator.MigratorMain.callMigrator(MigratorMain.java:386)
  [java] at
com.yantra.tools.migrator.MigratorMain.executeTask(MigratorMain.java:338)
  [java] at
com.yantra.tools.migrator.MigratorMain.executeTask(MigratorMain.java:352)
  [java] at
com.yantra.tools.migrator.MigratorMain.migrate(MigratorMain.java:279)
  [java] at
com.yantra.tools.migrator.MigratorMain.performMigration(MigratorMain.java:162)
  [java] at com.yantra.tools.migrator.MigratorMain.main(MigratorMain.java:187)
  [java] ... 5 more
/ais_local/share/tqian/STP20/properties/factorySetup.xml:135: Java returned: 1
```

```
    at org.apache.tools.ant.taskdefs.Java.execute(Java.java:107)
    at org.apache.tools.ant.UnknownElement.execute(UnknownElement.java:288)
    at sun.reflect.GeneratedMethodAccessor2.invoke(Unknown Source)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
    at java.lang.reflect.Method.invoke(Method.java:585)
    at
org.apache.tools.ant.dispatch.DispatchUtils.execute(DispatchUtils.java:105)
    at org.apache.tools.ant.Task.perform(Task.java:348)
    at org.apache.tools.ant.Target.execute(Target.java:357)
    at org.apache.tools.ant.Target.performTasks(Target.java:385)
    at org.apache.tools.ant.Project.executeSortedTargets(Project.java:1329)
    at org.apache.tools.ant.Project.executeTarget(Project.java:1298)
    at
com.sterlingcommerce.woodstock.install.deployer.AntDeployer.executeScript(AntDeploye
r.java:240)
    at
com.sterlingcommerce.woodstock.install.deployer.AntDeployer.deploy(AntDeployer.java:
197)
    at
com.sterlingcommerce.woodstock.install.FactorySetupWrapper.processFactorySetup(Facto
rySetupWrapper.java:53)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.processFactorySe
tupDirectory(ServiceInstall.java:1959)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.doServiceCommonT
asks(ServiceInstall.java:992)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installService(S
erviceInstall.java:796)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:342)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:180)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installComponent
s(ServiceInstall.java:444)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:375)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:170)
    at
com.sterlingcommerce.woodstock.install.InstallSI.MiddlewareModuleLoader(InstallSI.ja
va:1530)
    at
com.sterlingcommerce.woodstock.install.InstallSI.PerformInstall(InstallSI.java:856)
    at com.sterlingcommerce.woodstock.install.InstallSI.main(InstallSI.java:120)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
```

```
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
)
    at java.lang.reflect.Method.invoke(Method.java:585)
    at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.instanciateAndRun(InstallSIBootstrapper.java:350)
    at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.instanciateAndRun(InstallSIBootstrapper.java:354)
    at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.doIt(InstallSIBootstrapper.java:188)
    at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.main(InstallSIBootstrapper.java:81)
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException:
Factory Setup threw an exception.
    at
com.sterlingcommerce.woodstock.install.FactorySetupWrapper.processFactorySetup(FactorySetupWrapper.java:55)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.processFactorySetupDirectory(ServiceInstall.java:1959)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.doServiceCommonTasks(ServiceInstall.java:992)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installService(ServiceInstall.java:796)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceInstall.java:342)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceInstall.java:180)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installComponents(ServiceInstall.java:444)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceInstall.java:375)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceInstall.java:170)
    at
com.sterlingcommerce.woodstock.install.InstallSI.MiddlewareModuleLoader(InstallSI.java:1530)
    at
com.sterlingcommerce.woodstock.install.InstallSI.PerformInstall(InstallSI.java:856)
    at com.sterlingcommerce.woodstock.install.InstallSI.main(InstallSI.java:120)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
```

```

    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
    at java.lang.reflect.Method.invoke(Method.java:585)
    at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.instanciateAndRun(Insta
llSIBootstrapper.java:350)
    at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.instanciateAndRun(Insta
llSIBootstrapper.java:354)
    at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.doIt(InstallSIBootstrap
per.java:188)
    at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.main(InstallSIBootstrap
per.java:81)
Caused by: /ais_local/share/tqian/STP20/properties/factorySetup.xml:135: Java
returned: 1
    at org.apache.tools.ant.taskdefs.Java.execute(Java.java:107)
    at org.apache.tools.ant.UnknownElement.execute(UnknownElement.java:288)
    at sun.reflect.GeneratedMethodAccessor2.invoke(Unknown Source)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
    at java.lang.reflect.Method.invoke(Method.java:585)
    at
org.apache.tools.ant.dispatch.DispatchUtils.execute(DispatchUtils.java:105)
    at org.apache.tools.ant.Task.perform(Task.java:348)
    at org.apache.tools.ant.Target.execute(Target.java:357)
    at org.apache.tools.ant.Target.performTasks(Target.java:385)
    at org.apache.tools.ant.Project.executeSortedTargets(Project.java:1329)
    at org.apache.tools.ant.Project.executeTarget(Project.java:1298)
    at
com.sterlingcommerce.woodstock.install.deployer.AntDeployer.executeScript(AntDeploye
r.java:240)
    at
com.sterlingcommerce.woodstock.install.deployer.AntDeployer.deploy(AntDeployer.java:
197)
    at
com.sterlingcommerce.woodstock.install.FactorySetupWrapper.processFactorySetup(Facto
rySetupWrapper.java:53)
    ... 19 more
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException:
InstallSI.ModuleLoader()->Failed while loading package:
/ais_local/share/tqian/STP20/middleware/d_platform_ifc_1100.jar
    at
com.sterlingcommerce.woodstock.install.InstallSI.MiddlewareModuleLoader(InstallSI.ja
va:1538)
    at
com.sterlingcommerce.woodstock.install.InstallSI.PerformInstall(InstallSI.java:856)
    at com.sterlingcommerce.woodstock.install.InstallSI.main(InstallSI.java:120)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)

```

```
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
)
    at java.lang.reflect.Method.invoke(Method.java:585)
    at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.instanciateAndRun(InstallSIBootstrapper.java:350)
    at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.instanciateAndRun(InstallSIBootstrapper.java:354)
    at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.doIt(InstallSIBootstrapper.java:188)
    at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.main(InstallSIBootstrapper.java:81)
Caused by:
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException:
ServiceInstall.installService()->general Exception: Factory Setup
threw an exception.
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installService(ServiceInstall.java:828)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceInstall.java:342)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceInstall.java:180)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installComponents(ServiceInstall.java:444)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceInstall.java:375)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceInstall.java:170)
    at
com.sterlingcommerce.woodstock.install.InstallSI.MiddlewareModuleLoader(InstallSI.java:1530)
    ... 10 more
Caused by:
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException:
Factory Setup threw an exception.
    at
com.sterlingcommerce.woodstock.install.FactorySetupWrapper.processFactorySetup(FactorySetupWrapper.java:55)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.processFactorySetupDirectory(ServiceInstall.java:1959)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.doServiceCommonTasks(ServiceInstall.java:992)
```

```

    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installService(S
erviceInstall.java:796)
    ... 16 more
Caused by: /ais_local/share/tqian/STP20/properties/factorySetup.xml:135: Java
returned: 1
    at org.apache.tools.ant.taskdefs.Java.execute(Java.java:107)
    at org.apache.tools.ant.UnknownElement.execute(UnknownElement.java:288)
    at sun.reflect.GeneratedMethodAccessor2.invoke(Unknown Source)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
    at java.lang.reflect.Method.invoke(Method.java:585)
    at
org.apache.tools.ant.dispatch.DispatchUtils.execute(DispatchUtils.java:105)
    at org.apache.tools.ant.Task.perform(Task.java:348)
    at org.apache.tools.ant.Target.execute(Target.java:357)
    at org.apache.tools.ant.Target.performTasks(Target.java:385)
    at org.apache.tools.ant.Project.executeSortedTargets(Project.java:1329)
    at org.apache.tools.ant.Project.executeTarget(Project.java:1298)
    at
com.sterlingcommerce.woodstock.install.deployer.AntDeployer.executeScript(AntDeploye
r.java:240)
    at
com.sterlingcommerce.woodstock.install.deployer.AntDeployer.deploy(AntDeployer.java:
197)
    at
com.sterlingcommerce.woodstock.install.FactorySetupWrapper.processFactorySetup(Facto
rySetupWrapper.java:53)
    ... 19 more
Stopping MySQL Server...
Stopping MySQL...
WARNING: Found /ais_local/share/tqian/STP20/mysql/data/my.cnf
Datadir is deprecated place for my.cnf, please move it to
/ais_local/share/tqian/STP20/mysql

Starting mysqld daemon with databases from /ais_local/share/tqian/STP20/mysql/data
STOPPING server from pid file /ais_local/share/tqian/STP20/mysql/data/belial.pid
081014 14:32:48 mysqld ended

ControlMySQL$ProcessThread: ran
ERROR: Installation failed '255'

```

Resolution: STP 2.0 binaries are now installable.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: InstallService

Escalation ID: QC

Fix ID: 167033

Severity: Critical

Type: Normal Fix

Build: 5001

### InQuira ID: NFX7187

Title: WS\_MessageHandler\_Sync business process has wrong settings

Description: WS\_MessageHandler\_Sync business process had the following settings:

- ◆ Persistence level was set to full instead of 0.
- ◆ Use Transaction was disabled instead of enabled.
- ◆ Execute and stop all links were clickable instead of grayed out.

Error Message: No error message.

Resolution: The business process has been modified to automatically update the directory values.

Please apply Gentran Integration Suite, Release 4.3 Build 4321 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Web Services, InstallService

Escalation ID: QC

Fix ID: 192785, 195011

Severity: Normal

Type: Normal Fix

Build: 4321, 5003

### InQuira ID: NFX7362

Title: MySQL Windows service fails to start after patch install on Windows 5002 nightbuilds

Description: MySQL Windows service fails to start after patch install on Windows 5002 nightbuilds. The service fails during a silent file install.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: InstallService

Escalation ID: QC

Fix ID: 191472

Severity: Critical

Type: Normal Fix

Build: 5003

## **LDAP/ External Authentication/ JAAS**

### InQuira ID: NFX4571

Title: LDAP user passwords appearing in plain text in log files.

Description: When authentication log is turned to "Logging = On" user password credentials are displayed in plain text for those users setup to authenticate External via LDAP.

**Error Message:**

```
[2008-12-16 19:22:19.743] DEBUG 000000000000 GLOBAL_SCOPE SecurityManager
user:ws_test attempting to log in (SSO:false)
[2008-12-16 19:22:19.744] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication
user:ws_test is identified as an EXTERNAL GIS User
[2008-12-16 19:22:19.744] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication
performing LDAP search...
[2008-12-16 19:22:19.746] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication
...search filter:(cn=ws_test)
[2008-12-16 19:22:19.746] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication
...selected attributes:userPassword
[2008-12-16 19:22:19.746] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication
...search root:dc=my-domain,dc=com
[2008-12-16 19:22:19.749] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication entry
found -> cn=ws_test,dc=my-domain,dc=com
[2008-12-16 19:22:19.749] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication
...performing password comparison directly
[2008-12-16 19:22:19.749] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication
.....performing password comparison...
[2008-12-16 19:22:19.749] ALL 000000000000 GLOBAL_SCOPE LDAPAuthentication LDAP
Authentication Policy (authentication_1) has been used by ws_test.
[2008-12-16 19:22:19.749] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication LDAP
Authentication:Enabled
[2008-12-16 19:22:19.749] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication LDAP
configuration policy....[ className =
com.sterlingcommerce.woodstock.security.LDAPAuthentication, name = authentication_1,
display_name = LDAP Server Test, enabled = true, jndi_factory =
com.sun.jndi.ldap.LdapCtxFactory, server = bdhanavel-dt, port = 389, security_type =
simple, principle = cn=Manager,dc=my-domain,dc=com, credentials = secret,
password_attribute = userPassword, search_root = dc=my-domain,dc=com, search_filter =
(cn=<userid>), with_user_bind = false, security_protocol = null ]
[2008-12-16 19:22:19.749] ALL 000000000000 GLOBAL_SCOPE SecurityManager user:ws_test
authorization SUCCEEDED (SSO:false)
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator Release 5.0 Build 5006 or later.

Functional Area: LDAP/ External Authentication/ JAAS

Escalation ID: 1372002, 121857

Fix ID: 172669, 207575

Severity: Critical

Type: Normal Fix

Build: 4318, 5006

InQira ID: NFX7885

Title: Gentran Integration Suite/Sterling Integrator allows user to login without a password for LDAP

Description: Gentran Integration Suite/Sterling Integrator allows user to login without a password for LDAP. A Null Password is allowing access to Gentran Integration Suite/Sterling Integrator.

Error Message: No errors. Users are able to login with null password.

Resolution: Please apply Sterling Integrator, Version 5.0 Build 5006 or later.

Functional Area: LDAP/ External Authentication/ JAAS

Escalation ID: 121674

Fix ID: 207798

Severity: Critical

Type: Normal Fix

Build: 5006

InQuira ID: NFX4571

Title: LDAP user passwords appearing in plain text in log files.

Description: When authentication log is turned to `Logging = On`, user password credentials are displayed in plain text for those users setup to authenticate external through LDAP.

Error Message:

```
[2008-12-16 19:22:19.743] DEBUG 000000000000 GLOBAL_SCOPE SecurityManager
user:ws_test attempting to log in (SSO:false)
[2008-12-16 19:22:19.744] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication
user:ws_test is identified as an EXTERNAL GIS User
[2008-12-16 19:22:19.744] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication
performing LDAP search....
[2008-12-16 19:22:19.746] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication
...search filter:(cn=ws_test)
[2008-12-16 19:22:19.746] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication
...selected attributes:userPassword
[2008-12-16 19:22:19.746] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication
...search root:dc=my-domain,dc=com
[2008-12-16 19:22:19.749] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication entry
found -> cn=ws_test,dc=my-domain,dc=com
[2008-12-16 19:22:19.749] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication
...performing password comparison directly
[2008-12-16 19:22:19.749] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication
.....performing password comparison...
[2008-12-16 19:22:19.749] ALL 000000000000 GLOBAL_SCOPE LDAPAuthentication LDAP
Authentication Policy (authentication_1) has been used by ws_test.
[2008-12-16 19:22:19.749] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication LDAP
Authentication:Enabled
[2008-12-16 19:22:19.749] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication LDAP
configuration policy....[ className =
com.sterlingcommerce.woodstock.security.LDAPAuthentication, name = authentication_1,
display_name = LDAP Server Test, enabled = true, jndi_factory =
com.sun.jndi ldap.LdapCtxFactory, server = bdhanavel-dt, port = 389, security_type =
simple, principle = cn=Manager,dc=my-domain,dc=com, credentials = secret,
password_attribute = userPassword, search_root = dc=my-domain,dc=com, search_filter =
(cn=<userid>), with_user_bind = false, security_protocol = null ]
```

[2008-12-16 19:22:19.749] ALL 000000000000 GLOBAL\_SCOPE SecurityManager user:ws\_test  
authorization SUCCEEDED (SSO:false)

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: LDAP/ External Authentication/ JAAS

Escalation ID: 1372002

Fix ID: 172669, 180240

Severity: Critical

Type: Normal Fix

Build: 4318, 5002

**InQuira ID: NFX4847**

**Title:** External user authentication fails while accessing the dashboard user interface if password has special characters

**Description:** User authentication fails if an external (ldap) user's password has special characters, such as '#', and tries to login to dashboard user interface.

**Error Message:**

```
Authentication.log:
[2009-01-08 22:22:07.897] ERROR 000000000000 GLOBAL_SCOPE LDAPAuthentication
.....bind as user NAMING EXCEPTION:
javax.naming.AuthenticationException: [LDAP: error code 49 - 80090308: LdapErr:
DSID-0C090334, comment: AcceptSecurityContext error, data 52e, vece]
    at com.sun.jndi.ldap.LdapCtx.mapErrorCode(LdapCtx.java:2985)
    at com.sun.jndi.ldap.LdapCtx.processReturnCode(LdapCtx.java:2931)
    at com.sun.jndi.ldap.LdapCtx.processReturnCode(LdapCtx.java:2732)
    at com.sun.jndi.ldap.LdapCtx.connect(LdapCtx.java:2646)
    at com.sun.jndi.ldap.LdapCtx.<init>(LdapCtx.java:283)
    at com.sun.jndi.ldap.LdapCtxFactory.getUsingURL(LdapCtxFactory.java:175)
    at com.sun.jndi.ldap.LdapCtxFactory.getUsingURLs(LdapCtxFactory.java:193)
    at
com.sun.jndi.ldap.LdapCtxFactory.getLdapCtxInstance(LdapCtxFactory.java:136)
    at com.sun.jndi.ldap.LdapCtxFactory.getInitialContext(LdapCtxFactory.java:66)
    at javax.naming.spi.NamingManager.getInitialContext(NamingManager.java:667)
    at javax.naming.InitialContext.getDefaultInitCtx(InitialContext.java:247)
    at javax.naming.InitialContext.init(InitialContext.java:223)
    at javax.naming.InitialContext.<init>(InitialContext.java:197)
    at javax.naming.directory.InitialDirContext.<init>(InitialDirContext.java:82)
    at
com.sterlingcommerce.woodstock.security.LDAPAuthentication.isExternallyAuthenticated
ViaUserBind(LDAPAuthentication.java:275)
    at
com.sterlingcommerce.woodstock.security.LDAPAuthentication.isAuthenticated(LDAPAuthen
tication.java:148)
```

```

    at
com.sterlingcommerce.woodstock.security.AuthenticationService.isAuthenticated(Authen
ticationService.java:440)
    at
com.sterlingcommerce.woodstock.security.SecurityManager.isAuthenticated(SecurityMana
ger.java:358)
    at
com.sterlingcommerce.woodstock.security.User.isAuthenticated(User.java:416)
    at
com.sterlingcommerce.woodstock.ui.UserAutho.isAuthenticated(UserAutho.java:112)
    at
com.sterlingcommerce.woodstock.ui.EntityObject.isAuthorized(EntityObject.java:436)
    at
com.sterlingcommerce.woodstock.adminui.servlet.Login.doPost(Login.java:239)
    at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.doGet(ServletBase.java:153)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:740)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
    at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358)
    at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:342)
    at
com.sterlingcommerce.woodstock.ui.dlso.DLSSOFilter.doFilter(DLSSOFilter.java:133)
    at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:334)
    at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:
286)
    at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:567)
    at org.mortbay.http.HttpContext.handle(HttpContext.java:1807)
    at
org.mortbay.jetty.servlet.WebApplicationContext.handle(WebApplicationContext.java:52
6)
    at org.mortbay.http.HttpContext.handle(HttpContext.java:1757)
    at org.mortbay.http.HttpServer.service(HttpServer.java:879)
    at org.mortbay.http.HttpConnection.service(HttpConnection.java:789)
    at org.mortbay.http.HttpConnection.handleNext(HttpConnection.java:960)
    at org.mortbay.http.HttpConnection.handle(HttpConnection.java:806)
    at org.mortbay.http.SocketListener.handleConnection(SocketListener.java:218)
    at org.mortbay.util.ThreadedServer.handle(ThreadedServer.java:331)
    at org.mortbay.util.ThreadPool$PoolThread.run(ThreadPool.java:520)
[2009-01-08 22:22:07.898] DEBUG 000000000000 GLOBAL_SCOPE LDAPAuthentication
..failed bind as user, authentication FAILED
[2009-01-08 22:22:07.898] ALL 00000000

```

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: LDAP/ External Authentication/ JAAS

Escalation ID: 1372648

Fix ID: 179232, 179248

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

## Mailbox

### NFX11062

Title: File Gateway needs to veto creation of Shared Mailboxes under Partner Mailboxes

Description: The new shared linked mailbox functionality allows the creation or conversion of mailboxes to be of Shared type. These shared mailboxes can in turn be referenced by linked mailboxes. Shared mailboxes that have been linked are not allowed to be deleted since this would leave the links as orphaned.

Legacy AFT code used by File Gateway allows the deletion of Partners. When this deletion occurs, it attempts to remove the Partner mailbox recursively (a mailbox with a name of the form /PartnerName). If anywhere under this mailbox a shared mailbox is encountered, the deletion will fail. The legacy AFT code is not tolerant of a mid operation failure and may result in corruption.

To avoid this, a shared mailbox should not occur under a Partner mailbox.

Error Message:

None

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Mailbox

Escalation ID: QC

Fix ID: 239408

Severity: Normal

Type: NormalFix

Build: 5008

### InQuira ID: NFX11041

Title: Mailbox Repository Error - Deadlock Detected while waiting for resource

Description: Deadlock error within mailbox.log when parallel access to messages with delete operations occurring.

Error Message:

```
[2011-03-17 10:05:13.409] ERROR 000000000000 GLOBAL_SCOPE [MailboxDeleteService] -
setting WFC Status to
ERROR with Advanced Status [Mailbox Repository Error]
[2011-03-17 10:05:13.41] ERROR 000000000000 GLOBAL_SCOPE [1300370713410] ORA-00060:
deadlock detected while
waiting for resource
[2011-03-17 10:05:13.411] ERRORDTL 000000000000 GLOBAL_SCOPE
[1300370713410]java.sql.SQLException: ORA-00060:
deadlock detected while waiting for resource
at oracle.jdbc.driver.DatabaseError.throwSQLException(DatabaseError.java:112)
at oracle.jdbc.driver.T4CTTioer.processError(T4CTTioer.java:331)
at oracle.jdbc.driver.T4CTTioer.processError(T4CTTioer.java:288)
at oracle.jdbc.driver.T4C8Oall.receive(T4C8Oall.java:743)
```

```
at oracle.jdbc.driver.T4CPreparedStatement.doOall8(T4CPreparedStatement.java:216)
at
oracle.jdbc.driver.T4CPreparedStatement.executeForRows(T4CPreparedStatement.java:955)
)
at
oracle.jdbc.driver.OracleStatement.doExecuteWithTimeout(OracleStatement.java:1168)
at
oracle.jdbc.driver.OraclePreparedStatement.executeInternal(OraclePreparedStatement.java:3316)
at
oracle.jdbc.driver.OraclePreparedStatement.executeUpdate(OraclePreparedStatement.java:3400)
at sun.reflect.GeneratedMethodAccessor162.invoke(Unknown Source)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
)
at java.lang.reflect.Method.invoke(Method.java:585)
at
com.sterlingcommerce.woodstock.mailbox.db.SQLWrapper.forwardMethod(SQLWrapper.java:62)
at
com.sterlingcommerce.woodstock.mailbox.db.StatementWrapper.invoke(StatementWrapper.java:144)
at $Proxy7.executeUpdate(Unknown Source)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.executeUpdate(JDBCService.java:4474)
at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.RepositoryDB.clearUnique(RepositoryDB.java:1825)
at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.RepositoryDB.access$800(RepositoryDB.java:106)
```

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Mailbox

Escalation ID: 286238

Fix ID: 242631

Severity: Normal

Type: Normal Fix

Build: 5008

InQuira ID: NFX7616

Title: The file name with Japanese characters (double byte character) turns to junk characters when extracting from MBI

Description:

When extracting a file whose name has Japanese Characters on MBI, the file name gets garbaged when extracted. This can be reproduced on GIS 4320 build.

It seems that the garbage file name is displayed on Hex decimals for Japanese characters.

The file name isn't garbaged in ProcessData but is garbaged in the PrimaryDocument of the Business Process Detail screen of BP - MBIExtract.

Resolution:

Please apply Gentrans Integration Suite Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Mailbox

Escalation ID: 97545

Fix ID: 202239, 240488

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQuira ID: NFX8344

Title: 'You are not authorized to perform Mailbox Send' when performing a message send in the mailbox uri.

Description:

Sending larger files (approx 14.5MB) the user is getting a 'You are not authorized to perform Mailbox Send' error. The send completes and the file is available, but a pop up error message is displayed. The message send takes approximately 10 minutes to complete. This occurs in a clustered environment and when appears to be intermittent. Customer was able to reproduce several times. Issue is caused by MBI interface not working properly when BPs are moved between nodes. Fix referenced below resolves this issue.

Error Message:

Pop up message: "You are not authorized to perform Mailbox Send".

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Mailbox

Escalation ID: 103406

Fix ID: 227127, 229464

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQuira ID: NFX6492

Title: DeadLetter Mailbox may not be visible

Description:

After applying Build 4314 or later, the DeadLetter Mailbox may no longer show up when attempting to view the directory list from an FTP or SFTP connection. The user can change to the Mailbox, it simply cannot be viewed from the Mailbox root.

Resolution:

For Gentran Integration Suite Release 4.3, please apply Build 4324 or later to resolve this issue.

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue.

Functional Area: Mailbox

Escalation ID: 00062159

Fix ID: 192854, 227905

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQuira ID: NFX7263

Title: Business Process errors out with "AbsolutePath not child of RootPath" when MailboxPath is not specified in business process.

Description: Sterling Integrator documentation states that MailboxPath is optional, if the user is assigned Mailbox Global Query permission.

However when the user is assigned Mailbox Global Query permission and MailboxPath is not specified in business process, then business process errors out with "AbsolutePath not child of RootPath".

Error Message:

```
ERROR MailboxQueryService - Caught exception of type  
[com.sterlingcommerce.woodstock.mailbox.repository.MailboxRepositoryException], with  
message [AbsolutePath not child of RootPath].
```

Resolution:

Please apply Gentran Integration Suite 4.3 Patch/Build 4322 or later.

Please apply Sterling Integrator Release 5.0 Build 5006 or later.

Functional Area: Mailbox

Escalation ID: 00082675

Fix ID: 197216, 202282

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

## InQuira ID: NFX7696

Title: Unable to view trading partners mailbox while logging into the mailbox interface

Description: When an AS2 profile is created using the AS2 wizard, choose mailbox for file storage, and have an & in the profile name, there is not a prompt telling you the & symbol is invalid and none of the users are able to see the trading partners mailboxes. This happens when logging into /mailbox URI selecting /AS2 to see the /AS2/Trading partners mailbox. If you select /AS2 it keeps appending /AS2 to the path of the mailbox without displaying any trading partner child mailboxes. If you select any other mailbox names they get appended to the /AS2 mailbox path as well even though they aren't children of /AS2.

Recreating the trading partner without the & resolves this issue.

Error Message: No errors. Incorrect performance.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Mailbox

Escalation ID: 116198

Fix ID: 210457

Severity: Normal

Type: Normal Fix

Build: 5006

## InQuira ID: NFX6417

Title: "Evaluate now" functionality of automatic RR to process "unread messages only"

Description: Currently, when the "Evaluate Now" button is clicked (Deployment -> Mailboxes -> Routing Rules ) for Automatically evaluated routing rules (Evaluate Automatically = Yes), all the messages which are extractable are processed (even though the messages have extracted before).

Currently when Schedule\_MailboxEvaluateAllAutomaticRules executes, it evaluate the "Automatic" routing rules and process only the messages that are "unread".

Customer wants the functionality to work such that when the Evaluate Now button is clicked (Deployment -> Mailboxes -> Routing Rules) for Automatically evaluated routing rules (Evaluate Automatically = Yes), only the messages that are "unread" should be processed. In other words, this functionality should behave the same way as Schedule\_MailboxEvaluateAllAutomaticRules.

Error Message: n/a

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator Release 5.0, Build 5006 or later.

Functional Area: Mailbox

Escalation ID: 00055780

Fix ID: 190953, 213145

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

InQuira ID: NFX7061

Title: XSLT Service errors out when document encryption is turned ON

Description: XSLT Service errors out when document encryption is turned ON. The defaultDocumentStorageType is set to database and the input to XSLT Service is an extracted document from mailbox.

Error Message:

```
Status report on 2009-08-28 14:41:07.191 for service: XSLT Service:
Report consists of 9 messages
[2009-08-28 14:41:04.825] Message: Starting service
[2009-08-28 14:41:04.825] Message: Retrieved input parameter: xslt_name:
XSLT_PreProcess_StripExtras_ATG_S12
[2009-08-28 14:41:04.825] Message: Retrieved input parameter: xml_input_from:
PrimaryDoc
[2009-08-28 14:41:04.825] Message: Retrieved input parameter: xml_input_validation:
NO
[2009-08-28 14:41:04.831] Message: Successfully loaded template.
[2009-08-28 14:41:04.832] Message: Getting input XML.
[2009-08-28 14:41:04.832] Message: Successfully retrieved the document
[2009-08-28 14:41:04.832] Message: Got Primary Doc
[2009-08-28 14:41:07.088] ERROR: XSLT Service failed. Failed to transform document
Exception: XSLTTransformer: Transformer Exception: Failed to do transformation.
Details: org.apache.xerces.impl.io.MalformedByteSequenceException: Invalid byte 1 of
1-byte UTF-8 sequence.
The total number of errors is: 1
All the error messages:
[2009-08-28 14:41:07.088] ERROR: XSLT Service failed. Failed to transform document
Exception: XSLTTransformer: Transformer Exception: Failed to do transformation.
Details: org.apache.xerces.impl.io.MalformedByteSequenceException: Invalid byte 1 of
1-byte UTF-8 sequence.
End of report
```

Resolution:

Please apply Gentran Integration Suite si\_43\_build\_4322\_generic\_hotfix\_1.jar (generic hotfix) or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Mailbox

Escalation ID: 00081666

Fix ID: 196772, 204672

Severity: Normal

Type: Normal Fix

Build: 4322, 4322\_1, 5006

InQuira ID: ENH2106

Title: Add permissions to limit the access to the Mailbox user interface by user and restrict document view on a per user basis

Request Description: The user is looking for a way to completely hide or obscure primary document from the business process instance search or monitor. In order to preempt generic access to sensitive data, create new permissions to limit the access to the Mailbox user interface data and menu items as well as be able to control access by a user to individual mailboxes.

Escalation ID: 00060212 (190964, 202280, 201832, 201833), 00075865 (196016)

Status: Completed

Request Resolution: A set of permissions to restrict document view on a per user basis and limit the access to the Mailbox User Interface have been added to Sterling Integrator.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

See the Gentran Integration Suite 4.3 Documentation Updates for information on the permissions available to limit the access to the Mailbox User Interface in Gentran Integration Suite.

See the Sterling Integrator 5.0 Documentation Updates for information on the permissions available to limit the access to the Mailbox User Interface in Sterling Integrator.

InQira ID: NFX8475

Title: Possible error on the Mailbox Repository

Description:

When using Mailboxing, if disallowDuplicateMessages is set to true, it could cause the addition of the message to the Mailbox to fail with a duplicate key error. This may only happen if two different messages with the same name are being added at the same time from two different processes.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Mailbox

Escalation ID: 124768

Fix ID: 212229

Severity: Normal

Type: Normal Fix

Build: 5004

InQira ID: NFX6772

Title: Gentran Integration Suite Mailbox User Permission Error in MBIRollBackExtract business process

Description:

When a mailbox user logs into the MBI, searches for a file, clicks on extract on that file and then cancels the extraction, in Gentran Integration Suite, the MBIRollBackExtract business process shows a "Mailbox User Permission" error.

**Error Message:**

```
ERROR MailboxQueryService - Caught exception of type  
[com.sterlingcommerce.woodstock.mailbox.repository.InsufficientMailboxPermissionExce  
ption], with message [No mailbox path specified and user: [user name] does not have  
MailboxGlobalQuery permission.]
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Mailbox

Escalation ID: 79531

Fix ID: 196386, 213803

Severity: Normal

Type: Normal Fix

Build: 4222, 5004

**InQuira ID: NFX2590**

Title: MailboxAS2Add fails AS2Identifier\_B2B does not have permissions for the mailbox

Description: Business Process MailboxAS2Add and the Service Mailbox Add fails. MailboxAS2Add is sub process of EDIINTPipelineParse. Problem is intermittent and occurs when the AS2 identifier is longer than 8 characters.

**Error Message:**

Under the Business Process MailboxAS2Add the Mailbox Add Service status is Mailbox User Permission Error. Status report shows message User: AS2Identifier\_B2B does not have permissions for mailbox: null

The AS2 Identifier concatenated with \_B2B is used for the User but the AS2 Trading Partner wizard builds an account with AS2 name concatenated with \_B2B

For this partner messages are stored in the Mailbox not the File System

Resolution: Possible work around for this problem is to delete the AS2 Trading Partner. Re-add the AS2 Trading Partner with the same value used as the Name and Identifier on the Identification page during the add.

Please apply Gentran Integration Suite, Release 4.3 Build 4309 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Mailbox

Escalation ID: 1368047

Fix ID: 37045, 39165

Severity: Normal

Type: Normal Fix

Build: 4309, 5001

### InQuira ID: NFX3582

Title: Mailbox - Security hole discovered where an "attacker" can successfully bruteforce BDE (Bulk Data Entry) passwords

Description: VMR discovered the new vulnerability whilst retesting the change password issue described above. During this retest, VMR modified their password bruteforce script to first collect a new JSessionId from the BDE server. The script then used the collected JSessionID to POST a request to the BDE MBILogin page, attempting to logon to BDE.

The response from the server indicates whether the attempt was successful or not. If the MBILogin page is returned then the password was not successfully bruteforced. However if the attempt was successful the Trade Secret Notice disclaimer is returned. As the JSessionId is changed for each request, multiple passwords can be tried without the application locking out the account. Using this method an attacker can successfully bruteforce BDE user passwords.

Recommendation- VMR recommends that User lockout should be enforced when multiple JSessionIds are used where:

- ◆ VMR -Vulnerability Management Research ( Security Section of the ATO )
- ◆ BDE - Bulk Data Entry - that is, the Gentran Integration Suite System

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Mailbox

Escalation ID: 1371927

Fix ID: 165968, 177078

Severity: Critical

Type: Normal Fix

Build: 4314, 5001

### InQuira ID: NFX4049

Title: Performance issues with Mailboxes when using the new finer-grained permissions

Description: When using the new fine-grained permissions model with Mailboxes, the performance of the Mailboxes may be significantly degraded. This could affect editing the permissions for the user, adding files to the Mailbox, deleting from the Mailbox, or listing the contents when connecting to the system, for example, with an FTP Client.

Resolution:

For Gentran Integration Suite 4.3, apply Build 4314 or later to resolve the issue.

For Sterling Integrator 5.0, apply Build 5001 or later to resolve the issue.

Functional Area: Mailbox

Escalation ID: 1370561

Fix ID: 164152, 168861

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

InQira ID: NFX4071

Title: Incorrect error messages in `mailbox.log` showing permission issue when a user gives a command - `"ls "`

Description: Incorrect error message is logged in `mailbox.log` showing permission issue when a user gives a command - `"ls "` from ftp client.

**Error Message:**

```
[2008-09-12 20:54:25.175] ALL 000000000000 GLOBAL_SCOPE
PermissionManager.haveMailboxPermission() User does not have mailbox
permission:/global/Bangalore/ABCDE.txt.mbx mailboxPath:/global/Bangalore/ABCDE.txt
user:user1-global
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4219 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Mailbox

Escalation ID: 1370880, 1372301

Fix ID: 166484, 174129, 168862

Severity: Normal

Type: Normal Fix

Build: 4314, 4219, 5001

**InQuira ID: NFX4172**

Title: Unable to extract the messages over 100 MB from Mailbox interface

Description: Using Gentran Integration Suite, Release 4.2 Build 4206 Mailbox Browser Interface. Messages over 100 MB cannot be successfully downloaded.

**Error Message:**

```
d21ade51605f6d5e:1fdc96c:11c9bad8d93:-7fd5
[2008-10-03 09:20:30.068] ALL 000000000000 GLOBAL_SCOPE [Login]: User session created
for admin
[2008-10-03 09:20:30.145] ALL 000000000000 GLOBAL_SCOPE PRODUCT PREFIX IS : GC
[2008-10-03 09:20:30.145] ALL 000000000000 GLOBAL_SCOPE LICENSE maxTP extension value
is: -1
[2008-10-03 09:20:30.145] ALL 000000000000 GLOBAL_SCOPE LICENSE RUNTIME extension
value is: null
[2008-10-03 09:20:30.145] ALL 000000000000 GLOBAL_SCOPE C:D Server Adapter Limit is:
-1
[2008-10-03 09:20:30.146] ALL 000000000000 GLOBAL_SCOPE C:D Server Adapter Net Map
Limit is: -1
[2008-10-03 09:20:30.155] ALL 000000000000 GLOBAL_SCOPE [Login] as2Refresh property
is set to : true
[2008-10-03 09:43:46.559] ERROR 000000000000 GLOBAL_SCOPE BusinessProcessResolver
Exception - Workflow [MBIExtract] did NOT complete before request timed out.
[2008-10-03 09:43:46.566] ERROR 000000000000 GLOBAL_SCOPE FormToXML.processRequest()
- Exception [BusinessProcessResolver Exception - Workflow [MBIExtract] did NOT
complete before request timed out.]
com.sterlingcommerce.woodstock.workflow.WorkFlowException: BusinessProcessResolver
Exception - Workflow [MBIExtract] did NOT complete before request timed out.
at
com.sterlingcommerce.woodstock.webx.xforms.plug.si.BusinessProcessResolver.initiateW
orkFlow(BusinessProcessResolver.java:738)
```

```

at
com.sterlingcommerce.woodstock.webx.xforms.plugin.si.BusinessProcessResolver.initiateWorkflow(BusinessProcessResolver.java:620)
at
com.sterlingcommerce.woodstock.webx.xforms.plugin.si.BusinessProcessResolver.resolveGetDocument(BusinessProcessResolver.java:568)
at
com.sterlingcommerce.woodstock.webx.xforms.plugin.si.FormToXML.processRequest(FormToXML.java:356)
at
com.sterlingcommerce.woodstock.webx.xforms.plugin.si.FormToXML.doGet(FormToXML.java:532)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:740)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358)
at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:294)
at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:567)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1807)
at
org.mortbay.jetty.servlet.WebApplicationContext.handle(WebApplicationContext.java:525)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1757)
at org.mortbay.http.HttpServer.service(HttpServer.java:879)
at org.mortbay.http.HttpConnection.service(HttpConnection.java:789)
at org.mortbay.http.HttpConnection.handleNext(HttpConnection.java:960)
at org.mortbay.http.HttpConnection.handle(HttpConnection.java:806)
at org.mortbay.http.SocketListener.handleConnection(SocketListener.java:218)
at org.mortbay.util.ThreadedServer.handle(ThreadedServer.java:331)
at org.mortbay.util.ThreadPool$PoolThread.run(ThreadPool.java:520)
[2008-10-03 09:46:49.584] ERROR 000000000000 GLOBAL_SCOPE BusinessProcessResolver
Exception - Workflow [MBIExtract] did NOT complete before request timed out.
[2008-10-03 09:46:49.591] ERROR 000000000000 GLOBAL_SCOPE FormToXML.processRequest()
- Exception [BusinessProcessResolver Exception - Workflow [MBIExtract] did NOT
complete before request timed out.]
com.sterlingcommerce.woodstock.workflow.WorkFlowException: BusinessProcessResolver
Exception - Workflow [MBIExtract] did NOT complete before request timed out.
at
com.sterlingcommerce.woodstock.webx.xforms.plugin.si.BusinessProcessResolver.initiateWorkflow(BusinessProcessResolver.java:738)
at
com.sterlingcommerce.woodstock.webx.xforms.plugin.si.BusinessProcessResolver.initiateWorkflow(BusinessProcessResolver.java:620)
at
com.sterlingcommerce.woodstock.webx.xforms.plugin.si.BusinessProcessResolver.resolveGetDocument(BusinessProcessResolver.java:568)
at
com.sterlingcommerce.woodstock.webx.xforms.plugin.si.FormToXML.processRequest(FormToXML.java:356)
at com.sterlingcommerce.woodstock.webx.xforms.plugin.si.FormToXML.doGet(FormToXML

```

Resolution: The MBIList Style Sheet (XLST) contains several instances to start Business Process MBIExtract with bpResolverTimeout=360. The instance being invoked for this download did not contain bpResolverTimeout=360 so the default was bpResolverTimeout=60.

Due to size of the files this customer set the bpResolverTimeout=1200.

The default bpResolverTimeout=360 was added to all instances that invoke Business Process MBIExtract.

Please apply Gentran Integration Suite, Release 4.2 Build 4216 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Mailbox

Escalation ID: 1371223

Fix ID: 167099, 167102, 177468

Severity: Normal

Type: Normal Fix

Build: 4216, 4315, 5001

InQira ID: NFX4283

Title: Receiving strange errors intermittently working with MBI deployed into an HTTP server adapter which uses SSL

Description: A pop up will appear saying `Problem retrieving XML data` when the mailbox interface system is left idle so that the session times out. The user is also not able to consistently stay logged into the external mailbox interface user interface deployed into an HTTP server adapter which uses SSL. Mailbox interface intermittently gives `Page cannot be displayed error`.

Error Message: `Problem retrieving XML data`

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Mailbox

Escalation ID: 1372991, 1372009

Fix ID: 182764, 177699, 195752

Severity: Normal

Type: Normal Fix

Build: 4220, 5003

InQira ID: NFX4428

Title: When searching, a file added to a mailbox might not display immediately

Description: In the Mailbox User Interface, the Mailbox Search may not return results unless the search time is changed after a file is uploaded to a mailbox.

For example, if a document is uploaded at 16:29:17 and takes less than one minute to transmit, when the user clicks on GO to search for the document, it will not show up. The screen defaults to search values from 16:29:00 the day before to 16:29:00 today, whereas the message is uploaded 17 seconds in the future.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Mailbox

Escalation ID: 1371841

Fix ID: 171267,177595

Severity: Normal

Type: Normal Fix

Build: 4316,5001

InQira ID: NFX4460

Title: Searching in the MBI interface is inconsistent

Description: Currently, when searching for a message in the Mailbox User Interface, the user has to specify a wildcard character, either % or \*, such as "message\*" or "message%". This is inconsistent with other searches in the Gentrans Integration Suite user interface.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Mailbox

Escalation ID: 1371843

Fix ID: 171178,177521

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

InQira ID: NFX4461

Title: Technical email is sent to the user's email address when the wrong value is entered in message id in the Mailbox User Interface search

Description: The Message Search in the Mailbox User Interface sends a technical email to the user's email address if the user types in an alpha string (instead of a numeric string) in the **Message ID** field.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Mailbox

Escalation ID: 1371848

Fix ID: 171552, 175767, 176535

Severity: Normal

Type: Normal Fix

Build: 4316, 5002

InQuira ID: NFX4552

Title: Error accessing mailbox messages when "Remember search-by values" is checked under User Preferences

Description: When searching for a mailbox message, if the user has the 'Remember search-by values' enabled in the User Preferences, an error may appear on the screen and the search will return no results.

Error Message:

```
Processing error has occurred. Please contact system administrator and check system logs for more details.java.lang.NullPointerException
```

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Mailbox

Escalation ID: 1371922

Fix ID: 171835,171868

Severity: Normal

Type: Normal Fix

Build: 4316,5001

InQuira ID: NFX4655

Title: When downloading a large file using the Mailbox Browser Interface (MBI) the browser window does not close

Description: Using Gentrans Integration Suite release 4.2 with build 4212. Using the Mailbox Browser Interface (MBI) to download large files - 600MB, the file download completes successfully. The browser window opened automatically when the download started, but does not close. When downloading a small file, the browser window closes automatically.

Error Message: No error messages found.

Resolution:

Please apply Gentrans Integration Suite, Release 4.2 Build 4217 or later.

Please apply Sterling Integrator, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

A new browser window is not opened after applying fix.

Functional Area: Mailbox

Escalation ID: 1371291

Fix ID: 171189, 171190, 177632

Severity: Normal

Type: Normal Fix

Build: 4217, 4316, 5001

### InQira ID: NFX4733

Title: Deleting mailboxes can cause a deadlock on SQL Server

Description: When deleting many mailboxes from Gentran Integration Suite 4.3 using SQL Server 2005 as the database, the process could run for a long time and eventually fail. A deadlock error may also be noted in the Gentran Integration Suite logs referring to the deletion of the mailboxes.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Mailbox

Escalation ID: 1370697

Fix ID: 164664, 166547

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

### InQira ID: NFX4980

Title: All messages are returned when the Mailbox Query Service MailboxPath parameter sets the mailbox path in ProcessData

Description: If the MailboxPath parameter is specified in both ProcessData and in the Mailbox Query Service output message and the service is set up to process the message, all messages are returned. If the MailboxPath parameter is only configured in ProcessData, then the Mailbox Query Service returns all messages instead of only those defined in the MailboxPath parameter.

Error Message: There is no error message, but incorrect results are returned.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Mailbox

Escalation ID: 1372745

Fix ID: 181523, 184260, 184261

Severity: Normal

Type: Normal Fix

Build: 4220, 4319, 5002

#### InQuira ID: NFX5301

Title: Files transferred into Gentrans Integration Suite using WebDAV protocol get truncated

Description: If the storage for WebDAV is set to FS (or storage for Gentrans Integration Suite at global level is set to FS), files get truncated when transferred using WebDAV protocol. For example, a file that contains 880 lines will have only 830 lines when uploaded. If the file is small enough -- 100 lines or less -- it may be completely empty.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Mailbox

Escalation ID: 1372993

Fix ID: 180254, 181912

Severity: Critical

Type: Normal Fix

Build: 4319, 5002

#### InQuira ID: NFX5820

Title: When a message is uploaded using Mailbox Interface, the message name is altered.

Description: When a message is uploaded using Mailbox Interface, the message name is altered. The value used in the message name is not the same as the file name. The value of message name is a message name used by another Mailbox Interface user.

Error Message: No error message.

Resolution:

Please apply Gentrans Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Mailbox

Escalation ID: 26752

Fix ID: 182609, 184262, 184263

Severity: Normal

Type: Normal Fix

Build: 4220, 4319, 5002

InQuira ID: NFX5827

Title: Unable to down load 100 MB+ messages using the Mailbox Browser Interface (MBI)

Description: Mailbox Browser Interface user cannot download messages of 100 MB and larger in size.

HTTP Client panels hang and HTTP Server Logs messages - Close Connection due to  
InterruptedException:Did not get buffer in 600000 ms java.io.InterruptedIOExceotion:  
Did not get buffer in 600000 ms

Attempts to resolve the problem by using `bpResolverTimeout=1200` for `MBIExtract` in the `XSLT MBIList` do not work. In the test environment, the `MBIExtract` takes more than 10 minutes to finish. For unknown reasons, the connection to the HTTP client is unavailable when the file is extracted and ready to be streamed back to the client.

Error Message: In the HTTP Server log are the following messages:

```
Close Connection due to InterruptedException:Did not get buffer in 600000 ms  
java.io.InterruptedIOExceotion: Did not get buffer in 600000 ms
```

Resolution:

This fix provides an option to change the download behavior to keep the connection active by refreshing the request in pre determined intervals. When file is eventually extracted there will be a fresh connection to send the data to the HTTP client.

A new property has been added to `mailbox.property`: `refreshDownloadRequest=false/true`. The default value is false which does not change the existing file download behaviour. Set the property `refreshDownloadRequest=true` to enable the new behaviour.

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Mailbox

Escalation ID: 1371574

Fix ID: 181490, 183786, 195570

Severity: Normal

Type: Normal Fix

Build: 4220, 4320, 5003

**InQuira ID: NFX5869****Title: SQL exception while routing 15GB file using Mailbox to Mailbox on DB2****Description: SQL exception while routing 15GB file using Mailbox to Mailbox on DB2****Error message:**

```
[2008-10-07 13:13:04.532] ERROR 000000000000 GLOBAL_SCOPE
DmiVisEventWarehouse.Worker.executeStatementsAsExecutor had a SQL exception
from pstmt: PreparedStatementHelper: SQL: INSERT INTO ACT_XFER (XFER_ID, SESSION_ID,
SESSION_ARCHIVE_ID, IS_PUT, DOC_ID, FILE_SIZE,
START_TIME, MBOX_PATH, MESSAGE_ID, MESSAGE_NAME, REMOTE_FILENAME, DOC_NAME,
STATUS_CODE, ERROR_MSG, IS_BIN_XFER,
WFID, WFSTEP, IS_SECURE ) VALUES (?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?, ?,
?) Values: [linpe685006:node1:11cd8469f28:24846,
5206_linpe685006:node1:11cd8469f28:24646:10328, 10328, 1,
linpe685006:node1:11cd8469f28:24646, 16106127360, 2008-10-07 13:13:04.292,
/aftcomplaintextmailbox/Inbox, 20606, 15360m, 15360m, 15360m, null, null, 1, 5206,
10, 1]
SQL Error Code: -99999
SQL State: null
com.ibm.db2.jcc.a.ke: Invalid data conversion:Requested conversion would result in a
loss of precision of 16106127360
at com.ibm.db2.jcc.a.r.a(r.java:245)
at com.ibm.db2.jcc.a.id.setLong(id.java:686)
at com.ibm.db2.jcc.a.id.setObject(id.java:1164)
at sun.reflect.GeneratedMethodAccessor162.invoke(Unknown Source)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
at java.lang.reflect.Method.invoke(Method.java:618)
at
com.sterlingcommerce.woodstock.mailbox.db.SQLWrapper.forwardMethod(SQLWrapper.java:6
2)
at
com.sterlingcommerce.woodstock.mailbox.db.StatementWrapper.invoke(StatementWrapper.j
ava:144)
at $Proxy1.setObject(Unknown Source)
at
com.sterlingcommerce.woodstock.mailbox.db.PreparedStatementHelper.setValuesInto(Prep
aredStatementHelper.java:71)
at
com.sterlingcommerce.woodstock.dmi.visibility.db.DmiVisEventWarehouse$Worker$1.body(
DmiVisEventWarehouse.java:351)
at
com.sterlingcommerce.woodstock.mailbox.db.DatabaseOperation._runInTransaction(Databa
seOperation.java:297)
at
com.sterlingcommerce.woodstock.mailbox.db.DatabaseOperation.runInTransaction(Databas
eOperation.java:149)
at
com.sterlingcommerce.woodstock.dmi.visibility.db.DmiVisEventWarehouse$Worker.execute
StatementsAsExecutor(DmiVisEventWarehouse.java:320)
at
com.sterlingcommerce.woodstock.dmi.visibility.db.DmiVisEventWarehouse$Worker.run(Dmi
VisEventWarehouse.java:295)
```

```
at java.lang.Thread.run(Thread.java:810)
[2008-10-07 13:13:04.533] ERROR 000000000000 GLOBAL_SCOPE
DmiVisEventFactory.createCommFileXferCompletePrepStmtHelper() ERROR -
Cannot find FileTransferRecord (linpe685006:node1:11cd8469f28:24846) referenced in a
FileXferComplete event where event = Event:
(Aft.Visibility.CommFileXferComplete.15) - Normal
TimeStamp = 1223399584316
messageId = 20606
isPut = true
ignoreTracking = true
sessionId = 5206_linpe685006:node1:11cd8469f28:24646:10328
isSuccessful = true
isLocallyInitiated = true
transferId = linpe685006:node1:11cd8469f28:24846
bytesTransferred = 16106127360
time = 2008-10-07 13:13:04.313
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Mailbox

Escalation ID: QC

Fix ID: 169078

Severity: Normal

Type: Normal Fix

Build: 5001

InQuira ID: NFX5939

Title: Improve the performance surrounding deleting a message from a mailbox.

Description: Improve the performance surrounding deleting a message from a mailbox.

Resolution: During a mailbox message delete, both the metadata for the message as well as the actual document were being loaded. There is no reason to load the document. The performance improvement comes from only loading the metadata to reset the life span.

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Mailbox

Escalation ID: 1372354

Fix ID: 174348, 174349, 180518

Severity: Normal

Type: Normal Fix

Build: 4318, 4220, 5002

### InQuira ID: NFX6097

Title: Mailbox permissions deleted after canceling the deletion of mailbox

Description: The groups and permissions assigned to a mailbox are deleted when the deletion operation is cancelled. The issue occurs in Gentran Integration Suite, Release 4.3 Build 4318.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Mailbox

Escalation ID: 44895

Fix ID: 187030, 193944

Severity: Normal

Type: Normal Fix

Build: 4320, 5003

### InQuira ID: NFX6398

Title: myFileGateway user interface hangs when Mailbox RIGHTS setting disallows upload/download

Description: myFileGateway user interface hangs when Mailbox RIGHTS setting disallows upload/download.

Steps to reproduce:

1. Log in to a File Gateway instance and import the `FGDemo.xml` file.
2. Perform a file transfer using the resources from the imported file (`FGDemoProducer/FGDemoConsumer`). See [http://neith:8080/giswiki/Demo\\_Example](http://neith:8080/giswiki/Demo_Example) for instructions on performing this step.
3. Export the two mailboxes that were imported in step 1 according to the instructions in the attached documentation for Mailbox Rights in Gentran Integration Suite 4.3.
4. Edit the export XML and change the value for the RIGHTS setting to 0 (zero). Save the changes.
5. Import the XML file from step 4.
6. Log in to myFileGateway as the producer and attempt to upload a file.
7. Log in to myFileGateway as the consumer and attempt to download a file.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Mailbox

Escalation ID: QC

Fix ID: 186389

Severity: Normal

Type: Normal Fix

Build: 5002

### InQuira ID: NFX6565

Title: Routing rule triggers old version of business process upon first execution, after editing business process

Description: After editing a business process that is used in a routing rule and making it the default version, the user runs the routing rule, which triggers the business process. The routing rule kicks off the previous default version upon execution instead of the latest default version of the business process.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Mailbox

Escalation ID: QC

Fix ID: 190812

Severity: Normal

Type: Normal Fix

Build: 5002

### InQuira ID: NFX6776

Title: Mailbox User Permission Error when adding a message to a non-existent mailbox

Description: When Mailbox Add Service tries to add a message to a mailbox that does not exist, it fails with error message Mailbox User Permission Error. The error should not point to a permissions issue, but rather that the mailbox does not exist.

Error Message:

Status Report:

```
ERROR MailboxAddService - Caught exception of type
[com.sterlingcommerce.woodstock.mailbox.repository.InsufficientMailboxPermissionExcep
tion], with message [User: <username> does not have permissions for mailbox:
/non-existent-mailbox].
Mailbox log shows this error:
[2009-08-13 17:11:55.656] ERROR 000000000000 GLOBAL_SCOPE
RepositoryImpl.addToDeadLetter() - adding message to Dead Letter because of Exception
com.sterlingcommerce.woodstock.mailbox.repository.InsufficientMailboxPermissionExcep
tion: User: <username> does not have permissions for mailbox: /non-existent-mailbox
at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.RepositoryImpl.add(Reposi
toryImpl.java:269)
at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.RepositoryImpl.add(Reposi
toryImpl.java:187)
```

```
at
com.sterlingcommerce.woodstock.services.mailbox.MailboxAddService.primitiveProcessData(MailboxAddService.java:194)
at
com.sterlingcommerce.woodstock.services.mailbox.MailboxService$1.run(MailboxService.java:109)
at
com.sterlingcommerce.woodstock.mailbox.db.DatabaseOperation.runContained(DatabaseOperation.java:106)
at
com.sterlingcommerce.woodstock.services.mailbox.MailboxService.processData(MailboxService.java:107)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeService(ActivityEngineHelper.java:1770)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:640)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:367)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:326)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:331)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
at java.lang.Thread.run(Thread.java:801)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Mailbox

Escalation ID: 79155

Fix ID: 198286

Severity: Normal

Type: Normal Fix

Build: 5003

## Mailboxing

InQira ID: NFX2286

Title: Using 4.2 4210 if the MailboxAS2SendSyncMDN or MailboxAS2SendAsyncMDN post fails the mailbox extract abort service tries

Description: Using 4.2 4210 if the MailboxAS2SendSyncMDN or MailboxAS2SendAsyncMDN post fails the mailbox extract abort service tries to execute two times

Error Message: The second mailbox extract abort service fails due to the abort already being executed and the Business Process goes into a Halted state

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4212 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Mailboxing

Escalation ID: 1368765

Fix ID: 43743, 165235, 177462

Severity: Normal

Type: Normal Fix

Build: 4212, 4314, 5001

InQira ID: NFX2424

Title: MBI Send give blank page when uploading files which have '&' in their filepath

Description: In Mailbox interface, the filename values is not encoded. If a user post a file with filepath containing ampersand ('&').

Error Message:

```
[2008-04-14 13:03:28.448] ERROR 000000000000 GLOBAL_SCOPE FormToXML.processRequest()  
- Exception [String index out of range: -13]  
java.lang.StringIndexOutOfBoundsException: String index out of range: -13  
  at java.lang.String.substring(String.java:1444)  
  at  
com.sterlingcommerce.woodstock.webx.xforms.plugin.si.BusinessProcessResolver.getParameters(BusinessProcessResolver.java:904)  
  at  
com.sterlingcommerce.woodstock.webx.xforms.plugin.si.BusinessProcessResolver.resolve(BusinessProcessResolver.java:257)  
  at  
com.sterlingcommerce.woodstock.webx.xforms.plugin.si.FormToXML.processRequest(FormToXML.java:244)  
  at  
com.sterlingcommerce.woodstock.webx.xforms.plugin.si.FormToXML.doPost(FormToXML.java:541)
```

Resolution:

Please apply Gentran Integration Suite, Release 4.1 Build 1987 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later

Functional Area: Mailboxing

Escalation ID: 1368921

Fix ID: 44834, 165521

Severity: Normal

Type: Normal Fix

Build: 1987, 5001

## Map Editor

InQuira ID: NFX8700

Title: NTOA function will not store value into a variable array after migrating to SI 5.0 from Gentran Server

Description:

Extended rule using the ntoa function converting a numeric value into a variable array will return nothing in Sterling Integrator 5.0 BUILD 5003

```
ntoa(#numeric_field , var_arr  
[var_arr_counter]);
```

This rule returns the correct value in Gentran Server for UNIX and for Windows

Error Message:

No error messages returned

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

After the patch has been applied, please download and re-install the Map Editor.

### WORKAROUND

You can convert the numeric value to a string variable first and then assign the variable to the array,

```
ntoa(#numeric_field ,str_var );  
var_arr[var_arr_counter] = str_var;
```

Functional Area: Map Editor

Escalation ID: 152010

Fix ID: 217463

Severity: Normal

Type: NormalFix

Build: 5008

### InQuira ID: NFX8781

Title: Map editor crashes when Update EDI Version function is used

Description:

Map editor crashes when Update EDI Version function is used.

Error Message:

Windows Error: Map Editor has encountered a problem and needs to close. We are sorry for the inconvenience.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Make sure to reinstall the map editor after installing the patch.

Functional Area: Map Editor

Escalation ID: 161614, 237339, 237102, 237110

Fix ID: 218465, 255601, 253919, 249636

Severity: Normal

Type: NormalFix

Build: 4324, 5008

### InQuira ID: NFX10333

Title: Error opening .mxi file in Map Editor from SI build 5006

Description:

Opening a system map ( .mxi file) in the Map Editor from SI build 5006 results in an error and the map cannot be opened.

Error Message:

Element content is invalid according to DTD/Schema

Expecting: {http://www.stercomm.com/SI/Map}

UseConfigurableTrimming

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Map Editor

Escalation ID: 246472

Fix ID: 235782

Severity: Normal

Type: NormalFix

Build: 5008

#### InQuira ID: NFX7280

Title: CRLF (Carriage Return and Line Feed) in a SQL statement is replaced by just a LF

Description: CRLF (Carriage Return and Line Feed) in a SQL statement within a map are replaced by just a LF, when saving the map as a .mxl file.

Resolution: Please apply Gentran Integration Suite, Release 4.3, Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

After installing the patch, download and reinstall the map editor.

Functional Area: Map Editor

Escalation ID: 99376

Fix ID: 202279, 203981

Severity: Normal

Type: Normal Fix

Build: 4324, 5008

#### InQuira ID: NFX8172

Title: Translator goes into an infinite loop if SQL result set is larger than maximum specified in the map.

Description:

Translator goes into an infinite loop if SQL result set is larger than maximum specified in the map.

Error Message:

No error is issued and the process needs to be canceled.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

After the patch has been applied, please download and reinstall the Map Editor.

As a workaround, set the max use to higher than the result set returned from the SQL statement.

Please apply Sterling Integrator, Release 5.1 Build 5101 or later.

Functional Area: Map Editor

Escalation ID: 134033

Fix ID: 210981, 217400, 233542, 235172

Severity: Critical

Type: NormalFix

Build: 5008, 4324, 5101

### InQuira ID: NFX8310

Title: Variable Length map will not ignore the first record which is the column names.

Description:

The Variable Length Delimited Properties screen, On the Delimiters tab, There is a check box labeled "Include column (field) names from first record". When checked, the map does not ignore the first record of a variable Length file.

Error Message:

No errors, but the first line in the file is treated as data.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

After installing the patch, download and reinstall the map editor.

A workaround, is to create a single record in the map to account for the first record in the CSV file and do not link its fields. This forces it to ignore the record.

Functional Area: Map Editor

Escalation ID: 134569

Fix ID: 234980, 231267

Severity: Normal

Type: NormalFix

Build: 4324, 5008

### InQuira ID: NFX10105

Title: Overpunched number turns incorrect when 'Use Big Decimal' is turned ON in the "Map Details" window of a map.

Description:

When 'Use Big Decimal' is turned ON in the map details window, the overpunched numeric is recognized with wrong way. If the output format is just set to R9 in the map and for example, in the case of 2050 with overpunched2, it means 20.5. With overpunched3, it means 2.05. However currently with Big Decimal mode, overpunched2 is recognized as 205000 and overpunched3 is recognized as 2050000. It seems that the value is getting shifted to wrong direction. But if 'Use Big Decimal' is turned OFF, we can get the expected output.

**Note:** This issue exists in build 4322 and 4321 also.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later

Please apply Sterling Integrator, Release 5.0 Build 5008 or later

Functional Area: Map Editor

Escalation ID: 179733

Fix ID: 222011, 230246

Severity: Normal

Type: NormalFix

Build: 4324, 5008

### InQuira ID: NFX10104

Title: Extended rule library works only on the first occurrence in the map.

Description: Let us consider an extended rule library 'RoundReal' to round real (decimal) numbers. It has 2 parameters, for example: RoundReal (123.345, 3). It means that 123.345 is going to be rounded at the three decimal places to two decimal number, so returned value should be 123.350. However, when this library is used in a loop/occurrence, only the first occurrence got the expected value in the output. Second occurrence or later, the target value is never calculated. When the same program is put directly in the extended rule in a map, the output has no problem for all occurrences.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later

Please apply Sterling Integrator, Release 5.0 Build 5008 or later

Functional Area: Map Editor

Escalation ID: 81165

Fix ID: 199542, 206815

Severity: Normal

Type: NormalFix

Build: 4324, 5008

### InQuira ID: NFX9273

Title: Map Editor crashes while compiling maps

Description: Map Editor crashes while compiling maps after removing the existing data source and adding a new data source. It does not occur when ODBC connection parameters are directly updated.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Map Editor

Escalation ID: QC

Fix ID: 203826

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX6887

Title: The Map Editor should throw a Warning if Field Length value exceeds the current supported length

Description: The customer wants to define the length of a String field in a Record in the Map Editor. He wants his field length to be 999999. This is not currently supported in the Map Editor. The current maximum length of a field is 64k. When a number greater than 64k (65535 bytes) is entered for the field length, it is truncated to 16-bit.

For example, if a field length of 99999 is entered it will change to 34463, the low 16 bits of 99999. However, no warning or error is thrown in the Map Editor to make the user aware of this restriction. So when the value 999999 is entered on the Validation screen 'in the background' this is changed by the mapper to be 16959.

Error Message: no errors

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Map Editor

Escalation ID: 83941

Fix ID: 200578, 197844, 200582

Severity: Normal

Type: Normal Fix

Build: 4322, 4222, 5006

### InQuira ID: NFX6924

Title: Numeric fields do not error when the length is greater than the max length

Description: Numeric data that the total has more characters than what is set as the Max Length in the Validation tab does not issue Translation Error. This issue seems to be only when the total number of characters to the left of the decimal are less than the max length.

FOR EXAMPLE

data = 123456.789

Validation tab is set for R3 min0 max8

-Will not throw an error for Data Too Long.

data = 123456789.999

same validation as above

-Will throw error 112 Data Too Long.

The difference is in the first example there are 6 characters to the left of the decimal and in the second 9.

This occurs when format is delimited, as well as either the INPUT or OUTPUT side of the map.

The issue only occurs when the format of the field is R, if it were implied (N3) the error would generate as it should.

Error Message:

112 Data Too Long error should be issued in each of the above examples specified, not only when the number of characters to the left of the decimal are greater than the max length of the Validation tab.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

After the patch has been applied, please download and re-install the Map Editor.

Functional Area: Map Editor

Escalation ID: 85471

Fix ID: 198369, 200413

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

InQuira ID: NFX6844

Title: When dividing two numbers and the result is to be 0.# only 0 is present in the data. The output is rounded to 0.

Description: When dividing two numbers and the result is to be 0.# only 0 is present in the data.

If input data 0.000001 is a real (r9) to real (r9) the output after dividing is correct.

$0.000001/10 = 0.0000001$

However if the input format is a string and is converted using aton or atoi syntax the output shows 0.

`#div10 =aton($Data.#inputfield)/10;`

`#div10= 0` where it should be 0.0000001

If the input data is 1.000001 or 1.1 and the same operation is performed as above:

$1.000001/10 = .1$  even though the output field is r9 and the output should be 1.0000001

Error Message: No error message

Resolution:

Please Apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please Apply Sterling Integrator, Release 5.0 Build 5006 or later.

After the patch has been applied, please download and re-install the Map Editor

#### WORKAROUND

If the operation were changed to multiplication then the correct output is returned even when converting the string with atoi and aton.

Also have all the fields involved be real without using any string to number conversion.

Functional Area: Map Editor

Escalation ID: 76258

Fix ID: 198962, 203101

Severity: Normal

Type: Normal Fix

Build: 4324, 5006

#### InQira ID: NFX7007

Title: Inserting a large number (64 bit integer) using an ODBC Map to Oracle database causes numerical overflow

Description: Inserting a large number (64 bit integer) using an ODBC Map to Oracle database is causing a numerical overflow. Since Gentran Integration Suite/Sterling Integrator supports 64 bit integer, "N0" should also correctly handle the 64 bit integer.

Error Message: N/A

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Map Editor

Escalation ID: 70102

Fix ID: 194388, 197208

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

#### InQira ID: NFX7062

Title: Prefix + sign of Numeric field will be at the wrong place in the output for right justified field

Description: Prefix + sign of Numeric field will be at the wrong place in the output for right justified field when the flag - "Field positions are specified in bytes" is turned ON in the Record Tab of the properties window of the OUTPUT.

The issue occurs in the following conditions :

- ◆ prefix '+' is used for the input field

- ◆ when right justified for the linked output field
- ◆ when the flag - "Field positions are specified in bytes" is ON in the Record Tab of the properties window of the OUTPUT

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Map Editor

Escalation ID: 83385

Fix ID: 198098, 200229

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

**InQuira ID: NFX6370**

Title: Map editor crashes when adding element and attribute to a XML map

Description: Adding an element and an attribute to the output side of an XML map, makes the map editor crash.

Error Message:

Map Editor has encountered a problem and needs to close. We are sorry for the inconvenience.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

After the patch has been applied, please download and re-install the Map Editor.

Functional Area: Map Editor

Escalation ID: 58685

Fix ID: 195088, 198712

Severity: Critical

Type: Normal Fix

Build: 4322, 5006

**InQuira ID: NFX7597**

Title: Extended rule using collate function does not compile - ERROR 1003.Line 4,expected ','

Description: In Gentran Integration Suite, Release 4.3 and Sterling Integrator, Release 5.0, using the SORT\_COLLATE\_TEST sample map, gives an error on the line where the collate function is used.

```
collate ($STORES_GROUP, #STOR_ID ASC,$SALES_GROUP, #STOR_ID1 ASC,$RESULT) ;  
ERROR 1003.Line 4,expected ','  
Error Message:  
ERROR 1003.Line 4,expected ','
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: Map Editor

Escalation ID: 110400

Fix ID: 212645

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX7385

Title: The Map Editor crashes when promoting a group with an extended rule.

Description: The Map Editor crashes when promoting a group with an extended rule using Build 5002 and 4320. Testing shows this may also effect Build 4317 and 4319 as well.

Error Message: Windows error

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later. After the patch has been applied, please download and reinstall the Map Editor.

Workaround: Copy and Paste group and change the max loop to 1

Functional Area: Map Editor

Escalation ID: 102756

Fix ID: 203862

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX7539

Title: Error when opening map in map editor. 'maxLength constraint failed'

Description: Error when opening a map that was saved in map editor from build 4306 (map saved in mxl format)

Error Message: Pop-up error window in map editor

```
maxLength constraint failed. The element: '{http://www.stercomm.com/SI/map}Format' has  
an invalid value according to its data type.
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Map Editor

Escalation ID: 108971

Fix ID: 215346

Severity: Critical

Type: Normal Fix

Build: 5006

InQuira ID: NFX8304

Title: Error when opening .mxl in mapper of Sterling Integrator, Release 5.0 Build 5003 "Element content is invalid according to the DTD/Schema.

Description: Error when opening .mxl in mapper of Sterling Integrator, Release 5.0 Build 5003 "Element content is invalid according to the DTD/Schema. Expecting: {  
http://www.stercomm.com/SI/Map }BlockSig

Code was added in a Record-Tag . Map was compiled and saved as .mxl. Map can not be reopened.

Same was done but now map was saved as .map and .map can be opened again

Error Message:

```
Element content is invalid according to the DTD/Schema. Expecting: {  
http://www.stercomm.com/SI/Map } BlockSig
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later. Please re-install the Sterling Integrator Map Editor after updating to 5006.

Functional Area: Map Editor

Escalation ID: 00139393

Fix ID: 214896

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX8246

Title: Release character "?" is failing EDIFACT->POSITIONAL map on Sterling Integrator, Release 5.0 Build 5003

Description: In this line in the data, the release character should mean that the item number (element 7140) is ?

```
LIN+++??::SVK'
```

However, the item number is being interpreted as blank and this is then giving a "mandatory data missing" error.

Error Message:

```
Section: INPUT Severity: ERROR  
SyntaxSpecific: false Syntax: -1 Code: 100 Mandatory Data Missing
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Map Editor

Escalation ID: 00136268

Fix ID: 212377

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX8172

Title: Translator goes into an infinite loop if SQL result set is larger than maximum specified in the map.

Description: Translator goes into an infinite loop if SQL result set is larger than maximum specified in the map.

Error Message: No error is issued and the process needs to be canceled.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006. After the patch has been applied, please download and reinstall the Map Editor.

As a work around be set the max use to higher than the result set returned from the SQL statement.

Functional Area: Map Editor

Escalation ID: 134033

Fix ID: 210981

Severity: Critical

Type: Normal Fix

Build: 5006

InQuira ID: NFX9430

Title: Japanese characters '?' (0x835E) and '?' (0x835C) cannot be output by extended rules.

Description: Japanese characters '?' (0x835E) and '?' (0x835C) cannot be output by extended rules. Here is the extended rule used in one of the output fields:

- ◆ 835E can be obtained in the output if we specify with hex code, but cannot by normal way.
- ◆ Unable to compile 835C. Map Editor gives error when compiled with 835C.
- ◆ Values for fields - #F0:6\#F0:7 is an example, which has no problem in output.

```
#F0:2="?";
#F0:3="^83^5E";
/#F0:4=" ?";
#F0:5="?^";
#F0:6="?";
#F0:7="^83^60";
```

- ◆ When a map test is done the Output for #F0:2 is '?' (in case of UNIX, no value at all). However, it should be '?'.



Request Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

For more information, refer to the Standards 5.6 *Map Editor Guide*.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

For more information, refer to the Standards 6.1 *Map Editor Guide*.

InQira ID: NFX2551

Title: In the SQL File Properties, Update does not list all the tables after the first Update

Description: Maps that map to or from an Oracle database do not list all the tables after updating the first time. Go into the **SQL File Properties/Data Sources** tab, select the Data Source and click the **Update** button; it properly displays and allows the tables to be selected. While still in the map, select **Update** again, the box where the tables should be displayed is empty. If the Map Editor is closed and opened back up, only the first time again will the Update display the database tables.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

After installing the patch, download and re-install the map editor.

Functional Area: Map Editor

Escalation ID: 1371075

Fix ID: 170145, 177684

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

InQira ID: NFX2622

Title: When printing a map to file, the Map Editor is not able to handle Japanese strings as folder name and file name.

Description: When printing a map to file, the Map Editor is not able to handle Japanese strings as folder name and file name. When the folder name includes a Japanese string, then no file is created at all. When the file name includes Japanese string, sometimes there is no file created. In some other cases, the file is created, but the file name is created with garbage characters. However, the same Map Editor is able to handle Japanese correctly as folder and file name when saving a map file.

Gentran Integration Suite, Release 4.2 and Map Editor 4.2 work well and do not have any issue. This issue is found in Gentran Integration Suite, Release 4.3 Map Editor 5.2. Both English version and Japanese version of Map Editor have this issue.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Map Editor

Escalation ID: 1369824

Fix ID: 179163, 179180

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

**InQuira ID: NFX3273**

Title: Map Editor will not import a DTD that contains Russian characters

Description: Gentran Integration Suite 4309 Map editor will not import a DTD that contains Russian characters

Error Message:

"Not a valid Doctype for the document"

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

After the patch has been applied, please download and re-install the Map Editor.

Functional Area: Map Editor

Escalation ID: 1371339

Fix ID: 169807, 177583

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

## InQuira ID: NFX3656

Title: Getting unreasonable warning for FreeFormat after install the new map editor of build 4311

Description: Customer is getting unreasonable warning message for FreeFormat after installing the new map editor of build 4311. In the new map editor called version 5.3, every time we click OK on a field properties screen which was set FreeFormat for String, we get a unreasonable warning like below (we have attached the screen shot of the warning message).

The string data format entered is not valid.

Select an existing format or create a new syntax token.

The data format change has not been saved.

Error Message: No error

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

**Note:** After the patch has been applied, please download and re-install the Map Editor.

Functional Area: Map Editor

Escalation ID: 1370797

Fix ID: 165100, 177584

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

## InQuira ID: NFX3710

Title: Cannot see the existing .map files when using "save as " in the mapper tool

Description: When the filter "Source Maps(\*.map)" is used, even if there are some files .map in the directory, these files are not displayed. This behavior does not appear when the filter "All Files" or "Source Maps(\*.mxl)" is used. This occurs when the user modifies a map in the mapper tool and wants to save it (save as).

The Map Editor crashed when using the `AddRequestForQuote.xsd` schema because it used two different namespaces and could not handle namespaces correctly. These namespaces caused the Map Editor to crash.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later

After installing the patch, download and reinstall the Map Editor.

Functional Area: Map Editor

Escalation ID: 1372938

Fix ID: 179451, 179453

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

#### InQira ID: NFX3724

Title: Map test never complete when a rule invoked from Extended Rule.

Description: Function call to Extended Rule Library from extended Rule not invoked properly. Hence the MapTest is not completing successfully. The MapTest is running for long time and the MapTest business process in Gentrans Integration Suite never completes showing the status as 'ACTIVE' only. However the MapTest is successful if the function placed directly in the Map Extended Rule.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Map Editor

Escalation ID: 1371002

Fix ID: 171332, 177786

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

#### InQira ID: NFX3737

Title: Map calling ExtendedRuleLibrary from extended rule can not be checked in with \*.map in 4311 build

Description: \*.map files which calls the Extended Rule Library cannot be checked in on build 4311 environment as it shows the below error.

```
'Your .map or .mxl file is empty or is not a valid source map. Please try again.'
```

But if tried to save the same Map as \*.mxl and tried to check in, there are no issues. Also normal maps has no problem to check in with \*.map. There are no issues in checking in both the \*.mxl and \*.map maps in 4309 and 4310 builds. The version of map editor to save and compile does not matter. Both old and new from 4311 got same problem with checking in on 4311 build.

Error Message:

```
Your .map or .mxl file is empty or is not a valid source map. Please try again.
```

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Map Editor

Escalation ID: 1370796

Fix ID: 165613, 177582

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

InQuira ID: NFX3799

Title: Using sumtotal() method for integers causing an error.

Description: Using sumtotal() method for integers was causing a NullPointerException.

Error Message:

```
[2008-09-29 11:35:19.581] ERRORDTL 000000000000 GLOBAL_SCOPE
[1222702519580]java.lang.NullPointerException
    at
com.sterlingcommerce.woodstock.translator.rules.ExtendedRuleExecuter.executeRule(Ext
endedRuleExecuter.java:113)
    at
com.sterlingcommerce.woodstock.translator.fieldprocessor.FieldHandler.executeFieldRu
les(FieldHandler.java:435)
    at
com.sterlingcommerce.woodstock.translator.fieldprocessor.FieldHandler.executeRules(F
ieldHandler.java:386)
    at
com.sterlingcommerce.woodstock.translator.fieldprocessor.InputFieldHandler.processFi
eldValues(InputFieldHandler.java:129)
    at
com.sterlingcommerce.woodstock.translator.fieldprocessor.SimpleFieldProcessor.proces
sFieldValues(SimpleFieldProcessor.java:500)
    at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockHandler.handleBlock(Bl
ockHandler.java:112)
    at
com.sterlingcommerce.woodstock.translator.blockprocessor.EDIInputBlockHandler.handle
Block(EDIInputBlockHandler.java:237)
    at
com.sterlingcommerce.woodstock.translator.blockprocessor.EDIInputCharBlockHandler.ha
ndleBlock(EDIInputCharBlockHandler.java:597)
    at
com.sterlingcommerce.woodstock.translator.blockprocessor.InputStreamBlockProcessor.m
atchBlock(InputStreamBlockProcessor.java:234)
    at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.processBlock(
BlockSequence.java:1079)
    at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.searchBlock(B
lockSequence.java:737)
    at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.searchGroup(B
lockSequence.java:605)
```

```

        at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.searchForward
(BlockSequence.java:422)
        at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.processFileFo
rmat(BlockSequence.java:397)
        at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.translateInpu
t(TranslationEngineImpl.java:1614)
        at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.doTranslation
(TranslationEngineImpl.java:1736)
        at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.translate(Tr
anslationEngineImpl.java:1249)
        at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngine.translate(Transla
tionEngine.java:193)
        at
com.sterlingcommerce.woodstock.services.translation.TranslationServiceImpl.processDa
ta(TranslationServiceImpl.java:676)

```

Resolution: There was an overlap in opcodes between the sumtotal() method and the integer initialization if you had the “Initialize Extended Rule Variables” checkbox checked in the **Edit > Details** page in the Map Editor. The opcode for integer initialization has been moved to fix the problem, but any customer having a map that defined an integer variable in an extended rule with this checkbox checked needs to recompile their map to pick up the fix.

Please apply Gentran Integration Suite, Release 4.3 Build 4312 or higher.

Please apply Sterling Integrator, Release 5.0 Build 5001 or higher.

Functional Area: Map Editor

Escalation ID: QC

Fix ID: 165966, 177775

Severity: Normal

Type: Normal Fix

Build: 4312, 5001

InQuira ID: NFX3989

Title: Map Editor crashes when importing schema to create map

Description: Using AddRequestForQuote.xsd in order to build an XML map causes the Map Editor to crash. The Map Editor was not properly handling schemas where different namespaces were used. No Dr.Watson errors were created. The schema is AAIA version which uses OAGIS schema as well to build the map.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

After installing the patch, download and reinstall the Map Editor.

Functional Area: Map Editor

Escalation ID: 1371313, 26588

Fix ID: 173081, 183241, 185047

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

#### InQuira ID: NFX4001

Title: Map Editor crashes when Update EDI Version function is used

Description: Map Editor crashes when Update EDI Version function is used.

Error Message: No error messages are generated when the Map Editor crashes.

Resolution:

The Map Editor was corrected to account for invalid elements when fixing rules.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Please download and reinstall the Map Editor.

Functional Area: Map Editor

Escalation ID: 1371390

Fix ID: 168785, 177603

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

#### InQuira ID: NFX4025

Title: XSDTime date format is not available in the **Options > Date Formats** screen.

Description: In the **Options > Date Format** screen of the Mapper the format for XSDTime is not available in the Gentran Integration Suite 4.3 version build 4311. This is listed in the help text under Using a Date/Time Field but not in the Alphabetic Language Reference section under "date" and "strdate" Format Specifiers. The format is loaded into the 4.2 Map Editor as Name=XSDTime and Picture as %T.

Resolution: This function was added to the 4.3 Map Editor in build 4309, however was never added to the Map Editor.

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

After the patch has been applied, please download and re-install the Map Editor.

Workaround:

In the **Options > Date Formats** section select **NEW**. For the Name enter XSDTime and for the Picture %T. This will allow the format to be used in a Date/Time field.

Functional Area: Map Editor

Escalation ID: 1371368

Fix ID: 169822, 177594

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

InQuira ID: NFX4033

Title: Unable to download/install the FR and ES Map Editors from a 4312 instance

Description: Unable to download/install the French (FR) and Spanish (ES) Map Editors from the Maps UI from a Gentran Integration Suite 4.3 Build 4312 instance.

Error Message:

Unable to download Map Editor. Please try later.

Resolution: The Map Editor binary files were not properly bundled with the 4312 build.

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or higher.

Please apply Sterling Integrator, Release 5.0 Build 5001 or higher.

Functional Area: Map Editor

Escalation ID: QC

Fix ID: 164702, 177388

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

InQuira ID: NFX4179

Title: Linking Warning not given when two XML elements are at different levels

Description: When linking an input XML element that is one level deep to an output XML element that is two levels deep, the linking warning that the two fields should not be linked because one side is deeper than the other is not given. The output element is a child of a repeating element and repeating content\_particle, and the content\_particle is set to Choice in the Type tab. If the content\_particle is changed to Sequence, then the linking warning is given. The map was created from schemas and uses Namespaces on the output side of the map.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

After the fix has been applied, please download and re-install the Map Editor.

Functional Area: Map Editor

Escalation ID: 1371520

Fix ID: 169534, 177683

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

InQira ID: NFX4242

Title: Incorrect Map Compiler error '2037' on On\_Begin extended rule which references a field on the Input side

Description: Map Compiler throws '2037' error on On\_Begin extended rule on the Output side of the map which references a field in the INPUT side of the map. This is incorrect. The error should only be thrown if the field referenced by the extended rule is on the Output side of the map

Error Message:

```
"ERROR 2037, Line x: output fields can only allowed be referenced in field extended rules"
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later

Please apply Sterling Integrator, Release 5.0 Build 5001 or later

Functional Area: Map Editor

Escalation ID: 1371304

Fix ID: 168007, 177785

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

InQira ID: NFX4259

Title: Map Editor crashes when trying to delete a record

Description: Map Editor crashes when trying to delete a record.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

After installing the patch, download and re-install the Map Editor.

Functional Area: Map Editor

Escalation ID: 1371333

Fix ID: 168788, 177599

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

#### InQaira ID: NFX4345

Title: Application Integration Map Editor is not resizable.

Description: Gentran Integration Suite 4313 - Map Editor Open window (**File > Open**) is not resizable.

Earlier versions of Gentran Integration Suite Application Integration Mapper were resizable.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

After patch has been applied, please download and re-install the Map Editor.

Functional Area: Map Editor

Escalation ID: 1371693

Fix ID: 171153, 177681

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

#### InQaira ID: NFX4751

Title: Map Editor abends during a promote function after map is checked out of Gentran Integration Suite 4.3

Description: Map Editor abends during a promote function after map is checked out of Gentran Integration Suite 4.3 build 15.

Error Message: Dr.Watson error message only.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

After installing the patch, download and reinstall the Map Editor.

Functional Area: Map Editor

Escalation ID: 1372162

Fix ID: 173223, 187492

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX4778

Title: Map description is partially truncated when a map is checked in Gentran Integration Suite as a .map file.

Description: Map description is partially truncated when a map is checked in Gentran Integration Suite as a .map file. When the map is checked in .mx1 format, the description is not getting truncated.

**Note:** The DB field for the description in a map is of type - VARCHAR and is size 255 bytes.

Maximum length of the description a .map allows is 190 characters in the Map Editor but when you try to check in Gentran Integration Suite, the description is truncated. An error is thrown when checking in the map (in .mx1 format) in Gentran Integration Suite user interface if the description is more than 255 characters.

**Note:** Though a .mx1 map allows more characters in the Map Editor for the description field, the maximum size allowed is 255 characters.

Resolution: Descriptions of the existing maps which have more than 255 characters will be truncated since the table limit for the field is 255.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Map Editor

Escalation ID: 1372243

Fix ID: 174703, 182585, 182586

Severity: Normal

Type: Normal Fix

Build: 4318, 4319, 5002

InQuira ID: NFX4897

Title: Map Editor moves extended rules to different fields when an extended rule is deleted

Description: Map Editor released with Gentran Integration Suite 4.3 Build 4315 moves extended rules to different fields when an extended rule is deleted. If a map contains a number of extended rules, and an existing extended rule is removed, other rules in the map are then assigned to other fields in the map.

Error Message: No specific error message, though it is possible compile errors may appear if the rules depend on position.

Resolution: The problem is caused when the extended rule is deleted and that entry is removed from the extended rule list and the code was not leaving a placeholder for that rule in the list. That entry instead of being deleted should be blanked out so the rule positions are not moved out of position. The solution is to blank out the field but leave that array element there so rule positions are maintained.

Please apply Gentrans Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

After the patch has been applied, please download and re-install the Map Editor.

Functional Area: Map Editor

Escalation ID: 1372318

Fix ID: 174343, 177787

Severity: Critical

Type: Normal Fix

Build: 4316, 5001

#### InQuira ID: NFX4933

Title: Map Editor crashes when a EDI group is copied and pasted to another group

Description: Map Editor crashes when a EDI group is copied and pasted to another group. Copying one group and pasting to another on the same side of the map causes Map Editor to crash.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

After the patch has been applied, please download and re-install the Map Editor.

Functional Area: Map Editor

Escalation ID: QC

Fix ID: 174449, 177774

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

#### InQuira ID: NFX4934

Title: Adding a field or a group with an extended rule causes the Map Editor to crash

Description: Adding a field or a group with an extended rule causes the Map Editor to crash.

Steps to Reproduce for fields:

1. Create a new map of any syntax
2. Add a new field and create an extended rule on that field all in the same session.
3. Click **OK** on the new field properties window and the Map Editor will crash.

Steps to reproduce for groups:

1. Create a new map of any syntax
2. Add a new group and create an on-begin or on-end extended rule on that group all in the same session.
3. Click **OK** on the new field properties window and the Map Editor will crash.

**Note:** If you create the field or group without an extended rule and click **OK** on the properties then reopen the properties and add the rule, this does not cause Map Editor to crash.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

After the patch has been applied, please download and re-install the Map Editor.

Functional Area: Map Editor

Escalation ID: QC

Fix ID: 174451, 177402

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

InQuira ID: NFX4936

Title: Map Editor crashes when copying a field which contains a standard rule

Description: Map Editor crashes when copying a field which contains a standard rule.

To recreate:

1. Find a field that has contains a standard rule.
2. Right click on the field, and copy it.

Error Message:

```
ASSERT error occurs in CRuleTableEntry::SetRuleLocationByOwner
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

After the patch has been applied, please download and re-install the Map Editor.

Functional Area: Map Editor

Escalation ID: QC

Fix ID: 174453, 177403

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

#### InQuira ID: NFX4942

Title: Temporary input records populated by extended rules On Begin or On Field in a real input record does not generate output

Description: In Gentrans Integration Suite, Release 4.3, using SQL, any type output has rule On Begin of INPUT to populate a Temp field within a Temp Input record. The output record that is linked to the temp is not generated.

Resolution: The issue was that the field was set to null when the field is not associated with a query. So the fix is to get the existing value for that field and move it from main storage to temporary storage when it is not associated with a query.

Please apply Gentrans Integration Suite, Release 4.3 Build 4320 or later.

After installing the patch, download and reinstall the Map Editor.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

After installing the patch, download and reinstall the Map Editor.

Functional Area: Map Editor

Escalation ID: 26918, 1372458

Fix ID: 181484, 186548

Severity: Normal

Type: Normal Fix

Build: 4320, 5002

#### InQuira ID: NFX5129

Title: Writing an extended rule to root of the input or output side of the map causes Map Editor to crash.

Description: Writing an extended rule to root of the input or output side of the map causes Map Editor to crash.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

After installing the patch, download and reinstall the Map Editor.

Functional Area: Map Editor

Escalation ID: 1372898

Fix ID: 177395, 177396

Severity: Critical

Type: Normal Fix

Build: 4318, 5001

#### InQuira ID: NFX5285

Title: Attempting to copy a root level segment in map causes Map Editor to crash

Description: When attempting to copy an element that is off the root level of the input side of the map will cause the Map Editor to crash. Copy of elements below another group will not cause the map to crash.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

After installing the patch, download and reinstall the Map Editor.

Functional Area: Map Editor

Escalation ID: 1372963

Fix ID: 179045, 179051

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

#### InQuira ID: NFX5341

Title: Extended Rules Print to file not printing entire rule

Description: The Print to file for Extended Rules does not print entire rule. Extended rule that does not print appears to be over 160 characters.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

After installing the patch, download and reinstall the Map Editor.

Functional Area: Map Editor

Escalation ID: 1373095

Fix ID: 180743, 180744

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

### InQuira ID: NFX5482

Title: Map Editor Browse window not resizeable in Gentran Integration Suite 4.3

Description: Previous versions of Gentran Integration Suite (4.0, 4.1, 4.2) have the ability to resize the browse windows within the Map Editor.

- ◆ **Map Test** screen, both **Browse** buttons
- ◆ New Map Wizard, **Browse** button for "Open File Definition"
- ◆ **Compile Map** button
- ◆ Rule Library Manager, Add Library

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319.

Please apply Sterling Integrator, Release 5.0 Build 5002.

After installing the patch, download and reinstall the Map Editor.

Functional Area: Map Editor

Escalation ID: 26712

Fix ID: 181709, 181967

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

### InQuira ID: NFX5730

Title: Getting error stating `Class not registered` while selecting **Next** button in the New Map Wizard - Input Format screen

Description: The following error is generated when you select **Next** button in the New Map Wizard - Input Format screen in Map Editor:

```
Class not registered
```

Error Message:

```
Error:
Code = 80040154
Code meaning = Class not registered
Source = (null)
Error Description = (null)
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Map Editor

Escalation ID: QC

Fix ID: 179601, 179857

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

### InQuira ID: NFX5970

Title: Release character does not work as intended in a delimited to Edifact map

Description: When using the question mark as a release character in a delimited to Edifact map, the release character only works for the first row. Used the release character '?' in the 'ROW+ABC' segments of the input data in order to tell the translator to ignore certain element delimiters. However, in translation it seems that the release character is only applied on the first segment in which it occurs. This causes Translation errors 120 and 110 to be thrown.

Error Message:

```
Translation error codes "120" and "110".  
Code: 120 Too Many Fields  
Code: 110 Incorrect Data Format
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

After installing the patch, download and re-install the Map Editor.

Functional Area: Map Editor

Escalation ID: 29737

Fix ID: 182996, 185139

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

### InQuira ID: NFX6012

Title: Update EDI function crashes the mapper

Description: Update EDI function crashes the mapper when the entire input is within a group and **Insert new items from the new version** is not selected.

Error Message: The Map Editor has performed an illegal operation and will be terminated.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

After installing the patch, download and reinstall the Map Editor.

Functional Area: Map Editor

Escalation ID: 1373079

Fix ID: 181486, 181760

Severity: Normal

Type: Normal Fix

Build: 4319, 5002, 5003

InQuira ID: NFX6062

Title: Standard rule accumulator option 1 is showing under option 2

Description: When setting up a standard rule accumulator, the choice made for option 1 is showing up under option 2. Each option added will show up under one option higher than selected in **Change dialog for Accumulator**. Option 4 will not be visible.

Resolution: This is only a visual bug and the options are set up correctly and will translate correctly without error.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

After the patch has been applied, please download and reinstall the Map Editor.

Workaround: To fix the visual bug, you need to correct your DPI settings in Windows. Your system is set to display fonts at 120 DPI. Changing your DPI setting to the Windows default of 96 will resolve this.

1. Right click on your desktop.
2. Click **Properties**.
3. Go to **Settings** tab.
4. Click the **Advanced** button.
5. On the first **General** tab, change the drop down box for **DPI Setting** to Normal 96 DPI
6. Reboot your system

Functional Area: Map Editor

Escalation ID: 44507

Fix ID: 193146

Severity: Normal

Type: Normal Fix

Build: 5003

## InQuira ID: NFX6334

Title: Translation service error `java.lang.NullPointerException`

Description: The translation service ends with advanced status 'service error' and status 'Interrupted\_Man' on missing mandatory output element when the input side element is conditional and empty.

Error Message: `java.lang.NullPointerException error`

Resolution: The translation service will report this condition as mandatory block missing error rather than throwing java exception error.

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Map Editor

Escalation ID: 00054964

Fix ID: 191337, 192490

Severity: Normal

Type: Normal Fix

Build: 4320, 5003

## InQuira ID: NFX6378

Title: Translation Error 180 when processing 835 document with Sterling provided HIPAA map.

Description: On the ON\_END of the SVC group (OUTPUT side) in the 835 compliance map, you see the following rule:

```
//SVC06 is not used when the submitted code is the same as the code in SVC01 if  
#0235:2 = #0235 then cerror(180, #0235:2, "SVC06 is not used when the submitted code  
is the same as the code in SVC01").
```

This rule checks to see if the qualifier on each composite element is the same.

Resolution: The Sterling provided maps are incorrectly pointing to the wrong elements. The new maps are loaded with the build update.

Please apply Sterling Integrator, Release 5.0 Build 5002.

Functional Area: Map Editor

Escalation ID: 32324

Fix ID: 184259, 188060

Severity: Normal

Type: Normal Fix

Build: 5002

## InQuira ID: NFX6463

Title: Packed decimal field got an error `Data Too Long` though the max length is set enough

Description: When the input field is set to 10 byte for the field size (in a map translating from integer to packed decimal), it should allow values from -999999999 to +999999999 (sign + 9 digits number). On the other hand, output field size is set to 5 for packed number.

This map is throwing an error `112 Data Too Long` on output side when the input file has values like 999999999, -999999999, -999999999, -999999999, 999999999, -999999999, -999999999 and -999999999. However, inspite of this error, the output is obtained without any problem.

