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# Issues and Resolutions for the Standards Library Version 5.4

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## AS2

The following issues and resolutions are identified for the AS2 issues:

- ◆ *Certificate Order in the Configure Certificates Dialog Box Displays “Error on Page” in the Browser Status Bar* on page 2
- ◆ *Error Message Received When Editing the Name Field of the AS2 Wizard Mailbox Partner Profile, and the Corresponding Routing Rule is Deleted* on page 2
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## Certificate Order in the Configure Certificates Dialog Box Displays “Error on Page” in the Browser Status Bar

**Issue:** In all Configure Certificates wizard pages that use the Multi Certificate feature, when you click the Certificate Order up and down arrow, the message “Error on page” is displayed in the browser status bar.

**Resolution:** You cannot move the certificate order in the list. Certificates are used on the basis of the selected policy, which by default is already selected for you and not based on the order in the list. Hence, this error can be safely ignored.

## Error Message Received When Editing the Name Field of the AS2 Wizard Mailbox Partner Profile, and the Corresponding Routing Rule is Deleted

**Issue:** When you edit the **Name** field of the AS2 Wizard Mailbox Partner profile in the application, you receive the error message “The system update ended with errors. Please check System logs for more details. Mailbox configuration related failure. Configuration maybe incomplete. Please check UI/system logs for more details.” Additionally, the corresponding routing rule and virtual root are deleted.

**Resolution:** Run the AS2 partner program again using the original values set in the Sterling Community Manager to recreate the missing routing rules, virtual root, and so forth.

## If You Leave the Question “Set the Maximum Number of Files To Collect At a Time” Unanswered in the AS2 Embedded Sponsor Program, It Results in an Invalid Business Process

**Issue:** In the *Embedded AS2 Sponsor Setup Using Files* program, the question “Set the maximum number of files to collect at a time” is optional. However, if you leave this question unanswered, an invalid schedule business process is generated for the partners using this file system.

**Resolution:** Always enter a value for “Set the maximum number of files to collect at a time” question in the *Embedded AS2 Sponsor Setup Using Files* program.

## **In the AS2SendAndProcessAsyncMDN Business Process, the Time Interval Between “HTTP Client End Session Service” and “EDIINTAck Service” is Too Small For An MDN To Be Received**

**Issue:** In the AS2SendAndProcessAsyncMDN business process, the time interval between **HTTP Client End Session Service** and the **EDIINTAck Service** is one second. It is possible that this interval is not enough to wait before an MDN is returned, and in that case, the process calls the **Wait Service** to wait for two minutes (which is not configurable outside of the BPML). This sometimes prevents the MDN from getting processed until almost two minutes after it is received.

**Resolution:** This does not have any functional impact other than taking more time to process MDNs in some cases. There should also be no performance impact since the process that is waiting in the **Wait Service** does not prevent other processes from executing.

## **Multiple Certificates With the Same “Go Live Date” for SSL, Encryption, and Signing are Allowed in the SCM AS2 Sponsor and Partner Programs**

**Issue:** Multiple certificates with the same **Go Live Date** for SSL, encryption, and signing are allowed in the SCM AS2 sponsor and partner programs. However, when you edit those resources in the application, you correctly receive the error: Cannot have multiple certificates with the same Go Live Date.

**Resolution:** Specifying the same **Go Live date** for multiple certificates is a configuration error. In this scenario, you need to either change the **Go Live date** of the certificates or remove the certificates with the duplicate Go Live Date.

## **Permissions Screen is Displayed When the Administrator Creates a New User Account With AS2 Accessibility**

**Issue:** When an administrator creates a new user account with AS2 accessibility, the Permissions page is displayed and it appears to allow the administrator to assign additional permissions to that account, which is misleading. A user account with only AS2 accessibility does not have the authority to change or add any permission.

**Resolution:** Though the Permissions page is displayed, you cannot add functionality to an AS2 user account by assigning additional permissions.

## **The AS2 Wizard Allows You to Continue Configuring the AS2 Trading Partner Relationships Even If You Don’t Specify the Certificates That are Marked as Mandatory**

**Issue:** If System or Trusted certificates are not defined in the system, the AS2 wizard allows you to continue configuring the AS2 trading partner relationships, even if you do not specify certificates that are marked as mandatory. This could lead to an invalid configuration.

**Resolution:** You should always specify certificates when the user interface indicates that they are mandatory. If you do not, you need to go through the AS2 wizard again to edit the AS2 configuration and specify the certificates that are marked as mandatory to set up a valid configuration. If System or Trusted certificates are defined in the application and you do not specify the certificates that are marked as mandatory, the AS2 wizard does not allow you to continue configuring the trading partner relationship.

## When Editing an Advanced AS2 Profile Created Through SCM, a Dialog Box With an Incorrect Message is Displayed

**Issue:** When editing an advanced AS2 profile created through SCM, a dialog box with the message “Would you prefer to use AS2 specific wizard to edit this profile?” is displayed. When you click **OK**, the control is transferred to the AS2 Wizard user interface page and the error message “AS2 specific information cannot be loaded! Please create new partner using AS2 wizard if necessary or use Advanced Profile wizard instead” is displayed.

**Resolution:** Advanced AS2 profiles cannot be edited with the AS2 wizard. You should not use the AS2 Wizard when editing an advanced AS2 profile, but should instead edit the profile through SCM.

## When Exporting AS2 Trading Partners, You Need to Select the Mailbox or File System Configurations Associated with the Profiles

**Issue:** When exporting AS2 Trading Partners, you need to select the Mailbox or File System configurations associated with the profiles.

**Resolution:** For Mailbox profiles, you need to export the following data associated with the AS2 Trading Partner Profiles:

- ◆ Accounts->Users
- ◆ Accounts->Permissions
- ◆ Mailboxes->Mailbox Metadata
- ◆ Mailboxes->Mailbox Routing Rules
- ◆ Mailboxes->Mailbox Virtual Roots

For File System profiles, you need to export the following data associated with the AS2 Trading Partner Profiles:

- ◆ Service Configurations
- ◆ Schedules

## When Using AS2 with Mailboxes, Using a Payload Type That Is Not Signed Causes the Mailbox Add Service to Fail

**Issue:** When using AS2 with mailboxes, using a payload type that is not signed causes the mailbox add service to fail because the user cannot be found.

**Resolution:** When you are using AS2 with mailboxes, follow these steps:

1. The MailboxAS2Add bp creates a default mailbox path of /Inbound. Verify that the mailbox name and path are set to /Inbound. If one is not present, you need to create it.
2. Create a user account that is documented in the status report under **Mailbox User Permission Error**.
3. Assign the mailbox path from step 1 to the user account in step 2.

## While Exporting or Importing the Embedded AS2 Organization Profile, Some Fields Are Not Included

**Issue:** The optional E-mail address, E-mail Host, and E-mail Port fields in the application user interface profile\_ORGANIZATION page (accessed through **Trading Partner > AS2 > AS2 Profiles**) are not included within the export file when you export trading partner data.

**Resolution:** Set the abovementioned optional fields in the target application instance through the AS2 profiles Edit page.

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## AS3

The following issues and resolutions are identified for the AS3 issues:

- ◆ *A Separate Question Block is Needed in the AS3 Partner Program That Allows Partners to Indicate Their Preferred Credentials to Log in to the FTP Server of the Sponsor on page 5*
- ◆ *Some Parameters That are Available in the Application While Configuring AS3 Resources are Missing From the AS3 SCM Questionnaires on page 5*

## A Separate Question Block is Needed in the AS3 Partner Program That Allows Partners to Indicate Their Preferred Credentials to Log in to the FTP Server of the Sponsor

**Issue:** A separate question block is needed in the AS3 Partner program so that it allows partners to indicate their preferred credentials to log into the FTP server of the sponsor.

**Resolution:** Sponsors need to create specific credentials for their partners to log in to the FTP server of the Sponsor. These credentials should also be sent to the partner as an out-of-band activity.

## Some Parameters That are Available in the Application While Configuring AS3 Resources are Missing From the AS3 SCM Questionnaires

**Issue:** The following parameters are available in the application while configuring AS3 resources but not part of the AS3 Questionnaires in SCM:

- ◆ Transfer Mode
- ◆ Local Data Port Range

- ◆ Local Control Port Range
- ◆ Response Time Out (seconds)
- ◆ Connection Retry
- ◆ Retry Interval (seconds)

**Resolution:** Any changes made to the above values through the AS3 application user interface will not revert back to its original values when an agreement is re-executed or an update is done through SCM. You have to use the AS3 application user interface to modify the values back to its original.