**Note:** When the field size is changed to 6, no error comes up.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Map Editor

Escalation ID: 48643

Fix ID: 188194, 189935

Severity: Normal

Type: Normal Fix

Build: 4320, 5003

## InQuira ID: NFX6466

Title: NTOA sometimes returns a value of -0, 0, -0.00 or 0.00

Description: The user runs data through an HIPAA validation map, and it returns an error since the value being calculated is -0 and all HIPAA maps are comparing it to 0.

Error Message: No error message.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Map Editor

Escalation ID: QC

Fix ID: 187871

Severity: Normal

Type: Normal Fix

Build: 5002

## InQuira ID: NFX6611

Title: Map Editor does not display any results when connecting to a Sybase Adaptive Enterprise using an ODBC Data Source

Description: When creating a new map to connect to Sybase Adaptive Enterprise using an ODBC Data Source using supplied driver 15.00.00.325, when you select update in the mapper, the Map Editor does not return the list of tables from the schema. The screen is blank and results will not be returned.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

After installing the patch, download and reinstall the map editor.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

After installing the patch, download and reinstall the map editor.

Functional Area: Map Editor

Escalation ID: 00050412

Fix ID: 190774, 191262

Severity: Normal

Type: Normal Fix

Build: 4320, 5003

## InQuira ID: NFX6920

Title: Error `java.lang.NullPointerException` is given rather than specific translation errors for very large files

Description: When processing very large files (over 15 MB), specific translator errors are no longer reported. Instead, an `Interrupted_Man` with `java.lang.NullPointerException` error is thrown.

Error Message: `java.lang.NullPointerException`

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

After the patch has been applied, please download and re-install the Map Editor.

Functional Area: Map Editor

Escalation ID: 84400

Fix ID: 198593

Severity: Normal

Type: Normal Fix

Build: 5003

### InQuira ID: NFX7126

Title: Map Editor `Print to File` function adds LF (Line Feed) even on Windows

Description: Map Editor "Print to File" function adds "LF (Line Feed)" instead of "CRLF (Carriage Return+Line Feed)" even on Windows. Since Map Editor runs on Windows machines, it should write "CRLF" rather than "LF".

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Map Editor

Escalation ID: 60715

Fix ID: 193752

Severity: Normal

Type: Normal Fix

Build: 5003

### InQuira ID: NFX7213

Title: Missing mandatory pcdData will not error if element contains attribute with data

Description: Outbound XML map will not error out when XML element with mandatory pcdData is missing if element also contains attribute with data. If the XML element contains data within a pcdData and a mandatory attribute is missing, no error is thrown.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Map Editor

Escalation ID: QC

Fix ID: 195631

Severity: Normal

Type: Normal Fix

Build: 5003

### InQuira ID: NFX7226

Title: Map editor field issue

Description: When you copy a field or an element in any map, say a field 'a', it gets copied as 'a: 2'. When you delete the field 'a' and try to rename 'a: 2' as 'a', a pop-up appears saying "A field must have a name that is unique within its file format". But if you rename 'a: 2' as something else, say 'ab' and then try to rename it as 'a', it works.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Map Editor

Escalation ID: QC

Fix ID: 189115

Severity: Normal

Type: Normal Fix

Build: 5003

## Mesa Studio

InQuira ID: NFX8238

Title: Sterling Integrator Mesa Skin Editor displays Gentran Integration Suite

Description: Sterling Integrator Mesa Studio Skin Editor displays screen from Gentran Integration Suite. Same screens are displayed even if skins are downloaded from Sterling Integrator Instances.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Mesa Studio

Escalation ID: 00134109

Fix ID: 211040

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9594

Title: Sterling Integrator 5.0 5003 - Mesa developer studio does not change color scheme

Description: In MESA Developer Studio, you can change the tree header color and icons (so that users can identify what environment they are login into). In MESA Studio you can change and deploy, however the changes are not made in the screens in Sterling Integrator.

Error Message: Sterling Integrator color appearance does not change as expected.

Resolution:

Workaround:

1. Make your changes from MESA and deploy to Sterling Integrator as instructed.
2. Once deployed from MESA, manually move 2 files (admin.css and neotree.css) to the correct place:  
In the Sterling Integrator installation directory:  
Copy neotre.css and admin.css from install/container/Applications/admin/css/blue  
Copy to install/repository/eardata/admin/war/css/blue
3. From the bin directory run deployer.sh.

4. Restart Sterling Integrator.
5. Try the screens again.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: MESA Studio

Escalation ID: 120874

Fix ID: 218663

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX7127

Title: In Sterling Integrator, Release 5.0 Build 5002, MESA Studio plug-ins are missing

Description: The problem is that when Eclipse tries to go out to Sterling Integrator and download the plug-ins, it fails with an error that the files are not there. From `site.xml`, it looks like the plug-in versions that it is looking for are 3202 and the only ones that are in the plug-ins directory (`\SI\mesa\studio\plugins`) are version 3200.

```
[user@server:install/mesa/studio/plugins]$ ls | grep 3200
com.sterlingcommerce.mesa.servicesdk_3200.0.0.jar
com.sterlingcommerce.mesa.skineditor_3200.0.0.jar
com.sterlingcommerce.mesa.studio_3200.0.0.jar
com.sterlingcommerce.woodstock.bi.plugin.factmodel_3200.0.0.jar
com.sterlingcommerce.woodstock.bi.plugin.reportdef_3200.0.0.jar
com.sterlingcommerce.woodstock.bi.plugin.reportskin_3200.0.0.jar
[user@server:install/mesa/studio/plugins]$ ls | grep 3202
[user@server:install/mesa/studio/plugins]$
```

Error Message:

```
update operation has failed plugins/com.sterlingcommerce.mesa.studio_3200.0.0.jar
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Mesa Studio

Escalation ID: 78770

Fix ID: 196152

Severity: Normal

Type: Normal Fix

Build: 5003

## Monitor Framework

InQira ID: NFX5032

Title: FilegatewaySendMessage business processes fail when sent from mailbox to FTP consumer

Description: FilegatewaySendMessage business processes fail when sent from mailbox to FTP consumer. The Filegateway routes remain in routing status.

Error Message: The Filegateway routes remain in routing status.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4317 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Monitor Framework

Escalation ID: QC

Fix ID: 174866, 176002

Severity: Normal

Type: Normal Fix

Build: 4317, 5002

## MSSQL Snapshot

InQira ID: ENH2243

Title: Support Microsoft SQL Server Snapshot

Request Description: Support Microsoft SQL Server Snapshot to view a read-only copy of the database even when it is locked.

Escalation ID: N/A

Status: Completed

Request Resolution: The snapshot feature in Microsoft SQL Server 2005 allows you to view a read-only copy of the database even when it is locked. It is recommended to configure snapshot feature as it reduces deadlocks.

Run the following command to enable snapshot feature:

```
ALTER DATABASE db_name SET READ_COMMITTED_SNAPSHOT ON;
```

Please apply Gentrans Integration Suite, Release 4.3 Build 4321 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

## MyFileGateway

InQira ID: NFX9495

Title: Filename changes when downloading files using myFileGateway

Description:

Using Sterling Integrator and Sterling File Gateway 2.0. There are two issues with file names being changed when the files are down loaded using myFileGateway.

1. A file name contains more than one consecutive space. Using Internet Explorer 8 two underscores are added to the downloaded file name. When using Firefox the file name is truncated at the first space. For example, when the file name is "Test File.txt", the file name is displayed properly within myFileGateway. When downloaded using Internet Explorer the downloaded file name becomes - "Test\_\_File.txt". Using Firefox the downloaded file name becomes "Test".
2. A file with a semicolon in the file name. Semicolons are allowed within file names and they are preserved throughout the system. However, when a user tries to download the file through myFileGateway, the filename ends at the semicolon. For example, a file with a file name of "Test;File.txt" will be downloaded as "Test". The same results were experienced using both Internet Explorer and Firefox. When using Mailbox Browser Interface both types of file names are maintained during download. The above file names are also preserver when files are down loaded using other protocols such as FTP or SFTP.

Error Message:

No error messages are reported

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: myFileGateway

Escalation ID: 00200167

Fix ID: 226612

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX9452

Title: Uploaded Filename is corrupted when it contains Scandinavian characters such as ÅäÄö characters.

Description:

When a filename that contains Scandinavian characters (such as ÅäÄö) is uploaded in "myFileGateway" interface, the filename is corrupted when viewed in the SFG download screen and the message management screen of GIS

Error Message:

None

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: myFileGateway

Escalation ID: 200371

Fix ID: 236281

Severity: Normal

Type: NormalFix

Build: 5008

**InQuira ID: NFX7543**

Title: An error is generated when trying to select Sterling File Gateway reports over a secure connection (https).

Description: Connected over a secure https connection. The html format report works fine. The .pdf and .xls formats do not work, it results in Internet Explorer 'cannot display the webpage'. Html reports are successful over an https connection. Customer reported same issues if using SSP and when not using SSP.

Tested with IE 8, and successfully generated a report and downloaded a pdf file. Firefox succeeded too.

Error Message:

Internet Explorer cannot display the webpage

Resolution: Workaround on Browser IE7: Change browser settings: Go to Tools > Internet Options > Advanced. Under the Security setting, place a check in front of the option: Do not save encrypted pages to disk.

In the permanent resolution there were some additional response headers that needed to be set in the code when dealing with HTTPS protocol on IE 7.0 browser.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: MyFileBroker

Escalation ID: 109399

Fix ID: 205009

Severity: Normal

Type: Normal Fix

Build: 5006

**InQuira ID: ENH2250**

Title: Limit the visibility of MyFileGateway to file upload or desired configuration

Request Description: Limit the visibility of myFileGateway to file upload or desired configuration. Specific permissions can be assigned to user groups or partner users to control the tabs of myFileGateway, which can be accessed and for which the functionality is available.

Escalation ID: 00087444 (205575, 205576)

Status: Completed

Request Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

## Partner Management

InQira ID: ENH2252

Title: Additional support for authentication outside Sterling File Gateway

Request Description: Added ability to set the following values while creating a partner user in Sterling File Gateway:

- ◆ User type (Local or External)
- ◆ LDAP Server
- ◆ Timeout
- ◆ Password Policy

Escalation ID: 1372984, 1373152, 1373158 (196740, 196743)

Status: Completed

Request Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

InQira ID: ENH2253

Title: Support for specifying organization code in Sterling File Gateway

Request Description: You can now identify an organization (partner) name different from organization (partner) code when creating a partner in the Sterling File Gateway partner configuration user interface.

Escalation ID: 1373158 (196740, 196743)

Status: Completed

Request Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

## Patch Install Report

InQira ID: ENH1892

Title: Log changes made during a system patch

Request Description: The Patch Changes Report can be located in the installation directory in the patch\_reports folder. The report contains patch ID, number of files deleted, JARs removed and added, files added and changed, properties added, business property added, service instances added, service definitions added, templates added, reports added, maps added, schemas added, and business rules added.

Escalation ID: N/A

Status: Completed

Request Resolution: See the Gentran Integration Suite 4.3 or Sterling Integrator 5.0 Documentation Updates for more information on Patch Changes Report.

Please apply Gentran Integration Suite, Release 4.3 Build 4321 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

## Performance

InQira ID: NFX10876

Title: Sterling Integrator will not start after applying OS maintenance. An OutOfMemoryError occurs during startup.

Description:

Bundles within the OS were upgraded. On 11.23. Bundle upgrade did not change OS version number. Those bundles include

iCOD B.11.23.08.03.00.22 Instant Capacity

SAS-SASD B.11.23.0903 PCI-

X/PCI-E Serial SCSI (SASD) Driver

FC-FCD B.11.23.08.02 HP PCI-X/PCIe FibreChannel Driver(FCD)

SAS-COMMON B.11.23.0903 Serial SCSI Common product

Error Message:

```
[2010-07-12 13:41:12.364] ERROR 000000000000 GLOBAL_SCOPE B2BListenSocket-init()
ioexception,
```

```
java.io.IOException: length bytes read: -1 not enough(1157627904)
```

The OOM stacktrace in

noapp.log.D20100712.T133919 shows:

```
[2010-07-12 13:41:51.195] ALL 000000000000 GLOBAL_SCOPE
```

```
java.lang.OutOfMemoryError: Java heap space
```

```
[2010-07-12 13:41:51.195] ALL 000000000000
```

```

GLOBAL_SCOPE
[2010-07-12 13:41:51.195] ALL 000000000000 GLOBAL_SCOPE      at
com.sterlingcommerce.woodstock.services.b2bhttp.Utils.readProto(Utils.java:114)
[2010-07-12
13:41:51.195] ALL 000000000000 GLOBAL_SCOPE      at
com.sterlingcommerce.woodstock.services.b2bhttp.B2BListenSocket.init(B2BListenSocket.j
ava:256)
[2010-07-12 13:41:51.195] ALL 000000000000 GLOBAL_SCOPE      at
com.sterlingcommerce.woodstock.services.b2bhttp.B2BListenSocket.run(B2BListenSocket.ja
va:313)
[2010-07-12 13:41:51.195] ALL 000000000000 GLOBAL_SCOPE      at java.lang.Thread.run
(Thread.java:595)

```

Investigation found that B2BHTTPServlet code was attempting to read the SSL keycert from a newly opened socket and determined the cert as 1gig in size. It then creates a bytearray of that size to hold the cert. The bytearray creation fails with an OutOfMemoryError

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Performance

Escalation ID: 199143

Fix ID: 226105

Severity: Normal

Type: NormalFix

Build: 5008

**InQuira ID: NFX8906**

Title: The query\_results document from the lwjdbc adapter is persisted to the file system when the step is not persisted.

**Description:**

This only happens when the system is set to file system. The query\_results document is persisted to the file system even when the lwjdbc adapter step is set to not persist.

This does not happen when using database storage.

This is expected behavior. If the query\_results document is over certain size it needs to be persisted because it cannot be stored in memory. The limit is lower for file system storage than for database storage. So if the result set is big enough it will be persisted with either database or file system storage. But for most document sizes it will be persisted for file system storage and not for database storage.

**Error Message:**

There is no error message

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

A new parameter has been added to the lwjdbc adapter to set the document storage at the adapter level. You can set the storage to database to allow the document to not persist when the step is not persisted.

To add this in the BPML add the parameter:

```
<assign to="documentStorageOverride">DB</assign>
```

Or to override all lwjdbc adapter steps add this line to customer\_overrides.properties:

```
jdbcService.documentStorageOverride.LightweightJdbcAdapter=DB
```

Functional Area: Performance

Escalation ID: 00167353

Fix ID: 220276, 224118

Severity: Normal

Type: NormalFix

Build: 4324, 5008

#### InQuira ID: NFX10794

Title: Unrestricted Mailbox search can cause OutOfMemoryError when large number of messages are returned by search

Description:

OutOfMemory error occurs when using User Interface to do a unrestricted mailbox search (Deployment - Mailboxes - Messages). Error can be reproduced with 400 mailboxes, and 500,000 messages approximately 19 gigs of messages.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Patch adds a new parameter in ui.properties.in to limit the maximum number of mailbox messages returned by search. "maxMailboxMessageList" will default to 5000.

Functional Area: Performance

Escalation ID: 223868

Fix ID: 234215

Severity: Normal

Type: NormalFix

Build: 5008

#### InQuira ID: NFX8143

Title: 8-50% drop in throughput in perimeter service communication tests

Description: There is 8-50% drop in throughput in perimeter service communication tests and errors are found in the perimeter logs.

Error Message: Errors are found in the perimeter logs.

Resolution:

Please apply Sterling Integrator, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Performance

Escalation ID: QC

Fix ID: 197385, 211526

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

**InQuira ID: NFX5629**

Title: Gentran Integration Suite 4.3 and Sterling Integrator 5.0 - 2-node Cluster sends alerts about one of the nodes being down

Description: It seems like whenever the CPU usage on node1 spikes up to 100%, node2 is unable to communicate with it and starts sending alert emails that node1 has gone down. Node1, however, is up and running, processing long-running translation processes.

Error Message:

An email gets triggered to the Gentran Integration Suite 4.3 or Sterling Integrator 5.0 admin stating that the node went down, which is not accurate - perhaps the node slowed down but the node itself did not crash or stopped.

This is a request to change the verbiage on the email so that it does not state such a panic message when in fact the node did not go down.

Resolution:

Please apply Gentran Integration Suite Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: Performance

Escalation ID: 00026067

Fix ID: 183117, 209508

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

**InQuira ID: NFX6461**

Title: Gentran Integration Suite, Release 4.2 Build 4220 and Sterling Integrator, Release 5.0 - 2 node cluster - Out of Memory error and Gentran Integration Suite/Sterling Integrator system is non-responsive.

Description: Gentran Integration Suite/Sterling Integrator becomes non responsive and produces an OutOfMemory error in the logs. Garbage collection shows heap fragmentation -which means that the heap has not reached its full capacity, however OutOfMemory errors are being thrown to the Gentran Integration Suite/Sterling Integrator logs. This usually happens when a process is requesting a large chunk of contiguous amount of memory and the jvm is not able to satisfy such request. Please see below for specific errors.

Error Message:

noapp.log.D\*

```
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE java.lang.OutOfMemoryError
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE at
java.io.ByteArrayOutputStream.write(ByteArrayOutputStream.java(Compiled Code))
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.util.frame.jdbc.IJDBCVarData.decompress(IJDBCVarData.
java(Compiled Code))
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.util.frame.jdbc.IJDBCVarData.rebuildBlob(IJDBCVarData.
java(Compiled Code))
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.util.frame.jdbc.IJDBCVarData.selectBlob(IJDBCVarData.
java(Compiled Code))
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.util.frame.jdbc.IJDBCVarData.getBlob(IJDBCVarData.jav
a(Inlined Compiled Code))
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.util.frame.jdbc.IJDBCVarData.getBlob(IJDBCVarData.jav
a(Inlined Compiled Code))
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.util.frame.jdbc.IJDBCVarData.getBlob(IJDBCVarData.jav
a(Compiled Code))
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.getBlob(JDBCService.java(
Compiled Code))
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.Document.getBody(Document.java(Compiled
Code))
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.Document.<init>(Document.java(Compiled
Code))
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.Document.<init>(Document.java(Inlined
Compiled Code))
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.Document.clone(Document.java(Compiled Code))
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.copyContentAndDocs(WorkFlowC
ontext.java(Compiled Code))
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.services.invokeWorkFlow.InvokeWorkFlowService.setWFCO
ntent(InvokeWorkFlowService.java(Compiled Code))
```

```
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.services.invokeWorkFlow.InvokeWorkFlowService.process
Data(InvokeWorkFlowService.java(Compiled Code))
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java(Compiled Code))
[2009-08-25 00:47:49.176] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java(Compiled Code))
[2009-08-25 00:47:49.177] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java(Compiled Code))
[2009-08-25 00:47:49.177] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java(Compiled Code))
[2009-08-25 00:47:49.177] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQuee
eListener.java(Compiled Code))
[2009-08-25 00:47:49.177] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java(Compiled Code))
[2009-08-25 00:47:49.177] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java(Inlined Compiled Code))
[2009-08-25 00:47:49.177] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.w
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: Performance

Escalation ID: 61283

Fix ID: 201620, 201623

Severity: Critical

Type: Normal Fix

Build: 4222, 5006

InQuira ID: NFX6709

Title: Noapp.log error: java.lang.OutOfMemoryError: unable to create new native thread

Description: Customer is running HP-UX Itanium 64 bit and getting the following error in noapp.log(dated) and ui.log(dated):

```
[2009-07-27 15:02:08.505] ALL 000000000000 GLOBAL_SCOPE java.io.IOException: Map
failed
java.lang.OutOfMemoryError: Map failed
```

**Error Message:**

```
[2009-08-28 09:14:37.595] ALL 000000000000 GLOBAL_SCOPE java.io.IOException: Map
failed
```

```
java.lang.OutOfMemoryError: Map failed
[2009-08-28 09:14:37.595] ALL 000000000000 GLOBAL_SCOPE

[2009-08-28 09:14:37.596] ALL 000000000000 GLOBAL_SCOPE      at
sun.nio.ch.FileChannelImpl.map(FileChannelImpl.java:785)
[2009-08-28 09:14:37.596] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.io.nio.NIOBuffer.<init>(NIOBuffer.java:66)
[2009-08-28 09:14:37.596] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.servlet.DefaultServlet$NIOResourceCache.fill(DefaultServlet.java:9
11)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.ResourceCache.load(ResourceCache.java:188)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.ResourceCache.lookup(ResourceCache.java:156)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.servlet.DefaultServlet.doGet(DefaultServlet.java:384)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
javax.servlet.http.HttpServlet.service(HttpServlet.java:690)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
javax.servlet.http.HttpServlet.service(HttpServlet.java:803)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:487)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
93)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
com.sterlingcommerce.woodstock.ui.dlss.DLSSOFilter.doFilter(DLSSOFilter.java:194)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
84)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:360)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.security.SecurityHandler.handle(SecurityHandler.java:216)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.servlet.SessionHandler.handle(SessionHandler.java:181)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.handler.ContextHandler.handle(ContextHandler.java:726)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.webapp.WebAppContext.handle(WebAppContext.java:405)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.handler.ContextHandlerCollection.handle(ContextHandlerCollection.j
ava:206)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.handler.HandlerCollection.handle(HandlerCollection.java:114)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.handler.HandlerWrapper.handle(HandlerWrapper.java:152)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.Server.handle(Server.java:324)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.HttpConnection.handleRequest(HttpConnection.java:505)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.HttpConnection$RequestHandler.headerComplete(HttpConnection.java:8
28)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.HttpParser.parseNext(HttpParser.java:514)
```

```
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.HttpParser.parseAvailable(HttpParser.java:211)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.jetty.HttpConnection.handle(HttpConnection.java:380)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.io.nio.SelectChannelEndPoint.run(SelectChannelEndPoint.java:395)
[2009-08-28 09:14:37.597] ALL 000000000000 GLOBAL_SCOPE      at
org.mortbay.thread.BoundedThreadPool$PoolThread.run(BoundedThreadPool.java:450)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Workaround for HP-UX Itanium:

Edit tmp.sh and tmp.sh.in, under the HP-UX section there should be flags that look like this (under the ia64 section)

From:

```
JAVA_FLAGS="{JAVA_FLAGS} -d64"
SERVER_FLAGS="{SERVER_FLAGS} -d64 -Xss512k"
```

To:

```
JAVA_FLAGS="{JAVA_FLAGS} -d64 -Xmpas:on"
SERVER_FLAGS="{SERVER_FLAGS} -d64 -Xmpas:on -Xss512k"
```

Functional Area: Performance

Escalation ID: 71809

Fix ID: 198786

Severity: Critical

Type: Core Change

Build: 5006

InQuira ID: NFX7020

Title: opsServer.log does not show time timestamp for each log message.

Description: opsServer.log does not show time timestamp for each log message. Because of this it is difficult to find out when the Token Node is changed from one node to a different node. The opsServer log show the change but does not give a date/time stamp for the change

When a node is changed this is what logged. Since there is no timestamp for log message it is difficult to find out when it happened.

Setting lock Node node2

OpsServer.isTokenNode opsToken=true

opsServer.startSchedulesOnFailOver nodename=node2 name=node1 primaryNode=node2

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Performance

Escalation ID: 72713

Fix ID: 199889, 201636

Severity: Normal

Type: New Functionality

Build: 4322, 5006

InQuira ID: NFX7156

Title: Unable to create new native thread Out of Memory, with a large amount of RMI TCP connections threads being created

Description: Receiving a Native Thread Out of Memory on various nodes of a 5 node cluster right after a total restart of the entire cluster. This is intermittent but there are a large amount of RMI TCP connections threads being created. The thread dump shows over 600 threads at time of OOM with the following java dump:

```
at java.net.SocketInputStream.socketRead0(Native Method)
at java.net.SocketInputStream.read(SocketInputStream.java:129)
at java.io.BufferedInputStream.fill(BufferedInputStream.java:218)
at java.io.BufferedInputStream.read(BufferedInputStream.java:235)
- locked [0x06456260] (a java.io.BufferedInputStream)
at java.io.DataInputStream.readByte(DataInputStream.java:241)
at sun.rmi.transport.StreamRemoteCall.executeCall(StreamRemoteCall.java:189)
at sun.rmi.server.UnicastRef.invoke(UnicastRef.java:126)
at
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImpl_Stub.lockRMI(WorkFlowEngineRMIImpl_Stub.java:185)
at
com.sterlingcommerce.woodstock.util.frame.lock.LockManager.lockRMI(LockManager.java:2599)
at
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImpl.lockRMI(WorkFlowEngineRMIImpl.java:2926)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
)
at java.lang.reflect.Method.invoke(Method.java:585)
at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:294)
at sun.rmi.transport.Transport$1.run(Transport.java:153)
at java.security.AccessController.doPrivileged(Native Method)
at sun.rmi.transport.Transport.serviceCall(Transport.java:149)
at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:466)
at sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:707)
at java.lang.Thread.run(Thread.java:595)
```

#### Error Message:

```
GLOBAL_SCOPE java.lang.OutOfMemoryError: unable to create new native thread
at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:707)
at java.lang.Thread.run(Thread.java:595)
```

```

    at
sun.rmi.transport.StreamRemoteCall.exceptionReceivedFromServer(StreamRemoteCall.java
:247)
    at sun.rmi.transport.StreamRemoteCall.executeCall(StreamRemoteCall.java:223)
    at sun.rmi.server.UnicastRef.invoke(UnicastRef.java:126)
    at
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImpl_Stub.lockRMI(Wo
rkFlowEngineRMIImpl_Stub.java:185)
    at
com.sterlingcommerce.woodstock.util.frame.lock.LockManager.lockRMI(LockManager.java:
2599)
    at
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImpl.lockRMI(WorkFlo
wEngineRMIImpl.java:2926)
    at sun.reflect.GeneratedMethodAccessor252.invoke(Unknown Source)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
    at java.lang.reflect.Method.invoke(Method.java:585)
    at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:294)
    at sun.rmi.transport.Transport$1.run(Transport.java:153)
    at java.security.AccessController.doPrivileged(Native Method)
    at sun.rmi.transport.Transport.serviceCall(Transport.java:149)
    at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:466)
    at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:707)
    at java.lang.Thread.run(Thread.java:595)

```

Resolution: Please apply Sterling Integrator, Version 5.0 Build 5006 or later.

Functional Area: Performance

Escalation ID: 90196

Fix ID: 205729

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX8284

Title: MergeDocument Service causes OutOfMemory (OOM)

Description: MergeDocument service will cause an Out of Memory situation when trying to merge two large documents. This was caused as it tries to put both the documents in the memory to start the merge process.

Error Message: A java OutOfMemoryException is thrown (written) to Gentran Integration Suite/Sterling Integrator logs, usually noapp log.

Resolution: MergeDocument Service is now modified to use streaming so that it can handle large documents without throwing OOMs.

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Performance

Escalation ID: 00079621

Fix ID: 199663, 200997, 200998

Severity: Normal

Type: Normal Fix

Build: 4222, 4322, 5006

InQuira ID: NFX9587

Title: Out of Memory reported by the FTP Server Adapter.

Description: OOM reported by the FTP Server Adapter.

Error Message:

```
2010-06-04 02:24:49.35] ERROR 000000000000 GLOBAL_SCOPE
State.invokeEntryExitHandler(IS,S) InvocationTargetException on method
[handleSTORINGExit], target exception name is [java.lang.OutOfMemoryError], target
exception message is [null], stack trace is [
]
java.lang.reflect.InvocationTargetException
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:79)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
at java.lang.reflect.Method.invoke(Method.java:618)
at
com.sterlingcommerce.woodstock.services.psclientcommon.statemachine.State.invokeEntr
yExitHandler(State.java:103)
at
com.sterlingcommerce.woodstock.services.psclientcommon.statemachine.State.handleExit
(State.java:94)
at
com.sterlingcommerce.woodstock.services.psclientcommon.Session.changeState(Session.j
ava:102)
at
com.sterlingcommerce.woodstock.services.psclientcommon.ftp.Session.changeState(Sessi
on.java:170)
at
com.sterlingcommerce.woodstock.services.psclientcommon.Session.setState(Session.java
:122)
at
com.sterlingcommerce.woodstock.services.psclientcommon.StateMachine.handleCommand(StateMachine.java:94)
at
com.sterlingcommerce.woodstock.services.psclientcommon.Session.handleCommand(Session
.java:160)
```

```
at
com.sterlingcommerce.woodstock.services.psclientcommon.ftp.DataTransferAgent.handleD
ataCloseEvent(DataTransferAgent.java:173)
at
com.sterlingcommerce.woodstock.services.psclientcommon.ftp.DataTransferAgent.access$
200(DataTransferAgent.java:42)
at
com.sterlingcommerce.woodstock.services.psclientcommon.ftp.DataTransferAgent$3.run(D
ataTransferAgent.java:117)
at
com.sterlingcommerce.perimeter.api.scheduler.DebugPooledExecutor$Worker.run(DebugPoo
ledExecutor.java:795)
at java.lang.Thread.run(Thread.java:810)
Caused by: java.lang.OutOfMemoryError
at
com.sterlingcommerce.woodstock.util.frame.jdbc.OracleBlobVarData.getBytes(OracleBlob
VarData.java:164)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.IJDBCVarData.rebuildBlob(IJDBCVarData
.java:1252)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.IJDBCVarData.selectBlob(IJDBCVarData.
java:1191)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.IJDBCVarData.getBlob(IJDBCVarData.jav
a:1116)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.IJDBCVarData.getBlob(IJDBCVarData.jav
a:1097)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.IJDBCVarData.getBlobObject(IJDBCVarDa
ta.java:1426)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.getBlobObject(JDBCService
.java:2986)
at
com.sterlingcommerce.woodstock.workflow.Document.loadExtensions(Document.java:3245)
at
com.sterlingcommerce.woodstock.workflow.Document.loadExtensions(Document.java:3192)
at com.sterlingcommerce.woodstock.workflow.Document.getExtension(Document.java:3444)
at com.sterlingcommerce.woodstock.workflow.Document.getExtension(Document.java:3432)
at
com.sterlingcommerce.woodstock.workflow.Document.getTrackingRecord(Document.java:442
9)
at
com.sterlingcommerce.woodstock.workflow.Document.getTrackingID(Document.java:4416)
at com.sterlingcommerce.woodstock.workflow.Document.initTracking(Document.java:4388)
at com.sterlingcommerce.woodstock.workflow.Document.initTracking(Document.java:4325)
at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.RepositoryImpl.makeCorrel
ation(RepositoryImpl.java:1089)
at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.RepositoryImpl.makeCorrel
ationForAdd(RepositoryImpl.java:1009)
```

```

at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.RepositoryImpl.lowLevelAd
d(RepositoryImpl.java:377)
at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.RepositoryImpl.add(Reposi
toryImpl.java:279)
at
com.sterlingcommerce.woodstock.mailbox.impl.repositoryImpl.RepositoryImpl.add(Reposi
toryImpl.java:187)
at
com.sterlingcommerce.woodstock.services.ftpserver.server.FtpMailboxDataStore.closeWr
ite(FtpMailboxDat

```

Resolution: Please apply Sterling Integrator, Release 5.0 build 5006 or later.

Functional Area: Performance

Escalation ID: 185768

Fix ID: 223636

Severity: Critical

Type: Normal Fix

Build: 5006

InQuira ID: NFX6570

Title: Long delay when adding new users that have over 100 permissions or errors when importing users or mailbox/routing rules

Description: Long delays are experienced when adding new users that have over 100 permissions through the UI. This process was taking about 30 - 50 minutes to complete.

Or

Import a large number of users or mailbox and routing rules is causing Oracle core exceptions.

Importing new users

Import service (automated process) imports new mailbox and routing rules (mailbox resources has grown to over 500,000).

In the case of the mailbox import, it was found that the query that was causing the issue looked like this:

```

delete from YFS_RESOURCE_PERMISSION where USER_KEY = :1 and (RESOURCE_KEY IN
('1176746835884--162892834' , '1176816793586-1754977926' , '1176816793615--198196449'
, '1176816793635-1001139650' , '1176816793655-1134739610' , ...<roughly 500,000 more
items in this list>... , '1259956293456--135246453'))

```

Error Message:

In the case of the import error:

from system.log:

```

[2009-12-08 10:37:53.588] ERROR 000000000000 GLOBAL_SCOPE [security.User]
removeMyPerms
SQL Error Code: 17410
SQL State: null

```

```
java.sql.SQLException: No more data to read from socket
  at oracle.jdbc.driver.DatabaseError.throwSQLException(DatabaseError.java:112)
  at oracle.jdbc.driver.DatabaseError.throwSQLException(DatabaseError.java:146)
  at oracle.jdbc.driver.DatabaseError.throwSQLException(DatabaseError.java:208)
  at oracle.jdbc.driver.T4CMAREngine.unmarshalUB1(T4CMAREngine.java:1123)
  at oracle.jdbc.driver.T4CMAREngine.unmarshalSB1(T4CMAREngine.java:1075)
  at oracle.jdbc.driver.T4C8Oall.receive(T4C8Oall.java:480)
  at oracle.jdbc.driver.T4CPreparedStatement.doOall8(T4CPreparedStatement.java:219)
  at
oracle.jdbc.driver.T4CPreparedStatement.executeForRows(T4CPreparedStatement.java:970)
)
  at
oracle.jdbc.driver.OracleStatement.doExecuteWithTimeout(OracleStatement.java:1190)
  at
oracle.jdbc.driver.OraclePreparedStatement.executeInternal(OraclePreparedStatement.java:3370)
  at
oracle.jdbc.driver.OraclePreparedStatement.executeUpdate(OraclePreparedStatement.java:3454)
  at com.sterlingcommerce.woodstock.security.User.removeMyPerms(User.java:3099)
  at
com.sterlingcommerce.woodstock.security.SecurityManager.removeAllUserPerms(SecurityManager.java:1397)
  at
com.sterlingcommerce.woodstock.ui.security.UserAuthoObject.updateGroupsAndPerms(UserAuthoObject.java:90)
  at
com.sterlingcommerce.woodstock.ui.security.UserAuthoObject.save(UserAuthoObject.java:115)
  at
com.sterlingcommerce.woodstock.adminui.servlet.SaveAccount.run(SaveAccount.java:96)
[2009-12-08 10:37:53.591] ERROR 000310100007 UTIL.FRAME_JDBC.ERR_ConnectionFactory
[ConnectionFactory] Could not close the connection.
SQL Error Code: 17410
SQL State: null
java.sql.SQLException: No more data to read from socket
  at oracle.jdbc.driver.DatabaseError.throwSQLException(DatabaseError.java:112)
  at oracle.jdbc.driver.DatabaseError.throwSQLException(DatabaseError.java:146)
  at oracle.jdbc.driver.DatabaseError.throwSQLException(DatabaseError.java:208)
  at oracle.jdbc.driver.T4CMAREngine.unmarshalUB1(T4CMAREngine.java:1123)
  at oracle.jdbc.driver.T4CMAREngine.unmarshalSB1(T4CMAREngine.java:1075)
  at oracle.jdbc.driver.T4C7Ocommoncall.receive(T4C7Ocommoncall.java:106)
  at oracle.jdbc.driver.T4CConnection.logoff(T4CConnection.java:465)
  at oracle.jdbc.driver.PhysicalConnection.close(PhysicalConnection.java:1228)
  at
com.sterlingcommerce.woodstock.util.frame.jdbc.ConnectionFactory.destroy(ConnectionFactory.java:264)
  at com.sterlingcommerce.woodstock.util.frame.pool.Pool.cleanBadItem(Pool.java:931)
  at com.sterlingcommerce.woodstock.util.frame.pool.Pool.getItemRetry(Pool.java:921)
  at
com.sterlingcommerce.woodstock.util.frame.pool.PoolManager.getItem(PoolManager.java:170)
  at
com.sterlingcommerce.woodstock.util.frame.pool.PoolManager.getItem(PoolManager.java:148)
```

```

at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.testOnReserve(JDBCService
.java:1063)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.getNoAppConnection(JDBCSe
rvice.java:3700)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.getConnection(JDBCService
.java:686)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.getConnection(JDBCService
.java:574)
at com.sterlingcommerce.woodstock.security.User.getTransConnection(User.java:2786)
at com.sterlingcommerce.woodstock.security.User.load(User.java:2228)
at com.sterlingcommerce.woodstock.security.User.load(User.java:2219)
at com.sterlingcommerce.woodstock.util.cache.UserLoader.load(UserLoader.java:75)
at
com.sterlingcommerce.woodstock.util.frame.cache.CacheManager.get(CacheManager.java:3
11)
at
com.sterlingcommerce.woodstock.util.frame.cache.CacheManager.get(CacheManager.java:2
09)
at
com.sterlingcommerce.woodstock.security.SecurityManager.getUser(SecurityManager.java
:956)
at com.sterlingcommerce.woodstock.security.SecurityManager.getUser

```

**Resolution:**

Please apply Gentran Integration Suite 4.3 Build 4322 or later.

Please apply Sterling Integrator Release 5.0, Build 5006 or later.

Functional Area: Performance

Escalation ID: 67301, 122002

Fix ID: 193579, 208004, 203794

Severity: Critical

Type: Normal Fix

Build: 4322,5006

**InQuira ID: NFX9773**

Title: Random business process failures due to null pointer exception

Description: Business processes fail randomly due to the null pointer exception thrown.

Error Message: Null pointer exception

```

java.lang.NullPointerException
      at
com.sterlingcommerce.woodstock.util.cache.XPathFactory.createXPath(XPathFactory.java
:73)

```

```
    at
com.sterlingcommerce.woodstock.util.cache.XPathCacheLoader.load(XPathCacheLoader.java:53)
    at
com.sterlingcommerce.woodstock.util.frame.cache.CacheManager.get(CacheManager.java:358)
    at
com.sterlingcommerce.woodstock.util.xml.XMLUtil.getXObject(XMLUtil.java:130)
    at
com.sterlingcommerce.woodstock.xpathutil.XPathHelper.executeXPath(XPathHelper.java:463)
    at
com.sterlingcommerce.woodstock.xpathutil.XPathHelper.executeXPath(XPathHelper.java:163)
    at
com.sterlingcommerce.woodstock.xpathutil.XPathHelper.executeXPath(XPathHelper.java:158)
    at
com.sterlingcommerce.woodstock.xpathutil.XPathHelper.getNodeListFromXPath(XPathHelper.java:836)
    at
com.sterlingcommerce.woodstock.workflow.WFCUtil.getDataFromTree(WFCUtil.java:1333)
    at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.getDataFromTree(WorkFlowContext.java:2737)
    at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.getDataFromTree(WorkFlowContext.java:2729)
    at
com.sterlingcommerce.woodstock.workflow.SystemWorkFlowContext.getContent(SystemWorkFlowContext.java:328)
    at
com.sterlingcommerce.woodstock.workflow.services.AssignService.processData(AssignService.java:167)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeService(ActivityEngineHelper.java:1721)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:578)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:348)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:324)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:150)
```

```
at  
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3  
28)  
at  
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor  
.java:517)  
at java.lang.Thread.run(Thread.java:810)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Performance

Escalation ID: 00102552

Fix ID: 206917

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: NFX8284

Title: MergeDocument Service causes OutOfMemory (OOM)

Description: MergeDocument service will cause an Out of Memory situation when trying to merge two large documents. This was caused as it tries to put both the documents in the memory to start the merge process.

Error Message: A java OutOfMemoryException is thrown (written) to Sterling Integrator logs, usually noapp log.

Resolution: MergeDocument Service is now modified to use streaming so that it can handle large documents without throwing OOMs.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Performance

Escalation ID: 00079621

Fix ID: 200997

Severity: Normal

Type: Normal Fix

Build: 4322, 5004

### InQira ID: ENH792

Title: The default setting for the JVM for the native thread StackSize should be reduced from currently 1024k to 256k

Request Description: When Gentran Integration Suite is deployed, the JVM parameter -Xss is set to 1024k. If this remains unchanged, errors are probable

OutOfMemory Exception: Unable to create new native threads.

Even though this parameter should be changed after installation (when the system is tuned), Gentran Integration Suite would be more stable after installation if the 'out of the box' setting was changed.

Escalation ID: 1369735 (160184, 160187)

Status: Completed

Request Resolution: Default setting for the JVM native thread StackSize has been reduced to 256k.

Please apply Gentran Integration Suite, Release 4.3 Build 4310 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

**InQira ID: ENH1891**

**Title:** Gentran Integration Suite cluster does not scale and throughput drops when EDI test is run on vertical cluster

**Request Description:** Gentran Integration Suite cluster does not scale and throughput drops when EDI test is run on vertical cluster.

The workflow queue uses a cache to hold the WorkflowContext object when the workflow is not executing and the workflowContext object is queued. The workflow queue uses 3 different caches: in-memory, soft cache and disk cache.

The in-memory cache is a cache of data that is kept in memory. A hard limit exists on the total size of objects that can be kept in the cache. If the object does not fit in the in-memory cache, it is put in the disk cache.

**Escalation ID:** 76209 (193469, 195263)

**Status:** Completed

**Request Resolution:** The following parameters are added to the `noapp.properties` file:

- ◆ DistributionCacheMax
- ◆ DistributionCacheMin
- ◆ switchInterval
- ◆ maxShadowCacheSize
- ◆ useShadowCache
- ◆ wfInTransitListTimeout

In order to reduce I/O and utilize memory better, the code used a SoftReference object (java object) to sit in front of the disk cache. Before it was written to the disk cache, the code would check the soft cache for the object. If the object was present in the soft cache, then the code did not have to do the I/O of reading the object from the disk. SoftReference clears the objects from the cache if the memory is required (before it OOMs). There is no limit on the soft cache size and there was previously no way to disable its use in Sterling Integrator.

Please apply Gentran Integration Suite, Release 4.3 Build 4321 or later.

See the Gentran Integration Suite 4.3 Documentation Updates for more information on `noapp.properties`.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

See the Sterling Integrator 5.0 Documentation Updates for more information on `noapp.properties`.

**InQira ID: NFX3084**

**Title:** Setting the Desired GLOBAL\_Threads under the Performance Tuning changes the Listener Setting Only

**Description:** Selecting the Desired Global Threads parameter in Performance Tuning only modifies the JMS\_LISTNERS=16 parameter and not the GLOBAL\_THREADLIMIT=16 as it should. This would impact the total number of threads available to Gentran Integration Suite.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4310 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Performance

Escalation ID: QC

Fix ID: 34123, 163774

Severity: Normal

Type: Normal Fix

Build: 4310, 5001

#### InQuira ID: NFX3918

Title: One of Gentran Integration Suite queries related to WF status needs to be optimized

Description: One of query related to WF status needs to be optimized by reducing the number of rows scanned.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Performance

Escalation ID: 1371378

Fix ID: 169012, 176031 (177946)

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

#### InQuira ID: NFX3998

Title: Adding or deleting permissions from a group with many individual permissions may take many minutes

Description: When adding or removing a permission on a group that has many individual permissions assigned to it, it may take many minutes for the update to occur after the user clicks the **Go** button.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Performance

Escalation ID: 1370623

Fix ID: 164683, 178279, 176053

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

### InQaira ID: NFX4411

Title: After moving from Oracle 9i to Oracle 10g, some queries run more slowly.

Description: After moving from Oracle 9i to Oracle 10g, some queries run more slowly. This is observed in a number of places. One place in particular is the central search when specific business processes were selected. The main thing that is slowing down the queries in the `/*+ FIRST_ROWS */` hint being used in a number of queries. This hint does not work the same way in 10g as it did in 9i.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

This is mainly replacing the `/*+ FIRST_ROWS */` hints with `/*+ FIRST_ROWS_1 */` hints for Oracle 10g.

Functional Area: Performance

Escalation ID: 00027633, 1372330

Fix ID: 174433, 179825

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

### InQaira ID: NFX5240

Title: When starting Gentran Integration Suite in a VMWare ESX environment, an `OutOfMemoryError: unable to create new native thread` occurs

Description: When mirroring the same settings on a physical server, Gentran Integration Suite starts up with no issue. On an identical cloned VMWare environment, Gentran Integration Suite is unable to start with the `-Xms` and `-Xmx` values used on the physical hardware.

Normal

0

false

false

false

MicrosoftInternetExplorer4

This issue was reported whenever Gentran Integration Suite would start up in VMWare with high memory settings for the Gentran Integration Suite Memory: `Xms 1024m Xmx 1280m`

```
/* Style Definitions */
table.MsoNormalTable
{mso-style-name:"Table Normal";
mso-tstyle-rowband-size:0;
mso-tstyle-colband-size:0;
mso-style-noshow:yes;
mso-style-parent:"";
```

```

mso-padding-alt:0in 5.4pt 0in 5.4pt;
mso-para-margin:0in;
mso-para-margin-bottom:.0001pt;
mso-pagination:widow-orphan;
font-size:10.0pt;
font-family:"Times New Roman";
mso-ansi-language:#0400;
mso-fareast-language:#0400;
mso-bidi-language:#0400;}
Normal
0
false
false
false
MicrosoftInternetExplorer4

```

This issue was reported whenever Gentran Integration Suite would start up in VMWare with high memory settings for the Gentran Integration Suite Memory: Xms 1024m Xmx 1280m

#### Error Message:

```

[2009-02-26 13:59:17.651] ALL 000000000000 GLOBAL_SCOPE Exception in thread
"Thread-47"
[2009-02-26 13:59:17.651] ALL 000000000000 GLOBAL_SCOPE java.lang.OutOfMemoryError:
unable to create new native thread
[2009-02-26 13:59:17.651] ALL 000000000000 GLOBAL_SCOPE
[2009-02-26 13:59:17.651] ALL 000000000000 GLOBAL_SCOPE at
java.lang.Thread.start0(Native Method)
[2009-02-26 13:59:17.651] ALL 000000000000 GLOBAL_SCOPE at
java.lang.Thread.start(Thread.java:574)
[2009-02-26 13:59:17.651] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.services.controller.ServicesControllerImpl.startup(Se
rvicesControllerImpl.java:4321)
[2009-02-26 13:59:17.651] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.services.controller.ServicesControllerImpl.startup(Se
rvicesControllerImpl.java:4266)
[2009-02-26 13:59:17.651] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.ops.SIStartup$StartupWorker.run(SIStartup.java:136)
[2009-02-26 13:59:17.666] ALL 000000000000 GLOBAL_SCOPE Waiting for JNDI Service

```

#### Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Add the following line to the `customer_overrides.properties`:

```
noapp.singleThreadStartUp=true
```

Restart Gentran Integration Suite/Sterling Integrator.

Functional Area: Performance

Escalation ID: 1373092

Fix ID: 181542, 185271

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

### InQuira ID: NFX5430

Title: Better response times for the **Troubleshooter** page.

Description: The **Troubleshooter** screen response times in Gentran Integration Suite, Release 4.3 were fewer as compared to sub-minute response times in Gentran Integration Suite, Release 3.1

Error Message: The **Troubleshooter** page takes very long to load.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Performance

Escalation ID: 1371733

Fix ID: 174638, 180005

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

### InQuira ID: NFX5501

Title: `OutOfMemoryError` while processing 100000 invoice documents

Description: Java `OutOfMemory` Processing 100,000 invoices.

Error Message:

```
Current JVM = 0
JVMDUMP006I Processing Dump Event "systhrow", detail "java/lang/OutOfMemoryError" -
Please Wait.
JVMDUMP006I Processing Dump Event "systhrow", detail "java/lang/OutOfMemoryError" -
Please Wait.
JVMDUMP006I Processing Dump Event "systhrow", detail "java/lang/OutOfMemoryError" -
Please Wait.
JVMDUMP006I Processing Dump Event "systhrow", detail "java/lang/OutOfMemoryError" -
Please Wait.
JVMDUMP006I Processing Dump Event "systhrow", detail "java/lang/OutOfMemoryError" -
Please Wait.
JVMDUMP006I Processing Dump Event "systhrow", detail "java/lang/OutOfMemoryError" -
Please Wait.
JVMDUMP007I JVM Requesting Snap Dump using
'/home/qgislin1/bristolRC4/noapp/bin/Snap.20090222.102002.28667.0001.trc'
JVMDUMP006I Processing Dump Event "systhrow", detail "java/lang/OutOfMemoryError" -
Please Wait.
JVMDUMP006I Processing Dump Event "systhrow", detail "java/lang/OutOfMemoryError" -
Please Wait.
JVMDUMP006I Processing Dump Event "systhrow", detail "java/lang/OutOfMemoryError" -
Please Wait.
JVMDUMP006I Processing Dump Event "systhrow", detail "java/lang/OutOfMemoryError" -
Please Wait.
```

```
JVMDUMP006I Processing Dump Event "systhrow", detail "java/lang/OutOfMemoryError" -  
Please Wait.  
JVMDUMP010I Snap Dump written to  
/home/qgislin1/bristolRC4/noapp/bin/Snap.20090222.102002.28667.0001.trc  
JVMDUMP007I JVM Requesting Snap Dump using  
'/home/qgislin1/bristolRC4/noapp/bin/Snap.20090222.102002.28667.0002.trc'  
JVMDUMP010I Snap Dump written to  
/home/qgislin1/bristolRC4/noapp/bin/Snap.20090222.102002.28667.0002.trc  
JVMDUMP007I JVM Requesting Snap Dump using  
'/home/qgislin1/bristolRC4/noapp/bin/Snap.20090222.102002.28667.0003.trc'  
JVMDUMP012E Error in Snap Dump: {snap already in progress}  
JVMDUMP007I JVM Requesting Snap Dump using  
'/home/qgislin1/bristolRC4/noapp/bin/Snap.20090222.102002.28667.0004.trc'
```

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Performance

Escalation ID: QC

Fix ID: 177119, 179800, 185955

Severity: Critical

Type: Normal Fix

Build: 5002

**InQira ID: NFX5508**

Title: JDBC statements, prepared statements and resultsets not closed

Description: JDBC statements, prepared statements and resultsets are not being closed. This problem exists at multiple layers of the stack. These were identified using wrapper classes that log their instantiation stack trace if they are garbage collected without being closed first.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Performance

Escalation ID: QC

Fix ID: 177046

Severity: Normal

Type: Normal Fix

Build: 5001

**InQira ID: NFX5640**

Title: Adding new partners slowed down by absence of useful indexes in `sci_entity_extns`

Description: Adding new partners slowed down by absence of useful indexes in `sci_entity_extns`.

Error Message: No error message.

Resolution: Adding non-unique indexes to the `entity_id` and `extension_key` fields of the `sci_entity_extns` table improves partner add time by 43%.

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Performance

Escalation ID: QC

Fix ID: 178703, 180537

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

### InQira ID: NFX5692

Title: Add performance tracking metrics in the Performance Tracking Report

Description: Add performance tracking metrics. These are to allow better tracking of potential performance bottlenecks in the performance tracking report.

Error Message: No error message.

Resolution: Added the following performance tracking metrics:

- ◆ mailbox (add/delete/and extract)
- ◆ DMI Event processing
- ◆ reading documents
- ◆ persistence of correlation batches

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Performance

Escalation ID: 1372295

Fix ID: 174041, 174042

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

### InQira ID: NFX6364

Title: Mailbox table is missing proper index

Description: Current index which is only on `MAILBOX_ID` adds unnecessary overhead to maintain and wastes space.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Performance

Escalation ID: 29587

Fix ID: 184222

Severity: Normal

Type: Normal Fix

Build: 5002

#### InQuira ID: NFX6409

Title: Request for non-existent cache error occurs repeatedly

Description: A steady stream of Request for non-existent cache errors always seems to occur when installing the eInvoice package, as well as running AS2 regression tests.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Performance

Escalation ID: QC

Fix ID: 184303

Severity: Normal

Type: Normal Fix

Build: 5002

#### InQuira ID: NFX6472

Title: Out Of Memory error on single node

Description: User interface is non responsive and received an Out of memory error in the noapp.log. Jgroups was found to occupy most of the memory. org.jgroups.protocols.pbcast.NAKACK occupies 395MB, while org.jgroups.util.Queue occupies 294MB. So jgroups by itself was consuming a total of about 700MB. This was the root cause of the Out Of Memory errors.

Error message:

```
ALL 000000000000 GLOBAL_SCOPE java.lang.OutOfMemoryError: Java heap space
```

Resolution: Jgroups upgraded to 2.5.2 to resolve Out Of Memory errors.

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Performance

Escalation ID: 62332

Fix ID: 194998, 195467

Severity: Critical

Type: Normal Fix

Build: 4320, 5003

### InQira ID: NFX7143

Title: Possible memory leak on the Informix server when connecting through an external pool

Description: When using an external JDBC pool to connect to an Informix database server, the connection could cause a memory leak. The leak is usually small, but over time could build up to the point where the server could run out of memory.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Performance

Escalation ID: 32321

Fix ID: 197530

Severity: Normal

Type: Normal Fix

Build: 5003

### InQira ID: NFX7576

Title: User object in SecurityManager being loaded from database instead of cache

Description: In SFTP locks, the user object in SecurityManager is being loaded from database instead of cache.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Performance

Escalation ID: QC

Fix ID: 204924

Severity: Normal

Type: Normal Fix

Build: 5003

## Performance Profiling

InQira ID: NFX5479

Title: Performance Statistics - Sterling Integrator displays an error when you click **Go** to create new report

Description: When the user enters anything in the Name field and then clicks **Go** to Create New Report, Sterling Integrator displays an error message.

Error message:

```
Error creating new performance statistic report
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Performance Profiling

Escalation ID: QC

Fix ID: 36611

Severity: Normal

Type: Normal Fix

Build: 5001

## Perimeter Services

InQira ID: NFX10163

Title: Perimeter Server connection disconnect issue error "Redundant connection detected" in SI patch 5006

Description:

Sterling Integrator, version 5.0, build 5006. Perimeter Server client in SI is unable to automatically reconnect to the remote perimeter server after restarting of GIS services or after disabling and enabling it from GIS troubleshooter page.

Error Message:

Log from PS

```
[2010-10-27 09:22:27,481] ERROR MuxratManager[PsServer[PS_gappenach]]: Redundant
connection detected. rejecting...
[2010-10-27 09:22:27,482] INFO data[/xx.xx.xx.xx:11001=>/xx.xx.xx.xx:55620]: close:
CloseCode.FULL_CLOSE
[2010-10-27 09:22:28,436] INFO PerListen[-]: accepted: /xx.xx.xx.xx:34132
[2010-10-27 09:22:28,437] ERROR MuxratManager[PsServer[PS_gappenach]]: Redundant
connection detected. rejecting...
[2010-10-27 09:22:28,438] INFO data[/xx.xx.xx.xx:11001=>/xx.xx.xx.xx:34132]: close:
CloseCode.FULL_CLOSE
[2010-10-27 09:22:28,440] INFO PerListen[-]: accepted: /xx.xx.xx.xx:44793
```

Resolution:

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue.

Functional Area: Perimeter Services

Escalation ID: 236682, 244491, 249909, 248652, 250925

Fix ID: 235071

Severity: Critical

Type: NormalFix

Build: 5008

**InQuira ID: NFX10287**

Title: Slow transfer times when receiving files via FTP and SFTP

Description:

Sending files are fine however when receiving files, the transfer time is 3 times slower than when receiving files from the same host using a command line client.

Error Message:

No error messages are in the logfiles.

Resolution:

TCP Window buffer size was hardcoded at 128K maximum. Increased the maximum buffer size to 4096K and added support for two new parameters in the perimeter.properties file:

```
socket.sendBufferSize=128K
```

```
socket.receiveBufferSize=128K
```

These setting which are used for socket I/O can be added to the perimeter.properties file to increase the window buffer size up to 4096K to improve file transfer performance.

Please apply Gentran Integration Suite, Release 4.3 build 4324 or higher.

Please apply Sterling Integrator, Release 5.0 build 5008 or higher

Functional Area: Perimeter Services

Escalation ID: 234908

Fix ID: 234329, 234330

Severity: Normal

Type: NewFunctionality

Build: 4324, 5008

**InQuira ID: NFX10218**

Title: Error on System Troubleshooting page for Perimeter Server Status

Description: Error on the System Troubleshooting page for Perimeter Server Status and the details of this perimeter server is not shown.

Error Message: No error message.

## Resolution

Please apply Gentran Integration Suite, Release 4.3, Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Perimeter Services

Escalation ID: QC

Fix ID: 211222, 240862

Severity: Normal

Type: NormalFix

Build: 4324, 5008

## InQuira ID: NFX10075

Title: Unable to start perimeter server after successful installation using ps\_4405.jar, LoadLibrary is not a valid Win32

### Description:

Unable to start perimeter server after successful installation using the following settings:

Windows 2008 R2 Standard edition

Sun JDK 1.6.0\_14 (64-bit)

ps\_4405.jar

Running

SI50 Patch 5005

### Error Message:

LoadLibrary is not a valid Win32

### Resolution:

The error message "LoadLibrary is not a valid Win32" is linked with a mismatch between 64bits and 32 bit libraries.

More information on the following URLs:

[http://gerardnico.com/wiki/web\\_server/oc4j/oc4j\\_service](http://gerardnico.com/wiki/web_server/oc4j/oc4j_service)

<http://androidyou.blogspot.com/2010/06/installing-oracle-coherence-bat-file-as.html>

Problem was due to the installPS.cmd; By default, it installs the service as 32bit. There is an if statement that must be modified to install service as 64bit.

### Workaround:

Modify file installPS.cmd to reflect the install service as 64bit, meaning you must go to the if statement and change the false value to true. Run installPS.cmd command again and start Perimeter Server.

Please apply Sterling Integrator Release, Release 5.0 Build 5008 or later.

Functional Area: Perimeter Services

Escalation ID: 00232171

Fix ID: 233853

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX2770

Title: Perimeter.log has many of errors: ERROR 000000000000 GLOBAL\_SCOPE A ByteBuffer was garbage collected

Description:

In Perimeter.log there are many errors: ERROR 000000000000 GLOBAL\_SCOPE A ByteBuffer was garbage collected. Release notes says this ByteBuffer is 'lost' only under very specific error conditions, it poses no functional risk and can be ignored.

<http://www.sterlingcommerce.com/Documentation/GIS40/Content/SP2/ReleaseNotes/FR1Rntes.html>

If there is no potential functional risk, this message should be logged as INFO or DEBUG message.

Error Message:

ERROR 000000000000 GLOBAL\_SCOPE A ByteBuffer was garbage collected.

Resolution:

Log level adjusted for garbage collection message in Perimeter.log to log as DEBUG messages instead of ERROR messages.

Please apply Gentran Integration Suite, Release 4.2 Build 4214 or later

Please apply Gentran Integration Suite, Release 4.3 Build 4312 or later

Please apply Sterling Integrator, Release 5.0 Build 5008 or later

Functional Area: Perimeter Services

Escalation ID: 1369963, 246348

Fix ID: 161418, 161419, 235712

Severity: Normal

Type: NormalFix

Build: 4214, 4312, 5008

InQuira ID: NFX6020

Title: Perimeter Server is disconnected from the application server and errors are seen when Gentran Integration Suite/Sterling Integrator attempts to reconnect

Description: Perimeter Server is disconnected from the application server and errors are seen when Gentran Integration Suite/Sterling Integrator attempts to reconnect.

The fix eliminates the error message and enables Gentran Integration Suite/Sterling Integrator to attempt to connect to the perimeter server but the original cause of the disconnect may still exist. For example, PS may be down or have too many open connections.

#### Error Message:

```
[2009-02-25 11:01:49.764] ERROR <Dispatcher> 000000000000 GLOBAL_SCOPE Exception in
Dispatcher run loop.
  java.util.ConcurrentModificationException
  at java.util.HashMap$HashIterator.nextEntry(HashMap.java:782)
  at java.util.HashMap$ValueIterator.next(HashMap.java:812)
  at com.sterlingcommerce.perimeter.muxrat.relay.Relay.closeCircuits(Relay.java:244)
  at com.sterlingcommerce.perimeter.muxrat.relay.Relay.closed(Relay.java:218)
  at
com.sterlingcommerce.perimeter.dispatcher.DataIPAgent.setState(DataIPAgent.java:184)
  at
com.sterlingcommerce.perimeter.dispatcher.DataIPAgent.close(DataIPAgent.java:243)
  at com.sterlingcommerce.perimeter.muxrat.relay.Relay.closed(Relay.java:217)
  at com.sterlingcommerce.perimeter.muxrat.relay.Relay$Pinger.run(Relay.java:728)
  at com.sterlingcommerce.perimeter.api.scheduler.TaskNode.run(TaskNode.java:62)
  at
com.sterlingcommerce.perimeter.dispatcher.AbstractDispatcher.runTasks(AbstractDispat
cher.java:440)
  at
com.sterlingcommerce.perimeter.dispatcher.AbstractDispatcher.doRun(AbstractDispatche
r.java:405)
  at
com.sterlingcommerce.perimeter.dispatcher.AbstractDispatcher$2.run(AbstractDispatche
r.java:182)
  at java.lang.Thread.run(Thread.java:534)
```

#### Resolution:

Please apply Gentran Integration Suite, Version 4.3, Build 4319 or later.

Please apply Gentran Integration Suite, Version 4.2, Build 4221 or later.

Please apply Sterling Integrator, Version 5.0 Build 5006 or later.

Functional Area: Perimeter Services

Escalation ID: 1372835

Fix ID: 185507, 181497, 185508

Severity: Normal

Type: Normal Fix

Build: 4319, 4221, 5006

InQuira ID: NFX9351

Title: Perimeter Server ps\_4403.jar (Sterling Integrator 5.0) is not installable on SUSE 10 2.6.19-60...smp that meets requirements.

Description: The Perimeter Server ps\_4403.jar is not installable on the same Environment as Sterling Integrator 5.0 has been installed on.

ENV is SUSE 10 2.6.19-60...smp

Install of Sterling Integrator is successful, but PS not possible, fails with the following error:

```
ibm-java2-x86_64-50/bin/java -jar ps_4403.jar -interactive
Perimeter DMZ component Installation program
ERROR: This product is only supported on Linux
2.6.5-7.283-bigsmpt,2.6.9-42.0.10.ELsmp,2.6.18-8.1.10.e15,2.6.16.21-0.8-smp
Your OS Version is 2.6.16.60-0.42.5-smp
This does meet requirements. Please contact customer support for workaround.
```

**Error Message:**

```
ERROR: This product is only supported on Linux
2.6.5-7.283-bigsmpt,2.6.9-42.0.10.ELsmp,2.6.18-8.1.10.e15,2.6.16.21-0.8-smp
Your OS Version is 2.6.16.60-0.42.5-smp
```

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5006 or later

**Functional Area:** Perimeter Services

**Escalation ID:** 00142390

**Fix ID:** 213575

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5006

**InQuira ID:** NFX8939

**Title:** Perimeter Server logs error "Buffer contains more than 4MB of data"

**Description:** Perimeter Server logs error "Buffer contains more than 4MB of data"

This is internal conditional check and is not an actual error condition as falsely reported in the logs.

**Error Message:**

```
[2010-02-18 10:09:16,342] INFO Per[-]: read bytes: 1448
[2010-02-18 10:09:16,342] INFO Per[-]: read bytes: 1625
[2010-02-18 10:09:16,343] ERROR
data[/xx.xx.xx.xx:nnnn=>/xx.xx.xx.xx:nnnn].internalSend() - Buffer contains more than
4MB of data.
[2010-02-18 10:09:16,343] ERROR
data[/xx.xx.xx.xx:nnnn=>/xx.xx.xx.xx:nnnn].internalSend() - Buffer contains more than
4MB of data.
```

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

**Functional Area:** Perimeter Services

**Escalation ID:** 00144856

**Fix ID:** 217979

**Severity:** Normal

**Type:** Normal Fix

Build: 5006

InQira ID: NFX4271

Title: Gentran Integration Suite and Perimeter Server running out of File descriptors due to port getting probed by external health monitor tools.

Description: Gentran Integration Suite and Perimeter Server is running out of File descriptors due to - ports getting probed by external health monitor tools. This can result in slow down of Gentran Integration Suite.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later

Functional Area: Perimeter Services

Escalation ID: 1371412

Fix ID: 169008, 178174

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

**InQuira ID: NFX4764**

**Title:** Too many open files reported on the Perimeter Server

**Description:** Seeing many many entries in lsof output for open network sockets "can't identify protocol" associated with the Gentran Integration Suite perimeter server PID. No corresponding entry exists in /proc/net, but Gentran Integration Suite PS is still holding onto the file descriptor. Running netstat, however, is not indicating the usage of the network ports.

**Error Message:**

PSLogger.txt on the Perimeter Server reports the following error:

```
[2008-12-08 08:05:31.555] ERROR <Dispatcher> Exception caught trying to start a
normal connection
java.net.SocketException: Too many open files
  at sun.nio.ch.Net.socket0(Native Method)
  at sun.nio.ch.Net.serverSocket(Net.java(Inlined Compiled Code))
  at sun.nio.ch.ServerSocketChannelImpl.<init>(ServerSocketChannelImpl.java(Inlined
Compiled Code))
  at
sun.nio.ch.SelectorProviderImpl.openServerSocketChannel(SelectorProviderImpl.java(Co
mpiled Code))
  at
com.sterlingcommerce.perimeter.net.nio.ServerSocketChannelWrapper.open(ServerSocketC
hannelWrapper.java(Inlined Compiled Code))
  at
com.sterlingcommerce.perimeter.util.nio.Java14Factory.createServerSocketChannel(Java
14Factory.java(Compiled Code))
  at
com.sterlingcommerce.perimeter.physical.ServerBase.startConnect(ServerBase.java(Comp
iled Code))
  at
com.sterlingcommerce.perimeter.physical.PortCollectionElement.startConnect(PortColle
ctionElement.java(Compiled Code))
  at
com.sterlingcommerce.perimeter.physical.StackElement.startConnect(StackElement.java(
Compiled Code))
  at
com.sterlingcommerce.perimeter.physical.ConnectionStack.startConnection(ConnectionSt
ack.java(Inlined Compiled Code))
  at
com.sterlingcommerce.perimeter.physical.Server.startConnection(Server.java(Compiled
Code))
  at
com.sterlingcommerce.perimeter.external.connection.BindServer.doBind(BindServer.java
(Compiled Code))
  at
com.sterlingcommerce.perimeter.external.connection.BindServer.received(BindServer.ja
va(Compiled Code))
  at
com.sterlingcommerce.perimeter.muxrat.relay.Relay.handleReceivedMessage(Relay.java(C
ompiled Code))
  at com.sterlingcommerce.perimeter.muxrat.relay.Relay.received(Relay.java(Compiled
Code))
  at
com.sterlingcommerce.perimeter.dispatcher.DataIPAgent$1.run(DataIPAgent.java(Compile
d Code))
```

```

    at com.sterlingcommerce.perimeter.api.gmm.Request.startRun(Request.java(Compiled
Code))
    at com.sterlingcommerce.perimeter.api.gmm.Request.execute(Request.java(Inline
Compiled Code))
    at
com.sterlingcommerce.perimeter.api.gmm.MemoryManager.request(MemoryManager.java(Comp
iled Code))
    at
com.sterlingcommerce.perimeter.dispatcher.DataIPAgent.doRead(DataIPAgent.java(Compil
ed Code))
    at
com.sterlingcommerce.perimeter.dispatcher.AbstractIPAgent.selected(AbstractIPAgent.j
ava(Compiled Code))
    at
com.sterlingcommerce.perimeter.dispatcher.nio.NioDispatcher.runIo(NioDispatcher.java
(Compiled Code))
    at
com.sterlingcommerce.perimeter.dispatcher.AbstractDispatcher.callRunIo(AbstractDispa
tcher.java(Compiled Code))
    at
com.sterlingcommerce.perimeter.dispatcher.AbstractDispatcher.doRun(AbstractDispatc
her.java(Compiled Code))
    at
com.sterlingcommerce.perimeter.dispatcher.AbstractDispatcher$2.run(AbstractDispatc
her.java:182)
    at java.lang.Thread.run(Thread.java:567)

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Perimeter Services

Escalation ID: 1371877

Fix ID: 171762, 178178

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

**InQuira ID: NFX4891**

Title: Mailbox User Interface is inaccessible when used over HTTP 1.0 with SSL

Description: Mailbox User Interface is inaccessible when used over HTTP 1.0 with SSL.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Perimeter Services

Escalation ID: 1372363

Fix ID: 174508, 176462

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX5017

Title: Outbound SFTP sessions failing with perimeter server error

Description: Transfer of large files through SFTP uses too much buffer space. Memory shortages inside perimeter server during SFTP transfers are not properly handled.

Error Message:

```
Error stack in Perimeter server.log
-----
[2008-09-26 10:00:49.159] ERROR 000000000000 GLOBAL_SCOPE System has detected a
deadlock, rejecting 1 allocation request(s)
[2008-09-26 10:00:49.159] ERROR 000000000000 GLOBAL_SCOPE Connection
data[/0:0:0:0:0:0:0:0:38427=>/10.10.46.135:44991] closed due to
CloseCode.CONNECTION_RESET
[2008-09-26 10:00:49.159] ALL 000000000000 GLOBAL_SCOPE DataClientHelper:
CloseCode.CONNECTION_RESET, BIQ:0, xon:true
[2008-09-26 10:00:49.16] ALL 000000000000 GLOBAL_SCOPE DataClientHelper:
CloseCode.CONNECTION_RESET, BIQ:0, xon:true
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4317 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Perimeter Services

Escalation ID: QC

Fix ID: 165745, 180201

Severity: Normal

Type: Normal Fix

Build: 4317, 5002

InQuira ID: NFX5185

Title: Incoming AS2 data is corrupted

Description: EDIINTParse has corrupted incoming AS2 data. During testing of this issue it was determined that buffer recycling is no longer a large performance advantage.

Resolution: A property controlled setting is being added that will allow a customer to disable buffer recycling.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Perimeter Services

Escalation ID: 1372850

Fix ID: 178844, 179510, 180357

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX5309

Title: Several HttpClientPost business process may go to I/O wait or active states, CloseCode.HANDSHAKE\_FAILURE

Description: This issue was one of the issue with a customer having database cpu spiking, Gentran Integration Suite node going down and memory issues.

- ◆ Hence symptoms of this perimeter handshake failure issue may have been clouded by other symptoms for couple more issues occurring at the same time.
- ◆ Here are few observations that may be related to only handshake failures,
  - ◆ HttpClientPost business processes go to an IO wait or active state.
  - ◆ http client handshake failure exceptions in httpclient.log.

Error Message:

```
[2008-05-28 04:15:47.981] DEBUG <24263627> 000000000000 GLOBAL_SCOPE
CustomConnectAgent.closed(CC) was closed from the perimeter side:
CloseCode.HANDSHAKE_FAILURE
[2008-05-28 04:15:47.981] DEBUG <24263627> 000000000000 GLOBAL_SCOPE
CustomConnectAgent.handleFailure() - Starting with failure message [Connection was
closed from the perimeter side with error: CloseCode.HANDSHAKE_FAILURE]
[2008-05-28 04:15:47.981] ERROR <24263627> 000000000000 GLOBAL_SCOPE
CustomConnectAgent.closed(CC)encountered error due to [Connection was closed from the
perimeter side with error: CloseCode.HANDSHAKE_FAILURE]
[2008-05-28 04:15:47.981] DEBUG <24998214> 000000000000 GLOBAL_SCOPE
HttpSession.waitForResults(1) - results obtained
[2008-05-28 04:15:47.981] DEBUG <24998214> 000000000000 GLOBAL_SCOPE
HttpClient.sendRequest() - Verifying if any Session failure after sending ...
[2008-05-28 04:15:47.982] DEBUG <24998214> 000000000000 GLOBAL_SCOPE
HttpClient.checkForFailures() - checking for errors...
[2008-05-28 04:15:47.982] DEBUG <24998214> 000000000000 GLOBAL_SCOPE
HttpClient.checkForFailures() - session currently in state of [Waiting]
[2008-05-28 04:15:47.982] DEBUG <24998214> 000000000000 GLOBAL_SCOPE
HttpClient.checkForFailures() - ...none found; state machine and session are ready.
[2008-05-28 04:15:47.982] DEBUG <24998214> 000000000000 GLOBAL_SCOPE
HttpClient.sendRequest() - Completed.
[2008-05-28 04:15:48.036] DEBUG <WFE.412636.Thread> 000000000000 GLOBAL_SCOPE
HTTPClientBeginService.processData() - Start processing ...
[2008-05-28 04:15:48.036] DEBUG <WFE.412636.Thread> 000000000000 GLOBAL_SCOPE
HTTPClientBeginService.primitiveProcessData() - Starting ..
[2008-05-28 04:15:48.042] DEBUG <HAR.412636.Thread> 000000000000 GLOBAL_SCOPE
HTTPClientBeginService.findLittleAdapter() - ServicesControllerImpl found an adapter
of type class
```

```

com.sterlingcommerce.woodstock.services.httpclient.HttpClientAdapterImpl_Stub given
service name [GWW_HTTP_CLIENT_GRP]
[2008-05-28 04:15:47.981] DEBUG <24263627> 000000000000 GLOBAL_SCOPE
HttpSession.handleHttpRequest(S) - received command [FAILURE].
[2008-05-28 04:15:48.055] DEBUG <WFE.412633.Thread> 000000000000 GLOBAL_SCOPE
HTTPClientBeginService.processData() - Start processing ...
[2008-05-28 04:15:48.06] DEBUG <WFE.412633.Thread> 000000000000 GLOBAL_SCOPE
HTTPClientBeginService.primitiveProcessData() - Starting ..
[2008-05-28 04:15:48.064] DEBUG <24263627> 000000000000 GLOBAL_SCOPE
HttpSession.handleHttpRequest(S,HCR) - received request [null]
[2008-05-28 04:15:48.065] DEBUG <HAR.412633.Thread> 000000000000 GLOBAL_SCOPE
HTTPClientBeginService.findLittleAdapter() - ServicesControllerImpl found an adapter
of type class
com.sterlingcommerce.woodstock.services.httpclient.HttpClientAdapterImpl_Stub given
service name [GWW_HTTP_CLIENT_GRP]
[2008-05-28 04:15:48.065] DEBUG <HAR.412636.Thread> 000000000000 GLOBAL_SCOPE
HTTPClientBeginService.extractDocStorageType() - Starting ...
[2008-05-28 04:15:48.065] DEBUG <HAR.412633.Thread> 000000000000 GLOBAL_SCOPE
HTTPClientBeginService.extractDocStorageType() - Starting ...
[2008-05-28 04:15:48.065] DEBUG <HAR.412633.Thread> 000000000000 GLOBAL_SCOPE
HTTPClientBeginService.extractDocStorageType() - Set storage type as [4]
[2008-05-28 04:15:48.065] DEBUG <HAR.412633.Thread> 000000000000 GLOBAL_SCOPE
HTTPClientBeginService.extractProfileId() - profile ID is NOT available.
[2008-05-28 04:15:48.066] DEBUG <HAR.412633.Thread> 000000000000 GLOBAL_SCOPE
HTTPClientBeginService.extractHostAndPort() - - Configured remote URL is not
specified, extracting RemoteHost and RemotePort params ...
[2008-05-28 04:15:48.066] DEBUG <HAR.412633.Thread> 000000000000 GLOBAL_SCOPE
HTTPClientBeginService.extractHostAndPort() - - Configured remote host from WFC
[prpyap01.sap.grainger.com]
[2008-05-28 04:15:48.066] DEBUG <HAR.412633.Threa

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Perimeter Services

Escalation ID: 1369494

Fix ID: 177788

Severity: Normal

Type: Normal Fix

Build: 5001

InQuira ID: NFX6078

Title: Transferring large files using SSL fail

Description: Large outbound SSL file transfers fail. When the remote system is available, the transfer shows MAC verification errors at the SSL level.

Resolution: A race condition in the code rarely caused corruption of the outbound encrypted stream. This would not result in business data corruption because the remote system will detect the corruption and abort the transfer. The race condition has been fixed.

Please apply Gentrans Integration Suite, Release 4.2 Build 4220 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Perimeter Services

Escalation ID: QC

Fix ID: 185875, 184549

Severity: Normal

Type: Normal Fix

Build: 4220, 5002

InQuira ID: NFX6632

Title: Hundreds or thousands of active connections listed in `PSLogger.log`; FTP server adapters are unresponsive

Description: Active Connections listed in `PSLogger.log` file for external Gentran Integration Suite perimeter server continually grow to hundreds or even thousands of connections. FTP server adapters accept new connections but connections then appear to hang.

Error Message:

PSLogger.log -

```
ALWAYS PhysicalConnectionManager connections: active: <number in hundreds or more>,
listening: , loopback:
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Perimeter Server

Escalation ID: 27183

Fix ID: 189933, 189941

Severity: Normal

Type: Normal Fix

Build: 4320, 5003

InQuira ID: NFX6966

Title: Local or external (remote) perimeter server latency is seen with SFTP

Description: Slow SFTP Performance when going through a perimeter server.

Resolution: Perimeter server performance has been improved and users should see the gains when it is used either in local mode or as an external server.

Please apply Gentran Integration Suite, Release 4.2 Build 4221 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Perimeter Server

Escalation ID: 58618

Fix ID: 193573, 193766

Severity: Normal

Type: Normal Fix

Build: 4221, 5003

InQira ID: NFX7122

Title: Sterling Integrator is causing high CPU usage

Description: AS400 Sterling Integrator subsystem jobs has a high percentage of CPU. IBM support was able to isolate usage to hash map and database pool messages that were not being cleared.

IBM Recommendations:

1. Use ConcurrentHashMap instead so it will be thread-safe:
2. Clear warning messages before release connection to pool.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Perimeter Services

Escalation ID: 76015

Fix ID: 200741

Severity: Normal

Type: Normal Fix

Build: 5003

InQira ID: NFX7489

Title: Remote PS installer not correctly included in patches

Description: The file `PS_44xx.jar` is not being properly installed in the `<install>/packages` directory.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Perimeter Services

Escalation ID: QC

Fix ID: 202111

Severity: Critical

Type: Normal Fix

Build: 5003

**InQira ID: NFX7567**

Title: Remove ps\_4400.jar from the packages for 5003

Description: ps jar ps\_4400.jar is being replaced with ps\_4403.jar.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Perimeter Services

Escalation ID: QC

Fix ID: 203882

Severity: Normal

Type: Normal Fix

Build: 5003

## **Platform**

**InQira ID: NFX9589**

Title: Onfault not triggered when mandatory node is specified in business process and node is down.

Description:

Business Process fails when mandatoryNode is not available. BP contains OnFault logic and BP is checked-in with Set OnFault Processing selected. Same Business Processes work correctly on GIS 4.3. Expected behavior is for adapter/service to fail when mandatoryNode is not available, upon adapter/service failure the Business Process should proceed to OnFault and continue processing OnFault steps on current node. What is actually happening is that the service/adaptor fails with a System Error -- General Engine Error, the Business Process then goes to the Onfault section and the first action within the OnFault also fails with a System Error -- General Engine Error. After getting the first System Error -- General Engine Error the Business Process cannot recover.

Error Message:

General engine error produced caught error putting wfc into Queue:000110020197

WORKFLOW.QUEUE.ERR\_WorkFlowQueueSender\_Exception1\_str1 Attempt to distribute to mandatory node failed Error from Listener

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Platform

Escalation ID: 200835

Fix ID: 227359

Severity: Normal

Type: NormalFix

Build: 5008

### InQira ID: NFX8618

Title: Lock service throws "Lock already exists." error when lock is a substring of an existing lock.

Description:

If you create a lock and then try to create a second lock which is a substring of the first lock, then you get a "Lock already exists." error. For example:

1. Create a lock named "ABCDEFGH". The lock creates correctly
2. Create a lock named "DEF". The lock creation fails with the error: Lock(DEF, LockService, 1000000): Lock already exists.

Error Message:

Lock(DEF, LockService, 1000000): Lock already exists.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Platform

Escalation ID: 00158933

Fix ID: 216665

Severity: Normal

Type: NormalFix

Build: 5008

### InQira ID: NFX9257

Title: Comment to be removed in jdbc.properties file

Description: JDBC.properties file has an unnecessary comment, which needs to be removed.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Platform

Escalation ID: QC

Fix ID: 207153

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: NFX8850

Title: ActiveMq fails to start on failover oracle secondary node

Description: Customer needs a modified Oracle URL so that he can use failover. He does not use Oracle RAC but instead uses Data Guard that is replicating the DB to a secondary node. He should use the same instructions as shown in our documentation and basically add ORACLE\_JDBC\_URL to the sandbox.cfg

However, there is a bug in the activemq configuration where we have not used the ORACLE\_JDBC\_URL in <SI\_ROOT>/activemq/config/activemqconfig.xml and therefore activemq will not start up on failover node. Workaround is to replace the url in activemqconfig.xml so it also has the failover node information.

```
jdbc:oracle:thin:@(DESCRIPTION_LIST=(LOAD_BALANCE=OFF)(FAILOVER=ON)(DESCRIPTION=(ADDRESS_LIST=(ADDRESS=(PROTOCOL=TCP)(HOST=xxxx.xxx.xxx.xxx)(PORT=xxxx))(ADDRESS=(PROTOCOL=TCP)(HOST=xxx.xxx.xxx.xxx)(PORT=xxxx)))(CONNECT_DATA=(SERVER=DEDICATED)(SERVICE_NAME=xxx.xxxxxxxx.xxx.xxx)))
```

#### Error Message:

Activemq fails to start

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: Platform

Escalation ID: 00097029

Fix ID: 203913

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX9232

Title: XML Encoder Service is marking the process data empty

Description: XML Encoder Service is marking the process data empty instead of throwing an error when there is an invalid XML character in the primary document.

This issue occurs only when the parameter "output\_to\_process\_data" is set to YES.

#### Error Message:

Error trace from wf.log file:

```
WORKFLOW.WORKFLOW.ERR_WFCUtil_toXMLString1 Exception in WFCUtil.toXMLString
java.io.IOException: The character '~' is an invalid XML character
at org.apache.xml.serialize.BaseMarkupSerializer.fatalError(Unknown Source)
at org.apache.xml.serialize.BaseMarkupSerializer.surrogates(Unknown Source)
at org.apache.xml.serialize.BaseMarkupSerializer.printCDATAText(Unknown Source)
at org.apache.xml.serialize.BaseMarkupSerializer.characters(Unknown Source)
at org.apache.xml.serialize.BaseMarkupSerializer.serializeNode(Unknown Source)
at org.apache.xml.serialize.XMLSerializer.serializeElement(Unknown Source)
at org.apache.xml.serialize.BaseMarkupSerializer.serializeNode(Unknown Source)
at org.apache.xml.serialize.XMLSerializer.serializeElement(Unknown Source)
at org.apache.xml.serialize.BaseMarkupSerializer.serializeNode(Unknown Source)
at org.apache.xml.serialize.XMLSerializer.serializeElement(Unknown Source)
at org.apache.xml.serialize.BaseMarkupSerializer.serializeNode(Unknown Source)
at org.apache.xml.serialize.BaseMarkupSerializer.serialize(Unknown Source)
at com.sterlingcommerce.woodstock.workflow.WFCUtil.toXMLString(WFCUtil.java:287)
at com.sterlingcommerce.woodstock.workflow.WFCUtil.toXMLString(WFCUtil.java:266)
```

```

at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.persist(WorkFlowContext.java
:4405)
at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.persist(WorkFlowContext.java
:3727)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.persist
OnServiceError(ActivityEngineHelper.java:2847)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:405)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQue
eListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
31)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:496)
at java.lang.Thread.run(Thread.java:595)

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Platform

Escalation ID: 1372751

Fix ID: 180570

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9424

Title: Enveloping may cause duplicate key error in the system.log

Description: When executing the Enveloping service, the system.log may display the error below repeatedly.

This does not appear to affect the execution of the service.

Error Message:

```

[2010-02-24 15:10:10.116] ERROR 999999999999
WORKFLOW.WORKFLOW.ERR_BaseDocument_insertDocumentClone N/A
[2010-02-24 15:10:10.116] ERROR 000000000000 GLOBAL_SCOPE [1267042210116] ORA-00001:
unique constraint (GIS.SCI_PK_215) violated

```

```
[2010-02-24 15:10:10.116] ERRORDTL 00000000000 GLOBAL_SCOPE
[1267042210116]java.sql.SQLException: ORA-00001: unique constraint (GIS.SCI_PK_215)
violated
at oracle.jdbc.driver.DatabaseError.throwSQLException(DatabaseError.java:112)
at oracle.jdbc.driver.T4CTTioer.processError(T4CTTioer.java:331)
at oracle.jdbc.driver.T4CTTioer.processError(T4CTTioer.java:288)
at oracle.jdbc.driver.T4C8Oall.receive(T4C8Oall.java:743)
at oracle.jdbc.driver.T4CPreparedStatement.doOall8(T4CPreparedStatement.java:216)
at
oracle.jdbc.driver.T4CPreparedStatement.executeForRows(T4CPreparedStatement.java:955
)
at
oracle.jdbc.driver.OracleStatement.doExecuteWithTimeout(OracleStatement.java:1168)
at
oracle.jdbc.driver.OraclePreparedStatement.executeInternal(OraclePreparedStatement.j
ava:3316)
at
oracle.jdbc.driver.OraclePreparedStatement.execute(OraclePreparedStatement.java:3422
)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.execute(JDBCService.java:
4130)
at
com.sterlingcommerce.woodstock.workflow.BaseDocument.insertDocumentClone(BaseDocumen
t.java:2305)
at
com.sterlingcommerce.woodstock.workflow.BaseDocument.persist(BaseDocument.java:2418)
at com.sterlingcommerce.woodstock.workflow.Document.persist(Document.java:875)
at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.persist(WorkFlowContext.java
:4640)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.persist
InlineMark(ActivityEngineHelper.java:3134)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.persist
Wfc(ActivityEngineHelper.java:3045)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.postInv
okePostNextNodeProcessing(ActivityEngineHelper.java:2263)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.postInv
okeService(ActivityEngineHelper.java:2125)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:624)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:353)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:326)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQuee
eListener.java:202)
```

```
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:150)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:355)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:517)
at java.lang.Thread.run(Thread.java:595)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Platform

Escalation ID: 00147778

Fix ID: 216040

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX7307

Title: Entering wrong system passphrase during the Gentran Integration Suite/Sterling Integrator startup throws NullPointerException

Description: Gentran Integration Suite/Sterling Integrator start up throws null pointer exception if wrong password is entered and application and database password has been encrypted using encpcf utility.

Error Message:

```
Exception in thread "main" java.lang.NullPointerException
    at java.lang.String.<init>(String.java:173)
    at
com.sterlingcommerce.security.opsutilities.DBPasswords.decrypt(DBPasswords.java:220)
    at com.sterlingcommerce.db.ControlMySQL.init(ControlMySQL.java:500)
    at com.sterlingcommerce.db.ControlMySQL.main(ControlMySQL.java:573)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Platform

Escalation ID: 99050

Fix ID: 203885

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX7746

**Title:** When http server and business process are setup in sync mode then documents are created with a workflow\_id of zero (0) in some tables

**Description:** When http server and business process are setup in sync mode then documents are created with a workflow\_id of zero (0) in DOCUMENT , DOCUMENT\_LIFESPAN , DATA\_TABLE and CORREALTION\_SET

**Error Message:** No error message . The database will grow and these will never be removed with Gentran Integration Suite/Sterling Integrator.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

**Functional Area:** Platform

**Escalation ID:** 00043841

**Fix ID:** 188640, 195900

**Severity:** Normal

**Type:** Normal Fix

**Build:** 4322, 5006

**InQuira ID:** NFX5744

**Title:** The db\_checksum\_tool.cmd fails on Windows with a ClassNotFoundException error.

**Description:** If you use db\_checksum\_tool.cmd and specify maps you will get an error.

**Both of these commands will fail:**

```
db_checksum_tool.cmd -d -i 2
db_checksum_tool.cmd -d -r map
```

**Error Message:**

**In the command line window, you get the error back:**

```
-----
 java.sql.SQLException: ChecksumService.listResource has null Checksum instance
 at
 com.sterlingcommerce.woodstock.util.frame.checksum.ChecksumService.listResource(Chec
 ksumService.java:512)
 at
 com.sterlingcommerce.db.ChecksumTool.dumpCustomerDefaultChecksum(ChecksumTool.java:4
 15)
 at com.sterlingcommerce.db.ChecksumTool.dumpDBChecksum(ChecksumTool.java:466)
 at com.sterlingcommerce.db.ChecksumTool.doIt(ChecksumTool.java:213)
 at com.sterlingcommerce.db.ChecksumTool.callable(ChecksumTool.java:196)
 at com.sterlingcommerce.db.ChecksumTool.main(ChecksumTool.java:190)
  SQLException:
  SQLState: null
  Message: ChecksumService.listResource has null Checksum instance
  Vendor: 0
  ECHO is off.
```

Error '-1' running DB checksum tool.

-----  
 In the system log you get the error:  
 -----

```
[2009-16-26 18:59:00.485] ERROR 000000000000 GLOBAL_SCOPE
ChecksumService.initServiceWithProperty()
java.lang.ClassNotFoundException:
com.sterlingcommerce.woodstock.util.frame.checksum.MapChecksum
at java.net.URLClassLoader$1.run(URLClassLoader.java:200)
at java.security.AccessController.doPrivileged(Native Method)
at java.net.URLClassLoader.findClass(URLClassLoader.java:188)
at java.lang.ClassLoader.loadClass(ClassLoader.java:306)
at sun.misc.Launcher$AppClassLoader.loadClass(Launcher.java:268)
at java.lang.ClassLoader.loadClass(ClassLoader.java:251)
at java.lang.ClassLoader.loadClassInternal(ClassLoader.java:319)
at java.lang.Class.forName0(Native Method)
at java.lang.Class.forName(Class.java:164)
at
com.sterlingcommerce.woodstock.util.frame.checksum.ChecksumService.initServiceWithPr
operty(ChecksumService.java:127)
at
com.sterlingcommerce.woodstock.util.frame.checksum.ChecksumService.initService(Check
sumService.java:70)
at
com.sterlingcommerce.woodstock.util.frame.checksum.ChecksumService.<clinit>(Checksum
Service.java:53)
at com.sterlingcommerce.db.ChecksumTool.doArgs(ChecksumTool.java:312)
at com.sterlingcommerce.db.ChecksumTool.doIt(ChecksumTool.java:205)
at com.sterlingcommerce.db.ChecksumTool.callable(ChecksumTool.java:196)
at com.sterlingcommerce.db.ChecksumTool.main(ChecksumTool.java:190)
[2009-16-26 18:59:00.485] ERROR 000000000000 GLOBAL_SCOPE
ChecksumService.getChecksumInstance(): Checksum Instance is null
[2009-16-26 18:59:00.5] ERROR 999999999999
UTIL.FRAME_CHECKSUM.ERR_ChecksumService_listResource N/A
SQL Error Code: 0
SQL State: null
java.sql.SQLException: ChecksumService.listResource has null Checksum instance
at
com.sterlingcommerce.woodstock.util.frame.checksum.ChecksumService.listResource(Chec
ksumService.java:506)
at
com.sterlingcommerce.db.ChecksumTool.dumpCustomerDefaultChecksum(ChecksumTool.java:4
15)
at com.sterlingcommerce.db.ChecksumTool.dumpDBChecksum(ChecksumTool.java:466)
at com.sterlingcommerce.db.ChecksumTool.doIt(ChecksumTool.java:213)
at com.sterlingcommerce.db.ChecksumTool.callable(ChecksumTool.java:196)
at com.sterlingcommerce.db.ChecksumTool.main(ChecksumTool.java:190)
```

#### Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

See the Gentran Integration Suite 4.3/Sterling Integrator 5.0 Installation documentation for more information.

Functional Area: Platform

Escalation ID: 00034095

Fix ID: 191139, 195627

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

InQuira ID: NFX9757

Title: The checkCursorLeaks.sh script fails : java class is not found

Description:

```
$ ./checkCursorLeaks.sh
```

The java class is not found: com.sterlingcommerce.db.CheckCursorLeaks

Could not obtain cursor list.

Error Message:

```
$ ./checkCursorLeaks.sh
The java class is not found: com.sterlingcommerce.db.CheckCursorLeaks
Could not obtain cursor list.
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Platform

Escalation ID: 164371

Fix ID: 218299

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9808

Title: During softstop, the token should be passed on to other nodes in the cluster

Description: During softstop, the token should be passed on to other nodes in the cluster to continue running the schedules.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Platform

Escalation ID: QC

Fix ID: 211003

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX9840

Title: Change email account and host information globally in system business processes

Description: When installing Sterling Integrator, the installer requests the SMTP host information and the email account information for the user identified as the administrator for the system. Because the values are then hard-coded into the BPML of the system business processes, it becomes a difficult process to modify the values as each business process must be manually edited.

The business processes should refer to the SMTP host and admin email account as a dynamic value from the configuration files, and not use hard-coded values.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Platform

Escalation ID: 82070

Fix ID:205478

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: ENH2786

Title: EDI test does not scale up with increase in threads and nodes

Request Description: EDI test does not scale up with increase in threads and nodes. The threads are blocked as shown in the following thread dump:

```
java.lang.Object.wait(Native Method)
java.lang.Object.wait(Object.java:231)
com.sterlingcommerce.woodstock.util.frame.lock.LockManager.waitObjects(LockManager.java:1060)
com.sterlingcommerce.woodstock.util.frame.lock.LockManager.lock(LockManager.java:1181)
com.sterlingcommerce.woodstock.util.frame.lock.LockManager.lockRMI(LockManager.java:2612)
com.sterlingcommerce.woodstock.util.frame.lock.LockManager.lockEDISpecial(LockManager.java:1166)
com.sterlingcommerce.woodstock.envelopes.si.SIEnvelope.loadControlNumber(SIEnvelope.java:972)
com.sterlingcommerce.woodstock.services.edi.LockInfo.lockAndIncrementResource(LockInfo.java:170)
com.sterlingcommerce.woodstock.services.edi.envelopeX12.EnvelopeX12ServiceImpl.createOutboundInterchange(EnvelopeX12ServiceImpl.java:1141)
com.sterlingcommerce.woodstock.services.edi.envelopeX12.EnvelopeX12ServiceImpl.envelope(EnvelopeX12ServiceImpl.java:906)
com.sterlingcommerce.woodstock.services.edi.envelopeX12.EnvelopeX12ServiceImpl.processData(EnvelopeX12ServiceImpl.java:352)
```

```
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeService(ActivityEngineHelper.java:1774)
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:644)
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:371)
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:326)
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:354)
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:517)
java.lang.Thread.run(Thread.java:810)
```

Escalation ID: QC (209691)

Status: Completed

Request Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

InQuira ID: NFX7307

Title: Entering wrong system passphrase during the Gentran Integration Suite startup throws NullPointerException

Description: Gentran Integration Suite/Sterling Integrator start up throws null pointer exception if wrong password is entered and application and database password has been encrypted using encdfg utility.

Error Message:

```
Exception in thread "main" java.lang.NullPointerException
    at java.lang.String.<init>(String.java:173)
    at
com.sterlingcommerce.security.opsutilities.DBPasswords.decrypt(DBPasswords.java:220)
    at com.sterlingcommerce.db.ControlMySQL.init(ControlMySQL.java:500)
    at com.sterlingcommerce.db.ControlMySQL.main(ControlMySQL.java:573)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Platform

Escalation ID: 99050

Fix ID: 203884

Severity: Normal

Type: Normal Fix

Build: 5004

InQuira ID: ENH1742

Title: Enhancement to add Single SignOn (SSO) capabilities into filegateway and myfilegateway

Request Description: Single SignOn support needs to be added into the Sterling File Gateway.