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## AUTACK

### **AUTACK Security Fails During Outbound Processing If Some of the Fields Are Not Specified in SCM When Security is Enabled**

**Issue:** The AUTACK security fails during outbound processing if any of the following fields are not specified in SCM when security is enabled:

- ◆ Security Algorithm
- ◆ Use of Algorithm
- ◆ Security Service
- ◆ Response Type
- ◆ Filter Function

**Resolution:** The envelope conversion does not detect these missing sponsor-specific settings. If you specify these settings during an update in SCM, it updates all the partners in the application.

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## Business Processes

### **When Manually Executing a Business Process Using the Business Process Execution Manager, the Execute Business Process User Interface is Not Refreshed**

**Issue:** When you manually execute a business process using the Business Process Execution Manager, the Execute Business Process user interface is not refreshed through after the process completes if an update to a step does not occur at an appropriate interval.

**Resolution:** Manually refresh the page, access the Current Processes, or perform an advanced business process search to find the business processes most recently executed to locate the correct status.

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## Envelopes

### Associated Envelopes are Not Listed in the Delete Resources Confirm Page when Deleting an Identity in the Application

**Issue:** Associated envelopes are not listed in the Delete Resources Confirm page when deleting an identity in the application.

**Resolution:** To view the associated envelopes, you need to view the identity in the Identities page before deleting it.

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## Map Editor

The following issues and resolutions are identified for the Map Editor issues:

- ◆ *Importing a .DDF File With the Key Field on a Record Does Not Select the Proper Key Field as the Default Both On the Input And the Output Side Of the Map on page 7*
- ◆ *In the “Save As” Dialog Box, the Existing Source Map Files are Not Seen in the Selected Directory on page 7*
- ◆ *When Creating a Map That Uses HIPAA Version 005010X217, Transaction Set 278, No Map Components are Activated by Default on page 8*

### Importing a .DDF File With the Key Field on a Record Does Not Select the Proper Key Field as the Default Both On the Input And the Output Side Of the Map

**Issue:** When you import a .DDF file for an ODBC map that has one record employing a key field, the key field is not set properly both on the input and output side of the map.

**Resolution:** You need to manually select the proper key field for the record in the Map Editor. In the Map Editor, once you have imported a .DDF file, right-click the imported record(s), then select Properties, and then the Key field tab to make the changes.

### In the “Save As” Dialog Box, the Existing Source Map Files are Not Seen in the Selected Directory

**Issue:** In the **Save As** dialog box, the already existing source maps are not seen in the selected directory if \*.map is selected in the **Save as type** list.

**Resolution:** Select **All files (\*.\*)** in the **Save as type** list to see all the files in the selected directory.

## When Creating a Map That Uses HIPAA Version 005010X217, Transaction Set 278, No Map Components are Activated by Default

**Issue:** When you create a map that uses HIPAA version 005010X217, transaction set 278, none of the map components are activated by default.

**Resolution:** You need to manually activate all the map components that are used in your data.

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## Permissions

### The Permissions Page is Not Refreshed When You Modify the Subgroups in the Assign Subgroups Page, and Return to the Assign Permissions Page

**Issue:** When you make changes to the subgroups in the **Accounts > Groups > Assign Subgroups** page, the **Assign Permissions** page is not refreshed and the originally selected subgroups are still displayed.

**Resolution:** Cancel the Groups Settings wizard and provide the proper subgroups when you first set up the Group.

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## Services and Adapters

The following issues and resolutions are identified for the Services and Adapters issues:

- ◆ *When an Adapter Configuration is Linked to a Scheduler, a New Version of the Scheduler Business Process is Always Created When the Adapter Configuration Edit Link is selected on page 8*
- ◆ *When Enabling or Disabling the SWIFTNet Server Adapter Through the Scheduler Details on the Confirm Page, the Scheduler is Not Updated With an Enable or Disable Status on page 9*

### When an Adapter Configuration is Linked to a Scheduler, a New Version of the Scheduler Business Process is Always Created When the Adapter Configuration Edit Link is selected

**Issue:** When an adapter instance is linked to a schedule, a new version of the scheduler business process is always created when the adapter configuration edit link is selected.