Escalation ID: QC (180554)

Status: Completed

Request Resolution: This enhancement provides for authenticating against LDAP. It incorporates the hiding of the "Change Password" page when the user is designated as an "external" user.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

InQira ID: NFX3097

Title: When the database goes down, Gentran Integration Suite may hang without the Resource Monitor alerting the user

Description: When testing a failover scenario, the customer saw that the Gentran Integration Suite user interface would 'hang' and the application would stop picking up any files. The Resource Monitor did not report that the database was down, and Gentran Integration Suite had to be restarted to return it to normal functioning.

Another reported symptom is that the user interface appeared to keep working, though the database was down and the Resource Monitor did not report any errors.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4214 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4310 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Platform

Escalation ID: 1369835, 1369101

Fix ID: 160151, 160152, 163181

Severity: Normal

Type: Normal Fix

Build: 4310, 4214, 5001

InQira ID: NFX3358

Title: Startwindowsservice.cmd tries to start CLA2 service twice resulting in an error

Description: Startwindowsservice.cmd tries to start CLA2 service twice resulting in an error. Issue was began after applying patch Gentran Integration Suite 4309

Error Message:

The requested service has already been started.  
More help is available by typing NET HELPMSG 2182.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4312 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Platform

Escalation ID: 1370639

Fix ID: 164403, 177694

Severity: Normal

Type: Normal Fix

Build: 4312, 5001

### InQuira ID: NFX3495

Title: Customer is not able to do a Simple Restart on some processes after the system has been restarted.

Description: Customer has run into an issue where, when they have an outage of some type and need to restart Gentrans Integration Suite, the system will seem to recover fine. However, those set with a recovery level set to manual will not restart. The problem is that it is not always the same business process which has the problem.

However we have found that the processes always have the following in common:

1. They all use Document Tracking.
2. They all use Docs on Disk.
3. They are all set with Minimal Persistence.

However that being said, other business processes have these same settings and will not have a problem doing a restart. This will happen from the Advanced Search Screen doing a Simple Restart as well as when they go through the business process Usage screen and try to restart. The screen will just return blank and the following will return in the logging which I have not been able to find anything on:

It must be noted that the error does not change dependant on the processes that are trying to be restarted, it stays the same. Also, after a while the issue will just go away and then they will be able to restart these again with nothing else having been done in way of intervention.

#### Error Message:

```
[2008-08-11 11:16:36.667] ERROR [BPMonitor]:Got a exception in restart
java.lang.ClassCastException
    at
com.sterlingcommerce.woodstock.workflow.track.Tracking.checkTrackingID(Tracking.java
:703)
    at
com.sterlingcommerce.woodstock.workflow.track.Tracking.getTrackingID(Tracking.java:6
95)
    at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.setTracking(WEHelper.java:34
5)
    at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.retrieveWFD(WEHelper.java:37
2)
```

```
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.retrieveWFD(WEHelper.java:363)
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatchWorkflow(WEHelper.java:728)
at
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImpl.dispatchWorkflow(WorkFlowEngineRMIImpl.java:2388)
at
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImpl.restartWorkflowInstance(WorkFlowEngineRMIImpl.java:515)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
at java.lang.reflect.Method.invoke(Method.java:324)
at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:261)
at sun.rmi.transport.Transport$1.run(Transport.java:148)
at java.security.AccessController.doPrivileged(Native Method)
at sun.rmi.transport.Transport.serviceCall(Transport.java:144)
at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:460)
at sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:701)
at java.lang.Thread.run(Thread.java:534)
at
sun.rmi.transport.StreamRemoteCall.exceptionReceivedFromServer(StreamRemoteCall.java:247)
at sun.rmi.transport.StreamRemoteCall.executeCall(StreamRemoteCall.java:223)
at sun.rmi.server.UnicastRef.invoke(UnicastRef.java:133)
at
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImpl_Stub.restartWorkflowInstance(Unknown Source)
at com.sterlingcommerce.woodstock.ui.servlet.BPMonitor.doPost(BPMonitor.java:594)
at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.doGet(ServletBase.java:117)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:740)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:356)
at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:294)
at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:567)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1776)
at
org.mortbay.jetty.servlet.WebApplicationContext.handle(WebApplicationContext.java:514)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1726)
at org.mortbay.http.HttpServer.service(HttpServer.java:879)
at org.mortbay.http.HttpConnection.service(HttpConnection.java:790)
at org.mortbay.http.HttpConnection.handleNext(HttpConnection.java:952)
at org.mortbay.http.HttpConnection.handle(HttpConnection.java:807)
at org.mortbay.http.SocketListener.handleConnection(SocketListener.java:196)
at org.mortbay.util.ThreadedServer.handle(ThreadedServer.java:289)
at org.mortbay.util.ThreadPool$PoolThread.run(ThreadPool.java:487)
[2008-08-11 11:16:36.668] ERROR goto page error
```

```
java.lang.NullPointerException
  at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.gotoPage(ServletBase.java:209)
  at com.sterlingcommerce.woodstock.ui.servlet.BPMonitor.doPost(BPMonitor.java:832)
  at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.doGet(ServletBase.java:117)
  at javax.servlet.http.HttpServlet.service(HttpServlet.java:740)
  at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
  at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:356)
  at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:
294)
  at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandl
```

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Platform

Escalation ID: 1371070

Fix ID: 168954

Severity: Normal

Type: Normal Fix

Build: 5001

**InQuira ID: NFX3496**

**Title:** Default FTP Server adapter is not enabled after applying a Gentran Integration Suite, Release 4.3 Build 4310

**Description:** The default FTP Server adapter is not enabled after startup of Gentran Integration Suite after installing the Gentran Integration Suite, Release 4.3 Build 4310.

**Error Message:** The default FTP Server adapter is not enabled.

**Resolution:** The workaround is to enable the FTP Server adapter after patch is applied in Gentran Integration Suite, Release 4.3. The default FTP Server Adapter is shipped as disabled by default in Gentran Integration Suite, Release 4.3. It is the patch process which has changed. For earlier versions, FTP server Adapter instance was not included as part of the patch, where as from Gentran Integration Suite, Release 4.3 onwards it is part of the patch.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

**Functional Area:** Platform

**Escalation ID:** 1370831

**Fix ID:** 180716, 180718

**Severity:** Normal

**Type:** Normal Fix

**Build:** 4319, 5002

**InQuira ID: NFX3765**

**Title:** WorkFlowLauncher errors out even though it executes the business process

**Description:** Commandline utility `WorkFlowLauncher.sh` (.cmd for Windows) throws nullpointer exception while launching any Workflow.

**Error Message:**

```
java.lang.ClassNotFoundException:
com.sterlingcommerce.woodstock.util.cache.TranslationMapLoader
    at java.net.URLClassLoader$1.run(URLClassLoader.java:200)
    at java.security.AccessController.doPrivileged(Native Method)
    at java.net.URLClassLoader.findClass(URLClassLoader.java:188)
    at java.lang.ClassLoader.loadClass(ClassLoader.java:306)
    at sun.misc.Launcher$AppClassLoader.loadClass(Launcher.java:268)
    at java.lang.ClassLoader.loadClass(ClassLoader.java:251)
    at java.lang.ClassLoader.loadClassInternal(ClassLoader.java:319)
    at java.lang.Class.forName0(Native Method)
    at java.lang.Class.forName(Class.java:164)
    at
com.sterlingcommerce.woodstock.util.frame.cache.CacheManager.addCache(CacheManager.java:637)
    at
com.sterlingcommerce.woodstock.util.frame.cache.CacheManager.createCaches(CacheManager.java:163)
```

```
        at
com.sterlingcommerce.woodstock.util.frame.cache.CacheManager.initCacheManager(CacheM
anager.java:105)
        at
com.sterlingcommerce.woodstock.util.frame.cache.CacheManager.<clinit>(CacheManager.j
ava:91)
        at
com.sterlingcommerce.woodstock.workflow.WorkFlowDef.getIDForName(WorkFlowDef.java:19
95)
        at
com.sterlingcommerce.woodstock.workflow.test.WorkFlowLauncher.setWfdName(WorkFlowLau
ncher.java:298)
        at
com.sterlingcommerce.woodstock.workflow.test.WorkFlowLauncher.handleArguments(WorkFl
owLauncher.java:1272)
        at
com.sterlingcommerce.woodstock.workflow.test.WorkFlowLauncher.doArgs(WorkFlowLauche
r.java:1243)
        at
com.sterlingcommerce.woodstock.workflow.test.WorkFlowLauncher.main(WorkFlowLauncher.
java:522)
```

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later

Functional Area: Platform

Escalation ID: 1371073

Fix ID: 166144, 177953

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

**InQuira ID: NFX4050**

Title: ActiveMQ 5.1 persistence is failing on JMS Queues

Description: Introduced in Build Gentrans Integration Suite Build 4310. ActiveMQ was updated to version 5.1 and persistence is now failing. Legacy journaling being used on top of the new 5.1 AMQ persistence model.

Error Message: No visible errors

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Platform

Escalation ID: QC

Fix ID: 166711, 176074

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

**InQuira ID: NFX4872**

Title: Log files go into debug randomly.

Description: System logs do not remember the proper level of debugging when the system is recycled. When one log file is turned off for "Debugging", other log files are reset to "Debugging" ON.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Platform

Escalation ID: 1372366

Fix ID: 176453, 176528

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

**InQuira ID: NFX5511**

Title: XAPI Service

Description: This defect represents code changes made on the File Gateway working branch that affected the Sterling Platform clump.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Platform

Escalation ID: QC

Fix ID: 165624

Severity: Normal

Type: Normal Fix

Build: 5001

## InQuira ID: NFX6412

Title: Automatic log file management - function to open new files at midnight not working on Sterling Integrator 5.0 / Sterling File Gateway 2.0

Description: In past releases of Gentran Integration Suite/Sterling Integrator, the system log files were set up to be automatically closed for the day at midnight with new log files then being allocated at the beginning of a new day. This is not happening on Sterling Integrator 5.0 Build 5002. Instead, the log files allocated at system start up continue to be written to each successive day the system stays up.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Platform

Escalation ID: QC

Fix ID: 187001

Severity: Normal

Type: Normal Fix

Build: 5002

## Properties

### InQuira ID: NFX9316

Title: Enable new GUID generation use

Description: Enable new Globally Unique Identifier (GUID) generation use.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Properties

Escalation ID: QC

Fix ID: 218585

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX4017

Title: Schedule\_RetentionProcessor logging errors in the system log

Description: Every time the Schedule\_RetentionProcessor runs, errors are logged on the system log although the business process itself completes without errors

Error Message:

```

[2008-10-17 17:56:13.62] ALL 000000000000 GLOBAL_SCOPE Exception in thread "ActiveMQ
Session Task"
[2008-10-17 17:56:13.62] ALL 000000000000 GLOBAL_SCOPE java.lang.NoSuchMethodError:
org.apache.activemq/ActiveMQMessageProducerSupport.getDestination()Ljava/lang/Destin
ation;
[2008-10-17 17:56:13.62] ALL 000000000000 GLOBAL_SCOPE at
org.apache.activemq.ActiveMQMessageProducerSupport.send(ActiveMQMessageProducerSuppo
rt.java:269)
[2008-10-17 17:56:13.621] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.event.listeners.AbstractEventListenerImpl.onMessage(A
bstractEventListenerImpl.java:301)
[2008-10-17 17:56:13.621] ALL 000000000000 GLOBAL_SCOPE at
org.apache.activemq.ActiveMQMessageConsumer.dispatch(ActiveMQMessageConsumer.java:96
7)
[2008-10-17 17:56:13.621] ALL 000000000000 GLOBAL_SCOPE at
org.apache.activemq.ActiveMQSessionExecutor.dispatch(ActiveMQSessionExecutor.java:12
2)
[2008-10-17 17:56:13.621] ALL 000000000000 GLOBAL_SCOPE at
org.apache.activemq.ActiveMQSessionExecutor.iterate(ActiveMQSessionExecutor.java:192
)
[2008-10-17 17:56:13.621] ALL 000000000000 GLOBAL_SCOPE at
org.apache.activemq.thread.PooledTaskRunner.runTask(PooledTaskRunner.java:122)
[2008-10-17 17:56:13.621] ALL 000000000000 GLOBAL_SCOPE at
org.apache.activemq.thread.PooledTaskRunner$1.run(PooledTaskRunner.java:43)
[2008-10-17 17:56:13.621] ALL 000000000000 GLOBAL_SCOPE at
java.util.concurrent.ThreadPoolExecutor$Worker.runTask(ThreadPoolExecutor.java:665)
[2008-10-17 17:56:13.621] ALL 000000000000 GLOBAL_SCOPE at
java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:690)
[2008-10-17 17:56:13.621] ALL 000000000000 GLOBAL_SCOPE at
java.lang.Thread.run(Thread.java:801)

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Properties

Escalation ID: 1371425

Fix ID: 170193,173256

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

InQuira ID: NFX5684

Title: Cannot access ops.log and OpsServer.log after changing logs directory.

Description: Unable to access ops.log and OpsServer.log from user interface after changing the logs directory location in sandbox.cfg. However the user is able to access all the other Gentran Integration Suite logs from the user interface.

Error Message: You do not have permission to access: '/app/gisl/MFTLog/opsServer.log'

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Properties

Escalation ID: 30508

Fix ID: 186009

Severity: Normal

Type: Normal Fix

Build: 5002

InQuira ID: NFX6032

Title: JDBC Pool errors after fresh Sterling Integrator 5.0 install

Description: After a fresh Sterling Integrator 5.0 install, system logs report errors creating upgrade pool that is not specified anywhere on the `jdbc.properties`.

```
Could not create the pool upgrade
The maximum size must be greater than zero. PoolName : upgrade
```

Error Message:

```
[2009-05-15 09:02:00.015] ERROR 000310100376
UTIL.FRAME_JDBC.ERR_JDBCService_initJDBCService2 [JDBCService].initJDBCService():
ERROR ERROR ERROR Could not create the pool upgrade ERROR ERROR ERROR
[2009-05-15 09:02:00.015] ERROR 000000000000 GLOBAL_SCOPE [1242370920015] The maximum
size must be greater than zero. PoolName : upgrade
[2009-05-15 09:02:00.015] ERRORDTL 000000000000 GLOBAL_SCOPE
[1242370920015]com.sterlingcommerce.woodstock.util.frame.pool.PoolCreationException:
The maximum size must be greater than zero. PoolName : upgrade
at com.sterlingcommerce.woodstock.util.frame.pool.Pool.<init>(Pool.java:155)
at
com.sterlingcommerce.woodstock.util.frame.pool.PoolManager.createPool(PoolManager.java:95)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.initializePool(JDBCService.java:1555)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.initJDBCService(JDBCService.java:1481)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.<clinit>(JDBCService.java:148)
at
com.sterlingcommerce.woodstock.services.webdav.server.MESAJDBCDavStore.begin(MESAJDBCDavStore.java:323)
at
org.apache.slide.simple.store.WebdavStoreAdapter$TransactionId.<init>(WebdavStoreAdapter.java:441)
at
org.apache.slide.simple.store.WebdavStoreAdapter.createTransactionResource(WebdavStoreAdapter.java:380)
at
org.apache.commons.transaction.util.xa.AbstractXAResource.start(AbstractXAResource.java:180)
```

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Properties

Escalation ID: 00044342

Fix ID: 186641

Severity: Normal

Type: Normal Fix

Build: 5002

## QueueWatcher

InQira ID: ENH1893

Title: Dynamically enable and disable Queue Watcher without restarting Sterling Integrator

Request Description: Currently, Sterling Integrator allows users to only enable or disable the Queue Watcher user interface from the `noapp.properties` (`queueWatcher=true/false`). When the property flag is modified, you must restart the system for it to take affect. Dynamic enabling and disabling of Queue Watcher need to be supported without restarting Sterling Integrator.

Escalation ID: N/A

Status: Completed

Request Resolution: You can access Queue Watcher through `http://<host>:<port>/queueWatcher`, where `<host>:<port>` is the IP address and port number where Sterling Integrator resides on your system.

See the Gentran Integration Suite 4.3 or Sterling Integrator 5.0 Documentation Updates for more information on dynamically enabling or disabling Queue Watcher without restarting Sterling Integrator.

Please apply Gentran Integration Suite, Release 4.3 Build 4321 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

## Reporting - Core

InQira ID: NFX4632

Title: FTPClientObscureParameter is visible in the reports AdminAuditByObjectType and AdminAuditByPrincipal

Description: Admin Audit report shows details for "Edit Obscure Data - Process Data Values" after obscured content has been added or removed. This results in the report containing data in clear text which should be obscured.

Error Message: No error messages. The reports contain data which should be obscured.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Reporting - Core

Escalation ID: 1372012

Fix ID: 171969, 172065

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

## Reporting Services

InQira ID: NFX8229

Title: HTTP 404 error being displayed, while creating a SFG partner, when browser is set to French or Spanish Language.

Description:

When trying to create a Sterling File Gateway (SFG) partner you get an HTTP error 404 when clicking on the "FINISH" button to apply the changes or complete the configuration of the partner.

Error Message:

```
Error 404 /WEB-INF/layout/refreshtiles.jsp
HTTP ERROR: 404
/WEB-INF/layout/refreshtiles.jsp
RequestURI=/aft/WEB-INF/layout/refreshtiles.jsp
Powered by Jetty://
```

Workaround: Change the Internet Explorer preferred language to English (US).

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Reporting Services

Escalation ID: 218660

Fix ID: 230870

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX8229

Title: HTTP 404 error being displayed, while creating a SFG partner, when browser is set to French or Spanish Language.

Description:

When trying to create a Sterling File Gateway (SFG) partner you get an HTTP error 404 when clicking on the "FINISH" button to apply the changes or complete the configuration of the partner.

Error Message:

```
Error 404 /WEB-INF/layout/refreshtiles.jsp
HTTP ERROR: 404
/WEB-INF/layout/refreshtiles.jsp
RequestURI=/aft/WEB-INF/layout/refreshtiles.jsp
Powered by Jetty://
```

Workaround: Change the Internet Explorer preferred language to English (US).

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Reporting Services

Escalation ID: 218660

Fix ID: 230870

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX9314

Title: Patch reports are incomplete in an iSeries instance

Description: Patch reports are incomplete in an iSeries instance. Information related to the jars installed and copied while installing the patch is missing.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Reporting Services

Escalation ID: QC

Fix ID: 220962

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX7733

Title: Gentran Integration Suite 4.3 java.lang.OutOfMemoryError: Java heap space - OOM when running report TrafficSummaryByProtocol

Description: Whenever the report TrafficSummaryByProtocol would grow in size (so a significant amount of data to report) the JVM would throw an OutOfMemory Error.

Error Message:

In noapp.log.D2009\*

```
java.lang.OutOfMemoryError: Java heap space
noapp.log.D20090528.T000147:[2009-05-28 08:42:52.047] ALL 000000000000 GLOBAL_SCOPE
java.lang.OutOfMemoryError: Java heap space
noapp.log.D20090528.T000147:[2009-05-28 08:44:21.648] ALL 000000000000 GLOBAL_SCOPE
java.lang.OutOfMemoryError: Java heap space
noapp.log.D20090528.T000147:[2009-05-28 09:06:05.713] ALL 000000000000 GLOBAL_SCOPE
java.lang.OutOfMemoryError: Java heap space
wf.log.D20090528.T000156:[2009-05-28 06:40:00.468] ERROR 000110060030
WORKFLOW.ACTIVITY_ENGINE.ERR_AEHelper_next1 Throwable caught by AEHelper.next()
java.lang.OutOfMemoryError: Java heap space
wf.log.D20090528.T000156:[2009-05-28 06:40:00.468] ERROR 000110060030
WORKFLOW.ACTIVITY_ENGINE.ERR_AEHelper_next1 Throwable caught by AEHelper.next()
java.lang.OutOfMemoryError: Java heap space
```

Resolution:

Please apply Gentran Integration Suite Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: Reporting Services

Escalation ID: 50376

Fix ID: 203339, 203009

Severity: Normal

Type: Core Change

Build: 4322, 5006

InQuira ID: NFX2696

Title: Customer receiving alert emails saying :Msg: FactmodelManager null for factModel:  
schema:bi.perfstat.PerfWFStat

Description: After applying new build for 4.3 customer get in following email ten times every 30 minutes:

```
eventType: Alert.ReportingServices.ReportingServicesError.1
```

ExceptionLevel: Exceptional  
timestamp: 1214300844206  
datetime: 2008.06.24 11:47:24 CEST  
Msg: FactmodelManager null for factModel: schema:bi.perfstat.PerfWFStat  
subsystem:perfstat. This can happen for unknown factModel events and can also happen due to other internal failures, such as bad connection pool names. Check the logs for more informaiton. This event will not be reprocessed.

**Error Message:**

eventType: Alert.ReportingServices.ReportingServicesError.1  
ExceptionLevel: Exceptional  
timestamp: 1214300844206  
datetime: 2008.06.24 11:47:24 CEST  
Msg: FactmodelManager null for factModel: schema:bi.perfstat.PerfWFStat  
subsystem:perfstat. This can happen for unknown factModel events and can also happen due to other internal failures, such as bad connection pool names. Check the logs for more informaiton. This event will not be reprocessed.

**Resolution:**

**Workaround:**

1. Go to Gentran Integration Suite UI **Operations > System > Performance > Statistics**.
2. Uncheck **Enable Performance Statistics**.
3. Stop Gentran Integration Suite by running `softstop.sh/cmd` or `hardstop.sh/cmd` from `sterlingcommerce/si/bin`
4. Start Gentran Integration Suite again.
5. Go to Gentran Integration Suite UI **Operations > System > Performance > Statistics**.
6. Check **Enable Performance Statistics**.

Please apply Gentran Integration Suite, Release 4.3 Build 4312 or later

Please apply Sterling Integrator, Release 5.0 Build 5001 or later

Functional Area: Reporting Services

Escalation ID: 1369964

Fix ID: 162985,164119

Severity: Normal

Type: Normal Fix

Build: 4312,5001

InQuira ID: NFX2889

Title: Error when creating new report configuration.

**Description:**

Gentran Integration Suite 4.3 build 4309. Windows 2003 and MySQL database. Hebrew installed as additional language.

Steps to recreate the error:-

**Operation > Reports > Create Report Configuration > Go > Admin Audit > Next**

**Error Message:**

Processing error has occurred. Please contact system administrator and check system logs for more details.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Reporting Services

Escalation ID: 1371154

Fix ID: 166321, 177472

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

**InQuira ID: NFX3708**

**Title:** Japanese OS: Incorrect Report results when filter During Previous hours is used.

**Description:** In Japanese OS, AM / PM is shown in Japanese characters in Gentran Integration Suite console. For a report configured for filter other than multiple of 24 hours can show incorrect results.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Reporting Services

Escalation ID: 1370985

Fix ID: 168930, 168931

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

**InQuira ID: NFX7241**

**Title:** `errorqueuemanager.sh` fails with `InvocationTargetException`

**Description:** When we run the `errorqueuemanager` in the command line by issuing the command `errorqueuemanager.sh SIZE`, it fails.

**Error Message:**

```
Exception in thread "main" java.lang.Exception:
java.lang.reflect.InvocationTargetException
    at com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:84)
```

```
Caused by: java.lang.reflect.InvocationTargetException
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:79)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
    at java.lang.reflect.Method.invoke(Method.java:618)
    at com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:81)
Caused by: javax.jms.InvalidDestinationException: Don't understand null destinations
    at
org.apache.activemq.ActiveMQMessageConsumer.<init>(ActiveMQMessageConsumer.java:150)
    at
org.apache.activemq.ActiveMQQueueBrowser$1.<init>(ActiveMQQueueBrowser.java:100)
    at
org.apache.activemq.ActiveMQQueueBrowser.createConsumer(ActiveMQQueueBrowser.java:98
)
    at
org.apache.activemq.ActiveMQQueueBrowser.<init>(ActiveMQQueueBrowser.java:84)
    at
org.apache.activemq.ActiveMQSession.createBrowser(ActiveMQSession.java:1217)
    at
org.apache.activemq.ActiveMQSession.createBrowser(ActiveMQSession.java:1195)
    at
org.apache.activemq.ActiveMQQueueSession.createBrowser(ActiveMQQueueSession.java:81)
    at
com.sterlingcommerce.woodstock.bi.util.ErrorQueueManager.getSize(ErrorQueueManager.j
ava:253)
    at
com.sterlingcommerce.woodstock.bi.util.ErrorQueueManager.run(ErrorQueueManager.java:
239)
    at
com.sterlingcommerce.woodstock.bi.util.ErrorQueueManager.main(ErrorQueueManager.java
:112)
    ... 5 more
```

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

**Functional Area:** Reporting Services

**Escalation ID:** QC

**Fix ID:** 191956

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5003

**InQuira ID:** NFX7363

**Title:** Running startListeners.sh while they are already running stomps bilisten.pid and makes previous process unstopable

**Description:** Running startListeners.sh while they are already running stomps bilisten.pid and makes previous process unstopable.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Reporting Services

Escalation ID: QC

Fix ID: 199802

Severity: Critical

Type: Normal Fix

Build: 5003

## Reporting Services - Events

InQira ID: ENH1676

Title: JMS routing errors need to be placed in their own Queue

Request Description: All internal errors in the extraction listeners now result in the message being put into the errorQueue. Previously, translation errors, bad documents, missing documents, and other cases that were deemed irrecoverable were discarded.

Escalation ID: 1372315 (177756, 185258)

Status: Completed

Request Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

## RosettaNet

InQira ID: NFX2098

Title: Loading a RosettaNet definition using `Pipdefloader.cmd/sh` fails and generates an exception.

Description: Adding a new RosettaNet PIP in Gentrans Integration Suite via `pipdefloader.cmd` got an Exception in thread "main" "  
`java.lang.NoClassDefFoundError: com/sterling/woodstock/rosettanet/pipdefloader/PipDefLo`  
`ader error`, while in Gentrans Integration Suite, Release 4.2, the same command works fine.

Error Message:

```
"Exception in thread "main" "  
java.lang.NoClassDefFoundError: com/sterling/woodstock/rosettanet/pipdefloader/PipDef  
Loader".
```

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4307 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: RosettaNet

Escalation ID: 1368504

Fix ID: 42478, 181754

Severity: Normal

Type: Normal Fix

Build: 4307, 5002

**InQuira ID: NFX3144**

**Title:** RNHTTPAsyncSend using new HTTP Suite of Adapters places 2 lines before the end of the first MIME boundary instead of 1.

**Description:** The MIME header in front of the Preamble in RosettaNet messages contains two blank lines before the end of the first MIME boundary instead of one:

```
Host:liberty:60335
User-Agent:GIS/PsHttpClientAdapter
X-RN-Version:RosettaNet/V02.00
X-RN-Response-Type:async
Date:Mon, 17 Nov 2008 10:27:21 -0500
Message-ID:<MOKOliberty-nodel-11d9ee21fb0-589766123456789@liberty>
Subject:RNIF20 Message

Content-Type:multipart/related;type="multipart/related";boundary="_=46327962610628015Sterling46327962610628015MOKO"
Content-Length:4183
URI:/rosettanet
<blank line>
<blank line>
--_=46327962610628015Sterling46327962610628015MOKO
```

The extra newline occurs with new version of the RNHTTPAsyncSend business process that uses the HTTP Client Suite Adapters (HTTP Client Begin Session Service, HTTP Client POST Service, and HTTP Client End Session Service.) Although the additional line does not violate MIME or HTTP standards, its presence may cause parsing problems for some recipients.

The MIME header produced by the earlier version of RNHTTPAsyncSend using the older B2B HTTP Client Adapter does not contain the additional newline. Using the earlier version of RNHTTPAsyncSend may offer a temporary workaround, but if SSL is required this approach will not work.

**Error Message:** No error message in Gentran Integration Suite.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

**Functional Area:** RosettaNet

**Escalation ID:** 1370945

**Fix ID:** 169801, 175015

**Severity:** Normal

**Type:** Normal Fix

**Build:** 4316, 5001

**InQuira ID: NFX3569**

**Title:** Gentran Integration Suite patch overrides custom PIP definitions.

**Description:** After applying a 4.3 patch any custom pips will need to be reloaded into the system using the piploader (pipdefloader.cmd/sh)

Resolution: Added a new configuration property in `rosettanet.properties`

```
refreshPipDefsOnPatch=true
```

Default value of this parameter is 'true' which means PIP definitions will be refreshed on patching. To override it, need to add the following entry to the `customer_overrides.properties`:

```
rosettanet.refreshPipDefsOnPatch=false
```

**Note:** Skipping refreshing PIP definitions will have the consequence of skipping any updates in the standard set of PIP definitions.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: RosettaNet

Escalation ID: 1370918

Fix ID: 167035, 177452

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

## Route Config UI

InQira ID: NFX9749

Title: Incorrect error message is displayed

Description: When creating a channel partner using a partner code unassociated to the group, the error message displayed is incorrect.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Route Config UI

Escalation ID: QC

Fix ID: 226061

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX9774

Title: Editing a routing channel whose producer and consumer identities have been deleted throws an unexpected error

Description: While editing a routing channel whose producer and consumer identities have been deleted, throws an unexpected error.

Error Message:

An unexpected error has occurred. Please check the logs for details.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Route Config UI

Escalation ID: QC

Fix ID: 226192

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: ENH2251

Title: Sterling File Gateway sub-users given permission to new routing templates

Request Description: In Gentran Integration Suite/Sterling Integrator, new users are created and tied to the Sterling File Gateway user by an entity code (sub-user ids). Permissions are given in a way that the Sterling File Gateway users can see all mailboxes. The Gentran Integration Suite/Sterling Integrator users have access to specific mailboxes under the umbrella of the Sterling File Gateway user id. However, after a new Routing Channel is added to the Sterling File Gateway user, the Sterling Integrator users get access to all the mailboxes that the master Sterling File Gateway user has access to.

Escalation ID: 00106583 (205389, 205391)

Status: Completed

Request Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

InQira ID: NFX7096

Title: Unable to create multiple producer file structures in a single Routing Channel Template (RCT)

Description: The user is able to create two producer file structures successfully in a single Routing Channel Template (RCT). However if you add a third producer file structure, Internet Explorer complained that the script was running slowly after clicking the **Save** button of the RCT page.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Route Config UI

Escalation ID: QC

Fix ID: 191987

Severity: Normal

Type: Normal Fix

Build: 5003

InQuira ID: NFX7359

Title: Sterling File Gateway **Routing Channels** page displays an XPath error

Description: Sterling File Gateway **Routing Channels** page displays an XPath error when search criteria returns result set with deleted Producer.

Error message: `XPath error`

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Route Config UI

Escalation ID: QC

Fix ID: 201419

Severity: Normal

Type: Normal Fix

Build: 5003

## Route Visibility

InQuira ID: NFX8896

Title: In SFG UI, after selecting the 'Activity Snapshot' display, the arrived files are listed incorrectly in ascending order

Description: In SFG UI, after selecting the 'Activity Snapshot' display, the arrived files are listed in ascending order and should be in descending order per 'On Discovery Time' the arrow points down. Recreated at Gentran Integration Suite 4.3 patch 4322+UBOC hotfix.

Steps to recreate: Logged on to SFG as fg\_sysadmin. Selected the 'Activity Snapshot' and for Last Day I hit 'Total Arrived Files 105', just a note all files were for 5/3/10. Then it listed the arrived files but the oldest was listed at the top, meaning it is incorrectly listing the files in an ascending order. On the 'On Discovery Time' the arrow points down for descending order, so the sort should list the most recent file at the top, in a descending order. This is the problem.

Only after you scrolled down to the bottom of the list, then the order of the files changed on it's own to the most recent arrived files were now at the top of the list, now listed in a descending order which is how they should have been listed from the beginning.

Summary of problem: So it appears that by selecting the 'Activity Snapshot', it is causing the arrived files to be listed/sorted in the wrong order, listed in ascending order, when it should be a descending order. Again, on the 'On Discovery Time' the arrow points down for descending order.

As a comparisons, if you go to 'Search Criteria', do not specify any values, and hit find, it will correctly list/sort the arrived files in a descending order (per 'On Discovery Time' the arrow points down for descending order.), no problem here.

Error Message: None

Resolution: In SFG UI, after setting the ' On Discovery Time' (arrow pointing down for descending or up for ascending) is now respected when we open the 'Activity Snapshot' display and select any route activities, (last day, last week, etc.).

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Route Visibility

Escalation ID: 173486

Fix ID: 221125

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX8643

Title: Sterling File Gateway Failed Route Shows Blank Fields for Producer, Consumer and Mailbox path name, file size is zero and Dataflow is 0.

Description: An apparent failed route In Sterling File Gateway shows the producer, consumer, mailbox path as blank fields , file size is zero. Dataflow is 0. MessageID's found in the FileGatewayMailboxRoute are untraceable and could not be located within the system.

When drilling into the workflow, there were 3 mailbox messages id's in process data. These messages could not be located in the system, nor determine what even spawned this.

Error Message:

FileGateway.log

```
[2010-03-24 13:53:04.016] ERROR 000000000000 GLOBAL_SCOPE Arrived File Failed
com.sterlingcommerce.fg.exception.FileGatewayException: Failed to load message
792,466 from mailbox. Cause:
com.sterlingcommerce.woodstock.mailbox.repository.MessageNotFoundException: Message
ID 792466 is not known..
    at
com.sterlingcommerce.fg.exception.FileGatewayException.newMessageLoadFailure(FileGatewayException.java:98)
    at com.sterlingcommerce.fg.router.ArrivedFile$1.run(ArrivedFile.java:506)
    at com.sterlingcommerce.fg.util.Mailboxing$26$1.body(Mailboxing.java:677)
    at
com.sterlingcommerce.woodstock.mailbox.db.DatabaseOperation._run(DatabaseOperation.java:254)
    at
com.sterlingcommerce.woodstock.mailbox.db.DatabaseOperation.run(DatabaseOperation.java:121)
    at com.sterlingcommerce.fg.util.Mailboxing$26.run(Mailboxing.java:673)
```

```

    at
com.sterlingcommerce.woodstock.mailbox.db.DatabaseOperation.runContained(DatabaseOperation.java:106)
    at
com.sterlingcommerce.fg.util.Mailboxing.runMailboxCodeInTransaction(Mailboxing.java:671)
    at
com.sterlingcommerce.fg.router.ArrivedFile.gatherMessageInformation(ArrivedFile.java:498)
    at
com.sterlingcommerce.fg.router.ArrivedFile.createArrivedFile(ArrivedFile.java:308)
    at com.sterlingcommerce.fg.router.ArrivedFile.start(ArrivedFile.java:130)
    at
com.sterlingcommerce.fg.router.FileGatewayRouter.processArrivedFile(FileGatewayRouter.java:106)
    at
com.sterlingcommerce.fg.services.FileGatewayArrivedFileService.primitiveProcessData(FileGatewayArrivedFileService.java:91)
    at
com.sterlingcommerce.fg.services.TransformingRouterService.processData(TransformingRouterService.java:64)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeService(ActivityEngineHelper.java:1770)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:640)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:367)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:326)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
    at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:331)
    at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
    at java.lang.Thread.run(Thread.java:810)

```

**Resolution:** The root cause of this issue was due to the SFTP remote client did an upload to Sterling File Gateway and then immediately renamed the file. Renaming a file is a SFTP client feature called Transfer Resume available in WinSCP, other clients may have a similar feature. The renamed file is processed in Sterling File Gateway and no data is lost. However, the original file is deleted on file rename and Sterling File Gateway still tries to route this original file. In WinSCP, to disable creation of file names \*.filepart, access Preferences from Menu Options, look for Endurance under Transfer, click Disable under "Enable

transfer resume/transfer to temporary filename for". In-house tested this issue by starting a transfer of a large file and canceling during the file transfer. Results if we did NOT select Disable, after the cancel a file existing on the server with trailing suffix .filepart. Results if we selected Disable, the file named .filepart did not exist on Sterling File Gateway SFTP server.

This resolution updates the FileGatewayArrivedFileService to better handle missing messages and includes support for multiple file name patterns with the ignoreFilename parameter in filegateway.properties file.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Route Visibility

Escalation ID: 00159211

Fix ID: 217167

Severity: Critical

Type: Normal Fix

Build: 5006

**InQuira ID: NFX9034**

Title: Inconsistent behavior of Arrived File Event details link to Routing Channel Template by not opening a new browser window

Description: In Sterling File Gateway, when clicking the Routing Channel Template link in the Arrived File Event for a routed event, the browser takes the user to the Routing Channel Template in the same browser window.

Unlike other links in the same routed event where other links would allow opening a new browser window for viewing and editing needs.

Error Message: None

Resolution: The behavior has been changed so that when clicking the Routing Channel Template link in the Arrived File Event for a routed event, a new browser window is opened to allow viewing and editing of the Routing Channel Template.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Route Visibility

Escalation ID: 00119698

Fix ID: 218252

Severity: Normal

Type: Normal Fix

Build: 5006

## **SAP**

**InQuira ID: NFX7212**

**Title:** In SAPSuite Adapter using external JVM, startSAPISAlivechecker.sh uses incomplete class path

**Description:** The command line tool for checking SAP Suite instances running in SAPController throws an `ClassNotFoundException` due to an incomplete class path.

**Error Message:**

```

Manager.readPropertiesFromDisk. Error during decrypting a properties
java.lang.ClassNotFoundException:
com.sterlingcommerce.security.opsutilities.EncryptionHandler
    at java.net.URLClassLoader$1.run(URLClassLoader.java:200)
    at java.security.AccessController.doPrivileged(Native Method)
    at java.net.URLClassLoader.findClass(URLClassLoader.java:188)
    at java.lang.ClassLoader.loadClass(ClassLoader.java:306)
    at sun.misc.Launcher$AppClassLoader.loadClass(Launcher.java:268)
    at java.lang.ClassLoader.loadClass(ClassLoader.java:251)
    at java.lang.ClassLoader.loadClassInternal(ClassLoader.java:319)
    at java.lang.Class.forName0(Native Method)
    at java.lang.Class.forName(Class.java:164)
    at
com.sterlingcommerce.woodstock.install.interfaces.EncryptionHandlerFactory.getEncryp
tionHandler(EncryptionHandlerFactory.java:44)
    at
com.sterlingcommerce.woodstock.util.frame.Manager.decryptProperties(Manager.java:462
)
    at
com.sterlingcommerce.woodstock.util.frame.Manager.readPropertiesFromDisk(Manager.jav
a:790)
    at
com.sterlingcommerce.woodstock.util.frame.Manager.loadProperties(Manager.java:1535)
    at
com.sterlingcommerce.woodstock.services.sapsuite.controller.ControllerProperties.ini
tialize(ControllerProperties.java:79)
    at
com.sterlingcommerce.woodstock.services.sapsuite.controller.IsAliveChecker.getContro
ller(IsAliveChecker.java:64)
    at
com.sterlingcommerce.woodstock.services.sapsuite.controller.IsAliveChecker.main(IsAl
iveChecker.java:123)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
    at java.lang.reflect.Method.invoke(Method.java:585)
    at com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:81)

```

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

**Functional Area:** SAP

**Escalation ID:** QC

**Fix ID:** 190206

**Severity:** Normal

Type: Normal Fix

Build: 5003

## Scheduling

InQira ID: NFX9623

Title: Schedules may be display an error and may be incorrectly changed when edited

Description:

When setting up a BP to run on a 1 minute interval each day of the week with an exclusion, if the user goes back in and attempts to change the run interval, an error will be displayed and the edited schedule cannot be saved. In order to set an exclusion for a time range on a particular day, the user must use the 'Run based on day(s) of the week' setting for the Schedule. They then set the time interval (for example, 1 minute) and then choose to run all day every day. On the next screen, they can choose to set an exclusion for a time interval, which is the only way this can be done. Once the schedule is saved, it will convert the intervals to a 'Run based on timer', but it should save the exclusion day and times. However, if the user attempts to modify the run interval, the following error will be displayed on the screen:

'Exclusion does not have matching time. (key = w1)'

In addition, when the user goes back in to edit the schedule set up this way, it will automatically be set to 'Run based on timer'. If they try to go back to the 'Run based on day(s) of the week', the selected intervals will be missing from the display.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Scheduling

Escalation ID: 00206412

Fix ID: 227655

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX10837

Title: Display error when scheduling a BP using days of the week

Description:

When setting a schedule for a Business Process using the 'Run based on day(s) of the week', if the user selects the intervals to be from a Start Time on one day, and then through the entire day or days and then ending on a time on another day, the display will show incorrect settings for the days that are scheduled all day. Each day that has the BP scheduled to run all day will show up as 'null Tuesday null' (for example).

This appears to be simply a display issue, and does not affect the executions of the process or the schedule in any way. The BP will run on it's scheduled interval without issue.

Resolution:

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: Scheduling

Escalation ID: 00189961

Fix ID: 223718

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX8871

Title: Setting user in a schedule does not allow users of more than 12 characters

Description:

When creating a schedule, if you type a user into the "Run As User" field, you are limited to 12 characters. This means that you cannot enter a user that has 13 or more characters.

Error Message:

There is no error, you simply cannot enter more than 12 characters into the field.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

As a workaround if the build is not applied, you can click on the select user button to the right of the "Run as User" field and select a user from the pull down menu. You can select the longer usernames there.

Functional Area: Scheduling

Escalation ID: 00172226

Fix ID: 219746

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX10174

Title: Schedules have a systemname of 'null'

Description:

Node1 went down and node2 became the token node however the AssociateDocstoBP, PurgeService, and Fsa\_FmsCollect schedules had a systemname of 'null' causing the schedule not to run.

Error Message:

n/a

Resolution:

If an active schedule with a null or blank systemname is found and has stopped running this fix corrects these null schedules and allows them to start running again.

Please apply Gentran Integration Suite, Release 4.3 build 4324 or later.

Please apply Sterling Integrator, Release 5.0 build 5008 or later.

Functional Area: Scheduling

Escalation ID: 152100

Fix ID: 216775, 222450

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQuira ID: NFX9473

Title: Two instances of scheduler running

Description: In Gentran Integration Suite 4.3 and Sterling Integrator 5.0, a temporary network interruption causes two instances of the scheduler to be running on separate nodes. Some nodes reported another node down, but that reported node was still operable. The result of this was that most of the Gentran Integration Suite/Sterling Integrator schedules were running twice, causing many business processes to fail.

Error Message:

From schedule.log node1:

```
f0fff49b5d1e8b04:5d28f407:1257f0ac181:-7ff1
[2009-12-14 20:15:20.946] ALL 000340180124
UTIL.FRAME_SCHEDULE.INFO_ScheduleServerWorker1 [ScheduleServerWorker] found 329
schedules to load for failed node= node2 add into system= node1
[2009-12-14 20:15:21.009] ALL 999999999999 UTIL.FRAME_SCHEDULE.getTimer() created a
new timer object N/A
```

From noapp.log node 1:

```
[2009-12-14 20:15:03.717] ALL 000000000000 GLOBAL_SCOPE OpsServerRMIImple
updateOpsNodeInfo = nodeName=node2 opsURL=http://XXXXXXXXXXXXXXXXX:6027
nodeURL=http://XXXXXXXXXXXXXXXXX:6000 token= 0 nodeStatus=0
```

From node 3 system.log:

```
[2009-12-14 20:15:17.644] ALL 000240090397 OPS.SERVER.INFO_EventID_eventId An
abnormal event happen: ClusterEvent EventID= NodeWentDown Message= node2
http://XXXXXXXXXXXXXXXXX:6000 went down.
```

From node 2, schedule.log:

```
[2009-12-14 20:36:05.921] ERROR 000310180072
UTIL.FRAME_SCHEDULE.ERR_ScheduleService5 [ScheduleService] encountered exception
while retrieving status
SQL Error Code: 0
SQL State: null
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCConnectionException: Database is
down
```

```

at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.getConnection(JDBCService
.java:675)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.getConnection(JDBCService
.java:604)
at
com.sterlingcommerce.woodstock.util.frame.schedule.Schedule.getConnection(Schedule.j
ava:148)
at
com.sterlingcommerce.woodstock.util.frame.schedule.Schedule.getScheduleStatus(Schedu
le.java:1457)
at
com.sterlingcommerce.woodstock.util.frame.schedule.ScheduleWorkerThreadThread.run(Sc
heduleWorkerThreadThread.java:132)

```

#### From ops\_exe.log:

```

ext satus OPS_AVAILABLE
ext satus OPS_AVAILABLE
Node is down retrying to double check - 1
ext satus OPS_AVAILABLE
Node is down retrying to double check - 2
OpsServer.isTokenNode opsToken=false
ext satus OPS_AVAILABLE
ext satus INACTIVE
OpsServer.isTokenNode opsToken=false
ext satus OPS_AVAILABLE

```

System.log on node 2 indicates database down for about three minutes

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Scheduling

Escalation ID: 00124395

Fix ID: 210819

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX9502

Title: Scheduler: Schedule by day(s) of week is missing functionality.

Description: When scheduling by days of week does allow you to schedule something on a timer during certain times. However, it only allows you to chose an interval of 1, 5, 10, 15, 20, 25, 30, 35, 40, 45, 50, or 55 minutes. The regular run on a timer screen allows you to set the exact minute.

Error Message: There is no error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later. This will add the ability to chose the exact minute for the interval.

Functional Area: Scheduling

Escalation ID: 00162379

Fix ID: 220165

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX9634

Title: In the Admin Audit report, schedule changes are reported as the wrong user

Description: In the Admin Audit report, changes being made to the schedule are being reported under the Run As User, rather than as the user that is actually making the change

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Scheduling

Escalation ID: 161810

Fix ID: 217667

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX8263

Title: Schedule\_BPLinkagePurgeService business process does not utilize a locking service.

Description: The Schedule\_BPLinkagePurgeService is a business process that does not currently utilize a locking service. The locking service will eliminate the possibility of the business process being run simultaneously.

Resolution:

Please Apply Gentran Integration Suite, Version 4.2 Build 4222 or later.

Please Apply Sterling Integrator, Version 5.0 Build 5006 or later.

Functional Area: Scheduling

Escalation ID: 93594

Fix ID: 200895, 202262

Severity: Normal

Type: Normal Fix

Build: 4222, 5006

#### InQuira ID: NFX6177

Title: Schedules which get stuck during network outage do not run later when the instance is up again

Description: Schedules which get stuck during a network outage show that they are still enabled in the UI but stop working and require the user to disable and then enable the schedules or restart GIS to get the schedules running again.

**Error Message:**

```
schedule.log  
[2009-05-18 05:48:00.753] ERROR 000310180072  
UTIL.FRAME_SCHEDULE.ERR_ScheduleService5 [ScheduleService] encountered exception  
while retrieving status
```

SQL Error Code: 0

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Scheduling

Escalation ID: 47396

Fix ID: 191658, 200911

Severity: Normal

Type: Normal Fix

Build: 4322, 5004

**InQira ID: NFX7755**

Title: Schedule\_AssociateBPsToDocs business process results in database growth

Description: The database keeps growing despite purging the documents from the system. This occurs because the Schedule\_AssociateBPsToDocs business process, when configured to run every ten minutes, runs for about thirty minutes to an hour.

Error message: No error message.

Resolution: The scheduled purge process reduces the database growth. Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Scheduling

Escalation ID: QC

Fix ID: 206153

Severity: Normal

Type: Normal Fix

Build: 5004

**InQira ID: NFX5509**

Title: Schedules are failing during workflow initialization

Description: getscheduledetails xapi is not working correctly after nmodify is done

Error message:

Error log:

Type 1 using FileSystem Adapter:

```
[2008-11-03 12:25:22.365] ALL 000140010013
WORKFLOW.WORKFLOW.INFO_WFGlobals_intToStringP_WFGlobals_PERSISTENCE_WF_NONE set
wfd : Schedule_filesystem_adapter version: 1 persistence_level to :
PERSISTENCE_WF_NONE Because it is called in sync mode
[2008-11-03 12:25:22.365] ALL 000140010429 WORKFLOW.WORKFLOW.INFO_transaction set wfd
: Schedule_filesystem_adapter version: 1 transaction
on : Because it is called in sync mode
[2008-11-03 12:26:10.117] ERROR 999999999999
WORKFLOW.ACTIVITY.ERR_ServiceMetaData_getParmVersion
[ServiceMetaData.getParmVersion]
Can not get sii from Scheduler_MailboxEvaluateAllAutomaticRulesSubMin
[2008-11-03 12:26:22.984] ERROR 999999999999
WORKFLOW.ACTIVITY.ERR_ServiceMetaData_getParmVersion
[ServiceMetaData.getParmVersion]
Can not get sii from Scheduler_filesystem_adapter
[2008-11-03 12:26:23.006] ERROR 000110090164 WORKFLOW.ENGINE.ERR_dispatch2
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImpl .dispatch()
caught exception while trying to persist data
[2008-11-03 12:26:23.006] ERROR 000000000000 GLOBAL_SCOPE [1225695383006]
000110090192
WORKFLOW.ENGINE.ERR_WEHelper_WorkFlowException7 Calling sync mode with
engine=embedded from start
[2008-11-03 12:26:23.006] ERRORDTL 000000000000 GLOBAL_SCOPE
[1225695383006]com.sterlingcommerce.woodstock.workflow.WorkFlowException:
000110090192
WORKFLOW.ENGINE.ERR_WEHelper_WorkFlowException7 Calling sync mode with
engine=embedded from start
    at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1103)
    at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1076)
    at
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImpl.dispatch(WorkFl
owEngineRMIImpl.java:945)
    at com.sterlingcommerce.woodstock.workflow.Dispatcher.run(Dispatcher.java:72)
    at java.lang.Thread.run(Thread.java:810)

[2008-11-03 12:26:23.006] ERROR 000110011302
WORKFLOW.WORKFLOW.ERR_InitialWorkFlowContext_start2 InitialWorkFlowContext.start():
Error
in dispatch
[2008-11-03 12:26:23.006] ERROR 000000000000 GLOBAL_SCOPE [1225695383006]
000110090192
WORKFLOW.ENGINE.ERR_WEHelper_WorkFlowException7 Calling sync mode with
engine=embedded from start
[2008-11-03 12:26:23.007] ERRORDTL 000000000000 GLOBAL_SCOPE
[1225695383006]com.sterlingcommerce.woodstock.workflow.WorkFlowException:
000110090192
WORKFLOW.ENGINE.ERR_WEHelper_WorkFlowException7 Calling sync mode with
engine=embedded from start
```

```

at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1103)
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1076)
at
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImpl.dispatch(WorkFlowEngineRMIImpl.java:945)
    at com.sterlingcommerce.woodstock.workflow.Dispatcher.run(Dispatcher.java:72)
    at java.lang.Thread.run(Thread.java:810)

```

Type 2 regular Schedule:

```

: ExecuteReport_PTMRPT_SCD_iso_trend_report_search_stp_sysadmin{DEFAULT.EN}_Daily
version: 1 persistence_level to : PERSISTENCE_WF_NONE
Because it is called in sync mode
[2008-11-03 11:38:25.923] ALL 000140010429 WORKFLOW.WORKFLOW.INFO_transaction set wfd
:
ExecuteReport_PTMRPT_SCD_iso_trend_report_search_stp_sysadmin{DEFAULT.EN}_Daily
version: 1 transaction on : Because it is called in sync mode
[2008-11-03 11:39:06.631] ERROR 999999999999
WORKFLOW.ACTIVITY.ERR_ServiceMetaData_getParmVersion
[ServiceMetaData.getParmVersion]
Can not get sii from Scheduler_MailboxEvaluateAllAutomaticRulesSubMin
[2008-11-03 11:40:00.699] ERROR 999999999999
WORKFLOW.ACTIVITY.ERR_ServiceMetaData_getParmVersion
[ServiceMetaData.getParmVersion]
Can not get sii from
Scheduler_PTMRPT_SCD_iso_trend_report_search_stp_sysadmin{DEFAULT.EN}_Daily
[2008-11-03 11:40:00.71] ERROR 000110090164 WORKFLOW.ENGINE.ERR_dispatch2
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImpl .dispatch()
caught exception while trying to persist data
[2008-11-03 11:40:00.711] ERROR 000000000000 GLOBAL_SCOPE [1225692600711]
000110090192
WORKFLOW.ENGINE.ERR_WEHelper_WorkFlowException7 Calling sync mode with
engine=embedded from start
[2008-11-03 11:40:00.715] ERRORDTL 000000000000 GLOBAL_SCOPE
[1225692600711]com.sterlingcommerce.woodstock.workflow.WorkFlowException:
000110090192
WORKFLOW.ENGINE.ERR_WEHelper_WorkFlowException7 Calling sync mode with
engine=embedded from start
    at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1103)
    at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1076)
    at
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImpl.dispatch(WorkFlowEngineRMIImpl.java:945)
        at com.sterlingcommerce.woodstock.workflow.Dispatcher.run(Dispatcher.java:72)
        at java.lang.Thread.run(Thread.java:810)

[2008-11-03 11:40:00.716] ERROR 000110011302
WORKFLOW.WORKFLOW.ERR_InitialWorkFlowContext_start2 InitialWorkFlowContext.start():
Error
in dispatch
[2008-11-03 11:40:00.716] ERROR 000000000000 GLOBAL_SCOPE [1225692600716]
000110090192

```

```
WORKFLOW.ENGINE.ERR_WEHelper_WorkFlowException7 Calling sync mode with
engine=embedded from start
[2008-11-03 11:40:00.716] ERRORDTL 000000000000 GLOBAL_SCOPE
[1225692600716]com.sterlingcommerce.woodstock.workflow.WorkFlowException:
000110090192
WORKFLOW.ENGINE.ERR_WEHelper_WorkFlowException7 Calling sync mode with
engine=embedded from start
    at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1103)
    at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1076)
    at
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMImpl.dispatch(WorkFl
owEngineRMImpl.java:945)
    at com.sterlingcommerce.woodstock.workflow.Dispatcher.run(Dispatcher.java:72)
    at java.lang.Thread.run(Thread.java:810)

[2008-11-03 11:40:00.717] ERROR 000110010676 WORKFLOW.WORKFLOW.ERR_iwfc_start1
iwfc.start() failed, Retry at 0
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Scheduling

Escalation ID: QC

Fix ID: 168338

Severity: Critical

Type: Normal Fix

Build: 5001

**InQira ID: NFX6339**

Title: Modifying the schedule for a process loses changes to the BPML

Description: When a user edits the schedule for a system business process (for example, Index or Purge), any modifications or additions to the BPML of the process may be lost.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Scheduling

Escalation ID: 26678

Fix ID: 184535

Severity: Normal

Type: Normal Fix

Build: 5002

**InQira ID: NFX6340**

Title: When stopping the primary node of a cluster, the recovery process may run twice

Description: When the primary node of a cluster is stopped, it may cause the BPREcovery process to execute twice on another node of the cluster.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Scheduling

Escalation ID: 43397

Fix ID: 188649

Severity: Normal

Type: Normal Fix

Build: 5002

### InQira ID: NFX7221

Title: User who edits the schedule is not recorded

Description: The user who edits the schedule is not recorded.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Scheduling

Escalation ID: QC

Fix ID: 190424

Severity: Normal

Type: Normal Fix

Build: 5003

## SCM Integration

### InQira ID: NFX9260

Title: CertificateConverterImpl may not detect CRL signing CA certificates

Description: CertificateConverterImpl may not detect CRL signing CA certificates

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SCM Integration

Escalation ID: QC

Fix ID: 204928

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: NFX9333

Title: Unable to run HTTP Sponsor Program in Sterling Community Manager

Description: Unable to run HTTP Sponsor Program in Sterling Community Manager. An error is displayed after clicking on **Step Completed**. This is applicable in Sterling Community Manager only when you install forscm.jar, generated using Sterling Integrator that is installed using JDK 1.6.

Error Message:

```
com.yantra.yfc.util.YFCEException at
com.yantra.ycp.wf.server.YFSWorkflowManager.getPipelineDropStatus(YFSWorkflowManager
.java:564) at
com.yantra.ycp.wf.server.YFSWorkflowManager.getDropStatus(YFSWorkflowManager.java:45
```

```

4) at
com.sterlingcommerce.cmo.business.execute.CMOWaveInviteeStatusManager.updateWaveInviteeStatusDetails(CMOWaveInviteeStatusManager.java:251) at
com.sterlingcommerce.cmo.business.execute.CMOWaveInviteeStatusManager.changeWaveInviteeStatus(CMOWaveInviteeStatusManager.java:70) at
com.sterlingcommerce.cmo.business.execute.CMOManageResponses.updateStepCompletionDetails(CMOManageResponses.java:1129) at
com.sterlingcommerce.cmo.business.execute.CMOManageResponses.checkStepCompletion(CMOManageResponses.java:1045) at
com.sterlingcommerce.cmo.business.execute.CMOManageResponses.updateNewAnswers(CMOManageResponses.java:576) at
com.sterlingcommerce.cmo.business.execute.CMOManageResponses.updateResponses(CMOManageResponses.java:396) at
com.sterlingcommerce.cmo.business.execute.CMOManageResponses.manageCMOResponses(CMOManageResponses.java:158) at
com.sterlingcommerce.cmo.api.CMOApiImpl.manageResponses(CMOApiImpl.java:795) at
sun.reflect.GeneratedMethodAccessor56.invoke(Unknown Source) at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43) at
java.lang.reflect.Method.invoke(Method.java:618) at
com.yantra.interop.services.api.ApiHelper.invoke(ApiHelper.java:530) at
com.yantra.integration.adapter.DefaultIntegrationFlow.invoke(DefaultIntegrationFlow.java:166) at
com.yantra.interop.services.api.ApiRequestDispatcher.invoke(ApiRequestDispatcher.java:80) at
com.yantra.ycp.ui.backend.YCPUIAPIManager.invokeAPI(YCPUIAPIManager.java:406) at
com.yantra.yfc.ui.backend.servlets.BaseServlet.invokeAPI(BaseServlet.java:149) at
com.yantra.yfc.ui.backend.servlets.BaseServlet.invokeAPI(BaseServlet.java:124) at
com.yantra.yfc.ui.backend.taglib.CallAPITag.doEndTag(CallAPITag.java:169) at
org.apache.jsp.cmo.invitations.detail.stepcompleted_005fredirector_jsp._jspService(stepcompleted_005fredirector_jsp.java:3344) at
org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:70) at
javax.servlet.http.HttpServlet.service(HttpServlet.java:803) at
org.mortbay.jetty.servlet.ServletHolder$SingleThreadedWrapper.service(ServletHolder.java:617) at
org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:487) at
org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:362) at
org.mortbay.jetty.security.SecurityHandler.handle(SecurityHandler.java:216) at
org.mortbay.jetty.servlet.SessionHandler.handle(SessionHandler.java:181) at
org.mortbay.jetty.handler.ContextHandler.handle(ContextHandler.java:726) at
org.mortbay.jetty.webapp.WebAppContext.handle(WebAppContext.java:405) at
org.mortbay.jetty.servlet.Dispatcher.include(Dispatcher.java:192) at
com.yantra.yfc.ui.backend.servlets.BaseServlet.callJSP(BaseServlet.java:224) at
com.yantra.yfc.ui.backend.servlets.DetailServlet.processRequest(DetailServlet.java:138) at
com.yantra.yfc.ui.backend.servlets.ConsoleServlet.callServlet(ConsoleServlet.java:354) at
com.yantra.yfc.ui.backend.servlets.ConsoleServlet.processRequest(ConsoleServlet.java:250) at
com.yantra.yfc.ui.backend.servlets.BaseServlet.doPost(BaseServlet.java:276) at
javax.servlet.http.HttpServlet.service(HttpServlet.java:710) at
javax.servlet.http.HttpServlet.service(HttpServlet.java:803) at
org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:487) at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:1093) at
com.sterlingcommerce.woodstock.ui.dlso.DLSSOFilter.doFilter(DLSSOFilter.java:194) at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:1084) at
org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:360) at

```

```
org.mortbay.jetty.security.SecurityHandler.handle(SecurityHandler.java:216) at
org.mortbay.jetty.servlet.SessionHandler.handle(SessionHandler.java:181) at
org.mortbay.jetty.handler.ContextHandler.handle(ContextHandler.java:726) at
org.mortbay.jetty.webapp.WebAppContext.handle(WebAppContext.java:405) at
org.mortbay.jetty.handler.ContextHandlerCollection.handle(ContextHandlerCollection.j
ava:206) at
org.mortbay.jetty.handler.HandlerCollection.handle(HandlerCollection.java:114) at
org.mortbay.jetty.handler.HandlerWrapper.handle(HandlerWrapper.java:152) at
org.mortbay.jetty.Server.handle(Server.java:324) at
org.mortbay.jetty.HttpConnection.handleRequest(HttpConnection.java:505) at
org.mortbay.jetty.HttpConnection$RequestHandler.content(HttpConnection.java:842) at
org.mortbay.jetty.HttpParser.parseNext(HttpParser.java:648) at
org.mortbay.jetty.HttpParser.parseAvailable(HttpParser.java:211) at
org.mortbay.jetty.HttpConnection.handle(HttpConnection.java:380) at
org.mortbay.io.nio.SelectChannelEndPoint.run(SelectChannelEndPoint.java:395) at
org.mortbay.thread.BoundedThreadPool$PoolThread.run(BoundedThreadPool.java:450)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SCM Integration

Escalation ID: QC

Fix ID: 203854

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9763

Title: User Name is truncated while attempting to create AS2 resources in Sterling Integrator using Sterling Community Manager

Description: If AS2 Mailbox profile name is more than eight characters, the corresponding user name in Sterling Integrator is truncated. The Mailbox user name is truncated only when you are attempting to create AS2 resources in Sterling Integrator using Sterling Community Manager.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SCM Integration

Escalation ID: QC

Fix ID: 228528

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX5512

Title: SCM Base-SI integration encountered error

Description: When installing forscm.jar into a SCM instance for the first time, an error below can be seen in a log.

The error is patching process specific and can be ignored as the service installation process recovers and continues its executions.

Error message:

Sample of an error to be ignored:

```
java.io.FileNotFoundException:
/path/to/scm/installation//jar/b2b_aeepr/1_0/b2b_aeepr.jar (No such file or
directory)
at java.io.FileOutputStream.<init>(FileOutputStream.java:205)
at java.io.FileOutputStream.<init>(FileOutputStream.java:128)
at
com.sterlingcommerce.woodstock.install.utils.CommonUtils.copyFile(CommonUtils.java:1
91)
at
com.sterlingcommerce.woodstock.install.utils.CommonUtils.copyFile(CommonUtils.java:1
73)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: SCM Integration

Escalation ID: QC

Fix ID: 180691

Severity: Critical

Type: Normal Fix

Build: 5001

**InQuira ID: NFX6388**

Title: User Accounts managed by SCM not associated with identity in Sterling Integrator

Description: Although there is a user account in Sterling Integrator that corresponds to the user created during partner onboarding in Sterling Community Manager (SCM), that user account seems to have no explicit association to the partner identity in Sterling Integrator. Editing the user account to specify the right identity seems undesirable because the user is technically managed in SCM and any changes in Sterling Integrator are subject to be overwritten.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: SCM Integration

Escalation ID: QC

Fix ID: 178266

Severity: Normal

Type: Normal Fix

Build: 5002

InQuira ID: NFX6397

Title: Add Pre or Post install task to reserve port range for SCM

Description: Add Pre or Post install task to b2b\_oba test package to set SCM\_PORT to a port range allocated as a part of the install. The number of ports an SCM Install requires has to be determined and the range allocated as a part of install.

Error Message: No error message.

Resolution: Set the first port as SCM\_PORT and then add the last port to prevent conflict on the range.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: SCM Integration

Escalation ID: QC

Fix ID: 180467

Severity: Normal

Type: Normal Fix

Build: 5002

**InQuira ID: NFX6405**

**Title:** Typo on the cipher error message in the SFTP Sponsor questionnaire

**Description:** Typo on the cipher error message in the SFTP Sponsor questionnaire. Correct the typo in the ErrorMessage attribute from Please select preferede cipher to Please select preferred cipher.

**Error Message:** No error message.

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

**Functional Area:** SCM Integration

**Escalation ID:** QC

**Fix ID:** 182615

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5002

**InQuira ID: NFX6406**

**Title:** Not able to use "Modify Response" feature

**Description:** Not able to use "Modify Response" feature if there are more than one agreements linked to the data block being modified.

**Error Message:**

```

2009-04-30 17:43:22,561:WARN :Thread-17_CMO_IMPORT_PARTNER: Exception during r
eceiving. Will retry until successful. [system]: JMSConsumer
2009-04-30 17:43:22,561:ERROR :Thread-18_CMO_AGRMNT_PURGE: [1241093602561] Cann
ot instantiate class: com.sun.jndi.fscontext.RefFSContextFactory [system]: JMSSCo
nsumer
2009-04-30 17:43:22,561:ERRORDTL:Thread-18_CMO_AGRMNT_PURGE: [1241093602561]java
x.naming.NoInitialContextException: Cannot instantiate class: com.sun.jndi.fscon
text.RefFSContextFactory [Root exception is java.lang.ClassNotFoundException: co
m.sun.jndi.fscontext.RefFSContextFactory]
    at javax.naming.spi.NamingManager.getInitialContext(NamingManager.java:6
57)
    at javax.naming.InitialContext.getDefaultInitCtx(InitialContext.java:247
)
    at javax.naming.InitialContext.init(InitialContext.java:223)
    at javax.naming.InitialContext.<init>(InitialContext.java:197)
    at javax.naming.directory.InitialDirContext.<init>(InitialDirContext.jav
a:82)
    at com.yantra.interop.services.jms.JMSContext.getInitialDirContext(JMSCo
ntext.java:349)
    at com.yantra.interop.services.jms.JMSContext.getContextForService(JMSCo
ntext.java:445)
    at com.yantra.interop.services.jms.JMSContext.reconnect(JMSContext.java:
484)
    at com.yantra.interop.services.jms.JMSContextMediator.reconnectContext(J
MSContextMediator.java:174)
    at com.yantra.interop.services.jms.JMSConsumer.reconnectForRetry(JMSCons
umer.java:451)

```

```
at com.yantra.interop.services.jms.JMSConsumer.run(JMSConsumer.java:316)
at java.lang.Thread.run(Thread.java:595)
Caused by: java.lang.ClassNotFoundException: com.sun.jndi.fscontext.RefFSContext
Factory
at java.net.URLClassLoader$1.run(URLClassLoader.java:200)
at java.security.AccessController.doPrivileged(Native Method)
at java.net.URLClassLoader.findClass(URLClassLoader.java:188)
at java.lang.ClassLoader.loadClass(ClassLoader.java:306)
at java.lang.ClassLoader.loadClass(ClassLoader.java:251)
at java.lang.ClassLoader.loadClassInternal(ClassLoader.java:319)
at java.lang.Class.forName0(Native Method)
at java.lang.Class.forName(Class.java:242)
at com.sun.naming.internal.VersionHelper12.loadClass(VersionHelper12.jav
a:42)
at javax.naming.spi.NamingManager.getInitialContext(NamingManager.java:6
54)
... 11 more
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: SCM Integration

Escalation ID: QC

Fix ID: 185016

Severity: Normal

Type: Normal Fix

Build: 5002

InQuira ID: NFX6551

Title: Partner email address gets deleted when agreements are converted

Description: Partner email address is being deleted when agreements are converted.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: SCM Integration

Escalation ID: QC

Fix ID: 191550

Severity: Normal

Type: Normal Fix

Build: 5002

## Security/Encryption

InQira ID: ENH3200

Title: Deny Permissions to GPM

Request Description:

Based on business requirements, some users should be allowed to delete business processes but not edit them. Such users should not have access to the Graphical Process Modeler.

Escalation ID: 237880 (QC)

Status: Completed

Request Resolution

The new permission 'Deny BPMODELER' restricts a user from accessing the Graphical Process Modeler. Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

InQira ID: NFX10967

Title: Document Decryption fails if encryption algorithm is changed

Description:

If the parameter 'ENC\_ALG' is changed within security.properties. All documents previously encrypted with the previous algorithm are will not be accessible.

For example if you change the value from ENC\_ALG=DESede to ENC\_ALG=AES-128, All new documents will be encrypted using AES-128 and will be accessible but the old documents encrypted using DESede(3DES) will not be accessible.

Error Message:

File access errors will depending upon protocol or method to access the file. The errors will vary.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Security/Encryption

Escalation ID: 271564

Fix ID: 241013

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX10181

Title: INTERNAL - Security Vulnerability - Non encrypted passwords showing up in Queue Watcher

Description:

Non encrypted passwords showing up in Queue Watcher.

If we encrypt passwords in properties files using enccfg and encstring, then view the same property file from queuwatcher, passwords are showing up unencrypted.

Error Message:

none

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later

Functional Area: Security/Encryption

Escalation ID: 246217

Fix ID: 236437

Severity: Critical

Type: NormalFix

Build: 5008

**InQira ID: NFX9369**

Title: Cross-Site Scripting (XSS) issues identified in some screen of SI

Description:

Cross site scripting security issues identified in some screen of SI

Error Message:

No Error

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Security/Encryption

Escalation ID: 195064

Fix ID: 228953

Severity: Normal

Type: NormalFix

Build: 5008

**InQira ID: NFX9061**

Title: Risk of access to MBI query string, which contains credentials that are displayed in the clear

Description:

When the customer was scanning for a MBI vulnerability, they found out that the following high risk exists of having a Password in the Query Data for a MBI url clearly displays user credentials in the clear. The MBI

can be logged in via a provided URL. Leaving the login information in a query string makes it easy for an attacker to see and tamper with login values.

Error Message:

There are no errors unless incorrect credentials are supplied at their login page on the login page.

Resolution:

Please apply Gentrans Integration Suite 4.3 Build 4324 or later.

Please apply Sterling Integrator 5.0 Build 5008 or later.

Functional Area: Security/Encryption

Escalation ID: 00174463

Fix ID: 224227, 224596

Severity: Critical

Type: NewFunctionality

Build: 4324, 5008

**InQira ID: NFX9157**

Title: Security Vulnerability - Broken Authorization

Description:

Customer has undertaken penetration testing of the SI / SFG product and has found a vulnerability that allows a malicious user to perform actions beyond their intended privileges.

Error Message:

None.

Resolution: Please apply Sterling Integrator, Release 5.0 build 5008 or later.

Functional Area: Security/Encryption

Escalation ID: 00185263

Fix ID: 224826

Severity: Normal

Type: NormalFix

Build: 5008

**InQira ID: NFX7027**

Title: During a security audit detailed comments were found in JSP source code exposed to browser

Description: Using Gentrans Integration Suite 4.3 build 4318 and Sterling File Gateway 1.1. This problem also exists in Sterling Integrator and Sterling File Gateway 2.0.

During a security audit detailed comments were found in JSP source code exposed to the browser. This is considered a security risk and should be removed.

Source code comments were found in the logon panel to MyFileGateway. Access <http://address:port/MyFileGateway> and click view source to see comments.

Below is a sample of some but not all of the comments that currently exist.

```
//set the default images directory for the app >> DEFAULT is "[APP]images"  
//this is used so that customized images may be located in the skin's "FGimages"  
directory
```

Error Message: No errors are reported.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Security/Encryption

Escalation ID: 00088424

Fix ID: 205801

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX9258

Title: RosettaNet transaction is failing

Description: RosettaNet transaction is failing while transacting with Packaging Type set as Encrypted and Content Transfer Encoding set as Quoted Printable.

Error Message:

```
UNP.MESG.DCRYPTERR: Payload decryption failure. Details: decryption-failed:  
com.trustpoint.asn.AsnException: Unable to match element BitString to a member of  
com.trustpoint.cms.ContentInfo - last attempted member was com.trustpoint.asn.AsnAny
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Security/Encryption

Escalation ID: QC

Fix ID: 202840

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX7673

Title: Gentran Integration Suite/Sterling Integrator processes hang when uncommenting the StrongCipherSuite in security.properties.

Description: Gentran Integration Suite/Sterling Integrator processes hang when uncommenting the StrongCipherSuite in security.properties. There are spaces, linefeeds, slashes in between the ciphers in the StrongCipher Suites.

Customer running at Gentran Integration Suite 4319\_BR52615\_188642\_190308.

Error Message: Gentran Integration Suite/Sterling Integrator processes hang but there are no errors reported.

Resolution: Cipher Suites are created in TLSCipherSuites.java where it tokenizes the value of StrongCipherSuite property from security.properties and creates an array of string for cipher values. So if any cipher value has any unwanted space it is not recognized and an exception is thrown saying [Cipher] Unsupported when client tries to begin a handshake with the server and hence fails. The permanent fix is to trim the cipher values when these are tokenized and put into array. In that case even if cipher values have spaces in the property as defined in the security.properties file it still will be taken care of.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Security/Encryption

Escalation ID: 101447

Fix ID: 208183

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX8076

Title: Unable to obscure system passphrase after Sterling Integrator 5.0 Upgrade

Description: After upgrading from Gentran Integration Suite, Release 4.3 Build 4318 to Sterling Integrator, Release 5.0 Build 5003, not able to run the shell script: obscure\_passphrase.sh

It gives the following error message:

```
class not found: com.sterlingcommerce.security.opsutilities.WPasswords -  
com.sterlingcommerce.security.opsutilities.WPasswords
```

Error Message:

```
class not found: com.sterlingcommerce.security.opsutilities.WPasswords -  
com.sterlingcommerce.security.opsutilities.WPasswords
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Security/Encryption

Escalation ID: 124328

Fix ID: 211057

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX8447

Title: Cryptographic message service error - MD4 MessageDigest not available

Description: Every time you use the cryptographic message service to sign a message, the error below is generated on the crypto log

The services signs correctly the message and there is no error at the service level.

**Error Message:**

```
2010-02-26 11:21:43.846] ERROR 000000000000 GLOBAL_SCOPE Unable to instantiate MD4
[2010-02-26 11:21:43.846] ERROR 000000000000 GLOBAL_SCOPE [1267179703846] MD4
MessageDigest not available
[2010-02-26 11:21:43.846] ERRORDTL 000000000000 GLOBAL_SCOPE
[1267179703846]java.security.NoSuchAlgorithmException: MD4 MessageDigest not
available
at sun.security.jca.GetInstance.getInstance(GetInstance.java:142)
```

```
2010-02-26 11:21:43.846] ERROR 000000000000 GLOBAL_SCOPE Unable to instantiate MD4
java.security.NoSuchAlgorithmException: MD4 MessageDigest not available
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Security/Encryption

Escalation ID: 00148382

Fix ID: 216027

Severity: Normal

Type: Normal Fix

Build: 5006

**InQuira ID: NFX8477**

Title: Missing password SALT for users created in SFG GUI

Description: Security issue in Sterling File Gateway - SALT hash is not used for storing Trading Partner passwords.

Error Message: none

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Security/Encryption

Escalation ID: 145629

Fix ID: 214988

Severity: Normal

Type: Normal Fix

Build: 5006

**InQuira ID: NFX7060**

Title: The HTTPOnly flag is not being set with the Set-Cookie HTTP response header in Sterling Integrator

Description: The HTTPOnly flag is not being set with the Set-Cookie HTTP response header in Sterling Integrator . It provides protection by mitigating session hijacking from an XSS attack. Additionally, it protects the cookie and prevents the session id from being passed around via javascript.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Security/Encryption

Escalation ID: 00067282

Fix ID: 192858, 218690

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX8897

Title: Database password visible in dump\_info output, even when the db password is encrypted/obscured in properties files

Description: When executing bin/dump\_info.sh, the database password is displayed in clear text, even if the password is encrypted/obscured in the relevant properties files.

Error Message: No error message

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Security/Encryption

Escalation ID: 00174370

Fix ID: 220151

Severity: Critical

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX7077

Title: Error running the bin directory script decrypt\_string (Line 54 bootstrapper.jar error)

Description: Issue encountered when running the decrypt\_string shell script from the Sterling Integrator bin directory. Script issues the full usage, then issues an error attempting to execute the Sterling Integrator bootstrapper.jar

Error Message:

```
siadmin@siediprodl1:/opt/local/software/si50/bin>
$ ./decrypt_string.sh test
-classpath requires class path specification.
```

```
Usage: java [-options] class [args...]
(to execute a class)
```

```
or java [-jar] [-options] jarfile [args...]
(to execute a jar file)
```

where options include:

```
-cp -classpath <directories and zip/jar files separated by :>
set search path for application classes and resources
-D<name>=<value>
set a system property
-verbose[:class|gc|jni]
enable verbose output
-version print product version
-version:<value>
require the specified version to run
-showversion print product version and continue
-jre-restrict-search | -no-jre-restrict-search
include/exclude user private JREs in the version search
-agentlib:<libname>[=<options>]
load native agent library <libname>, e.g. -agentlib:hprof
see also, -agentlib:jdwp=help and -agentlib:hprof=help
-agentpath:<pathname>[=<options>]
load native agent library by full pathname
-javaagent:<jarpath>[=<options>]
load Java programming language agent, see java.lang.instrument
-? -help print this help message
-X print help on non-standard options
-assert print help on assert options
```

```
./decrypt_string.sh: line 54: /opt/local/software/si50 /jar/bootstrapper.jar:
Permission denied
./decrypt_string.sh: line 54: /opt/local/software/si50 /jar/bootstrapper.jar: cannot
execute binary file
```

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

**Work-around:** The script contains a linefeed in the command. The line, which executes the java class, has been divided between two lines. Editing the decrypt\_string.sh and removing the linefeed after -classpath corrects the issue. The last line in the file should begin with \${JAVA.EN\_US} --- everything after that are parameters for that execution.

**Functional Area:** Security/Encryption

**Escalation ID:** 92744

**Fix ID:** 201077

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5006

**InQuira ID:** NFX3635

**Title:** Certificate that successfully checks into Gentran Integration Suite 4.0 fails to check in with Gentran Integration Suite 4.3 and Sterling Integrator 5.0

Description: Certificate that successfully checks into Gentran Integration Suite 4.0 fails to check in with Gentran Integration Suite 4.3 and Sterling Integrator 5.0

Error Message:

The error message resembled a plain DER encoded object. Instead, DER decoding failed with the following error:

```
java.security.cert.CertificateException: Error parsing DER data
com.trustpoint.asn.AsnException: Size constraint violated: 1 <= 77 <= 64 We tried
PKCS7. PKCS7 decoding failed withjava.security.cert.CertificateException: Error
parsing PKCS7 SignedData com.trustpoint.asn.AsnException: Unable to match element
Sequence to a member of com.trustpoint.pkcs.pkcs7.ContentInfo - last attempted member
was
com.trustpoint.asn.AsnObjectIdLabel.errorCeryPKCS12java.security.cert.CertificateExc
eption: Error parsing PKCS12 certificate(s): Unable to match element Sequence to a
member of com.trustpoint.pkcs.pkcs12.PFX - last attempted member was
com.trustpoint.asn.AsnInteger"
```

This error points to the Organizational Unit Name in the subject line of the certificate, which is greater than 64 characters.

Resolution: Removed restriction on the Organizational Unit Name in the subject line of the certificate.

Please apply Gentran Integration Suite, Release 4.3 Build 4312 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Security/Encryption

Escalation ID: 1370344, 177657

Fix ID: 162234, 220986

Severity: Normal

Type: Normal Fix

Build: 4312, 5006

**InQuira ID: NFX9468**

Title: Support of Counter mode (CTR) Cipher in SSH algorithm.

Description: Support of Counter mode (CTR) Cipher in SSH algorithm.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Security/Encryption

Escalation ID: 75587

Fix ID: 205056

Severity: Normal

Type: Normal Fix

Build: 5006

**InQira ID: NFX9765**

Title: The user is able to view, checkin, and checkout business processes without permission

Description: The user is able to view, checkin, and checkout instances of business processes without permission from Central Search.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Security/Encryption

Escalation ID: QC

Fix ID: 226582

Severity: Normal

Type: Normal Fix

Build: 5006

**InQira ID: NFX9779**

Title: Messages are visible irrespective of Mailbox permission

Description: Messages are visible to everyone irrespective of Mailbox permissions set.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Security/Encryption

Escalation ID: QC

Fix ID: 226676

Severity: Normal

Type: Normal Fix

Build: 5006

**InQira ID: NFX8138**

Title: Upgrade Certicom jars to 4\_3\_7\_5\_5

Description: The Certicom SSL plus jars should be upgraded to version 4\_3\_7\_5\_5.

Error Message: No error message.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Security/Encryption

Escalation ID: QC

Fix ID: 208242, 208243

Severity: Normal

Type: Normal Fix

Build: 4322, 5004

#### InQira ID: NFX7238

Title: The encdfgs.sh script does not check the current system passphrase

Description: When using the encdfgs.sh script to encrypt the database passwords, the script will request that the current passphrase be entered to continue. However, the script does not check if the entered passphrase is correct. If the wrong passphrase is used by mistake, it can cause the application to no longer start.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Security/Encryption

Escalation ID: 00097717

Fix ID: 218174

Severity: Normal

Type: Normal Fix

Build: 5004

#### InQira ID: NFX8140

Title: Under certain circumstances, it was possible to login with any password for user fg\_sysadmin

Description: Under certain circumstances, it was possible to login with any password for user fg\_sysadmin.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Security/Encryption

Escalation ID: QC

Fix ID: 208131, 208133

Severity: Normal

Type: Normal Fix

Build: 4322, 5004

#### InQira ID: NFX8221

Title: decrypt\_string.sh results in java.lang.NullPointerException

Description: decrypt\_string.sh results in java.lang.NullPointerException.

Error message:

```
java.lang.NullPointerException
    at java.lang.String.<init>(String.java:232)
    at
com.sterlingcommerce.security.opsutilities.DBPasswords.decrypt(DBPasswords.java:218)
    at
com.sterlingcommerce.security.opsutilities.DBPasswords.main(DBPasswords.java:271)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
)
    at java.lang.reflect.Method.invoke(Method.java:597)
    at com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:82)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Security/Encryption

Escalation ID: QC

Fix ID: 207749

Severity: Normal

Type: Normal Fix

Build: 5004

InQira ID: NFX8254

Title: Possible data artifacts created when adding a new license file

Description:

When using the AddLicenseSet script to install a new license file, the execution of the script may result in small numbers of data artifacts in the Gentran Integration Suite database.

Please note that the new license files do not expire as frequently, which will help reduce the occurrence of these artifacts.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4321 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Security/Encryption

Escalation ID: 1371440

Fix ID: 168458, 200468, 213797

Severity: Normal

Type: Normal Fix

Build: 4222, 4321, 5004

### InQira ID: ENH156

**Title:** Does Gentran Integration Suite FTP server switch back FTP connection to active mode if the FTP client does not support passive mode?

**Request Description:** If `quote pasv` is used to start a passive FTP session from the client which doesn't support passive connection, Gentran Integration Suite server throws error 451 `Requested action aborted: session in inconsistent state on any command after executing command quote pasv`. This happens due to ftp client not initiating data connection.

Gentran Integration Suite FTP server should switch back FTP connection to active mode if the FTP client doesn't support passive mode. Allow all commands to be executed after PASV command.

Escalation ID: 1364152 (170297, 170298)

Status: Completed

**Request Resolution:** The FTP Server adapter is enhanced and now the all available commands can be executed even after executing PASV.

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

### InQira ID: ENH1229

**Title:** Request to be able to specify the inner (clear text) name that will be embedded in the output PGP file for the PGP Package Service

**Request Description:** The PGP Package Service currently bases the inner name on either a provider specific inference based on the outer name, the document body name, or the document name. It is not possible for us to rename the document or globally use inference on the output name to specify the input name.

Request to have a new parameter introduced to specify the inner (clear text) name that will be embedded in the output PGP file. The parameter has to take precedence over the usage of document body name or document name.

Escalation ID: QC (167300, 177562)

Status: Completed

**Request Resolution:** A new parameter has been introduced for the PGP Package Service to provide this functionality: `inputFileNamePkg`.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

See the Gentran Integration Suite 4.3 Documentation Updates for more information on the update to the PGP Package Service.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

### InQuira ID: NFX2581

Title: When adding or deleting permission from a group a default permission value of 2047 is set

Description: When adding or deleting permission from a group a default permission value of 2047 is set.

Error Message: No error messages.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4312 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Security/Encryption

Escalation ID: 1370056

Fix ID: 165293, 162948

Severity: Normal

Type: Normal Fix

Build: 4312, 5001

### InQuira ID: NFX3582

Title: Security hole discovered in Mailbox where an attacker can successfully bruteforce Gentran Integration Suite passwords

Description: Using the password bruteforce script, JSessionId from the Gentran Integration Suite can be collected and used to POST a request to the Gentran Integration Suite **Mailbox Interface Login** page. The response from the server indicates whether the attempt was successful or not. If the **Mailbox Interface Login** page is returned, then the password was not successfully bruteforced. However if the attempt was successful, the Trade Secret Notice disclaimer is returned. As the JSessionId is changed for each request, multiple passwords can be tried without the application locking out the account. Using this method, an attacker can successfully bruteforce Gentran Integration Suite user passwords.

Resolution: Now user accounts are tracked with failed login attempts using username only.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Security/Encryption

Escalation ID: 1371927

Fix ID: 172166, 177078, 178963

Severity: Critical

Type: Normal Fix

Build: 4318, 5002

### InQuira ID: NFX4173

Title: If changing password from Mailbox UI and URL is changed to the dashboard, user is not presented to change password

Description: When a password policy is enforced on the policy is set to expire on next login, if a user gets the change password screen for Mailbox and then user changes the browser URL to http://host:port/dashboard without changing the password, the user is able to login (i.e. the password was never actually changed).

Test procedure:

- ◆ Create a user, link to a password policy to change password on next login.
- ◆ Go to the mailbox UI and attempt to login, the user gets the change password screen. Instead of typing in the information to change the password, change the browser URL to http://host:port/dashboard.
- ◆ User is able to login and does not get the change password screen.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Security/Encryption

Escalation ID: 1371626

Fix ID: 170887, 177801

Severity: Critical

Type: Normal Fix

Build: 4315, 5001

### InQuira ID: NFX4490

Title: Admin user able to log into Gentran Integration Suite with incorrect password immediately after logging out

Description: Admin user able to log into Gentran Integration Suite with incorrect password immediately after logging out. From the dashboard UI, the admin user is able to login with an incorrect password after logging out with the same browser session.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Security/Encryption

Escalation ID: QC

Fix ID: 170890, 177625

Severity: Critical

Type: Normal Fix

Build: 4315, 5001

InQira ID: NFX4598

Title: Error importing trusted certificate with 'dnQualifier' attribute in its subject

Description: Gentrans Integration Suite throws an error when importing a certificate which contains the 'dnQualifier' attribute in its Subject into **Trading Partners > Digital certificates**.

Error Message:

```
Error in UI
"We thought this most resembled a plain DER encoded object. DER decoding failed
withjava.security.cert.CertificateException: Error parsing DER data
com.trustpoint.asn.AsnException: Cannot find a class that corresponds to Oid
2.5.4.46; please see oid.map for detailsWe tried PKCS7. PKCS7 decoding failed
withjava.security.cert.CertificateException: Error parsing PKCS7 SignedData
com.trustpoint.asn.AsnException: Unable to match element Sequence to a member of
com.trustpoint.pkcs.pkcs7.ContentInfo - last attempted member was
com.trustpoint.asn.AsnObjectIdLabel.errorCeryPKCS12java.security.cert.CertificateExc
eption: Error parsing PKCS12 certificate(s): Unable to match element Sequence to a
member of com.trustpoint.pkcs.pkcs12.PFX - last attempted member was
com.trustpoint.asn.AsnInteger " Crypto log:
  DEBUG 000000000000 GLOBAL_SCOPE Audit: token null: requested private key.
java.lang.Exception: Audit only
  at
com.sterlingcommerce.security.control.SCISignature.retrievePrivateKey(SCISignature.java:116)
  at
com.sterlingcommerce.security.control.SCISignature.initSign(SCISignature.java:326)
at com.sterlingcommerce.security.provider.SCIRSA.sign(SCIRSA.java:104)
  at com.sterlingcommerce.security.provider.SCIRSA.sign(SCIRSA.java:98)
  at com.sterlingcommerce.woodstock.util.Util.createSignature(Util.java:425)
  at com.sterlingcommerce.woodstock.util.Util.createSignature(Util.java:361)
  at com.sterlingcommerce.woodstock.ui.UIGlobals.command(UIGlobals.java:1388)
  at
com.sterlingcommerce.woodstock.adminui.servlet.SystemOps.getApServers(SystemOps.java
:591)
  at
com.sterlingcommerce.woodstock.adminui.servlet.SystemOps.doPost(SystemOps.java:532)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:760)
  at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
```

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later

Functional Area: Security/Encryption, Vendor

Escalation ID: 1372491, 1371987

Fix ID: 175591, 175364, 180323

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

#### InQira ID: NFX5514

Title: Sterling Total Payments database password saved in clear text in the `PreInstallSI.log`

Description: The password for the database being used with Sterling Total Payments is saved in clear text in the `PreInstallSI.log`. This password is entered as part of the Installation process in both the user interface and command line installation modes.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Security/Encryption

Escalation ID: QC

Fix ID: 180315

Severity: Normal

Type: Normal Fix

Build: 5001

#### InQira ID: NFX5871

Title: `EDIINT.log` and `UI.log` will no longer log certain sensitive information

Description: `EDIINT.log` and `UI.log` will no longer log certain sensitive information even if the logs are in debug mode.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Security/Encryption

Escalation ID: QC

Fix ID: 182295

Severity: Normal

Type: Normal Fix

Build: 5001

#### InQira ID: NFX6384

Title: ActiveMQ configuration file does not allow encrypted password support

Description: ActiveMQ configuration file does not allow encrypted password support.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Security/Encryption

Escalation ID: QC

Fix ID: 179877

Severity: Normal

Type: Normal Fix

Build: 5002

InQira ID: NFX6559

Title: Password in clear text when viewing source in **SSH Remote Profile** screen.

Description: When editing an SSH remote profile, the password is properly obfuscated in the user interface display, but viewing source from the browser will show the password in clear text. This is a security risk as it allows somebody to collect additional account passwords if they have accessed the system with an admin account.

To reproduce:

1. **Trading Partners > SSH > Remote Profiles.**
2. Click **GO** next to **List Alphabetically** with **All** selected.
3. Choose a profile to edit (after creating one if none exist).
4. In the returned page, the password field attribute will prevent the SSH Password from being displayed in the user interface.
5. If you right click and **View Source** on the returned page, you can see the password in clear text.

```
<td id='tppassword_id' valign="bottom" class="WizardInputText">SSH Password:</td><td
valign="bottom" class="WizardInputData"><input type="password" name='tppassword'
value="mypassword" size=15 maxlength=15 ></td>
```

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Security/Encryption

Escalation ID: 67278

Fix ID: 192761

Severity: Normal

Type: Normal Fix

Build: 5003

InQira ID: NFX7218

Title: Security issue of passing cleartext password in HTTP response from dashboard to admin web application

Description: Security issue of passing cleartext password in HTTP response from dashboard to admin web application in Sterling Integrator.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Security/Encryption

Escalation ID: QC

Fix ID: 190112

Severity: Normal

Type: Normal Fix

Build: 5003

## Security Updates

Please apply Sterling Integrator, Release 5.0 Build 5004 or later to install the latest security updates. For more information on the security updates, see the Escalation ID: 00052435 and fix ID 189497.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later to install the latest security updates. For more information on the security updates, see case ID 34871 and fix IDs 185678 and 185676.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later to install the latest security updates. For more information on the security updates, see the following escalation IDs:

Escalation ID: 52435 (189528)

Escalation ID: 98454 (202993)

Escalation ID: 77138 (196433)

## Services and Adapters

InQuira ID: NFX10810

Title: Odette FTP Adapter throws error "SessionError: Unspecified Abort code."

Description:

Odette FTP Adapter throws error "SessionError: Unspecified Abort code. An error was detected for which no specific code is defined." Testing OFTP between SI50 and GIS43 where SI50 is client and GIS43 is server.

The Odette FTP adapter on SI50 throws error.

SessionError: Unspecified Abort code. An error was detected for which no specific code is defined. But data makes it to GIS 43 Odette FTP adapter successfully. SI50 never received EERP from GIS 43.

Error Message:

```
[2010-03-24 15:58:28.056] DEBUG 000000000000 GLOBAL_SCOPE
OFTPSendFile.outbound.PPC_TEST_ORG.898301_0000 (15:58:27.918) Create the business
process admin.
[2010-03-24
```

```
15:58:28.056] DEBUG 000000000000 GLOBAL_SCOPE
OFTPSendFile.outbound.PPC_TEST_ORG.898301_0000 (15:58:27.918) The inbound server uses
the User ID [None] as BP owner.
[2010-03-24
15:58:28.056] DEBUG 000000000000 GLOBAL_SCOPE
OFTPSendFile.outbound.PPC_TEST_ORG.898301_0000 (15:58:27.923) Transition
TransitionIP_A3 delivers Event IP_DataRequest within
Session 898301_0000 to Lower Layer in PE IP_OFTPSendFile
[2010-03-24 15:58:28.056] DEBUG 000000000000 GLOBAL_SCOPE
OFTPSendFile.outbound.PPC_TEST_ORG.898301_0000 (15:58:27.923)
Session 898301_0000 enter method
com.sterlingcommerce.woodstock.services.oftp.comm.ip.driver.PerimeterConnector.handl
eDataRQ for handling of data request
[2010-03-24
15:58:28.056] DEBUG 000000000000 GLOBAL_SCOPE
OFTPSendFile.outbound.PPC_TEST_ORG.898301_0000 (15:58:27.923) Queue send data in
PerimeterChannel and call
controlConduit.wantToSend
[2010-03-24 15:58:28.056] ERROR 000000000000 GLOBAL_SCOPE
OFTPSendFile.outbound.PPC_TEST_ORG.898301_0000 (15:58:27.923) ProtocolEngineTask,
method
run(): A TransitionException in the transition UserMonitor_A13 occurred: Error
occurred in data store.
000110090220 WORKFLOW.ENGINE.ERR_WEHelper_PermException11 User [None]
does not have permission to execute {BP name}
com.sterlingcommerce.woodstock.security.PermissionException: 000110090220
WORKFLOW.ENGINE.ERR_WEHelper_PermException11 User [None]
does not have permission to execute {BP Name}
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.checkSecurity(WEHelper.java:
703)
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.checkSecurity(WEHelper.java:
744)
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1124)
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1109)
at com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImpl.dispatch
(WorkFlowEngineRMIImpl.java:987)
at com.sterlingcommerce.woodstock.workflow.Dispatcher.run(Dispatcher.java:72)
at java.lang.Thread.run(Thread.java:595)
[2010-03-24
15:58:28.056] DEBUG 000000000000 GLOBAL_SCOPE
OFTPSendFile.outbound.PPC_TEST_ORG.898301_0000 (15:58:27.923) Put send header and
data into ByteBuffer. Total 4+1 Bytes added
[2010-03-24 15:58:28.056] ERROR 000000000000 GLOBAL_SCOPE
OFTPSendFile.outbound.PPC_TEST_ORG.898301_0000 (15:58:27.924) The method
"postActionXERP" of class
"com.sterlingcommerce.woodstock.services.oftp.fsm.usermon.persistence.BProcPersisten
ceHandler" has thrown the exception
"com.sterlingcommerce.woodstock.services.oftp.fsm.TransitionException". The reason
is : Error occurred in data
store..com.sterlingcommerce.woodstock.workflow.InitialWorkFlowContextException,
com.sterlingcommerce.woodstock.services.oftp.fsm.TransitionException, Error occurred
in data store.
```

```

000110090220 WORKFLOW.ENGINE.ERR_WEHelper_PermException11 User [None] does not have
permission to execute {BP Name}
com.sterlingcommerce.woodstock.security.PermissionException: 000110090220
WORKFLOW.ENGINE.ERR_WEHelper_PermException11 User [None] does not have permission to
execute {BP Name}
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.checkSecurity(WEHelper.java:
703)
at com.sterlingcommerce.woodstock.workflow.engine.WEHelper.checkSecurity
(WEHelper.java:744)
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1124)
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1109)
at com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImpl.dispatch
(WorkFlowEngineRMIImpl.java:987)
at com.sterlingcommerce.woodstock.workflow.Dispatcher.run(Dispatcher.java:72)
at java.lang.Thread.run(Thread.java:595)
at
com.sterlingcommerce.woodstock.services.oftp.fsm.usermon.persistence.BProcPersistenc
eHandler.postActionX

```

**Resolution:**

Changed the LPC/PPC to choose BPname and User from the same location - either from Contract or OdetteFTP adapter.

Please apply Sterling Integrator, Release 5.0 build 5008 or higher.

Functional Area: Service and Adapter

Escalation ID: 159182

Fix ID: 225703

Severity: Normal

Type: NormalFix

Build: 5008

**InQuira ID: NFX10839**

Title: DataSweeper may fail when run as a Service in Sterling Integrator

**Description:**

After installing the dataSweeper utility on SI 5.0, the command line version of the tool appears to work correctly.

When it is run from inside the SI application, the BP completes, but there is no status report created in Step 4 (the DataSweeper Service step).

**Error Message:**

The noapp.log file shows the following error:

```

[2010-03-16 13:44:47.062] ALL 000000000000 GLOBAL_SCOPE
java.lang.NullPointerException
[2010-03-16 13:44:47.062] ALL

```

```

000000000000 GLOBAL_SCOPE
[2010-03-16 13:44:47.062] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.dataSweeper.dataSweeper.processData(dataSweeper.java:119)
[2010-
03-16 13:44:47.062] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.dataSweeper.dataSweeper.processData(dataSweeper.java:113)
[2010-03-16 13:44:47.062] ALL 000000000000
GLOBAL_SCOPE at
com.sterlingcommerce.dataSweeper.dataSweeperServiceImpl.processData(dataSweeperServi
ceImpl.java:81)
[2010-03-16 13:44:47.062] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1742)
[2010-03-16 13:44:47.062] ALL 000000000000
GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:599)
[2010-03-16 13:44:47.062] ALL
000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:353)
[2010-03-16 13:44:47.062] ALL
000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:324)
[2010-03-16 13:44:47.062] ALL
000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQue
eListener.java:202)
[2010-03-16 13:44:47.062] ALL 000000000000
GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163)
[2010-03-16 13:44:47.062] ALL 000000000000
GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:150)
[2010-03-16 13:44:47.062] ALL 000000000000
GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
55)
[2010-03-16 13:44:47.062] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:496)
[2010-03-16 13:44:47.062] ALL 000000000000 GLOBAL_SCOPE at java.lang.Thread.run
(Thread.java:595)

```

**Resolution:**

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue.

Functional Area: Service and Adapter

Escalation ID: 00150239

Fix ID: 215960

Severity: Normal

Type: NormalFix

Build: 5008

## InQuira ID: NFX9654

Title: SFTP hangs in SFTP Begin Session service and all threads are busy

Description: Using Gentran Integration Suite version 4.3 and build 4322 or build 4319. The problem can also occur when using Sterling Integrator 5.0. Business Processes using SFTP Begin Session Service are hanging with status ACTIVE or Delay-Waiting-On-IO. All threads for the queue are busy with Business Processes using SFTP Begin Session service.

Business Processes using the SFTP Begin Session can be submitted and will free up thread after changing status to Delay-Waiting-On-IO. When the number of Business Processes in Delay-Waiting-On-IO is equal to the number of threads for SFTP Client Adapter SFTP Business Processes will stay ACTIVE and hold a thread.

The Business Process can be terminated but the thread will remain in use. Interrupting the thread should be effective. Stopping the thread may not effective in freeing up the thread. Once the thread is free other Business Processes should execute including Business Processes using SFTP. But Business Processes using the SFTP Begin Session connecting to the remote SFTP server that is not responding may remain active when re submitted.

This problem has been know to occur when the remote SFTP server has put the SFTP client IP Address on a banned list. A packet trace shows the SFTP client and sever completing the TCP three way handshake (SYN, SYN-ACK, ACK) but not other packets are transferred. Some traces FIN packets are observed with no effect on the problem.

### Error Message

The SFTP client log reports a time out exception.

```
[2010-08-03 09:32:12.56] ERROR
EDU.oswego.cs.dl.util.concurrent.TimeoutException
at EDU.oswego.cs.dl.util.concurrent.FutureResult.timedGet(FutureResult.java:128)
at
com.sterlingcommerce.woodstock.services.sftpclient.services.Response.waitForResults(
Response.java:1
07)
at
com.sterlingcommerce.woodstock.services.sftpclient.client.Client.beginSession(Client
.java:287)
at
com.sterlingcommerce.woodstock.services.sftpclient.AdapterImpl.beginSession(AdapterI
mpl.java:191)
at sun.reflect.GeneratedMethodAccessor259.invoke(Unknown Source)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
at java.lang.reflect.Method.invoke(Method.java:585)
at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:294)
at sun.rmi.transport.Transport$1.run(Transport.java:153)
at java.security.AccessController.doPrivileged(Native Method)
at sun.rmi.transport.Transport.serviceCall(Transport.java:149)
at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:466)
```

```
at sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:707)
at java.lang.Thread.run(Thread.java:595)
```

#### Resolution

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

When the fix is applied a new property is added to `sftp.properties` to control the amount of time SFTP Begin Session Service will wait for a connection. The property is `sshTransportTimeout=`. The default value is 30 seconds specified in milliseconds. For example `sshTransportTimeout=30000`. With this fix applied and the default `sshTransportTimeout=30000` the SFTP Begin Session Service will end after waiting 30 seconds for a connection. Other SFTP services are not affected by this property.

If the fix is not applied try interrupting the thread for the Business Process that is stuck on the thread. This should free up the thread and allow Business Processes on the wait queue to process. However Business Processes connecting to the remote SFTP server having a problem could become stuck on the thread again trying to connect to the same remote SFTP server. Terminating problem SFTP Business Processes may not free up the thread. Stopping the thread may not be effective. Before interrupting the thread(s), eliminate Business Processes trying to connect to the problem SFTP server until connectivity can be reestablished.

Functional Area: Service and Adapter

Escalation ID: 00206964

Fix ID: 236107, 235968

Severity: Critical

Type: NormalFix

Build: 4324, 5008

#### InQuira ID: NFX8072

Title: TextDocumentAppend Service does not allow the availability of the Document Name when viewed in Process Execution or AFT

#### Description:

Customer is using the Text Document Append Service within his business process. This will then take the file and put it out in a mailbox. When the process runs, after the Text Doc Append step is run, it will delete the filename when you view it through the Process Execution. Then when you go into the AFT UI, you will see a document put out in the mailbox, however it will have no Doc Name. If you look directly at the mailbox the name is present.

#### Error Message:

No error message, just a document in the mailbox that has no doc name when viewed via AFT.

#### Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4223 or higher.

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or higher.

Please apply Sterling Integrator, Release 5.0 Build 5008 or higher.

If unable to patch, a workaround to force the DocumentName to remain available is to use the GetDocumentInfoService before and after the TextDocAppender. (See BPML below).

```

-----
<process
name="Pre_AFTRouteAddMailboxMessage">
<sequence>
<operation name="Get Document Information
Service">
<participant name="GetDocumentInfoService"/>
<output
message="GetDocumentInfoServiceTypeInputMessage">
<assign to="DocumentName" from="substring-
after(/ProcessData/ServerResponse/Headers/Content-disposition/text(),
&apos;filename=&apos;)"></assign>
<assign to="updateMetaDataOnly">true</assign>
<assign to="."
from="*"></assign>
</output>
<input message="inmsg">
<assign to="." from="*"></assign>
</input>
</operation>
<operation name="Text Document Appender">
<participant
name="TextDocAppender"/>
<output message="DocAppendInputMessage">
<assign
to="appendString">Append String</assign>
<assign to="." from="*"></assign>
</output>
<input
message="inmsg">
<assign to="." from="*"></assign>
</input>
</operation>
<operation
name="Get Document Information Service">
<participant name="GetDocumentInfoService"/>
<output
message="GetDocumentInfoServiceTypeInputMessage">
<assign to="." from="*"></assign>
<assign
to="DocumentName" from="/ProcessData/DocumentName/text()"></assign>
<assign
to="updateMetaDataOnly">true</assign>
</output>
<input message="inmsg">
<assign to="."
from="*"></assign>
</input>
</operation>
</sequence>
</process>

```

Functional Area: Service and Adapter

Escalation ID: 00126385

Fix ID: 210999, 224721, 224722

Severity: Normal

Type: NormalFix

Build: 4223, 4324, 5008

InQuira ID: NFX10877

Title: Can Cryptographic Message Service parse attachments from MIME messages and output the attachments to ProcessData?

Description:

Yes Cryptographic Message Service can be used to retrieve attachments from MIME message and is also capable of processing large MIME documents.

Error Message:

No error. MIME Attachments are not placed in process data.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

After the build is applied, the attachments will be accessible from ProcessData.

Run the following business process passing the MIME document with attachments as input:

```
<process name = "test_crypto_parse">
<sequence>
<operation name="Crypto Message Service">
<participant name="CryptoMsgService"/>
<output message="outmsg">
<assign to="." from="*" />
<assign to="action">parse</assign>
<assign to="verifyCerts">WebServicesCert</assign>
</output>
<input message="inmsg">
<assign to="." from="*" />
</input>
</operation>
<assign to="PrimaryDocument" from="//ProcessData/document2/@SCIOBJECTID"></assign>
<operation name="File System Adapter">
<participant name="fs_adapter"/>
<output message="FileSystemInputMessage">
<assign to="Action">FS_EXTRACT</assign>
<assign to="." from="*"></assign>
</output>
<input message="inmsg">
<assign to="." from="*"></assign>
</input>
</operation>
</sequence>
</process>
```

The attachments are placed in Process data as follows:

#### Process Data

Process Name: test\_crypto\_parse Instance ID: 4009

Service Name: CryptoMsgService

```
<?xml version="1.0" encoding="UTF-8"?>
<ProcessData>
<email-body>
<message>Please see attached...</message>
</email-body>
<tmp>
<Document SCIObjectID="nereus:node1:12b3ef31561:490"/>
</tmp>
<PrimaryDocument SCIObjectID="machine:node1:12b3ef31561:520"/>
<Number_of_Docs>3</Number_of_Docs>
<document1 SCIObjectID="machine:node1:12b3ef31561:548"/>
<document2 SCIObjectID="machine:node1:12b3ef31561:549"/>
<document3 SCIObjectID="machine:node1:12b3ef31561:550"/>
</ProcessData>
```

Number\_of\_Docs is equal to the total number of documents which includes the original document (document1) plus the attachments. In the example above, there are 2 attachments from the MIME document.

The attachments are identified by document# tags where # starts with 2.

Functional Area: Service and Adapter

Escalation ID: 174949

Fix ID: 230994

Severity: Normal

Type: NewFunctionality

Build: 5008

InQuira ID: NFX10241

Title: Random MQException during MQCONN: CC=2 RC=2009 CONNECTION\_BROKEN (Fail to setup SSL parameters).

Description:

WebSphere MQ 6.2.0.8 :- Using SSL on WSMQ\_OpenSession, randomly the following error is raised when some BPs are parallel started "MQException during MQCONN: CC=2 RC=2009 CONNECTION\_BROKEN (Fail to setup SSL parameters)" and the BP is going in "halted" status. However when the BP is restarted manually the BP is processed correctly without error.

Error Message:

MQException during MQCONN: CC=2 RC=2009 CONNECTION\_BROKEN (Fail to setup SSL parameters)

Resolution: Please apply Sterling Integrator, Release 5.0 build 5008 or higher.

Functional Area: Service and Adapter

Escalation ID: 00223388

Fix ID: 238243

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX10810

Title: Odette FTP Adapter throws error "SessionError: Unspecified Abort code."

Description:

Odette FTP Adapter throws error "SessionError: Unspecified Abort code. An error was detected for which no specific code is defined." Testing OFTP between SI50 and GIS43 where SI50 is client and GIS43 is server. The Odette FTP adapter on SI50 throws error.

SessionError: Unspecified Abort code. An error was detected for which no specific code is defined. But data makes it to GIS 43 Odette FTP adapter successful. SI50 never received EERP from GIS 43.

Error Message:

```
[2010-03-24 15:58:28.056] DEBUG 000000000000 GLOBAL_SCOPE
OFTPSendFile.outbound.PPC_TEST_ORG.898301_0000 (15:58:27.918) Create the business
process admin.
[2010-03-24
15:58:28.056] DEBUG 000000000000 GLOBAL_SCOPE
OFTPSendFile.outbound.PPC_TEST_ORG.898301_0000 (15:58:27.918) The inbound server uses
the User ID [None] as BP owner.
[2010-03-24
15:58:28.056] DEBUG 000000000000 GLOBAL_SCOPE
OFTPSendFile.outbound.PPC_TEST_ORG.898301_0000 (15:58:27.923) Transition
TransitionIP_A3 delivers Event IP_DataRequest within
Session 898301_0000 to Lower Layer in PE IP_OFTPSendFile
[2010-03-24 15:58:28.056] DEBUG 000000000000 GLOBAL_SCOPE
OFTPSendFile.outbound.PPC_TEST_ORG.898301_0000 (15:58:27.923)
Session 898301_0000 enter method
com.sterlingcommerce.woodstock.services.oftp.comm.ip.driver.PerimeterConnector.handl
eDataRQ for handling of data request
[2010-03-24
15:58:28.056] DEBUG 000000000000 GLOBAL_SCOPE
OFTPSendFile.outbound.PPC_TEST_ORG.898301_0000 (15:58:27.923) Queue send data in
PerimeterChannel and call
controlConduit.wantToSend
[2010-03-24 15:58:28.056] ERROR 000000000000 GLOBAL_SCOPE
OFTPSendFile.outbound.PPC_TEST_ORG.898301_0000 (15:58:27.923) ProtocolEngineTask,
method
run(): A TransitionException in the transition UserMonitor_A13 occurred: Error
occurred in data store.
000110090220 WORKFLOW.ENGINE.ERR_WEHelper_PermException11 User [None]
does not have permission to execute {BP name}
com.sterlingcommerce.woodstock.security.PermissionException: 000110090220
WORKFLOW.ENGINE.ERR_WEHelper_PermException11 User [None]
does not have permission to execute {BP Name}
```

```

at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.checkSecurity(WEHelper.java:
703)
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.checkSecurity(WEHelper.java:
744)
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1124)
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1109)
at com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImpl.dispatch
(WorkFlowEngineRMIImpl.java:987)
at com.sterlingcommerce.woodstock.workflow.Dispatcher.run(Dispatcher.java:72)
at java.lang.Thread.run(Thread.java:595)
[2010-03-24
15:58:28.056] DEBUG 000000000000 GLOBAL_SCOPE
OFTPSendFile.outbound.PPC_TEST_ORG.898301_0000 (15:58:27.923) Put send header and
data into ByteBuffer. Total 4+1 Bytes added
[2010-03-24 15:58:28.056] ERROR 000000000000 GLOBAL_SCOPE
OFTPSendFile.outbound.PPC_TEST_ORG.898301_0000 (15:58:27.924) The method
"postActionXERP" of class
"com.sterlingcommerce.woodstock.services.oftp.fsm.usermon.persistence.BProcPersisten
ceHandler" has thrown the exception
"com.sterlingcommerce.woodstock.services.oftp.fsm.TransitionException". The reason
is : Error occurred in data
store..com.sterlingcommerce.woodstock.workflow.InitialWorkFlowContextException,
com.sterlingcommerce.woodstock.services.oftp.fsm.TransitionException, Error occurred
in data
store.
000110090220 WORKFLOW.ENGINE.ERR_WEHelper_PermException11 User [None] does not have
permission to execute {BP Name}
com.sterlingcommerce.woodstock.security.PermissionException: 000110090220
WORKFLOW.ENGINE.ERR_WEHelper_PermException11 User [None] does not have permission to
execute {BP Name}
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.checkSecurity(WEHelper.java:
703)
at com.sterlingcommerce.woodstock.workflow.engine.WEHelper.checkSecurity
(WEHelper.java:744)
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1124)
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1109)
at com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImpl.dispatch
(WorkFlowEngineRMIImpl.java:987)
at com.sterlingcommerce.woodstock.workflow.Dispatcher.run(Dispatcher.java:72)
at java.lang.Thread.run(Thread.java:595)
at
com.sterlingcommerce.woodstock.services.oftp.fsm.usermon.persistence.BProcPersisten
ceHandler.postActionX

```

**Resolution:**

Changed the LPC/PPC to choose BPname and User from the same location - either from Contract or OdetteFTP adapter.

Please apply Sterling Integrator, Release 5.0 build 5008 or higher.

Functional Area: Service and Adapter

Escalation ID: 159182

Fix ID: 225703

Severity: Normal

Type: NormalFix

Build: 5008

### InQira ID: NFX10798

Title: Cannot connect to myFileGateway using Single Sign on Configuration

Description:

Using Sterling Integrator 5.0 and Sterling File Gateway 2.0. Also using Sterling External Authentication server with Single Sign on. The browser being used is Internet Explorer 8. This happens when the request has a very large cookie (>4096 bytes).

Error Message:

No errors are found in the application. The browser times out.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

See related article NFX10295.

This fix adds a new property to http.properties - conduit\_header\_buffer\_size=4096.

If a larger buffer size is needed use customer\_overrides to change http.properties. For example, in customer\_overrides specify: http.conduit\_header\_buffer\_size=8192

Functional Area: Service and Adapter

Escalation ID: 00194441

Fix ID: 227949

Severity: Normal

Type: NormalFix

Build: 5008

### InQira ID: NFX10277

Title: When data is loaded to Process Data that contains invalid XML characters, all of Process Data is deleted.

Description:

When data is loaded to Process Data from a business process that contains invalid XML characters, all of Process Data is deleted.

Service Name: Translation

```
<?xml version="1.0"
encoding="UTF-8"?>
<ProcessData/>
```

**Error Message:**

```
Errors in wf log:-
[2008-10-15 15:07:44.539] ERROR 000110010823
WORKFLOW.WORKFLOW.ERR_WFCUtil_toXMLString Exception in WFCUtil.toXMLString
java.io.IOException: The character
'?' is an invalid XML character
Errors in noapp log:-
[2008-10-15 15:04:42.597] ALL 000000000000 GLOBAL_SCOPE [Fatal Error] :276:20: XML
document structures must start and end within the same entity.
```

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Service and Adapter

Escalation ID: 40568

Fix ID: 185407, 214634

Severity: Normal

Type: NormalFix

Build: 4324, 5008

**InQira ID: NFX10295**

Title: java.io.IOException: FULL head error received when the HTTP request has large header size

**Description:**

Using Sterling Integrator 5.0 and build 5003. When connecting to an Sterling Integrator HTTP Server URI the Business Process is not invoked. The HTTP request header size is greater than 4096 bytes.

**Error Message:**

HTTP Server Log Reports two exceptions.

```
[2010-11-16 13:25:16.011] ERROR 000000000000 GLOBAL_SCOPE [1289935516011]
java.io.IOException: FULL head
[2010-11-16 13:25:16.011]
ERRORDTL 000000000000 GLOBAL_SCOPE [1289935516011]java.lang.RuntimeException:
java.io.IOException: FULL head
at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.handleNew
Connection(ConduitStreamListener.java:228)
at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.access$20
0(ConduitStreamListener.java:73)
```

```

at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener$1.run(Con
duitStreamListener.java:282)
at org.mortbay.thread.BoundedThreadPool$PoolThread.run
(BoundedThreadPool.java:450)
Caused by: java.io.IOException: FULL head
at org.mortbay.jetty.HttpParser.parseNext(HttpParser.java:276)
at
org.mortbay.jetty.HttpParser.parseAvailable(HttpParser.java:205)
at org.mortbay.jetty.HttpConnection.handle(HttpConnection.java:380)
at
com.sterlingcommerce.woodstock.services.pshttp.jetty.FlushingHttpConnection.handle(F
lushingHttpConnection.java:128)
at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.handleNew
Connection(ConduitStreamListener.java:220)
... 3 more
[2010-11-16 13:25:16.012] ERROR
00000000000 GLOBAL_SCOPE ConduitStreamListener.canAccept() - Failed.
java.lang.RuntimeException: java.io.IOException: FULL head
at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.handleNew
Connection(ConduitStreamListener.java:228)
at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.access$20
0(ConduitStreamListener.java:73)
at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener$1.run(Con
duitStreamListener.java:282)
at org.mortbay.thread.BoundedThreadPool$PoolThread.run
(BoundedThreadPool.java:450)
Caused by: java.io.IOException: FULL head
at org.mortbay.jetty.HttpParser.parseNext(HttpParser.java:276)
at
org.mortbay.jetty.HttpParser.parseAvailable(HttpParser.java:205)
at org.mortbay.jetty.HttpConnection.handle(HttpConnection.java:380)
at
com.sterlingcommerce.woodstock.services.pshttp.jetty.FlushingHttpConnection.handle(F
lushingHttpConnection.java:128)
at
com.sterlingcommerce.woodstock.services.pshttp.jetty.ConduitStreamListener.handleNew
Connection(ConduitStreamListener.java:220)
... 3 more

```

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

See related article NFX10798.

Functional Area: Service and Adapter

Escalation ID: 00244409

Fix ID: 227949

Severity: Critical

Type: CoreChange

Build: 5008

InQira ID: NFX9982

Title: JMS Queue Adapted receives all data in default OS encoding.

Description:

Messages received with UTF8 encoding from a JMS Queue are converted and stored by JMS Queue Adapter in GIS machines OS default encoding (e.g. ISO8859-1) instead that of the original message encoding. Original message encoding is not preserved.

Error Message:

N/A

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4325 or later. Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Service and Adapter

Escalation ID: 00226034

Fix ID: 231810, 234370

Severity: Critical

Type: NormalFix

Build: 4325, 5008

InQira ID: NFX9272

Title: Mail Mime Service is not able to process MP3 files

Description: Mail Mime Service is not able to process MP3 files. The service fails with an error message.

Error Message:

Failed to write the message into the Document OutputStream.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Service and Adapter

Escalation ID: QC

Fix ID: 203636

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX2181

**Title:** Country Specific Locks Created if Invalid e-Invoicing Global Configuration Settings Used While Executing Business Process

**Description:** In e-Invoice Compliance Solution, if you execute the eInvoiceProcess business process by specifying invalid e-Invoicing global configuration settings, the TrustWeaverEInvoicing business process fails and it will wait and retry the TrustWeaver connection. While the retry is in process, if you modify the global configurations with the valid details and execute the eInvoiceProcess business process, the TrustWeaverEInvoicing business process still continues to retry with the older configuration, which causes the creation of a country specific lock.

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5006 or later

**Functional Area:** Service and Adapter

**Escalation ID:** 144746

**Fix ID:** 220036

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5006

**InQuira ID:** NFX4925

**Title:** FTPClientObscureParameter service errors when the Parameter Name value starts with a numeral

**Description:** The Obscure ProcessData Values service does not support parameter names that start with a numeral.

The Obscure ProcessData service will throw an error because it tries to create an element in ProcessData that starts with a numeral and this is not allowed by XML syntax rules.

**Error Message:**

```
ERROR 000110060004 WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService2
ActivityEngineHelper.invokeService() caught exception while attempting to execute
service FTPClientObscureParameter
org.w3c.dom.DOMException: INVALID_CHARACTER_ERR: An invalid or illegal XML character
is specified.
  at org.apache.xerces.dom.CoreDocumentImpl.createElement(Unknown Source)
  at
com.sterlingcommerce.woodstock.xpathutil.XPathHelper.createNode(XPathHelper.java:143
5)
  at
com.sterlingcommerce.woodstock.xpathutil.XPathHelper.createTargetContext(XPathHelper
.java:1109)
  at
com.sterlingcommerce.woodstock.xpathutil.XPathHelper.createTargetContext(XPathHelper
.java:1021)
  at com.sterlingcommerce.woodstock.workflow.WFCUtil.setDataInTree(WFCUtil.java:1025)
  at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.setWFContent(WorkFlowContext
.java:2612)
  at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.setWFContent(WorkFlowContext
.java:2578)
```

```

at
com.sterlingcommerce.woodstock.services.obscure.ObscureService.setObscuredParm(ObscureService.java:83)
at
com.sterlingcommerce.woodstock.services.obscure.ObscureService.processObscureParameter(ObscureService.java:95)
at
com.sterlingcommerce.woodstock.services.obscure.ObscureService.processData(ObscureService.java:163)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeService(ActivityEngineHelper.java:1751)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:622)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:367)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:326)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:331)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4323 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

**NB:** If a user account starts with a number and any of the obscure services are being used, e.g. for HTTP or FTP, it is necessary to use the following syntax in the client service in order to get the password.

```
<assign to="RemotePasswd" from="plaintext_123user/text()"></assign> (user called 123user exists in the system)
```

Functional Area: Service and Adapter

Escalation ID: 24668

Fix ID: 199320, 203874

Severity: Normal

Type: Normal Fix

Build: 4323, 5006

## InQira ID: NFX6712

Title: Change in Schedule\_DBMonitorService causes system slowdown

Description: In Gentran Integration Suite 4.3, a new parameter, EXECUTE\_QUERY, was added to the DBMonitorService. In the Schedule\_DBMonitorService system business process, this value is set to true by default, and causes database maintenance to run on the database. For large databases, this will cause the business process to run throughout the day, and can cause system delays. This should be set to false by default.

Error Message: No error message, but the DBMonitorService ran for 12 hours and held a thread the entire time.

Resolution:

Please apply Gentran Integration Suite 4.3 Build 4322 or above.

Please apply Sterling Integrator 5.0 Build 5006 or above.

See the Gentran Integration Suite, Release 4.3 Documentation Updates for updated information on the DB Monitor Service for the ANALYZE parameter as well as information on the new EXECUTE\_QUERY parameter.

Functional Area: Service and Adapter

Escalation ID: 75848

Fix ID: 196318, 201063

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

## InQira ID: NFX7115

Title: Mail Mime Service does not form the correct MIME document

Description: Mail Mime Service does not form the correct MIME document when the documents in process data are not identified by unique node name.

Below is the part of process data:

```
<Attachment>
  <Report SCIOBJECTID="wsdeap10:82c01f:122f4ba876e:6916
<javascript:openInfoWin( './Page?next=page.showdatadoc&name=Report&bpid=2628360&service=InvokeBusinessProcessService&docType=process_data&key=wsdeap10:82c01f:122f4ba876e:6916&122713573&where=live&bpdName=',%20' )>"/>
  <Report SCIOBJECTID="wsdeap10:82c01f:122f4ba876e:6a55
<javascript:openInfoWin( './Page?next=page.showdatadoc&name=Report&bpid=2628360&service=InvokeBusinessProcessService&docType=process_data&key=wsdeap10:82c01f:122f4ba876e:6a55&1505338863&where=live&bpdName=',%20' )>"/>
</Attachment>
```

The Mail Mime Service forms the MIME document, which has the first document repeating twice.

But if the process data is formed as below:

```
<Attachment>
  <Report1 SCIOBJECTID="wsdeap10:82c01f:122f4ba876e:6916
<javascript:openInfoWin( './Page?next=page.showdatadoc&name=Report&bpid=2628360&servi
ce=InvokeBusinessProcessService&docType=process_data&key=wsdeap10:82c01f:122f4ba876e
:6916&122713573&where=live&bpdName=',%20' )>"/>
  <Report2 SCIOBJECTID="wsdeap10:82c01f:122f4ba876e:6a55
<javascript:openInfoWin( './Page?next=page.showdatadoc&name=Report&bpid=2628360&servi
ce=InvokeBusinessProcessService&docType=process_data&key=wsdeap10:82c01f:122f4ba876e
:6a55&1505338863&where=live&bpdName=',%20' )>"/>
</Attachment>
```

Then, the Mail Mime Service forms the correct MIME document (the 2 unique documents will be attachments).

Error Message: none

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Sterling Integrator Release 5.0 Build 5006 or later.

Functional Area: Service and Adapter

Escalation ID: 00069213

Fix ID: 202219, 196028, 202220

Severity: Normal

Type: Normal Fix

Build: 4322, 4222, 5006

InQuira ID: NFX7032

Title: Cache Refresh Service will not refresh custom properties file located outside of the properties directory.

Description: If a custom properties file is located in a directory outside of the properties folder and added to servers.properties file an assign service can retrieve the values in the custom properties file, but the cache refresh service will fail with error. This does not happen if the custom properties file is located inside the properties folder.

Error Message:

Advanced status report of the Cache Refresh Service:

```
"Can not refresh System properties files, only user defined properties files can be
refreshed."
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Service and Adapter

Escalation ID: 86949

Fix ID: 200545, 208555

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

InQuira ID: NFX8117

Title: Sterling Integrator uses windows user as the Mail Sender instead of the one mentioned in Mail Mime Service

Description: Mail-mime-sender property of Mail Mime Service takes the windows user as the mail sender Id. It does not take the one mentioned in the business process.

For example, if windows user is : mywinAccount and host name is myhostname mail-mime-sender is taken as mywinAccount@myhostname even though mail sender is mentioned in the business process.

This behavior is observed in Sterling Integrator, Release 5.0 Build 5003.

Error Message: No errors

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Service and Adapter

Escalation ID: 132566

Fix ID: 209720

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9434

Title: Modified script of obscure\_passphrase.sh throws lot of Java exceptions

Description: The following modified script of obscure\_passphrase.sh (work around for issue explained in NFX8076) throws lot of Java exceptions.

```
#!/bin/sh
```

```
#:ifdef WOODSTOCK_DIR
. &APP_DIR;/tmp.sh
#:else
. &BIN_DIR;/tmp.sh
#:endif
```

```
 ${JAVA.EN_US} -Dvendor=shell -DvendorFile=&PROP_DIR;/servers.properties -classpath
&JAR_DIR;/bootstrapper.jar com.sterlingcommerce.woodstock.noapp.NoAppLoader -f
```

```
&PROP_DIR;/dynamicclasspath.cfg -class
com.sterlingcommerce.security.opsutilities.WPasswords -invokeargs "$@"
```

Error Message: And here is the stack trace obtained after this script is executed. The encrypted value is:

Error closing stream...

```
java.lang.NullPointerException

at
com.sterlingcommerce.security.opsutilities.WPasswords.decryptPassphrase(WPasswords.java:133)
at
com.sterlingcommerce.security.opsutilities.WPasswords.decrypt(WPasswords.java:152)
at
com.sterlingcommerce.security.opsutilities.WPasswords.decrypt(WPasswords.java:146)
at
com.sterlingcommerce.security.opsutilities.EncryptionHandler.doDecrypt(EncryptionHandler.java:40)
at
com.sterlingcommerce.woodstock.install.interfaces.AbstractEncryptionHandler.decrypt(AbstractEncryptionHandler.java:98)
at
com.sterlingcommerce.woodstock.util.frame.Manager.decryptProperties(Manager.java:470)
at
com.sterlingcommerce.woodstock.util.frame.Manager.decryptProperty(Manager.java:452)
at
com.sterlingcommerce.woodstock.util.frame.Manager.handleEncryptedContent(Manager.java:427)
at com.sterlingcommerce.woodstock.util.frame.Manager.doStaticInit(Manager.java:411)
at com.sterlingcommerce.woodstock.util.frame.Manager.<clinit>(Manager.java:168)
at java.lang.J9VMInternals.initializeImpl(Native Method)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:194)
at com.sterlingcommerce.woodstock.util.frame.Component.init(Component.java:61)
at
com.sterlingcommerce.woodstock.util.frame.log.LogService.<clinit>(LogService.java:103)
at java.lang.J9VMInternals.initializeImpl(Native Method)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:194)
at com.sterlingcommerce.security.log.CryptoLogger.<clinit>(CryptoLogger.java:42)
at java.lang.J9VMInternals.initializeImpl(Native Method)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:194)
at
com.sterlingcommerce.security.control.SCIMessageDigest.<clinit>(SCIMessageDigest.java:46)
at java.lang.J9VMInternals.initializeImpl(Native Method)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:194)
at
com.sterlingcommerce.security.provider.SCIPBEWrapper.<init>(SCIPBEWrapper.java:91)
at
com.sterlingcommerce.security.opsutilities.WPasswords.encryptPassphrase(WPasswords.java:162)
at
com.sterlingcommerce.security.opsutilities.WPasswords.encrypt(WPasswords.java:221)
at
com.sterlingcommerce.security.opsutilities.WPasswords.encrypt(WPasswords.java:216)
```

```
at com.sterlingcommerce.security.opsutilities.WPasswords.main(WPasswords.java:300)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:79)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
at java.lang.reflect.Method.invoke(Method.java:618)
at com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:81)
An error occurred attempting to decrypt property values in the property manager.
java.lang.NullPointerException
at
com.sterlingcommerce.security.opsutilities.WPasswords.decryptPassphrase(WPasswords.j
ava:127)
at
com.sterlingcommerce.security.opsutilities.WPasswords.decrypt(WPasswords.java:152)
at
com.sterlingcommerce.security.opsutilities.WPasswords.decrypt(WPasswords.java:146)
at
com.sterlingcommerce.security.opsutilities.EncryptionHandler.doDecrypt(EncryptionHan
dler.java:40)
at
com.sterlingcommerce.woodstock.install.interfaces.AbstractEncryptionHandler.decrypt(
AbstractEncryptionHandler.java:98)
at
com.sterlingcommerce.woodstock.util.frame.Manager.decryptProperties(Manager.java:470
)
at
com.sterlingcommerce.woodstock.util.frame.Manager.decryptProperty(Manager.java:452)
at
com.sterlingcommerce.woodstock.util.frame.Manager.handleEncryptedContent(Manager.jav
a:427)
at com.sterlingcommerce.woodstock.util.frame.Manager.doStaticInit(Manager.java:411)
at com.sterlingcommerce.woodstock.util.frame.Manager.<clinit>(Manager.java:168)
at java.lang.J9VMInternals.initializeImpl(Native Method)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:194)
at
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Service and Adapter

Escalation ID: 150047

Fix ID: 214715

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX7296

Title: FTP Client Begin Session takes two minutes to error for invalid host name

Description:

If an invalid host name is provided to the FTP Client Begin Session service, an error is immediately thrown in the logs for an `UnknownHostException`. However, the Begin Session service continues to run for two more minutes before a `WFCNotFoundExcepion` is thrown and the step fails.

For BP processes that automatically retry, this can cause the BP to hold a thread for an unreasonable period of time.

#### Error Message:

```
[2009-10-07 09:58:00.124] ERROR <798371734> 000000000000 GLOBAL_SCOPE
FtpDmiVisibilityContext.FtpDmiVisibilityContext(S) encountered UnknownHostException:
java.net.UnknownHostException: ftptest: ftptest
at java.net.InetAddress.getAllByName0(InetAddress.java:1163)
at java.net.InetAddress.getAllByName0(InetAddress.java:1133)
at java.net.InetAddress.getAllByName(InetAddress.java:1096)
at java.net.InetAddress.getByName(InetAddress.java:993)
at
com.sterlingcommerce.woodstock.services.psftpclient.client.FtpDmiVisibilityContext.<
init>(FtpDmiVisibilityContext.java:94)
at
com.sterlingcommerce.woodstock.services.psftpclient.client.ServiceSession.start(Serv
iceSession.java:140)
at
com.sterlingcommerce.woodstock.services.psftpclient.client.FtpClient.beginSession(Ft
pClient.java:288)
at
com.sterlingcommerce.woodstock.services.psftpclient.FtpClientAdapterImpl.beginSessio
n(FtpClientAdapterImpl.java:184)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:64)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
at java.lang.reflect.Method.invoke(Method.java:615)
at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:309)
at sun.rmi.transport.Transport$1.run(Transport.java:168)
at java.security.AccessController.doPrivileged(AccessController.java:275)
at sun.rmi.transport.Transport.serviceCall(Transport.java:164)
at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:506)
at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.handleRequest(TCPTransport.java
:838)
at sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:912)
at java.lang.Thread.run(Thread.java:801)
.
.
[2009-10-07 09:58:00.17] DEBUG <798371734 LowSM
SFTPClientAdapter_FTPClientAdapter_node1_12549238800881013:339> 000000000000
GLOBAL_SCOPE FtpResponse.saveTranscriptDoc transcript is

[2009-10-07 09:58:00.17] DEBUG <798371734 LowSM
SFTPClientAdapter_FTPClientAdapter_node1_12549238800881013:339> 000000000000
GLOBAL_SCOPE FtpResponse.saveTranscriptDoc exiting
[2009-10-07 09:58:30.101] DEBUG <FTP-Client-Scheduler> 000000000000 GLOBAL_SCOPE
TimeoutHandler.run() - timeout hit, but response already received. Ignoring...
```

```
[2009-10-07 10:00:03.548] ERROR <798371734 LowSM
SFTPClientAdapter_FTPClientAdapter_nodel_12549238800881013:339> 000000000000
GLOBAL_SCOPE resumeWorkFlow
com.sterlingcommerce.woodstock.workflow.WFCNotFoundException:
WFC(upslapp5:nodel:12401689175:360889) was Not Found
at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.read(WorkFlowContext.java:35
74)
at com.sterlingcommerce.woodstock.workflow.engine.WEHelper.read(WEHelper.java:618)
at
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIIImpl.continueDispatc
h(WorkFlowEngineRMIIImpl.java:1343)
at
com.sterlingcommerce.woodstock.workflow.InitialWorkFlowContext.continueWorkFlow(Init
ialWorkFlowContext.java:1522)
at
com.sterlingcommerce.woodstock.services.psftpclient.FtpResponse.resumeWorkFlow(FtpRe
sponse.java:187)
at
com.sterlingcommerce.woodstock.services.psftpclient.FtpResponse.sendResults(FtpRespo
nse.java:158)
at
com.sterlingcommerce.woodstock.services.psftpclient.client.ServiceSession.freeSessio
n(ServiceSession.java:497)
at
com.sterlingcommerce.woodstock.services.psftpclient.client.ServiceSession.failedSequ
ence(ServiceSession.java:438)
at
com.sterlingcommerce.woodstock.services.psftpclient.client.ServiceSession.update(Ser
viceSession.java:244)
at
com.sterlingcommerce.woodstock.services.psclientcommon.Session.notifyObservers(Sessi
on.java:179)
at
com.sterlingcommerce.woodstock.services.psftpclient.client.FtpCommand.handleCONTROL_
CONNECTCommand(FtpCommand.java:449)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:64)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(Delega
```

**Resolution:**

Please apply Gentran Integration Suite 4.2 Build 4222 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Service and Adapter

Escalation ID: 95386

Fix ID: 203109, 213619

Severity: Normal

Type: NormalFix

Build: 4222, 5004

## InQuira ID: ENH1067

Title: XML digital signature service is not available

Request Description: XML digital signature service is not available in Gentran Integration Suite.

Escalation ID: 1366547 (165820, 169920)

Status: Completed

Request Resolution: The XML digital signature service signs or verifies the XML signature. It provides integrity and confidentiality of XML documents and messages.

The XML digital signature service in Sterling Integrator supports the following types of XML signatures:

- ◆ Enveloped (default) - signature of either an entire document or a document fragment where the XML signature is embedded within the signed document.
- ◆ Enveloping - signature where signed data is embedded within XML signature structure.
- ◆ Detached - signature where the signed entities are not attached to the actual signature fragment.
- ◆ Combination (combination of enveloped, enveloping, and detached)

Steps to import a KeyCert into Sterling Integrator:

1. Login to Gentran Integration Suite.
2. Select **Trading Partner** -> **Digital Certificates** -> **Trusted**.
3. Select **New Certificate** under **Check in**.
4. Select the certificate and click **Next**.
5. Enter the Certificate Name and click **Next**.
6. Review and click **Finish**.
7. You can use this certificate in your BPML associated with the appropriate field (signCertificateIdentifier).

Please apply Gentran Integration Suite, Release 4.2 Build 4215 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

## InQuira ID: ENH1151

Title: Need the ability to build and parse cryptographic messages in SMIME, PEM or DER format

Request Description: Need the ability to build and parse cryptographic messages in SMIME, PEM or DER format. The requirement must follow Cryptographic Message Syntax (CMS) standard.

Escalation ID: 1369823 (36063, 169920, 180542)

Status: Completed

Request Resolution: The Cryptographic Message service has been added to build and parse cryptographic messages in SMIME, PEM, DER format.

Please see <http://www.sterlingcommerce.com/Documentation/GIS42/ServAdaptListPage.htm> for this service for usage information.

Please see <http://www.sterlingcommerce.com/Documentation/GIS43/ServAdaptListPage.htm> for this service for usage information.

Please see <http://www.sterlingcommerce.com/Documentation/SI50/ServAdaptListPage.htm> for this service for usage information.

Please apply Gentran Integration Suite, Release 4.2 Build 4216 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

## InQuira ID: NFX4550

**Title:** When implementing cluster on the HTTP Client adapters using the group method, HTTP begin session fails.

**Description:** When implementing cluster on the HTTP Client adapters using the group method, HTTP begin session fails with `ServicesControllerImpl` could not find an adapter by service name `[CHR_HTTPClientAdapter_grp]`.

**Error Message:** 1372145

```
CHR_httpclientbeginsession step "Mandatory parameter missing"  
CRH_httpclientendsession step: "General Engine Error"
```

**Instance data for CHR\_httpclientendsession** shows the following error: Could not find an adapter by service name `[CHR_httpclientadapter_grp]`

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

**Functional Area:** Services and Adapters

**Escalation ID:**

**Fix ID:** 186140

**Severity:** Critical

**Type:** Normal Fix

**Build:** 5002

## InQuira ID: NFX4715

**Title:** Error Could not locate file 'gis43\_Log' for database when running business process `Schedule_DBMonitorService`

**Description:** In Gentran Integration Suite, the business process `Schedule_DBMonitorService` gives the following error:

```
Error Could not locate file 'gis43_Log' for database 'gis43' in sys.database_files.
```

The file either does not exist, or was dropped at the step `DBMonitorService_3` in the `Schedule_DBMonitorService` business process.

**Error Message:**

```
2009-01-06 12:19:53.785] ERROR 000310100503  
UTIL.FRAME_JDBC.ERR_MSSQLVarData_runIndexRebuilds Exception:
```

```
MSSQLVarData.runIndexRebuilds() - Error running the SQL statement ( DBCC SHRINKFILE
(gis43_Log) )
[2009-01-06 12:19:53.785] ERROR 000310100455
UTIL_FRAME_JDBC.ERR_JDBCService_runIndexRebuilds1 JDBCService.runIndexRebuilds
SQL Error Code: 8985
SQL State: S0001
com.microsoft.sqlserver.jdbc.SQLServerException: Could not locate file 'gis43_Log'
for database 'gis43' in sys.database_files. The file either does not exist, or was
dropped.
  at com.microsoft.sqlserver.jdbc.SQLServerException.makeFromDatabaseError(Unknown
Source)
at com.microsoft.sqlserver.jdbc.SQLServerStatement.getNextResult(Unknown Source)
  at
com.microsoft.sqlserver.jdbc.SQLServerPreparedStatement.doExecutePreparedStatement(U
nknown Source)
  at
com.microsoft.sqlserver.jdbc.SQLServerPreparedStatement$PrepStmtExecCmd.doExecute(Un
known Source)
  at com.microsoft.sqlserver.jdbc.TDSCommand.execute(Unknown Source)
  at com.microsoft.sqlserver.jdbc.SQLServerConnection.executeCommand(Unknown Source)
  at com.microsoft.sqlserver.jdbc.SQLServerStatement.executeCommand(Unknown Source)
  at com.microsoft.sqlserver.jdbc.SQLServerStatement.executeStatement(Unknown Source)
  at com.microsoft.sqlserver.jdbc.SQLServerPreparedStatement.execute(Unknown Source)
  at
com.sterlingcommerce.woodstock.util.frame.jdbc.MSSQLVarData.runIndexRebuilds(MSSQLVa
rData.java:861)
  at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.runIndexRebuilds(JDBCServ
ice.java:4038)
  at
com.sterlingcommerce.woodstock.workflow.services.DBMonitorService.checkDBIndex(DBMon
itorService.java:351)
  at
com.sterlingcommerce.woodstock.workflow.services.DBMonitorService.processData(DBMoni
torService.java:109)
  at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1690)
  at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:565)
  at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:338)
  at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:326)
  at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQue
ueListener.java:202)
  at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163)
  at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:149)
```

```

at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
31)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:496)
at java.lang.Thread.run(Thread.java:595)

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Services and Adapters

Escalation ID: 1372091

Fix ID: 172787, 175633

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

**InQuira ID: NFX5344**

Title: GetDocumentInfo service not populating DocumentCreateTime

Description: In Gentran Integration Suite 4.3 build 4317, GetDocumentInfo service creates an empty ProcessData node for DocumentCreateTime.

```

<ProcessData>
  <FileName>test.txt</FileName>
  <PrimaryDocument
SCIOBJECTID="GIS43TEST1:node1:1200f57f968:641476"/>
  <BodyName>test.txt</BodyName>
  <BodyLength>10</BodyLength>
  <DocumentBodyLength>10</DocumentBodyLength>
<DocumentLength>10</DocumentLength>
  <DocumentName>test.txt</DocumentName>
<DocumentId>GIS43TEST1:node1:1200f57f968:641474</DocumentId>
  <DocumentSubject/>
<DocumentCreateTime/>
  <DocumentModifiedTime/>
  <DocumentLifeSpan>0
Minutes</DocumentLifeSpan>
<DocumentInitialId>GIS43TEST1:node1:1200f57f968:641474</DocumentInitialId>
<DocumentMaxInlineBodySize>102400</DocumentMaxInlineBodySize>
<DocumentPurgeAfter>2009-03-17 09:26:45.567</DocumentPurgeAfter>
<DocumentStorageType>DATABASE</DocumentStorageType>
<DocumentWorkflowId>291886</DocumentWorkflowId>
  <Encrypted>>false</Encrypted>
<DocumentType>0</DocumentType>
<DocumentContentType>text/plain</DocumentContentType>
</ProcessData>

```

Error Message: No error message. Missing DocumentCreateTime from Process Data.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Services and Adapters

Escalation ID: 1373123

Fix ID: 180869, 180870

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

InQuira ID: NFX6089

Title: Business processes using the XFORM XPATH functions if() and now() fails

Description: Business processes using the XFORM XPATH functions if() and now() fails.

**Note:** When the business process is created and executed immediately, it works. If Gentran Integration Suite is restarted, business process fails when executed.

Error Message:

```
javax.xml.transform.TransformerException: Unable to get/create XPath object from
cache with XPath value of "now()". The system log may have further information.
Search for "XPathCacheLoader.load" to find more detailed information.
System.log shows: [2009-05-08 11:00:07.321] ALL 000000000000 GLOBAL_SCOPE
XPathCacheLoader.load() key = now() TransformerException cause = 'null', message =
'Could not find function: now'[2009-05-08 11:00:07.321] ERROR 000000000000
GLOBAL_SCOPE XMLUtil.getXObject() newXPath = now() TransformerException null
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Services and Adapters

Escalation ID: 42782

Fix ID: 185823

Severity: Normal

Type: Normal Fix

Build: 5002

InQuira ID: NFX6159

Title: Retention processor fails every time it runs on a cluster but there is no problem on standalone instance

Description: Whenever Schedule\_RetentionProcessor runs, it fails on the first step (Retention Processor Service) with the following error message: `ServiceControl didn't load this service properly, check the servicectl.log for details.` Issue originally reported this error on a cluster at Gentran Integration Suite, Release 4.3 Build 4318, but no problem on a standalone instance at Gentran Integration Suite, Release 4.3 Build 4318.

**Error Message:**

```

Servicesctl.log Logging:
[2009-05-28 14:42:37.834] DEBUG 000420020312
SERVICES.SERVICES_CONTROLLER.DEB_SCI_unregisterThread11 SCI.unregisterThread(),
Removing td[ WFE.19435182.Thread ] from internal hashtables.
[2009-05-28 14:42:37.834] DEBUG 000420020164
SERVICES.SERVICES_CONTROLLER.DEB_ServiceControllImpl_getAdapterProperties
[ServiceControllImpl.getAdapterProperties] adapter RetentionProcessor is unknown
[2009-05-28 14:42:37.834] DEBUG 000420020164
SERVICES.SERVICES_CONTROLLER.DEB_ServiceControllImpl_getAdapterProperties
[ServiceControllImpl.getAdapterProperties] adapter RetentionProcessor is unknown
[2009-05-28 14:42:37.85] DEBUG 000420020024
SERVICES.SERVICES_CONTROLLER.DEB_unregisterThread_th
unregisterThread(th), Thread Name was [ LNR.19435182.Thread ] (OID= 4169866
InstallService.log
Logging:
Build Number is less than 4316, removed deprecated SDD for Retention Processor.
In removeDeprecatedServiceDef. Dropping deprecated SDD to prepare for an updated SDD
.
Starting ServiceDefinition (SDI) for: patch\servicedefs\BIAdapters.xml
SD: RetentionProcessorService Starting ServiceInstance (SII) for:
bi\serviceinstances.xml
SI: RetentionProcessor
Adding New system
SII: RetentionProcessor SII has set as default version.

```

**Resolution:** As a workaround, the Retention Processor Service can be disabled and enabled, then re-execute the business process Schedule\_RetentionProcessor and it is successful. This workaround would need to be reapplied after you have cycled your Gentran Integration Suite cluster. As a permanent resolution, we have updated the Schedule\_RetentionProcessor service definition to be cluster-safe.

Please apply Gentran Integration Suite, Release 4.3 Build 4320.

Please apply Sterling Integrator, Release 5.0 Build 5003.

Functional Area: Services and Adapters

Escalation ID: 43111

Fix ID: 189522, 193778

Severity: Normal

Type: Normal Fix

Build: 4320, 5003

InQuira ID: NFX6232

Title: Import service hangs Gentran Integration Suite on Windows MSSQL 2005

Description: Import service hangs Gentran Integration Suite on Windows MSSQL 2005. A simple business process with Import Service fails to import and the Gentran Integration Suite instance goes into a hanging state.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Services and Adapters

Escalation ID: QC

Fix ID: 186804, 187553, 187474, 190863

Severity: Normal

Type: Normal Fix

Build: 4319, 5002, 5003

**InQuira ID: NFX6508**

**Title:** Import service hangs Sterling Integrator on Windows MSSQL 2005 - while importing Entities with CA/Trusted certificates

**Description:** The business process executes causing Sterling Integrator to hang to a level where one cannot login to the system. The Sterling Integrator needs to be restarted.

**Error Message:** No error message.

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

**Functional Area:** Services and Adapters

**Escalation ID:** QC

**Fix ID:** 189914

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5002

**InQuira ID: NFX7087**

**Title:** Business processes hanging in WaitingOnIO state on SFTP Client Begin Session service

**Description:** Business processes hanging in WaitingOnIO state on SFTP Client Begin Session service.

**Error message:**

```

ERROR
EDU.oswego.cs.dl.util.concurrent.TimeoutException
    at
EDU.oswego.cs.dl.util.concurrent.FutureResult.timedGet(FutureResult.java:128)
    at
com.sterlingcommerce.woodstock.services.sftpclient.services.Response.waitForResults(
Response.java:107)
    at
com.sterlingcommerce.woodstock.services.sftpclient.client.Client.beginSession(Client
.java:286)
    at
com.sterlingcommerce.woodstock.services.sftpclient.AdapterImpl.beginSession(AdapterI
mpl.java:191)
    at sun.reflect.GeneratedMethodAccessor164.invoke(Unknown Source)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
    at java.lang.reflect.Method.invoke(Method.java:324)
    at sun.rmi.server.UnicastServerRef.dispatch(UnicastServerRef.java:261)
    at sun.rmi.transport.Transport$1.run(Transport.java:148)
    at java.security.AccessController.doPrivileged(Native Method)
    at sun.rmi.transport.Transport.serviceCall(Transport.java:144)
    at sun.rmi.transport.tcp.TCPTransport.handleMessages(TCPTransport.java:460)
    at
sun.rmi.transport.tcp.TCPTransport$ConnectionHandler.run(TCPTransport.java:701)
    at java.lang.Thread.run(Thread.java:534)

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Services and Adapters

Escalation ID: QC

Fix ID: 196621

Severity: Critical

Type: Normal Fix

Build: 5003

### InQira ID: NFX7153

Title: Enhance the LockService functionality to return a different timestamp format.

Description: The LockService needs to be modified to return a different timestamp (one similar to what is stored within the internal locks table). The current timestamp in LockService is returned in calendar format. Users need to be able to subtract the timestamp returned in LockService from the one returned in the TimestampUtilityService.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

See the Sterling Integrator 5.0 Documentation Updates for more information on Lock Service (Build 5003 or higher).

Functional Area: Services and Adapters

Escalation ID: 70215

Fix ID: 196590

Severity: Normal

Type: New Functionality

Build: 5003

### InQira ID: NFX7358

Title: NullPointerException found in sftpserver.log

Description: NullPointerException found in sftpserver.log.

Error message:

```
[2009-10-08 09:39:18.774] ERROR 000000000000 GLOBAL_SCOPE An exception occurred in
closeFile.
[2009-10-08 09:39:18.774] ERROR 000000000000 GLOBAL_SCOPE [1255009158774] null
[2009-10-08 09:39:18.775] ERRORDTL 000000000000 GLOBAL_SCOPE
[1255009158774]java.lang.NullPointerException
    at java.lang.String.<init>(String.java:261)
    at
com.sterlingcommerce.woodstock.workflow.DocumentNurseryRecord.getKeyBlobId(DocumentN
urseryRecord.java:384)
    at
com.sterlingcommerce.woodstock.workflow.DocumentNurseryRecord.complete(DocumentNurse
ryRecord.java:283)
```

```

    at
com.sterlingcommerce.woodstock.services.sftpserver.server.MessageReaderWriterBase.closeSucceeded(MessageReaderWriterBase.java:160)
    at
com.sterlingcommerce.woodstock.services.sftpserver.server.MessageOperation.close(MessageOperation.java:272)
    at
com.sterlingcommerce.woodstock.services.sftpserver.server.MessageProvider.close(MessageProvider.java:171)
    at
com.sterlingcommerce.woodstock.services.sftpserver.server.MailboxSystemProvider.closeFile(MailboxSystemProvider.java:695)
    at com.maverick.sshd.SftpSubsystem$_K.run(Unknown Source)
    at com.maverick.sshd.SftpSubsystem$_T.A(Unknown Source)
    at com.maverick.sshd.SftpSubsystem.onMessageReceived(Unknown Source)
    at com.maverick.sshd.Subsystem.processMessage(Unknown Source)
    at com.maverick.sshd.SessionChannel.onChannelData(Unknown Source)
    at com.maverick.sshd.Channel.A(Unknown Source)
    at com.maverick.sshd.ConnectionProtocol.E(Unknown Source)
    at com.maverick.sshd.ConnectionProtocol.processMessage(Unknown Source)
    at com.maverick.sshd.TransportProtocol.A(Unknown Source)
    at com.maverick.sshd.TransportProtocol.B(Unknown Source)
    at com.maverick.sshd.TransportProtocol.onSocketRead(Unknown Source)
    at com.maverick.nio.SocketConnection.processReadEvent(Unknown Source)
    at com.maverick.nio.Daemon$_C.processSelectionKey(Unknown Source)
    at com.maverick.nio.SelectorThread.run(Unknown Source)
[2009-10-08 09:39:18.775] ERROR 000000000000 GLOBAL_SCOPE An exception occurred in closeFile.
java.lang.NullPointerException
    at java.lang.String.<init>(String.java:261)
    at
com.sterlingcommerce.woodstock.workflow.DocumentNurseryRecord.getKeyBlobId(DocumentNurseryRecord.java:384)
    at
com.sterlingcommerce.woodstock.workflow.DocumentNurseryRecord.complete(DocumentNurseryRecord.java:283)
    at
com.sterlingcommerce.woodstock.services.sftpserver.server.MessageReaderWriterBase.closeSucceeded(MessageReaderWriterBase.java:160)
    at
com.sterlingcommerce.woodstock.services.sftpserver.server.MessageOperation.close(MessageOperation.java:272)
    at
com.sterlingcommerce.woodstock.services.sftpserver.server.MessageProvider.close(MessageProvider.java:171)
    at
com.sterlingcommerce.woodstock.services.sftpserver.server.MailboxSystemProvider.closeFile(MailboxSystemProvider.java:695)
    at com.maverick.sshd.SftpSubsystem$_K.run(Unknown Source)
    at com.maverick.sshd.SftpSubsystem$_T.A(Unknown Source)
    at com.maverick.sshd.SftpSubsystem.onMessageReceived(Unknown Source)
    at com.maverick.sshd.Subsystem.processMessage(Unknown Source)
    at com.maverick.sshd.SessionChannel.onChannelData(Unknown Source)
    at com.maverick.sshd.Channel.A(Unknown Source)
    at com.maverick.sshd.ConnectionProtocol.E(Unknown Source)
    at com.maverick.sshd.ConnectionProtocol.processMessage(Unknown Source)

```

```
at com.maverick.sshd.TransportProtocol.A(Unknown Source)
at com.maverick.sshd.TransportProtocol.B(Unknown Source)
at com.maverick.sshd.TransportProtocol.onSocketRead(Unknown Source)
at com.maverick.nio.SocketConnection.processReadEvent(Unknown Source)
at com.maverick.nio.Daemon$_C.processSelectionKey(Unknown Source)
at com.maverick.nio.SelectorThread.run(Unknown Source)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Services and Adapters

Escalation ID: QC

Fix ID: 202619

Severity: Critical

Type: Normal Fix

Build: 5003

### InQira ID: NFX7365

Title: No Filename Specified error on SFTP Client PUT Service after performing ACH Envelope service

Description: No Filename Specified error on SFTP Client PUT Service after performing ACH Envelope service.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Services and Adapters

Escalation ID: QC

Fix ID: 201621

Severity: Normal

Type: Normal Fix

Build: 5003

### InQira ID: NFX7369

Title: Orphan document is created by Crypto Message service

Description: Orphan document is created by Crypto Message service. The suspect reason is that the output document is created but not put into the primary document before executing the pipeline. If there is an exception thrown during the pipeline, the document will not be inserted into DOCUMENT table, but could create an orphan document in the DATA\_TABLE.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Services and Adapters

Escalation ID: QC

Fix ID: 199694  
Severity: Normal  
Type: Normal Fix  
Build: 5003

## Service and Adapter Framework

NFX11064

Title: startContainerWindowsService.cmd does not start the adapter containers.

Description: After setting up a container, when you issue the startContainerWindowsService.cmd, the script executes with an error.

This issue occurs on Windows cluster environment.

Error Message:

```
set service_name=Sterling Commerce AC_node1AC1 at 29000"  
C:\R3drp2mysql\install\logs\node1AC1\startContainer_node1AC.log  
    1 file(s) moved.  
"backing up log files to C:\R3drp2mysql\install\logs\node1AC1\logs_Mon09_14_2009  
_6303202"  
The Sterling Commerce AC_node1AC1 at 29000 service could not be started.  
A system error has occurred.  
System error 1067 has occurred.  
The process terminated unexpectedly.
```

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Service and Adapter Framework

Escalation ID: QC

Fix ID: 201613

Severity: Normal

Type: NormalFix

Build: 5008

## Services Controller

InQuira ID: NFX3115

Title: Running Connect:Enterprise Unix Adapter in cluster shows adapter name, not the service function in the business process details.

Description: When in failover and running on node2, the business process steps will only show that it is running on the node2 adapter, i.e. CEU\_Node2, and will not indicate if the step was a Begin Session, Add, End, etc. service like it does when running on node1, i.e. CEU Server Begin Session Service.

Resolution: Change the WFC service name to Serviceinfo service name if the adapter type was STATELESS only.

Please apply Gentrans Integration Suite, Release 4.3 Build 4310 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Services Controller

Escalation ID: 1368799

Fix ID: 40307, 157797

Severity: Normal

Type: Normal Fix

Build: 4310, 5001

## Services - Crypto Message Service

InQira ID: ENH2220

Title: Add SHA256 to CMS hashing algorithms

Request Description: Add SHA256 to Crypto Message Service hashing algorithms.

Escalation ID: QC (207485)

Status: Completed

Request Resolution: When you configure the Crypto Message Service in Sterling Integrator, you can now select SHA256 in the Signing Algorithm field to sign or verify the digital signatures. Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

## SFG - Admin UI

InQira ID: NFX9329

Title: Unable to generate reports in Sterling File Gateway running on a Windows XP system with Safari browser version 4.0.4

Description: Unable to generate reports in Sterling File Gateway running on a Windows XP system with Safari browser version 4.0.4 if report window is closed. Once the report is generated, close the report browser window or tab and attempt to generate another report, there is no response.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SFG - Admin UI

Escalation ID: QC

Fix ID: 210392

Severity: Normal

Type: Normal Fix

Build: 5006

## **SFG - Installation**

InQuira ID: NFX9324

Title: Sterling File Gateway is not installed automatically after applying a Sterling Integrator patch

Description: After installing Sterling Integrator patch on a system where Sterling File Gateway is also installed. The installation service should detect if Sterling File Gateway installation is already present and then install it automatically.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SFG - Installation

Escalation ID: QC

Fix ID: 220502

Severity: Normal

Type: Normal Fix

Build: 5006

## **SFG - Partner Management**

InQuira ID: NFX9129

Title: Error while creating Sterling File Gateway community

Description:

While creating a Sterling File Gateway (SFG) community with only the option "Partner Listens for Protocol Connections" chosen and a only a custom protocol selected, the error below is thrown after clicking "Next" button.

Error Message:

Error: "At least one protocol must be chosen."

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: SFG - Partner Mgt

Escalation ID: 183868

Fix ID: 231014

Severity: Normal

Type: NormalFix

Build: 5008

#### InQira ID: NFX8145

Title: The user account information complains of password length error

Description: When editing a partner on the **User Account Information** page of the wizard, the page complains about the length of the password, when no password change is being requested and the existing password is longer than the length mentioned in the error.

Error Message: No error message.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SFG - Partner Management

Escalation ID: QC

Fix ID: 196729, 196727

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

#### InQira ID: NFX7653

Title: Boolean choice is not honored at runtime in the FileGatewayDeliverFTP

Description: The "Upload file under temp name first" boolean choice is not honored at runtime in the FileGatewayDeliverFTP business process for the FTP listening consumer configuration.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SFG - Partner Management

Escalation ID: QC

Fix ID: 203564

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX5573

Title: Deleted User ID in Sterling Integrator cannot be recreated in Sterling File gateway using the same name

Description: After deleting a dashboard User ID in Sterling Integrator, it is not possible to create a User ID with the same name in Sterling File Gateway.

Error Message:

User Name just entered already exists. Please enter a unique name.

Resolution: You can create User IDs deleted in Sterling Integrator using the same name in Sterling File Gateway and vice-versa.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SFG - Partner Management

Escalation ID: 00048493

Fix ID: 186418

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX9530

Title: SFG partners can be created using the same partner codes in different cases

Description: SFG partners can be created using the same partner codes in different cases when using DB2 database.

Error Message: N/A

Resolution: Partners with same partner codes in different cases cannot be created.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SFG - Partner Management

Escalation ID: QC

Fix ID: 224361

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX7563

Title: Sterling File Gateway Partner is unable to be saved with External Authentication selected.

Description: When creating a new Partner in SFG, with External Authentication selected on the Add Partner: User Account screen, and no LDAP server is selected. New partner appears to save with Local Authentication checked instead of External Authentication selected.

Unable to edit the partner and have it save as External Authentication. Issue is isolated to Hotfix:  
4318\_BR48891\_SR187243\_188983

Doing SSO integration with SiteMinder. The user is authenticated before reaching Gentran Integration Suite, then Gentran Integration Suite just accepts the credentials from SiteMinder, so Gentran Integration Suite never authenticates against LDAP, hence no LDAP server is selected when the SFG partner and userid is created.

Error Message: No error message is displayed.

Resolution: With fix applied, you are allowed to create a new Partner in SFG, with External Authentication selected on the Add Partner: User Account screen, and no LDAP server selected and the partner is now saved as External Authentication.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Partner Management

Escalation ID: 109937

Fix ID: 205571

Severity: Normal

Type: Normal Fix

Build: 5006

## **SFG - Performance**

InQuira ID: NFX5521

Title: AFTRouteSendMessage business process is not making use of the document storage type that is set in the business process

Description: AFTRouteSendMessage business process is not making use of the document storage type that is set in the business process. Though the storage type is changed from the default (Database) to filesystem, the business process steps show database as document storage. Since AFT does not create a document in this specific AFT setup, changing the document storage type of the AFT business processes does not have any impact on routing. The storage type only comes into play when the document is created. Once this is done, its document storage setting remains the same regardless of which mailbox it was added to or removed from.

The storage type is determined by the setting of the adapter (FTP or HTTP) that created the document as a result of the upload by the initiating producer. This means that the storage type of the respective server adapter used by the producer needs to be updated to take the effect. When a producer uses an FTP server adapter to upload a document, changing the FTP adapter's storage type is currently working perfectly as expected. While using MBI interface, that is accessing MBI through HTTP adapter into which mailbox WAR is deployed, changing the HTTP adapter's storage type is not being used correctly while routing.

Error Message: No error message.

Resolution:

For AFT issues, Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

For SFG issues, please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

For AFT:

By default, Gentran Integration Suite provides one instance of the HTTP Server Adapter with name MBI HTTP server adapter where mailbox and myaft wars are deployed at <base-port>+34. Storage type of this instance could be controlled by users as needed, for example, Database to File system. The Producer has to either use mailbox interface or myaft interface with the respective port to upload a document ( `http://host:port/mailbox` OR `http://host:port/myaft` ).

For SFG:

The following new properties are added in `filegateway_ui.properties` to decide document storage as an override to the global default supplied in `jdbc.properties`.# Storage type to use for new documents

```
##### Property: myFgStorageType #####
# Storage type to use for new documents
#
# storage type can be configured to one of the following:
# default - use the system default
# db- store documents in database
# file- store documents in file system
#
# examples:
# myFgStorageType=db
# myFgStorageType=file
# myFgStorageType=default
# myFgStorageType=default
```

If any document goes into the mailbox via `myFileGateWay` the storage type is decided based on the above properties file configuration.

Functional Area: SFG - Performance

Escalation ID: 25963

Fix ID: 182950, 199301, 201061

Severity: Normal

Type: Normal Fix

Build: 4319, 4322, 5006

InQuira ID: NFX9535

Title: Full table scan is performed on YFS\_USER table

Description: Full table scan is performed on YFS\_USER table, which is a CPU intensive operation.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SFG - Performance

Escalation ID: QC

Fix ID: 208932

Severity: Normal

Type: Normal Fix

Build: 5006

## SFG - Route Config UI

InQuira ID: NFX9029

Title: Unable to display routing channel template information in detail

Description:

When logged into filegateway as an fg\_sysadmin level admin account, editing any routing template, saving it, the save was successful, and trying to highlight the template to view it; the right side window appears to be missing detailed template information and only displayed skeleton template information without any parameters that was setup previously. However, when the admin logout and back in to view the routing templates again, the admin is able to see the template information as if there was no issues and with detailed setup as one is expected to see. The observed available routing templates in the listing is greater than 130 in total estimate count.

Error Message:

```
Normal
0
false
false
false
MicrosoftInternetExplorer4
/* Style Definitions */
table.MsoNormalTable
{mso-style-name:"Table Normal";
mso-tstyle-rowband-size:0;
mso-tstyle-colband-size:0;
mso-style-noshow:yes;
mso-style-parent:"";
mso-padding-alt:0in 5.4pt 0in 5.4pt;
mso-para-margin:0in;
mso-para-margin-bottom:.0001pt;
mso-pagination:widow-
orphan;
font-size:10.0pt;
font-family:"Times New Roman";
mso-ansi-language:#0400;
mso-fareast-language:#0400;
mso-bidi-language:#0400;}
Error occurred, check log for details.
and
The instance of the template you are trying to view is no longer available.
```

Resolution:

Increased PageSize for the Routing Channel Template names to 500.

Please apply Gentran Integration Suite, Release 4.3 build 4324 or higher.

lease apply Sterling Integrator, Release 5.0 build 5008 or higher.

Functional Area: SFG - Route Config UI

Escalation ID: 00172073

Fix ID: 223169, 223170

Severity: Normal

Type: CoreChange

Build: 4324, 5008

## SFG - Route Delivery

InQira ID: NFX6957

Title: Sterling File Gateway Trading Partner FTP Connection Type is not used

Description: Using Gentran Integration Suite, Release 4.3 Build 4319 and Sterling Integrator, Release 5.0 Build 5002. The Sterling File Gateway Trading Partner FTP Connection Type is not used. All connections default to active or port mode.

The Business Process - FileGatewayDeliverFTP FTP Put Service is not using the Connection Type specified for a Trading Partner. Even though the Connection Type is passive the connections are using port or active mode.

Error Message: No errors are observed unless network security does not allow active or port mode.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

As a work around alter the FTP Put service in the Business Process - FileGatewayDeliverFTP to point to the Connection Type in Process Data.

```
<operation name="FTP Client PUT Service">
<participant name="FTPClientPut"/>
<output message="FTPClientPutServiceTypeInputMessage">
<assign to="SessionToken"
from="FTPClientBeginSessionServiceResults/SessionToken/text()"/>
<assign to="DocumentId" from='PrimaryDocumentId/text()'/>
<assign to="RemoteFileName" from='DestinationMessageName/text()'/>
<!-- Case 84348 Work around -->
<assign to="ConnectionType"
from="//ProcessData/FTPClientBeginSessionServiceResults/TPProfile/ConnectionType/text()"/></assign>
<assign to="." from="*"/>
</output>
<input message="inmsg">
<assign to="FTPClientPutServiceResults" from="*"/>
</input>
```

Functional Area: SFG - Route Delivery

Escalation ID: 00084348

Fix ID: 203561

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX8628

Title: Missing link to business process if the business process starts but does not complete

Description: When one of the nodes configured in a database was down, the in-flight transactions of Sterling File Gateway were inconsistent and failed. This also resulted in a few routes in an unchanged routing status and the link to the business process was not available. A few business processes remained in an Active status.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

After applying this patch, during a failover scenario, the in-flight transactions that are either in 'Failed' or 'Routing' status can be replayed successfully. The link to business processes corresponding to the Sterling File Gateway transactions are now available.

See the Operator Help in Sterling File Gateway online library, Build 5004 Updates, for information about Sterling File Gateway troubleshooting and recovery.

Functional Area: SFG - Route Delivery

Escalation ID: QC

Fix ID: 215880

Severity: Critical

Type: Normal Fix

Build: 5004

## **SFG - Route Processing**

InQuira ID: NFX10156

Title: Duplicate documents being sent via FTP Push in Sterling File Gateway

Description:

When a {CONSUMERNAME.EN\_US} is setup to push via FTP, then every time the {CONSUMERNAME.EN\_US} is referenced in the Routing Template, the file will be automatically push the file to the consumer resulting in two files being send to the consumer.

Error Message:

n/a

Resolution:

In cases where there are multiple Delivery Channels in an RCT, and the consumer is a listening consumer where a protocol bp is called to send outbound, then only do so ONCE, and use the 1st delivery channel definition when doing so. Any additional delivery channel will deliver to the prescribed mailbox with the prescribed name; however, no outbound protocol bp will be invoked so that duplicate outbound deliveries are not made.

Please apply Gentran Integration Suite, Release 4.3 build 4324 or higher.

Please apply Sterling Integrator, Release 5.0 build 5008 or higher

Functional Area: SFG - Route Processing

Escalation ID: 141825

Fix ID: 216028, 226156

Severity: Normal

Type: NormalFix

Build: 4324, 5008

### InQuira ID: NFX9419

Title: The timestamp on Routing transactions in SFG is off.

Description: The timestamp on Routing transactions in SFG is five hours later than Sterling Integrator on same server. Setting the time zone to server time or local time does not have any affect.

Error Message: no error message

Resolution: Correct calculation in time zone and UTC offset.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Route Processing

Escalation ID: 129245

Fix ID: 210848

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX8435

Title: Consumer messages are no longer being routed after patching Sterling File Gateway, Release 1.1 to patch version 4319, 4320, 4321, or 4322 (or 4322\_1) or after upgrading Sterling File Gateway, Release 1.1 from 4.3 patch version 4318 or earlier to Sterling File Gateway, Release 2.0 patch version 5002 or 5003.

Description:

The FileGatewayMailboxRouteArrivedFile BP is not successfully routing Producer messages to the Consumer.

The problem started after patching Sterling File Gateway, Release 1.1 to version 4319, 4320, 4321, or 4322 (or 4322\_1).

or

The problem started after upgrading from Sterling File Gateway, Release 1.1 patch version 4318 or earlier to Sterling File Gateway, Release 2.0 patch version 5002 or 5003.

The FileGatewayMailboxRouteArrivedFile BP does not error but does not invoke the File Gateway Route Service.

**Potential Impact:**

Sterling File Gateway messages fail to route and are deleted from the system. This will lead to data loss in production.

**Background Information:**

Sterling File Gateway includes the following system BPs:

- ◆ FileGatewayMailboxRoute
- ◆ FileGatewayMailboxRouteArrivedFile
- ◆ FileGatewayRoutePgpUnpackageDocument
- ◆ FileGatewayRoutePgpPackageDocument
- ◆ FileGatewaySendMessage
- ◆ FileGatewayDeliverFTP
- ◆ AFTRouteSFTPPUT
- ◆ AFTRouteViaCD

While the Dashboard UI allows for modification of these system BPs, this practice is strongly discouraged. These BPs should be considered part of the Sterling File Gateway routing engine and are subject to change in any patch or future release by Sterling Commerce as part of product fixes or enhancements.

Due to the possibility that a customer may have modified system business processes, our patch upgrade checks for updates to the system BPs. If a modification is found and the default system BP has been changed, the new BP is installed but not set as default.

This has been done to preserve the custom modifications to the BP allowing the customer to transfer these modifications over to the new BP.

To apply Sterling File Gateway BP fixes included in a patch, you are required to get the BPs from the patch, re-apply your customizations and check-in the BPs as the new default to ensure you receive all of Sterling's updates. After running through your regression tests, you can then move these updated BPs into your production environment.

**Additional Issue Details:**

For Sterling File Gateway, Release 1.1 customers: The 4319 patch shipped an updated set of Sterling File Gateway system services that only work with the updated version of the 4319 FileGatewayMailboxRouteArrivedFile BP.

For Sterling File Gateway, Release 2.0 customers who upgraded from 4318 or earlier: The Sterling File Gateway, Release 2.0 base install shipped an updated set of Sterling File Gateway system services that only work with the updated version of the 5002 FileGatewayMailboxRouteArrivedFile BP.

If the Sterling File Gateway services included in 4319 or 5002 are called from a BP created from a previous version of the FileGatewayMailboxRouteArrivedFile BP, that BP will delete the producer's message without routing it. The BP will NOT be put in a failed state to alert an administrator and the Sterling File Gateway Arrived File record will be left in a state of "Determining Routes," providing no user interface indication of the underlying issue. Finally, once the purge process runs, the Doc ID will be removed from the system and there will be no way to recover the message without re-processing it through the system.

**Issue Symptom:**

While messages were successfully sent into the system, you notice that Sterling File Gateway messages are not routed by the application. When you look in the Activity Search page, you are unable to locate these messages.

Error Message:

No error messages. Sterling File Gateway routes are not being routed.

Resolution:

For Sterling File Gateway, Release 1.1 customers: To resolve this issue, use the Sterling File Gateway BPs shipped with patch 4319 or later; and then apply your customizations.

For Sterling File Gateway, Release 2.0 customers who upgraded from 4318 or earlier: To resolve this issue, use the Sterling File Gateway BPs shipped with patch 5002 or later; and then apply your customizations.

**Mitigation (optional):**

For Gentran Integration Suite, Release 4.3/Sterling File Gateway, Release 1.1 customers:

To update your system to ensure the messages are not deleted and show up in the Sterling File Gateway Activity Search user interface as failed, you must apply patch 4322 first and install the 4322\_2 generic hotfix. You will not be able to replay these failed messages or route new ones until the complete resolution is put in place.

If you downloaded and installed 4322 or 4322\_1 and are NOT on a customer specific hotfix, you must apply this generic hotfix to mitigate this issue. Please follow the instructions below:

1. Ensure that you are already running the si\_43\_build\_4322.jar in your environment. This hotfix only contains the fixes delivered for 4322\_1 and 4322\_2 and does not contain all patch contents. You are required to already have 4322 or 4322\_1 installed prior to applying the hotfix.
2. Download the new hotfix containing mitigation for 'SFG BP Customization' issue from Support Center: si\_43\_build\_4322\_generic\_hotfix\_2.jar.
3. Install the hotfix on each node in your test environment and run your regression tests against it. Remember that this hotfix application will require a node outage. For further instructions on installing a hotfix, please refer to our user documentation at <http://www.sterlingcommerce.com/Documentation/GIS43/BuildsPage.htm>
4. Under the "Installing Builds" section, select the correct Operating System and cluster/non-cluster documentation. Refer to the "Install a Hot-Fix" within the installation instructions selected.

## 5. Install the Sterling File Gateway portion of the hotfix:

## Unix/Linux:

```
cd <install_dir>/bin
./InstallService.sh
<install_dir>/packages/filegateway_build_4322_generic_hotfix_2.jar
```

## Windows:

```
cd <install_dir>\bin
InstallService.cmd
<install_dir>\packages\filegateway_build_4322_generic_hotfix_2.jar
```

- ◆ If you downloaded and installed 4322 or 4322\_1 and are running on a customer specific hotfix, please contact your local Sterling Commerce Customer Support immediately to receive an updated hotfix for your specific implementation.

With the 4322\_2 generic hotfix, Sterling File Gateway performs a version check on system business processes to verify that the latest version is being run. If the version check fails, all routes are marked as "Failed". For a failed route, click on the row to view details. An error message of: FG-0458 A newer version of Business Process xxx is installed, but is not the default chosen version. This is a reminder to perform the changes and reset the default business process. There is also a log entry when this occurs.

After you apply 4322\_2 generic hotfix, search for any files with a status of "Determining Routes" or "Routing" and replay these. This instruction must only be completed once. New transfers that do not complete will be shown in a status of "Failed."

- ◆ For Sterling Integrator, Release 5.0/Sterling File Gateway, Release 2.0 customers who upgraded from patch 4318 or earlier:

To update your system to ensure the messages are not deleted and show up in the Sterling File Gateway Activity Search user interface as failed, you must apply patch 5004 and apply the Sterling File Gateway portion of the 5004 patch. You will not be able to replay these failed messages or route new ones until the complete resolution is put in place.

**Best Practice Steps Moving Forward:**

How will I know if I need to re-implement modifications?

During the build installation, the output will produce a message similar to the following:

Adding New system flow: FileGatewayMailboxRoute.bpml BPML has not set as default version.

When this message is seen, the BP referenced should be updated with any modifications needed and set the new system BP as the default. Failure to do so may cause a production down situation as New or updated components may not be called correctly.

When applying future patches, compare the Sterling Commerce provided BPs with your customized BPs to ensure that you re-implement all local customizations into the new system BP. You will need to manually reconcile these BPs when applying any patches in the future.

Functional Area: SFG - Route Processing

Escalation ID: 00144296

Fix ID: 218670, 217180

Severity: Critical

Type: Core Change

Build: 4322\_2,5004

### InQira ID: NFX8627

Title: Sterling File Gateway transactions inconsistent during a node failover

Description: When two nodes were configured in an Oracle RAC, and one of the nodes was down, the in-flight transactions of Sterling File Gateway were inconsistent and failed.

Error Message: No error message.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

See the Operator Help in Sterling File Gateway online library, Build 5004 Updates, for information about Sterling File Gateway troubleshooting and recovery.

Functional Area: SFG - Route Processing

Escalation ID: QC

Fix ID: 212235

Severity: Critical

Type: Normal Fix

Build: 5004

### InQira ID: NFX8801

Title: Primary Keys not randomized in Sterling File Gateway tables

Description: The primary keys in Sterling File Gateway tables are timestamps. As a result, it creates contention on Oracle RAC.

Error Message: No error message

Resolution: 'Random' key type has been added to each Sterling File Gateway entity in filgateway\_tables.xml

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: SFG - Route Processing

Escalation ID: QC

Fix ID: 217628

Severity: Critical

Type: Normal Fix

## SFG - User Interface

InQira ID: NFX9245

Title: Sterling File Gateway refers to partners by code

Description: Sterling File Gateway refers to partners by code instead of their name.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SFG - User Interface

Escalation ID: QC

Fix ID: 193899

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX9319

Title: Routing Channel Template is case-sensitive

Description: While creating a Routing Channel, the Routing Channel Template combo box returns the desired template only when the entered text matches the desired template name.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SFG - User Interface

Escalation ID: QC

Fix ID: 211983

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX9321

Title: All deliveries to FTPS listening consumers are failing

Description: All deliveries to FTPS listening consumers are failing as AFT onboarding screens for FTPS are no longer setting CA certificates in the transport records.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SFG - User Interface

Escalation ID: QC

Fix ID: 202287

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX9328

Title: Delete Routing Channel times out when you have more than 85000 routing channels

Description: Delete Routing Channel times out when you have more than 85000 routing channels in the system.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SFG - User Interface

Escalation ID: QC

Fix ID: 200432

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX9334

Title: Filter option on Download Files page in Sterling File Gateway Consumer is not working

Description: Filter option on Download Files page in Sterling File Gateway Consumer does not work properly as all the data is displayed instead of the filter criteria.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SFG - User Interface

Escalation ID: QC

Fix ID: 217413

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX9483

Title: Filegateway and custom user groups issue

Description: When creating a custom user group "SFG\_USERS" with following sub-groups assigned to it:  
"File Gateway Integration Architects"

"File Gateway Route Provisioners"

"Dashboard Users"

"Deployment"

"System Operations"

It should have all access pre-defined by above sub groups.

Error Message:

Created a test user: "demo\_user" under SFG\_USERS group and tried to login to filegateway URL. However, the following error message is returned:

User is not authorized to use this application

Resolution: Corrected SFG UI Login to look at all group permissions. Please apply Sterling Integrator, Release 5.0 build 5006

Functional Area: SFG - User Interface

Escalation ID: 96937

Fix ID: 207621

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9532

Title: SFG e-mail notifications are failing

Description: SFG e-mail notifications are failing. E-mail notifications are successful if the first notification is successful. However, if the first notification fails, subsequent notifications fail.

Error Message:

```
[2010-07-06 05:29:31.385] DEBUG 000000000000 GLOBAL_SCOPE
FileGatewayEventListener.sendEmail() - Email Address is: manish_goyal@stercomm.com
[2010-07-06 05:29:31.387] ERROR 000000000000 GLOBAL_SCOPE Received an error
attempting to send event subscription notification to user
[2010-07-06 05:29:31.387] ERROR 000000000000 GLOBAL_SCOPE [1278408571387] There was a
problem sending the email notification of event FG_0420 to user mgprod.
[2010-07-06 05:29:31.387] ERRORDTL 000000000000 GLOBAL_SCOPE
[1278408571387]com.sterlingcommerce.fg.exception.FileGatewayEventNotificationExcepti
on: There wa
s a problem sending the email notification of event FG_0420 to user mgprod.
at
com.sterlingcommerce.fg.exception.FileGatewayEventNotificationException.errorSending
Email(FileGatewayEventNotificationException.java:29)
at
com.sterlingcommerce.fg.visibility.FileGatewayEventListener.sendEmail(FileGatewayEve
ntListener.java:503)
at
com.sterlingcommerce.fg.visibility.FileGatewayEventListener.sendNotification(FileGat
ewayEventListener.java:461)
```

```
at
com.sterlingcommerce.fg.visibility.FileGatewayEventListener.handleFileGatewayEvent(F
ileGatewayEventListener.java:374)
at
com.sterlingcommerce.fg.visibility.FileGatewayEventListener.handleEvent(FileGatewayE
ventListener.java:195)
at
com.sterlingcommerce.woodstock.event.EventProcessor.fireEvent(EventProcessor.java:32
5)
at
com.sterlingcommerce.fg.visibility.FileGatewayEventFactory.basicFireEvent(FileGatewa
yEventFactory.java:722)
at
com.sterlingcommerce.fg.visibility.FileGatewayEventFactory.fireAllEventsOnSameThread
(FileGatewayEventFactory.java:714)
at
com.sterlingcommerce.fg.visibility.FileGatewayEventFactory$1.run(FileGatewayEventFac
tory.java:706)
at java.lang.Thread.run(Thread.java:735)
Caused by: javax.mail.MessagingException: Could not connect to SMTP host: localhost,
port: 25;
nested exception is:
java.net.ConnectException: A remote host refused an attempted connect operation.
at com.sun.mail.smtp.SMTPTransport.openServer(SMTPTransport.java:1213)
at com.sun.mail.smtp.SMTPTransport.protocolConnect(SMTPTransport.java:311)
at javax.mail.Service.connect(Service.java:233)
at javax.mail.Service.connect(Service.java:134)
at javax.mail.Service.connect(Service.java:86)
at com.sun.mail.smtp.SMTPTransport.connect(SMTPTransport.java:144)
at javax.mail.Transport.send0(Transport.java:150)
at javax.mail.Transport.send(Transport.java:80)
at
com.sterlingcommerce.fg.visibility.FileGatewayEventListener.sendEmail(FileGatewayEve
ntListener.java:500)
... 8 more
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SFG - User Interface

Escalation ID: QC

Fix ID: 225081

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9534

Title: SFG redelivery does not work

Description: SFG redelivery option does not work for a successfully delivered file.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SFG - User Interface

Escalation ID: QC

Fix ID: 225179

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX9537

Title: Sterling File Gateway permission types are not displayed in Sterling Integrator

Description: Sterling File Gateway permission types are not displayed in Sterling Integrator. The permissions assigned to Sterling File Gateway are listed in the database, but do not appear in the Sterling Integrator Permissions page.

Error Message: N/A

Resolution: The Sterling File Gateway permissions are now displayed in Sterling Integrator Permissions page.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SFG - User Interface

Escalation ID: QC

Fix ID: 221997

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX9748

Title: Password validation messages are displayed incorrectly

Description: In Sterling File Gateway, password validation messages are displayed incorrectly if you press `Enter` instead of clicking on `Sign In`.

Error Message: No error message. Password validation messages are displayed incorrectly.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SFG - User Interface

Escalation ID: QC

Fix ID: 227101

Severity: Normal

Type: Normal Fix

Build: 5006

## InQuira ID: NFX9846

Title: Enable Performance Statistics checkbox is disabled

Description: When you are trying to access Sterling Integrator dashboard interface through Sterling Secure Proxy with single signon enabled, the Enable Performance Statistics checkbox is disabled in the Performance Statistics Report Manager page.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

The Enable Performance Statistics checkbox can now be enabled/disabled.

Functional Area: SFG - User Interface

Escalation ID: QC

Fix ID: 217694

Severity: Normal

Type: Normal Fix

Build: 5006

## InQuira ID: NFX9863

Title: Sterling File Gateway Rout tab displays Broadcast Routing Results of all consumers.

Description: Sterling File Gateway Rout tab displays Broadcast Routing Results of all consumers.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SFG - User Interface

Escalation ID: QC

Fix ID: 229470

Severity: Normal

Type: Normal Fix

Build: 5006

## Signing/Validation

### InQuira ID: NFX6468

Title: Trustweaver signature validation: Need to handle "InvalidSignature"

Description: Trustweaver returns a `SignatureInvalid` in the code instead of returning it as a fault.

```
Code. <soap:Body>
<ValidateResult xmlns=" http://www.trustweaver.com/tsswitch ">
<Result>
<Code>SignatureInvalid</Code>
```

```
<Desc>The signature is invalid.</Desc>
</Result>
...
```

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Signing/Validation

Escalation ID: QC

Fix ID: 184361

Severity: Normal

Type: Normal Fix

Build: 5002

## Single SignOn

InQuira ID: NFX7059

Title: When Sterling File Gateway rejects a user the browser is no longer usable to login into Sterling File Gateway resources.

Description: The user is on Gentran Integration Suite, Release 4.3 Build 4318 and Sterling File Gateway 1.1. The problem also occurs when using Sterling Integrator and Sterling File Gateway 2.0. When Sterling File Gateway rejects a user login and returns a "permission denied" type of message, the browser does not allow the user to access the Sterling File Gateway Links to attempt login again.

A different browser session is required to login again.

Error Message: After the user id is rejected the panel displays the error below:

```
The user (account name) is not allowed to use this application.
Please contact your system administrator.
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Single SignOn

Escalation ID: 00086024

Fix ID: 183780, 198584

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

InQuira ID: ENH1677

Title: Allow users with less than 4 characters for Single SignOn

Request Description: Allow users with less than 4 characters for Single SignOn.

Escalation ID: 1371761 (177754, 185132)

Status: Completed

Request Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Users who have set up User IDs of less than 5 characters, and who want to use Single Sign-On (SSO), must change the `userIdMinLength` property in the `ui.property.in` file. To prevent future patch overrides, however, you should not change this file directly. Instead, add it to the `customer_overrides.properties` file. Default value of `userIdMinLength` is 5. Users should change this value to a new minimum value (greater than zero) based on the minimum character length of the user IDs they have created.

For more information, see [Working with Property Files](#) in the Sterling Integrator Documentation Library.

InQira ID: NFX4444

Title: After applying patch SSO (Single Session Signon) fails

Description: When the user enters userid and password, it is taking the user to Gentran Integration Suite User Interface (UI) ADMIN screen and not into the mailboxes. The problem occurred after applying Gentran Integration Suite Build 4213. Single Session Signon worked prior to applying patch.

Error Message:

Authentication log:

```
[2008-11-20 07:57:11.55] ERROR 000000000000 GLOBAL_SCOPE LDAPAuthentication LDAP
authentication has failed with exception for user:karunj
javax.naming.CommunicationException: ldap-it.gene.com:389 [Root exception is
java.net.ConnectException: Connection timed out]
    at com.sun.jndi.ldap.Connection.<init>(Connection.java:204)
    at com.sun.jndi.ldap.LdapClient.<init>(LdapClient.java:119)
    at com.sun.jndi.ldap.LdapClient.getInstance(LdapClient.java:1668)
    at com.sun.jndi.ldap.LdapCtx.connect(LdapCtx.java:2599)
    at com.sun.jndi.ldap.LdapCtx.<init>(LdapCtx.java:290)
    at com.sun.jndi.ldap.LdapCtxFactory.getUsingURL(LdapCtxFactory.java:175)
    at com.sun.jndi.ldap.LdapCtxFactory.getUsingURLs(LdapCtxFactory.java:193)
    at com.sun.jndi.ldap.LdapCtxFactory.getLdapCtxInstance(LdapCtxFactory.java:136)
    at com.sun.jndi.ldap.LdapCtxFactory.getInitialContext(LdapCtxFactory.java:66)
    at javax.naming.spi.NamingManager.getInitialContext(NamingManager.java:662)
    at javax.naming.InitialContext.getDefaultInitCtx(InitialContext.java:243)
    at javax.naming.InitialContext.init(InitialContext.java:219)
    at javax.naming.InitialContext.<init>(InitialContext.java:195)
    at javax.naming.directory.InitialDirContext.<init>(InitialDirContext.java:80)
    at
com.sterlingcommerce.woodstock.security.LDAPAuthentication.isAuthenticated(LDAPAuthen
tication.java:108)
    at
com.sterlingcommerce.woodstock.security.AuthenticationService.isAuthenticated(Authen
ticationService.java:435)
```

```

at
com.sterlingcommerce.woodstock.security.SecurityManager.isAuthenticated(SecurityManager.java:310)
at com.sterlingcommerce.woodstock.security.User.isAuthenticated(User.java:379)
at com.sterlingcommerce.woodstock.ui.UserAuth.isAuthenticated(UserAuth.java:111)
at
com.sterlingcommerce.woodstock.ui.EntityObject.isAuthorized(EntityObject.java:433)
at com.sterlingcommerce.woodstock.ui.servlet.Login.doPost(Login.java:206)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:760)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358)
at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:294)
at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:567)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1807)
at
org.mortbay.jetty.servlet.WebApplicationContext.handle(WebApplicationContext.java:525)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1757)
at org.mortbay.http.HttpServer.service(HttpServer.java:879)
at org.mortbay.http.HttpConnection.service(HttpConnection.java:789)
at org.mortbay.http.HttpConnection.handleNext(HttpConnection.java:960)
at org.mortbay.http.HttpConnection.handle(HttpConnection.java:806)
at org.mortbay.http.SocketListener.handleConnection(SocketListener.java:218)
at org.mortbay.util.ThreadedServer.handle(ThreadedServer.java:331)
at org.mortbay.util.ThreadPool$PoolThread.run(ThreadPool.java:520)
Caused by: java.net.ConnectException: Connection timed out
at java.net.PlainSocketImpl.socketConnect(Native Method)
at java.net.PlainSocketImpl.doConnect(PlainSocketImpl.java:305)
at java.net.PlainSocketImpl.connectToAddress(PlainSocketImpl.java:171)
at java.net.PlainSocketImpl.connect(PlainSocketImpl.java:158)
at java.net.Socket.connect(Socket.java:461)
at java.net.Socket.connect(Socket.java:411)
at java.net.Socket.<init>(Socket.java:310)
at java.net.Socket.<init>(Socket.java:125)
at com.sun.jndi.ldap.Connection.createSocket(Connection.java:346)
at com.sun.jndi.ldap.Connection.<init>(Connection.java:181)
... 35 more

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.2 Build 4217 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Single Session Signon (SSO\_) Parameters in the `security.properties` contained a trailing space. For example: `SSO_AUTHENTICATION_ENABLED=true` contained a trailing space after the word `true`. SSO Authentication was not enabled. Removing trailing blanks from SSO\_ parameters in `security.properties` resolved problem. Subsequent fix causes trailing spaces to be ignored.

Functional Area: Single SignOn

Escalation ID: 1371862

Fix ID: 171583, 177056

Severity: Normal

Type: Normal Fix

Build: 4217, 5001

### InQuira ID: NFX5317

Title: When logging out using Single SignOn, you are redirected to the regular Gentran Integration Suite login screen.

Description: If you log in using Single SignOn and then log back out. You are redirected to the regular Gentran Integration Suite login screen rather than the Single SignOn screen. This should go back to the Single SignOn screen.

Error Message: None

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Single SignOn

Escalation ID: 1365967

Fix ID: 166577

Severity: Normal

Type: Normal Fix

Build: 5001

## Softstop

### InQuira ID: NFX7763

Title: Softstop causes in-flight processing to fail

Description: The softstop should stop the queues on that node from accepting any more work but allow the business processes already in the queue to finish as long as they finish within five minutes. In Gentran Integration Suite 4.3/Sterling Integrator 5.0, the queues are stopping, the business processes already in the queue are continuing to run, but some of the services like the FSA adapters have been stopped.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Softstop

Escalation ID: 54911

Fix ID: 195292, 200259

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

## Standards

InQira ID: NFX11172

Title: ACHDeenvelope process hangs when processing an input file with a large number of transaction sets that are not batched

Description:

If ACHDeenvelope processes an input file with a large number of transaction sets that are not batched, then the process may hang. Some of the other symptoms include poor performance, Out of Memory errors, and full garbage collection.

Resolution:

Please apply Sterling Integrator Release 5.0, Build 5008 or later.

This fix only applies when batching is turned off. A new property parameter "developing.ACH.trackingTransWhileProcessing" was added to the enveloping.properties file. The default value for this property is False.

If set to True, Sterling Integrator will save correlation information immediately while processing transactions, which in turn will reduce memory usage.

Functional Area: Standards

Escalation ID: 00229468

Fix ID: 234978

Severity: Normal

Type: NewFunctionality

Build: 5008

InQira ID: NFX10966

Title: HIPAA 835 004010X091A1 compliance map should throw an error when CAS01=CR, CLP02 isn't = 22. From the 835 standards:

Description:

The compliance map (HIPAA\_004010X091A1\_835.map) should be checking the CAS and CLP records. The 835 HIPAA compliance map should throw an error when CAS01=CR, CLP02 isn't = 22. Currently this is not the case.

From the 835 standards:

Reversal Method

Reverse the original payment, restoring the patient accounting system to the preposting balance for this patient. Then, the payer sends the corrected claim payment to the provider for posting to the account. It is

anticipated that the provider has the ability to post these reversals electronically, without any human intervention.

Reversing the original claim payment is accomplished with code 22, "reversal of previous payment", in CLP02; code CR, "corrections and reversals", in CAS01; and appropriate adjustments. All original charge, payment, and adjustment amounts are negated.

CLP\*1234567890\*22\*-100\*-40\*\*12~

CAS\*CR\*1\*-24\*\*2\*-16\*\*45\*-20~

**Note:** The reversal does not contain any patient responsibility amount in CLP or a patient responsibility-specific CAS segment.

#### CR Correction and Reversals

1056 Use this code for corrections and reversals to PRIOR claims. Use when CLP02=22, Reversal of Previous Payment.

#### Resolution:

Please apply Gentran Integration Suite, release 4.3 Build 4325 or later

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

#### WORKAROUND

Add Extended Rule to

element #1033 (CAS01 element)

If #1033 = "CR" & \$2100\_CLP[LX][CLP].#1028 != "22" then

CERROR (180, "When CAS01=CR, CLP02 must = 22.");

This generates this error report:

Report Entry:

Section: INPUT Severity: ERROR

SyntaxSpecific: false Syntax: -1 Code: 180 HIPAA Validation Error

Info:

10004: Field Name

When CAS01=CR, CLP02 must = 22.

10019:

Location Index

01:01:01

Functional Area: Standards

Escalation ID: 185842

Fix ID: 229740, 241787, 241790

Severity: Normal

Type: NormalFix

Build: 4325, 5008

InQuira ID: NFX10935

Title: SWIFT message validation error 10900: SWIFT Code C71

Description:

The C71 semantic error is incorrectly being reported in the SWIFT MT536 message type - SWIFT\_2009\_536. This happens because the implemented rule did not reset the counter variables on the onBegin of each iteration of the sequence.

Error Message:

Report Entry:

Section: INPUT Severity: ERROR

SyntaxSpecific: false Syntax: -1 Code: 1096

Info: 10004: Field Name 36B\_PSTA

10019: Location Index 0

10900: SWIFT Code C71

10901: SWIFT Description MT 528, 529.

In sequence. B, field 36B::SETT cannot appear more than twice (maximum 2 occurrences). When repeated, one occurrence must have Quantity Type Code FAMT and the other occurrence must have Quantity Type Code AMOR. MT 535.

Resolution:

Please apply Sterling Integrator, Release 5.0 build 5008 or higher

Functional Area: Standards

Escalation ID: 174083

Fix ID: 222891

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX10267

Title: Cannot delete envelopes.

Description:

When trying to delete an envelope, two connections deadlock in the database which locks the envelope tables and prevents updating and reading envelopes. This is only when using SQL Server with READ\_COMMITTED\_SNAPSHOT set to false.

**Error Message:**

There is no error, but the SPIDs in the database hang and hold locks on objects.

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Sterling Integrator requires that READ\_COMMITTED\_SNAPSHOT be set to true in SQL Server. Setting this correctly will avoid this issue.

You can turn on READ\_COMMITTED\_SNAPSHOT with the command:

```
ALTER DATABASE <GIS_DB> SET READ_COMMITTED_SNAPSHOT ON
```

This will allow you to delete envelopes without applying the build with the fix.

Functional Area: Standards

Escalation ID: 00241753

Fix ID: 235254

Severity: Normal

Type: NormalFix

Build: 5008

**InQuira ID: NFX10286**

Title: "Title: "Code: 103 Illegal Repetition Separator" or "Code: 109 Invalid Repeating Element Separator"

**Description:**

Using the caret (^) symbol as any delimiter in inbound X12 data for standards 004020 and above throws the error "Code: 103 Illegal Repetition Separator" or "Code: 109 Invalid Repeating Element Separator"

**Background Information:**

In 4010 version and earlier, ISA 11 used to hold the "Interchange Control Standards Identifier", which means the Code to identify the agency responsible for the control standard used by the message that is enclosed by the interchange header and trailer. These earlier standards DO NOT define a repeating element separator at all.

In this example, ISA 11 holds the value "U", indicating "U.S. EDI Community of ASC X12, TDCC, and UCS":

```
ISA*00*      *00*      *ZZ*GlobalChips *ZZ*Acme
*080630*0350*U*00401*110000001*0*P*\~GS*PO*GlobalChips*Acme*20080630*0350*1101*X*00
4010
```

In version 4020 and later, ISA11 is used as the repetition separator. This is a delimiter and not a data element.

This field provides the delimiter used to separate repeated occurrences of a simple data element or a composite data structure. The value must be different from any of the data element separator or component element separator or the segment terminator.

In this example, the ISA11 holds ^ as the repetition separator:

```
ISA*00*      *00*      *ZZ*Acme      *ZZ*GlobalChips
*081217*0634*^*00404*100000001*0*P*\~GS*PR*Acme*GlobalChips*20081217*0634*1001*X*004
040~ST*855*1001
```

Errors which may occur:

"Code: 103 Illegal Repetition Separator"

When this error occurs, no matter what was being defined as the repeating element separator in the data, GSI/SI was passing the default value of a ^ to the translator regardless of the version. So when the ^ was also used as any other delimiter GIS/SI would error.

"Code: 109 Invalid Repeating Element Separator"

When using a U in ISA 11 and ^ as any delimiters

Similar to the "Code 103" except the 109 error is generated when also using the "U" in ISA11.

Error Message:

"Code: 103 Illegal Repetition Separator"

"Code: 109 Invalid Repeating Element Separator"

Resolution:

Please apply Gentran Integration Suite Release 4.3, Build 4324 (or later) to resolve this issue.

Please apply Sterling Integrator Release 5.0, Build 5008 (or later) to resolve this issue.

If unable to patch, a workaround is to replace the ^ symbol with any other valid delimiter; the documentKeywordreplace service can be used for this purpose.

Functional Area: Standards

Escalation ID: 235310

Fix ID: 234907, 234664

Severity: Critical

Type: NormalFix

Build: 4324, 5008

InQuira ID: NFX10051

Title: Wildcard symbol "\*" generated in UNG of outbound control

Description:

The wildcard symbol \* is inserted in the generated outbound control document when using wildcards in the Trading Partner envelopes.

Error Message:

No error, incorrect output.

Resolution:

Please apply Sterling Integrator Release 5.0, Build 5008 (or later) to resolve this issue.

Functional Area: Standards

Escalation ID: 214266

Fix ID: 232779

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX10899

Title: Contract lookup fails when Rosettanet 0A1 (NOF) messages are setup to be both sent and received from a partner

Description:

The following setup was used to test 0A1 Notification of Failure PIP simulating a partner for rosettanet Two Action Scenario (Buyer for 3A4) Setup:

Partner A, Dev server,

Initiator

Partner B, Test server, Responder

The issue is observed when testing for Two Action PIPs, on the test server:-

Able to send 0A1 messages from partner A (dev server) to partner B (test server). There is 2 sets of contracts set up for partner B (4 contracts, 2 to receive 0A1 and 2 more to send 0A1) on the test server. If just the inbound 0A1 contracts are enabled, 0A1 is received and processed successfully. As soon as the outbound 0A1 contracts are enabled, the inbound 0A1 (inbound to partner B) fails with the following error

The inbound and outbound contract sets are the same, except the roles are reversed.

Error Message:

```
[RNIF20MessageParser] RNIFMessageException Failure loading profile information
com.sterlingcommerce.woodstock.services.rosettanet.message.RNIFMessageException:
Failure loading
profile information
    at
com.sterlingcommerce.woodstock.services.rosettanet.message.RNIF20MessageParser.Parse
Message(RNIF20MessageParser.java:299)
    at
com.sterlingcommerce.woodstock.services.rosettanet.message.RNIFMessageParser.ParseMe
ssage(RNIFMessageParser.java:258)
    at
com.sterlingcommerce.woodstock.services.rosettanet.message.RNIFMessageParser.process
Data(RNIFMessageParser.java:135)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1774)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:644)
    at
```

```

com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:371)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:326)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
    at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:357)
    at com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run
(BasicExecutor.java:496)
    at java.lang.Thread.run(Thread.java:801)

```

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5008 or later

Functional Area: Standards

Escalation ID: 211252

Fix ID: 235246

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX10847

Title: java.lang.OutOfMemoryError error when trying to envelope large (>650MB) file.

**Description:**

When trying to envelope a large file with more than 6000000 records which are mapping into 6000000 items in a single ST, we receive an out of memory error.

**Error Message:**

```

[2010-10-21 16:54:28.126] ALL 000000000000 GLOBAL_SCOPE java.lang.OutOfMemoryError
[2010-10-21 16:54:28.132] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.packager.MIME.DocumentDataSource.getBytes(DocumentDataSource.java:67)
[2010-10-21 16:54:28.132] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.packager.MIME.MIMEEntity.loadData(MIMEEntity.java:1141)

```

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Standards

Escalation ID: 00238306

Fix ID: 233984, 234090

Severity: Critical

Type: NormalFix

Build: 5008

InQira ID: NFX10114

Title: EDIDevelope assigning incorrect MessageType.

Description:

When EDIDevelope processes an Edifact interchange containing multiple message types, one DESADV and one INVOIC per example, both messages are processed and translated fine but on ProcessData of the BP launched by the UNH envelope for both messages, it lists the same MessageType when they should be different. All other information is correct.

EDIDevelope assigns the message type from the last message in the input interchange to all messages.

Error Message:

N/A

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Standards

Escalation ID: 237593

Fix ID: 235207

Severity: Critical

Type: NormalFix

Build: 5008

InQira ID: NFX9851

Title: Unexpected attribute in an inbound XML file reports translator error 693 Unrecognized XML Attribute

Description:

This should be a Warning rather than an Error so that the translation can continue.

Error Message:

693 Unrecognized XML Attribute

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Standards

Escalation ID: 00153836, 00218968

Fix ID: 222417

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX9665

Title: Handling of empty documents by X12 Envelope Service

Description:

X12 Envelope Service does not report translation error on an empty document. The customer needs a way to distinguish between deliberately empty documents and ones caused by translation errors.

Error Message:

All translated documents to process are empty.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Also this issue has been corrected in Sterling Integrator Release 5.0, Build 5008. Please apply Build 5008 (or later) to resolve this issue.

Additionally:

A new parameter in Enveloping.Properties will determine how this condition will be treated:

enveloping.X12.useUpdatedEnvelopeTranslationErrorMsgs=true

Additional errors reported are:

- ◆ HIPAA-Compliance-Error-All-Docs
- ◆ Translation-Error-All-Docs

Functional Area: Standards

Escalation ID: 00207296

Fix ID: 228459, 228987

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQira ID: NFX9787

Title: Map Editor does not save the trim option selected on the Settings tab of the Positional Output properties

Description:

Map Editor does not save the trim option selected on the Settings tab of the Positional Output properties

Error Message: none

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Standards

Escalation ID: 215510

Fix ID: 231574

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX10158

Title: OutOfMemory Error occurs when running X12DeenvelopeUnified

Description:

JVM Memory issue. Verbose GC logs indicate back-to-back Full GCs prior to OutOfMemoryError.

Resolution:

For Gentran Integration Suite 4.3 apply patch 4324 or later.

For Sterling Integrator 5.0 apply patch 5008 or later.

Functional Area: Standards

Escalation ID: 130022

Fix ID: 212217, 214358

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQira ID: NFX9194

Title: Document Extraction Service improperly extracts/batches large XML Transactions

Description:

Document Extraction Service improperly extracts/batches large XML transactions.

```
<assign to="XMLRootTagForBatches">Some_Tag</assign>
```

Example of doc-split showing invalid tags:

```
<ZZZZ<Some_Tag>
```

```
Z>001</ZZZZZ>
```

**Error Message:**

No errors reported, but the output is incorrect.

**Resolution:**

This issue has been corrected in Sterling Integrator Release 5.0, Build 5008. Please apply Build 5008 (or later) to resolve this issue.

Functional Area: Standards

Escalation ID: 188383

Fix ID: 224198

Severity: Normal

Type: NormalFix

Build: 5008

**InQuira ID: NFX9073**

Title: OUTPUT\_REPORT\_TO\_PD ignored when all input documents are invalid for X12 envelope/deenvelope

**Description:**

When all input documents are invalid (Adv. status: "All translated documents to process are empty"), the OUTPUT\_REPORT\_TO\_PD parameter to the de/envelope service is ignored, and no node /ProcessData/TranslationReport exists. When only some of the documents are invalid (Adv. status: "Translation-Error-Some-Docs"), the report is produced and part of ProcessData.

**Error Message:**

No error

**Resolution:**

To receive correct status messages, set the enveloping.X12.useUpdatedEnvelopeTranslationErrorMsgs property to false in the enveloping.properties file.

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator Release 5.0, Build 5008 or later.

Functional Area: Standards

Escalation ID: 00174795,00255963

Fix ID: 227900, 228271

Severity: Normal

Type: NormalFix

Build: 4324 5008

**InQuira ID: NFX10852**

Title: Using wildcards in outbound EDI Envelopes and Deferred mode, all transactions are enveloped under the one partner.

Description:

When using wildcards in outbound EDI Envelopes and enveloping in Deferred mode, all outbound transactions are placed in the envelopes of the first trading partner located, regardless of the actual trading partner for which the transactions are intended.

Error Message:

No error, but outbound EDI data is enveloped incorrectly

Resolution:

Please apply Sterling Integrator Release 5.0, Build 5008 or later.

Functional Area: Standards

Escalation ID: 222052

Fix ID: 232617

Severity: Critical

Type: NormalFix

Build: 5008

InQuira ID: NFX7942

Title: Code: 180 HIPAA Validation Error BPR11 is required when BPR04 = ACH, BOP, or FWT

Description:

The standards guide shows the BPR05 through BPR15 as mandatory when the BPR04 = ACH. This is written on the page for the BPR04, however, on the individual elements of the BPR all with the exception of the BPR11 state they are mandatory if the BPR04 = ACH.

Error Message:

Report Entry:

```
Section: HEADER          Severity: INFO
SyntaxSpecific: false    Syntax: -1          Code: 20 Translation Object Name
Info:
```

20:

Translation Object Name

HIPAA 835

Report Entry:

```
Section: HEADER          Severity: INFO
SyntaxSpecific: false    Syntax: -1          Code: 12 Start
```

Time

Info:

12: Start Time

Thu Dec 17 14:32:45 EST 2009

Report Entry:

Section: INPUT            Severity: ERROR

SyntaxSpecific: false

Syntax: -1            Code: 180 HIPAA Validation Error

Info:

10007: Group Name

835

10010: Instance

0

10008: Field Id

11

10005: Field Data

10018: Additional Information

BPR11 is required when BPR04 = ACH, BOP, or FWT

10019: Location Index

0

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Standards

Escalation ID: 125707

Fix ID: 207995, 208011

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQuira ID: NFX10813

Title: Outbound EDI process. 1.5 GB file causes OOMs

Description:

OOM caused by the report size which is held in memory until translation is done.

Error Message:

OutOfMemory error reported.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Standards

Escalation ID: 139955

Fix ID: 217772, 223707

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: ENH2062

Title: Behavior change for EDI Encoder service Mode parameter & EDI Envelope service MODE parameter

Request Description:

EDI Encoder service uses a mixed-case "Mode" parameter to set for IMMEDIATE or DEFERRED processing. (Default is deferred.)

EDI Envelope service uses an upper case "MODE" parameter to set for IMMEDIATE or DEFERRED processing. (Default is immediate.)

If the bpml is set for either service where the case sensitivity of the Mode/MODE parameter is incorrectly used, this results in the parameter being ignored, and the data is set in the database to a 10 year life span. This problem usually occurs when the business is written by hand instead of generated from the Graphical Process Modeler (GPM). The GPM will generate the bpml for the Mode/MODE parameter in the correct case sensitivity for each service.

Escalation ID: 00075989 (199330), 116568 (206354)

Status: Completed

Request Resolution

Please apply Gentran Integration Suite, Release 4.3, Build 4324 or later.

Please apply Sterling Integrator, Release 5.0, Build 5008 or later.

After applying these builds, the following behavior changes will apply:

EDI Encoder Service

If the case sensitivity for the "Mode" parameter is not set correctly or if the "Mode" is set specifically to deferred, the lifespan of the document will be set to the value set in the document.lifespan parameter in enveloping.properties. (The default of this parameter is 30 days.) If a different lifespan value needs to be set, this should be updated via the customer\_overrides.properties file.

EDI Envelope Service

If the case sensitivity for the "MODE" parameter is not set correctly and the EDI Encoder service default to or was set to process in deferred mode, the lifespan of the document will be set to the server's default document lifespan.

InQira ID: NFX9486

Title: multiple ST envelopes past first do not successfully translate

Description: Interchange with group that includes 4 transaction sets: 1st good, 2nd bad, 3rd & 4th good, completes successfully with no compliance error generated.

The remaining good sets following the bad are ignored .

If GS/GE env is set to "Generate an Acknowledgement" X12Develope then generates "java.lang.NullPointerException", and therefore does not invoke X12EnvelopeUnified to generate the requested ACK :

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 00103641

Fix ID: 204780

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX9475

Title: Generic De-envelope service - If variable is used in 'Message from service' then its not populated in processdata.

Description: Implement the 'message from' feature in the Generic Develope Service so that all data returned from this service can be placed under one tag in process data.

This will allow a business process developer to release all tags more efficiently that releasing each tag individually.

Error Message: No error.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 134688

Fix ID: 214181

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX9476

Title: SWIFT\_FIN\_INBOUND map issue - Error deenveloping message type MT574

Description: The string validation on field 119 is done by a syntax token, the current syntax token assigned for format validation is A -( AZ, az) in the standard SWIFT\_FIN\_INBOUND map, this must be changed to syntax token J which is basically alphanumeric format.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 152571

Fix ID: 217914

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9478

Title: CLM segment Element 6 Element #1073:46 does not accept N as a valid value

Description: In the HIPAA\_004010X098A1\_837 Map, in CLM segment Element 6 Element #1073:46 the system map is using Standard Rule to validate against the code list from standards and not finding N as a valid value.

It appears that the HIPAA standards does contain the N code but they are not in the map.

Example of CLM segment from customer data CLM\*99999990\*145\*\*\*11>>1\*N\*C\*Y\*N~

Error Message:

Report Entry:

```

Section: INPUT      Severity: ERROR
  SyntaxSpecific: false   Syntax: -1   Code: 142 Standard Rule Use Code Data
Missing
  Info:
    10002: Block Count
    23
    10017: Map Iteration Count
    1
    10003: Block Name
    CLM:4
    10016: Block Signature Id Tag
    CLM
    10004: Field Name
    1073:46
    10009: Field Number
    8
    10005: Field Data
    N
    105: Element Position
    6
    106: Subelement Position
    -1
    105: Element Position
    6
    106: Subelement Position
    -1
    10019: Location Index
    01:01:01

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: Standards

Escalation ID: 116721

Fix ID: 209954  
Severity: Normal  
Type: Normal Fix  
Build: 5006

### InQuira ID: NFX9479

Title: Outbound 997 is generated with a non-compliant AK4

Description: Gentran Integration Suite/Sterling Integrator is generating the outbound 997 with a non-compliant AK4.

AK4\*2\*1271\*1\*~ (an element separator (\*) before the segment terminator(~))  
AK404 is an optional element.

The problem occurs when a segment in the inbound doc HI\*BK25000~ is missing the sub-element separator (:)

Input: HI\*BK25000~ BAD  
HI\*BK:25000~ GOOD - Note the sub\_element separator(:)

#### Error Message:

100 Mandatory Data Missing  
Code: 112 Data Too Long

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 00108491

Fix ID: 206566  
Severity: Normal  
Type: Normal Fix  
Build: 5006

### InQuira ID: NFX9435

Title: CIIDevelope got an ArrayIndexOutOfBoundsException error instead of an appropriate error when data has wrong total item.

Description: CIIDevelope got an ArrayIndexOutOfBoundsException error instead of an appropriate error when data has wrong total item after applying the Gentran Integration Suite, Release 4.3 Build 4322/Sterling Integrator 5.0

When CII data has wrong total item value in the trailer, CIIDevelope Service should detect it and return the error about it. Earlier, the error was an appropriate message like this:

Error(s):

Report Entry:

Code: 600 CII Message Group Non-Compliant

**Info:**

```
601: CII Compliance Report
CIIComplianceReport:
errors:
26: Message Group Trailer: Invalid Total Value Items 1
```

But, CIIDevelope got 'java.lang.ArrayIndexOutOfBoundsException' instead of the above message for the same input file.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 152557

Fix ID: 216299

Severity: Critical

Type: Core Change

Build: 5006

**InQuira ID: NFX9436**

Title: CIIDevelope generates an exception error with some multi-detail data

Description: When CII data is including particular multi-detail (with no problem in syntax) and when processed using the CII Develope Service, throws ArrayIndexOutOfBoundsException.

Gentran Integration Suite, Release 4.3 Build 4321 or earlier had no problem to translate the same CII File. But, with the Gentran Integration Suite, Release 4.3 Build 4322, CIIDevelope got an exception error 'java.lang.ArrayIndexOutOfBoundsException' with the same data.

The issue is also present in Sterling Integrator 5.0.

Error Message:

Here is the complete error trace :

```
java.lang.ArrayIndexOutOfBoundsException: 0
at
com.sterlingcommerce.woodstock.translator.fieldprocessor.PositionalOutputFieldHandle
r.padfillUseBytePositions(PositionalOutputFieldHandler.java:796)
at
com.sterlingcommerce.woodstock.translator.fieldprocessor.PositionalOutputFieldHandle
r.processFieldValues(PositionalOutputFieldHandler.java:173)
at
com.sterlingcommerce.woodstock.translator.fieldprocessor.SimpleFieldProcessor.proces
sFieldValues(SimpleFieldProcessor.java:500)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.OutputStreamBlockHandler.ha
ndleBlock(OutputStreamBlockHandler.java:171)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.PositionalOutputBlockHandle
r.handleBlock(PositionalOutputBlockHandler.java:380)
```

```
at
com.sterlingcommerce.woodstock.translator.blockprocessor.OutputStreamBlockProcessor.
matchBlock(OutputStreamBlockProcessor.java:123)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.processBlock(
BlockSequence.java:1084)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.searchBlock(B
lockSequence.java:737)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.searchGroup(B
lockSequence.java:605)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.searchForward
(BlockSequence.java:422)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.processFileFo
rmat(BlockSequence.java:397)
at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.translateOutp
ut(TranslationEngineImpl.java:1684)
at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.doTranslation
(TranslationEngineImpl.java:1790)
at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.translate(Tra
nslationEngineImpl.java:1282)
at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngine.translate(Transla
tionEngine.java:201)
at
com.sterlingcommerce.woodstock.services.edi.cii.develope.DevelopeMessageGroupImp
l.performComplianceCheckBatch(DevelopeMessageGroupImpl.java:707)
at
com.sterlingcommerce.woodstock.services.edi.cii.develope.DevelopeMessageGroupImp
l.processData(DevelopeMessageGroupImpl.java:224)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1774)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:644)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:371)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:326)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQue
ueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163)
```

```

at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:354)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
at java.lang.Thread.run(Thread.java:595)

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 153127

Fix ID: 216301

Severity: Critical

Type: Core Change

Build: 5006

InQuira ID: NFX9438

Title: CIIDevelope got an exception with normal data

Description: If a CII interchange including 3 messages in it is processed and second message has nothing between the header and the trailer to indicate 0 record (This kind of message is normal according to the CII syntax), CII Develope service throws `ArrayIndexOutOfBoundsException`.

Gentran Integration Suite, Release 4.3 Build 4322 or earlier can translate same file without any problem.

But with Gentran Integration Suite, Release 4.3 Build 4322 and Sterling Integrator 5.0, CIIDevelope got an exception error on 1st and 3rd messages.

The interchanges were divided to each message for testing. But, 1st and 3rd still will get the same error.

Detailed Description : When the flag - "Field Positions are specified in Bytes" is turned OFF on the output side of the map (used in the CII Envelope), the exception is not thrown with same data.

From the below mentioned error trace (`PositionalOutputFieldHandler.padfillUseBytePositions`) we can observe that this error is thrown when the flag - "Field Positions are specified in Bytes" is turned ON.

**Note:** However if field positions have to be specified in bytes for DBCS, then this flag has to be selected.

Error Message: Here is the error trace :

Error(s):

Report Entry:

Code: 5 Exception Encountered

Info:

```

6: Exception Detail
java.lang.ArrayIndexOutOfBoundsException: 0

```

```
at
com.sterlingcommerce.woodstock.translator.fieldprocessor.PositionalOutputFieldHandle
r.padfillUseBytePositions(PositionalOutputFieldHandler.java:796)
at
com.sterlingcommerce.woodstock.translator.fieldprocessor.PositionalOutputFieldHandle
r.processFieldValues(PositionalOutputFieldHandler.java:173)
at
com.sterlingcommerce.woodstock.translator.fieldprocessor.SimpleFieldProcessor.proces
sFieldValues(SimpleFieldProcessor.java:500)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.OutputStreamBlockHandler.ha
ndleBlock(OutputStreamBlockHandler.java:171)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.PositionalOutputBlockHandle
r.handleBlock(PositionalOutputBlockHandler.java:380)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.OutputStreamBlockProcessor.
matchBlock(OutputStreamBlockProcessor.java:123)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.processBlock(
BlockSequence.java:1084)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.searchBlock(B
lockSequence.java:737)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.searchGroup(B
lockSequence.java:605)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.searchForward
(BlockSequence.java:422)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.processFileFo
rmat(BlockSequence.java:397)
at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.translateOutp
ut(TranslationEngineImpl.java:1684)
at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.doTranslation
(TranslationEngineImpl.java:1790)
at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.translate(Tra
nslationEngineImpl.java:1282)
at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngine.translate(Transla
tionEngine.java:201)
at
com.sterlingcommerce.woodstock.services.edi.cii.deenvelope.DeenvelopeMessageGroupImp
l.performComplianceCheckBatch(DeenvelopeMessageGroupImpl.java:707)
at
com.sterlingcommerce.woodstock.services.edi.cii.deenvelope.DeenvelopeMessageGroupImp
l.processData(DeenvelopeMessageGroupImpl.java:224)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1774)
```

```

at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:644)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:371)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:326)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:354)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
at java.lang.Thread.run(Thread.java:595)

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 153128

Fix ID: 216593

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9440

Title: CIIDevelope got an exception error instead of an appropriate error when data includes special character

Description: When CII data is including some special character (kind of symbol or mark) and it is out of the range of JIS-X0208/JIS-X0212 CII uses (same as broken character), CIIDevelope Service throws 'java.lang.ArrayIndexOutOfBoundsException' instead of the "Incorrect Data Format" error in the translation report.

If the flag - "Field Positions are specified in bytes" is turned OFF in the map used in CII Envelope, CII Develope Service gives - "CII Message Group Non-Compliant" error message.

From the translation report, we can observe the - "Incorrect Data Format" error as the input data includes special character.

**Note:** We can observe that once this flag is turned ON, the CII Develope service is not working and throwing the ArrayIndexOutOfBoundsException.

**Error Message:**

```

CIIDevelope Service is throwing an error:
java.lang.ArrayIndexOutOfBoundsException
at
com.sterlingcommerce.woodstock.translator.fieldprocessor.PositionalOutputFieldHandle
r.padfillUseBytePositions(PositionalOutputFieldHandler.java:767)
at
com.sterlingcommerce.woodstock.translator.fieldprocessor.PositionalOutputFieldHandle
r.processFieldValues(PositionalOutputFieldHandler.java:135)

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 153135

Fix ID: 219322

Severity: Critical

Type: Normal Fix

Build: 5006

**InQuira ID: NFX9464**

Title: Invoke Business Process for Each Interchange (EDIFEACTEnvelopeUnified) does not pass the envelope parameters to business process

Description: When set, Invoke Business Process for Each Interchange in the outbound UNB Envelope Definition, EDIFEACTEnvelopeUnified does not pass the envelope parameters (as follows) to the business process invoked.

[http://www.sterlingcommerce.com/Documentation/eInvoice10/Content/UsingEnvelopes/EDIFACT\\_Out\\_UNBUNZ.html?ticket=d4820f0e-22c6-40cc-9007-e18a4b70ed93](http://www.sterlingcommerce.com/Documentation/eInvoice10/Content/UsingEnvelopes/EDIFACT_Out_UNBUNZ.html?ticket=d4820f0e-22c6-40cc-9007-e18a4b70ed93)

Whether a business process is invoked for each interchange generated. Valid values are Yes and No (default). Required.

If Invoke Business Process for Each Interchange is set to No, the service places the name of the business process specified in the envelope into process data using the key WFD\_NAME. This business process is then invoked by the Invoke Business Process Service. If Invoke Business Process For Each Interchange is set to Yes, the service directly bootstraps an instance of the business process specified in the envelope, and does not set WFD\_NAME in process data.

When I set "Invoke Business Process for Each Interchange = yes"

```

<?xml version="1.0" encoding="UTF-8"?>
<ProcessData>
<PrimaryDocument SCIObjectID="JMahedy01:node1:1246d2ade0d:37869" />
</ProcessData>

```

When I set "Invoke Business Process for Each Interchange = no"

```

<?xml version="1.0" encoding="UTF-8"?>
<ProcessData>
<ENVELOPE_TYPE>UNH UNT Syntax 4</ENVELOPE_TYPE>
<MODE>IMMEDIATE</MODE>

```

```

<EnvelopeName>DESADV_D98A_UNH_OB</EnvelopeName>
<TRACKINGID>JMahedy01:node1:1246d2ade0d:40874</TRACKINGID>
<MessageType>DESADV</MessageType>
<MessageVersionNumber>D</MessageVersionNumber>
<MessageReleaseNumber>98A</MessageReleaseNumber>
<MessageControllingAgency>UN</MessageControllingAgency>
<SecureTransactionOutbound>NO</SecureTransactionOutbound>
<InterchangeSenderID>NAVIGATION</InterchangeSenderID>
<InterchangeReceiverID>xxxxxxxxxxxxxxxxxxxx</InterchangeReceiverID>
<InterchangeControlNumber>90</InterchangeControlNumber>
<MapName>DESADV_D98A_FROM_PS_v1~1</MapName>
<WFD_NAME>Validation_Sample_BPML</WFD_NAME>
<CONTRACT_FOUND>YES</CONTRACT_FOUND>
<INT-1 SCIObjectID="JMahedy01:node1:1246d2ade0d:41104"/>
<PrimaryDocument SCIObjectID="JMahedy01:node1:1246d2ade0d:41104"/>
</ProcessData>

```

The Envelope parameters should have been passed to the invoked business process when "Invoke Business Process for Each Interchange = no" as well

Error Message: No errors, incorrect results in ProcessData

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 207317

Fix ID: 00101741

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX8827

Title: The HTTP header on outbound CIDX PIPs is 'application/x-ChemXML-agent;', but should be 'application/x-rosettanel-agent'

Description: On outbound CIDX PIPs, Gentran Integration Suite/Sterling Integrator creates an HTTP header with a Content-Type of 'application/x-ChemXML-agent', but the Content-Type should be 'application/x-rosettanel-agent'.

```

1'MIME-Version: 1.0
Content-Type: multipart/related;type="Host:10.128.5.34:32035
User-Agent:GIS/PsHttpClientAdapter
Content-Type: application/x-ChemXML-agent ; version=1.0 <!-- This value is not
correct. It should be ' application/x-rosettanel-agent '
Content-Length:12595
Subject:CIDX Message
URI:/rosettanel

```

```

1'MIME-Version: 1.0
Content-Type: multipart/related;type=" Application/x-ChemXML
";boundary="_=712723Sterling712723MOKO" <!-- This value is correct and not in
dispute -->

```

Error Message: No error, but the PIP may be rejected by some trading partners as being non-compliant.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 166203

Fix ID: 218688

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX9089

Title: SWIFTDeenvelope service error with SWIFT202 COV messages.

Description: EDIDeenvelope fails at Generic deenvelope Service for COV 202 message type.

Error Message:

A special validation is needed to process message type 202. Standard map 'SWIFT\_FIN\_INBOUND' updated to allow these validations.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 127038

Fix ID: 208841

Severity: Critical

Type: Normal Fix

Build: 5006

### InQuira ID: NFX8706

Title: Updating correlation in translation through the EDIFACTEnvelopeUnified service causes very slow processing.

Description: When using the EDIFACTEnvelopUnified service and updating correlation in Sterling Integrator takes several minutes to translate. The same data and map completes in seconds when ran through the translation service.

Error Message: No errors. Very slow performance.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: Standards

Escalation ID: 161185

Fix ID: 218079

Severity: Critical



```
PE123456000000000000090930000000000001234500000000000123450000000000123456700000000
0000123450000000000001234500000000000
PE1234567000000000001234567000000000001234500000000000123450000000000123450000000
000123456700000000000123450000000000
PE31234500000000000123456700000000012345600000000001234500000000001234560000000
000123456700000000000123450000000000...
EDIDevelope took 1 ms in thread
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 73157

Fix ID: 198992, 200238, 200239

Severity: Normal

Type: Normal Fix

Build: 4322, 4222, 5006

**InQuira ID: NFX6886**

Title: EDIFACTEnvelopeUnified does not create the correct number of interchanges

Description: EDIFACTEnvelopeUnified does not create the correct number of interchanges in Gentran Integration Suite version 4.3 patch 4319. A data file containing multiple trading partners, each with multiple documents, is processed by the Document Extraction service.

One of the trading partners has the "Maximum number of documents per interchange" parameter set to 1 in the UNB envelope. The EDIFACTEnvelopeUnified process creates 1 interchange, each containing 1 document, for all trading partners.

Document Extraction has these parameters set:-

```
BatchLikeDocuments    YES
EDIEncodeDocument     YES
EDIEnvelopeDocument   YES
```

Error Message: None

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 00077394

Fix ID: 198937, 200633

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

### InQuira ID: NFX7069

Title: ISA 11 Repetition Separator is the letter "U" and a "U" character is in the data but it does not fail X12 Deenvelope

Description: ISA 11 Repetition Separator is the letter "U" and a "U" character is in the data but it does not fail X12 Deenvelope as it should.

Error Message: None

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 89326

Fix ID: 206237

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX6809

Title: Wildcard value in Usage Indicator (ISA15) field of an outbound ISA envelope allows invalid EDI data to be enveloped.

Description: If the Usage Indicator (ISA15) field of an outbound X12 ISA Document Envelope contains a wildcard (the asterisk character, \*), the wildcard should be overridden in the outbound business process by a value from a Correlation Service that is placed immediately in front the EDI Encoder service. However, if the ISA15 contains a wildcard and the outbound business process does not contain a Correlation Service, the wildcard (\*) will be placed in ISA15 of the outbound X12 document, thus Gentran Integration Suite/Sterling Integrator envelopes non-compliant X12 data.

Error Message: No error message, but Gentran Integration Suite envelopes invalid X12 data.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Once the build has been installed, if the Usage Indicator (ISA15) field contains a wildcard and no overriding value is provided by a Correlation Service in the outbound business process, Gentran Integration Suite/Sterling Integrator will use the default value ('P') when the business process runs.

An interim workaround is not to use the 'Any Indicator (wildcard)' setting for the Usage Indicator unless the outbound business process contains a Correlation Service immediately preceding the call to EDI Encoder. The Correlation Service must include a Name / Value pair where the Name is 'Out\_InterchangeTestIndicator' and its corresponding Value is either 'T', 'P', or 'I'.

Example:

```
<assign to="NAME">Out_InterchangeTestIndicator</assign>
<assign to="VALUE">T</assign>
```

It is possible to specify multiple Name / Value pairs in the Correlation Service by assigning unique names to each pair (i.e. NAME / VALUE, NAME1 / VALUE1, NAME2 / VALUE2, etc.)

Functional Area: Standards

Escalation ID: 73532

Fix ID: 196584, 199823

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

### InQira ID: NFX7938

Title: The UNOA/B/C (UNB Syntax Id) for OB CONTRL is not populating based on the TP env config

Description: The "UNB Syntax Identifier" is not getting populated based on the Outbound EDIFACT Envelope (TP envelope configuration) but is getting populated based on the input file. Where as the "UNB Syntax Version" is getting populated correctly based on the Trading Partner's envelope configuration

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

After the fix, if the delimiters are defined in the envelope, use them and the Syntax Identifier from the envelope itself, otherwise the delimiters and the Syntax Identifier from the input will be used.

Functional Area: Standards

Escalation ID: 122565

Fix ID: 208193

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: NFX7943

Title: 180 HIPAA Validation Error SVC07 is not used when the submitted units is the same as the value in SVC05

Description: Error occurs when SVC05 and SVC07 are not present in the data. Since the SVC05(0380) and SVC07(0380:2) are numeric fields, if both are not present in the data the translator sees these as 0 and thus equal. The rule should only check these values if both are present first and then if they are equal.

```
if exist(#0380) & #0380:2 = #0380 then
Begin
cerror(180, #0380:2, "SVC07 is not used when the submitted units is the same as the
value in SVC05");
//cerror(1,#0234);
End
```

That way the rule will only trigger if the 5th element is present in the data first, then check to make sure that they are not equal.

Error Message:

Report Entry:

```

Section: HEADER          Severity: INFO
SyntaxSpecific: false    Syntax: -1          Code: 20 Translation Object Name
Info:
    20: Translation Object Name
        HIPAA 835

```

Report Entry:

```

Section: HEADER          Severity: INFO
SyntaxSpecific: false    Syntax: -1          Code: 12 Start Time
Info:
    12: Start Time
        Thu Dec 17 14:38:13 EST 2009

```

Report Entry:

```

Section: INPUT          Severity: ERROR
SyntaxSpecific: false    Syntax: -1          Code: 180 HIPAA Validation Error
Info:
    10007: Group Name
        2110_SVC
    10010: Instance
        01:01:01
    10008: Field Id
        19
    10005: Field Data
        0
    10018: Additional Information
        SVC07 is not used when the submitted units is the same as the value in
SVC05
    10019: Location Index
        01:01:01

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 125665

Fix ID: 209455

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX8266

Title: UI does not allow the control generation parameters; detail level, send the ack immediate, etc.

Description: When setting "No" in the UI/envelope for control generation, you are telling Gentran Integration Suite/Sterling Integrator to don't generate a control unless the inbound interchange says to do so (1 or 2 in the inbound UNB09). When using the "No" option the parameters that ask about detail level, send the ack immediately, etc, then are not available.

Error Message: No errors

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 00113353

Fix ID: 211519

Severity: Critical

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX8635

Title: MEFG Sequencing of fail back to Ra1 from Ra2 can fail.

Description: The customer reported a problem when they stopped SAG1, MEFG correctly identified this and started the retryservers script. When SAG1 became available again, the connection was returned to SAG1 yet it was not fully started. The retryservers script was terminated so MEFG was connected to neither of the two SWIFT Alliance Gateway instances.

Error Message: No errors.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

The SWIFT\_5xxx.jar must be redeployed on the MEFG Server after installation of this patch. Please review the Sterling Integrator online documentation for further information about this procedure.

Functional Area: Standards

Escalation ID: 00156554

Fix ID: 216734

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX8524

Title: In Sterling Integrator 5.0, N/A shows as N/A in the RosettaNet contracts configuration screen.

Description: Under Sterling Integrator Trading Partners >Contracts

The field for "Time to Acknowledge Acceptance Single" the N/A shows as N/A

Error Message: n/a

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 00150725

Fix ID: 215804

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX8403

Title: Enveloping fails all documents in a Split when document includes both good and bad data.

Description: Using Document Extraction and EDI Envelope to process outbound EDI X12 data, the configuration option "HALT\_ON\_TRANS\_ERROR" is used to specify how to process the data if the EDI X12 document contains both good and bad transactions: 1) TRUE = Stop processing and fail the entire document or 2) FALSE = Continue processing the good transactions and fail only the bad ones. In patches 4321,4322, and 5003, no matter the configuration setting, if the document contains both good and bad transactions the whole document will fail and stop processing. No primary document is created. This same process and error produced a primary document on the builds Sterling Integrator, Release 5.0 Build 5002 and Gentran Integration Suite, Release 4.3 Build 4320 and earlier .

Error Message: Translation-Error-Some-Docs.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Standards

Escalation ID: 00126594

Fix ID: 218343

Severity: Critical

Type: Normal Fix

Build: 5004

### InQuira ID: NFX7697

Title: Standard Rule Select Document Envelope is not working properly in 4.3 and 5.0

Description: The Select standard rule to pull the ControlNumber from Document Envelope is not working as it did in 4.11 and 4.2.

Error Message: No error message related to this issue

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 113066

Fix ID: 206658

Severity: Critical

Type: Normal Fix

Build: 5006

### InQuira ID: NFX7631

Title: Translation service in the map uses previous version of the map.

Description: If a new version of a map is checked into Gentran Integration Suite/Sterling Integrator, the translation service uses the older version of the map until Gentran Integration Suite is restarted. This problem is experienced on the 4317 build, but was reported to work the same on all 4.3 builds up to 4317.

This issue also exists in Sterling Integrator 5.0 version.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 106089

Fix ID: 206227

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: NFX7540

Title: TranslationReport node points to empty document if using file system storage

Description: Gentran Integration Suite, Release 4.3 Build 4319 or Sterling Integrator, Release 5.0 Build 5002

The X12 Envelope service has an undocumented parameter, OUTPUT\_REPORT\_TO\_PD, which will create a translation report in XML format and place it in the document area with a link from process data. This parameter is part of the BaseEDI envelope process and is used for error handling. When the X12 Envelope service is run in a business process, which is using DB for file storage, everything works fine. When the X12 Envelope service is run in a business process, which uses FS for file storage, the link from process data leads to an empty document. This causes error handling in BaseEDI to fail.

Error Message: The failure that causes the error-handling to halt is due to the blank document in the TranslationReport node.

You can determine this is an issue in your system if you receive a Translation-Error-Some-Docs error in the X12EnvelopeUnified process and the TranslationReport node that is created points to an empty document.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 107777

Fix ID: 205049

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: NFX7375

Title: Deferred EDI Enveloping Svc sets the CLEARONSTARTUP flag to zero in the LOCKS table

Description: When using EDI Enveloping Service in deferred mode on a clustered system Sterling Integrator will set a lock in the LOCKS table and also set the CLEARONSTARTUP flag to zero (false). If Gentran Integration Suite is brought down during processing while EDI Enveloping in deferred mode is running then upon restart this will not be released.

Error Message: No error message. The scheduled deferred enveloping processes will not run because a lock persists in the LOCKS table and has to be manually removed.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006.

Functional Area: Standards

Escalation ID: 103288

Fix ID: 206645

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX7780

Title: Deenveloping fails due to presence of extra S-Block details while doing Ack. reconciliation of an inbound SWIFT FIN Ack.

Description: Gentran Integration Suite SWIFT\_FIN\_ACK map is unable to handle optional extra S-Block included in SWIFT FIN Acknowledgement. The deenveloping service fails with an error.

Error Message:

```
BP SWIFTDeenvelope gets halted with Generic Deenvelope Service Error & Deenvelope Translation Error.
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 00078618

Fix ID: 198617, 201144

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

### InQuira ID: NFX7781

Title: CRL Processing Service error ORA-01795: maximum number of expressions in a list is 1000

Description: In Sterling Integrator, Release 5.0 Build 5003 using Oracle Database 10g Enterprise Edition Release 10.2.0.1.0, CRL Processing Service error when the Certificate Revocation List has more than 1000 entries

Error Message:

Status Report from the CRL service:-

Exception listing trusted certificates

java.sql.SQLException: ORA-01795: maximum number of expressions in a list is 1000

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 00119079

Fix ID: 207010

Severity: Critical

Type: Normal Fix

Build: 5006

InQira ID: NFX7806

Title: When de enveloping, SWIFT FIN messages, which contain block 5 should be removed

Description: The customer discovered an issue where the {5: block is not being stripped from their inbound fin message.

The resulting data is:

```
{175:#####}{106:#####}{108:#####}{175:#####}{107:#####  
#####}{5:{CHK:#####}{SYS:}{TNG:}}{S:{COP:P}
```

You can see that block {5: is retained in primary document. This should be removed by the de-enveloping process.

Error Message: No error message. An incorrect output is generated.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 00084551

Fix ID: 200740, 201147

Severity: Critical

Type: Normal Fix

Build: 4322, 5006

InQira ID: NFX8635

Title: MEFG Sequencing of fail back to Ra1 from Ra2 can fail.

Description: The customer reported a problem when they stopped SAG1, MEFG correctly identified this and started the retryservers script. When SAG1 became available again, the connection was returned to

SAG1 yet it was not fully started. The retryservers script was terminated so MEFG was connected to neither of the two SWIFT Alliance Gateway instances.

Error Message: No errors.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

The SWIFT\_5xxx.jar must be redeployed on the MEFG Server after installation of this patch. Please review the Sterling Integrator online documentation for further information about this procedure.

Functional Area: Standards

Escalation ID: 00156554

Fix ID: 217026

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQira ID: NFX7269

Title: Data from the S block in Swift 103 message is not in ProcessData after Deenveloping

Description: Data from the S block in Swift 103 message is not in ProcessData after Deenveloping

Error Message: None. Output is incorrect.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Standards

Escalation ID: 00098615

Fix ID: 209138, 203370

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

#### InQira ID: NFX9637

Title: Sterling Integrator puts null character for the release character in UNA segment, if [No Delimiter] was set in envelope

Description: As a EDIFACT syntax rule, if release character was not used, translator should insert space character.

Detail in the ANNEX B - UNA chapter at [http://www.unece.org/trade/untidd/texts/d422\\_d.htm](http://www.unece.org/trade/untidd/texts/d422_d.htm)

However, if [No Delimiter] is set for the Release Character in the UNB outbound envelope, Sterling Integrator puts a null (0x00) in the UNA segment. It should be a space (0x20) as per EDIFACT standards.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: Standards

Escalation ID: 104715

Fix ID: 204704

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9012

Title: Possible performance issues with 997 Reconciliation after applying Build 4322 or Build 5003

Description:

After applying Build 4322 to Gentran Integration Suite, Release 4.3, a drop in the overall processing speed may be noted when performing reconciliation of inbound 997 acknowledgements.

This same issue could also occur after applying Build 5003 to Sterling Integrator, Release 5.0.

The amount of the drop may be dependant upon the overall processing volume and the size of the underlying database.

Resolution:

**To fix this issue:**

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

**Workaround, which can be used on 4.3 or 5.0:**

To improve the overall processing speed, an additional index needs to be added to the database.

To create this index, the following SQL may be used:

```
CREATE INDEX SCI_IDX_49 ON CORRELATION_SET (NAME,VALUE,TYPE,OBJECT_ID)
```

This should work on all database platforms that are supported with Gentran Integration Suite, Release 4.3 or Sterling Integrator, Release 5.0.

Please note that another index, named SCI\_IDX\_49\_2, will also be present on the CORRELATION\_SET table. This index should not be removed or modified, and is required, along with the new index being created above.

If assistance is required in creating this index, please contact Customer Support.

Functional Area: Standards

Escalation ID: 178859

Fix ID: 221533

Severity: Critical

Type: Normal Fix

Build: 5004

### InQuira ID: NFX8403

Title: Enveloping fails all documents in a Split when document includes both good and bad data.

Description: Using Document Extraction and EDI Envelope to process outbound EDI X12 data, the configuration option "HALT\_ON\_TRANS\_ERROR" is used to specify how to process the data if the EDI X12 document contains both good and bad transactions: 1) TRUE = Stop processing and fail the entire document or 2) FALSE = Continue processing the good transactions and fail only the bad ones. In patches 4321,4322, and 5003, no matter the configuration setting, if the document contains both good and bad transactions the whole document will fail and stop processing. No primary document is created. This same process and error produced a primary document on the builds Sterling Integrator 5002 and Gentran Integration Suite 4320 and earlier.

Error Message:

Translation-Error-Some-Docs.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Standards

Escalation ID: 00126594

Fix ID: 218343

Severity: Critical

Type: Normal Fix

Build: 5004

### InQuira ID: NFX7899

Title: Enveloping may fail if a required envelope has been deleted

Description: When EDI Envelope runs in deferred mode, the process may fail if it attempts to access an envelope that has been deleted between the time the document requiring it was created and the time that the enveloping process executes.

Error Message:

Envelope for envelope ID not found, cannot initiate workflow

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Standards

Escalation ID: 123374

Fix ID: 207974

Severity: Normal

Type: Normal Fix

Build: 5004

### InQuira ID: NFX3855

Title: Base envelope drop-down is incorrectly shown as 'not applicable' when copying an envelope that contains a base envelope

Description: In Gentran Integration Suite 4.3, Build 4312 and Sterling Integrator 5.0, base envelope drop-down is incorrectly shown as 'not applicable' when copying an envelope that contains a base envelope. The Base Envelope is shown correctly on the confirmation screen.

Error Message: No error messages

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Standards

Escalation ID: 1371254

Fix ID: 172033, 172092

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

#### InQuira ID: NFX4369

Title: Location Codes from Rosetta Profiles are transposed in outbound PIPs and acknowledgments

Description: A properly configured RosettaNet Profile for the Gentran Integration Suite user's company has a Location Code field that contains the city name of the company using Gentran Integration Suite. The Partner Location Code field contains the trading partner's city (or is left blank in the Profile belonging to the Gentran Integration Suite user's company only.) The RosettaNet Profile for the partner (i.e., the other party, with whom 'our' company is trading) has a Location Code field containing partner's city and a Partner Location Code that contains the city name of the company using Gentran Integration Suite. However, when correctly set-up in this manner, the codes are transposed in the outbound PIP or Receipt Acknowledgment. As noted above, in earlier Gentran Integration Suite versions it was possible to omit the Partner Location Code from one's own Profile as Gentran Integration Suite would pull this information from the partner's Profile. This allowed the Gentran Integration Suite user's own company to define only one Profile record. In Gentran Integration Suite 4.3 this is no longer possible -- it is necessary to define a separate Profile for one's own company for every trading partner relationship.

Error Message: No error reported, but values in PIP headers are not correct.

Resolution:

Please apply Gentran Integration Suite, Release 4.3, Build 4320 or later.

Please apply Sterling Integrator, Release 5.0, Build 5003 or later.

The fix consists of new versions of seven business processes:

- ◆ PIP0A1\_1.0.bpm1
- ◆ PIP0A1\_V02.00.bpm1
- ◆ RNIF\_Action.bpm1
- ◆ RNIF\_Bootstrap.bpm1

- ◆ RNIF\_Envelope.bpm1
- ◆ RNIF\_SendAck.bpm1
- ◆ RNIF\_SendException.bpm1

Functional Area: Standards

Escalation ID: 26350

Fix ID: 190969, 191838

Severity: Critical

Type: Normal Fix

Build: 4320, 5003

InQuira ID: NFX4387

Title: Cannot override the SwiftNetHttpClient adapter from the SwiftNetClient BPML

Description: If you create an instance of the SwiftNetHttpClient Adapter other than the default. It will not be used when the business process is executed, the default SwiftNetHttpClientAdapter will be used instead.

1. Copy the SwiftNetHttpClient Adapter and rename, in my case SwiftNetHttpClient\_GMM.
2. Change the SwiftNetHttpClient\_GMM to use a proxy server with a an inaccessible IP and Port.
3. Copy your SwiftNetClientFA business process and change the HTTPClient in the SwiftNet Client Service to SwiftNetHttpClient\_GMM.
4. Execute the SwiftNetClientFA business process, you will see that the process will work as the business process will always use the default SwiftNetHttpClient.

Error Message: No error is thrown, just the wrong SwiftNetHttpClient instance is used.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Standards

Escalation ID: 1371755

Fix ID: 170699, 177072

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

## InQuira ID: NFX4442

Title: Single transactions from X12 messages not getting purged from filesystem

Description: Documents are placed on filesystem after default document storage has been changed to Filesystem. X12 message with many transactions is sent to Gentrans Integration Suite and wants to have an ACK. Single transactions are placed in filesystem, but do not get purged afterwards.

Error Message: No error message.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Standards, Workflow Engine

Escalation ID: 1371983

Fix ID: 173682, 176664, 173683, 180520

Severity: Critical

Type: Core Change

Build: 4318, 5002

## InQuira ID: NFX4738

Title: Control number overrides are not working in SWIFT, and control numbers sometimes are not output at all.

Description: In SWIFT **Enveloping > Generic Envelope** service, control number overrides are not working in SWIFT, and control numbers sometimes are not output at all. If a message size limit (Enforce Message Size Limit) is set in the envelope then the control number is not output at all.

Error Message: No error message. The issue is in that the wrong results are generated for the enveloping.

Resolution: Control number overrides are now properly handled and do not result in an envelope or control number lock, and also made changes so that the proper value is included in process data for the map to use when the message size limit is set in the envelope.

Please apply Gentrans Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Standards

Escalation ID: QC

Fix ID: 169527, 177776

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

**InQuira ID: NFX4752**

**Title:** During deenveloping of multiple SWIFT messages of different versions a null point exception may be issued

**Description:**

SWIFTDeenvelope

Generic Deenvelope service (DeenvelopeGeneric)

If multiple SWIFT messages are being deenveloped at once and the messages are different SWIFT versions, the Generic Deenvelope service may issue a null pointer exception. A similar error may occur in this situation on the outbound enveloping too.

**Error Message:**

```
ptm.log and/or Status Report for deenvelope
 java.lang.NullPointerException
   at
 com.sterlingcommerce.woodstock.translator.util.SWIFTCodeWordValidator.areBlanksAllowed(SWIFTCodeWordValidator.java:1265)
   at
 com.sterlingcommerce.woodstock.translator.fieldprocessor.SWIFTInputFieldHandler.extractCharacters(SWIFTInputFieldHandler.java:953)
   at
 com.sterlingcommerce.woodstock.translator.fieldprocessor.SWIFTInputFieldHandler.extractField(SWIFTInputFieldHandler.java:417)
   at
 com.sterlingcommerce.woodstock.translator.fieldprocessor.SimpleFieldProcessor.extractFieldValues(SimpleFieldProcessor.java:362)
   at
 com.sterlingcommerce.woodstock.translator.blockprocessor.BlockHandler.handleBlock(BlockHandler.java:104)
   at
 com.sterlingcommerce.woodstock.translator.blockprocessor.SWIFTInputBlockHandler.handleBlock(SWIFTInputBlockHandler.java:477)
   at
 com.sterlingcommerce.woodstock.translator.blockprocessor.InputStreamBlockProcessor.matchBlock(InputStreamBlockProcessor.java:234)
   at
 com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.processBlock(BlockSequence.java:1079)
   at
 com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.searchBlock(BlockSequence.java:737)
   at
 com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.searchGroup(BlockSequence.java:605)
   at
 com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.searchForward(BlockSequence.java:422)
   at
 com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.processFileFormat(BlockSequence.java:397)
```

```

at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.translateInput(TranslationEngineImpl.java:1611)
at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.doTranslation(TranslationEngineImpl.java:1733)
at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.translate(TranslationEngineImpl.java:1240)
at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngine.translate(TranslationEngine.java:193)
at
com.sterlingcommerce.woodstock.services.genericenvelope.deenvelope.DeenvelopeGenericServiceImpl.complianceCheckDocument(DeenvelopeGenericServiceImpl.java:2584)
at
com.sterlingcommerce.woodstock.services.genericenvelope.deenvelope.DeenvelopeGenericServiceImpl.processData(DeenvelopeGenericServiceImpl.java:868)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeService(ActivityEngineHelper.java:1671)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:559)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:339)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:323)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:331)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:517)

```

**Resolution:** Changes were made in the validation code to handle multiple threads using different property information for the different versions.

Please apply Gentrans Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Standards

Escalation ID: QC

Fix ID: 35493, 177777

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

### InQuira ID: NFX4819

Title: SWIFT outbound sequence and session number overrides are not working

Description: SWIFT outbound sequence and session number overrides set in the SWIFT\_FIN\_OUTBOUND map are not working. The sequence and session numbers are set to XXXXXXXXXXXX and not the number which was generated in Sterling Total Payments (STP).

Error Message: No error messages. Incorrect output.

Resolution: Extended rules have been added to the SWIFT\_FIN\_OUTBOUND.mxl to check the data before updating to "XXX...".

Please apply Gentrans Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Standards

Escalation ID: QC

Fix ID: 169528, 177779

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

### InQuira ID: NFX4986

Title: X12\_Deenvelope Service throws Compliance Errors when the segment terminator is CR/LF hex 0D/0A

Description: While running EDI\_Deenvelope service, the X12\_Deenvelope service is erroring out due to transaction non-compliance. This occurs with Gentrans Integration Suite installed on Windows, when the envelopes are set to retain envelopes, and the segment terminator in the EDI data passed through the process is using the CR/LF as the delimiter. If the delimiter is changed to a printable character the process works.

Error Message: Compliance errors are given, depending on the structure of the map.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

After installing the patch, download and reinstall the Map Editor.

Functional Area: Standards

Escalation ID: 1372531

Fix ID: 188225, 187518

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

InQuira ID: NFX5257

Title: OverdueAckCheck intermittently fails with NullPointerException

Description: OverdueAckCheck intermittently fails with NullPointerException.

Error Message:

```
[2009-02-24 11:34:43.11] ERROR 000110070158
WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService21
ActivityEngineHelper.invokeService() caught exception while attempting to execute
service OverdueAck java.lang.NullPointerException
at
com.sterlingcommerce.woodstock.services.edi.overdueack.OverdueAckServiceImpl.setGrou
pOverdueAckByCorrelation(OverdueAckServiceImpl.java:235)
at
com.sterlingcommerce.woodstock.services.edi.overdueack.OverdueAckServiceImpl.setOver
dueAckByCorrelation(OverdueAckServiceImpl.java:191)
at
com.sterlingcommerce.woodstock.services.edi.overdueack.OverdueAckServiceImpl.process
Data(OverdueAckServiceImpl.java:126)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1690)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:565)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:338)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:326)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueu
eListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
31)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:517)
at java.lang.Thread.run(Thread.java:595)
```

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Standards

Escalation ID: 26155

Fix ID: 181485, 182982

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

**InQuira ID: NFX5471**

Title: Muti\_Cert Support for AS1: Unable to find the certificate name used for the AS1 transaction in the logs or Process data

Description: Muti\_Cert Support for AS1: Unable to find the certificate name used for the AS1 transaction in the logs or Process data.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Standards

Escalation ID: QC

Fix ID: 178475

Severity: Normal

Type: Normal Fix

Build: 5001

**InQuira ID: NFX5473**

Title: Proper error message is not logged if the user provides single or multiple certificates with future Go Live date

Description: Proper error message is not logged if the user provides single or multiple certificates with future Go Live date during the RosettaNet transaction.

Error message:

Partner cert key is null. Cannot create signed payload

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Standards

Escalation ID: QC

Fix ID: 176634

Severity: Normal

Type: Normal Fix

Build: 5001

### InQuira ID: NFX5731

Title: Currency Code is not handled for MX tsmt.045.001.01 ForwardIntentToPayNotificationV01

Description: [SWIFTNet TSU 2.0] Generic Rule -Currency Code is not handled for MX tsmt.045.001.01 ForwardIntentToPayNotificationV01.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Standards

Escalation ID: QC

Fix ID: 179566, 179666, 179667

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

### InQuira ID: NFX5774

Title: VDA transaction is not recognized by the EDI Deenvelope Service

Description: A valid VDA document is not recognized by Gentran Integration Suite.

Error Message:

```
Name: EDIDeenvelope Instance ID:1015122 Service Name: EDI Deenvelope Service
Extracting CII interchanges...
0 interchanges extracted
Extracting ACH interchanges...
0 interchanges extracted
Extracting SWIFT XML format 2 interchanges...
0 interchanges extracted
Extracting SWIFT FIN interchanges...
0 interchanges extracted
Extracting CHIPS interchanges...
0 interchanges extracted
Extracting FEDWIRE interchanges...
0 interchanges extracted
Extracting interchanges...
Interchange start found at position 0 that has no matching end segment 0 interchanges
extracted Bad data found between 0 and 2580 (end of document) --> 7110311235785 037
0825408255090317 1 712030000000 00000000000000000000000000000000 0000 00 00000000000000
7130310036033090316540 00 36 06500000000037 11235785
71403A9063120731 000000000150000ST00000000000000 000 001 00569572
```



Severity: Normal

Type: Normal Fix

Build: 4319, 5002

#### InQira ID: NFX6004

Title: Message Entry Workstation fails to generate some code lists for SWIFT-MX messages

Description: Message Entry Workstation fails to generate some code lists for SWIFT-MX messages.

Error Message: No error message.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Standards

Escalation ID: QC

Fix ID: 181966, 181968

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

#### InQira ID: NFX6157

Title: X12 Envelope Service throws `java.lang.NullPointerException`

Description: Unable to process XML document through the X12Envelope service

Error Message:

```
[2009-05-22 09:18:08.661] ERROR 000110070158
WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService21
ActivityEngineHelper.invokeService() caught exception while attempting to execute
service X12EnvelopeUnified
java.lang.NullPointerException
at
com.sterlingcommerce.woodstock.services.edi.envelopeX12.EnvelopeX12ServiceImpl.create
InterchangeCorrelations(EnvelopeX12ServiceImpl.java:3448)
at
com.sterlingcommerce.woodstock.services.edi.envelopeX12.EnvelopeX12ServiceImpl.create
OutboundInterchange(EnvelopeX12ServiceImpl.java:1667)
at
com.sterlingcommerce.woodstock.services.edi.envelopeX12.EnvelopeX12ServiceImpl.envel
ope(Envelope X12ServiceImpl.java:896)
at
com.sterlingcommerce.woodstock.services.edi.envelopeX12.EnvelopeX12ServiceImpl.proce
ssData(EnvelopeX12ServiceImpl.java:350)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1748)
```

```

at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:619)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:364)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:328)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:331)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
at java.lang.Thread.run(Thread.java:801)

```

**Resolution:**

Please apply Gentran Integration Suite Release 4.3, Build 4320 or later.

Please apply Sterling Integrator Release 5.0, Build 5003 or later.

Please check the ISA/IEA Document Envelope used in translating and enveloping the data. Corrupt or otherwise improperly configured envelopes may cause this error. The fixes in these Builds correct the NullPointerException caused by a corrupted envelope. Gentran Integration Suite / Sterling Integrator now performs compliance checking on the Interchange qualifier fields and reports a meaningful error if these fields do not conform to the X12 standard (as would likely be the case in the event of a corrupted ISA envelope.)

Functional Area: Standards

Escalation ID: 55225

Fix ID: 189264, 189930

Severity: Normal

Type: Normal Fix

Build: 4320, 5003

**InQuira ID: NFX6316**

Title: X12EnvelopeUnified generating 997s has a 10-year lifespan

Description: Inbound data comes in through EDIDevelope, which kicks off X12Develope and processes the data. This should in turn kick off X12EnvelopeUnified, which generates 997s for the received data. The expiration date of the kicked off X12EnvelopeUnified is set to 10 years in the future.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Standards

Escalation ID: 00051996

Fix ID: 194321, 196014

Severity: Normal

Type: Normal Fix

Build: 5003

### InQuira ID: NFX6386

Title: RNIF\_Action BPML is failing for PIP 0A1

Description: RNIF\_Action BPML is failing for PIP 0A1 due to RNIF Message Builder Service halting with RNIF\_BUILDING\_ERROR.

Error Message: RNIF\_BUILDING\_ERROR

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Standards

Escalation ID: QC

Fix ID: 183550

Severity: Normal

Type: Normal Fix

Build: 5002

### InQuira ID: NFX6507

Title: Codelist search returns ambiguous results

Description: The user cannot search for a codeList with filter condition or without filter condition. In this case, the system shows no results found.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Standards

Escalation ID: QC

Fix ID: 189849

Severity: Normal

Type: Normal Fix

Build: 5002

### InQuira ID: NFX6509

Title: Translation report displayed errors while doing map test

Description: In SWIFTNet\_TSU\_2.0, the translation report displayed the following error Code: 691 Unrecognized XML Element and Code: 100 Mandatory Data Missing while doing the map test by opening the file definition of input side into output and vice versa.

Error Message:

```
Code: 691 Unrecognized XML Element  
Code: 100 Mandatory Data Missing
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Standards

Escalation ID: QC

Fix ID: 191430

Severity: Normal

Type: Normal Fix

Build: 5002

### InQuira ID: NFX6614

Title: Sterling Integrator 5.0 is missing the `gentran.Converter` class used to convert trading partner data from Gentran Server

Description: When using Sterling Integrator 5.0 to convert Gentran Server trading partner data, the `tp_import/convert` command is unable to find the class for the converter -

```
com.sterlingcommerce.woodstock.profile.ie.gentran.Converter
```

Error Message: Output generated from the command line or shell:

```
The java class is not found:  
com.sterlingcommerce.woodstock.profile.ie.gentran.Converter
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Standards

Escalation ID: 70625

Fix ID: 194650, 195436

Severity: Normal

Type: Normal Fix

Build: 5003

**InQuira ID: NFX6773**

**Title:** When converting Gentran:Server trading partner information, no output is generated from the `convert.cmd/sh`

**Description:** While using Sterling Integrator 5.0 on Windows with build 5001 to convert Gentran:Server for Unix Trading Partner information using `convert.cmd/sh`, no output is generated using the following command:

```
D:\GIS50\install\tp_import>convert.cmd -report convert.log -output convert.xml
```

**Error Message:** Output from the command:

```
D:\GIS50\install\tp_import>convert.cmd -report convert.log -output convert.xml
"Starting translation."
"Conversion completed."
The contents of the report file:
*****
Usage: java NoAppLoader
Required: -class <class to invoke>
Optional: -p <path to process into classpath entries (uses File.pathSeparator)>
Optional: -f <dynamicclasspath.cfg file with enties to add to classpath>
Optional: -invokeargs <arguments to pass to the invoked class>
NOTE: all arguments after -invokeargs will be passed as arguments to the class
invoked and not used by the NoAppLoader. The output file is empty.
```

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

**Functional Area:** Standards

**Escalation ID:** 79965

**Fix ID:** 196329

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5003

**InQuira ID: NFX7109**

**Title:** EDI Deenvelope fails when 0xFF (ÿ) appears in ISO8859\_1 encoded data, even though it is a valid character.

**Description:** EDI Deenvelope fails when 0xFF (ÿ) appears in ISO8859\_1 encoded data, even though it is a valid character.

**Error Message:**

```
Extracting CII interchanges...
0 interchanges extracted
Extracting ACH interchanges...
0 interchanges extracted
Extracting SWIFT XML format 2 interchanges...
0 interchanges extracted
Extracting SWIFT FIN interchanges...
```

```
0 interchanges extracted
Extracting CHIPS interchanges...
0 interchanges extracted
Extracting FEDWIRE interchanges...
0 interchanges extracted
Extracting interchanges...
Interchange start found at position 0 that has no matching end segment
0 interchanges extracted
Bad data found between 0 and 3580 (end of document) -->
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Standards

Escalation ID: 88403

Fix ID: 196763

Severity: Normal

Type: Normal Fix

Build: 5003

InQira ID: NFX7202

Title: RosettaNet PIP0A1 transaction is not getting completed though all the other business processes are completed

Description: RosettaNet PIP0A1 transaction is not getting completed and the RNIPInitiator business process is in waiting status, though all the other business processes are in completed status.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Standards

Escalation ID: QC

Fix ID: 189874

Severity: Normal

Type: Normal Fix

Build: 5003

InQira ID: NFX7229

Title: handleSWIFTNetServerFAEvent process did not receive an error when sending a delivery notification failed

Description: The handleSWIFTNetServerFAEvent process did not receive an error when sending a delivery notification failed.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Standards

Escalation ID: QC

Fix ID: 194977

Severity: Normal

Type: Normal Fix

Build: 5003

#### InQuira ID: NFX7230

Title: Business process started twice for same file which was only send once via Swift Fileact

Description: Business process started twice for same file which was only send once through Swift Fileact.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Standards

Escalation ID: QC

Fix ID: 194969

Severity: Normal

Type: Normal Fix

Build: 5003

#### InQuira ID: NFX7240

Title: "GlobalPartnerClassificationCode" tag in the service header is wrongly getting populated

Description: "GlobalPartnerClassificationCode" tag in the service header is wrongly getting populated with the "Supply Chain Code" instead of "Classification Code" for CIDX Communication using RNIF version 1.1.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Standards

Escalation ID: QC

Fix ID: 194802

Severity: Normal

Type: Normal Fix

Build: 5003

### InQuira ID: NFX7303

Title: `pipdefloader` with `nodelete` option fails

Description: `pipdefloader.sh` with "nodelete" discontinues loading new pipdefs after finding an existing one in database.

Error Message:

```
###ERROR### RosettaNet PIP definitions load from ?????????? failed
```

Resolution: Please apply Sterling Integrator Release 5.0, Build 5003 or later.

Functional Area: Standards

Escalation ID: 00048532

Fix ID: 191416

Severity: Normal

Type: Normal Fix

Build: 5003

### InQuira ID: NFX7373

Title: SWIFTNet Client Service failed to send authorization or refusal message with error

Description: When Gentrans Integration Suite acts as Third Party Authoriser in Y-Copy mode and sends the authorization/refusal, SWIFTNet Client Service failed to send message because it is unable to retrieve the MessageName being passed to the service.

Error Message: SWIFTNet Client Service's advance status shows the following error:

```
MessageName should start with 'ThirdParty_'.
```

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4321 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Standards

Escalation ID: QC

Fix ID: 203003, 203053

Severity: Critical

Type: Normal Fix

Build: 4321, 5003

### InQuira ID: NFX7374

Title: SWIFTNet Client Service failed to send authorization/refusal message with error `Cannot connect to database`

Description: When Gentrans Integration Suite acts as third party authorizer in Y-Copy mode and sends an authorization or refusal, while running on an Oracle database and SignatureList is not used, SWIFTNet

client service fails to send the authorization or refusal message due to `NullPointerException`. In Oracle, inserting an empty string into a column and retrieving it back will give back a null value. This needs to be handled.

Error Message: SWIFTNet Client Service's advance status shows `Cannot connect to database and in the log there is NullPointerException for SendHandler.java`.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4321 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Standards

Escalation ID: 00098576

Fix ID: 203004, 203054

Severity: Critical

Type: Normal Fix

Build: 4321, 5003

## Standards - EDI

InQira ID: NFX6536

Title: CIIDevelope fails with `java.lang.NumberFormatException` when a total item value is more than 32 bit integer

Description: If the Total Item One in the message field of inbound CII becomes more than 32 bit integer (2,147,483,647), CIIDevelope fails with an error `java.lang.NumberFormatException`

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Standards - EDI

Escalation ID: 65377

Fix ID: 192851

Severity: Normal

Type: Normal Fix

Build: 5003

## Sterling File Gateway

NFX11065

Title: FG\_0401 event mentions the wrong consumer when producer sends file to multiple consumers.

Description: FG\_0401 event mentions the wrong consumer when producer sends file to multiple consumers using dynamic RCT and uploading a zip file containing different .txt files for each consumer.

Error Message:

None

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Sterling File Gateway

Escalation ID: QC

Fix ID: 243076

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: ENH2432

Title: Sterling File Gateway: session expires when uploading a file.

Request Description:

When uploading a large file with myFileGateway web application the user could get a time out issue. Additionally the uploaded file arrives incomplete in the partner mailbox. Extending the session time out on account level is not an option due to corporate governance policies and for security reasons. Enhancement Request for introducing a progress bar or byte counter such that an average user could easily detect whether the upload is still in progress or the session maybe expired. Sterling File Gateway, All versions

Escalation ID: 00157108 (226357)

Status: Completed

Request Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

InQira ID: NFX5635

Title: Unable to select a Sterling File Gateway mailbox from the transaction level document envelope within Gentran Integration Suite

Description: Unable to select a Sterling File Gateway mailbox from the transaction level document envelope within Gentran Integration Suite when created by a routing template.

Process flow for the issue:

- ◆ The Sterling File Gateway User/Template/Channel is created that points to a consumer mailbox that does not exist.
- ◆ Data is routed using the template and mailbox is created at time of routing.

- ◆ When creating/updating the transaction level envelope, the newly created mailbox is not available as a selectable mailbox.

Error Message: No error message, but when creating or updating the transaction level envelope, the newly created mailbox is not available as a selectable mailbox.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

As a workaround, please perform the following steps:

1. In the Gentrans Integration Suite, **Deployment > Mailboxes > Configuration** menu, create a new mailbox.
2. Edit the Envelope Record in **Trading Partner > Document Envelopes > Envelope**.
3. If you then choose one of the mailboxing business processes (EDIInboundMailboxExtraction, EDIOutboundMailboxExtraction) and choose 'extract to a mailbox', you will see the new mailbox, and also the one created by the Routing Channel.

Functional Area: Sterling File Gateway

Escalation ID: 27348

Fix ID: 182778, 196018

Severity: Normal

Type: Normal Fix

Build: 4322, 5003

**InQira ID: NFX6804**

**Title:** When creating a community in Sterling File Gateway 2.0 an error occurs if the **Cancel** button is clicked

**Description:** When creating a community in Sterling File Gateway 2.0 an error occurs if the **Cancel** button is clicked. When creating a community five panels or steps are to be completed. The error occurs only on the third and fifth panels when the cancel button is clicked.

**Error Message:**

```
Error displayed on screen:
  HTTP ERROR: 500
  Cannot get request dispatcher for path ./ViewCommunities.do
  RequestURI=/aft/DMICommunityProtocol.do
  Sample URL: http://sterling.commerce.com:8080/aft/DMICommunityProtocol.do
```

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

**Functional Area:** Sterling File Gateway

**Escalation ID:** 77309

**Fix ID:** 197179, 201750

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5003

**Support Tools****InQira ID: NFX5480**

**Title:** Sterling HTTP API Tester site leaves a connection open after any XAPI call

**Description:** Sterling HTTP API Tester site leaves a connection open after any XAPI call.

**Error message:**

```
Pool: mysqlPool
Contains: com.sterlingcommerce.woodstock.util.frame.jdbc.ConnectionWrapper@bb273cc
Time: 2008-10-21 11:48:54.715
Elapsed Time (millis): 225200
Lifespan: 0
Idle Timeout: 86400000

Status: ACTIVE
DB Process ID: 25
is In Transaction: false
Connection Closed: true
Open Transaction: false
Checked Out To:
java.lang.Exception: RMI TCP Connection(4)-10.30.2.165
    at com.sterlingcommerce.woodstock.util.BaseUtil.stackTrace(BaseUtil.java:258)
```

```

    at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.getConnection(JDBCService
.java:1027)
    at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.getConnection(JDBCService
.java:685)
    at
com.yantra.interop.util.TransactionWrapper.getConnection(TransactionWrapper.java:105
)
    at com.yantra.ycp.core.YCPContext.createConnection(YCPContext.java:844)
    at com.yantra.ycp.core.YCPContext.initializeConnection(YCPContext.java:356)
    at com.yantra.ycp.core.YCPContext.getConnection(YCPContext.java:185)
    at
com.yantra.yfc.dblayer.YFCEntityDBHome.createStatement(YFCEntityDBHome.java:1473)
    at
com.yantra.yfc.dblayer.YFCEntityDBHome.createStatementForList(YFCEntityDBHome.java:1
480)
    at
com.yantra.yfc.dblayer.YFCEntityDBHome.listEntitiesWithSelectPS(YFCEntityDBHome.java
:1908)
    at
com.yantra.shared.dbclasses.SCI_SemaphoreDBCacheHome.listEntitiesWithSelectPS(SCI_Se
maphoreDBCacheHome.java:169)
    at
com.yantra.yfc.dblayer.YFCEntityDBHome.listEntitiesWithWhereClausePS(YFCEntityDBHome
.java:1890)
    at
com.yantra.yfc.dblayer.YFCEntityDBHome.listEntitiesWithWhereClausePS(YFCEntityDBHome
.java:1870)
    at
com.yantra.yfc.dblayer.YFCEntityDBHome.listEntitiesWithWhereClause(YFCEntityDBHome.j
ava:1860)
    at
com.yantra.shared.dbclasses.SCI_SemaphoreDBHome.listWithWhere(SCI_SemaphoreDBHome.ja
va:106)
    at
com.yantra.shared.dbclasses.SCI_SemaphoreDBCacheHome.listWithWhere(SCI_SemaphoreDBCa
cheHome.java:220)
    at
com.yantra.shared.dbclasses.SCI_SemaphoreDBHome.listWithWhere(SCI_SemaphoreDBHome.ja
va:98)
    at
com.yantra.shared.dbclasses.SCI_SemaphoreDBHome.listWithWhere(SCI_SemaphoreDBHome.ja
va:81)
    at
com.yantra.ycp.customdb.SCI_SemaphoreImpl.manageSemaphore(SCI_SemaphoreImpl.java:159
)
    at com.sterlingcommerce.woodstock.xapi.IfcbaseApiImpl.manageSemaphore

```

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

**Functional area:** Support Tools

**Escalation ID:** QC

**Fix ID:** 167499

**Severity:** Normal

Type: Normal Fix

Build: 5001

**InQuira ID: NFX6510**

Title: dump\_info.cmd fails with errors on Win/MSSQL 2005

Description: dump\_info.cmd fails with errors on Microsoft Windows with MSSQL 2005.

Error Message:

```
Exception in thread "main" java.lang.NoClassDefFoundError: org/apache/commons/logging/LogFactory
    at com.sterlingcommerce.db.DumpDbInfo.<clinit>(DumpDbInfo.java:56)
    at java.lang.Class.forName0(Native Method)
    at java.lang.Class.forName(Class.java:242)
    at com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:70)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Support Tools

Escalation ID: QC

Fix ID: 190702

Severity: Normal

Type: Normal Fix

Build: 5002

## **SWIFT**

**InQuira ID: NFX8385**

Title: FIN trailer (5 block) values missing from process data during SWIFT deenveloping

Description:

Prior to version 4322, when deenveloping SWIFT FIN data that contained a DLM trailer, or for which the trailers in the 5 block appeared in an unexpected order, some of the trailer information was not extracted into Process Data.

Error Message:

No error would be thrown in this scenario, but the expected trailer values would not be present in process data

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: SWIFT

Escalation ID: QC

Fix ID: 201402, 201608

Severity: Normal

Type: NormalFix

Build: 4322, 5008

### InQira ID: NFX9313

Title: SWIFT standards installation is failing

Description: SWIFT standards installation is failing if the extended rule library is selected.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SWIFT

Escalation ID: QC

Fix ID: 202618

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: NFX2404

Title: Stopping the MEFG SwiftNet server adapter does not stop the related UNIX processes

Description: From Gentrans Integration Suite 4.3 Build 4306 onwards, stopping the MEFG SwiftNet server adapter does not stop the related UNIX processes:

- ◆ `./MEFG_SWIFTNet_Server/bin/MEFGSwiftnetCmdServer`
- ◆ `./MEFG_SWIFTNet_Server/bin/MEFGSwiftnetServer` and
- ◆ `./MEFG_SWIFTNet_Server/bin/MEFGCommServer`

Error Message: No error messages

Resolution: `MEFGCommServer.sh` has been modified to fix this issue.

Please apply Gentrans Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: SWIFT

Escalation ID: 1371093

Fix ID: 166348, 177805

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

InQuira ID: NFX5619

Title: SWIFT Standards install is not picking the latest version of extended rule library, SWIFTDeenvelopeLib

Description: SWIFT Standards install is not picking the latest version of extended rule library, SWIFTDeenvelopeLib.

Error Message: No error message.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: SWIFT

Escalation ID: QC

Fix ID: 173371, 179313

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

## **SWIFT - Interact Adapter**

InQuira ID: NFX7777

Title: If two SAGs are configured (Primary and Secondary), the primary should be used with priority if available

Description: When the connection to the SAG is switched from the first SAG to the second SAG using a SWIFTNetServerAdapter configured in ACTIVE/ACTIVE mode, it is required to monitor if the first SAG is available again. If it is available, then the connection should switch back from second SAG to the first SAG. That is, if two SAGs are configured (primary and secondary), the primary should be used with priority if it is available.

Error Message: In regular schedules, the first SAG is rebooted at SG level. If this happens, the connection switches to the second SAG (BACKUP), which is using a different MRR than the first SAG. If the first SAG is available again, SWIFT expects to send to the MRR of the first SAG and the data flow breaks because it is still used the second SAG.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SWIFT - Interact Adapter

Escalation ID: 00073067

Fix ID: 196413, 202497

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

InQuira ID: NFX8124

Title: Problem in sending 196 files over swift at a time

Description: No problem in sending 100 files over swift at a time. Hit both OOM and mefg bottleneck with 196 files.

Error Message: OOM

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4323 or later

Please apply Sterling Integrator, Release 5.0 Build 5006 or later

- ◆ Enhancing the logging to include the BP ID which is useful to trace during concurrent request
- ◆ Fixing the SWIFTNet Client Service to use a thread pool when making Http Request. To apply this change, the user needs to set the useThreadPool parameter in the BP to 'true'. (See BP example below.)
- ◆ Fixing the SWIFTNet Client Service to be able to use HTTP Client Adapter group name instead of the actual instance name when using thread pool.
- ◆ Reducing the number of logging statement in MEFG Server
- ◆ Using thread ID during the logging and removed the indentation during the logging.

After applying the patch, the following changes need to be made to the SWIFTNet business processes to enable the fix:

1. In the SWIFTNetClientService output message, set a new parameter useThreadPool equals to true e.g.:

```
<operation>
  <participant name="SWIFTNetClientService"/>
  <output message="handleClientRequest">
    <assign to="useThreadPool">true</assign>
    <assign to="." from="*" />
  </output>
  <input message="testing">
    <assign to="." from="*" />
  </input>
</operation>
```

2. Add a new step after the first SWIFTNetClientService to handle the response separately e.g.:

```
<operation>
  <participant name="SWIFTNetClientService"/>
  <output message="handleClientRequest">
    <assign to="useThreadPool">true</assign>
    <assign to="." from="*" />
  </output>
  <input message="testing">
```

```

        <assign to="." from="*" />
    </input>
</operation>
<operation>
    <participant name="SWIFTNetClientService" />
    <output message="handleResponse">
        <assign to="." from="*" />
    </output>
    <input message="testing">
        <assign to="." from="*" />
    </input>
</operation>

```

The default value for the useThreadPool parameter is false. Therefore, it is not necessary to enable this fix (and therefore not necessary to change the BP) if the out of memory issue is not occurring.

Functional Area: SWIFT - Interact Adapter

Escalation ID: 128524

Fix ID: 223942, 211309

Severity: Critical

Type: CoreChange

Build: 4323, 5006

InQuira ID: NFX9566

Title: Incorrect Shutdown of MEFG Processes after SAG maintenance

Description: MEFG is shut down even though transfers are taking place.

Error Message:

```

PID=319532 TID=1 05-22-10 16:39:48.977583 SnF_acquire failed, exiting.
PID=319532 TID=1 05-22-10 16:39:48.977610 **** Acquire notify queue <name> failed
****
PID=319532 TID=1 05-22-10 16:39:48.977663 **** Response: <?xml version="1.0"
encoding="UTF-8"?><!DOCTYPE Sw:ExchangeSnFResponse SYSTEM
"SwPrimitive.dtd"><Sw:ExchangeSnFResponse><SwGbl:Status>
<SwGbl:StatusAttributes>
<SwGbl:Severity>Transient</SwGbl:Severity>
<SwGbl:Code>Sw.Gbl.RemoteDomainError</SwGbl:Code>
<SwGbl:Parameter>TPESVCERR - server error while handling request,
Service="XX_afe2"</SwGbl:Parameter>
<SwGbl:Text>Remote domain is not reachable</SwGbl:Text>
<SwGbl:Action>Ensure remote SwiftNet domain is up.</SwGbl:Action>
<SwGbl:Details>
<SwGbl:Code>Sw.XPC.TpCallTPESVCERR</SwGbl:Code>
<SwGbl:Text>Received an error call the Tuxedo tpcall() API. This is the typical error
that will occur if the responder is not active., TPESVCERR - server error while
handling request, Service="XX_afe2"
</SwGbl:Text>
<SwGbl:Action>Remote Domain is not reachable.</SwGbl:Action>
</SwGbl:Details>
<SwGbl:Details>
<SwGbl:Code>Sw.Wfa.BCSError</SwGbl:Code>

```

```
<SwGbl:Text>An error occurred in the Basic Communications Services
processing.</SwGbl:Text>
<SwGbl:Action>More information can be obtained in other status objects in the
response.</SwGbl:Action>
</SwGbl:Details>
</SwGbl:StatusAttributes>
</SwGbl:Status></Sw:ExchangeSnFResponse> ****
PID=319532 TID=1 05-22-10 16:39:48.977800 acquireQueue exited rc=1.
PID=319532 TID=1 05-22-10 16:39:48.977825 checkQueues exited rc=1.
PID=319532 TID=1 05-22-10 16:39:48.977843 Return code after switch is: 1
PID=319532 TID=1 05-22-10 16:39:48.977858 Return code is SWIFTNETERROR, shutdown.
PID=319532 TID=1 05-22-10 16:39:48.978005 serverCtl exited rc=1.
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4323 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Note after application of this patch the MEFG Server must be redeployed. Please see Sterling Commerce Gentran Integration Suite documentation for more information on this procedure.

Functional Area: SWIFT - Interact Adapter

Escalation ID: 00183013

Fix ID: 223946, 222187

Severity: Normal

Type: Normal Fix

Build: 4323, 5006

**InQuira ID: NFX9578**

Title: Possible duplicate flag is not handled properly in SWIFTNet Adapter.

Description: SWIFTNet Adapter should handle possible duplicate flag properly and return "Duplicated" status when it is a duplicate request.

Error Message: There is no error message. SWIFTNet Adapter will just return Accepted status instead of Duplicated status.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4323 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: SWIFT - Interact Adapter

Escalation ID: 00184566

Fix ID: 223947, 222980

Severity: Normal

Type: Normal Fix

Build: 4323, 5006

## InQuira ID: ENH1132

Title: Need to be able to default certain information of all SWIFT messages entered through the Message Entry Workstation

Request Description: Need to be able to default certain information of all SWIFT messages entered through the Message Entry Workstation:

1. Whether to display a default business process in the user interface for sending messages
2. Whether to allow the user to have the option to disable validation when sending or resending messages
3. Whether to configure a default sender BIC that will be automatically displayed when a new message is created
4. Whether the Acceptor Lookup Alias option is not displayed in the user interface but is instead defaulted to the message format/message type or just the message type

Escalation ID: 1369513 (166855, 177767), 1369514 (166862, 177772), 1369509 (166857, 177768), 1369512 (166860, 177770)

Status: Completed

Request Resolution: To set the default values for configuration options for the default business process display, validation option, setting a default send BIC and/or Acceptor Lookup Alias display, do the following:

1. From the Administration Menu, select **Business Process > Message Entry Workstation**.
2. Under **Configure**, next to **Edit Configuration**, click **Go!**

**Note:** The **Edit Configuration** option is displayed only if you have Message Entry Configure permission added to your user account.

3. In the **View Configuration** page, review the configuration settings. If you need to edit the settings, click **Go**.
4. In the **Edit Configuration** page, edit the configuration parameters as appropriate:
  - Click the checkbox for **Show - Default Send BP** if you want the default business process to display.
  - Click the checkbox for **Show - Turn Off Validation** if you want to see the Turn Off Validation checkbox on the **Confirm** screen when sending or resending a message.
  - Fill in the Default Sender ID with the appropriate BIC Sender ID code to set that as the default.
  - Choose from one of the following options for setting the Acceptor Lookup Alias:
    - ◆ Always provide value.
    - ◆ Use format: MessageFormat\_MessageType
    - ◆ Use format: MessageType
5. Click **Next**
6. Click **Finish** to save the changes.

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

**InQuira ID: NFX5470**

**Title:** When logical filename is not present in FileAct, Oracle will throw an error.

**Description:** When the logical filename is not present, the variable will be an empty string. When Oracle tries to insert this value in the record, it throws:

```
Exception in logging correlation values: ORA-01400: cannot insert NULL into
("KNARAYAN"."SWNET_MSG"."LOGICAL_FILE")
```

**Error message:**

```
Exception in logging correlation values: ORA-01400: cannot insert NULL into
("KNARAYAN"."SWNET_MSG"."LOGICAL_FILE")
```

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

**Functional area:** SWIFT (Interact Adapter)

**Escalation ID:** QC

**Fix ID:** 177464

**Severity:** Critical

**Type:** Normal Fix

**Build:** 5001

**InQuira ID: NFX7446**

**Title:** SwiftNet Server Adapter error MEFGSwiftnetCmdServer SnF\_acquire failed to find security context

**Description:** When the SwiftNet Server Adapter is configured for both real-time and store and forward Business Entities entries the SwiftNet Server Adapter fails to acquire the queue.

After starting the MEFG adapter, SnF queues are successfully acquired. When the queues are next polled, acquisition fails with the following error:

```
SnF_acquire failed to find security context
<ErrorCode>0</ErrorCode>
<ErrorText>MEFGSwiftnetCmdServer SnF_acquire failed to find security context for
</ErrorText>
</Status> ****
```

The issue occurs because the adapter is configured for both real-time and store and forward Business Entities. Therefore, there are BE's (with no queues specified) and BE's (with queues specified). The problem will occur when the BE's with no queues is configured in front of the BE's with queues specified. This problem will still occur even if the user id is different for the BE with queues.

**Error Message:**

```
MEFGSwiftnetServer.log:
02/10/09-09:48:04 SF SnF Ack Accepted: TRUE
02/10/09-09:48:05 FA NotifySnFRequestHandle received.
02/10/09-09:52:32 IN send command to CHECK Queue Completed.
02/10/09-09:52:32 ER **** Acquire message queue failed ****
02/10/09-09:52:32 ER **** Response: <Status>
<ErrorCode>0</ErrorCode>
<ErrorText>MEFGSwiftnetCmdServer SnF_acquire failed to find security context for
```

</ErrorText>  
</Status> \*\*\*\*

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4321 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: SWIFT - Interact Adapter

Escalation ID: 1372588

Fix ID: 194963, 194964

Severity: Normal

Type: Normal Fix

Build: 4321, 5003

## **SWIFT - Message Entry Workstation**

InQuira ID: ENH1130

Title: Need the ability to view plain text SWIFT messages from the SWIFT Editor for the messages

Request Description: Need the ability to view plain text SWIFT message from the SWIFT Editor for the messages. When creating a new message from the Message Entry Workstation and entering the necessary information in the SWIFT Editor, you need the ability to view the message information created.

Escalation ID: 1369506 (166859, 177773)

Status: Completed

Request Resolution: A View Text button is now available in the SWIFT Editor. Click this button if you want to access a plain text display of the SWIFT message created.

Please apply Gentrans Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

InQuira ID: ENH1131

Title: Make the SWIFT Message Entry Workstation display enhanced to be more user friendly

Request Description: Make the SWIFT Message Entry Workstation display enhanced to be more user friendly. The SWIFT Message Entry Workstation should use visual cues to identify whether a component is mandatory or optional. Code lists should be easily available within the Message Entry Workstation. Dates should be easily selected.

Escalation ID: 1369507 (166858, 177769), 1369510 (166854, 177766), 1369511(166861, 177771)

Status: Completed

Request Resolution: The SWIFT Message Entry Workstation now uses visual cues to indicate whether a component (group, field, and so forth) is mandatory or optional, to clearly identify each.

The country codes, currency codes, and code words are available as lists from which you can choose values (qualifier fields that have a data source name present are treated differently; they have a lookup associated with code word sub fields), and these lists are always available in the Tools section of the SWIFT Editor. The Message Entry Workstation provides default values for qualifiers sub fields and a default "Start of block" and "End of block" for fields.

For date fields you are prompted with a date choice icon (various date formats defined by MT and MX messages are supported, as well as ISO-8601 Date Time format, which is used in MX messages). Date validations are also supported and for Time-only formats the Time format is displayed next to the field's text box.

Please apply Gentrans Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

InQira ID: NFX5472

Title: MessageEntryWorkstation Configuration link broken

Description: There is a formatting issue in the main search page when Configure option is present. When you click **Edit Configuration**, the configuration screen appears, but on clicking **Go**, the link is broken.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: SWIFT (Message Entry Workstation)

Escalation ID: QC

Fix ID: 178486

Severity: Critical

Type: Normal Fix

Build: 5001

## System Startup

InQira ID: ENH1888

Title: Reduce the number of threads created on startup

Request Description: When Sterling Integrator starts, a number of threads are created for different purposes. Each thread consumes JVM resources, which can effect Sterling Integrator performance.

Escalation ID: N/A

Status: Completed

Request Resolution: The number of threads created on Sterling Integrator start up has been reduced. Further optimization can be obtained by identifying components that you do not use and to turn them off. See the Gentran Integration Suite 4.3 or Sterling Integrator 5.0 Documentation Updates for more information on *Optimizing and Controlling the System Threads*.

Please apply Gentran Integration Suite, Release 4.3 Build 4321 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

## Third Party Components

InQira ID: NFX7103

Title: OOM during OutboundX12\_50\_set on Sterling Integrator node 2 vertical cluster

Description: OOM during OutboundX12\_50\_set on Sterling Integrator node 2 vertical cluster.

Error Message: OOM error

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Third Party Components

Escalation ID: QC

Fix ID: 197041

Severity: Normal

Type: Normal Fix

Build: 5003

InQira ID: NFX7357

Title: Race condition during queue/cache delete

Description: Race condition during queue/cache delete.

Error message:

```
[2009-07-27 19:44:16.766] ERROR 000110020025
WORKFLOW.QUEUE.ERR_waiting_wfTransporter_run waiting[wfTransporter.run] Error
occurred processing Work Flow Context
  -- Context Info --
  wfTransporter: 71046 & NODE_ID:037626226dlf54f5:-57d85377:122be399ae3:-7f8f &
Priority:4 & TimeStamp:1248738256764 &
key:7104626linpe685010:node1:122be3a8e82:916680 & expedite:false & ActivityInfoID:0 &
WorkflowDefinitionID:889 & WFName:inbound_small_x12_3_1_whitepaper &
ServiceName:FileSystemAdapter-fs_3_1_whitepaper & JMSPriority:-1 &
StartTime:1248733388743 & StepID:0wfTransporter
Status:[LOCKED=true][WRITING=false][CACHED=true][DELETE=false][EXECUTING=true][WAITI
NG=false][RESCHEDULING=false]
java.lang.Exception: [wfTransporter.run] The workflow context was null, but the cache
did not report any error.This indicates a serious problem. Please examine the other
logs
    at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
44)
    at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:517)
    at java.lang.Thread.run(Thread.java:810)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Third Party Components

Escalation ID: QC

Fix ID: 197036

Severity: Critical

Type: Normal Fix

Build: 5003

## Tracking

InQira ID: NFX4124

Title: Visibility services stopped working without warning or errors in business process

Description: Fact Model and reporting services are used to audit inbound and outbound data processing. At some point the services stopped reporting to Process Data. The business processes invoking these services ran without issue so there was no way of knowing that these services had stopped writing out to the database.

Error Message:

```
[2008-10-28 13:41:04.335] ERROR 000000000000 GLOBAL_SCOPE
<MappedExtractionTranslator-17892731> Error during translate
com.sterlingcommerce.woodstock.bi.fact.DuplicateEventException: A duplicate event
was detected
  at
com.sterlingcommerce.woodstock.bi.fact.dom4j.BatchFactLoaderImpl.save(BatchFactLoade
rImpl.java:477)
  at
com.sterlingcommerce.woodstock.event.listeners.bi.MappedExtractionTranslator.transla
te(MappedExtractionTranslator.java:214)
  at
com.sterlingcommerce.woodstock.event.listeners.bi.MappedExtractionTranslator.run(Map
pedExtractionTranslator.java:112)
  at
com.sterlingcommerce.woodstock.event.listeners.bi.MappedExtractionEventListener.hand
leEvent(MappedExtractionEventListener.java:202)
  at
com.sterlingcommerce.woodstock.event.listeners.FilterEventListener.onEvent(FilterEve
ntListener.java:89)
  at
com.sterlingcommerce.woodstock.event.listeners.AbstractEventListenerImpl.onMessage(A
bstractEventListenerImpl.java:244)
  at
org.apache.activemq.ActiveMQMessageConsumer.dispatch(ActiveMQMessageConsumer.java:96
7)
  at
org.apache.activemq.ActiveMQSessionExecutor.dispatch(ActiveMQSessionExecutor.java:12
2)
  at
org.apache.activemq.ActiveMQSessionExecutor.iterate(ActiveMQSessionExecutor.java:192
)
  at org.apache.activemq.thread.PooledTaskRunner.runTask(PooledTaskRunner.java:122)
  at org.apache.activemq.thread.PooledTaskRunner$1.run(PooledTaskRunner.java:43)
  at
java.util.concurrent.ThreadPoolExecutor$Worker.runTask(ThreadPoolExecutor.java:650)
  at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:675)
  at java.lang.Thread.run(Thread.java:595)
[2008-10-28 13:41:04.337] ALL 000000000000 GLOBAL_SCOPE
<MappedExtractionTranslator-17892731> Sending Alert
[2008-10-28 13:41:04.349] ERROR 000000000000 GLOBAL_SCOPE
<MappedExtractionEventListener-17892731>
com.sterlingcommerce.woodstock.bi.fact.DuplicateEventException: A duplicate event
was detected
```

```

com.sterlingcommerce.woodstock.bi.fact.FactLoaderException:
com.sterlingcommerce.woodstock.bi.fact DuplicateEventException: A duplicate event
was detected
  at
com.sterlingcommerce.woodstock.event.listeners.bi.MappedExtractionTranslator.translate(MappedExtractionTranslator.java:238)
  at
com.sterlingcommerce.woodstock.event.listeners.bi.MappedExtractionTranslator.run(MappedExtractionTranslator.java:112)
  at
com.sterlingcommerce.woodstock.event.listeners.bi.MappedExtractionEventListener.handleEvent(MappedExtractionEventListener.java:202)
  at
com.sterlingcommerce.woodstock.event.listeners.FilterEventListener.onEvent(FilterEventListener.java:89)
  at
com.sterlingcommerce.woodstock.event.listeners.AbstractEventListenerImpl.onMessage(AbstractEventListenerImpl.java:244)
  at
org.apache.activemq.ActiveMQMessageConsumer.dispatch(ActiveMQMessageConsumer.java:967)
  at
org.apache.activemq.ActiveMQSessionExecutor.dispatch(ActiveMQSessionExecutor.java:122)
  at
org.apache.activemq.ActiveMQSessionExecutor.iterate(ActiveMQSessionExecutor.java:192)
  at
org.apache.activemq.thread.PooledTaskRunner.runTask(PooledTaskRunner.java:122)
  at
org.apache.activemq.thread.PooledTaskRunner$1.run(PooledTaskRunner.java:43)
  at
java.util.concurrent.ThreadPoolExecutor$Worker.runTask(ThreadPoolExecutor.java:650)
  at
java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:675)
  at
java.lang.Thread.run(Thread.java:595)
Caused by: com.sterlingcommerce.woodstock.bi.fact DuplicateEventException: A
duplicate event was detected
  at
com.sterlingcommerce.woodstock.bi.fact.dom4j.BatchFactLoaderImpl.save(BatchFactLoaderImpl.java:477)
  at
com.sterlingcommerce.woodstock.event.listeners.bi.MappedExtractionTranslator.translate(MappedExtractionTranslator.java:214)
  ... 12 more
[2008-10-28 13:41:04.35] ALL 000000000000 GLOBAL_SCOPE
<MappedExtractionEventListener-17892731> Sending Alert
[2008-10-28 13:41:05.94] ERROR 000000000000 GLOBAL_SCOPE
<MappedExtractionEventListener-17892731> loading document has errorNo document with
ID = hp838npc:nodel:11d1

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later

Alternatively, you may try the following workaround with complete Gentran Integration Suite folder structure and database back ups. Please back up your /tmp directory as well for the reporting services.xml files.

1. In `event.properties.in`, change `remote.protocol_config=tcp://&HOST_NAME;:&EVENT_PORT` to `remote.protocol_config=tcp://&HOST_NAME;:&EVENT_PORT;?wireFormat.maxInactivityDuration=0`
2. Run `setupfiles`
3. Recreate the `/tmp` directory.

Functional Area: Tracking

Escalation ID: 1371606

Fix ID: 169304, 176068

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

**InQuira ID: NFX5516**

**Title:** StatsException in tracking.log

**Description:** StatsException in tracking.log when running 3\_1\_whitepaper system test script.

**Error message:**

```
tracking.log.D20090316.T103451:com.sterlingcommerce.neo.stats.StatsException: Failed
to save stat.
tracking.log.D20090316.T103451:Caused by: java.sql.SQLException: SQL row count is 2,
but expected is 1. Failed to update stat valule for Stat
This error is also being displayed in mgmtdash.log...
mgmtdash.log.D20090316.T131911:java.sql.SQLException: SQL row count is 2, but
expected is 1. Failed to update stat valule for Stat
```

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

**Functional area:** Tracking

**Escalation ID:** QC

**Fix ID:** 179500

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5001

**InQuira ID: NFX6399**

**Title:** NullPointerException while trying to search for documents

**Description:** Null pointer exception was encountered while searching for documents from the documents page (**Business Process > Monitor > Current Documents > search by ALL**).

**Error Message:**

```
[2009-05-18 10:25:51.319] ERRORDTL 000000000000 GLOBAL_SCOPE
[1242656751319]com.sterlingcommerce.woodstock.workflow.track.TrackingException:
Failed to list object ids for tracking id 'hutch:node1:1213a46468c:7212031'.
    at
com.sterlingcommerce.woodstock.workflow.track.Tracking.listTopLevelParents(Tracking.
java:541)
    at
com.sterlingcommerce.woodstock.ui.servlet.DocMonitor.prepareDFTreeView(DocMonitor.ja
va:651)
    at
com.sterlingcommerce.woodstock.ui.servlet.DocMonitor.doPost(DocMonitor.java:283)
    at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.doGet(ServletBase.java:161)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:690)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:803)
    at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:487)
    at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
93)
    at
com.sterlingcommerce.woodstock.ui.dlso.DLSSOFilter.doFilter(DLSSOFilter.java:194)
```

```

    at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
84)
    at com.sterlingcommerce.util.Fix5CFilter.doFilter(Fix5CFilter.java:74)
    at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
84)
    at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:360)
    at
org.mortbay.jetty.security.SecurityHandler.handle(SecurityHandler.java:216)
    at org.mortbay.jetty.servlet.SessionHandler.handle(SessionHandler.java:181)
    at org.mortbay.jetty.handler.ContextHandler.handle(ContextHandler.java:726)
    at org.mortbay.jetty.webapp.WebAppContext.handle(WebAppContext.java:405)
    at
org.mortbay.jetty.handler.ContextHandlerCollection.handle(ContextHandlerCollection.j
ava:206)
    at
org.mortbay.jetty.handler.HandlerCollection.handle(HandlerCollection.java:114)
    at org.mortbay.jetty.handler.HandlerWrapper.handle(HandlerWrapper.java:152)
    at org.mortbay.jetty.Server.handle(Server.java:324)
    at org.mortbay.jetty.HttpConnection.handleRequest(HttpConnection.java:505)
    at
org.mortbay.jetty.HttpConnection$RequestHandler.headerComplete(HttpConnection.java:8
28)
    at org.mortbay.jetty.HttpParser.parseNext(HttpParser.java:514)
    at org.mortbay.jetty.HttpParser.parseAvailable(HttpParser.java:211)
    at org.mortbay.jetty.HttpConnection.handle(HttpConnection.java:380)
    at
org.mortbay.io.nio.SelectChannelEndPoint.run(SelectChannelEndPoint.java:395)
    at
org.mortbay.thread.BoundedThreadPool$PoolThread.run(BoundedThreadPool.java:450)
Caused by: java.lang.NullPointerException
    at
com.sterlingcommerce.woodstock.workflow.crl.CorrelationDBAccess.listObjectIDs(Correl
ationDBAccess.java:496)
    at
com.sterlingcommerce.woodstock.workflow.track.Tracking.listDocumentIDs(Tracking.java
:1073)
    at
com.sterlingcommerce.woodstock.workflow.track.Tracking.listDocumentIDs(Tracking.java
:1062)
    at
com.sterlingcommerce.woodstock.workflow.track.Tracking.listTopLevelParents(Tracking.
java:516)
    ... 27 more
----- Nested Throwable -----
java.lang.NullPointerException
    at
com.sterlingcommerce.woodstock.workflow.crl.CorrelationDBAccess.listObjectIDs(Correl
ationDBAccess.java:496)
    at
com.sterlingcommerce.woodstock.workflow.track.Tracking.listDocumentIDs(Tracking.java
:1073)
    at
com.sterlingcommerce.woodstock.workflow.track.Tracking.listDocumentIDs(Tracking.java
:1062)

```

```

    at
com.sterlingcommerce.woodstock.workflow.track.Tracking.listTopLevelParents(Tracking.
java:516)
    at
com.sterlingcommerce.woodstock.ui.servlet.DocMonitor.prepareDFTreeView(DocMonitor.ja
va:651)
    at
com.sterlingcommerce.woodstock.ui.servlet.DocMonitor.doPost(DocMonitor.java:283)
    at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.doGet(ServletBase.java:161)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:690)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:803)
    at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:487)
    at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
93)
    at
com.sterlingcommerce.woodstock.ui.dlso.DLSSOFilter.doFilter(DLSSOFilter.java:194)
    at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
84)
    at com.sterlingcommerce.util.Fix5CFilter.doFilter(Fix5CFilter.java:74)
    at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
84)
    at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:360)
    at
org.mortbay.jetty.security.SecurityHandler.handle(SecurityHandler.java:216)
    at org.mortbay.jetty.servlet.SessionHandler.handle(SessionHandler.java:181)
    at org.mortbay.jetty.handler.ContextHandler.handle(ContextHandler.java:726)
    at org.mortbay.jetty.webapp.WebAppContext.handle(WebAppContext.java:405)
    at
org.mortbay.jetty.handler.ContextHandlerCollection.handle(ContextHandlerCollection.j
ava:206)
    at
org.mortbay.jetty.handler.HandlerCollection.handle(HandlerCollection.java:114)
    at org.mortbay.jetty.handler.HandlerWrapper.handle(HandlerWrapper.java:152)
    at org.mortbay.jetty.Server.handle(Server.java:324)
    at org.mortbay.jetty.HttpConnection.handleRequest(HttpConnection.java:505)
    at
org.mortbay.jetty.HttpConnection$RequestHandler.headerComplete(HttpConnection.java:8
28)
    at org.mortbay.jetty.HttpParser.parseNext(HttpParser.java:514)
    at org.mortbay.jetty.HttpParser.parseAvailable(HttpParser.java:211)
    at org.mortbay.jetty.HttpConnection.handle(HttpConnection.java:380)
    at
org.mortbay.io.nio.SelectChannelEndPoint.run(SelectChannelEndPoint.java:395)
    at
org.mortbay.thread.BoundedThreadPool$PoolThread.run(BoundedThreadPool.java:450)

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Tracking

Escalation ID: QC

Fix ID: 187041

Severity: Normal

Type: Normal Fix

Build: 5002

## Trading Partner Profiles

InQira ID: NFX10986

Title: Password policy is ignored for a user configured for custom password change message

Description:

The password policy defined in Sterling Integrator for Sterling File Gateway is ignored. The password change option is available to the user when the 'Required password change on next login attempt' option is selected under Accounts > Password Policy while defining a password policy for a partner. If the password policy is updated and the user logs in to myFileGateway after this update, and if the password does not adhere to the updated password policy, the prompt to change the password is not displayed on the login screen.

Error Message:

None

Resolution:

Please apply Sterling Integrator Release 5.0, Build 5008 or later.

Functional Area: Trading Partner Profiles

Escalation ID: QC

Fix ID: 241688

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX9395

Title: Trading partner identity zip or postal code field may only accept alphanumeric characters

Description:

The 'Zip or Postal Code' field in the Identity (Trading Partner > Setup > Advanced > Identities) may only accept alphanumeric characters after applying Build 5004. Prior to Build 5004, the field would allow a dash ('-') character, for example, for a Zip+4 code. After applying Build 5004, it may now report a validation error and will not allow the customer to continue to the next screen.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Trading Partner Profiles

Escalation ID: 00197896

Fix ID: 225672

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX9644

Title: GIS SFG - Error when trying to set CA certificate in a listening partner configuration.

Description:

Error when trying to assign the CA certs to the partner profile in SFG.

Error Message:

```
ERROR [DMITradingPartnerForm] Caught SQLException while saving ca certs for the
transport id = 1
ERROR 000000000000 GLOBAL_SCOPE null
SQL Error Code: 515
SQL State: 23000
com.microsoft.sqlserver.jdbc.SQLServerException: Cannot insert the value NULL into
column 'CREATEUSERID', table 'woodstock.dbo.SCI_TRANSP_CA_CERT'; column does not
allow nulls.
INSERT fails.
```

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Trading Partner Profiles

Escalation ID: 00207470

Fix ID: 227866

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX10900

Title: Error when trying to add a cert to a Odette Physical Partner profile

Description:

When trying to add a CA Certificate with SSL enabled, to OFTP Physical Partner Profile, following error is observed.

Observation: Issue does not occur when using a self signed certificate or when SSL is not enabled

Error Message:

```
ERROR 000000000000 GLOBAL_SCOPE OdetteFtpPPEditor (15:50:53.959) An
Exception occurred in java.lang.Class.insertCertificate. The reason is : ORA-12899:
value too large for
column "GIS"."OFTP_CERTIFICATE"."CERT_SUBJECT" (actual: 284, maximum: 255).
```

```
[2010-06-08 15:50:53.959] ERROR 000000000000 GLOBAL_SCOPE OdetteFtpPPEditor
(15:50:53.959)
com.sterlingcommerce.woodstock.services.oftp.partner.db.PPPProfile.closeConnection:
Performing Rollback of SQL transaction.
[2010-06-08 15:50:53.968] ERROR 000000000000
GLOBAL_SCOPE OdetteFtpPPEditor (15:50:53.967) Exception in OdetteFtpPPEditor : Error
while performing SQL call.
[2010-06-08 15:50:53.968] ERROR 000000000000 GLOBAL_SCOPE
OdetteFtpPPEditor (15:50:53.968) An Exception occured in
com.sterlingcommerce.woodstock.ui.OdetteFtpPPEditor.save. The reason is : Error while
performing SQL call..
```

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5008 or later

Functional Area: Trading Partner Profiles

Escalation ID: 187214

Fix ID: 224127

Severity: Normal

Type: NormalFix

Build: 5008

**InQuira ID: NFX8058**

Title: When adding an ssh password, it says some characters are invalid, running at 4316\_BR4964959\_SR1372153\_1372152

**Description:**

When adding an ssh password, it says some characters are invalid, running at 4316\_BR4964959\_SR1372153\_1372152. Client encountering SSH password issue in 4316, the SSH Remote Profile page issues a Msg Box pop-up for an invalid password format error when special/invalid characters are entered. Error is:

```
=====
SSH

password is invalid. Please try again.
The following characters are not valid
( ) + ? , < > { } [ ] | ; " '
=====
```

The issue was documented as fixed in Build 4205 under Legacy TD#29776 and TD#35682 in Vantive SR1365179, InQuira articles NFX4877 & PRI41125. We also found a similar legacy defect 29776, its detail is attached to the case and the QC. I have tested with GIS Build 4221 and 4321 and SI5003, and the results are the same as reported here, so no fix appears to be present. GIS L3 should be able to verify if the legacy fixes are in our current code or not. I agree with the customer that we should not validate the SSH profile password which is sent to the remote site especially since we have no control over the password policy for the remote site.

The remote site could very well use special characters such as ( ) + ? , < > { } [



Description: In the Pending tab of the Community Management page, when you click Accept to add a trading partner, and if you had selected HTTP as the protocol to be used in the Community Details page, an HTTP internal server error (500) is displayed.

Error Message: HTTP Error: 500 Internal Server Error

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4321 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Trading Partner Profiles

Escalation ID: QC

Fix ID: 195843, 202189

Severity: Normal

Type: Normal Fix

Build: 4321, 5006

**InQuira ID: NFX7511**

Title: Unable to add trading partners even when the limit is not reached

Description: In Sterling Integrator, Release 5.0 Build 5002, unable to add enough trading partners to Sterling Integrator though license is eligible and when the limit is not reached.

Example:

If license is valid for 6 trading partner Sterling Integrator allows only to create 5 trading partners and displays the following error message.

Error Message:

"You already have 6 active Partners in the system!"

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Trading Partner Profiles

Escalation ID: 74671

Fix ID: 209262

Severity: Normal

Type: Normal Fix

Build: 5006

**InQuira ID: NFX7458**

Title: The partner code in the Partners Contact Information screen is Grayed out in Sterling File Gateway.

Description: After a conversion of Advanced File Transfer (AFT) to Sterling File Gateway (SFG), the Partner Code field, in the SFG Partner is populated with the Partner from AFT. If there are special

characters in the partner name (ex. and under score'\_'), the Partner Code becomes grayed out and is unable to be altered.

Error Message: When editing the Partner the following message appears:

The partner code contains invalid characters. Please try again.

Resolution: Added support for underscores ("\_"), periods ("."), and dashes ("-") to the Partner Code field.

Please apply Gentran Integration Suite, Release 4.3 build 4322 or later.

Please apply Sterling Integrator, Release 5.0 build 5006 or later.

Functional Area: Trading Partner Profiles

Escalation ID: 106565

Fix ID: 204466, 204467

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

#### InQuira ID: NFX9422

Title: SSH Remote Profiles does not allow password longer than 15 characters.

Description: In the SSH Remote Profile UI screen (from Trading Partner ->SSH ->Remote Profiles and create a New SSH Remote Profile), the password field is limited to 15 characters. Passwords that are longer than 15 characters will be truncated to the first 15 characters causing authentication errors with the remote SFTP server due to the passwords not matching.

Error Message: No error message in Gentran Integration Suite/Sterling Integrator logfiles, however the business process will fail and the response from the remote SFTP server shows "Connection refused" due to the password not matching.

Resolution: Increase the password length in the UI to 255 characters. Please apply Sterling Integrator, Release 5.0 build 5006 or later.

Functional Area: Trading Partner Profiles

Escalation ID: 156238

Fix ID: 221665

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX9461

Title: Sterling Integrator allows multiple users to edit the same AS2 profile simultaneously and it does not provide a lock on profile.

Description: When a user edits a profile it creates a lock on profile. We could verify that from lock manager page. However Sterling Integrator also allows other users to edit the same profile and it does not provide any error message saying "the profile is locked by other user".

Sterling Integrator should throw an error message saying "the profile is locked by other user".

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Trading Partner Profiles

Escalation ID: 137776

Fix ID: 212587

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX8220

Title: The value of Change History in code lists is getting incremented each time a new code list is created with the same name

Description: After you create multiple code lists with the same name and different Sender Identity and Receiver Identity values in Sterling Integrator from the **Trading Partner > Code Lists** menu, search for the code lists you created in the Source Manager or Version Manager page excluding the code list you created last. The Change History value for each of the code lists with the same name is displayed incorrectly. The Change History value includes the sum of Number of Codes present in the code list and the Number of Codes present in the code lists created subsequent to it.

Error message: No error message.

Resolution: When you create two or more code lists with the same name and different Sender Identity and Receiver Identity, the Change History of the code lists displays the correct value and not the incremental value.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Trading Partner Profiles

Escalation ID: QC

Fix ID: 205625

Severity: Normal

Type: Normal Fix

Build: 5004

InQira ID: NFX2713

Title: Code list does not sort properly

Description:

1. Create a Code list with lots of Sender and Receiver code.

2. Then click the UP/DOWN arrow next to Sender/Receiver Code to sort accordingly.
3. It always sorts according to Sender code.

Error Message: No error received, simply does not sort properly.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4309 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Trading Partner Profiles

Escalation ID: 1369229

Fix ID: 38745, 39728

Severity: Normal

Type: Normal Fix

Build: 4309, 5001

InQira ID: NFX3162

Title: The Gentrans: Server for Windows conversion utility (winconvert) is not creating inbound EDIFACT UNH envelopes correctly

Description: The Gentrans: Server for Windows conversion utility converts the following trading partner data objects:

- ◆ Document envelopes
- ◆ Control numbers
- ◆ Code lists

Winconvert is creating outbound envelopes but the inbound envelope is incorrect

Outbound is correct:

```
(0065) Message Type                PRICAT
(0052) Message Version Number      D
(0054) Message Release Number      93A
(0051) Controlling Agency, Coded    UN
(0057) Association Assigned Code    EAN005
```

Inbound is incorrect:

```
(0065) Message Type                SLSRPT
(0052) Message Version Number      D 96AEAN
(0054) Message Release Number      004
(0051) Controlling Agency, Coded    UN
```

Should be:

```
(0065) Message Type                SLSRPT
(0052) Message Version Number      D
(0054) Message Release Number      96A
(0051) Controlling Agency, Coded    UN
(0057) Association Assigned Code    EAN004
```

Error Message: No errors are reported in `winconversion.rpt`

Resolution: Gentran:Server for Windows by default creates maps with map details where we do not separate "D 96A" and association assigned code "EAN0004" thus the export file created does not contain a separator. This causes the import process to create the envelopes with the wrong values.

Please apply Gentran Integration Suite, Release 4.3 Build 4312 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Trading Partner Profiles

Escalation ID: 1370352

Fix ID: 163792, 165549

Severity: Normal

Type: Normal Fix

Build: 4312, 5001

### InQira ID: NFX3319

Title: Receiver codes inside a codelist gets deleted in bulk if one code is deleted

Description: If a code list has more than one entry with the same receiver code, and the entries are sorted by receiver code, all entries with that receiver code are deleted when one is deleted.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4215 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4312 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Trading Partner Profiles

Escalation ID: 1370545

Fix ID: 163566, 163565, 165294

Severity: Normal

Type: Normal Fix

Build: 4312, 4215, 5001

### InQira ID: NFX3541

Title: The Pipeline log is too verbose. `Pipeline.log` after 4.1.1 Patch 1985 growing 10 megs a day

Description: The Pipeline log is too verbose. `Pipeline.log` after 4.1.1 Patch 1985 is growing 10 megs a day (debug turned off).

Error Message: None

Resolution:

Please apply Gentran Integration Suite 4.1.1 Build 1989 or later.

Please apply Gentran Integration Suite 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Trading Partner Profiles

Escalation ID: 1370373

Fix ID: 163177, 165748, 177662

Severity: Normal

Type: Normal Fix

Build: 1989, 4314, 5001

InQuira ID: NFX4032

Title: After deleting a code from a code list, not able to re-add the same code.

Description: When adding codes to a code list, if a code is deleted and re-added before the list is saved, the code cannot be re-added.

Example:

1. Navigate to the **Trading Partner Code List**, and click on **New Code List**.
2. Create a new trading partner code list and click **Next**.
3. Create code list with the following values for **Sender Code**, **Receiver Code** and **Description**:
  - ◆ Sender Code
  - ◆ Receiver Code
  - ◆ Description
  - ◆ Sender
  - ◆ Receiver
  - ◆ SR00
  - ◆ Sender
  - ◆ Receiver1
  - ◆ SR01
  - ◆ Sender1
  - ◆ Receiver
  - ◆ SR02
4. Do not click on **Next**.
5. Sort the list by sender code or receiver code.
6. Delete the code:

Sender	Receiver	SR00
--------	----------	------
7. Trying to re-enter same code again will result in an error

**Error Message:**

"One of the new code already exists in the list. Please try again with a unique Sender Code and a unique Receiver Code."

**Resolution:**

Please apply Gentran Integration Suite, Release 4.2 Build 4216 or later. (Also documented under NFX4196)

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

After applying the patch the Map Editor must be downloaded and re-installed.

Functional Area: Trading Partner Profiles

Escalation ID: QC

Fix ID: 165996, 166152, 177428

Severity: Normal

Type: Normal Fix

Build: 4216, 4314, 5001

**InQuira ID: NFX4098**

Title: Gentran Integration Suite throws Certificate Name Invalid error even on a certificate that is not checked.

Description: When checking in a trusted certificate the certificate name is parsed even when the check-in box is unchecked for that certificate. So if the name of the certificate that is not checked is invalid, you cannot proceed to check in the certificate with the valid name.

Error Message: Certificate Name is invalid

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

As a workaround, if you change the check-in name for the certificate you are not checking in, the validation will succeed and you can go on to check in the certificate you want to check in.

Functional Area: Trading Partner Profiles

Escalation ID: 1371478

Fix ID: 168539, 177663

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

**InQuira ID: NFX4362**

Title: Envelope files converted from G:S Windows 5.2 to Gentran Integration Suite 43 using the winconvert program errors when importing into Gentran Integration Suite.

Description: Export TP Profiles from G:S Windows 5.2. Import to Gentran Integration Suite 43 using winconvert.cmd

Error Message:

"Only versions 3.2 and 4.0 are supported"

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Trading Partner Profiles

Escalation ID: 1371727

Fix ID: 170889, 175800, 179848

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

InQuira ID: NFX4394

Title: Unable to change Code List entries when sorting by Receiver Code

Description: If the Code List where a Item Sender Code should be changed and the Code List has been sorted before by Receiver Code to find the Entry the change and saving will end up in an UI error message.

Error Message: After saving the changed Code List Entry this error comes up in Gentran Integration Suite UI:

Processing error has occurred. Please contact system administrator and check system logs for more details.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Trading Partner Profiles

Escalation ID: 1372070

Fix ID: 172625

Severity: Normal

Type: Normal Fix

Build: 5001

InQuira ID: NFX5477

Title: The Certificates in the **Signing Key Certificate** field are not getting saved when the user provides multiple certificates

Description: The Certificates in the **Signing Key Certificate** field are not getting saved when the user provided multiple certificates with future Go Live Date in the Document Exchange Settings.

Steps to Reproduce:

1. Login to Sterling Integrator.
2. Navigate to **Trading Partner > Setup > Advanced > Document Exchange**.
3. Create a Document Exchange with multiple certificates with future date in the **Signing Key Certificates** field.
4. Save the Document Exchange.
5. View the created Document Exchange details and it shows None selected in the **Signing Key Certificate** field.

**Note:** If the user provided single certificate with future date for **Signing Key Certificate** field, then that particular certificate is saved. In other fields, **Signing User Certificate, Encryption Certificate** fields are saving multiple certificates with future Go Live date.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Trading Partner Profiles

Escalation ID: QC

Fix ID: 176635

Severity: Normal

Type: Normal Fix

Build: 5001

## Translator

InQira ID: NFX10444

Title: Can the translator process data through a positional map if the last segment does not contain a CRLF?

Description:

The default behavior of the translator when executing a positional map does not process the last segment in the input file if it does not contain a segment terminator.

Resolution:

A behavior change has been made that will allow the translator to read the last segment in the input file only if all 3 of the following are true:

The input side of the map is Positional

The default segment terminator CR/LF is used as the segment terminator

The data is being read via the ReadBlock extended rule.

**Note:** Normal positional input processing still requires the segment terminator for the last segment in the input file.

Please apply Sterling Integrator, Release 5.1 Build 5101 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Translator

Escalation ID: 241514, 4980289

Fix ID: 236668, 235749, 235998

Severity: Normal

Type: NewFunctionality

Build: 5101, 4324, 5008

InQira ID: NFX8804

Title: SQL Input map is not passing data to the output side from Temporary Input Records.

Description: SQL Input Maps are not generating data for output records that only contain links from input temporary records that do not get their values from a SQL Query. All fields in the temporary input record get their values from an extended rule.

Adding a link to the output record from an input record that is populated via a SQL Query will cause the output record to generate. However the output fields that receive data from the temporary input record are still empty.

Error Message: No errors.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: Translator

Escalation ID: 165689, 139896

Fix ID: 218559, 219071

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX8293

Title: java.lang.NullPointerException error when the JDBC pool is not defined, and exhaust input is set to yes

Description: java.lang.NullPointerException error when the JDBC pool is not defined, and exhaust input is set to yes.

If exhaust input is set to yes, the translation service errors with Interrupted\_man, and no translator report. The status report shows java.lang.NullPointerException.

If exhaust input is set to no, the translation service errors with halted, and the translator report gives an error of:

Report Entry:

```
Section: INPUT Severity: ERROR
SyntaxSpecific: false Syntax: -1 Code: 700 Data Source Open Error
Info:
10701: Data Source Pool
Gentran Standards
10006: Exception
Invalid pool name 'Pool_Name' while getting a database connection. Please check for
consistency of the properties files or BPML
```

Error Message:

```
java.lang.NullPointerException
```

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: Translator

Escalation ID: 99777

Fix ID: 202349, 204097

Severity: Normal

Type: Normal Fix

Build: 4222, 5006

InQira ID: NFX5888

Title: Translator appears to be using bytes to count positions instead of characters in Gentran Integration Suite

Description: When double byte characters occur in positions before the tag, the record is not matched. The translator seems to be counting the position it is in based on number of bytes rather than number of characters.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Translator

Escalation ID: 39212

Fix ID: 185536, 203274

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

**InQuira ID: NFX3874**

Title: 123 Data Conversion Error on Packed field defined as P2 and greater

Description: In Gentran Integration Suite, Release 4.3, the Input field is defined as P2, P3, P4, P5, etc. contains NULLS (hex 00)

Error Message:

Code: 123 Data Conversion Error - only occurs if Input field is defined as P2, P3, P4, P5, etc.

If field is defined as P0 or P1 no errors occur

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

After the patch has been applied, please download and reinstall the Map Editor.

Functional Area: Translator

Escalation ID: 1371235, 123830

Fix ID: 171335, 177577, 207905, 211928

Severity: Normal

Type: Normal Fix

Build: 4222, 4316, 5006, 5001

**InQuira ID: NFX7339**

Title: Translation does not error when XML input does not contain mandatory elements.

Description: XML input data does not contain tags for the root or elements that are mandatory in the map structure, but no translation error is given.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: Translator

Escalation ID: 97625

Fix ID: 203425

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX9401

Title: Output truncated when Processing large XML input files

Description: Gentran Integration Suite 4321. When processing a SWIFT Settlement Credit File containing 18919 transactions, after translation completed they only received 6533 transactions in output. The issue was traced to a bug in the Translator Disk Caching when the input file size exceeds Large File Threshold. The translator attempts to find the largest index processed from a group and it does this step incorrectly. It processes all the keys from memory and checks their indices but it fails to reference the current group instance that isn't in memory or on disk. This leads to referencing the wrong location in memory going forward, which causes the incorrect output.

```
# size of input stream that triggers large file support  
storage.LargeFileThreshold=15000000
```

In this situation, the input file was 18mb, which was 3 mb greater than the Large File Threshold. The issue occurs on all XML input files not just SWIFT messages.

Error Message: No errors found. Output was truncated.

Resolution:

Workaround - Reduce the file size to a value below the Large File Threshold

Workaround (for limited use only) - Increase the Large File Threshold to a value greater than the input file. This workaround should be used only in situations where tight deadlines mandate that a file must be processed and cannot be reduced in size beforehand. It is not recommended that this value is set for prolonged periods due to the associated performance implications.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

For information on this issue for Gentran Integration Suite 4.2, see NFX8289.

Functional Area: Translator

Escalation ID: 00184620

Fix ID: 201264, 201265

Severity: Critical

Type: Normal Fix

Build: 4322, 5006

### InQuira ID: NFX9462

Title: Database map not functioning on Sterling Integrator 5.0 as on Gentran Integration Suite 4.2

Description: The customer is reporting an issue with a map, which was previously working in Gentran Integration Suite, Release 4.3 Build 4320. The map is SQL to SQL format and selects data from two tables (OrderHeaderTable and OrderLineTable) the map reformats the result set and writes it to the merged table (MergedHeadersandLinesTable). The example map took data from the result set and populated a temporary structure on input. This works in Gentran Integration Suite, Release 4.3 Build 4320. However, in Sterling Integrator, Release 5.0 Build 5003 It was found that if you link one field from result set to output directly then the whole output was triggered however this produces an empty record/row in the output. After analysis it was discovered that this problem only occurs with SQL to SQL format and does not occur when input is either delimited or positional format.

Error Message: No error message just no output created.

Resolution:

Workaround - Map a field directly from input/result set to output. On end run a SQL delete to delete the empty row from the table.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Translator

Escalation ID: 0013896

Fix ID: 214459

Severity: Critical

Type: Normal Fix

Build: 5006

### InQuira ID: NFX9462

Title: Database map not functioning on Sterling Integrator 5.0 as on Gentran Integration Suite 4.2

Description: The customer is reporting an issue with a map which was previously working in Gentran Integration Suite, Release 4.3 Build 4320. The map is SQL to SQL format and selects data from two tables (OrderHeaderTable and OrderLineTable) the map reformats the result set and writes it to the merged table (MergedHeadersandLinesTable). he example map took data from the result set and populated a temporary structure on input. This works in Gentran Integration Suite, Release 4.3 Build 4320. However, in Sterling Integrator, Release 5.0 Build 5003 it was found that if you link one field from result set to output directly then the whole output was triggered. However, this produces an empty record/row in the output. After analysis it was discovered that this problem only occurs with SQL to SQL format and does not occur when input is either delimited or positional format.

Error Message: No error message. Output is not generated.

Resolution:

Workaround - Map a field directly from input/result set to output. On end run a SQL delete to delete the empty row from the table.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Translator

Escalation ID: 0013896

Fix ID: 214459

Severity: Critical

Type: Normal Fix

Build: 5006

InQuira ID: ENH1548

Title: Need Date conversion extended rule functionality for the DATE and STRDATE functions

Request Description: Need Date conversion extended rule functionality for the DATE and STRDATE functions to work based off Week 1 instead of Week 0. The functions should have parameters that allow them to be ISO compliant working from a Week 01 to 52.

Escalation ID: 1370913 (174113, 180339)

Status: Completed

Request Resolution: If you look at `../<yourInstallDir>/properties/translator.properties.in`, you will find the following:

```
# to get the weeks of the year numbered from 1-52 set oneBasedWeekNums property to
true, this will globally change the default behavior which
# shows the weeks of the year numbered from 0-51, if you want this behavior to be only
specific to a certain map, and then set yourmapname.map.oneBasedWeekNums
# to true, where yourmapname is the name of the map you want this behavior to be
applied to
#oneBasedWeekNums=false
#yourmapname.map.oneBasedWeekNums=false
```

You can uncomment `oneBasedWeekNums` and set it to a particular value and then run `setupfiles.sh`, or modify the `translator.properties`. To prevent future patch overrides, however, you should not change this file directly. Instead, add it to the `customer_overrides.properties` file.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

InQuira ID: NFX1734

Title: JDBC map writing to MYSQL does not rollback on numeric errors.

Description: JDBC map writing to MYSQL does not rollback on numeric errors.

Resolution:

- ◆ If the input data for a field is invalid for a numeric (non numeric in the data), we will report an error for the Output side, in the translation status report & will not write output to the database.

- ◆ If the input data for a numeric field is too long or too short on output, we will now report an error for the Output side, in the translation status report & will not write output to the database.

Please apply Gentran Integration Suite, Release 4.1.1 Build 1985 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4215 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Translator

Escalation ID: 1367092, 1370907

Fix ID: 41559, 165346, 165322, 177627

Severity: Normal

Type: Normal Fix

Build: 1985, 4215, 4314, 5001

InQuira ID: NFX3342

Title: Delimited data is being mapped incorrectly when there are no tags and the Element delimiter is a TAB (0x09).

Description: TAB Delimited data is being mapped incorrectly when no tag is used.

Error Message: No error messages.

Resolution: As a workaround the DOC KEYWORD Replacement service can be added to the Business process to replace the 0x09 to a printable character.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

After applying this patch, re-install the Map Editor.

Functional Area: Translator

Escalation ID: 1370685

Fix ID: 165329, 177596

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

InQuira ID: NFX3556

Title: After applying Build 4310 maps that process inbound CII data are no longer producing the correct output.

Description: When the translator processes repeating groups on the input side of the map that are linked to the output side, extra occurrences of the output record are generated. The map details does have the option

'Gentran:Server for Windows NT 2.x Compatible Rule Execution' checked. The proper output is generated prior to Build 4310.

Error Message: No errors; however, the output generated is incorrect.

Resolution: This issue has been corrected in Gentran Integration Suite, Release 4.3 Build 4312.

Please apply Gentran Integration Suite, Release 4.3 Build 4312 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Translator

Escalation ID: 1370817

Fix ID: 165326, 177092, 177784

Severity: Normal

Type: Normal Fix

Build: 4312, 5001

### InQuira ID: NFX3626

Title: Error when processing large XML files

Description: Error when processing large XML files

Error Message:

```
com.sterlingcommerce.woodstock.workflow.WorkFlowException: invalid field data  
type[115] encountered in VirtualGroupStore.pageIn
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Translator

Escalation ID: 1370047

Fix ID: 164461, 177782

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

### InQuira ID: NFX3823

Title: XML Map translation error - Mandatory Block Missing

Description: Map which translated in Gentran Integration Suite 4.3 build 4306 has translation errors in build 4311. A field which should only be mandatory if the parent node exists is reported as missing

Error Message:

```
Report Entry:
```

```

Section: INPUT          Severity: ERROR
SyntaxSpecific: false   Syntax: -1      Code: 300 Mandatory Block Missing
Info:
    10016: Block Signature Id Tag
           PrvtId
    10003: Block Name
           PrvtId:2
    10002: Block Count
           146
    10017: Map Iteration Count
           1
    10010: Instance
           01:01
    10019: Location Index

```

Resolution: The issue with compliance check on XML map structure where optional particles that contain mandatory particles as been fixed the translator.

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Translator

Escalation ID: 1371110

Fix ID: 166427, 177778

Severity: Critical

Type: Normal Fix

Build: 4314, 5001

**InQuira ID: NFX3874**

Title: 123 Data Conversion Error on Packed field defined as P2 and greater

Description: Gentran Integration Suite, Release 4.3 input field defined as P2, P3, P4, P5, etc. contains NULLS (hex 00).

Error Message: Code: 123 Data Conversion Error - only occurs if Input field is defined as P2, P3, P4, P5, etc.

If field is defined as P0 or P1 no errors occur

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

After the patch has been applied, please download and reinstall the Map Editor.

Functional Area: Translator

Escalation ID: 1371235

Fix ID: 171335, 177577

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

**InQuira ID: NFX3925**

Title: Packed data gets a data too long error on the output side of a map

Description: The field on the output side is packed data format. It fails with a "Data too long error". The Encoding tab set to cp500. Changed the Encoding tab to cp037 causes the same error. This was tested on Gentran Integration Suite Release 4.3 Build 4312.

Error Message: Data too long error received in the Translation Report.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Translator

Escalation ID: 1371857

Fix ID: 171145, 177587

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

InQuira ID: NFX4002

Title: Error Interrupted Man when using a translation service

Description: Interrupted Man when using a translation service. The error is caused because the map is trying to divide by zero. The interruption doesn't occur when the division takes place, but when the field that stores the value of the division is linked to the output side of the map. If it is not linked to the output, then translation doesn't throw the interrupted man.

Error Message:

Interrupted Man

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Translator

Escalation ID: 1370429

Fix ID: 164464, 177608

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

InQuira ID: NFX4408

Title: Translator in Gentran Integration Suite 4.3 does not report any mandatory error if XML tag has no value

Description: In Gentran Integration Suite 4.3 Build 4311, translator does not report any mandatory error if XML tag has no value like <Sample></Sample>. If the mandatory XML tag itself is missing in a file, then the error 300 comes up whereas Gentran Integration Suite 4.0 and Gentran Integration Suite 4.3 Build 4308 can detect the error even if a XML tag does not have a value.

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Translator

Escalation ID: 1371796

Fix ID: 171923, 177590

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

**InQuira ID: NFX4537**

Title: Null pointer exception error during translation due to invalid XML structure in the map

Description: Null pointer exception error during translation due to invalid XML structure in the map. Attributes are linked directly to Content Particles and this is not a valid structure.

**Error Message:**

```
wf.log:
[2008-07-14 17:15:22.519] ERROR 000110060004
WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService2
ActivityEngineHelper.invokeService() caught exception while attempting to execute
service Translation
java.lang.NullPointerException
    at
com.sterlingcommerce.woodstock.translator.blockprocessor.XMLInputBlockSequence.proce
ssContentParticle(XMLInputBlockSequence.java:512)
    at
com.sterlingcommerce.woodstock.translator.blockprocessor.XMLInputBlockSequence.proce
ssBlock(XMLInputBlockSequence.java:238)
    at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.searchBlock(B
lockSequence.java:737)
    at
com.sterlingcommerce.woodstock.translator.blockprocessor.XMLInputBlockSequence.searc
hBlock(XMLInputBlockSequence.java:132)
    at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.searchGroup(B
lockSequence.java:605)
    at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.searchForward
(BlockSequence.java:422)
    at
com.sterlingcommerce.woodstock.translator.blockprocessor.XMLContentHandler.processCo
ntent(XMLContentHandler.java:619)
    at
com.sterlingcommerce.woodstock.translator.blockprocessor.XMLContentHandler.startElem
ent(XMLContentHandler.java:263)
    at org.apache.xerces.parsers.AbstractSAXParser.startElement(Unknown Source)
```

```
at org.apache.xerces.impl.XMLDocumentFragmentScannerImpl.scanStartElement(Unknown
Source)
at
org.apache.xerces.impl.XMLDocumentFragmentScannerImpl$FragmentContentDispatcher.disp
atch(Unknown Source)
at org.apache.xerces.impl.XMLDocumentFragmentScannerImpl.scanDocument(Unknown
Source)
at org.apache.xerces.parsers.XML11Configuration.parse(Unknown Source)
at org.apache.xerces.parsers.XML11Configuration.parse(Unknown Source)
at org.apache.xerces.parsers.XMLParser.parse(Unknown Source)
at org.apache.xerces.parsers.AbstractSAXParser.parse(Unknown Source)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.SAXReader.parse(SAXReader.j
ava:157)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.XMLProcessor.processInput(X
MLProcessor.java:102)
at
com.sterlingcommerce.woodstock.translator.blockprocessor.XMLInputBlockSequence.proce
ssFileFormat(XMLInputBlockSequence.java:111)
at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.translateInpu
t(TranslationEngineImpl.java:1611)
at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.doTranslation
(TranslationEngineImpl.java:1733)
at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.translate(Tra
nslationEngineImpl.java:1240)
at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngine.translate(Transla
tionEngine.java:193)
at
com.sterlingcommerce.woodstock.services.translation.TranslationServiceImpl.processDa
ta(TranslationServiceImpl.java:676)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1671)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:559)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:339)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:321)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQue
eListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:149)
```

```
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
31)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:496)
at java.lang.Thread.run(Thread.java:595)
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Translator

Escalation ID: 1370185

Fix ID: 167127, 177614

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

**InQuira ID: NFX4767**

**Title:** Handling of whitespace in PCDATA retains the value from the last ran translation

**Description:** When a XML map has "Use trim setting from translator.properties" selected for the "Handling whitespace in PCDATA", in the **Settings** tab of the Root Element's properties, it uses the value from the last ran XML translation, instead of the value in the translator.properties file.

**Error Message:** A potential error could be 692 Unexpected XML PCData, if the previous XML translation used "Never trim whitespace from PCDATA", and the translation.properties has the value to "Always trim whitespace from PCDATA".

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

After installing the patch, download and re-install the map editor.

Functional Area: Translator

Escalation ID: 1371176

Fix ID: 172034, 177624

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

## InQuira ID: NFX4997

Title: HIPAA level 5 Code List import process fails

Description: The HIPAA level 5 Code List import process fails for code lists which need to be converted using the WPCEDI841 map. The XML output is invalid (too many top-level elements) and cannot be imported into Gentran Integration Suite.

### Error Message:

```
Error in command line:
  Importing file: hipaaimport.xml
Errors found. See import.rpt for more details.
  Error in the import.rpt:
Status report on 2009-02-06 11:08:14.102 for service: Import
SAX :: XML :: SAXException :: ERROR :: The markup in the document following the root
element must be well-formed.
End of report
```

### Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Translator

Escalation ID: 1372523

Fix ID: 176647, 180555

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

## InQuira ID: NFX5423

Title: XML map validation error.

Description: In the XML map design, if the data structure does not match the layout of the map, the data in the input file cannot be processed. If an element is present in the input file which is not defined in the map layout in a proper sequence, then the translator throws a non compliant data error "691 - Unrecognized XML Element", due to a mismatch. The "Translation Service" with XML needs to report this as warning rather than an error, so that the translation continues and all the elements that exist in the map can be validated. The new elements from the input data that are not present in the map structure must be reported in a warning.

### Error Message:

```
Code: 691 Unrecognized XML Element.
```

Resolution: Code: 691 Unrecognized XML Element, will be reported as a warning instead of an error.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Translator

Escalation ID: 1371860

Fix ID: 175500, 176650

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

### InQira ID: NFX5558

Title: Translation error Code: 692 Unexpected XML PCData when using property setting trimPcdata=false

Description: In Gentran Integration Suite 4.3 build 4317, user gets Translation Service error Code: 692 Unexpected XML PCData when using property setting trimPcdata=false in the translator.properties file

Error Message:

```
Translation Service Error Code: 692 Unexpected XML PCData
```

Resolution: Before the fix, the XML was failing with the errors if trimPcdata=false was set in the translator.properties file. However, now the behavior is changed. The map no longer fails but reports this as a warning rather than an error.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Translator

Escalation ID: 00028230

Fix ID: 185650

Severity: Normal

Type: Normal Fix

Build: 5002

### InQira ID: NFX5695

Title: Translation Service has a java.lang.NullPointerException error when processing a large number of Swift MT Messages.

Description: Translation Service has a java.lang.NullPointerException error when processing a large number of Swift MT Messages and the translations occur in parallel. Out of every 1000 files processed, 30-50 files will fail.

Error Message:

```
[2009-02-16 17:12:25.165] ERROR 000110070158
WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService21
ActivityEngineHelper.invokeService() caught exception while attempting to execute
service Translation
java.lang.NullPointerException
```

```

    at
com.sterlingcommerce.woodstock.translator.translationobject.SWIFTSyntaxFactory.proce
ssReport(SWIFTSyntaxFactory.java:209)
    at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.doTranslation
(TranslationEngineImpl.java:1848)
    at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.translate(Tra
nslationEngineImpl.java:1249)
    at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngine.translate(Transla
tionEngine.java:193)
    at
com.sterlingcommerce.woodstock.services.translation.TranslationServiceImpl.processDa
ta(TranslationServiceImpl.java:676)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1694)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:565)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:338)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:326)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueu
eListener.java:202)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:149)
    at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
31)
    at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:517)
    at java.lang.Thread.run(Thread.java:595)

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Translator

Escalation ID: 1372831

Fix ID: 177793, 179002, 187502

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

**InQira ID: NFX6634**

Title: CR or LF delimiters are stripped randomly in XML > XML map translation

Description: CR or LF characters are stripped randomly in XML > XML map translation.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Translator

Escalation ID: 71313

Fix ID: 195725

Severity: Normal

Type: Normal Fix

Build: 5003

**InQira ID: NFX7288**

Title: When translating an outbound SQL map, the map is looping through the maximum number of iterations for every loop

Description: When translating an outbound SQL map, the map is looping through the maximum number of iterations for every loop regardless of the amount of data. This causes the translation to take much longer and appear to hang when very large loops are in the map.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4321 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Translator

Escalation ID: 95982

Fix ID: 202730, 202339

Severity: Normal

Type: Normal Fix

Build: 4321, 5003

## Upgrade

InQira ID: NFX10399

Title: After upgrading from GIS 4.2 to SI 5.x, some Services and Schedules cannot be edited

Description:

After an upgrade from Gentrans Integration Suite, Release 4.2 to Sterling Integrator, Release 5.x, the user may find that certain Schedules and Services cannot be edited. This issue will usually affect the System Schedules and Services like Purge, Backup Service, AssociateBPsToDocs, etc.

This issue may be noted in one of two ways:

- ◆ When attempting to edit a Schedule that is for a System Service (Purge, Backup, BPREcovery, etc.), when the user clicks on the Edit button, the UI will display the message "NullPointerException".
- ◆ When trying to search for a Service configuration, it cannot be found. For example, searching for 'Purge Service' will return no results. The Service may appear in the gray drop down list, but choosing it and clicking Go! will simply return the user back to the same page with the message "No services satisfy your search criteria. Please try again"

Please note that in all reported cases, the affected Schedules and Services would continue to run without issue. They simply could not be edited, nor could new instances of the Services be created.

Error Message:

When attempting to edit the Schedule, the following error may be seen in the ui.log:

```
[2010-12-06 09:15:04.203] ERROR:DTL 000000000000 GLOBAL_SCOPE
[1291644904203]java.lang.NullPointerException
at
com.sterlingcommerce.woodstock.adminui.servlet.GetSchedule.doPost(GetSchedule.java:1
30)
at com.sterlingcommerce.woodstock.ui.servlet.ServletBase.doGet(ServletBase.java:161)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:690)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:803)
at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:487)
at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
93)
at
com.sterlingcommerce.woodstock.ui.dlss.DLSSOFilter.doFilter(DLSSOFilter.java:194)
at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
84)
at com.sterlingcommerce.util.Fix5CFilter.doFilter(Fix5CFilter.java:74)
at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
84)
at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:360)
at org.mortbay.jetty.security.SecurityHandler.handle(SecurityHandler.java:216)
at org.mortbay.jetty.servlet.SessionHandler.handle(SessionHandler.java:181)
at org.mortbay.jetty.handler.ContextHandler.handle(ContextHandler.java:726)
at org.mortbay.jetty.webapp.WebAppContext.handle(WebAppContext.java:405)
```

```

at
org.mortbay.jetty.handler.ContextHandlerCollection.handle(ContextHandlerCollection.java:206)
at org.mortbay.jetty.handler.HandlerCollection.handle(HandlerCollection.java:114)
at org.mortbay.jetty.handler.HandlerWrapper.handle(HandlerWrapper.java:152)
at org.mortbay.jetty.Server.handle(Server.java:324)
at org.mortbay.jetty.HttpConnection.handleRequest(HttpConnection.java:505)
at
org.mortbay.jetty.HttpConnection$RequestHandler.headerComplete(HttpConnection.java:828)
at org.mortbay.jetty.HttpParser.parseNext(HttpParser.java:514)
at org.mortbay.jetty.HttpParser.parseAvailable(HttpParser.java:211)
at org.mortbay.jetty.HttpConnection.handle(HttpConnection.java:380)
at org.mortbay.io.nio.SelectChannelEndPoint.run(SelectChannelEndPoint.java:395)
at org.mortbay.thread.BoundedThreadPool$PoolThread.run(BoundedThreadPool.java:450)

```

**Resolution:**

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue. For systems that display this issue that were upgraded with a prior Build, a workaround has been prepared to correct the issue as well. If the system cannot be updated to Build 5008, please open a case with Customer Support and reference this article.

Functional Area: Upgrade

Escalation ID: 00235951

Fix ID: 236438

Severity: Critical

Type: NormalFix

Build: 5008

**InQuira ID: NFX10821**

Title: Some of the system BPs are not upgraded properly during upgrade from GIS4.2 to SI5.0

**Description:**

Some of the system BPs are not upgraded properly during upgrade from GIS4.2 to SI5.0. Here is the list of schedules that throws error message during edit.

- ◆ ArchiveCmdlineService
- ◆ AutoTerminateService
- ◆ BPExpirator
- ◆ BPLinkagePurgeService
- ◆ BPRecovery
- ◆ ProducedMsgPurgeService
- ◆ PurgeService e
- ◆ Scheduled\_AlertService
- ◆ SyncEngine\_DataCleanManager

## ◆ SyncEngine\_TaskManager

When editing any of the above schedules throws the following exception in UI.

Error Message:

Processing error has occurred. Please contact system administrator and check system logs for more details.`java.lang.NullPointerException`

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Upgrade

Escalation ID: 184080

Fix ID: 223692

Severity: Normal

Type: NormalFix

Build: 5008

## InQira ID: NFX7000

Title: Error during application on iSeries

Description: During the application of Gentrans Integration Suite, Release 4.3, Build 4319 or also on Sterling Integrator 5.0 on an iSeries instance, the patch application process fails during the database updates.

Error Message:

```
java.ext.dirs=${sysproperty.value2}
java.version=${sysproperty.value5}
java.endorsed.dirs=${sysproperty.value3}
os400.jit.nocompile.class=${sysproperty.value4}
âsaneSqlExecã Executing file: /gis/gis43/repository/scripts/EFrame_TableChanges.sql
âsaneSqlExecã Failed to execute: ALTER TABLE USER_PREF ALTER COLUMN PROC_PAGE_SIZE
SET DEFAULT 15
/gis/gis43/properties/entityDeployer.xml:424: The following error occurred while
executing this line:
/gis/gis43/properties/entityDeployer.xml:404:
com.ibm.db2.jdbc.app.DB2SQLSyntaxErrorException: Column or sequence attribute is not
valid.
at java.lang.Throwable.<init>(Throwable.java:196)
at java.lang.Exception.<init>(Exception.java:41)
at java.lang.RuntimeException.<init>(RuntimeException.java:43)
at org.apache.tools.ant.BuildException.<init>(BuildException.java:61)
at org.apache.tools.ant.BuildException.<init>(BuildException.java:77)
at
org.apache.tools.ant.ProjectHelper.addLocationToBuildException(ProjectHelper.java:53
9)
at org.apache.tools.ant.taskdefs.MacroInstance.execute(MacroInstance.java:380)
at org.apache.tools.ant.UnknownElement.execute(UnknownElement.java:275)
at org.apache.tools.ant.Task.perform(Task.java:364)
at org.apache.tools.ant.Target.execute(Target.java:341)
at org.apache.tools.ant.Target.performTasks(Target.java:369)
```

```

at org.apache.tools.ant.Project.executeSortedTargets(Project.java:1216)
at org.apache.tools.ant.Project.executeTarget(Project.java:1185)
at
com.sterlingcommerce.woodstock.install.deployer.AntDeployer.executeScript(AntDeployer.java:253)
at
com.sterlingcommerce.woodstock.install.deployer.AntDeployer.deploy(AntDeployer.java:204)
at
com.sterlingcommerce.woodstock.install.deployer.AntDeployer.execute(AntDeployer.java:200)
at sun.reflect.GeneratedMethodAccessor335897131.invoke(Unknown Source)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
)
at java.lang.reflect.Method.invoke(Method.java:585)
at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.instantiateAndRun(InstallSIBootstrapper.java:351)
at
com.sterlingcommerce.woodstock.install.EntityWrapper.processEntities(EntityWrapper.java:71)
at
com.sterlingcommerce.woodstock.install.utils.ProcessEntities.process(ProcessEntities.java:170)
at
com.sterlingcommerce.woodstock.install.utils.ProcessEntities.gatherEntities(ProcessEntities.java:100)
at
com.sterlingcommerce.woodstock.install.utils.ProcessEntities.processEntities(ProcessEntities.java:57)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallDriver.doIt(ServiceInstallDriver.java:169)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallDriver.main(ServiceInstallDriver.java:64)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
)
at java.lang.reflect.Method.invoke(Method.java:585)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallBootstrapper.doIt(ServiceInstallBootstrapper.java:96)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallBootstrapper.main(ServiceInstallBootstrapper.java:60)

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: Upgrade

Escalation ID: 00084421

Fix ID: 202034, 202032

Severity: Critical

Type: Normal Fix

Build: 4322, 5006

### InQuira ID: NFX8630

Title: Null Pointer exception in Yantra framework during upgrade

Description: When you log in to /ws menu system directly or try to access a resource in the /ws system, a null pointer exception occurs in the Yantra framework. This issue is specific to customers who have upgraded Gentrans Integration Suite 4.2 or lower to Sterling Integrator 5.0.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Upgrade

Escalation ID: QC

Fix ID: 216148

Severity: Critical

Type: Normal Fix

Build: 5004

### InQuira ID: NFX3581

Title: After upgrading from Gentrans Integration Suite 4.2.06 to 4.3.09 and applying the Patch 9 in a Solaris 10 server, external users were missing.

Description: After upgrading from Gentrans Integration Suite 4.2.06 to 4.3.09 and applying the Patch 9 in a Solaris 10 server, external user accounts were missing via the UI, they were in the DB. They issued a DB query:

```
Select * from YFS_USER and it displayed USERTYPE set to EXTERNAL
```

As a workaround on Build 4309, the customer modified EXTERNAL to EXTERNAL\_1, and this resolved their problem, then they were able to see their external users via the UI.

```
UPDATE YFS_USER SET USERTYPE='EXTERNAL_1' WHERE USERTYPE = 'EXTERNAL'
```

Rows Affected: 18

Error Message: No error messages.

Resolution: We have corrected the bug in the upgrade process from Gentrans Integration Suite 4.2.06 to 4.3.09 with a permanent fix.

Please apply Gentrans Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Workaround on Gentrans Integration Suite 4.3 Build 4309:

Modify the USERTYPE from EXTERNAL to EXTERNAL\_1 in DB table YFS\_USER;

This should resolve the problem of missing external users via the User Interface.

See example DB query below:

```
UPDATE YFS_USER SET USERTYPE='EXTERNAL_1' WHERE USERTYPE = 'EXTERNAL'
```

Functional Area: Upgrade

Escalation ID: 1370853

Fix ID: 165550 176033

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

InQuira ID: NFX5306

Title: Error during upgrade at com.sterlingcommerce.upgrade.rationalizedtables.GroupsInfo.getGroupID

Description: Upgrade fails with exception caused by:

```
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException:
java.sql.SQLException: SQL statement to execute cannot be empty or null
    at com.sterlingcommerce.upgrade.rationalizedtables.GroupsInfo.getGroupID
```

This is probably caused by the GROUP\_ID being more than 25 characters. Prior to Gentran Integration Suite 4.3, group\_id can be more than 25 characters and upgrade fails with attached install.log exception when group\_id more than 25 characters in prior Gentran Integration Suite versions.

Error Message:

```
[RationalizedTablesExtension].upgrade41To50(): Caught UpgradeException.
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException:
java.sql.SQLException: SQL statement to execute cannot be empty or null
    at
com.sterlingcommerce.upgrade.rationalizedtables.GroupsInfo.getGroupID(GroupsInfo.java:110)
    at upgrade.scripts.PostServiceInstall.upgradeGroups(PostServiceInstall.java:434)
    at
upgrade.scripts.PostServiceInstall.doPostInstallTasks(PostServiceInstall.java:97)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:79)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)
    at java.lang.reflect.Method.invoke(Method.java:618)
    at
com.sterlingcommerce.woodstock.install.utils.ClassUtils.runAllOfTypeInPackage(ClassUtils.java:125)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.doPostInstallTasks(ServiceInstall.java:2518)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installService(ServiceInstall.java:698)
```

```

at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:285)
  at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:160)
    at
com.sterlingcommerce.woodstock.install.InstallSI.ModuleLoader(InstallSI.java:1607)
      at
com.sterlingcommerce.woodstock.install.InstallSI.PerformInstall(InstallSI.java:708)
        at com.sterlingcommerce.woodstock.install.InstallSI.main(InstallSI.java:120)
          at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
            at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:79)
              at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
                at java.lang.reflect.Method.invoke(Method.java:618)
                  at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.instantiateAndRun(Insta
llSIBootstrapper.java:351)
                    at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.instantiateAndRun(Insta
llSIBootstrapper.java:357)
                      at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.doIt(InstallSIBootstrap
per.java:189)
                        at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.main(InstallSIBootstrap
per.java:83)
Caused by: java.sql.SQLException: SQL statement to execute cannot be empty or null
  at oracle.jdbc.driver.DatabaseError.throwSQLException(DatabaseError.java:124)
    at oracle.jdbc.driver.DatabaseError.throwSQLException(DatabaseError.java:161)
      at oracle.jdbc.driver.DatabaseError.throwSQLException(DatabaseError.java:226)
        at
oracle.jdbc.driver.PhysicalConnection.prepareStatement(PhysicalConnection.java:731)
          at
oracle.jdbc.driver.PhysicalConnection.prepareStatement(PhysicalConnection.java:651)
            at
com.sterlingcommerce.woodstock.util.frame.jdbc.ConnectionWrapper.prepareStatement(Co
nnectionWrapper.java:90)
              at
com.sterlingcommerce.upgrade.rationalizedtables.GroupsInfo.getGroupID(GroupsInfo.jav
a:104)
                ... 22 more
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException
  at
com.sterlingcommerce.woodstock.install.utils.ClassUtils.runAllOfTypeInPackage(ClassU
tils.java:134)
    at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.doPostInstallTas
ks(ServiceInstall.java:2518)
      at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installService(S
erviceInstall.java:698)

```

```

at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:285)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:160)
at
com.sterlingcommerce.woodstock.install.InstallSI.ModuleLoader(InstallSI.java:1607)
at
com.sterlingcommerce.woodstock.install.InstallSI.PerformInstall(InstallSI.java:708)
at com.sterlingcommerce.woodstock.install.InstallSI.main(InstallSI.java:120)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.refl

```

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

**Workaround:**

Based on how many records are present that are more than 25 characters in group\_id manual update to specific records may be done after verifying the query with Sterling Support.

Functional Area: Upgrade

Escalation ID: 1372140

Fix ID: 173354

Severity: Normal

Type: Normal Fix

Build: 5001

**InQuira ID: NFX5462**

**Title:** Upgrade to Sterling Integrator 5.0 fails when Gentran Integration Suite 4.x installation passphrase is less than five characters.

**Description:** Upgrade to Sterling Integrator 5.0 fails on B2Bhttp extract when Gentran Integration 4.x installation passphrase is less than five characters.

**Error message:**

```

Done
PostServiceInstall.verifyCerts() finish
Extracting B2BHttp certificate to file trusted.txt
Certificate not found. Must have entered a incorrect passphrase. Check the passphrase
and try again
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException
at
com.sterlingcommerce.woodstock.install.utils.ClassUtils.runAllOfTypeInPackage(ClassU
tils.java:134)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.doPostInstallTas
ks(ServiceInstall.java:3015)

```

```
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installService(S
erviceInstall.java:834)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:354)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:192)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installComponent
s(ServiceInstall.java:471)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:390)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:192)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installComponent
s(ServiceInstall.java:471)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:390)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:182)
at
com.sterlingcommerce.woodstock.install.InstallSI.MiddlewareModuleLoader(InstallSI.ja
va:1594)
at
com.sterlingcommerce.woodstock.install.InstallSI.PerformInstall(InstallSI.java:892)
at com.sterlingcommerce.woodstock.install.InstallSI.main(InstallSI.java:124)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
at java.lang.reflect.Method.invoke(Method.java:585)
at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.instanciateAndRun(Insta
llSIBootstrapper.java:350)
at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.instanciateAndRun(Insta
llSIBootstrapper.java:354)
at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.doIt(InstallSIBootstrap
per.java:188)
at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.main(InstallSIBootstrap
per.java:81)
Caused by: java.lang.reflect.InvocationTargetException
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
```

```
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
)
at java.lang.reflect.Method.invoke(Method.java:585)
at
com.sterlingcommerce.woodstock.install.utils.ClassUtils.runAllOfTypeInPackage(ClassUtils.java:125)
... 21 more
Caused by:
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException:
InstallSI.PerformInstall()->Failed to extract B2BHttp certificate to file trusted.txt
at
platform_ifcres.scripts.PostServiceInstall.doPostInstallTasks(PostServiceInstall.java:186)
... 26 more
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException:
InstallSI.ModuleLoader()->Failed while loading package:
C:\Sterling50\install\middleware\d_platform_ifc_1100.jar
at
com.sterlingcommerce.woodstock.install.InstallSI.MiddlewareModuleLoader(InstallSI.java:1602)
at
com.sterlingcommerce.woodstock.install.InstallSI.PerformInstall(InstallSI.java:892)
at com.sterlingcommerce.woodstock.install.InstallSI.main(InstallSI.java:124)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
)
at java.lang.reflect.Method.invoke(Method.java:585)
at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.instanciateAndRun(InstallSIBootstrapper.java:350)
at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.instanciateAndRun(InstallSIBootstrapper.java:354)
at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.doIt(InstallSIBootstrapper.java:188)
at
com.sterlingcommerce.woodstock.install.InstallSIBootstrapper.main(InstallSIBootstrapper.java:81)
Caused by:
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException:
ServiceInstall.installService()->general Exception: null
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installService(ServiceInstall.java:854)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceInstall.java:354)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceInstall.java:192)
```

```
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installComponent
s(ServiceInstall.java:471)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:390)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:192)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installComponent
s(ServiceInstall.java:471)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:390)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.install(ServiceI
ninstall.java:182)
at
com.sterlingcommerce.woodstock.install.InstallSI.MiddlewareModuleLoader(InstallSI.ja
va:1594)
... 10 more
Caused by:
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException
at
com.sterlingcommerce.woodstock.install.utils.ClassUtils.runAllOfTypeInPackage(ClassU
tils.java:134)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.doPostInstallTas
ks(ServiceInstall.java:3015)
at
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstall.installService(S
erviceInstall.java:834)
... 19 more
Caused by: java.lang.reflect.InvocationTargetException
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
at java.lang.reflect.Method.invoke(Method.java:585)
at
com.sterlingcommerce.woodstock.install.utils.ClassUtils.runAllOfTypeInPackage(ClassU
tils.java:125)
... 21 more
Caused by:
com.sterlingcommerce.woodstock.install.module_loader.ServiceInstallException:
InstallSI.PerformInstall()->Failed to extract B2BHttp certificate to
file trusted.txt
at
platform_ifcres.scripts.PostServiceInstall.doPostInstallTasks(PostServiceInstall.jav
a:186)
... 26 more
EXIT_VALUE=-1
ERROR: Installation failed '0'
```

Resolution: The system now accepts a one character passphrase.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Upgrade

Escalation ID: QC

Fix ID: 175764

Severity: Normal

Type: Normal Fix

Build: 5001

### InQuira ID: NFX7227

Title: Error in system log for upgrade pool that does not exist in any properties file

Description: Error found in system log for upgrade pool that does not exist in any properties file.

Error Message: In system log you get the following error for a pool that does exist:

```
2009-05-14 11:01:25.501] ERROR 999999999999 UTIL.FRAME_POOL.null N/A
[2009-05-14 11:01:25.969] ERROR 000310100376
UTIL.FRAME_JDBC.ERR_JDBCService_initJDBCService2 [JDBCService].initJDBCService():
ERROR ERROR ERROR Could not create the pool upgrade ERROR ERROR ERROR
[2009-05-14 11:01:25.969] ERROR 000000000000 GLOBAL_SCOPE [1242291685969] The maximum
size must be greater than zero. PoolName : upgrade [2009-05-14 11:01:25.969] ERRORDTL
000000000000 GLOBAL_SCOPE
[1242291685969]com.sterlingcommerce.woodstock.util.frame.pool.PoolCreationException:
The maximum size must be greater than zero. PoolName : upgrade at
com.sterlingcommerce.woodstock.util.frame.pool.Pool.<init>(Pool.java:155)
at
com.sterlingcommerce.woodstock.util.frame.pool.PoolManager.createPool(PoolManager.java:95)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.initializePool(JDBCService.java:1555)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.initJDBCService(JDBCService.java:1481)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.<clinit>(JDBCService.java:148)
at com.sterlingcommerce.woodstock.util.frame.jdbc.Conn.getConnection(Conn.java:76)
at com.sterlingcommerce.security.lc.ProdID.getProdID(ProdID.java:148)
at com.sterlingcommerce.security.lc.LM.refresh(LM.java:2900)
at com.sterlingcommerce.security.lc.LM.<clinit>(LM.java:3342)
at com.sterlingcommerce.woodstock.ops.server.OpsServer.run(OpsServer.java:1098)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Upgrade

Escalation ID: QC

Fix ID: 190573

Severity: Normal

Type: Normal Fix

Build: 5003

## UI General

InQira ID: NFX9603

Title: Within File Gateway the session timeout box does not allow you to login if they use the enter key

Description: Within File Gateway the session timeout box does not allow you to login using the enter key. The “sign on” button must be clicked.

Error Message:

“invalid username/password” is displayed if the enter key is used to submit the password.

Resolution: Please update to Sterling Integrator, Version 5.0 Build 5006 or later.

Functional Area: UI General

Escalation ID: 185365

Fix ID: 223073

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX8472

Title: In SFG UI consecutive failed login attempts before account is locked does not work for myFilegateway.

Description: The ConsecFailedAttempts parameter in ui.properties works for /ws, /dashboard and /MBI but not for /myfilegateway, /myaft or /filegateway.

If ‘ConsecFailedAttempts’ parameter is set in the ui.properties, this doesn’t control users login tries

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: UI General

Escalation ID: 00148358

Fix ID: 219744

Severity: Normal

Type: Normal Fix

Build: 5006

## User Interface

InQuira ID: NFX10984

Title: Unable to "Upload Partner" due to the error message "CMO10\_0096: Invalid EmailID"

Description:

Unable to "Upload Partner" due to the error message "CMO10\_0096: Invalid EmailID". Sterling Community Manager does not allow email addresses that start with a numeric character.

Error Message:

"CMO10\_0096: Invalid EmailID"

Resolution:

Please apply Sterling Integrator Release 5.0, Build 5008 (or later) to resolve this issue.

Functional Area: User Interface

Escalation ID: 00203138

Fix ID: 229228

Severity: Normal

Type: NormalFix

Build: 5008

### NFX10475

Title: Cache Usage list loads slowly due to large numbers of empty caches being displayed

Description:

The Cache Usage UI displays the listing of all caches including empty ones. When there are a large number of empty caches, this page loads very slowly.

Operations > System > Troubleshooter > Cache Usage

Resolution

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

This patch includes a new property, `suppressEmptyCacheEntries`, in the `ui.properties` file to prevent empty caches from being displayed in the Cache Usage UI. The default value for this parameter is "true".

Functional Area: User Interface

Escalation ID: 147137

Fix ID: 222392, 222605

Severity: Normal

Type: NewFunctionality

Build: 4324, 5008

### InQuira ID: NFX10411

Title: myFileGateway initial logon screen generates 404 and 302 messages in the background

#### Description:

During page load of myFileGateway, many HTTP 404 - Page not found and HTTP 302 - Redirect messages can be observed in the background.

#### Error Message:

HTTP 404 - Page not found

HTTP 302 - Redirect

#### Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: User Interface

Escalation ID: 00252514

Fix ID: 240810

Severity: Critical

Type: NormalFix

Build: 5008

### InQuira ID: NFX9900

Title: Intermittent Null pointer issue on mailbox UI

#### Description:

Intermittent Null pointer issue on mailbox UI due to single sign on issue with other SI UIs.

#### Error Message:

```
java.lang.NullPointerException
at java.lang.String.concat(String.java:485)
at org.apache.jsp.jsp.MBIList_jsp._jspService(org.apache.jsp.jsp.MBIList_jsp:366)
at
org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:70)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:803)
at
org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:332)
at org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:314)
at
org.apache.jasper.servlet.JspServlet.service(JspServlet.java:264)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:803)
at
org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:487)
at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:1093)
```

```
at
com.sterlingcommerce.woodstock.ui.dlso.DLSSOFilter.doFilter(DLSSOFilter.java:198)
at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:1084)
at
com.sterlingcommerce.woodstock.ui.SecurityFilter.doFilter(SecurityFilter.java:210)
at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:1084)
at
org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:360)
at org.mortbay.jetty.security.SecurityHandler.handle(SecurityHandler.java:216)
at
org.mortbay.jetty.servlet.SessionHandler.handle(SessionHandler.java:181)
at org.mortbay.jetty.handler.ContextHandler.handle(ContextHandler.java:726)
at
org.mortbay.jetty.webapp.WebAppContext.handle(WebAppContext.java:405)
```

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: User Interface

Escalation ID: 219946

Fix ID: 230998

Severity: Normal

Type: NormalFix

Build: 5008

**InQuira ID: NFX10337**

Title: When click Save on the Create a New Routing Channel a dialog box appears with an error

**Description:**

Using Sterling File Gateway 1.1 or Sterling File Gateway 2.0. When Click Save on Create a New Routing Channel a dialog box appears with the error:

Could not add a mailbox to the File Gateway routing rule. Cause:

com.sterlingcommerce.woodstock.mailbox.repository.MailboxRepositoryException:Mailboxname is null or zero-length

The ProducerMailboxPath and/or the ConsumerMailboxPath contain a trailing slash.

**Error Message:**

Dialog box appears with the error:

Could not add a mailbox to the File Gateway routing rule. Cause:

com.sterlingcommerce.woodstock.mailbox.repository.MailboxRepositoryException:Mailboxname is null or zero-length

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

The fix will automatically remove an ending slash from the `ProducerMailboxPath` and `ConsumerMailboxPath`.

The Routing Channel Template specifies:

Pattern for Producer Mailbox Path:

```
/${PRODUCERNAME}/
```

This should be specified as:

```
/${PRODUCERNAMEE}
```

No forward slash after the trailing }

Mailboxes are added to the File Gateway Routing Rule when Routing Channel Template is created. The trailing forward slash does not represent a valid mailbox name.

Functional Area: User Interface

Escalation ID: 00248719

Fix ID: 235847

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX10891

Title: Errors in the log files when the user cancels a Map checkout

Description:

When checking out a Map from the User Interface, if the user cancels the check out, a series of errors may be logged to the `ui.log` file. See below for an example of these errors. This error may not affect all Maps on the system. In addition, the error itself does not appear to interfere with the operation of the system or subsequent Map check out operations.

Error Message:

```
[2010-11-11 13:02:06.468] ERRORDTL 000000000000 GLOBAL_SCOPE
[1289498526468]org.mortbay.jetty.EofException
at org.mortbay.jetty.HttpGenerator.flush(HttpGenerator.java:760)
at
org.mortbay.jetty.HttpConnection.flushResponse(HttpConnection.java:604)
at org.mortbay.jetty.HttpConnection$Output.close(HttpConnection.java:896)
at
com.sterlingcommerce.woodstock.adminui.servlet.CheckInOutBase.CheckOut(CheckInOutBase.java:260) at
com.sterlingcommerce.woodstock.ui.servlet.GetMap.doPost(GetMap.java:207)
at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.doGet(ServletBase.java:170)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:690)
at
javax.servlet.http.HttpServlet.service(HttpServlet.java:803)
```

```

at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:487)
at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
93)
at
com.sterlingcommerce.woodstock.ui.dlso.DLSSOFilter.doFilter(DLSSOFilter.java:215)
at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
84)
at com.sterlingcommerce.util.Fix5CFilter.doFilter(Fix5CFilter.java:74)
at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
84)
at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:360)
at
org.mortbay.jetty.security.SecurityHandler.handle(SecurityHandler.java:216)
at org.mortbay.jetty.servlet.SessionHandler.handle(SessionHandler.java:181)
at
org.mortbay.jetty.handler.ContextHandler.handle(ContextHandler.java:726)
at org.mortbay.jetty.webapp.WebAppContext.handle(WebAppContext.java:405)
at
org.mortbay.jetty.handler.ContextHandlerCollection.handle(ContextHandlerCollection.j
ava:206)
at org.mortbay.jetty.handler.HandlerCollection.handle(HandlerCollection.java:114)
at
org.mortbay.jetty.handler.HandlerWrapper.handle(HandlerWrapper.java:152)
at org.mortbay.jetty.Server.handle(Server.java:324)
at org.mortbay.jetty.HttpConnection.handleRequest
(HttpConnection.java:505)
at
org.mortbay.jetty.HttpConnection$RequestHandler.headerComplete(HttpConnection.java:8
28)
at org.mortbay.jetty.HttpParser.parseNext
(HttpParser.java:514)
at org.mortbay.jetty.HttpParser.parseAvailable(HttpParser.java:211)
at org.mortbay.jetty.HttpConnection.handle(HttpConnection.java:380)
at
org.mortbay.io.nio.SelectChannelEndPoint.run(SelectChannelEndPoint.java:395)
at org.mortbay.thread.BoundedThreadPool$PoolThread.run(BoundedThreadPool.java:450)
Caused by:
java.io.IOException: An existing connection was forcibly closed by the remote host
at sun.nio.ch.SocketDispatcher.write0(Native Method)
at sun.nio.ch.SocketDispatcher.write
(SocketDispatcher.java:33)
at sun.nio.ch.IOUtil.writeFromNativeBuffer(IOUtil.java:104)
at sun.nio.ch.IOUtil.write(IOUtil.java:60)
at sun.nio.ch.SocketChannelImpl.write
(SocketChannelImpl.java:302)
at org.mortbay.io.nio.ChannelEndPoint.flush(ChannelEndPoint.java:166)
at org.mortbay.io.nio.SelectChannelEndPoint.flush
(SelectChannelEndPoint.java:207)
at org.mortbay.jetty.HttpGenerator.flush(HttpGenerator.java:693)
... 29 more

```

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: User Interface

Escalation ID: 00170067

Fix ID: 235536

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX10875

Title: ui.log error message - java.lang.ClassNotFoundException: UIGlobals

Description:

To reproduce, from UI click Trading Partner - Document Envelope - Envelopes Using any envelope in the system, click source manager, and then edit. Enter anything for the description and click Next. Check the ui.logs for similar error messages as below.

Error Message:

The following error is written to ui.log for each instance

```
ALL 000000000000 GLOBAL_SCOPE Wizard initopages - fillservicegroups
ERROR 000000000000 GLOBAL_SCOPE Error occurred
while attempting to retrieve option class name from envelope definitions for option:
SenderIDList
ERROR 000000000000 GLOBAL_SCOPE [1271707636270] UIGlobals
ERROR DTL
000000000000 GLOBAL_SCOPE [1271707636270] java.lang.ClassNotFoundException: UIGlobals
at java.net.URLClassLoader$1.run(URLClassLoader.java:200)
at
java.security.AccessController.doPrivileged(Native Method)
at java.net.URLClassLoader.findClass(URLClassLoader.java:188)
at java.lang.ClassLoader.loadClass
(ClassLoader.java:306)
at java.lang.ClassLoader.loadClass(ClassLoader.java:251)
at java.lang.ClassLoader.loadClassInternal(ClassLoader.java:319)
at java.lang.Class.forName0
(Native Method)
at java.lang.Class.forName(Class.java:168)
```

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: User Interface

Escalation ID: 168503

Fix ID: 219745

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX10060

Title: After successful login the ConsecFailedAttempts count is not getting reset

Description:

ConsecFailedAttempts in ui.properties is not working. ConsecFailedAttempts Maximum number of consecutive failed login attempts in a 30-minute period to the Gentran Integration Suite Administration UI, or an FTP server, before the account is locked.

This property is specific to the machine where you are logging in. The default value is 0 (no limit on the number of attempts).

**Note:** This property controls lock out behavior only for certain components/services. For more information, refer to the User Lock Out documentation.

Error Message:

N/A

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: User Interface

Escalation ID: 231595

Fix ID: 237424

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX9373

Title: "taglib sec :validSession" behaves differently between GIS43 and SI50 when used with baseport or with a http adapter

Description:

In SI50, when the web application is deployed on baseport (siroot/noapp/deploy) the taglib `<sec:validSession login="login.jsp?title=Your session has expired!" />` will redirect to login.jsp. In SI50, when the web application is deployed in a http adapter (baseport +33) and a session is not valid the taglib `<sec:validSession login="login.jsp?title=Your session has expired!" />` will show the login.jsp and also the content of the .jsp.

In GIS43, the behavior is the same between baseport and baseport+33, the `<sec:validSession login="login.jsp?title=Your session has expired!" />` will redirect to login.jsp

Error Message:

no error message in logs

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: User Interface

Escalation ID: 00183930

Fix ID: 226074

Severity: Critical

Type: NormalFix

Build: 5008

InQaira ID: NFX9826

Title: After applying patch 5005\_BR00194441\_BR1\_HF1, unable download the files from myFileGateway UI.

Description:

Error when attempting a download in SFG: Unable to download DownloadMailboxMessage.do from xxxxxxx.com. Unable to open the Internet site. The requesting site is either unavailable or cannot be found. Please try again.

The steps to Reproduce are:

1. Create a Http Server Adapter with myFileGateway and thinclient.war deployed
2. Login to myFileGateway
3. Click on Download Files (Out of the Box - Download Files)
4. Select a Message to Download

This only happens on the original myFG Download tab - not the advanced upload tab (applet). The issue is IE specific (could not reproduce in Firefox). The issue could be reproduced in the absence of SSP. The issue could be reproduced only when using SSL. The issue occurs in pre-5006 and will be fixed in 5006.

Error Message:

Unable to download DownloadMailboxMessage.do from xxxxxxx.com

Unable to open the Internet site.

The requesting site is either unavailable or cannot be found. Please try again

Resolution:

Please apply Build 5008 or higher for Sterling Integrator, Release 5.0

Workaround:

Go to: Tools->Internet Options->Advanced->

Enable "Do not save encrypted pages to disk"

Functional Area: User Interface

Escalation ID: 217694

Fix ID: 229890

Severity: Normal

Type: NormalFix

Build: 5008

### InQuira ID: NFX10200

Title: Subprocess screen shows NullPointerException if the session timed out.

Description: After logging into dash board/ws, if session timed out by the time user clicks the subprocess in Business Process execution steps, GIS shows NullPointerException Error in the new screen.

If Return button used once on Business Process Details screen or if started from Home page again, it works fine.

Error Message: NullPointerException

Resolution:

Please apply Gentrans Integration Suite, Release 4.3, Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: User Interface

Escalation ID: 00145402

Fix ID: 217866, 222970

Severity: Normal

Type: Normal Fix

Build: 4324, 5008

### InQuira ID: NFX10825

Title: Incorrect display of Parent BP when the name contains a forward slash character

Description:

When using the Business Process Monitor to review Parent and Child BPs, if the Parent BP has a forward slash character (/) in the name, the screen may display '%2F' rather than the '/' in the name.

Resolution:

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: User Interface

Escalation ID: 00171474

Fix ID: 219094

Severity: Normal

Type: NormalFix

Build: 5008

### InQuira ID: NFX10826

Title: Using '%' as wildcard may cause issues with Envelope search if 'Remember search-by values' is enabled

#### Description:

When the user has the 'Remember search-by values' enabled, and attempts to use the '%' as a wildcard character in the Envelope search, upon returning to the screen, the '%' character may be replaced by '&#037;'. This value prevents the search from working until the value is replaced with a proper character. The invalid search values, including the '&#037;' may be present every time the user comes back to this screen, because of the 'Remember search-by values' being enabled.

#### Resolution:

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: User Interface

Escalation ID: 00168390

Fix ID: 218409

Severity: Normal

Type: NormalFix

Build: 5008

### InQuira ID: NFX10827

Title: Deleting the Hub Organization may cause patch application to fail

#### Description:

In Sterling Integrator Release 5.0, an organization named 'Hub Organization' is created at install time. If this organization is deleted, it may cause subsequent patch applications to fail until it is restored. This organization should be modified so that it cannot be deleted by the user.

#### Resolution:

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue.

If the Hub Organization has already been deleted, please contact Customer Support for assistance.

Functional Area: User Interface

Escalation ID: 00195865

Fix ID: 224888

Severity: Normal

Type: NormalFix

Build: 5008

### InQuira ID: NFX10835

Title: Editing a Group, the Type field is required for Permissions filter

Description:

When editing Groups, the filter on the Permissions screen requires that the Type field be set as well as the name.

Resolution:

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: User Interface

Escalation ID: 00150114

Fix ID: 214924

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX10845

Title: Lock Manager does not display locks with a dash/hyphen '-' in the name correctly.

Description:

When I have a lock with a dash or hyphen in the name, the lock manager only displays the part of the name to the right of the - in the lock name. E.g. if the lock is named 'Lock-001', the lock manager will display the lock as simply '001'.

Error Message:

There is no error message.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: User Interface

Escalation ID: 00170051

Fix ID: 218820

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX10820

Title: Central Search is not working, gives error of Null when utilizing SSL Baseport+1

Description:

Central Search and Correlation Search are showing Null and are not usable when utilizing SSL Baseport +1

Error Message:

Null

Resolution:

Please Update to Sterling Integrator Version 5.0 Build 5008 or Higher

Also, ensure that the certificate has a common name or alternative subject name that matches the URL being used to access the SI instance. You can view the certificate from within the browser that is accessing SI.

Functional Area: User Interface

Escalation ID: 247947

Fix ID: 236960

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX10152

Title: Filter for exporting certificates fails when using an underscore.

Description:

When exporting certificates through Deployment > Resource Manager > Import/Export using an underscore in the filter does not work. If you put in underscore into the filter no certificates are selected. So if you have two certificates named Test\_Certificate1 and Test\_Certificate2 and put in Test\_ as the filter, no certificates are selected. Using Test as the filter will return both certificates.

Error Message:

There is no error, but the filter doesn't return the correct certificates when using an underscore in the filter.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: User Interface

Escalation ID: 00123292

Fix ID: 215049, 223118

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQuira ID: NFX9264

Title: myFileGateway not displaying custom password extension policy validation message

Description:

If you have implemented a password extension policy and you try to change your password from within the myFileGateway UI to a password that fails validation, a generic message is displayed instead of the message specified by the password extension policy.

Error Message:

N/A

Resolution:

For Sterling Integrator Release 5.0, please apply Build 5009 or later to resolve this issue.

Functional Area: User Interface

Escalation ID: 00192114

Fix ID: 237416

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX9175

Title: Search for workflows by workflow\_id takes 100+ seconds when installed on MySQL database.

Description:

When doing a search by workflow id, the search takes anywhere from 1 minute 20 seconds to 2 minutes. This issue only shows up on instances installed on MySQL.

Error Message:

There is no error message.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: User Interface

Escalation ID: 00178834

Fix ID: 225550

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX6618

Title: Custom pane in the Dashboard lost when editing a user account

Description:

In the Dashboard User Interface in Gentran Integration Suite, a user may add a new, custom pane to the interface. If the user account is edited after adding this pane, the new pane may be lost.

Resolution:

For Gentran Integration Suite 4.3, please apply Build 4320 or later to resolve the issue

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: User Interface

Escalation ID: 00038191

Fix ID: 184463,237205

Severity: Normal

Type: NormalFix

Build: 4320,5008

**InQira ID: NFX9922**

Title: When logging into myFileGateway, 404 errors are generated

Description:

When logging into myFileGateway, 404 errors are generated. The 404 errors may not be visible to the user without using a tracing utility.

Error Message:

HTTP 404 not found

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: User Interface

Escalation ID: 00223198

Fix ID: 230981

Severity: Normal

Type: NormalFix

Build: 5008

**InQira ID: NFX9868**

Title: Problems with the browse file text box for Upload a file using myFileGateway User Interface

Description:

Using Sterling Integrator 5.0 build 5005 and Sterling File Gateway 2.0. Using the myFileGateway User Interface to Upload a file. The browse file text box is not wide enough using Firefox and not high enough using Internet Explorer.

Error Message:

There are no errors generated.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

A height attribute was added to file upload control.

Functional Area: User Interface

Escalation ID: 00218326

Fix ID: 230067

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX9710

Title: SQL manager UI URL can be used to retrieve database information by unauthorized users.

Description:

A GIS user account with low privileges and without SQL Manager UI permissions can retrieve database information by direct access to the SQL manager via a SQL query embedded in URL.

Error Message:

N/A

Resolution:

This security vulnerability has been fixed and UI access is allowed based on permission assigned to user.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: User Interface

Escalation ID: 00211145

Fix ID: 231502

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX9900

Title: Intermittent Null pointer issue on mailbox UI

Description:

Intermittent Null pointer issue on mailbox UI due to single sign on issue with other SI UIs.

Error Message:

```
java.lang.NullPointerException
at java.lang.String.concat(String.java:485)
at org.apache.jsp.jsp.MBIList_jsp._jspService(org.apache.jsp.jsp.MBIList_jsp:366)
at org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:70)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:803)
at org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:332)
at org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:314)
at org.apache.jasper.servlet.JspServlet.service(JspServlet.java:264)
```

```
at javax.servlet.http.HttpServlet.service(HttpServlet.java:803)
at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:487)
at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
93)
at
com.sterlingcommerce.woodstock.ui.dlss.DLSSOFilter.doFilter(DLSSOFilter.java:198)
at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
84)
at
com.sterlingcommerce.woodstock.ui.SecurityFilter.doFilter(SecurityFilter.java:210)
at
org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:10
84)
at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:360)
at org.mortbay.jetty.security.SecurityHandler.handle(SecurityHandler.java:216)
at org.mortbay.jetty.servlet.SessionHandler.handle(SessionHandler.java:181)
at org.mortbay.jetty.handler.ContextHandler.handle(ContextHandler.java:726)
at org.mortbay.jetty.webapp.WebAppContext.handle(WebAppContext.java:405)
```

**Resolution:**

Please apply Sterling Integrator, Release 5.X Build 5008 or later.

Functional Area: User Interface

Escalation ID: 219946

Fix ID: 230998

Severity: Normal

Type: NormalFix

Build: 5008

**InQuira ID: NFX7016**

Title: The Business Process > Current Activities does not display all information

Description: When using the Business Process > Current Activities screen, if the text is longer than the Activity Details column, the text will scroll off to the right and the rest of the columns cannot be seen by the user.

This may occur when the Service Name contains a long string, resulting in a long value in the Session column.

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: User Interface

Escalation ID: 00087938

Fix ID: 199839, 201407

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

### InQira ID: NFX7036

Title: Unable to use special character pound sign(#) for the Routing Parameters in SAP Routes Cross Reference

Description: Unable to use a special character such as the pound sign (#) in the Routing Parameters of an SAP Cross Reference record

This worked in Gentrans Integration Suite 4.1.1 but is not allowed in Gentrans Integration Suite, Release 4.3 or Sterling Integrator 5.0.

RCVPRN is invalid. Please try again. The following characters are not valid:

! @ # % ^ \* ( ) { } [ ] | ; " `

The only special character that Gentrans Integration Suite/Sterling Integrator will allow is a \$ (dollar sign)

Error Message:

RCVPRN is invalid. Please try again. The following characters are not valid  
! @ # % ^ \* ( ) { } [ ] | ; " `

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

After the patch is applied, the special characters other than \$ are allowed.

Functional Area: User Interface

Escalation ID: 00090391

Fix ID: 203353

Severity: Normal

Type: Normal Fix

Build: 5006

### InQira ID: NFX7267

Title: Wrong URL on licensing email alerts

Description: Sterling Integrator 5.0 still points to the old licensing site when sending email alerts regarding licensing issues.

The correct web site according to documentation should be  
[https://support.sterlingcommerce.com/forms/gis\\_key\\_request.aspx](https://support.sterlingcommerce.com/forms/gis_key_request.aspx)

Error Message: Email extract below:

\*\*\*\*\*CentralOps License error: IP Invalid

Please visit <http://productupdates.stercomm.com> to renew your license.

After you have a valid license, please take the following steps.  
 (Note: if you are using the windows version, all shell scripts will have .cmd instead of .sh) 1. If you are using mysql as your database  
 install\_dir/bin/control\_mysql.[sh|cmd] start 2.  
 install\_dir/bin/AddLicenseSet.[sh|cmd] licenseFile 3. If you are using mysql as your database  
 install\_dir/bin/control\_mysql.[sh|cmd] stop 4. Restart the product

Important note: some Sterling Integrator components may not run on invalid licenses.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: User Interface

Escalation ID: 00098614

Fix ID: 202293

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX4355

Title: Where in the skin\_styles.css can I alter the background color of the top menu.

Description: The 'Rebrand Sterling Filegateway' does not handle the background color attribute for 'Top' navigation from skin\_styles.css. The only options that are available to 'Top' from skin\_styles.css are .button, .menuButton. There is no option under section 3 of css file that takes background color settings dynamically. The only way to have the color change is by explicitly editing the menu.js and change the hardcoded value of backgroundColor: "#7896CF" to something of your choice.

Error Message: No error message.

Resolution:

1. Edit the skin\_styles.css with color of your choice (by default it will be #7896CF color - You may choose red color and put #FF2400 in place of #7896CF)  
 <<install\_dir>>/container/Applications/filegateway/isomorphic/skins/FileGateway/skin\_styles.css
2. Search for "menuBackground".  
 You will notice that the default background color is #7896CF  

```
menuBackground
{
  background-color: #7896CF;
}
```
3. Put #FF2400 in place of #7896CF (or any desired value).
4. Save the file.
5. Run the commands below in order
  - a. <<install\_dir>>/bin/hardstop.sh
  - b. <<install\_dir>>/bin/deployer.sh

c. <<install\_dir>>/bin/run.sh

**Note:** If you rebranded <ph conref="FileGateway\_32316\_22331.xml#T32316/C1">Sterling File Gateway</ph> in a previous version, you must make an additional change after you install Build 5006. Add the .menuBackground property to the custom skin .css file as in the following

```
/* --- menu background color for main navigation bar;
default is #7896CF --- */
.menuBackground {
background-color: #7896CF;
}
```

Functional Area: User Interface

Escalation ID: 00156664

Fix ID: 218686

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX5061

Title: User Session Times Out Regardless of Activity

Description: When logged in through the dashboard, the session automatically times out at the value set for the account, regardless of levels of user activity.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: User Interface

Escalation ID: 24624, 1372603, 31446

Fix ID: 182228, 212659

Severity: Normal

Type: Normal Fix

Build: 4319, 5006

InQuira ID: NFX2100

Title: When we try to view any log files from Admin Console using IE6, A message "The Logfile is empty" is displayed.

Description: When we try to view any log files from Admin Console using IE6, we could not see any log messages and a message "The Logfile is empty" is displayed. Also it seems that the log file title is not displayed properly. However the same log messages are visible in IE7 without any problem.

Gentran Integration Suite/ Sterling Integrator is running on Japanese Windows 2003 server and the client works on Japanese Windows XP(SP2). This issue is happening with Gentran Integration Suite, Release 4.3 Build 4305.

Error Message:

A message "The Logfile is empty" is displayed.

Resolution: Japanese IE 6 cannot handle simpledateformat object with two digit year and AM PM values when it is encoded.

Please apply Gentran Integration Suite, Release 4.3 Build 4307 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: User Interface

Escalation ID: 1368405, 84528

Fix ID: 43639, 198091

Severity: Normal

Type: Normal Fix

Build: 4307, 5006

### InQuira ID: NFX5973

Title: In Sterling Integrator 5.0 "EDI Documents Processed in Time Series" image is not displayed

Description: In Sterling Integrator 5.0 when we log into dashboard and click on Channels tab the image for "EDI Documents Processed in Time Series" is not displayed.

Error Message: No Error Message

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: User Interface

Escalation ID: 42194

Fix ID: 186026

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX8511

Title: Dashboard Redirects to WS on Timeout

Description: User originally logged into Sterling Integrator 5.0 Dashboard. However when the user session times out, the screen redirects to the WS login screen / application

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: User Interface

Escalation ID: 151019

Fix ID: 217886

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX8645

Title: Maps checked out via the UI do not show as checked out

Description: When the user checks out a Map via the User Interface, the Map is not marked correctly as having been checked out. If the user then attempts to check the Map out again, they receive a warning that the Map has already been checked out by another user, but it does not specify which user has checked it out.

The system does correctly create the Lock on the Map as it is checked out, and this needs to either expire or be manually cleared in order to check the Map out again.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: User Interface

Escalation ID: 159383

Fix ID: 216977

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX8134

Title: Packaging pull down menu in the Trading partner Profile - does not display all the available packaging records.

Description: In Gentran Integration Suite, Release 4.3 Build 4320/Sterling Integrator, Release 5.0, navigate to **Trading Partner > Advanced > Profiles** page. In the Profile Definition page, under **Packaging** drop-down list, it shows only 150 items. Items beyond 150 are not visible in the list.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: User Interface

Escalation ID: 130074

Fix ID: 215549

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX7930

Title: AS2 Partner Profile Confirm Page shows the same Endpoint for both HTTP Communications and Additional HTTP Communications

Description:

1. Edit an AS2 Partner where "Setup Additional Server Communication:" is specified
2. Click "Next" twice - observe "End Point:" address e.g. (http://10.85.23.238:19033/as2data)
3. Click "Next" four more times - observe "End Point" address e.g. (http://10.85.23.238:19000/as2response)
4. Click confirm in the "steps dialog" or click next to confirmation page
5. Observe both End Points "HTTP Communication" and "Additional HTTP Communication " they are both the same (http://10.85.23.238:19033/as2data) when "Additional HTTP Communications" Endpoint should be "http://10.85.23.238:19000/as2response"

Cosmetic problem in confirm page. The correct value is saved to the database, which is proved by editing the partner or select END\_POINT from SCI\_TRANSPORT

Error Message: No errors - cosmetic issue. Does not impact AS2 Operation

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: User Interface

Escalation ID: 00123965

Fix ID: 218275

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX7869

Title: Arrived File tab not displayed while reviewing Activity Snapshot in Sterling File Gateway.

Description: When viewing the Activity Snapshot screen (Tools>Activity snapshot) you get a pop-up box listing several file statuses for the Last Hour, Last Day, Last Week. When you click on one of the file statuses, the screen behind the pop-up box will change to the Arrived File tab. Then you have to click out of the pop-up box to have access to the Arrived Files tab. However, when the screen you are on, prior to going to the Activity snapshot screen, is the Search Criteria tab, after you click out of the pop-up box to have access to the Arrived File tab, the screen will revert back to the Search Criteria screen. This causes the user to click on the Arrived File tab to review their results from the Activity Snapshot.

This issue appears on the IE browser. Issue does not appear on Fire Fox (3.5.3, 3.5.5) browser.

Error Message: No error message, just incorrect behavior with IE7.

Resolution: Issue was identified and fixed by 3rd party UI software provider. Please apply Sterling Integrator, Release 5.0 build 5006.

Functional Area: User Interface

Escalation ID: 119692

Fix ID: 214040

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX8792

Title: MESA Skin editor not updating the Header Logo and other css files in Sterling Integrator 5.0.

Description: When a Header Logo is applied in MESA Skin editor it updates the top\_sub\_gentran.gif file in the deployed war files under noapp/deploy, but it does not update the topbar\_sub\_integrator.gif file. The \_integrator.gif file is the link that Sterling Integrator 5.0 uses for the Header logo and \_gentran.gif file is the one that 4.x points to. This causes the Header logo not to be updated to the intended image. There are also some css files that aren't being updated. In MESA, the Tree link and page background colors are also not updated in the deployed war files.

Error Message: No errors.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: User Interface

Escalation ID: 167262

Fix ID: 218910

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX9426

Title: My Account always shows the first Identity in the list

Description: When looking at the My Account page, the first entry in the list always shows up under Identity, regardless of the value actually assigned to the account. If the User Account is edited in the UI, the correct Identity shows up, but the My Account always displays the first one in the list.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: User Interface

Escalation ID: 00168510

Fix ID: 219456

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX9427

Title: Checking in a Map does not release the lock on the resource

Description: When checking in a new version of a Map, the lock that is created on the resource at check out is not released, which prevents the Map from being checked out again until the Lock is manually released.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: User Interface

Escalation ID: 00170071

Fix ID: 218902

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX7434

Title: Autocomplete is enabled in the login page.

Description: Autocomplete is not disabled. Users should not have the ability to set the web browser to store the password.

Error Message: No Error Message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

To disable autocomplete:

1. Edit the file `ui.properties.in`.
2. Add the line:  
`autocompleteCredentials=false`
3. Run `setupfiles.sh` (`setupfiles.cmd` for Windows) command to apply the change.

Functional Area: User Interface

Escalation ID: 101443

Fix ID: 203557, 218326

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

InQira ID: NFX1509

Title: Envelope UI becomes extremely slow (unstable) with a large # of envelopes in the system

Description: The envelope UI performance was caused by the following:

- ◆ “Base Envelope” drop down list logic

- ◆ “Next Envelope” drop down list logic
- ◆ Sender/Receiver ID AutoComplete caches
- ◆ Primary envelope list query (non distinct)

Resolution: Fixes were made in each area identified above to improve performance for systems that have a large number of Envelopes. In addition, parameter was added to override Sender/Receiver caching and prevent UI stalls due to AutoComplete.

The new override can be added to the following properties files:

- ◆ customer\_overrides (preferred)
- ◆ ui.properties

The parameter is:

```
autoCompleteEnvelopeIDs=false
```

The above parameter does not exist by default. As well the default behavior without the above parameter is true.

Please apply Gentran Integration Suite, Release 4.1.1 Build 1983 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4217 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: User Interface

Escalation ID: 1366209

Fix ID: 39401, 38947, 177105, 177106

Severity: Normal

Type: Normal Fix

Build: 1983, 4217, 4322, 5006

InQira ID: NFX9557

Title: One user may see another user’s file activity if logged in from the same browser session

Description: After logging into the Sterling File Gateway User Interface, if a user opens a new window and then logs into the Sterling File Gateway User Interface again as another user, they may be able to view the second user’s file activity in the first user’s session, but only after having viewed it in the second user’s session.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: User Interface

Escalation ID: 185369

Fix ID: 223074

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX8406

Title: Report generated, in Sterling File Gateway, does not reflect date and time inputted.

Description: The report generated by Sterling file Gateway using the Tools > Reports screen, will not reflect the Date (From), Time (From), Date (To), Time (To) values entered.

Error Message: No error message is received. The base Date and Time used seems to be 20:00:00, the day before, the date entered in the Date (From) (To) fields.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: User Interface

Escalation ID: 00145491

Fix ID: 227401

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

### InQuira ID: ENH2803

Title: Access to schedules by a select group of users

Request Description: Permissions to allow a group of non-admin users, such as operators, to access and administer all schedules in the system should be provided.

Escalation ID: 00142657 (216440)

Status: Completed

Request Resolution: The following permissions are added to enable operators to access and administer schedules in the system:

- ◆ UI Schedule Administrator
- ◆ UI Scheduler
- ◆ UI Schedule Reviewer

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

See the Sterling Integrator 5.0 Documentation Updates for information about the enhancement to Mailbox Permissions.

### InQuira ID: ENH2804

Title: Request for 'Run As User' Business Process execution option for non-admin users

**Request Description:** A permission to enable an operator (non-admin) to execute a business process manually by specifying a different user in the 'Run as User' field in the Business Process Execution page should be provided.

**Escalation ID:** 00145480 (216437)

**Status:** Completed

**Request Resolution:** The permission 'UI BP Execution Administrator' is added to enable an operator (non-admin) to execute a business process manually by specifying a different user in the 'Run as User' field in the Business Process Execution page.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

See the Sterling Integrator 5.0 Documentation Updates for information about the enhancement to Mailbox Permissions.

### InQira ID: NFX8861

**Title:** Session times out when the session is not in idle state

**Description:** When you set the session timeout value in the Sterling Integrator user profile, the User Interface will time out even if you are actively using the system. For example, if you set the session timeout value to 15 minutes, the system will log you out after 15 minutes even if you are actively using the system.

**Error message:** No error message.

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

**Functional Area:** User Interface

**Escalation ID:** QC

**Fix ID:** 218197

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5004

### InQira ID: NFX8164

**Title:** Help files must be updated

**Description:** As part of a security fix, the Help files must be updated.

**Resolution:** The Help files have been updated.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

**Functional Area:** User Interface

**Escalation ID:** QC

**Fix ID:** 208380, 208381

Severity: Normal

Type: Normal Fix

Build: 4322, 5004

### InQuira ID: NFX7743

Title: Contract Definition page and Mailbox configuration page in Embedded AS2 partner creation wizard take several minutes to load

Description: When you create or edit contracts in Sterling Integrator using the **Trading Partner > Contracts** menu, the Contract Definition page may take several minutes to load if the number of profiles in the database is in multiples of thousand. You may encounter a similar scenario when you create or edit Embedded AS2 Partner profiles with Mailbox Configuration where the Mailbox page may take several minutes to load if a large number of mailboxes are present in the system.

Error Message: No error message.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: User Interface

Escalation ID: QC

Fix ID: 206215, 206216

Severity: Normal

Type: Normal Fix

Build: 4322, 5004

### InQuira ID: NFX8219

Title: Inconsistency in the filtering of the digital certificates in export and import

Description: The user is able to filter the certificates based on the certificate name and not by the System Certificate ID during export but during import, the user is able to filter based on both Certificate name and Certificate ID.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: User Interface

Escalation ID: QC

Fix ID: 208746

Severity: Normal

Type: Normal Fix

Build: 5004

### InQuira ID: NFX8224

Title: Import does not import GROUPXPERMS,USERXPERMS, and USERXGROUPS

Description: After performing an import, if you look at the performance report (import.doc), you will notice that the GROUPXPERMS,USERXPERMS & USERXGROUPS are 0, implying that no GROUPXPERMS,USERPERMS, and USERXGROUPS exist in the import file.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: User Interface

Escalation ID: QC

Fix ID: 208844

Severity: Normal

Type: Normal Fix

Build: 5004

### InQuira ID: NFX8253

Title: Opening **WS** page without logging out from **Dashboard** page is throwing an error

Description: Opening **WS** page without logging out from **Dashboard** page is throwing an error.

Error message: Nothing on this server matches the url you provided!

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: User Interface

Escalation ID: QC

Fix ID: 206110

Severity: Normal

Type: Normal Fix

Build: 5004

### InQuira ID: ENH1894

Title: Redesign the System Troubleshooting page

Request Description: The System Troubleshooting page is used heavily by customer support and customers for troubleshooting and it takes a long time to load information on the troubleshooter page. By providing links to some data instead of retrieving all the data at once, users can access specific troubleshooting information much faster.

Escalation ID: N/A

Status: Completed

Request Resolution: See the Gentran Integration Suite 4.3 or Sterling Integrator 5.0 Documentation Updates for more information on Reviewing System Information.

Please apply Gentran Integration Suite, Release 4.3 Build 4321 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

#### InQira ID: ENH1064

Title: Monitor the acquisition status of Input Channel and SwiftNet SnF Queues

Request Description: Have a UI interface to monitor the acquisition status of Input Channel and SwiftNet SnF Queues.

Escalation ID: 1371126 (168799, 175626)

Status: Completed

Request Resolution: UI page has been added to view and monitor the statuses.

Go to **Operations** > **SWIFTNet Monitor** to monitor the input channel statuses.

See <http://www.sterlingcommerce.com/Documentation/GIS43/Standards53.htm> for details on using SwiftNet including the new monitor.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

#### InQira ID: ENH1283

Title: Add the ability to retrieve the Create Timestamp of a lock

Request Description: The user needs to report on locks when the locks reach a certain age. A notification needs to be sent out when the lock reaches a certain age so that the administrator can investigate and see if the lock is legitimate or should be killed. The create time of the lock is stored when the lock is created and can be viewed in the lock manager. But that is not automated and would require someone to log in and watch the screen. The system lock service does not retrieve the create time of a lock. It can check to see if a lock exists or not, but not how long it has existed.

Escalation ID: 1372342 (174851, 174852)

Status: Completed

Request Resolution: Added the parameter MAX\_MEM\_LOCK\_PER\_NODE\_LISTED. This parameter displays the maximum number of local locks returned from each node.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

See the Sterling Integrator 5.0 Documentation Updates for more information on the update to the Lock Service.

#### InQira ID: ENH1741

Title: Platform should allow configuration of UserGroup properties

Request Description: The user deleted the fg\_partnerusers group from the dashboard and re-created it. This broke the security/authentication component of Sterling File Gateway and the user was no longer able to log

in to Sterling File Gateway. Hence users have to be restricted from deleting the following Sterling File Gateway system groups from the dashboard user interface:

- ◆ fg\_architects
- ◆ fg\_operators
- ◆ fg\_partnerusers
- ◆ fg\_provisioners
- ◆ fg\_sysadmins

Escalation ID: QC (179341)

Status: Completed

Request Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

**InQira ID: NFX1799**

**Title:** A time range of 00:00 to 00:59 cannot be entered in the detail filtering when configuring a report

**Description:** When configuring a report it is not possible to set the From: or To: times to a time within the range 00:00 - 00:59. This error is always displayed:

Time entered should be in the range 00:00 - 23:59.

**Error Message:**

Time entered should be in the range 00:00 - 23:59.

**Resolution:** Enter the time in 12-hour format only - HH:MM:SS. For example, 12:30.

Please apply Gentran Integration Suite, Release 4.2 Build 4210 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: UI

Escalation ID: 1367757

Fix ID: 41426, 165434, 177806

Severity: Normal

Type: Normal Fix

Build: 4210, 4314, 5001

**InQuira ID: NFX2138**

**Title:** User Interface configuration panel for JMS Topic and JMS Queue service will not permit usage of comma in the URL field

**Description:** User Interface configuration panel for JMS Topic and JMS Queue service will not permit usage of comma in the URL field. A comma is needed to use LDAP server to access the JMS server

**Error Message:**

URL Is invalid. Please try again.

The follow characters are not valid:

! @ # % ^ \* ( ) + ? , < > { } [ ] ; " '

**Resolution:**

Please apply Gentran Integration Suite, Release 4.2 Build 4213 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4310 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: User Interface

Escalation ID: 1369164

Fix ID: 157742, 157743, 165288

Severity: Normal

Type: Normal Fix

Build: 4213, 4310, 5001

## InQira ID: NFX2450

Title: The Document Advanced Search Summary is not always presented in chronological order

Description: When using **Business Process > Advanced Search > Documents** the Document Correlation details should be provided in date/time sequence either ascending or descending order. The Document Advanced Search Summary is not always presented in chronological order.

Error Message: No error messages.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4310 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: User Interface

Escalation ID: 1369747

Fix ID: 158300, 159119

Severity: Normal

Type: Normal Fix

Build: 4310, 5001

## InQira ID: NFX2536

Title: Errors in system log while checking in map to Gentran Integration Suite

Description: Errors in system log while checking in map to Gentran Integration Suite.

Error Message:

```
[2008-06-17 14:44:20.491] ERROR 000310040265
UTIL.CACHE.ERR_TranslationMapLoader_load2 Caught exception in
TranslationMapLoader.load(): map name = NAS_X-865-004010_S-ZORDERS3_GEN
com.sterlingcommerce.woodstock.standards.exceptions.InvalidMapException: Could not
find map with name 'NAS_X-865-004010_S-ZORDERS3_GEN' and type '1'
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later

Please apply Sterling Integrator, Release 5.0 Build 5001 or later

Functional Area: User Interface

Escalation ID: 1369783

Fix ID: 158403, 177535

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

**InQuira ID: NFX2624**

**Title:** BPMonitor permission is not allowing access to Current Processes and **Advanced Search > Business Processes**

**Description:** BPMonitor permission is not allowing access to Current Processes and **Advanced Search > Business Processes**.

**Error Message:** No error messages.

**Resolution:** According to documentation, BPMONITOR PermissionID should allow access to Current Processes and **Advanced Search > Business Processes** screens.

UI Resource	Permission ID	Permission Name
CurrentProcesses	BPMONITOR	UI BP Monitor
AdvancedSearch	BPMONITOR	UI BP Monitor

-----

Please apply Gentran Integration Suite, Release 4.3 Build 4310 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

**Functional Area:** User Interface

**Escalation ID:** 1369851

**Fix ID:** 160171, 160251

**Severity:** Normal

**Type:** Normal Fix

**Build:** 4310,5001

**InQuira ID: NFX2701**

**Title:** No Business Processes listed in Archive Manager

**Description:** In Archive Manager, when business processes have been previously selected for changing archive settings, they no longer appear in the list of business processes if you would like to change their archive settings again. See steps below to reproduce and workaround:

1. Go to Archive Manager.
2. Click **Configure Archive Settings**.
3. Change days for 'Default values that business processes should remain in the system' from its original setting to another, make sure that 'Expired Business Processes should be' is set to Archive and click next
4. Move all processes into the right hand box and click next
5. Click next all the way through and save. All of these business processes now are being archived according to the new settings.
6. Wait a couple of minutes to allow all business processes to be updated.
7. Go through the process again. Click **Configure Archive Settings**.

8. Change the days value back to its original setting click next.
9. There are no business processes listed, so they can no longer be updated.

Error Message: No error messages.

Resolution: This issue has been corrected in the following releases.

Please apply Gentran Integration Suite, Release 4.2 Build 4214 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4310 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: User Interface

Escalation ID: 1370001

Fix ID: 160225, 160224, 165291

Severity: Normal

Type: Normal Fix

Build: 4310, 4214, 5001

#### InQira ID: NFX2704

Title: Using wildcard search ('%') in Services search results in the error 'No services satisfy your search criteria'

Description: When the user searches in Deployment > Services > Configuration using a wildcard character in the name of the Service ('%'), the screen returns the error 'No services satisfy your search criteria' when the user tries to Enable or Disable the Service. If the user has their profile set to remember searches, this may also prevent valid Services from displaying until the user logs out and then back into the User Interface.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4312 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: User Interface

Escalation ID: 1370758

Fix ID: 164687, 164915, 163181, 177919

Severity: Normal

Type: Normal Fix

Build: 4312, 5001

#### InQira ID: NFX2747

Title: When sorting the Business Process Usage results, some business processes are duplicated

Description: When viewing the results in the Business Process Usage screen, if the user clicks the column title to sort by that value, the business processes may show duplicated values.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: 1370618

Fix ID: 165009, 165010, 183394, 184881

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

InQuira ID: NFX3184

Title: "From Date" missing on the **Business Process > Monitor > Advanced Search** page

Description: On the **Business Process > Monitor > Advanced Search** screen, the field to enter the "To Date" will be present, but the field for the "From Date" may be missing.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4310 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: User Interface

Escalation ID: QC

Fix ID: 36741,165220

Severity: Normal

Type: Normal Fix

Build: 4310,5001

InQuira ID: NFX3206

Title: Service Type name is not shown on the edit screens for some of the WebSphereMQ adapters and the SAP Suite Adapter

Description: When editing some of the WebSphere MQ adapters and SAP Suite Adapter setup from Services > Install/Setup > List, a label name is shown instead of the Service Type name. WebSphere MQ Adapter, WebSphereMQ Suite Async Receive, WebSphereMQ Suite Open Sessions adapters are shown as wmq.label. SAP Suite Adapter is shown as SapSuite.label.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4310 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: User Interface

Escalation ID: QC

Fix ID: 36829, 161537

Severity: Normal

Type: Normal Fix

Build: 4310, 5001

InQira ID: NFX3221

Title: Envelope UI screens slows down, Checking in a map may be slow as well

Description: Customer may have large number of maps and/or envelopes. Access to Envelope UI screens slows down including if just viewing envelope information. Gentran Integration Suite UI Envelopes screens extremely slow when trying to view the envelope screens that contain the maps or business process. Also, extremely slow when trying to view envelopes outside of the source manager. All parts of UI slow down may also be noticed. This slowness may go away with application restart.

Error Message: No log errors may be associated.

Thread dumps during slowdown may give stack trace similar to:

```
"SocketListener1-0" prio=10 tid=057b1458 nid=3117327 lwp_id=8031789 runnable
[42533000..42531878]
  at java.lang.System.arraycopy(Native Method)
  at java.lang.String.toLowerCase(String.java:2431)
  at java.lang.String.toLowerCase(String.java:2494)
  at com.sterlingcommerce.woodstock.util.NameValuePairs.sort(NameValuePairs.java:348)
  at com.sterlingcommerce.woodstock.ui.MapLister .getOptionListX(MapLister.java:191)
  at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
  at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:39)
  at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25
)
  at java.lang.reflect.Method.invoke(Method.java:585)
  at
com.sterlingcommerce.woodstock.util.cache.ListsCacheLoader.load(ListsCacheLoader.jav
a:97)
  at
com.sterlingcommerce.woodstock.util.frame.cache.CacheManager.get(CacheManager.java:2
85)
  - locked < 5a13a900 > (a com.sterlingcommerce.woodstock.util.frame.cache.Entry)
  at
com.sterlingcommerce.woodstock.util.frame.cache.CacheManager.get(CacheManager.java:1
83)
  at com.sterlingcommerce.woodstock.ui.MapLister.getOptionList(MapLister.java:77)
  at
com.sterlingcommerce.woodstock.ui.ServiceDefinition.getOptionList(ServiceDefinition.
java:803)
  at com.sterlingcommerce.woodstock.ui.ServiceVar.htmlOptionList(ServiceVar.java:590)
  at
com.sterlingcommerce.woodstock.ui.jspbean.EnvelopeBean.buildInputs(EnvelopeBean.java
:1038)
```

```
at
com.sterlingcommerce.woodstock.ui.jspbean.EnvelopeBean.getInputs(EnvelopeBean.java:1
76)
at org.apache.jsp.wizedit_jsp._jspService(wizedit_jsp.java:348)
at org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:137)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
at org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:210)
at org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:295)
at org.apache.jasper.servlet.JspServlet.service(JspServlet.java:241)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358)
at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:
294)
at org.mortbay.jetty.servlet.Dispatcher.dispatch(Dispatcher.java:222)
at org.mortbay.jetty.servlet.Dispatcher.forward(Dispatcher.java:135)
at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.gotoPage(ServletBase.java:287)
at
com.sterlingcommerce.woodstock.ui.servlet.WizardBase.setupNextPage(WizardBase.java:3
13)
at com.sterlingcommerce.woodstock.ui.servlet.UpdateEnvelope
.doPost(UpdateEnvelope.java:386)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:760)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358)
at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:342)
at
com.sterlingcommerce.woodstock.ui.dlso.DLSSOFilter.doFilter(DLSSOFilter.java:136)
at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:334)
at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:
286)
at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:567)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1807)
at
org.mortbay.jetty.servlet.WebApplicationContext.handle(WebApplicationContext.java:52
6)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1757)
at org.mortbay.http.HttpServer.service(HttpServer.java:879)
at org.mortbay.http.HttpConnection.service(HttpConnection.java:789)
at org.mortbay.http.HttpConnection.handleNext(HttpConnection.java:960)
at org.mortbay.http.HttpConnection.handle(HttpConnection.java:806)
at org.mortbay.http.SocketListener.handleConnection(SocketListener.java:218)
at org.mortb
```

Resolution: There were two parts to this fix:

1. Result set were closed and connections released with updated code in following 4.1.1, 4.2 and 4.3 patches.

Please apply Gentran Integration Suite, Release 4.1.1 Build 1989 or later.

Please apply Gentran Integration Suite, Release 4.2 Build 4215 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4312 or later.

2. It was also found that a redundant sort method could be commented after analyzing the thread dump stack trace during slowdown.

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: User Interface

Escalation ID: 1371977, 1370559

Fix ID: 164475, 164477, 164481, 173432, 176054, 177676, 177783

Severity: Normal

Type: Normal Fix

Build: 1989, 4215, 4312, 4316, 5001

InQuira ID: NFX3257

Title: Gentran Integration Suite contracts date format UI discrepancy issue.

Description: When using the UI for contracts to create or modify a contract, the wizard does not show the start/end date format (YYYY/MM/DD) correctly as previous Gentran Integration Suite versions.

- ◆ Contracts Information page date format (MM/DD/YY)
- ◆ Start Date (MM/DD/YY): 05/29/08 (this can be interpreted as 05/29/2008)
- ◆ End Date (MM/DD/YY): 05/29/99 (this can be interpreted as 05/29/1999)

Error Message:

End date must be equal to or greater than the start date.

Resolution: Contract start/end date format corrected.

Please apply Gentran Integration Suite, Release 4.3 Build 4312 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: User Interface

Escalation ID: 1370640

Fix ID: 164198, 165295

Severity: Normal

Type: Normal Fix

Build: 4312, 5001

**InQuira ID: NFX3297**

**Title:** Error message invalid user ID or password when entering a new password

**Description:** In Gentran Integration Suite 4.3, the error occurs when a user account password has expired and Gentran Integration Suite is restarted after the password policy change to use special characters. The password policy was modified after the user account/password was first created.

**Error Message:**

```

invalid user ID or password
Error in UI logs :
ERROR 000000000000 GLOBAL_SCOPE Error
java.lang.NullPointerException
    at org.apache.jsp.pwdchange_jsp._jspService(pwdchange_jsp.java:435)
    at org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:137)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
    at
org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:210)
    at
org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:295)
    at org.apache.jasper.servlet.JspServlet.service(JspServlet.java:241)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
    at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358)
    at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:342)
    at
com.sterlingcommerce.woodstock.ui.dlso.DLSSOFilter.doFilter(DLSSOFilter.java:133)
    at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:334)
    at
com.sterlingcommerce.woodstock.ui.SecurityFilter.doFilter(SecurityFilter.java:208)
    at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:334)
    at com.sterlingcommerce.util.Fix5CFilter.doFilter(Fix5CFilter.java:74)
    at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:334)
    at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:
286)
    at
org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:567)
    at org.mortbay.http.HttpContext.handle(HttpContext.java:1807)
    at
org.mortbay.jetty.servlet.WebApplicationContext.handle(WebApplicationContext.java:52
6)
    at org.mortbay.http.HttpContext.handle(HttpContext.java:1757)
    at org.mortbay.http.HttpServer.service(HttpServer.java:879)
    at org.mortbay.http.HttpConnection.service(HttpConnection.java:789)
    at org.mortbay.http.HttpConnection.handleNext(HttpConnection.java:960)
    at org.mortbay.http.HttpConnection.handle(HttpConnection.java:806)
    at
org.mortbay.http.SocketListener.handleConnection(SocketListener.java:218)

```

```
at org.mortbay.util.ThreadedServer.handle(ThreadedServer.java:331)
at org.mortbay.util.ThreadPool$PoolThread.run(ThreadPool.java:520)
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: User Interface

Escalation ID: 1370718

Fix ID: 165825, 177422

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

**InQira ID: NFX3350**

Title: Default setting for Content Encoding is set to Base64 when editing a Rosettanet contract

Description: When editing a RosettaNet Contract, the Content Encoding is changed to Base64, overriding the previous setting.

Error Message: No error messages

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Patch 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: User Interface

Escalation ID: 1370740

Fix ID: 164973, 177576

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

**InQira ID: NFX3426**

Title: Session expires when clicked on return from central search page

Description:

Steps to reproduce:

1. Go to central search and search for any Business Process.
2. Once the results show up, restart one of the Business Processes.
3. New pop up window will open showing the execution steps of restarted business process. Close this window.

4. Click Return on Restart Business Process window.
5. Click Return on Business Process Detail window.
6. The following error message is displayed:

Warning: Page has Expired

The page you requested was created using information you submitted in a form. This page is no longer available. As a security precaution, Internet Explorer does not automatically resubmit your information for you.

To resubmit your information and view this Web page, click the Refresh button.

Error Message: Error in UI.

Warning: Page has Expired The page you requested was created using information you submitted in a form. This page is no longer available. As a security precaution, Internet Explorer does not automatically resubmit your information for you.

To resubmit your information and view this Web page, click the Refresh button.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4215 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: User Interface

Escalation ID: 1370691, 1370691

Fix ID: 165656, 165657, 165702

Severity: Normal

Type: Normal Fix

Build: 4215, 4314, 5001

InQuira ID: NFX3464

Title: Not able to delete maps even though user has UI Delete Map permission

Description: The following permissions do not allow for map deletion:

- ◆ UI Maps
- ◆ UI Delete Map
- ◆ UI Delete Trading Partner Data

Only when the UI Operations permission is added do you not receive this message when attempting to delete a map.

You do not have the appropriate permissions to access this area. Please contact your system administrator if you need permissions to this area.

Error Message:

You do not have the appropriate permissions to access this area. Please contact your system administrator if you need permissions to this area.

Resolution:

Apply Gentran Integration Suite patch 4312 or higher

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: User Interface

Escalation ID: 1370756

Fix ID: 164562, 164616, 177458

Severity: Normal

Type: Normal Fix

Build: 4312, 5001

**InQuira ID: NFX3567**

Title: UI (HTTP) security deficiency

Description: UI Broken Access controls, securely uploaded documents are accessible to other users who do not have permission to access in the 'Current Documents' section or other pages. More permissions added for more granular control at the UI level.

Error Message: No error messages.

Resolution: Updates to permissions have been made across two different patches (4312 and 4315).

The affected properties files are `pages.properties.in`, `pages.properties_einvoicing_ext` and `pages.properties_standards_ext`

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: User Interface

Escalation ID: 1369803

Fix ID: 162504, 163508, 169303, 177690

Severity: Normal

Type: Normal Fix

Build: 4312, 4315, 5001

**InQuira ID: NFX3969**

Title: In the Map Version Manager UI, if there is more than 1 page of versions users cannot return to a previous page.

Description: Within the Map Version Manager in the Gentran Integration Suite UI, if there is more than 1 page of versions the link to return to a previous page is not working.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: User Interface

Escalation ID: 1370975

Fix ID: 165864, 177591

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

#### InQuira ID: NFX4164

Title: If DBCS characters are used in an SAP Route name the characters are not correctly retained/saved

Description: If DBCS characters are used in an SAP Route name the characters are not correctly retained. If the Route Name is entered with valid DBCS characters when you get to the **Confirm** screen for Route Settings, the displayed DBCS characters are no longer valid.

Error message: No error message.

Resolution: The parameter information was retrieved using the wrong encoding.

Please apply Gentrans Integration Suite, Release 4.3 Build 4316 or later.

(Fix was originally available in 4314 but is not available in 4315.)

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: User Interface

Escalation ID: QC

Fix ID: 168105, 173737, 175629

Severity: Normal

Type: Normal Fix

Build: 4314, 4316, 5001

#### InQuira ID: NFX4278

Title: Multiple spaces are replaced with a single space when the XML output from the translation service is viewed

Description: In Gentrans Integration Suite, all versions, multiple spaces are replaced with a single space when the XML output from the translation service is viewed in the Document Window of the Business Process Detail. If the output file is extracted to disc using a file system adapter, the data content is correct. For example, if the correct output data is AAAA BBB, the UI display window will show AAAA BBB. When you review the HTML of the resulting page the 7 spaces are preserved in the HTML we create. This means that the browser is removing the extra six space.

The problem is that `com.sterlingcommerce.woodstock.ui.jspbean.DocRenderBean.buildDocDisplay` appends a pre-format `<pre>` tag to the HTML if the data is XML, if not, this tag is not written, the browser will normalize the additional spaces in the data.

[http://www.w3schools.com/TAGS/tag\\_pre.asp](http://www.w3schools.com/TAGS/tag_pre.asp)

Error Message: No error messages; just incorrect output in display for primary document.

Resolution: The fix will now ensure that the default behavior is that the <pre> is written for both XML and non-XML data types.

Please apply Gentran Integration Suite, Release 4.2 Build 4219 or later.

Please apply Sterling Integrator Release 5.0 Build 5001 or later.

Functional Area: User Interface

Escalation ID: 1372067

Fix ID: 173476, 173633

Severity: Normal

Type: Normal Fix

Build: 4219, 5001

### InQuira ID: NFX4395

Title: Export of mailbox delete service as a resource does not work correctly after import

Description: Resource Export of a scheduled Mailbox delete service and mailbox does run correctly after import. Issue with **Resource Manager > Export** of Mailbox Delete Service. The ID of the Mailbox is exported in the service configuration instead of the actual mailbox path. See example below from the resource XML file. This means that when the resource is imported into another Gentran Integration Suite system, the Mailbox Delete Service and Scheduled Mailbox Delete Service fail because in the new system, the Mailbox ID does not match (MBX\_MAILBOX).

Resource file extract example:

```
<PARAM>
<name>MailboxPath_1</name>
<value>13</value>
</PARAM>
```

Error Message: No error on import but when the schedule runs, the following error appears:

```
<STATUS_RPT>ERROR MailboxDeleteService - Caught exception of type
[com.sterlingcommerce.woodstock.mailbox.repository.InvalidMailboxException], with
message [Mailbox: / is invalid].</STATUS_RPT>
```

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4217 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: User Interface

Escalation ID: 1371805

Fix ID: 171194, 171196, 177504

Severity: Normal

Type: Normal Fix

Build: 4217, 4316, 5001

#### InQuira ID: NFX4804

Title: Password change alerts not displayed when mailbox accessed via Perimeter Server

Description: When the password change page is accessed via perimeter server, the page is not shown completely (copyrights and following part). The alert messages related to password changes are not displayed.

Error Message: No error message.

Resolution: The `pwdchange.jsp` is fixed for the condition where the session is established via Perimeter Server.

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: 1372156

Fix ID: 173078, 187628

Severity: Normal

Type: Normal Fix

Build: 4316, 5002

#### InQuira ID: NFX5000

Title: Filter used in "Web Services" is not working when creating a Resource Tag

Description: Filter used in "Web Services" is not working when creating a Resource Tag (**Resource Manager > Resource Tags**). It shows the empty searching result, Resource Tags). It shows the empty search result. There is a similar Case#4983589 where filter is not working for Accounts Permissions also.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: User Interface

Escalation ID: 1372288

Fix ID: 174394

Severity: Normal

Type: Normal Fix

Build: 5001

### InQuira ID: NFX5060

Title: Current Processes Drops From User-Defined Value to System Default on node 2 after first refresh

Description: In a clustered environment, when you set number of current processes to display to a different value than the system default (such as 25) on node 1, the number of current processes displayed on node 2 changes to default value after the first automatic refresh.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: 1372602

Fix ID: 177819, 186764

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

### InQuira ID: NFX5085

Title: Map name not showing in the confirmation page when jumping to the "Default version" after editing a UNH Envelope

Description: When editing an Outbound UNH envelope, if you jump to the **Default version** link and then click on **Next** to the **Confirm** page, the Map disappears from the envelope configuration.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: 00024307

Fix ID: 185821, 183331

Severity: Normal

Type: Normal Fix

Build: 4320, 5002

## InQuira ID: NFX5303

Title: After installing Gentran Integration Suite Patch 4316 or 4317 the **Correlation Search** and the **EDI Correlation Search** screens error

Description:

Steps to reproduce:

Go to **Business Processes > Monitor > Advanced Search > Correlation** or **Business Processes > Monitor > Advanced Search > EDI Correlation** or just hit the **Go** button. There is no need for an entry anywhere on the page.

Expected result: A list of all correlations.

Received result: System encountered an error while processing your request. Please try again or contact your administrator.

Error Message:

```
ERROR 000000000000 GLOBAL_SCOPE [XFormTransformer].transform: get an Exception
java.lang.IllegalArgumentException: Illegal pattern character 't'
    at java.text.SimpleDateFormat.compile(SimpleDateFormat.java:709)
    at java.text.SimpleDateFormat.initialize(SimpleDateFormat.java:522)
    at java.text.SimpleDateFormat.<init>(SimpleDateFormat.java:471)
    at
com.sterlingcommerce.woodstock.cs.ui.servlet.CorrelationSearch$CorrelationSearchAuxP
rocessor.process(CorrelationSearch.java:578)
    at
com.sterlingcommerce.woodstock.webx.xforms.om.Model.processAuxiliary(Model.java:318)
    at
com.sterlingcommerce.woodstock.webx.xforms.om.XFormDocument.computeBindingExpression
s(XFormDocument.java:233)
    at
com.sterlingcommerce.woodstock.webx.xforms.RequestInterpreter.processRequest(Request
Interpreter.java:125)
    at
com.sterlingcommerce.woodstock.webx.xforms.XFormsProcessor.bind(XFormsProcessor.java
:516)
    at
com.sterlingcommerce.woodstock.cs.common.transformer.XFormTransformer.transform(XFor
mTransformer.java:255)
    at
com.sterlingcommerce.woodstock.cs.ui.servlet.CorrelationSearch.doPost(CorrelationSea
rch.java:324)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:760)
    at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
    at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358)
    at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:342)
    at
com.sterlingcommerce.woodstock.ui.dlss.DLSSOFilter.doFilter(DLSSOFilter.java:136)
    at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:334)
```

```

    at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:
286)
    at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:567)
    at org.mortbay.http.HttpContext.handle(HttpContext.java:1807)
    at
org.mortbay.jetty.servlet.WebApplicationContext.handle(WebApplicationContext.java:52
6)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1757)
at org.mortbay.http.HttpServer.service(HttpServer.java:879)
    at org.mortbay.http.HttpConnection.service(HttpConnection.java:789)
    at org.mortbay.http.HttpConnection.handleNext(HttpConnection.java:960)
    at org.mortbay.http.HttpConnection.handle(HttpConnection.java:806)
    at org.mortbay.http.SocketListener.handleConnection(SocketListener.java:218)
    at org.mortbay.util.ThreadedServer.handle(ThreadedServer.java:331)

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: 00024295

Fix ID: 181605, 185876

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

**InQuira ID: NFX5340**

Title: User interface logs permission insufficient in Gentran Integration Suite 4.3 for Viewing System Logs

Description: User interface logs permission is insufficient for viewing system logs with Gentran Integration Suite.

**Error Message:**

```

Assigned the "UI Logs" Permission. logged in with User browsed to view list of logs,
when attempting to review log: page.loggerinfo.title
You do not have the appropriate permissions to access this area.
Please contact your system administrator if you need permissions to this area.
Unauthorized!

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: 28046

Fix ID: 180282, 182465

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

### InQuira ID: NFX5382

Title: Persistence of a business process changes to Full even though it is saved as system default

Description: In Gentrans Integration Suite, Release 4.3 Build 4317, if a new business process is created with persistence of system default, it is changed to Full automatically the next time you try to edit the business process. Also, when a business process with System default persistence is exported and then imported in to a different instance, when you check the imported business process, it has a persistence Full.

Error Message: No error message.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: 27143

Fix ID: 181222, 182860

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

### InQuira ID: NFX5383

Title: Error in date range in Integrated Archive from eInvoicing

Description: When searching for any date range in the **Integrated Archive** screen from the eInvoicing menu, the following error is displayed:

Date should not be greater than the current Date.

This error occurs on any date entered. If the dates are blanked out, then the search appears to work.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: 1372098

Fix ID: 173378, 186760

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

### InQuira ID: NFX5440

Title: Searching by 'REQUESTOR\_DN' in the SWIFTNet Correlation Screen causes an error

Description: When attempting to search in the SWIFTNet Correlation screen by 'REQUESTOR\_DN', the screen returns an error and the search is cancelled.

#### Error Message:

```
2009-03-23 16:29:49.729] DEBUG 000000000000 GLOBAL_SCOPE
[SwnetMsg].getSwiftnetMsgTrxId() - Query string: SELECT TRANSACTION_ID,
CREATE_TIMESTAMP FROM SWNET_MSG WHERE UPPER(REQUESTER_DN) LIKE
'%O=CHASUS33,O=SWIFT%' AND CREATE_TIMESTAMP BETWEEN ? AND ? ORDER BY CREATE_TIMESTAMP
DESC [2009-03-23 16:29:49.729] ERROR 000000000000 GLOBAL_SCOPE
[SwnetMsg].getSwiftnetMsgTrxId() - Caught exception while searching for swiftnet
messages.
SQL Error Code: 207
SQL State: S0001
com.microsoft.sqlserver.jdbc.SQLServerException: Invalid column name 'REQUESTER_DN'.
  at com.microsoft.sqlserver.jdbc.SQLServerException.makeFromDatabaseError(Unknown
Source)
  at com.microsoft.sqlserver.jdbc.IOBuffer.processPackets(Unknown Source)
```

#### Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: 1373165

Fix ID: 181217, 182514

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

### InQuira ID: NFX5474

Title: Not able to browse or select a Date from a previous Month or Year using all the Calendar specific search fields

Description: Not able to browse or select a Date from a previous Month or Year using all the Calendar specific search fields present in Sterling Integrator.

Error message: No error message.

#### Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: User Interface

Escalation ID: QC

Fix ID: 179158

Severity: Normal

Type: Normal Fix

Build: 5001

InQuira ID: NFX5490

Title: Unable to show Service/Adapter View page in French mode

Description: Service/Adapter view page is not displayed.

Steps to reproduce:

1. Login to Gentrant Integration Suite as admin with French language.
2. **Services > Configuration > List/Search any service/adapter** > Click the service/adapter name.
3. `Error occurred in this page` is displayed in the browser status bar and the view page does not appear.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: User Interface

Escalation ID: QC

Fix ID: 164138

Severity: Normal

Type: Normal Fix

Build: 5001

InQuira ID: NFX5588

Title: Mailbox Browser Interface help link points to incorrect Gentrant Integration Suite version Help

Description: On Mailbox Browser Interface, when a user clicks on **Help** link from the left navigation tab, the link takes the user to Gentrant Integration Suite 4.2 Help instead of Gentrant Integration Suite 4.3 Help.

Error Message: No error message.

Resolution:

Please apply Gentrant Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: QC

Fix ID: 180464, 181892

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

## InQuira ID: NFX5590

Title: Filter issue while creating resource tags

Description: These are the filter issues while creating resource tags:

- ◆ **Trading Partner data > Identities > \_** (underscore) search returns nothing while there are identities having \_ (db: Oracle, MSSQL)
- ◆ **Maps > -** (hyphen) search works but if hyphen is used in combination with characters, the search fails. (for example, ing-). (db: Oracle, MSSQL)
- ◆ **Mailbox > Mailbox Virtual roots > \_** (underscore) search returns nothing while there are identities having \_ (db: Oracle, MSSQL)
- ◆ **Mailbox > Mailbox Routing Rules > \_** (underscore) search returns nothing while there are identities having \_ (db: Oracle, MSSQL)
- ◆ **Report Configuration > \_** (underscore) search returns nothing while there are identities having \_ (db: Oracle, MSSQL)

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: QC

Fix ID: 179959, 182035

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

## InQuira ID: NFX5592

Title: Mailbox Browser Interface has a few user interface issues

Description: The following are the two user interface issues on the Mailbox Browser Interface:

- ◆ **Mailbox Search From Date:** On Mailbox Search screen, if the user provides a From Date which is greater than the To Date, the system does not show the error pop-up saying `End date must be equal to or greater than the start date` as this is the standard behavior throughout the application.
- ◆ **Rename file name size on Mailbox Send:** If the user gives a filename of more than 255 characters on Mailbox send page, and clicks on **Go!**, the system results in a pop-up saying `You are not authorized to perform Mailbox Send`. The reason behind the error is file name size and not the permission. The error message should be corrected.

Error Message: `You are not authorized to perform Mailbox Send`

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: QC

Fix ID: 180679, 181899

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX5593

Title: Username is not pre-populated and disabled for change password screen for Mailbox Interface

Description: With password policy enforced on next login or expired, when the user logs in to Mailbox interface from URL `http://host:port/Mailbox/jsp/login.jsp`, password change screen is displayed which does not have the username field pre-populated and disabled as in the case of dashboard.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: QC

Fix ID: 180278, 181894

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX5638

Title: Error selecting Current Activities when the user has 'Remember search-by values' enabled

Description: If the user enables the 'Remember search-by values' under **My Account**, an error may occur when selecting **Current Activities**. If the user disables 'Remember search-by values', the **Current Activities** will display correctly.

Error Message:

Processing error has occurred. Please contact system administrator and check system logs for more details.`java.lang.NullPointerException`

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: 25692

Fix ID: 183011, 184630

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

**InQuira ID: NFX5915**

Title: Response timeout set in transports is causing problems when profile is passed on to HTTP client services

Description: In Sterling Integrator 5.0, create a profile with response timeout set to nothing in the transports. Use this profile ID in HTTP client begin session service. HTTP Client Get errors out because response time out is passed as 0 even though it is set to nothing.

Error Message:

```
ResponseTimeoutspecified [0] is out of required range between 1 and 999999 secs!".
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: 35654

Fix ID: 185831

Severity: Normal

Type: Normal Fix

Build: 5002

**InQuira ID: NFX5957**

Title: When changing passphrase using changepassphrase without knowing current Gentran Integration Suite passphrase, it throws unexpected error

Description: In Gentran Integration Suite Release 4.3 Build 4318, when using the changepassphrase script, if we provide wrong passphrase for current passphrase and proceed, then it should be providing an error like `GIS passphrase incorrect` but instead it seems like its throwing some certificate errors and it is actually updating TP passwords.

Error Message:

```
gis43@aappmab00035q06:/gis/43/base/bin$ ./ChangeSystemPassphrase.sh
Enter current system passphrase *****
Enter new system passphrase *****
```

```

Reenter new system passphrase *****
Updating system core...
  Enter passphrase: -->
Found internal config file
/com/sterlingcommerce/security/jcae/provider.txt, loading it now!
Done loading it.
Controller loading lists...
java.lang.Exception: Error processing keystore access info
at
com.sterlingcommerce.security.kcapi.PrivateKeyInfo.updatePasswords(PrivateKeyInfo.java:3095)
at
com.sterlingcommerce.db.ChangeSystemPassphrase.updatePrivateKey(ChangeSystemPassphrase.java:371)
at
com.sterlingcommerce.db.ChangeSystemPassphrase.updatePrivateKeys(ChangeSystemPassphrase.java:453)
at
com.sterlingcommerce.db.ChangeSystemPassphrase.main(ChangeSystemPassphrase.java:624)
. . .
Done updating system core...
Updating services...
Updating...
Updating...
javax.crypto.BadPaddingException: Given final block not properly padded
at com.ibm.crypto.provider.DESedeCipher.engineDoFinal(Unknown Source)
at com.ibm.crypto.provider.DESedeCipher.engineDoFinal(Unknown Source)
at javax.crypto.Cipher.doFinal(Unknown Source)
at
com.sterlingcommerce.security.control.SCISymmetricCipher.doFinal(SCISymmetricCipher.java:684)
at
com.sterlingcommerce.security.provider.SCIPBEWrapper.decrypt(SCIPBEWrapper.java:204)
at
com.sterlingcommerce.db.ChangeSystemPassphrase.updateSIIParm(ChangeSystemPassphrase.java:125)
at
com.sterlingcommerce.db.ChangeSystemPassphrase.updateSIIs(ChangeSystemPassphrase.java:280)
at
com.sterlingcommerce.db.ChangeSystemPassphrase.main(ChangeSystemPassphrase.java:626)
Updating...
. . .
Update finished...
...
Done updating services
Updating trading partner passwords...
Done updating trading partner passwords.

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later

Functional Area: User Interface

Escalation ID: 42573

Fix ID: 185718, 189139

Severity: Normal

Type: Core Change

Build: 4320, 5003

InQira ID: NFX6011

Title: The value for "System Default" Persistence is overridden with whatever value it is.

Description: The value for "System Default" Persistence is overridden with whatever value it is.

Resolution:

Please apply Gentrant Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: 31430

Fix ID: 182600, 183576

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

InQira ID: NFX6091

Title: Gentrant Integration Suite shows global persistence level setting for a business process, for which a persistence level is set to system default

Description: User interface shows global persistence level setting for a business process, if business process persistence level is set to system default. It should show persistence level as 'System Default'.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: 36608

Fix ID: 186536, 186462

Severity: Normal

Type: Normal Fix

Build: 5002

### InQuira ID: NFX6121

Title: MaxBPsToDisplay in `ui.properties` or `customer_overrides.properties` does not take effect in Sterling Integrator, Release 5.0

Description: Any change to property MaxBPsToDisplay in `ui.properties` or corresponding value in `customer_overrides.properties` is not considered.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: User Interface

Escalation ID: 48160

Fix ID: 189867

Severity: Normal

Type: Normal Fix

Build: 5003

### InQuira ID: NFX6329

Title: An unrecognized segment seems to cause the translator to insert/read invalid characters on subsequent segment

Description: An unrecognized segment seems to cause the translator to insert/read invalid characters ("`~~~`" or '`¿¿`') on the subsequent segment. The invalid characters are not present in the original inbound data.

Error Message:

```
ERROR 000110010823 WORKFLOW.WORKFLOW.ERR_WFCUtil_toXMLString Exception in
WFCUtil.toXMLString java.io.IOException: The character '¿¿' is an invalid XML
character
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Translator

Escalation ID: 1372297

Fix ID: 176670

Severity: Normal

Type: Normal Fix

Build: 5002

### InQuira ID: NFX6391

Title: Trade Secret Notice link is not working on some user interface login screens

Description: When the user clicks on the Trade Secret Notice link on some screens like `/onboard`, `/mailbox`, `/communitymanagement`, `/aft` and so on, `error on page` message is displayed on the status bar and the link does not show up.

Error Message: Error on page

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: QC

Fix ID: 187288

Severity: Normal

Type: Normal Fix

Build: 5002

InQuira ID: NFX6407

Title: Gentran Integration Suite with File Broker installed returns Null Pointer exception when selecting **Operations > System > Performance > Tuning**

Description: Gentran Integration Suite with File Broker installed returns Null Pointer exception when you select **Operations > System > Performance > Tuning**.

Error Message: Error / Stack Trace (from logs) from noapp.log

```
[2008-06-09 11:10:27.212] ALL 000000000000 GLOBAL_SCOPE
java.lang.NullPointerException [2008-06-09 11:10:27.212] ALL 000000000000
GLOBAL_SCOPE [2008-06-09 11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.apache.jsp.performancetune_jsp._jspService(performancetune_jsp.java:141)
[2008-06-09 11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:137) [2008-06-09
11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
javax.servlet.http.HttpServlet.service(HttpServlet.java:853) [2008-06-09
11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:210)
[2008-06-09 11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:295) [2008-06-09
11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.apache.jasper.servlet.JspServlet.service(JspServlet.java:241) [2008-06-09
11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
javax.servlet.http.HttpServlet.service(HttpServlet.java:853) [2008-06-09
11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358) [2008-06-09
11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:
294) [2008-06-09 11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.servlet.Dispatcher.dispatch(Dispatcher.java:222) [2008-06-09
11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.servlet.Dispatcher.forward(Dispatcher.java:135) [2008-06-09
11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.gotoPage(ServletBase.java:277)
[2008-06-09 11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.adminui.servlet.Page.doPost(Page.java:164)
[2008-06-09 11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.doGet(ServletBase.java:151)
[2008-06-09 11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
javax.servlet.http.HttpServlet.service(HttpServlet.java:740) [2008-06-09
```

```
11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
javax.servlet.http.HttpServlet.service(HttpServlet.java:853) [2008-06-09
11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358) [2008-06-09
11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:342) [2008-06-09 11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.ui.dlss.DLSSOFilter.doFilter(DLSSOFilter.java:133)
[2008-06-09 11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:334) [2008-06-09 11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.util.Fix5CFilter.doFilter(Fix5CFilter.java:74) [2008-06-09
11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:334) [2008-06-09 11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:
286) [2008-06-09 11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:567) [2008-06-09
11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.http.HttpContext.handle(HttpContext.java:1807) [2008-06-09 11:10:27.212]
ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.jetty.servlet.WebApplicationContext.handle(WebApplicationContext.java:52
5) [2008-06-09 11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.http.HttpContext.handle(HttpContext.java:1757) [2008-06-09 11:10:27.212]
ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.http.HttpServer.service(HttpServer.java:879) [2008-06-09 11:10:27.212]
ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.http.HttpConnection.service(HttpConnection.java:789) [2008-06-09
11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.http.HttpConnection.handleNext(HttpConnection.java:960) [2008-06-09
11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.http.HttpConnection.handle(HttpConnection.java:806) [2008-06-09
11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.http.SocketListener.handleConnection(SocketListener.java:218)
[2008-06-09 11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.util.ThreadedServer.handle(ThreadedServer.java:331) [2008-06-09
11:10:27.212] ALL 000000000000 GLOBAL_SCOPE at
org.mortbay.util.ThreadPool$PoolThread.run(ThreadPool.java:520)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: QC

Fix ID: 162365

Severity: Normal

Type: Normal Fix

Build: 5002

InQira ID: NFX6410

Title: Exporting report xml, cvs, xls generates control characters within the report

Description: Exporting report xml, cvs, xls generates control characters within the report.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: QC

Fix ID: 176667

Severity: Normal

Type: Normal Fix

Build: 5002

InQuira ID: NFX6442

Title: db\_optimization\_tool.cmd script errors out

Description: In Sterling Integrator, Release 5.0 Build 5001, db\_optimization\_tool.cmd script errors out. This is specific to Sterling Integrator installed on Windows.

Error Message:

```
D:\SI50\install\bin >db_optimization_tool.cmd
Exception in thread "main" java.lang.NoClassDefFoundError: com/sterlingcommerce/woodstock/util/DbConnectionTest
DbConnectionTest failed, exiting...
```

Resolution:

Workaround:

Insert REM in front of the existing %JAVA% commands to comment and then add the following lines respectively. D:\SI50\install should be replaced with an existing install directory.

```
%JAVA% -Dvendor=shell -DvendorFile=D:\SI50\install\properties\servers.properties
com.sterlingcommerce.woodstock.noapp.NoAppLoader -f
D:\SI50\install\properties\dynamicclasspath.cfg
-class com.sterlingcommerce.woodstock.util.DbConnectionTest %JAVA% -Dvendor=shell
-DvendorFile=D:\SI50\install\properties\servers.properties
com.sterlingcommerce.woodstock.noapp.NoAppLoader -f
D:\SI50\install\properties\dynamicclasspath.cfg
-class com.sterlingcommerce.db.DBOptimizationTool -invokeargs %*
```

**Note:** These changes should be made in db\_optimization\_tool.cmd.in file. Stop Gentrans Integration Suite. Run setup files and restart Gentrans Integration Suite.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: User Interface

Escalation ID: 59472

Fix ID: 191755

Severity: Normal

Type: Normal Fix

Build: 5003

### InQuira ID: NFX6552

Title: AS2 Mailbox profiles with names greater than eight characters give wrong information while editing

Description: AS2 Mailbox profiles with names greater than eight characters give wrong information while editing, even though the corresponding Routing Rule, Virtual Root and User show correct details. Both inbound and outbound executions using these profiles are also successful.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface

Escalation ID: QC

Fix ID: 191748

Severity: Normal

Type: Normal Fix

Build: 5002

### InQuira ID: NFX6606

Title: The date format by BP Fault Log Adapter is not the same as all of the other logs.

Description: The current date format for the BP Fault Log Adapter is as follows:

```
2009.06.05.09.59.03.31 [HN] INFO: Log has started.
```

However, for all the other standard system logs, the format is as follows:

```
[2009-06-05 09:50:04.343]
```

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: User Interface

Escalation ID: 54900

Fix ID: 190355, 192296

Severity: Normal

Type: Normal Fix

Build: 4320, 5003

### InQuira ID: NFX6623

Title: DataPDU field is not obscured for outbound SWIFT envelopes

Description: When creating an outbound SWIFT envelope using the XML2 format, and choosing to sign the DataPDU, two passwords are entered for Key Part 1 and Key Part 2. They are obscured when entering

them, and obscured in the review screen before saving them. However, when listing the envelopes and choosing to view the envelope by name, the passwords show up unobscured in the user interface, as follows:

```
Signature Options
  Sign the DataPDU
    Yes
Key Part 1
  *****
lpAssword
Key Part 2
  *****
Password2
```

This is different behavior than in other parts of the user interface for obscured passwords, and is insecure.

Resolution: DataPDU field is now obscured when viewing the envelope by name.

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: User Interface

Escalation ID: 49683

Fix ID: 188251, 189095

Severity: Normal

Type: Normal Fix

Build: 4320, 5003

InQuira ID: NFX7091

Title: Dashboard deploys welcome page HTML posted with userid or passwords

Description: Dashboard deploys welcome page HTML posted with userid or passwords.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: User Interface

Escalation ID: QC

Fix ID: 189447

Severity: Critical

Type: Normal Fix

Build: 5003

**InQuira ID: NFX7228**

**Title:** Changesystempassphrase.sh script does not give effective end user message when wrong password is entered

**Description:** Changesystempassphrase.sh script does not give effective end user message when wrong password is entered.

**Error Message:** No error message.

**Resolution:** Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

**Functional Area:** User Interface

**Escalation ID:** QC

**Fix ID:** 189143

**Severity:** Normal

**Type:** Normal Fix

**Build:** 5003

**InQuira ID: NFX7380**

**Title:** Group level search in EDI correlation search returns no data

**Description:** When the group level search is performed in **Business Processes > Monitor > Advanced Search > EDI Correlation**, it returns no data upon a query.

**Error Message:**

system & ui.log:

```
[2009-10-15 16:25:42.154] ERROR [ErrorListenerHandler] The element type "td" must be
terminated by the matching end-tag "</td>".
java.lang.Exception: The element type "td" must be terminated by the matching end-tag
"</td>".
at
com.sterlingcommerce.woodstock.webx.xforms.util.sax.ErrorListenerHandler.fatalError(
ErrorListenerHandler.java:134)
at org.xml.sax.helpers.XMLFilterImpl.fatalError(Unknown Source)
at org.apache.xerces.util.ErrorHandlerWrapper.fatalError(Unknown Source)
at org.apache.xerces.impl.XMLErrorReporter.reportError(Unknown Source)
at org.apache.xerces.impl.XMLErrorReporter.reportError(Unknown Source)
at org.apache.xerces.impl.XMLScanner.reportFatalError(Unknown Source)
at org.apache.xerces.impl.XMLNSDocumentScannerImpl.scanEndElement(Unknown Source)
at
org.apache.xerces.impl.XMLDocumentFragmentScannerImpl$FragmentContentDispatcher.dispatch(
Unknown Source)
at org.apache.xerces.impl.XMLDocumentFragmentScannerImpl.scanDocument(Unknown
Source)
at org.apache.xerces.parsers.XML11Configuration.parse(Unknown Source)
at org.apache.xerces.parsers.XML11Configuration.parse(Unknown Source)
at org.apache.xerces.parsers.XMLParser.parse(Unknown Source)
at org.apache.xerces.parsers.AbstractSAXParser.parse(Unknown Source)
at org.apache.xerces.jaxp.SAXParserImpl$JAXPSAXParser.parse(Unknown Source)
at org.xml.sax.helpers.XMLFilterImpl.parse(Unknown Source)
```

```

at
com.sterlingcommerce.woodstock.webx.xforms.util.sax.DynamicXMLFilter.parse(DynamicXML
LFilter.java:137)
at
com.sterlingcommerce.woodstock.webx.xforms.util.sax.DynamicXMLFilter.parse(DynamicXML
LFilter.java:137)
at
com.sterlingcommerce.woodstock.webx.xforms.util.sax.DynamicXMLFilter.parse(DynamicXML
LFilter.java:137)
at
com.sterlingcommerce.woodstock.webx.xforms.util.sax.DynamicXMLFilter.parse(DynamicXML
LFilter.java:137)
at
org.apache.xalan.transformer.TransformerIdentityImpl.transform(TransformerIdentityIm
pl.java:484)
at
com.sterlingcommerce.woodstock.webx.xforms.XFormsProcessor.render(XFormsProcessor.ja
va:793)
at
com.sterlingcommerce.woodstock.cs.common.transformer.XFormTransformer.transform(XFor
mTransformer.java:265)
at
com.sterlingcommerce.woodstock.cs.ui.jspbean.ProcessXFormBean.getHTML(ProcessXFormBe
an.java:298)
at org.apache.jsp.jsp.displayxform_jsp._jspService(displayxform_jsp.java:80)
at org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:70)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:803)
at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:487)
at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:362)
at org.mortbay.jetty.security.SecurityHandler.handle(SecurityHandler.java:216)
at org.mortbay.jetty.servlet.SessionHandler.handle(SessionHandler.java:181)

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: User Interface

Escalation ID: 00100465

Fix ID: 203334

Severity: Normal

Type: Normal Fix

Build: 5003

## User Interface - GIS

InQuira ID: NFX6006

Title: Page Formatting issues on change password page of few interfaces

Description: Two user interface issues have been observed on the change password screen which are not consistent with other screens:

- ◆ On **Mailbox change password** screen, the font color changes to white which has to be consistently black/grey.
- ◆ On **WS change password** screen, the button for Login says **Go!** instead of **Sign In**.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface - GIS

Escalation ID: QC

Fix ID: 180279, 182648

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

InQuira ID: NFX6007

Title: Business process queue assignments are ignored when business processes are run

Description: Business process queue assignments are ignored when business processes are run.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface - GIS

Escalation ID: QC

Fix ID: 184233, 184285

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

## User Interface - Standards

InQuira ID: NFX5291

Title: Envelope Search does not search for underscore ('\_') correctly.

Description: The envelope search is passing the underscore directly into the query that pulls the envelope names. The underscore is being treated as a joker character.

There are five envelopes:

- ◆ US\_1
- ◆ US\_2
- ◆ USA
- ◆ US
- ◆ XYZ

If you search for "US\_"; the envelopes returned are:

- ◆ US\_1
- ◆ US\_2
- ◆ USA

US is not returned because there is no character after the US for the underscore to match.

Error Message: No error message.

Resolution:

Please apply Gentrant Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: User Interface - Standards

Escalation ID: 00027749, 1373153

Fix ID: 181192, 181426

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

**InQaira ID: NFX5491**

Title: Standards 5.3 changes in sterling\_platform for SWIFTNet Service Profile and SWIFTNect Copy Service Profile.

Description: Standards 5.3 changes in sterling\_platform for SWIFTNet Service Profile and SWIFTNect Copy Service Profile.

Error message: No error message

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: User Interface - Standards

Escalation ID: QC

Fix ID: 164943

Severity: Normal

Type: Normal Fix

Build: 5001

## Users/Groups/Data Security Groups

InQira ID: NFX8573

Title: User account in Sterling Integrator 5.0 gets the first available Identity assigned if Identity is not specified by user

Description: When the user account is created in Sterling Integrator, it must have Identity. Gentran Integration Suite (4.3 and below) supports Identity as optional field in User Account.

The first available Identity is assigned to the user account in Sterling Integrator 5.0 if Identity is not specified by the user.

Error Message: None

Resolution: The issue is fixed in such a way that in Sterling Integrator 5.0, if no Identity is specified by user, default identity of Hub Organization will be assigned to user account.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Users/Groups/Data Security

Escalation ID: 156172

Fix ID: 216021

Severity: Normal

Type: Normal Fix

Build: 5006

InQira ID: NFX9460

Title: Unable to create user using self-registration service

Description: Created new users through the Gentran Integration Suite/Sterling Integrator user interface. However, later the new users are deleted from the system and tried to create the same user using a web portal. This invokes a business process, which calls the self registration service to create the user. When trying to re-create the user, it states that the user already exist in the system. However when trying to re-create the user via user interface it is successful.

Error Message:

"user already exists"

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Users/Groups/Data Security

Escalation ID: 100090

Fix ID: 204160

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX8682

Title: Temporary actions appear in Admin Audit w/o association with a user

Description: In an admin audit, some temporary objects that were created during contract creation are not associated with the user that created those contracts.

Error Message: No error. In the admin audit, actions are appearing without being associated with a user.

Resolution: Please apply Sterling Integrator, Version 5.0 Build 5006 or later.

Functional Area: Users/Groups/Data Security

Escalation ID: 161796

Fix ID: 217671

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX6996

Title: Error creating a partner in Sterling File Gateway that was previously deleted in Sterling Integrator

Description: The issue is described by the following steps:

1. Create a new User Account using the Sterling Integrator Dashboard > Create User Account.
2. Delete the user created in step 1 also using Sterling Integrator Dashboard.
3. Create a Partner, having the same username as the one created and deleted in Sterling Integrator, using File Gateway > Participants > Partners > Create.

The following error message appears:

"User Name just entered already exists. Please enter a unique name."

Error Message:

"User Name just entered already exists. Please enter a unique name."

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Users/Groups/Data Security

Escalation ID: 00084545

Fix ID: 207500

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: ENH2058

Title: Secure LDAP passwords within Gentran Integration Suite/Sterling Integrator and encrypt the trust store or key store passphrases

Request Description: Allow for the following properties stored in the `authentication_policy.properties` file (or `customer_overrides.properties`) to be encrypted in the property files:

- ◆ `authentication_policy.authentication_1.credentials`: This parameter or property governs the principal password necessary to access an LDAP instance. This should be secured since no password that governs security and access should be exposed in plain text.
- ◆ `authentication_policy.LDAP_SECURITY_TRUSTSTORE_PASSWORD`: This parameter or property governs the password for the trust store (JKS format) used for securing LDAP connections. The passphrase for this JKS must be supplied so that the trust store can be accessed since it is an encrypted file.
- ◆ `authentication_policy.LDAP_SECURITY_KEYSTORE_PASSWORD`: This parameter or property governs the password if client-based SSL authentication is used to secure connections to a given LDAP instance.

Escalation ID: 1361517 (196733, 196734, 223722)

Status: Completed

Request Resolution: Add the appropriate properties to the `customer_overrides.properties` file with values being of the form `<encval>`, where `<encval>` is value that `<installDir>/bin/encrypt_string.[sh/cmd]` returns for the real value of the property. Update `customer_overrides.properties` to have following entries. Replace all `<ENCVAL>` with the encrypted value of the non-encrypted string commented out for that property using the `bin/encrypt_string.sh` (or `.cmd`).

Add the following lines (again with appropriate replacement of `<ENCVAL>`):

```
authentication_policy.LDAP_SECURITY_TRUSTSTORE=&INSTALL_DIR; ../../woodstock2/com/sterlingcommerce/woodstock/security/units/cacerts
# non-encrypted
#authentication_policy.LDAP_SECURITY_TRUSTSTORE_PASSWORD=changeit
# encrypted
authentication_policy.LDAP_SECURITY_TRUSTSTORE_PASSWORD=<ENCVAL>
authentication_policy.LDAP_SECURITY_KEYSTORE=&INSTALL_DIR; ../../woodstock2/com/sterlingcommerce/woodstock/security/units/keystore
# non-encrypted
#authentication_policy.LDAP_SECURITY_KEYSTORE_PASSWORD=password
# encrypted
authentication_policy.LDAP_SECURITY_KEYSTORE_PASSWORD=<ENCVAL>
authentication_policy.authentication_2.display_name=LDAP Server agrona 2
authentication_policy.authentication_2.enabled=true
authentication_policy.authentication_2.jndi_factory=com.sun.jndi.ldap.LdapCtxFactory
authentication_policy.authentication_2.server=agrona.sci.local
authentication_policy.authentication_2.port=18100
authentication_policy.authentication_2.security_type=simple
authentication_policy.authentication_2.principle=cn=Manager,dc=amr,dc=stercomm,dc=com
# non-encrypted
#authentication_policy.authentication_2.credentials=Sterling
# encrypted
authentication_policy.authentication_2.credentials=<ENCVAL>
authentication_policy.authentication_2.security_protocol=ssl
authentication_policy.authentication_2.password_attribute=userPassword
authentication_policy.authentication_2.search_root=dc=amr,dc=stercomm,dc=com
authentication_policy.authentication_2.search_filter=(uid=<userid>)
```

```
authentication_policy.authentication_2.with_user_bind=false
authentication_policy.authentication_2.className=com.sterlingcommerce.woodstock.security.LDAPAuthentication
```

**Note:** Please use appropriate cacert and keystore files and provide their locations in the `customer_overrides.properties` file.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

### InQira ID: ENH1677

**Title:** For Sterling Integrator/Gentran Integration and Sterling File Gateway/AFT User Accounts, allow creation of user IDs with 4 characters or less for either Local authentication or External authentication

**Request Description:** For Sterling Integrator/Gentran Integration, Sterling File Gateway or AFT User Accounts, allow creation of user IDs with 4 characters or less with either Local authentication or External authentication (Single Sign On)

**Escalation ID:** 1371761, 00145574 (177754, 185132, 216054)

**Status:** Completed

#### Request Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later. (Please note that this functionality is available for only Gentran Integration Suite user accounts. This functionality is slated to be added in a later patch for Sterling File Gateway/AFT user accounts.)

Please apply Sterling Integrator, Release 5.0 Build 5006 or later. (Please note that this functionality is available as of Sterling Integrator, Release 5.0 Build 5002 for Sterling Integrator user accounts only. Sterling Integrator, Release 5.0 Build 5006 adds this functionality for Sterling File Gateway/AFT user accounts.)

After the patch is applied to setup a User Account with a User ID less than 5 characters, please do the following:

In the `customer_overrides.properties` file, set the `userIdMinLength` parameter to the minimum number of characters that should be allowed.

Please see the Documentation Library for information on using the `customer_overrides.properties` file.

Please note that the default will still remain 5 characters as defined in the `ui.properties` for the `userIdMinLength` parameter to maintain backward capability unless overridden as noted above.

#### ui.properties:

```
#####
# The number of characters limitation for creating user id.
# The length should be greater than zero.
#####
userIdMinLength = 5
```

**InQira ID: ENH629**

Title: Can Gentrans Integration Suite be enforced to have complex password at the time of password change?

Request Description: Need to enhance security by mandating the user to provide a complex password when prompted to change the password. Requesting that passwords must contain characters from at least three of the four following categories:

- a. English uppercase characters (A-Z)
- b. English lowercase characters (a-z)
- c. Number (0-9) and / or
- d. Non-alphanumeric (For example: ! @ # \$ % ^)

Escalation ID: 1368916 (170814, 170886)

Status: Completed

Request Resolution: An extension point, `IPasswordPolicyExtension` property, is added to the system properties files. The property allows you to enhance the standard password policy. Complete the following steps to enhance the standard password policy:

1. Specify the java class implementing the password policy extension using the `passwordPolicyExtensionImpl` property in the `security.properties` file or in the `customer_overrides.properties` file.
2. Add the jar containing the implementation class to the classpath in the `install3rdParty.sh` file under the `<install>/bin/` directory.
3. Define error message entries in the appropriate `Login_<language>.properties_<domain>_ext` files available in the `<install>/bin/properties/lang/` directory to localize the error messages.

Please apply Gentrans Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Additional documentation will be posted at a later date. Please check this solution for updates for the documentation link.

**InQira ID: NFX4244**

Title: Values are duplicated in the **Permissions** screen for a group

Description: When the user edits a group, and changes to the **Assign Permissions** screen, many of the permissions appear to be duplicated in the selection boxes.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Users/Groups/Data Security

Escalation ID: 28043

Fix ID: 181039, 181041

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

### InQaira ID: NFX5365

Title: Super User rights are not being assigned to users when Sterling Integrator Admin group is assigned via a Sub Group

Description: If a user assigns the Sterling Integrator Admin group to a user through a sub group of another group, this user should be a super user and have exactly the same functionality that a super user account has when assigned the Sterling Integrator Admin Group.

Error Message: No error message

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Users/Groups/Data Security

Escalation ID: 1373072

Fix ID: 181190, 182014

Severity: Normal

Type: Normal Fix

Build: 5002

### InQaira ID: NFX5495

Title: Users added via `UserAccountsExport.xml.in` in Gentran Integration Suite clump need additional permissions

Description: Users that are added via `clumps/gis/product/resources/wssd/import/UserAccountsExport.xml.in` and have either Admin UI or Dashboard UI accessibility will need to have the following additional permissions:

- ◆ RESOURCE\_DESC=ADMIN Web App Permission
- ◆ Resource\_KEY="WebAppAdmin"
- ◆ RESOURCE\_DESC=MyAccount
- ◆ RESOURCE\_KEY="PLTADM30"

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Users/Groups/Data Security Groups

Escalation ID: QC

Fix ID: 166668

Severity: Critical

Type: Normal Fix

Build: 5001

### InQuira ID: NFX5757

Title: Error retrieving Portal Page: Profile not found when logging in the first time after patching

Description: After applying a patch to the system and then restarting, the first time a user attempts to log into the Dashboard User Interface, they may see a blank screen with the error Error retrieving Portal Page: Profile not found.

Error Message: Dashboard main screen shows Error retrieving Portal Page: Profile not found.

Resolution: Normally, refreshing the browser window will remove the error and then the Dashboard will function normally.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Users/Groups/Data Security

Escalation ID: 28896

Fix ID: 186024

Severity: Normal

Type: Normal Fix

Build: 5002

### InQuira ID: NFX6713

Title: Unable to login to MyFileGateway when the partner account password has any of the characters ( ) + ? < > { } [ ] ; " '

Description: The Sterling File Gateway Partner Wizard permitted the creation of a Partner User Account with a password containing a special character, for example ?. Yet, it subsequently denied the partner user access through the myFileGateway user interface, claiming an invalid character was present in the password. To address this problem, the special character validation on the password field of the Sterling File Gateway login screen has been removed.

Error Message: Invalid Value

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Users/Groups/Data Security

Escalation ID: 00066276

Fix ID: 196321

Severity: Normal

Type: Normal Fix

Build: 5003

## WebExtensions

InQira ID: NFX7614

Title: Importing WSDL will not create the dynamic services

Description:

If a WSDL is checked in from UI, i.e. "Deployment"->"Web Services"->"WSDL Check In", the dynamic services will be created at the same time. However, if it's done by export/import, only the WSDL will be imported and no dynamic services will be created.

Error Message:

N/A

Resolution:

Please apply Gentran Integration Suite, Release 4.3 build 4324 or later

Please apply Sterling Integrator, Release 5.0 build 5008 or later

Functional Area: WebExtensions

Escalation ID: 00111027

Fix ID: 205407, 220416

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQira ID: NFX2655

Title: SourceManager for WebTemplate showing Change History content in XML format

Description: Navigating to **Deployment > Web Extensions > Web Templates** using any available WebTemplate will display XML in the content of SourceManager column Change History for the specified WebTemplate.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4312 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: WebExtensions

Escalation ID: 1369897

Fix ID: 162713, 165277

Severity: Normal

Type: Normal Fix

Build: 4312, 5001

## WebServices

InQuira ID: NFX9951

Title: Get java ClassCastException with running WSDL

Description:

Customer received a 'service configuration error'. The status report shows: Mark: Start dynamic service invoke for 'DS\_SEPRACOR\_844\_INBOUND\_PORT1\_OPE1\_Instance'. The advanced error status in process data is:

com.ibm.wsdl.extensions.soap.SOAPHeaderImpl incompatible with  
javax.wsdl.extensions.soap.SOAPBody

system log shows java.lang.ClassCastException: com.ibm.wsdl.extensions.soap.SOAPHeaderImpl

Customer at SI 5004. Inhouse recreated at SI 5004.

Error Message:

System log post:

```
[2010-09-02 16:22:37.686] ERROR 000000000000 GLOBAL_SCOPE Exception in processData :
java.lang.ClassCastException: com.ibm.wsdl.extensions.soap.SOAPHeaderImpl
at
com.sterlingcommerce.woodstock.services.soa.dynamic.service.helper.SOAPRequestProcess
or.generateDocumentSOAPMessage(SOAPRequestProcessor.java:1030)
at
com.sterlingcommerce.woodstock.services.soa.dynamic.service.helper.SOAPRequestProcess
or.processRequest(SOAPRequestProcessor.java:309)
at
com.sterlingcommerce.woodstock.services.soa.dynamic.service.WSDLConsumerService.proce
ssData(WSDLConsumerService.java:101)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1739)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:596)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:350)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:326)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQue
ueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:150)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
28)
```

```

at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:496)
at java.lang.Thread.run(Thread.java:595)

```

**Resolution:**

**Workaround:** The workaround required editing the WSDL so that the order of the header and body elements in the operations were reversed, as SI code expects the body to be first and is automatically cast as a body element. This was causing the class cast exception.

Please apply Sterling Integrator Release, Release 5.0 Build 5008 or later.

Functional Area: WebServices

Escalation ID: 219146

Fix ID: 233147

Severity: Normal

Type: NormalFix

Build: 5008

**InQuira ID: NFX10011**

**Title:** SOA Request Handler fails when configured for Inline Attachment with inline attached data

**Description:**

SOA Request Handler fails when configured for Inline Attachment with inline attached data.

**Error Message:**

```

Error Message in wf.log:
[2010-10-01 17:59:34.668] ERROR 000110060004
WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService2
ActivityEngineHelper.invokeService() caught exception while attempting to execute
service SOARequestHandler_Instance
[2010-10-01 17:59:34.668] ERROR 000000000000 GLOBAL_SCOPE [1285936174668] null
[2010-10-01 17:59:34.668] ERRORDTL 000000000000 GLOBAL_SCOPE
[1285936174668]java.lang.NullPointerException
at
com.sterlingcommerce.woodstock.workflow.DocumentOutputStream.write(DocumentOutputStr
eam.java:159)
at
com.sterlingcommerce.woodstock.services.soa.MessageHolder.characters(MessageHolder.j
ava:109)
at org.apache.xerces.parsers.AbstractSAXParser.characters(Unknown Source)
at org.apache.xerces.impl.XMLDocumentFragmentScannerImpl.scanContent(Unknown Source)
at
org.apache.xerces.impl.XMLDocumentFragmentScannerImpl$FragmentContentDispatcher.disp
atch(Unknown Source)
at org.apache.xerces.impl.XMLDocumentFragmentScannerImpl.scanDocument(Unknown
Source)
at org.apache.xerces.parsers.XML11Configuration.parse(Unknown Source)
at org.apache.xerces.parsers.XML11Configuration.parse(Unknown Source)
at org.apache.xerces.parsers.XMLParser.parse(Unknown Source)

```

```
at org.apache.xerces.parsers.AbstractSAXParser.parse(Unknown Source)
at
com.sterlingcommerce.woodstock.services.soa.MessageHolder.parse(MessageHolder.java:1
25)
at
com.sterlingcommerce.woodstock.services.soa.SOAResponseHandlerService.processData(SOA
RequestHandlerService.java:225)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1743)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:600)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:353)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:326)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQue
ueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:150)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
55)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:496)
at java.lang.Thread.run(Thread.java:810)
```

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: WebServices

Escalation ID: 228747

Fix ID: 231882

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX7071

Title: FaultString value populated in SOAPFaultService is not displayed. Instead it displays generic soap fault string.

Description: SOAPFaultService, which is used to raise a fault has an area to specify fault actor, fault code, fault string, and fault type. Though these values are populated in the service configuration in Graphical Process Modeler, the values populated in faultString value is not used. Instead, it uses only generic SOAP fault string.

Error Message: N/A

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4222 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Web Services

Escalation ID: 00079524

Fix ID: 200786, 207133

Severity: Normal

Type: Normal Fix

Build: 4222, 5006

InQuira ID: NFX8846

Title: SOAOutboundMsgProcessingService is getting timeout failures on outbound SSL connections

Description: When using SOAP SOA Outbound Message Processing Service, timeout failure occurs after 60 seconds only on SSL connections sending outbound large files (a 320kb file). Business process Doc storage is set to DB. Non SSL works okay but they require a secure connection. Also there is a error posted to the Pipeline log. Customer can recreate issue at will initially on Build 4319 and also on Build 4320.

The <assign to="PipeLineTimeout">120</assign> parameter was added to the SOA Outbound Message Processing Service in the BPML, to possibly increase the timeout value from 60 to 120 seconds (as noted in article NFX5825), but it had no effect, the service still timed out at 60 seconds, so this parameter appears to be ignored in this particular SOAP service. We believe the 60 second timeout value for this SSL session is hardcoded and we need some way to increase this value so long running sessions will not time out prematurely.

Error Message:

In the Pipeline log:

```
[2009-12-14 11:41:17.705] ERROR 000000000000 GLOBAL_SCOPE DataFlowStage.doTransform()
[DocumentReaderDT-16] caught exception, shutting down.
```

```
java.io.IOException: 000110011533
WORKFLOW.WORKFLOW.ERR_DocumentInputStream_IOException5
com.ibm.db2.jcc.c.SqlException: DB2 SQL error: SQLCODE: -911, SQLSTATE: 40001,
SQLERRMC: 68
```

at

```
com.sterlingcommerce.woodstock.workflow.DocumentInputStream.readFromDB(DocumentInput
Stream.java:198)
```

```
at
com.sterlingcommerce.woodstock.workflow.DocumentInputStream.read(DocumentInputStream
.java:162)

at
com.sterlingcommerce.woodstock.packager.dataflow.dt.DocumentReaderDT.transform(Docum
entReaderDT.java:74)

at
com.sterlingcommerce.woodstock.packager.dataflow.DataFlowStage.doTransform(DataFlowS
tage.java:266)

at
com.sterlingcommerce.woodstock.packager.dataflow.DataFlowStage.access$1100(DataFlowS
tage.java:63)

at
com.sterlingcommerce.woodstock.packager.dataflow.DataFlowStage$6.run(DataFlowStage.j
ava:293)

at com.sterlingcommerce.perimeter.api.scheduler.TaskNode.run(TaskNode.java:70)

at
com.sterlingcommerce.perimeter.api.scheduler.DebugPooledExecutor$Worker.run(DebugPoo
ledExecutor.java:795)

at java.lang.Thread.run(Thread.java:801)
```

In general a -911 means that a deadlock or timeout has occurred while the statement was attempting to obtain a lock on the object that is necessary for an insert to occur. That means that some other process has a lock on the object you need, and DB2 waiting for the lock to be released (wait time determined by a DB2 pram that can be set) and finally gave up waiting and terminated your transaction.

Resolution: Code change causes the SOAP SOAOutboundMsgProcessingService to recognize parameter "PipeLine Timeout" so the service will timeout using this value.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Web Services

Escalation ID: 97891

Fix ID: 206194

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: ENH2697

Title: The Web Services configuration elements stored in soa.properties file should be stored in the database

Request Description: The Web Services configuration elements are stored in soa.properties, which is overwritten when a new build is applied. Instead of storing the Web Services configuration elements in soa.properties file, it should be stored in the database.

Escalation ID: QC (220313)

Status: Completed

Request Resolution: The Web Services configuration elements will now be stored in the database instead of soa.properties file.

To restore and migrate Web Services configuration elements into the database, perform the following tasks:

1. Navigate to *install\_dir*/install/properties (for Windows - *install\_dir*\install\properties) directory.
2. Back up the soa.properties and soa.properties.in files before applying the new build.
3. Apply Sterling Integrator, Release 5.0 Build 5006 or later.
4. Copy the soa.properties and soa.properties.in backup files to *install\_dir*/install/properties (for Windows - *install\_dir*\install\properties) directory.
5. Navigate to *install\_dir*/install/bin (for Windows - *install\_dir*\install\bin) directory.
6. Run `convertWSSoProperties.sh` (for Windows - `convertWSSoProperties.cmd`) command. The command will automatically migrate all Web Services configuration from soa.properties file to the database.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

InQuira ID: ENH1895

Title: Dynamically add, modify, or remove an XML namespace for Web Services without restarting Sterling Integrator

Request Description: Currently, XML namespaces are added in the namespace properties file and the system only reads these properties files during startup. We need to support dynamic editing for adding, modifying, and removing XML namespace properties without restarting Sterling Integrator.

Escalation ID: N/A

Status: Completed

Request Resolution: See the Gentran Integration Suite 4.3 or Sterling Integrator 5.0 Documentation Updates for more information on dynamically adding, removing or modifying an XML namespace for Web Services.

Please apply Gentran Integration Suite, Release 4.3 Build 4321 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

InQuira ID: NFX3177

Title: Error when checking in or deleting (WSDL) Web Service definition

Description: When checking in a Web service definition (WSDL), I am getting the following error and exception in the system.log. The WSDL imports several schemas with varying namespaces. It also uses soapenv:Header and soapenv:Body. Errors occur using Gentran Integration Suite 4.3 Build 4309, no errors occur at Gentran Integration Suite 4.2.Build 4209.

```
Error: Exception in createDynamicServiceDefinitionsFromWSDL :
java.lang.NullPointerException
When attempt to delete the WSDL, it fails and post error: [2008-07-29 09:18:51.203]
ERROR 000000000000 GLOBAL_SCOPE Exception detected in
```

```
deleteServiceDefinitionsFromPalette No Palette Items in Palette
DS_AIAASYNCEXCEPTIONHANDLINGBPPELPROCESS_PORT2
```

**Error Message:**

Error:

The system update ended with errors. Please check system logs for more details.

Exception:

```
[2008-07-29 09:31:19.125] ERROR 000000000000 GLOBAL_SCOPE Exception in
createDynamicServiceDefinitionsFromWSDL :
java.lang.NullPointerException
  at
com.sterlingcommerce.woodstock.services.soa.dynamic.service.GenerateServiceUtil.createDynamicServiceDefinitionsFromWSDL(GenerateServiceUtil.java:353)
  at
com.sterlingcommerce.woodstock.ui.servlet.WSDLManager.createServiceDefinition(WSDLManager.java:451)
  at
com.sterlingcommerce.woodstock.ui.servlet.WSDLManager.doPost(WSDLManager.java:216)
  at javax.servlet.http.HttpServlet.service(HttpServlet.java:760)
  at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
  at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358)
  at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler.java:342)
  at
com.sterlingcommerce.woodstock.ui.dlso.DLSSOFilter.doFilter(DLSSOFilter.java:133)
  at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler.java:334)
  at com.sterlingcommerce.util.Fix5CFilter.doFilter(Fix5CFilter.java:74)
  at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler.java:334)
  at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:286)
  at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:567)
  at org.mortbay.http.HttpContext.handle(HttpContext.java:1807)
  at
org.mortbay.jetty.servlet.WebApplicationContext.handle(WebApplicationContext.java:526)
  at org.mortbay.http.HttpContext.handle(HttpContext.java:1757)
  at org.mortbay.http.HttpServer.service(HttpServer.java:879)
  at org.mortbay.http.HttpConnection.service(HttpConnection.java:789)
  at org.mortbay.http.HttpConnection.handleNext(HttpConnection.java:960)
  at org.mortbay.http.HttpConnection.handle(HttpConnection.java:806)
  at org.mortbay.http.SocketListener.handleConnection(SocketListener.java:218)
  at org.mortbay.util.ThreadedServer.handle(ThreadedServer.java:331)
  at org.mortbay.util.ThreadPool$PoolThread.run(ThreadPool.java:520)
When trying to delete the same WSDL check in I get the following error:
[2008-07-29 09:18:51.203] ERROR 000000000000 GLOBAL_SCOPE Exception detected in
deleteServiceDefinitionsFromPalette No Palette Items in Palette
DS_AIAASYNCEXCEPTIONHANDLINGBPPELPROCESS_PORT2
[2008-07-29 09:18:51.203] ERROR 000000000000 GLOBAL_SCOPE Exception in
deleteServiceDefinitionsFromPalette :
```

```

com.sterlingcommerce.woodstock.services.soa.dynamicsservice.GenerateServiceException:
No Palette Items in Palette DS_AIAASYNCEXCEPTIONHANDLINGBPPELPROCESS_PORT2
  at
com.sterlingcommerce.woodstock.services.soa.dynamicsservice.GenerateServiceUtil.delete
ServiceDefinitionsFromPalette(GenerateServiceUtil.java:722)
  at
com.sterlingcommerce.woodstock.services.soa.dynamicsservice.GenerateServiceUtil.delete
WSDLCheckin(GenerateServiceUtil.java:220)
  at com.sterlingcommerce.woodstock.ui.WSDLEditor.delete(WSDLEditor.java:481)
  at
com.sterlingcommerce.woodstock.ui.servlet.DeleteResource.run(DeleteResource.java:72)
[2008-07-29 09:18:51.203] ERROR 000000000000 GLOBAL_SCOPE Exception detected in
deleteServiceDefinitionsFromPalette
com.sterlingcommerce.woodstock.services.soa.dynamicsservice.GenerateServiceException:
No Palette Items in Palette DS_AIAASYNCEXCEPTIONHANDLINGBPPELPROCESS_PORT2
[2008-07-29 09:18:51.203] ERROR 000000000000 GLOBAL_SCOPE Exception in
deleteServiceDefinitionsFromPalette :
com.sterlingcommerce.woodstock.services.soa.dynamicsservice.GenerateServiceException:
com.sterlingcommerce.woodstock.services.soa.dynamicsservice.GenerateServiceException:
No Palette Items in Palette DS_AIAASYNCEXCEPTIONHANDLINGBPPELPROCESS_PORT2
  at
com.sterlingcommerce.woodstock.services.soa.dynamicsservice.GenerateServiceUtil.delete
ServiceDefinitionsFromPalette(GenerateServiceUtil.java:742)
  at
com.sterlingcommerce.woodstock.services.soa.dynamicsservice.GenerateServiceUtil.delete
WSDLChec

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4314 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

While parsing the WSDL, the Iterator object that is used to keep track of services was being overwritten by list of ports. With fix applied, now it is persisted until all services are parsed fully (TD#164751).

Functional Area: WebServices

Escalation ID: 1370398

Fix ID: 163342, 164751, 177505

Severity: Normal

Type: Normal Fix

Build: 4314, 5001

InQuira ID: NFX4467

Title: Gentran Integration Suite 4.3 build no longer interoperates with Sterling Control Center 5.0.00 or 5.0.01

Description: After upgrading to Gentran Integration Suite 4.3 build 4314, Sterling Control Center 5.0.00 or 5.0.01 can no longer monitor Gentran Integration Suite.

Error Message:

Error message in wf.log:

```

ERROR 000110060004 WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService2
ActivityEngineHelper.invokeService() caught exception while attempting to execute
service SOARequestHandler_Instance
java.util.EmptyStackException
    at java.util.Stack.peek(Stack.java:79)
    at java.util.Stack.pop(Stack.java:61)
    at
com.sterlingcommerce.woodstock.services.soa.MessageHolder.endElement(MessageHolder.java:143)
    at org.apache.xerces.parsers.AbstractSAXParser.endElement(Unknown Source)
    at org.apache.xerces.impl.XMLNSDocumentScannerImpl.scanEndElement(Unknown Source)
    at
org.apache.xerces.impl.XMLDocumentFragmentScannerImpl$FragmentContentDispatcher.dispatch(Unknown Source)
    at org.apache.xerces.impl.XMLDocumentFragmentScannerImpl.scanDocument(Unknown Source)
    at org.apache.xerces.parsers.XML11Configuration.parse(Unknown Source)
    at org.apache.xerces.parsers.XML11Configuration.parse(Unknown Source)
    at org.apache.xerces.parsers.XMLParser.parse(Unknown Source)
    at org.apache.xerces.parsers.AbstractSAXParser.parse(Unknown Source)
    at
com.sterlingcommerce.woodstock.services.soa.MessageHolder.parse(MessageHolder.java:125)
    at
com.sterlingcommerce.woodstock.services.soa.SOARequestHandlerService.processData(SOARequestHandlerService.java:215)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeService(ActivityEngineHelper.java:1748)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:619)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:364)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:328)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
    at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:331)
    at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:517)
    at java.lang.Thread.run(Thread.java:595)

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: WebServices

Escalation ID: 1371692

Fix ID: 170794, 177545

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

**InQuira ID: NFX4941**

Title: Gentran Integration Suite errors out with nullpointer exception when checking in a WSDL file

Description: Gentran Integration Suite throws nullpointer exception while checking in a WSDL File.

Error Message:

```
ERROR 000000000000 GLOBAL_SCOPE Exception in isValidWSDL :
java.lang.NullPointerException
    at
com.sterlingcommerce.woodstock.services.soa.dynamicsservice.wsdl.WSDLInfoFactory.getTimeContents(WSDLInfoFactory.java:705)
    at
com.sterlingcommerce.woodstock.services.soa.dynamicsservice.wsdl.WSDLInfoFactory.checkBindingPortTypeCompatibility(WSDLInfoFactory.java:617)
    at
com.sterlingcommerce.woodstock.services.soa.dynamicsservice.wsdl.WSDLInfoFactory.parseWSDLDefinition(WSDLInfoFactory.java:430)
    at
com.sterlingcommerce.woodstock.services.soa.dynamicsservice.wsdl.WSDLInfoFactory.getWSDLDefinition(WSDLInfoFactory.java:176)
    at
com.sterlingcommerce.woodstock.services.soa.dynamicsservice.GenerateServiceUtil.isValidWSDL(GenerateServiceUtil.java:1000)
    at
com.sterlingcommerce.woodstock.ui.servlet.WSDLManager.readBinaryMaps(WSDLManager.java:623)
    at
com.sterlingcommerce.woodstock.ui.servlet.WSDLManager.doPost(WSDLManager.java:336)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:760)
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: WebServices

Escalation ID: 1372410

Fix ID: 178265, 180953

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

**InQuira ID: NFX4977**

Title: Invalid WSDL check in is successful in Gentran Integration Suite 4.3

Description: When invalid WSDL is checked in Gentran Integration Suite 4.3 there are no errors at WSDL check in time. The WSDL check-in is successful and Gentran Integration Suite creates the dynamic services with a different name than that displayed on the confirmation page, at the WSDL check in time. Gentran Integration Suite 4.2 and 4.1.1 do not allow invalid WSDL to check in.

Error Message: No error message. Gentran Integration Suite 4.2 and 4.3 display an error in user interface if invalid WSDL is attempted to check in.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

The issue has been fixed in Gentran Integration Suite 4.3 such that if invalid WSDL is checked in Gentran Integration Suite 4.3, Gentran Integration Suite would display an error and WSDL check-in would be unsuccessful. If the valid WSDL is checked in Gentran Integration Suite 4.3, then, Gentran Integration Suite would create the dynamic services with the same name as displayed on the confirmation page at the WSDL check in time.

Functional Area: WebServices

Escalation ID: 1372474

Fix ID: 175471, 178961

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

**InQuira ID: NFX5298**

Title: SOA\_MessageHandler -- unable to send response object over 70kb

Description: When SOA\_MessageHandler receives a SOAP request, processes it, invokes a business process that generates a response, and tries to send the response back using HTTP Respond Service, if the document exceeds 70kb the response document disappears between steps SOAResponseBuilder and SOA\_Outbound\_Service

Error Message:

```
BP Status Error: SOAP_FAULT
DEBUG messages in Workflow Log:
[2008-07-03 10:53:47.029] DEBUG 000320240014 UTIL.XML.DEB1 getDocRefs(): process_data
End Dump <<<
[2008-07-03 10:53:47.029] DEBUG 000120010368
WORKFLOW.WORKFLOW.DEB_message_to_service1 getDocRefs: message_to_service No Doc to
build list from.
[2008-07-03 10:53:47.029] DEBUG 000120010314
WORKFLOW.WORKFLOW.DEB_message_from_service1 getDocRefs: message_from_service No Doc
to build list from.
```

```

[2008-07-03 10:53:47.063] DEBUG 000120010290 WORKFLOW.WORKFLOW.DEB_findDocs2 findDocs
process_data number of nodes found = 1
[2008-07-03 10:53:47.063] DEBUG 000120010002 WORKFLOW.WORKFLOW.DEB_SCIObjectID1
findDocs process_data : found < PrimaryDocument SCIObjectID = \
gist:274fbb37:11ae96607de:-681b \ >
[2008-07-03 10:53:47.064] DEBUG 000120010459 WORKFLOW.WORKFLOW.DEB_instanceof1
findDocs process_data ( PrimaryDocument instanceof Document) == true
[2008-07-03 10:53:58.955] DEBUG 000120010705
WORKFLOW.WORKFLOW.DEB_tableType_tableType wfc.read - tableType= 2
[2008-07-03 10:53:58.955] DEBUG 000120011183 WORKFLOW.WORKFLOW.DEB_sql_sql wfc.read -
sql= {0.EN} (? = gist:274fbb37:11ae96607de:-6809 )
[2008-07-03 10:53:58.963] DEBUG 000120011116 WORKFLOW.WORKFLOW.DEB_getWorkFlowId3
read back process_data as String for wf_id: 1442011
[2008-07-03 10:53:58.963] DEBUG 000120010880
WORKFLOW.WORKFLOW.DEB_inline_invoke_stack WFC inline_invoke_stack in wf 1442011 is
null = false
[2008-07-03 10:53:58.963] DEBUG 000120010791 WORKFLOW.WORKFLOW.DEB_data_hash Data
READ. Found data_hash object.
[2008-07-03 10:53:58.963] DEBUG 000120011065 WORKFLOW.WORKFLOW.DEB_Completed
Completed database read.
[2008-07-03 10:53:58.964] DEBUG 000120011196 WORKFLOW.WORKFLOW.DEB_service_name
325SOAOutbound_Instance 1442011
[2008-07-03 10:53:58.964] DEBUG 000120010325 WORKFLOW.WORKFLOW.DEB_getDocRefs
getDocRefs: Process Data
[2008-07-03 10:53:58.964] DEBUG 000320240012 UTIL.XML.DEB_getDocRefs(): process_data
Begin Dump >>
[2008-07-03 10:53:58.977] DEBUG 000320240013 UTIL.XML.DEB_Util_LINE_SEP

```

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator Release 5.0 Build 5001.

Functional Area: WebServices

Escalation ID: 1370224

Fix ID: 172504, 176525

Severity: Normal

Type: Normal Fix

Build: 4316, 5001

**InQuira ID: NFX5825**

Title: SOA\_MessageHandler fails with error. Status report: Error processing SOAP message  
packageDT: Null report

Description: In SOA\_MessageHandler the default PipelineTimeout is 60 seconds. This value is too low and needs to be set to a higher timeout in order to allow customers to handle larger files. A value of 600 seconds is recommended.

To test, check for the following statement in SOA\_MessageHandler business process.

```
<assign to="PipelineTimeout">600</assign>
```

If this does not exist, then adding the assign above will enable a workaround for the error.

Error Message:

Status report: Error processing SOAP message packageDT: Null report

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4220 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: WebServices

Escalation ID: 1373091

Fix ID: 181327, 183195, 183200

Severity: Normal

Type: Normal Fix

Build: 4220, 4319, 5002

## Workflow Engine

InQuira ID: NFX10991

Title: Add a limit to prevent a Business Process from exceeding the number of steps

Description:

Business process runs into an infinite loop causing the database to run out of space.

Error Message:

None

Resolution:

Please apply Sterling Integrator Release 5.0, Build 5008 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 185045

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX9389

Title: PGPPackage service adapters are executing on nodes where the service configuration is disabled.

Description:

Customer is using PGP Package Service. The Business Process is configured to use a specific CLA2 adapter using the cmdline2svcname. However, the Business Process does not appear to be using the specified CLA2. Business Process will complete successfully even though ALL Command Line 2 adapters are disabled.

The cmdline2svcname parameter is not working as documented. Customer is running Sterling Integrator in a six node cluster and needs to be able to specify CLA2 so that the PGP command is executed in the correct environment.

Error Message:

No errors. Unexpected results.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Workflow Engine

Escalation ID: 193906

Fix ID: 225742

Severity: Normal

Type: NormalFix

Build: 5008

InQuira ID: NFX8216

Title: A query related to current processes screen, scans complete table

Description:

A query related to current processes, scanned through one of the big tables in GIS. There was NO GIS performance issues observed in this specific case.

Error Message:

No errors.

The cost of the query was evaluated at the database level with unnecessary CPU, read/write usage.

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4223 or later

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later

Please apply Sterling Integrator, Release 5.0 Build 5008 or later

Query is modified to fetch only the top 10,000 BP (example) into JVM. Filtering and permission check still happen in JVM.

Functional Area: Workflow Engine

Escalation ID: 00121746

Fix ID: 211124, 215594, 214738

Severity: Normal

Type: NormalFix

Build: 4223, 4324, 5008

InQira ID: NFX10126

Title: Recover.bpml is preventing other processes from running.

Description:

When recover.bpml runs it stops other business processes from running. Other processes goes into a "In queue" state.

Error Message:

No errors.

Resolution:

The issue was caused by full table scan on CONSUME\_LISTENER table and the table was getting locked.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Workaround:

```
create index SCI_IDX_NEW on CONSUME_LISTENER (CONSUMER_WF_ID)
```

Functional Area: Workflow Engine

Escalation ID: 231648

Fix ID: 234027

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX7081

Title: ControllerWorkFlow script appears to work correctly, but may display an error

Description:

When running the ControllerWorkFlow script from the command line, regardless of the options or parameters, it may display the below error on screen. This does not appear to interfere with the execution of the script

Error Message:

```
Manager.readPropertiesFromDisk. Error during decrypting a properties
java.lang.ClassNotFoundException:
com.sterlingcommerce.security.opsutilities.EncryptionHandler
at java.lang.Class.forName(Class.java:130)
at
com.sterlingcommerce.woodstock.install.interfaces.EncryptionHandlerFactory.getEncryp
tionHandler(EncryptionHandlerFactory.java:44)
```

```
at
com.sterlingcommerce.woodstock.util.frame.Manager.decryptProperties(Manager.java:462
)
at
com.sterlingcommerce.woodstock.util.frame.Manager.readPropertiesFromDisk(Manager.jav
a:790)
at
com.sterlingcommerce.woodstock.util.frame.Manager.readPropertiesFromDisk(Manager.jav
a:738)
at
com.sterlingcommerce.woodstock.util.frame.Manager.getPropertiesFromDisk(Manager.java
:1207)
at
com.sterlingcommerce.woodstock.util.frame.Manager.getPropertiesFromDisk(Manager.java
:1189)
at com.sterlingcommerce.security.control.Controller.<clinit>(Controller.java:172)
at java.lang.J9VMInternals.initializeImpl(Native Method)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:194)
at
com.sterlingcommerce.security.kcapi.PrivateKeyInfo.getCertificate(PrivateKeyInfo.jav
a:1565)
at
com.sterlingcommerce.security.util.SecurityUtil.testPassphrase(SecurityUtil.java:102
)
at
com.sterlingcommerce.woodstock.util.CommonUtil.testPassphrase(CommonUtil.java:175)
at
com.sterlingcommerce.woodstock.workflow.ControllerWorkFlow.main(ControllerWorkFlow.j
ava:877)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:79)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43
)
at java.lang.reflect.Method.invoke(Method.java:618)
at com.sterlingcommerce.woodstock.noapp.NoAppLoader.main(NoAppLoader.java:81)
```

**Resolution:**

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: Workflow Engine

Escalation ID: 00091781

Fix ID: 201589

Severity: Normal

Type: NormalFix

Build: 5008

**InQira ID: NFX7279**

Title: Business Processes will execute that cannot be Indexed

Description:

If a Business Process invokes a sub-process in Synchronous mode with invokesubprocess as the last service in it, and the child process is set to notify the parent process, an error in the child process may cause the parent process to show as Completed with Error, but it will not ever be seen as Completed by the Index process. The end result is that the BP will show as Completed in the Current Processes, but will never be given a lifespan nor removed from the database.

Resolution:

For Gentran Integration Suite Release 4.3, please apply Build 4324 or later to resolve this issue

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: Workflow Engine

Escalation ID: 69699

Fix ID: 203107,234369

Severity: Normal

Type: NormalFix

Build: 4324,5008

**InQira ID: NFX10846**

Title: Queue creates rescheduling thread when rescheduling is set to false.

Description:

Queue creates rescheduling thread when rescheduling is set to false. The thread is created but not used.

Error Message:

There is no error message.

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Workflow Engine

Escalation ID: 00251463

Fix ID: 237112

Severity: Normal

Type: NormalFix

Build: 5008

**InQira ID: NFX3272**

Title: Cannot transfer ERROR\_SERVICE tag into process data if "Allow message write" is used

Description:

Happened on 4213 and 4309

BP includes a OnFault group to catch the error. If a service gets an error, the message\_from service includes a tag ERROR\_SERVICE, but this information can not be transferred in the process data if the option "Allow message write" is used.

Error Message:

No error message, but the information is only available under Message\_From

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Workflow Engine

Escalation ID: 1370483

Fix ID: 168012, 232226

Severity: Normal

Type: NormalFix

Build: 4315, 5008

InQira ID: NFX8359

Title: Sequence Manager menu option missing after enabling Sequencing

Description:

When adding the values to the properties files to enable the Sequencing Manager, the menu option is not available in the Sterling Integrator User Interface. The user can manually add the entry to the URI to reach the page, which shows that it is working, it is simply not listed in the menus.

Resolution:

For Sterling Integrator Release 5.0, please apply Build 5008 or later to resolve this issue

Functional Area: Workflow Engine

Escalation ID: 00138538

Fix ID: 212925

Severity: Normal

Type: NormalFix

Build: 5008

InQira ID: NFX8867

Title: 'NEVER' an invalid value for PASS\_STATUS\_REPORT in Invoke Business Process Service

Description:

Even though the documentation states that "NEVER" is a valid value for the PASS\_STATUS\_REPORT, attempting to do raises an error when the Invoke is executed.

**Error Message:**

```

wf.log:
[2010-04-27 14:34:13.277] ERROR 000000000000 GLOBAL_SCOPE
InvokeWorkFlowService.processData() passed invalid value (NEVER) for parameter
PASS_STATUS_REPORT.
[2010-04-27 14:34:13.277] ERROR 000000000000 GLOBAL_SCOPE
InvokeWorkFlowService.processData(): Caught Exception.
com.sterlingcommerce.woodstock.workflow.WorkFlowException:
InvokeWorkFlowService.processData() passed invalid value (NEVER) for parameter
PASS_STATUS_REPORT.
at
com.sterlingcommerce.woodstock.services.invokeWorkFlow.InvokeWorkFlowService.getParm
s(InvokeWorkFlowService.java:414)
at
com.sterlingcommerce.woodstock.services.invokeWorkFlow.InvokeWorkFlowService.process
Data(InvokeWorkFlowService.java:104)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1774)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:644)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:371)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:326)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueu
eListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
57)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:517)
at java.lang.Thread.run(Thread.java:595)
[2010-04-27 14:34:13.277] ERROR 000110060004
WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService2
ActivityEngineHelper.invokeService() caught exception while attempting to execute
service InvokeSubProcessService
com.sterlingcommerce.woodstock.workflow.WorkFlowException: invoke sub
bp=_NFI_Enesco-Gund_888_Inbound failed.
com.sterlingcommerce.woodstock.workflow.WorkFlowException:
InvokeWorkFlowService.processData() passed invalid value (NEVER) for parameter
PASS_STATUS_REPORT.

```

```
at
com.sterlingcommerce.woodstock.services.invokeWorkFlow.InvokeWorkFlowService.process
Data(InvokeWorkFlowService.java:129)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1774)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:644)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:371)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:326)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueu
eListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
57)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:517)
at java.lang.Thread.run(Thread.java:595)
```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: Workflow Engine

Escalation ID: 00171652

Fix ID: 219475, 225544

Severity: Normal

Type: NormalFix

Build: 4324, 5008

InQuira ID: NFX9259

Title: Most of HAR threads are blocked

Description: Most of HAR threads are blocked during AS2 testing.

Error Message:

```
Thread Name : HAR.90611.Thread State : Blocked Java Stack at
EDU/oswego/cs/dl/util/concurrent/BoundedLinkedListQueue.put(BoundedLinkedListQueue.java:296(
Compiled Code)) at
com/sterlingcommerce/woodstock/dmi/visibility/db/DmiVisEventWarehouseQueue.storeEven
t(DmiVisEventWarehouseQueue.java:96(Compiled Code)) at
com/sterlingcommerce/woodstock/dmi/visibility/db/DmiVisEventWarehouse.storeEvent(Dmi
VisEventWarehouse.java:102(Compiled Code)) at
com/sterlingcommerce/woodstock/dmi/visibility/event/DmiVisWarehouseEventListener.han
dleEvent(DmiVisWarehouseEventListener.java:66(Compiled Code)) at
com/sterlingcommerce/woodstock/event/EventProcessor.fireEvent(EventProcessor.java:32
5(Compiled Code)) at
com/sterlingcommerce/woodstock/dmi/visibility/event/DmiVisEventFactory.basicFireEven
t(DmiVisEventFactory.java:1390(Compiled Code)) at
com/sterlingcommerce/woodstock/dmi/visibility/event/DmiVisEventFactory.fireCommConne
ctEvent(DmiVisEventFactory.java:637(Compiled Code)) at
com/sterlingcommerce/woodstock/services/EDIINT/EDIINTPipelineService/EDIINTPipelineS
erviceImpl.UnpackageMessageFromWFC(EDIINTPipelineServiceImpl.java:1524(Compiled
Code)) at
com/sterlingcommerce/woodstock/services/EDIINT/EDIINTPipelineService/EDIINTPipelineS
erviceImpl.parseMessage(EDIINTPipelineServiceImpl.java:1280(Compiled Code)) at
com/sterlingcommerce/woodstock/services/EDIINT/EDIINTPipelineService/EDIINTPipelineS
erviceImpl.processData(EDIINTPipelineServiceImpl.java:682(Compiled Code)) at
com/sterlingcommerce/woodstock/workflow/activity/engine/ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1774(Compiled Code)) at
com/sterlingcommerce/woodstock/workflow/activity/engine/ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:644(Compiled Code)) at
com/sterlingcommerce/woodstock/workflow/activity/engine/ActivityEngineHelper.next(Ac
tivityEngineHelper.java:371(Compiled Code)) at
com/sterlingcommerce/woodstock/workflow/queue/WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:328(Compiled Code)) at
com/sterlingcommerce/woodstock/workflow/queue/WorkFlowQueueListener.run(WorkFlowQue
ueListener.java:202(Compiled Code)) at
com/sterlingcommerce/woodstock/workflow/queue/WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163(Compiled Code)) at
com/sterlingcommerce/woodstock/workflow/queue/WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:149(Compiled Code)) at
com/sterlingcommerce/woodstock/workflow/queue/wfTransporter.run(wfTransporter.java:2
87(Compiled Code)) at
com/sterlingcommerce/woodstock/workflow/queue/BasicExecutor$Worker.run(BasicExecutor
.java:517(Compiled Code)) at java/lang/Thread.run(Thread.java:810(Compiled Code))
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 198950

Severity: Normal

Type: Normal Fix

Build: 5006

InQuira ID: NFX9423

Title: Add the ability to change the user recorded as restarting a Business Process

Description: From a previous change (NFX6688), the application now records the user that restarts a Business Process that has been Halted, rather than the original user.

This change could cause an issue with existing internal procedures, and to prevent this, an option was needed to allow the original user to be retained.

Resolution: Please apply Sterling Integrator Release 5.0, Build 5006 or later.

To enable the new behavior, where the user who is restarting the Business Process is recorded, change the following parameter in the workflows.properties file to false, as shown:

```
default_workflow_restart_user_behavior=false
```

Functional Area: Workflow Engine

Escalation ID: 00145162

Fix ID: 215078

Severity: Normal

Type: Normal Fix

Build: 5006

## InQuira ID: NFX6086

Title: Noapp.properties file documentation says default value for debug is false, but default value is youbet.

Description: The Sterling Integrator 5.0 documentation for properties files on noapp.properties says "Specifies whether to print debug messages into the noapp.\* logfiles. The default value is false." If you open the noapp.properties file in Sterling Integrator 5.0, it specifies debug = youbet .

### Example

```
# BASIC SERVER CONFIGURATION
url = http://servername:46900/ws/login.html
uiurl = http://servername:46900/ws/?module=platform
rootRedirect = /ws
debug = youbet
log_file = /install_dir/logs/noapp.log
jetty_impl = org.mortbay.jetty.Server
web_default_xml = /install_dir/noapp/etc/webdefault.xml
#jetty_xml = /install_dir/noapp/etc/admin.xml
encryptClusterID=true
```

Error Message: No error message. Documentation and property files unclear.

### Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4319 or later.

Functional Area: Workflow Engine

Escalation ID: 1372257

Fix ID: 174565, 174632

Severity: Normal

Type: Normal Fix

Build: 4319, 5006

## InQuira ID: NFX6275

Title: Timestamp Utility Service is failing with Commit Transaction Error

Description: Timestamp Utility Service is failing with Commit Transaction Error - commit Tran failed. rollback trans. This was a 5 node cluster environment that had multiple Websphere MQ adapters. When restarting nodes ,Timestamp Utility service shows a Commit Transaction Failed error and the business process is halted. The issue however is not specific to cluster. It is also not limited to Timestamp Utility Service.

When multiple WMQ threads which bootstrap workflow threads, nearly 4-6 threads (can be more depending on load), search for the cache and upon not finding it, will attempt to create one. However, the system can have only one such cache and the one created by the last thread will be retained. The cache created by the previous threads get deleted and these threads show the COMMIT failure on the first step execution.

### Error Message:

The error message related to the transaction failure appears in noapp.log:

```
[2009-06-07 21:36:27.818] ALL 000000000000 GLOBAL_SCOPE Send waiting for cluster
configuration to complete
[2009-06-07 21:36:27.818] ALL 000000000000 GLOBAL_SCOPE Send waiting for cluster
configuration to complete
[2009-06-07 21:36:27.834] ALL 000000000000 GLOBAL_SCOPE Found
startup.class1=com.sterlingcommerce.woodstock.jmx.event.SPEventJMXAgentStartup
[2009-06-07 21:36:27.834] ALL 000000000000 GLOBAL_SCOPE Started
com.sterlingcommerce.woodstock.jmx.event.SPEventJMXAgentStartup
[2009-06-07 21:36:27.834] ALL 000000000000 GLOBAL_SCOPE Found
startup.class2=com.sterlingcommerce.woodstock.bi.util.EventSchemaRegistrar
[2009-06-07 21:36:27.834] ALL 000000000000 GLOBAL_SCOPE Started
com.sterlingcommerce.woodstock.bi.util.EventSchemaRegistrar
[2009-06-07 21:36:27.834] ALL 000000000000 GLOBAL_SCOPE Found
startup.class3=com.sterlingcommerce.woodstock.event.RemoteFactoryStartup
[2009-06-07 21:36:27.881] ALL 000000000000 GLOBAL_SCOPE Started
com.sterlingcommerce.woodstock.event.RemoteFactoryStartup
[2009-06-07 21:36:27.881] ALL 000000000000 GLOBAL_SCOPE Found
startup.class4=com.sterlingcommerce.woodstock.util.jndi.registration.JndiRegistratio
nStartupImpl
[2009-06-07 21:36:27.881] ALL 000000000000 GLOBAL_SCOPE Started
com.sterlingcommerce.woodstock.util.jndi.registration.JndiRegistrationStartupImpl
[2009-06-07 21:36:28.381] ALL 000000000000 GLOBAL_SCOPE SQLException in
XAResourceWrapper.commit()
[2009-06-07 21:36:28.381] ALL 000000000000 GLOBAL_SCOPE java.sql.SQLException:
Connection is closed
[2009-06-07 21:36:28.381] ALL 000000000000 GLOBAL_SCOPE
[2009-06-07 21:36:28.381] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.util.frame.jdbc.ConnectionWrapper.commit(ConnectionWr
apper.java:182)
[2009-06-07 21:36:28.381] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.jta.XAResourceWrapper.commit(XAResourceWrapper.java:1
74)
[2009-06-07 21:36:28.381] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.jta.TransactionImpl.commit(TransactionImpl.java:151)
```

```
[2009-06-07 21:36:28.381] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.jta.UserTransactionImpl.commit(UserTransactionImpl.java:78)
[2009-06-07 21:36:28.381] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.commit(
ActivityEngineHelper.java:2558)
[2009-06-07 21:36:28.381] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.endTran
saction(ActivityEngineHelper.java:2656)
[2009-06-07 21:36:28.381] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.finishT
ransaction(ActivityEngineHelper.java:538)
[2009-06-07 21:36:28.381] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:378)
[2009-06-07 21:36:28.381] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:326)
[2009-06-07 21:36:28.381] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQuee
eListener.java:202)
[2009-06-07 21:36:28.381] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163)
[2009-06-07 21:36:28.381] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:149)
[2009-06-07 21:36:28.381] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
31)
[2009-06-07 21:36:28.381] ALL 000000000000 GLOBAL_SCOPE at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:496)
[2009-06-07 21:36:28.381] ALL 00000000
```

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Cache creation code was placed in a synchronous block to avoid 4-6 threads upon load to try and create cache

Functional Area: Workflow Engine

Escalation ID: 53785

Fix ID: 194517, 200915

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

InQuira ID: NFX3772

Title: Child Business Processes are running in Parent's queue instead of configured queue

Description: Child process is occasionally running in parent queue instead of configured queue. It occurs approximately 1% of the time and typically happens under heavy load. Customer is relying on queueWatcher as indication of execution queue.

Error Message: No errors.

Resolution:

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later

Please apply Sterling Integrator, Release 5.0 Build 5006 or later

Functional Area: Workflow Engine

Escalation ID: 1371253, 148601

Fix ID: 175341, 175340, 221303

Severity: Normal

Type: Normal Fix

Build: 4318, 5001, 5006

InQuira ID: NFX7417

Title: ControllerWorkFlow script may not terminate Business Processes in Interrupted\_Man state

Description: When attempting to use the ControllerWorkFlow script with the flags to terminate Business Process in the Interrupted\_Man state, the script will appear to complete successfully, but none of the processes will actually be terminated.

This does not appear to affect Terminating the processes from the User Interface, only when using the ControllerWorkFlow script.

Error Message: N/A

Resolution:

Please apply Gentrans Integration Suite, Release 4.2 Build 4222 or later.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Workflow Engine

Escalation ID: 00098360

Fix ID: 203652, 205600

Severity: Normal

Type: Normal Fix

Build: 4222, 5006

InQuira ID: NFX9531

Title: The Schedule\_AutoTerminate business process is failing with lock error

Description: The Schedule\_AutoTerminate business process that terminates halted business processes is failing with lock error. However, the auto terminate service is not present in the Lock Manager.

Error Message: N/A

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 203872

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX9592

Title: OOM due to business process/workflow context distribution on a cluster when mandatory node is set

Description: Mandatory cluster nodes are set for certain business processes. When the mandatory node had a backlog on the destination queue the workflow was sent back to the originator node which again (due to the mandatory status) had to return it again (ping-pong behavior). This caused the distribution thread object to remain on memory and eventually cause an OOM.

Error Message: OOM exception

Resolution: Prevent the business process/workflow from returned from the destination (mandatory) node back to the originating node.

Please apply Gentran Integration Suite, Release 4.2 Build 4223.

Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Workflow Engine

Escalation ID: 00119871

Fix ID: 217001, 212221

Severity: Critical

Type: Normal Fix

Build: 5006, 4223

### InQuira ID: NFX9477

Title: Business processes are being Interrupted incorrectly and duplicate processing of data is occurring within a cluster.

Description: This issue is specific to clusters. Certain workflows are interrupted incorrectly and possibly auto-resumed or auto-restarted and therefore causing the potential for duplicate processing of data.

You will see recovery Interrupt the business process and then possibly duplicate steps.

Issue caused by recovery not finding the workflow ids existing within any JVMs of the cluster. The issue may occur when the queues are backed up and therefore a large number of workflow ids to maintain in workflow id lists passed between cluster nodes.

Error Message: The business process is marked by recovery as Interrupted incorrectly.

Resolution:

Please apply Gentran Integration Suite, Version 4.3, Build 4323 or later.

Please apply Sterling Integrator, Version 5.0 Build 5006 or later.

Functional Area: Workflow Engine

Escalation ID: 185455

Fix ID: 225124

Severity: Normal

Type: Normal Fix

Build: 4323, 5006

**InQuira ID: NFX7828**

Title: Recovery is restarting business processes within a cluster that will eventually complete successfully on another node.

Description: Recovery is restarting business processes within a cluster that will eventually complete successfully on another node. This results in duplicate steps within the business process.

Recovery is Interrupting the business processes because of temporary lack of communication with another node within a cluster. It should not be doing this because it results in the business process being run twice if Auto-Resume/Restart is configured.

This issue can occur if there is network communication problems between nodes within the cluster.

Error Message: No error messages but duplicate data can be processed.

Resolution:

Please apply Gentran Integration Suite, Version 4.3, Build 4322 or later.

Please apply Sterling Integrator, Version 5.0 Build 5006 or later.

Functional Area: Workflow Engine

Escalation ID: 92657

Fix ID: 202453, 202454

Severity: Normal

Type: Normal Fix

Build: 4322, 5006

**InQuira ID: NFX9656**

Title: Document converted to all nulls when passed to a child process.

Description: In rare circumstances when a document is passed from a parent to a child process the document is passed to the child process as a document of the same size but made up completely of null (0x00) characters.

When you go back and look at the document in the parent process is persisted and is readable. The document can be reprocessed.

The parent process has to have low persistence and the step that the document is created in needs to be not persisted.

The issue is a timing issue. The document can be sent to the to the child process before it is persisted. As there is no persisted document, the child ends up with a document that is all nulls. This is rare and only shows up under heavy load and only in instances where the parent process is not persisting the document in the step in which it is being created.

Error Message: There is no error when kicking off the child process, although the document is not what is expected and may cause errors later in the workflow.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Workflow Engine

Escalation ID: 00129697

Fix ID: 214174

Severity: Normal

Type: Normal Fix

Build: 5006

#### InQuira ID: NFX9727

Title: Sterling Integrator 5.0 5003 - Business Process restart starts the inline business process instead of the parent business process

Description: The customer has a business process, which itself makes an inline invoke to another business process. Occasionally, that business process fails and goes into a Halted state within the inline business process steps (for an expected reason). The customer attempts to restart the business process, fully expecting the first step of the new business process to be the parent business process, however we notice the first step is actually of the child business process (the inline business process). This happens very sporadically however it causes an error when it does happen.

This issue did not occur in Gentran Integration Suite 4.3.

Error Message:

No specific error is logged, however you do notice that the business process getting restarted is actually the inline business process rather than the parent.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5006 or later.

Functional Area: Workflow Engine

Escalation ID: 179996

Fix ID: 221969

Severity: Normal

Type: Normal Fix

Build: 5006

### InQuira ID: NFX8800

Title: GUIDs causing index problems on Oracle RAC

Description: GUIDs are used as primary keys for most of the objects in Sterling Integrator. The following are a few examples of primary keys:

- ◆ DATA\_ID for DOCUMENT
- ◆ PGP\_ID for PGP\_PROFILE
- ◆ OBJECT\_ID for SCI\_COMMUNITY
- ◆ DOC\_ID for MBX\_MESSAGE
- ◆ WFC\_ID for WORKFLOW\_CONTEXT

The GUID key has the following format: <hostname>:<nodename>:<timestamp>:<counter>, for example, <hostname>:node1:92383712199382:1234.

Since the least frequently changing parts of the key are at the beginning, index problems are caused at the database level. This issue may be found on all types of databases.

Error message: No error message.

Resolution:

Set the `yfs.enable.positive.skewed.guid.generation` property in the `yfs.properties` file to True. The default value is False.

The GUID key now has the following format:

<randomnumber>:<counter>:<timestamp>:<hostname>:<nodename>, for example, 742:1234:92383712199382:<hostname>:node1.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 216582, 216584, 217724, 205277

Severity: Critical

Type: Normal Fix

Build: 5004

### InQuira ID: NFX7656

Title: Business processes started while queues are paused will not resume when queues are restarted

Description: Business processes started while queues are paused will not resume when queues are restarted.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 197019

Severity: Critical

Type: Normal Fix

Build: 5004

### InQuira ID: NFX7453

Title: Processes stuck in wait queue

Description: Processes pile up in the wait queue. One process will come out of the queue every 30 seconds. If processes are entering the wait queue faster than one every 30 seconds they will pile up the system will start falling behind.

Error Message: There are no direct errors although you may see processes coming out of the queue failing due to communication time-outs.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Workflow Engine

Escalation ID: 00106873

Fix ID: 203998, 204098

Severity: Normal

Type: Normal Fix

Build: 4322, 5004

### InQuira ID: NFX7654

Title: Both queueWatch and queueWatcher URLs are available but queueWatcher is not secure

Description: Both queueWatch and queueWatcher URLs are available but queueWatcher is not secure.

Error message: No error message.

Resolution: queueWatcher URL is redirected to queueWatch URL. Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 203569

Severity: Normal

Type: Normal Fix

Build: 5004

### InQuira ID: NFX8302

Title: When a business process has more than a few thousand steps, this can cause a system Out of Memory error

Description: When a business process has more than a few thousand steps, this can cause a system Out of Memory error.

Error Message: Out Of Memory error.

Resolution: The default value to track the maximum number of business process steps can be configured in `noapp.properties`. This tracking is available when a business process is started with the `workflowLauncher` using the `.cmd` or `.sh` script with `-S` option. This tracking is also available from the **Step Monitor** page in the `queueWatcher` webApp.

The maximum number of tracking means the most recent steps up to the maximum number.

You should set this value to less than 300 to avoid slight performance impact, for example,

```
defaultMaxExecStatusSteps=100
```

**Note:** Although you can configure this setting in the `noapp.properties` file, it is recommended you update the `noapp.defaultMaxExecStatusSteps` property in the `customer_overrides.properties` file.

Please apply Gentran Integration Suite, Release 4.3 Build 4322 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 211486, 212042

Severity: Normal

Type: Normal Fix

Build: 4322, 5004

### InQuira ID: NFX7467

Title: An inline invoked child Business Process does not pass control back to parent when FTP End Session times out

Description:

A parent Business Process calls a child Business Process for an FTP process. The parent contains error handling logic, and the child is called using Inline Invoke with the parameter `NOTIFY_PARENT_ON_ERROR` set to `ALL`. For most FTP errors, control is passed back to the parent for error handling. However, if a timeout error occurs in the FTP Client End Session, the workflow just ends at the FTP End Session step and the workflow has a status of Completed with Errors. The OnFault from the

parent BP is never called, and additional processing from the parent Business Process is never run as control has not been passed back to the parent.

Error Message:

The error in Advanced Status at the End Session step is: Response not received before specified timeout reached. Closing connections.

No errors thrown in logs in Gentrans Integration Suite version 4.2.

Gentrans Integration Suite version 4.3 throws an error in the wf.log:

```
[2009-10-27 15:00:57.914] ERROR 000110060150
WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_preInvoke2
ActivityEngineHelper.preInvoke() - caught exception in second block
com.sterlingcommerce.woodstock.workflow.WorkFlowException: AI id -1 is not real AI
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.preInvokeService(ActivityEngineHelper.java:1129)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:614)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:371)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:326)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:357)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
at java.lang.Thread.run(Thread.java:801)
```

Resolution:

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

Functional Area: Workflow Engine

Escalation ID: 105067

Fix ID: 213800

Severity: Normal

Type: Normal Fix

Build: 5004

**InQira ID: NFX1896**

Title: JDBC Pool Connection issues/improvements

Description: JDBC Pool Connection issues/improvements

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4213 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4306 or later.

Please apply Sterling Integrator Release 5.0 Build 5001 or later.

Functional Area: Workflow Engine

Escalation ID: 1368365

Fix ID: 42118, 42312, 38660, 39156

Severity: Normal

Type: Normal Fix

Build: 4306, 4213, 5001

**InQira ID: NFX1897**

Title: Gentran Integration Suite hanging with deadlocks after 30 minutes.

Description: Gentran Integration Suite hanging with deadlocks after 30 minutes.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4307 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Workflow Engine

Escalation ID: 1368365

Fix ID: 42301, 39156

Severity: Normal

Type: Normal Fix

Build: 4307, 5001

### InQuira ID: NFX1898

Title: Deadlock scenario found when setting the document lifespan

Description: MSSQL Server Deadlock scenario found setting document lifespans. This is seen from recovery, index and mailbox routing rules. The solution is to commit the transaction in document lifespan prior to going into workflow or pass the connection to workflow to use on the same transaction.

Resolution: The fix is to commit the transaction in document lifespan prior to going into workflow or pass the connection to workflow to use on the same transaction.

Please apply Gentran Integration Suite, Release 4.3 Build 4306.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Workflow Engine

Escalation ID: 1368365

Fix ID: 42302, 39156, 39849

Severity: Normal

Type: Normal Fix

Build: 4306, 5001

### InQuira ID: NFX1906

Title: Recover .bpml is running report service outside of the lock logic.

Description: Recover .bpml is running the report service outside of the lock service logic. With the current configuration of the business process, it is possible to have multiple report services running on the system at one time.

Resolution: Modified the business process to move the report service and choice after the lock and keeping the locking around the entire business process.

Please apply Gentran Integration Suite, Release 4.3 Build 4306 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Workflow Engine

Escalation ID: 1368365

Fix ID: 42432, 39156, 39849

Severity: Normal

Type: Normal Fix

Build: 4306, 5001

### InQuira ID: NFX2276

Title: Unable to delete any version of a Business Process if any version has been executed and is still in the system

Description: When attempting to delete a version of a Business Process, the update will appear to work and no errors will be shown, but when the user goes back to the list of versions, that version will not have been deleted. This will occur when any version of the Business Process has been executed and still exists in the system, that is, the process is still waiting for Archive or Purge, or else it is in an uncompleted state like Halted. Please note that this not only affects the version of the process that is still in the system, which should not be allowed to be deleted, but affects all versions of the process, whether or not they have ever been executed.

Resolution:

For Gentran Integration Suite 4.2, apply Build 4212 or later to resolve this issue

For Gentran Integration Suite 4.3, apply Build 4309 or later to resolve this issue

For Sterling Integrator 5.0, apply Build 5001 or later to resolve this issue

Functional Area: Workflow Engine

Escalation ID: 1368825

Fix ID: 44178, 38330, 165374

Severity: Normal

Type: Normal Fix

Build: 4212, 4309, 5001

### InQuira ID: NFX2425

Title: Purge service removes the primary document prematurely of SYNC Invoked child business process when its storage type is FS.

Description: This happens when the parent business process with FS storage and life span lesser then it's child business process which is invoked using SYNC mode. The primary document from parent business process is passed to child business process and since the life span of the parent business process is lesser then its child business process. The primary document is purged and not available to the child business process after the parent business process is purged. The purge service will remove the primary document stored into Gentran Integration Suite documents folder.

Error Message: Empty Primary document in child business process's processdata after the parent business process is purged.

Resolution: The missing DOC\_CLONE row entry is causing the primary document to be purged prematurely.

Please apply Gentran Integration Suite, Release 4.1.1 Build 1987 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Workflow Engine

Escalation ID: 1368492

Fix ID: 45360, 165236

Severity: Normal

Type: Normal Fix

Build: 1987, 5001

### InQuira ID: NFX2459

Title: The tag in message from service is not correspond with the one specified in the bpmml code in FTP client Get Service.

Description: In FTP Client Get Service, input message is overridden with "MessageFromService". For the FTP Client GET service, the input message is overridden with "MessageFromService". If "Inmsg" is used as the input message for the other services and although "Inmsg" is set as the input message in the FTP Client GET service, "MessageFromService" was used. The result tag name in MessageFromService at FTP Client GET service is <MessageFromService> instead of <Inmsg>.

Error Message: No error messages.

Resolution:

Please apply Gentran Integration Suite 4.3 Build 4315 or higher.

Please apply Gentran Integration Suite 4.2 Build 4217 or higher.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Workflow Engine

Escalation ID: 1370754

Fix ID: 166067, 168636, 177666

Severity: Normal

Type: Normal Fix

Build: 4315, 4217, 5001

### InQuira ID: NFX2618

Title: Documents are not persisted in Gentran Integration Suite 4.3 when business processes are INLINE invoked

Description: When a business process is invoked inline, the document is not visible from the process monitor in the inlined steps of the Business Process.

Error Message: No error messages.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4309 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Workflow Engine

Escalation ID: 1368444

Fix ID: 37461, 165222

Severity: Normal

Type: Normal Fix

Build: 4309, 5001

InQira ID: NFX2887

Title: Websphere MQ Suite and Multi-Phase Commit in Transactions

Description: The Websphere MQ Suite Commit Service is used in conjunction with the other Websphere MQ Suite services to send and receive messages from a Websphere MQ server. When placed inside a transaction, the Websphere MQ Suite Commit service is ignored as the commit of the transaction takes place when the End Transaction Service is executed. It is conceivable that if the Websphere MQ Server goes down, or connectivity to that server is lost, then the Put would not be committed. This situation was not detected by the system although it was evident from the Websphere MQ Suite logs that the connection was lost to the server. Other steps in the transaction were committed rather than being rolled back.

Error Message: There is the following error in the WebSphereMQSuite.log :

```
MQException during MQPUT: CC=2 RC=2192
com.ibm.mq.MQException: MQJIE001: Completion Code 2, Reason 2192
  at com.ibm.mq.MQQueue.put(MQQueue.java:1510)
  at
com.sterlingcommerce.woodstock.services.wsmqSuite.WSMQPutMsg.doPut(WSMQPutMsg.java:2
15)
  at
com.sterlingcommerce.woodstock.services.wsmqSuite.WSMQPutMsg.putMsg(WSMQPutMsg.java:
130)
  at
com.sterlingcommerce.woodstock.services.wsmqSuite.WSMQImpl.putMessage(WSMQImpl.java:
212)
  at
com.sterlingcommerce.woodstock.services.wsmqSuite.WSMQImpl.processData(WSMQImpl.java
:94)
  at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1577)
  at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:569)
  at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:347)
```

```

at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:277)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:192)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:157)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:143)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:332)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:494)
at java.lang.Thread.run(Thread.java:534)

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.2 Build 4217 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4316 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Workflow Engine

Escalation ID: 1370138

Fix ID: 168011, 169184, 168637

Severity: Normal

Type: Normal Fix

Build: 4217, 4316, 5001

**InQuira ID: NFX2957**

Title: Business process usage screen in troubleshooter menu returns blank page for active processes

Description: Business process usage screen in troubleshooter menu returns blank page for active processes.

Other business process usage options are fine.

**Error Message:****UI log**

```

[2008-07-18 11:50:31.531] ERROR 000000000000 GLOBAL_SCOPE [TroubleShooterBean]
java.lang.NullPointerException
at
com.sterlingcommerce.woodstock.adminui.jspbean.TroubleShooterBean.getSelectedBPs(TroubleShooterBean.java:1298)
at org.apache.jsp.showbps_jsp._jspService(showbps_jsp.java:194)
at org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:137)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
at org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:210)

```

```

at org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:295)
at org.apache.jasper.servlet.JspServlet.service(JspServlet.java:241)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358)
at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:
294)
at org.mortbay.jetty.servlet.Dispatcher.dispatch(Dispatcher.java:222)
at org.mortbay.jetty.servlet.Dispatcher.forward(Dispatcher.java:135)
at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.gotoPage(ServletBase.java:277)
at com.sterlingcommerce.woodstock.adminui.servlet.Page.doPost(Page.java:164)
at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.doGet(ServletBase.java:151)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:740)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358)
at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:342)
at
com.sterlingcommerce.woodstock.ui.dlso.DLSSOFilter.doFilter(DLSSOFilter.java:133)
at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:334)
at com.sterlingcommerce.util.Fix5CFilter.doFilter(Fix5CFilter.java:74)
at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:334)
at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:
286)
at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:567)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1807)
at
org.mortbay.jetty.servlet.WebApplicationContext.handle(WebApplicationContext.java:52
6)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1757)
at org.mortbay.http.HttpServer.service(HttpServer.java:879)
at org.mortbay.http.HttpConnection.service(HttpConnection.java:789)
at org.mortbay.http.HttpConnection.handleNext(HttpConnection.java:960)
at org.mortbay.http.HttpConnection.handle(HttpConnection.java:806)
at org.mortbay.http.SocketListener.handleConnection(SocketListener.java:218)
at org.mortbay.util.ThreadedServer.handle(ThreadedServer.java:331)
at org.mortbay.util.ThreadPool$PoolThread.run(ThreadPool.java:520)

```

## WF log

```

[2008-07-18 11:50:31.531] ERROR 000110010804
WORKFLOW.WORKFLOW.ERR_getIdsByStateAndStatus
com.sterlingcommerce.woodstock.workflow.WorkFlowMonitor .getIdsByStateAndStatus()
caught SQLException.
SQL Error Code: 107
SQL State: HY000

```

```
java.sql.SQLException: [Microsoft][SQLServer 2000 Driver for JDBC][SQLServer]The
column prefix 'WFC_VIEW' does not match with a table name or alias name used in the
query.
  at com.microsoft.jdbc.base.BaseExceptions.createException(Unknown Source)
  at com.microsoft.jdbc.base.BaseExceptions.getException(Unknown Source)
  at com.microsoft.jdbc.sqlserver.tds.TDSRequest.processErrorToken(Unknown Source)
  at com.microsoft.jdbc.sqlserver.tds.TDSRequest.processReplyToken(Unknown Source)
  at com.microsoft.jdbc.sqlserver.tds.TDSRPCRequest.processReplyToken(Unknown Source)
  at com.microsoft.jdbc.sqlserver.tds.TDSRequest.processReply(Unknown Source)
  at com.microsoft.jdbc.sqlserver.tds.TDSCursorRequest.openCursor(Unknown Source)
  at com.microsoft.jdbc.sqlserver.SQLServerImplStatement.execute(Unknown Source)
  at com.microsoft.jdbc.base.BaseStatement.commonExecute(Unknown Source)
  at com.microsoft.jdbc.base.BaseStatement.executeQueryInternal(Unknown Source)
  at com.microsoft.jdbc.base.BasePreparedStatement.executeQuery(Unknown Source)
  at
com.sterlingcommerce.woodstock.workflow.WorkFlowMonitor.getIdsByStateAndStatus(WorkF
lowMonitor.java:5490)
  at
com.sterlingcommerce.woodstock.workflow.WorkFlowMonitor.getAllIdsNew(WorkFlowMonitor
.java:1764)
  at
com.sterlingcommerce.woodstock.workflow.WorkFlowMonitor.getAllIds(WorkFlowMonitor.ja
va:1754)
  at
com.sterlingcommerce.woodstock.adminui.jspbean.TroubleShooterBean.getSelectedBPs(Tro
ubleShooterBean.java:1290)
  at org.apache.jsp.showbps_jsp._jspService(showbps_jsp.java:194)
  at org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:137)
  at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
  at org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:210)
  at org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:295)
  at org.apache.jasper.servlet.JspServlet.service(JspServlet.java:241)
  at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
  at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358)
  at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:
294)
  at org.mortbay.jetty.servlet.Dispatcher.dispatch(Dispatcher.java:222)
  at org.mortbay.jetty.servlet.Dispatcher.forward(Dispatcher.java:135)
  at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.gotoPage(ServletBase.java:277)
  at com.sterlingcommerce.woodstock.adminui.servlet.Page.doPost(Page.java:164)
  at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.doGet(ServletBase.java:151)
  at javax.servlet.http.HttpServlet.service(HttpServlet.java:740)
  at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
  at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358)
  at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:342)
  at
com.sterlingcommerce.woodstock.ui.dlso.DLSSOFilter.doFilter(DLSSOFilter.java:133)
  at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:334)
  at com.sterlingcommerce.util.Fix5CFilter.doFilter(Fix5CFilter.java:74)
```

```

at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:334)
at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:
286)
at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:567)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1807)
at
org.mortbay.jetty.servlet.WebApplicationContext.handle(WebApplicationContext.java:52
6)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1757)
at org.mortbay.http.HttpServer.service(HttpServer.java:879)
at org.mortbay.http.HttpConnection.service(HttpConnection.java:789)
at org.mortbay.http.HttpConnection.handleNext(HttpConnection.java:960)
at org.mortbay.http.HttpConnection.handle(HttpConnection.java:806)
at org.mortbay.http.SocketListener.handleConnection(SocketListener.java:218)
at org.mortbay.util.ThreadedServer.handle(ThreadedServer.java:331)
at org.mortbay.util.ThreadPool$PoolThread.run(ThreadPool.java:520)
Chained Exception:
SQL Error Code: 16945
SQL State: HY000
java.sql.SQLException: [Microsoft][SQLServer 2000 Driver for JDBC][SQLServer]The
cursor was not declared.
at com.microsoft.jdbc.base.BaseExceptions.createException(Unknown Source)
at com.microsoft.jdbc.base.BaseExceptions.getException(Unknown Source)
at com.microsoft.jdbc.sqlserver.tds.TDSRequest.processErrorToken(Unknown Source)
at com.microsoft.jdbc.sqlserver.tds.TDSRequest.processReplyToken(Unknown Source)
at com.microsoft.jdbc.sqlserver.tds.TDSRPCRequest.processReplyToken(Unknown Source)
at com.microsoft.jdbc.sqlserver.tds.TDSRequest.processReply(Unknown Source)
at com.microsoft.jdbc.sqlserver.tds.TDSCursorRequest.openCursor(Unknown Source)
at com.microsoft.jdbc.sqlserver.SQLServerImplStatement.execute(Unknown Source)
at com.microsoft.jdbc.base.BaseStatement.commonExecute(Unknown Source)
at com.microsoft.jdbc.base.BaseStatement.executeQueryInternal(Unknown Source)
at com.microsoft.jdbc.base.BasePreparedStatement.executeQuery(Unknown Source)
at
com.sterlingcommerce.woodstock.workflow.WorkFlowMonitor.getIdsByStateAndStatus(WorkF
lowMonitor.java:5490)
at
com.sterlingcommerce.woodstock.workflow.WorkFlowMonitor.getAllIdsNew(WorkFlowMonitor
.java:1764)
at
com.sterlingcommerce.woodstock.workflow.WorkFlowMonitor.getAllIds(WorkFlowMonitor.ja
va:1754)
at
com.sterlingcommerce.woodstock.adminui.jspbean.TroubleShooterBean.getSelectedBPs(Tro
ubleShooterBean.java:1290)
at org.apache.jsp.showbps_jsp._jspService(showbps_jsp.java:194)
at org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:137)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
at org.apache.jasper.servlet.JspServletWrapper.service(JspServletWrapper.java:210)
at org.apache.jasper.servlet.JspServlet.serviceJspFile(JspServlet.java:295)
at org.apache.jasper.servlet.JspServlet.service(JspServlet.java:241)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358)

```

```

at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:
294)
at org.mortbay.jetty.servlet.Dispatcher.dispatch(Dispatcher.java:222)
at org.mortbay.jetty.servlet.Dispatcher.forward(Dispatcher.java:135)
at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.gotoPage(ServletBase.java:277)
at com.sterlingcommerce.woodstock.adminui.servlet.Page.doPost(Page.java:164)
at
com.sterlingcommerce.woodstock.ui.servlet.ServletBase.doGet(ServletBase.java:151)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:740)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:853)
at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:358)
at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:342)
at
com.sterlingcommerce.woodstock.ui.dlss.DLSSOFilter.doFilter(DLSSOFilter.java:133)
at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:334)
at com.sterlingcommerce.util.Fix5CFilter.doFilter(Fix5CFilter.java:74)
at
org.mortbay.jetty.servlet.WebApplicationHandler$Chain.doFilter(WebApplicationHandler
.java:334)
at
org.mortbay.jetty.servlet.WebApplicationHandler.dispatch(WebApplicationHandler.java:
286)
at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:567)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1807)
at
org.mortbay.jetty.servlet.WebApplicationContext.handle(WebApplicationContext.java:52
6)
at org.mortbay.http.HttpContext.handle(HttpContext.java:1757)
at org.mortbay.http.HttpServer.service(HttpServer.java:879)
at org.mortbay.http.HttpConnection.service(HttpConnection.java:789)
at org.mortbay.http.HttpConnection.handleNext(HttpConnection.java:960)
at org.mortbay.http.HttpConnection.handle(HttpConnection.java:806)
at org.mortbay.http.SocketListener.handleConnection(SocketListener.java:218)
at org.mortbay.util.ThreadedServer.handle(ThreadedServer.java:331)
at org.mortbay.util.ThreadPool$PoolThread.run(ThreadPool.java:520)

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.1.1 Build 1990.

Please apply Gentran Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Workflow Engine

Escalation ID: 1370234

Fix ID: 169886, 167160, 175975

Severity: Normal

Type: Normal Fix

Build: 1990, 4315, 5001

## InQuira ID: NFX3104

Title: Document is not persisted properly for file system storage when document body is not empty.

Description: Document is not persisted properly for file system storage when document body is not empty.

```
java.sql.SQLException: java.io.StreamCorruptedException: invalid stream header at
com.sterlingcommerce.woodstock.util.frame.jdbc.IJDBCVarData.getBlobObject(IJDBCVarDa
ta.java:1395)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.getBlobObject(JDBCService
.java:2968)
at com.sterlingcommerce.woodstock.workflow.Document.<init>(Document.java:974)
at com.sterlingcommerce.woodstock.workflow.Document.<init>(Document.java:890)
```

### Error Message:

```
java.sql.SQLException: java.io.StreamCorruptedException: invalid stream header
at
com.sterlingcommerce.woodstock.util.frame.jdbc.IJDBCVarData.getBlobObject(IJDBCVarDa
ta.java:1395)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.getBlobObject(JDBCService
.java:2968)
at com.sterlingcommerce.woodstock.workflow.Document.<init>(Document.java:974)
at com.sterlingcommerce.woodstock.workflow.Document.<init>(Document.java:890)
AND
[2008-05-07 13:25:54.12] ERROR 000000000000 GLOBAL_SCOPE PURGE ERROR While
generating Document On Disk List
SQL Error Code: 0
SQL State: null
java.sql.SQLException: java.io.StreamCorruptedException: invalid stream header
at
com.sterlingcommerce.woodstock.util.frame.jdbc.IJDBCVarData.getBlobObject(IJDBCVarDa
ta.java:1395)
at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.getBlobObject(JDBCService
.java:2968)
at
com.sterlingcommerce.woodstock.services.archive.purge.PurgeService.writeDataOnDiskIn
fo(PurgeService.java:1120)
at
com.sterlingcommerce.woodstock.services.archive.purge.PurgeService.doDocOnDisk(Purge
Service.java:914)
at
com.sterlingcommerce.woodstock.services.archive.purge.PurgeService.processData(Purge
Service.java:503)
at
com.sterlingcommerce.woodstock.services.archive.purge.PurgeServiceImpl.processData(P
urgeServiceImpl.java:52)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1671)
```

```

at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:559)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:339)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:321)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:331)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
at java.lang.Thread.run(Thread.java:595)

```

**Resolution:**

Workaround: Use Database storage instead of File system storage.

Please apply Gentran Integration Suite, Release 4.3 Build 4310 or later

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Workflow Engine

Escalation ID: 1369463

Fix ID: 157961, 157691, 163127

Severity: Critical

Type: Core Change

Build: 4310, 5001

**InQuira ID: NFX3772**

Title: Child Business Processes are running in Parent's queue instead of configured queue

Description: Child process is occasionally running in parent queue instead of configured queue. It occurs approximately 1% of the time and typically happens under heavy load. Customer is relying on queueWatcher as indication of execution queue.

Error Message: No errors.

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Workflow Engine

Escalation ID: 1371253

Fix ID: 175341

Severity: Normal

Type: Normal Fix

Build: 5001

InQuira ID: NFX3889

Title: Mail MIME service reverses path to documents

Description: The Mail MIME service reverses the absolute path to documents specified. A document in /ProcessData/Level\_A/Level\_B/Level\_C/PDBBackup causes the error when the Mail MIME service gets executed as "Level\_C/Level\_B/Level\_A/PDBBackup can not be found".

Error Message:

Mail Mime status message:

"Level\_C/Level\_B/Level\_A/PDBBackup can not be found".

```

wf.log:
4bbd09c04578e374:43efd315:11b57aecebe:-7fcf
[2008-09-29 10:25:08.264] ERROR 000110060004
WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService2
ActivityEngineHelper.invokeService() caught exception while attempting to execute
service MailMimeService
com.sterlingcommerce.woodstock.workflow.WorkFlowException: Mail Mime Service fails to
execute ...
  com.sterlingcommerce.woodstock.workflow.WorkFlowException: ParamObj, getWFCparams
could not retrieve document, key = LEVEL_C/LEVEL_B/LEVEL_A/PDBBackup2
    at
com.sterlingcommerce.woodstock.services.mailmime.MailMimeService.processData(MailMim
eService.java:96)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java(Compiled Code))
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java(Compiled Code))
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java(Compiled Code))
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java(Compiled Code))
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQuee
eListener.java(Compiled Code))
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java(Compiled Code))
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java(Inlined Compiled Code))

```

```
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java(Compiled Code))
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java(Compiled Code))
at java.lang.Thread.run(Thread.java(Compiled Code))
```

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.1.1 Build 1990.

Please apply Gentrans Integration Suite, Release 4.2 Build 4216 or later.

Please apply Gentrans Integration Suite, Release 4.3 Build 4315 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Workflow Engine

Escalation ID: 1371210

Fix ID: 167063, 167064, 167068, 177442

Severity: Normal

Type: Normal Fix

Build: 1990, 4216, 4315, 5001

**InQuira ID: NFX4336**

**Title:** Primary Document link error System encountered an error while processing your request

**Description:** Business Processes containing the GetDocumentInfo service with the doClone parameter produce the following user interface error:

System encountered an error while processing your request. Please try again or contact your administrator

The error is encountered while clicking on any Primary Document link including and/or following any steps after the GetDocumentInfo Service step occurs. In the business process Detail, the GetDocumentInfoService step completes with Status:Success, Advanced Status: None, but clicking on the business process Detail "Document" opens a new child window containing the error message.

**Error Message:**

```
----from the BP Detail 'Document' link, the message in the new child window:
Document contains no data Document:
{ ! } System encountered an error while processing your request.
Please try again or contact your administrator.
```

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Workflow Engine

Escalation ID: 1371853

Fix ID: 173017, 173065

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX4662

Title: A Null Pointer Exception error may occur while finding the Document ID

Description: When the system attempts to find the ID number of the current document, it may show a Null Pointer Exception in the logs.

Error Message:

```
[2008-10-02 11:12:40.739] ERROR 000110060035
WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_next1
ActivityEngineHelper.next() caught Exception java.lang.NullPointerException
    at org.apache.xerces.dom.ParentNode.nodeListItem(Unknown Source)
    at org.apache.xerces.dom.ParentNode.item(Unknown Source)
    at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.findFirstDoc(WorkFlowContext
.java:1767)
    at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.findFirstDoc(WorkFlowContext
.java:1795)
    at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.findFirstDoc(WorkFlowContext
.java:1795)
    at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.findFirstDoc(WorkFlowContext
.java:1757)
```

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4217 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Workflow Engine

Escalation ID: 1371330

Fix ID: 168961, 168964, 180519

Severity: Normal

Type: Normal Fix

Build: 4217, 4318, 5002

**InQuira ID: NFX5029**

**Title:** Receiving StackOverflow Errors when processing ~25 files/min(1kb files) while trying to search for filegateway routes

**Description:** SQL Server 2005 receives StackOverflow Errors when processing ~25 files/min(1kb files) while trying to search for filegateway routes from the /filegateway UI. Also, this may cause a timeout error in the UI while trying to search for processed routes.

**Error Message:**

noapp.log:

```
[2009-02-03 13:52:02.031] ALL 000000000000 GLOBAL_SCOPE [03 Feb 2009 13:52:02 DEBUG]
- Elapsed time=0 ms[2009-02-03 13:52:15.688] ALL 000000000000 GLOBAL_SCOPE
java.lang.StackOverflowError
[2009-02-03 13:52:15.688] ALL 000000000000 GLOBAL_SCOPE [2009-02-03 13:52:15.688] ALL
000000000000 GLOBAL_SCOPE          at
java.util.ResourceBundle$ResourceCacheKey.setKeyValues(ResourceBundle.java:493)
[2009-02-03 13:52:15.688] ALL 000000000000 GLOBAL_SCOPE          at
java.util.ResourceBundle.findBundleInCache(ResourceBundle.java:1011)
[2009-02-03 13:52:15.688] ALL 000000000000 GLOBAL_SCOPE          at
java.util.ResourceBundle.getBundleImpl(ResourceBundle.java:724)
[2009-02-03 13:52:15.688] ALL 000000000000 GLOBAL_SCOPE          at
java.util.ResourceBundle.getBundle(ResourceBundle.java:549)
[2009-02-03 13:52:15.688] ALL 000000000000 GLOBAL_SCOPE          at
com.microsoft.sqlserver.jdbc.SQLServerException.getErrString(Unknown Source)
[2009-02-03 13:52:15.688] ALL 000000000000 GLOBAL_SCOPE          at
com.microsoft.sqlserver.jdbc.SQLServerConnection.checkClosed(Unknown Source)
[2009-02-03 13:52:15.688] ALL 000000000000 GLOBAL_SCOPE          at
com.microsoft.sqlserver.jdbc.SQLServerConnection.getAutoCommit(Unknown Source)
[2009-02-03 13:52:15.688] ALL 000000000000 GLOBAL_SCOPE          at
com.sterlingcommerce.woodstock.util.frame.jdbc.ConnectionWrapper.getAutoCommit(Conne
ctionWrapper.java:173)
[2009-02-03 13:52:15.688] ALL 000000000000 GLOBAL_SCOPE          at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.freeConnection(JDBCService
.java:501)
[2009-02-03 13:52:15.688] ALL 000000000000 GLOBAL_SCOPE          at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.freeConnection(JDBCService
.java:271)
[2009-02-03 13:52:15.688] ALL 000000000000 GLOBAL_SCOPE          at
com.sterlingcommerce.woodstock.util.frame.jdbc.ConnectionWrapper.close(ConnectionWra
pper.java:275)
[2009-02-03 13:52:15.688] ALL 000000000000 GLOBAL_SCOPE          at
com.sterlingcommerce.woodstock.util.frame.jdbc.JDBCService.removeFromPool(JDBCService
.java:540)
```

**Resolution:**

For Gentran Integration Suite 4.3, please apply Build 4317 or later to resolve the issue

For Sterling Integrator 5.0, please apply Build 5001 or later to resolve the issue

**Functional Area:** Workflow Engine

**Escalation ID:** QC

**Fix ID:** 175011, 175237

**Severity:** Normal

Type: Normal Fix

Build: 4317, 5001

InQuira ID: NFX5042

Title: **Advanced Search > Business Process** not returning results in a cluster install

Description: When searching for a specific custom business process or ALL business processes with State: Completed and Status: ALL, no results are returned. The Advanced Search screen just reloads. However, if you choose State: ALL, you see many completed business processes that match the search criteria. This error does not appear in a single node instance. It will only affect a clustered (multi-node) install of Gentran Integration Suite 4.3.

Error Message: No error is returned through the user interface.

Error in ui.log (Oracle):

```
[2009-02-11 10:39:48.624] ERROR 000000000000 GLOBAL_SCOPE [BPMonitor] SQL Error
Code: 904 SQL State: 42000
java.sql.SQLException: ORA-00904: "WFC_VIEW"."WORKFLOW_ID": invalid identifier
    at
oracle.jdbc.driver.DatabaseError.throwSQLException(DatabaseError.java:112)
    at oracle.jdbc.driver.T4CTTIoer.processError(T4CTTIoer.java:331)
    at oracle.jdbc.driver.T4CTTIoer.processError(T4CTTIoer.java:288)
    at oracle.jdbc.driver.T4C8Oall.receive(T4C8Oall.java:743)
    at
oracle.jdbc.driver.T4CPreparedStatement.doOall8(T4CPreparedStatement.java:216)
    at
oracle.jdbc.driver.T4CPreparedStatement.executeForDescribe(T4CPreparedStatement.java
:799)
    at
oracle.jdbc.driver.OracleStatement.executeMaybeDescribe(OracleStatement.java:1037)
    at
oracle.jdbc.driver.T4CPreparedStatement.executeMaybeDescribe(T4CPreparedStatement.ja
va:839)
    at
oracle.jdbc.driver.OracleStatement.doExecuteWithTimeout(OracleStatement.java:1132)
    at
oracle.jdbc.driver.OraclePreparedStatement.executeInternal(OraclePreparedStatement.j
ava:3316)
    at
oracle.jdbc.driver.OraclePreparedStatement.executeQuery(OraclePreparedStatement.java
:3361)
    at
com.sterlingcommerce.woodstock.workflow.WorkFlowManager.getWFKeysNew(WorkFlowManager
.java:526)
    at
com.sterlingcommerce.woodstock.workflow.WorkFlowManager.getWFKeys(WorkFlowManager.ja
va:209)
    at
com.sterlingcommerce.woodstock.ui.servlet.BPMonitor.doPost(BPMonitor.java:272)
```

Error in ui.log (SQLServer):

```
2009-02-11 13:02:46.577] ERROR 000000000000 GLOBAL_SCOPE [BPMonitor]
SQL Error Code: 107
```

```

SQL State: S0002
com.microsoft.sqlserver.jdbc.SQLServerException: The column prefix 'WFC_VIEW' does
not match with a table name or alias name used in the query.
    at
com.microsoft.sqlserver.jdbc.SQLServerException.makeFromDatabaseError(Unknown
Source)
    at com.microsoft.sqlserver.jdbc.IOBuffer.processPackets(Unknown Source)
    at
com.microsoft.sqlserver.jdbc.SQLServerPreparedStatement.getPrepExecResponse(Unknown
Source)
    at
com.microsoft.sqlserver.jdbc.SQLServerPreparedStatement.doExecutePreparedStatement(U
nknown Source)
    at
com.microsoft.sqlserver.jdbc.SQLServerPreparedStatement$PreparedStatementExecutionRe
quest.executeStatement(Unknown Source)
    at com.microsoft.sqlserver.jdbc.CancelableRequest.execute(Unknown Source)
    at com.microsoft.sqlserver.jdbc.SQLServerConnection.executeRequest(Unknown
Source)
    at com.microsoft.sqlserver.jdbc.SQLServerPreparedStatement.executeQuery(Unknown
Source)
    at
com.sterlingcommerce.woodstock.workflow.WorkFlowManager.getWFKeysNew(WorkFlowManager
.java:526)
    at
com.sterlingcommerce.woodstock.workflow.WorkFlowManager.getWFKeys(WorkFlowManager.ja
va:209)
    at
com.sterlingcommerce.woodstock.ui.servlet.BPMonitor.doPost(BPMonitor.java:273)

```

**Resolution:**

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Workflow Engine

Escalation ID: 1372601

Fix ID: 176126, 176127

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

InQuira ID: NFX5486

Title: The addWorkflow.cmd script does not work in Sterling Integrator

Description: When attempting to execute the addWorkflow.cmd command in a Windows install of Sterling Integrator 5.0, the script fails to run.

**Error Message:**

```

Exception in thread "main" java.lang.NoClassDefFoundError:
com/sterlingcommerce/woodstock/noapp/NoAppLoader

```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Workflow Engine

Escalation ID: 25684

Fix ID: 182096

Severity: Normal

Type: Normal Fix

Build: 5002

#### InQuira ID: NFX5492

Title: Set AFT system business processes to run mandatory on node 1 but one attempted to run on node 2

Description: The inline begin for AFTRouteVia CD begin session attempted to start on node 2 even though node one was set as mandatory. This caused a missing session parameter error to be generated. The CD sessions had been exceeded and there were over 1000 failures but the system attempted to route node 2.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Workflow Engine

Escalation ID: QC

Fix ID: 174840

Severity: Normal

Type: Normal Fix

Build: 5001

#### InQuira ID: NFX5500

Title: `schedule_iwfcdriverservice.bpm1` does not work properly in the cluster environment.

Description: `schedule_iwfcdriverservice.bpm1` does not work properly in the cluster environment.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Workflow Engine

Escalation ID: QC

Fix ID: 171421

Severity: Normal

Type: Normal Fix

Build: 5001

### InQuira ID: NFX5503

Title: QueueWatch is not working when it is turned on in `noapp.properties`

Description: QueueWatch is not working when it is turned on in `noapp.properties`.

Error message: No error message.

Resolution: The queueWatcher page is coming up successfully after enabling it from properties file.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional area: Workflow Engine

Escalation ID: QC

Fix ID: 171139

Severity: Normal

Type: Normal Fix

Build: 5001

### InQuira ID: NFX5506

Title: When adapter implements XAresource, engine is not handling it

Description: If service or adapter is bootstrapping business process with XA\_RESOURCE, workflowcontext (iwfc) workflow (iwfc) does not save it to system content and the engine does not process this external XAresource with engine transaction.

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Functional area: Workflow Engine

Escalation ID: QC

Fix ID: 172821, 176648

Severity: Normal

Type: Normal Fix

Build: 4318, 5001

### InQuira ID: NFX5565

Title: SQL DELETE Statements are not autocommited

Description: Unable to purge a table on Oracle 10GR2 SGBD, when using custom pool and pool.type is set to remote. When we execute the request on Oracle directly, there is no problem. When the request is done on Gentran Integration Suite, the result is fine, but nothing is removed on Oracle (the data is not purged, but the DB is locked). After investigation, the request is executed, but not committed. For Gentran Integration Suite, this issue was introduced in Gentran Integration Suite 4.2 Patch 4217.

Workaround is to change `pool.type` to local.

Error Message: No error messages given until the connection between Gentran Integration Suite and Oracle is broken where you will then see the rollback begin in Oracle.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Workflow Engine

Escalation ID: 1372845

Fix ID: 180702

Severity: Normal

Type: Normal Fix

Build: 5001

### InQira ID: NFX5626

Title: Inlined sub business process no longer runs in its parent's workflow directory setting

Description: When inlined sub business process uses a service that will have waiting or waiting\_on\_io state, after waiting or waiting\_on\_io gets continued, inlined sub business process no longer runs in its parent's workflow directory setting; instead it runs on its own workflow directory setting.

Error Message: No error message.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4318 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 177309, 177310

Severity: Normal

Type: Normal Fix

Build: 4318, 5002

### InQira ID: NFX5627

Title: Error message AE - PreInvoke Exception AI id 0 is not real AI (number varies) when business processes are set to Auto Resume

Description: The business processes are set to Auto Resume. The business processes fail with the advanced status showing AE - PreInvoke error GENERAL\_PARM\_ERROR, and the status report showing AE - PreInvoke Exception AI id 0 is not real AI.

Error Message: AE - PreInvoke Exception AI id 0 is not real AI.

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4320 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Workflow Engine

Escalation ID: 29039

Fix ID: 183424, 188081

Severity: Normal

Type: Normal Fix

Build: 4320, 5003

InQira ID: NFX5667

Title: When doctracking is set in mailbox, it gets overridden by doctracking in workflow definition

Description: The document tracking settings in a mailbox are being overridden by the document tracking setting in a workflow definition.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 161096

Severity: Normal

Type: Normal Fix

Build: 5001

InQira ID: NFX6037

Title: BPREcovery may fail in the BPMark Service with a Java error

Description: When there are more than 1,000 business processes in the halting state, the `Recover.bpm1` process may fail at the BPMark service with the following error message in the Workflow log.

Error Message:

```
ERROR 000110040283 WORKFLOW.SERVICES.ERR_WFMarkService [WFMarkService] caught
Exception
java.lang.ClassCastException: java.util.RandomAccessSubList incompatible with
java.util.ArrayList
at
com.sterlingcommerce.woodstock.workflow.services.WFMarkService.markWfs(WFMarkService
.java:350)
at
com.sterlingcommerce.woodstock.workflow.services.WFMarkService.processData(WFMarkSer
vice.java:216)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1770)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:640)
```

```
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:367)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:328)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:331)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
at java.lang.Thread.run(Thread.java:810)
```

**Resolution:**

Please apply Gentrans Integration Suite, Release 4.3 Build 4319 or later.

Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Workflow Engine

Escalation ID: 44242

Fix ID: 187158, 188032

Severity: Normal

Type: Normal Fix

Build: 4319, 5002

**InQuira ID: NFX6411**

Title: Minimum persistence level gets carried to the `ahelper.preinvokeservice` after error service

Description: When business process errors in `ahelper.preinvokeservice`, persistence level is reset to minimum if it is full, and the minimum persistence level gets carried to the services after error service.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 180899

Severity: Normal

Type: Normal Fix

Build: 5002

InQuira ID: NFX6467

Title: Unpredictable behavior on sync engine invocation

Description: Unpredictable behavior on sync engine invocation.

Error Message:

```
[2009-05-22 10:22:50.323] ERROR 000110090164
WORKFLOW.ENGINE.ERR_dispatch2
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIImp
l .dispatch() \ caught exception while trying to persist data
[2009-05-22 10:22:50.323] ERROR 000000000000 GLOBAL_SCOPE
[1243002170323] 000110090192 WORKFLOW.ENGINE.ERR_WEHelper_WorkFlowException7
Calling sync mode with\ engine=embedded from start
[2009-05-22 10:22:50.323] ERRORDTL 000000000000 GLOBAL_SCOPE
[1243002170323]com.sterlingcommerce.woodstock.workflow.WorkFlowException:
000110090192 WORKFLOW.\ ENGINE.ERR_WEHelper_WorkFlowException7 Calling sync mode with
engine=embedded from start
at com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHe
lper.java:1121)
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1094)
at
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIIImpl.dispatch(WorkFl
owEngineRMIIImpl.java:945)
at
com.sterlingcommerce.woodstock.workflow.Dispatcher.run(Dispatcher.java:72)
at java.lang.Thread.run(Thread.java:810) [2009-05-22 10:22:50.324] ERROR
000110011302 WORKFLOW.WORKFLOW.ERR_InitialWorkFlowContext_start2
InitialWorkFlowContext.start(): Error in dispatch
[2009-05-22 10:22:50.324] ERROR 000000000000 GLOBAL_SCOPE
[1243002170324] 000110090192
WORKFLOW.ENGINE.ERR_WEHelper_WorkFlowException7 Calling sync
mode with\ engine=embedded from start [2009-05-22 10:22:50.324] ERRORDTL
000000000000 GLOBAL_SCOPE
[1243002170324]com.sterlingcommerce.woodstock.workflow.WorkFlowException:
000110090192 WORKFLOW.\
ENGINE.ERR_WEHelper_WorkFlowException7 Calling sync mode with engine=embedded from
start
at com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHe
lper.java:1121)
at
com.sterlingcommerce.woodstock.workflow.engine.WEHelper.dispatch(WEHelper.java:1094)
at
com.sterlingcommerce.woodstock.workflow.engine.WorkFlowEngineRMIIImpl.dispatch(WorkFl
owEngineRMIIImpl.java:945)
at
com.sterlingcommerce.woodstock.workflow.Dispatcher.run(Dispatcher.java:72)
at java.lang.Thread.run(Thread.java:810)
[2009-05-22 10:22:50.324] ERROR 000110010676 WORKFLOW.WORKFLOW.ERR_iwfc_start1
iwfc.start() failed, Retry at 0
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 187580, 187581

Severity: Normal

Type: Normal Fix

Build: 5002

**InQaira ID: NFX6514**

Title: WorkflowLauncher does not return the workflow ID

Description: WorkflowLauncher does not return the workflow ID.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5002 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 189514

Severity: Normal

Type: Normal Fix

Build: 5002

**InQaira ID: NFX6904**

Title: Enhanced debugging info for `WorkflowException` on Oracle

Description: When a business process is spawned on Gentran Integration Suite with Oracle database, sometimes you get the error `WorkflowException: Missing IN or OUT parameter at index:: xx`.

Error Message:

```
WorkflowException: Missing IN or OUT parameter at index:: 20
  the index number will vary depending on the query.
```

Resolution:

Please apply Gentran Integration Suite, Release 4.2 Build 4221 or later.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Workflow Engine

Escalation ID: 25068

Fix ID: 189025,195310

Severity: Normal

Type: Normal Fix

Build: 4221,5003

InQira ID: NFX7090

Title: Business process fails with advanced status showing AE - PreInvoke error GENERAL\_PARM\_ERROR

Description: User has a cluster environment where a business process is set to Auto Resume and when one of the nodes goes down, `recover.bpm1` attempts to auto-resume the "hung" process.

1. Business process is getting failed with the advanced status showing AE - PreInvoke error GENERAL\_PARM\_ERROR, and the status report shows AE - PreInvoke Exception AI id 0 is not real AI for a step whose status is Error.
2. A message is also received in the status report - AE - PreInvoke Exception AI Id -3 is not real AI.

Error Message:

```
[2009-04-01 19:59:41.054] ERROR 000110060150
WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_preInvoke2
ActivityEngineHelper.preInvoke() - caught exception in second block
com.sterlingcommerce.woodstock.workflow.WorkFlowException: AI id 0 is not real AI
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.preInvokeService(ActivityEngineHelper.java:1106)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMainLogic(ActivityEngineHelper.java:593)
at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(ActivityEngineHelper.java:367)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQueueListener.java:326)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueueListener.java:202)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:163)
at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFlowQueueListener.java:149)
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:331)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor.java:496)
at java.lang.Thread.run(Thread.java:595)
```

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 199194

Severity: Normal

Type: Normal Fix

Build: 5003

#### InQuira ID: NFX7092

Title: Old version of business process is running even after checking in the new version

Description: Old version of business process is running even after checking in the new version.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 191969

Severity: Normal

Type: Normal Fix

Build: 5003

#### InQuira ID: NFX7102

Title: Many files failed to route with Mailbox message not found error

Description: Many files failed to route with Mailbox message not found error in Sterling File Gateway.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 196295

Severity: Normal

Type: Normal Fix

Build: 5003

#### InQuira ID: NFX7208

Title: WorkflowLauncher does not return the workflow ID

Description: WorkflowLauncher does not return the workflow ID.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 190937

Severity: Normal

Type: Normal Fix

Build: 5003

### InQuira ID: NFX7368

Title: `softstop.sh` does not return and always times out

Description: `softstop.sh` does not return and always times out. The Services Controller is checking the database for the adapter state to find out if the adapter has shut down, but the shutdown code does not update the table for that type of adapter (stateless adapter).

Error message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 200712

Severity: Critical

Type: Normal Fix

Build: 5003

### InQuira ID: NFX7497

Title: Business Processes are in a hung state - the workflow queue subsystem is not properly rescheduling jobs from the queue

Description: Business Processes are in a hung state - the workflow queue subsystem is not properly rescheduling jobs from the queues. This impacts two areas: wait queue and cluster load balancing. Other workflow queues are not affected.

#### **Primary Use Case (Wait Service)**

BP jobs in the wait queue (queue 0) are placed there by the Wait Service. With this issue introduced in 4320, only one job will be resumed from the wait queue every 30 seconds. This queue operates in "last in, first out" (LIFO) ordering which means some business processes may never get resumed if the system is unable to keep up with the load based on the time delay. This will cause significant delays in processing or no processing of business processes which rely on the Wait Service. It results in a backlog of jobs in the wait queue.

#### **Secondary Use Case (Cluster)**

At the time that a BP is executed, Gentran Integration Suite determines which node the BP will run on based on BP configuration and current system load of the active nodes. This determination is NOT affected. However, once a BP has been assigned to a node, it is possible that the nodes will become freed up earlier than expected. In these situations, jobs can not be re-distributed to any idle nodes for further load balancing

except for 1 every 30 seconds because of this issue. This may cause delays in processing. BPs are typically load balanced at the start of the BP process and not re-assigned which makes this use case less common than the Wait Service use case above.

The following out of the box business processes also use the Wait Service for AS2, AS3, CD Interop and recovery:

- ◆ CDInterop\_BeginSessionWithLoop
- ◆ CDInterop\_CopyFromWithLoop
- ◆ CDInterop\_CopyToWithLoop
- ◆ CDInterop\_BeginSessionWithLoop
- ◆ CDInterop\_CopyFromWithLoop
- ◆ CDInterop\_CopyToWithLoop
- ◆ Recovery
- ◆ CDInterop\_CopyFromWithLoop
- ◆ CDInterop\_CopyToWithLoop
- ◆ CDInterop\_BeginSessionWithLoop
- ◆ CDInterop\_CopyFromWithLoop
- ◆ CDInterop\_CopyToWithLoop
- ◆ AS2SendAndProcessAsyncMDN
- ◆ AS2SendAndProcessNoMDN
- ◆ AS2SendAndProcessSyncMDN
- ◆ MailboxAS2SendAndProcessAsyncMDN
- ◆ MailboxAS2SendAndProcessNoMDN
- ◆ MailboxAS2SendAndProcessSyncMDN
- ◆ Sub\_AS3DownloadMDN
- ◆ Sub\_AS3DownloadMessage
- ◆ Sub\_AS3MDNMonitoring
- ◆ Sub\_AS3PickupMessage
- ◆ Sub\_AS3SendMDN
- ◆ Sub\_AS3SendMessage
- ◆ Recovery
- ◆ AS2SendAndProcessAsyncMDN
- ◆ AS2SendAndProcessNoMDN
- ◆ AS2SendAndProcessSyncMDN
- ◆ MailboxAS2SendAndProcessAsyncMDN
- ◆ MailboxAS2SendAndProcessNoMDN
- ◆ MailboxAS2SendAndProcessSyncMDN
- ◆ Sub\_AS3DownloadMDN

- ◆ Sub\_AS3DownloadMessage
- ◆ Sub\_AS3MDNMonitoring
- ◆ Sub\_AS3PickupMessage
- ◆ Sub\_AS3SendMDN
- ◆ Sub\_AS3SendMessage
- ◆ Recovery
- ◆ AS2SendAndProcessAsyncMDN
- ◆ AS2SendAndProcessNoMDN
- ◆ AS2SendAndProcessSyncMDN
- ◆ Sub\_AS3DownloadMDN
- ◆ Sub\_AS3DownloadMessage
- ◆ Sub\_AS3MDNMonitoring
- ◆ Sub\_AS3PickupMessage
- ◆ Sub\_AS3SendMDN
- ◆ Sub\_AS3SendMessage
- ◆ AS2SendAndProcessAsyncMDN
- ◆ AS2SendAndProcessNoMDN
- ◆ AS2SendAndProcessSyncMDN
- ◆ Sub\_AS3DownloadMDN

Resolution:

If you believe you are affected by either of the use cases described above, please take the appropriate action as described in the Critical Build Notification for 4320 and 4321 > Gentran Integration Suite 4.3, Build 4320 and 4321 section (GIS43\_Build\_Info.pdf or in the 4321 Build information in the Documentation Library).

Please see 4.3 information as described above.

Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Workflow Engine

Escalation ID: 00106873

Fix ID: 204086, 204100

Severity: Critical

Type: Core Change

Build: 4320 (HF), 4321 (HF), 5003

InQaira ID: NFX7589

Title: Mandatory node is not honored in step 0 if it is from the workflow directory

Description: Mandatory node is not honored in step 0 if it is from the workflow directory.

Error Message: No error message.

Resolution: Please apply Sterling Integrator, Release 5.0 Build 5003 or later.

Functional Area: Workflow Engine

Escalation ID: QC

Fix ID: 195759

Severity: Normal

Type: Normal Fix

Build: 5003

## XML Encoder

InQuira ID: NFX9718

Title: XML Encoder Service not able to process large files.

Description: XML Encoder throws errors when processing files of larger size.

Error Message: Java.sql.SQLException: Body too large to load into memory. It must be read using streams

Resolution: The fix for this issue will make XML Encoder Service to support Streaming.

Please apply Gentran Integration Suite, Release 4.2 Build 4223 or later.

Please apply Gentran Integration Suite, Release 4.3, Build 4324 or later.

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: XML Encoder

Escalation ID: 202698

Fix ID: 227495, 228307, 228311

Severity: Critical

Type: Core Change

Build: 4223, 4324, 5008

## XPath

InQuira ID: NFX2606

Title: sci-set-property custom XPath function added.

Description: The custom XPath function sci-set-property was not enabled in Gentran integration Suite 4.3. The function is available in 4.1.1.

Error Message:

When trying to use sci-set-property:

Service Name: Assign Service

```
javax.xml.transform.TransformerException: Unable to get/create XPath object from
cache with XPath value of "sci-set-property('myValue',MyParam)". The system log may
have further information. Search for "XPathCacheLoader.load" to find more detailed
information.
  at com.sterlingcommerce.woodstock.util.xml.XMLUtil.getXObject(XMLUtil.java:1030)
  at
com.sterlingcommerce.woodstock.xpathutil.XPathHelper.executeXPath(XPathHelper.java:4
44)
  at
com.sterlingcommerce.woodstock.xpathutil.XPathHelper.executeXPath(XPathHelper.java:1
46)
  at
com.sterlingcommerce.woodstock.xpathutil.XPathHelper.getNodeListFromXPath(XPathHelve
r.java:817)
  at
com.sterlingcommerce.woodstock.workflow.WFCUtil.getDataFromTree(WFCUtil.java:1272)
  at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.getDataFromTree(WorkFlowCont
ext.java:2564)
  at
com.sterlingcommerce.woodstock.workflow.WorkFlowContext.getDataFromTree(WorkFlowCont
ext.java:2556)
  at
com.sterlingcommerce.woodstock.workflow.SystemWorkFlowContext.getContent(SystemWorkF
lowContext.java:328)
  at
com.sterlingcommerce.woodstock.workflow.services.AssignService.processData(AssignSer
vice.java:167)
  at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1671)
  at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:559)
  at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:339)
  at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:321)
  at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQueu
eListener.java:202)
  at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163)
  at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:149)
  at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
31)
  at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:496)
  at java.lang.Thread.run(Thread.java:801)
```

Resolution:

Please apply Gentran Integration Suite, Release 4.3 Build 4309 or later.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: XPath

Escalation ID: 1369479

Fix ID: 39527, 39548

Severity: Normal

Type: Normal Fix

Build: 4309, 5001

## XSLT

InQuira ID: NFX10934

Title: XSLT Service errors out when document encryption is turned ON

Description:

XSLT Service errors out when document encryption is turned ON. The defaultDocumentStorageType is set to database and the input to XSLT Service is an extracted document from mailbox.

Error Message:

```
Status report on 2009-08-28 14:41:07.191 for service: XSLT Service:
  Report consists of 9 messages
[2009-08-28 14:41:04.825] Message: Starting service
[2009-08-28
14:41:04.825] Message: Retrieved input parameter: xslt_name:
XSLT_PreProcess_StripExtras_ATG_S12
[2009-08-28 14:41:04.825] Message: Retrieved input parameter: xml_input_from:
PrimaryDoc
[2009-08-28 14:41:04.825] Message: Retrieved input parameter: xml_input_validation:
NO
[2009-08-28 14:41:04.831] Message: Successfully loaded template.
[2009-08-28
14:41:04.832] Message: Getting input XML.
[2009-08-28 14:41:04.832] Message: Successfully retrieved the document
[2009-08-28 14:41:04.832] Message: Got Primary Doc
[2009-08-
28 14:41:07.088] ERROR: XSLT Service failed. Failed to transform document Exception:
XSLTTransformer: Transformer Exception: Failed to do transformation. Details:
org.apache.xerces.impl.io.MalformedByteSequenceException: Invalid byte 1 of 1-byte
UTF-8 sequence.
The total number of errors is: 1
All the error messages:
[2009-08-28
14:41:07.088] ERROR: XSLT Service failed. Failed to transform document Exception:
XSLTTransformer: Transformer Exception: Failed to do transformation. Details:
```

org.apache.xerces.impl.io.MalformedByteSequenceException: Invalid byte 1 of 1-byte UTF-8 sequence.  
End of report

**Resolution:**

Please apply Sterling Integrator, Release 5.0 Build 5008 or later.

Functional Area: XSLT

Escalation ID: 00081666

Fix ID: 229457

Severity: Normal

Type: NormalFix

Build: 5008

**InQuira ID: ENH1896**

Title: Enhance the XSLT Service in Sterling Integrator to process very large files

Request Description: The XSLT Service in Sterling Integrator needs to process very large files. The XSLT service step fails with `Out Of Memory Exception` when processing very large files.

Escalation ID: N/A

Status: Completed

Request Resolution: To process large files, the physical memory allocated to Sterling Integrator must be at least six times the size of the file to be processed. See the *Gentran Integration Suite 4.3* or *Sterling Integrator 5.0 Documentation Updates* for more information on *XSLT Service (Build 4321\5004 or higher)*.

Please apply Gentran Integration Suite, Release 4.3 Build 4321 or later.

Please apply Sterling Integrator, Release 5.0 Build 5004 or later.

**InQuira ID: NFX3653**

Title: XSLT service no longer checks for well-formedness in Gentran Integration Suite 4.3

Description: XSLT Service in Gentran Integration Suite 4.3 does not check for well-formedness, a bad XML file or even a non XML file. XSLT Service does not throw an error when an XML document is not well formed.

Error Message: No error messages.

**Resolution:**

Please apply Gentran Integration Suite 4.3 Build 4315 or higher.

Please apply Sterling Integrator, Release 5.0 Build 5001 or later.

Functional Area: XSLT

Escalation ID: 1371066

Fix ID: 166838, 175979

Severity: Normal

Type: Normal Fix

Build: 4315, 5001

## Yantra Integration

InQuira ID: NFX1867

Title: YANTRA password is not encrypted in the sandbox.cfg file

Description: When running the 'enccfgs.sh' script to encrypt the database passwords in the 'sandbox.cfg' file, it would not encrypt the entry for the YANTRA\_DB\_PASS

Resolution:

For Gentran Integration Suite 4.2, apply 4211 or later before executing 'enccfgs.sh'

For Gentran Integration Suite 4.3, apply 4306 or later before executing 'enccfgs.sh'

For Sterling Integrator 5.0, please apply Build 5001 or later before executing 'enccfgs.sh'

WARNING: If the 'enccfgs.sh' has already been run against the system, then it should NOT be executed again. This will encrypt the encrypted passwords again, and will render the system unable to start!

If the 'enccfgs.sh' has already been executed before the above builds are applied, then the line for the YANTRA\_DB\_PASS can be safely deleted from the 'sandbox.cfg' file instead

Functional Area: Yantra Integration

Escalation ID: 1367388

Fix ID: 41611, 42276, 39957

Severity: Normal

Type: Normal Fix

Build: 4211, 4306, 5001