**Resolution:** This has no impact to the functionality of the operation being performed, and can be safely ignored.



## When Enabling or Disabling the SWIFTNet Server Adapter Through the Scheduler Details on the Confirm Page, the Scheduler is Not Updated With an Enable or Disable Status

**Issue:** When enabling or disabling the SWIFTNet Server adapter using the scheduler details on the Confirm page, the scheduler is not updated with the correct enabled/disabled status. This is an issue affecting all services and adapters, and is not limited to the SWIFTNet Server adapter.

**Resolution:** Do not enable or disable the SWIFTNet Server adapter from the Confirm page of the adapter configuration; instead, enable or disable the adapter from the Main Service Configuration page.

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## Sterling Community Manager (SCM)

The following issues and resolutions are identified for SCM issues:

- ◆ *Contract Details are Not Refreshed in the Service Configuration Screen (EDIINT Pipeline Service with Build Action) when the Sponsor and Partner Profiles are Created Using the AS IS Option After Terminating the Agreements on page 10*
- ◆ *Control Number Issues in Handling Outbound Transaction Level Envelopes from SCM on page 10*
- ◆ *If a Value is Not Selected for the Acknowledgement Detail Level Question in the Inbound X12 GS Partner Block Question Block, You Receive an Error Message on page 10*
- ◆ *In the X12 Envelope Questionnaire, If the “Control Number Handling” Question is Set to “Always Start at 1” in the Sponsor Setting, the Question “Partner Can Override Control Number Value” is Disabled, Even If You Select “Yes” on page 11*
- ◆ *In the Inbound EDIFACT UNH Partner Block Question Block, the Security Properties Panel Does Not Display All the Fields in Read-Only Mode on page 11*
- ◆ *In the Inbound X12 Sponsor Program, the Transaction Step In the BP and Extraction Options Needs Some Questions to be Marked As Mandatory on page 11*
- ◆ *In the X12 Envelope Questionnaire, If the “Control Number Handling” Question is Set to “Always Start at 1” in the Sponsor Setting, the Question “Partner Can Override Control Number Value” is Disabled, Even If You Select “Yes” on page 11*
- ◆ *Name of the Certificate Checked in to SCM For Encryption is Defaulted to the Format “Organization Name - Serial Number” When Sent to the Application During Integration on page 12*
- ◆ *[SCM] Tag is Not Displayed For the Associated Envelopes in the Listing For the Advanced Trading Partner on page 12*
- ◆ *Selecting the [No Delimiter] Option in the X12 or EDIFACT Outbound Interchange Questionnaires Results in an Invalid Envelope on page 12*
- ◆ *The Configure AS3 Message Naming Options Value is Not Updated Properly in the Application Once the Resource Update is Completed Using the AS IS Option From SCM (After Modifying the Data in the Application) on page 12*
- ◆ *The EDIFACT Interchange Questionnaires have Questions About Delimiters Marked as Optional, but if You do no Pick a Delimiter, it Results in a Conversion Error on page 13*

- ◆ *The X12 and EDIFACT Inbound Programs in SCM Allow Users to Configure Transaction Set Level Sender ID and Receiver ID That Are Different From the Parent Envelope Sender ID and Receiver ID* on page 13
- ◆ *When Using the “AS IS” Option, the Certificates Are Not Updated Correctly in the Application While Executing The Advanced AS2 With SSL Sponsor Setup And SSL Partner Setup Programs* on page 13

## **Contract Details are Not Refreshed in the Service Configuration Screen (EDIINT Pipeline Service with Build Action) when the Sponsor and Partner Profiles are Created Using the AS IS Option After Terminating the Agreements**

**Issue:** The contract details are not refreshed in the service configuration screen (EDIINT Pipeline service with build action) when the sponsor and partner profiles are created using the AS IS option after terminating the agreements.

**Resolution:** In this scenario, you need to edit and save both contracts.

## **Control Number Issues in Handling Outbound Transaction Level Envelopes from SCM**

**Issue:** For transaction-level envelopes from SCM, if the sponsor indicates that the control number must “Always start at 1” and also specifies that the partner can override that value, the partner actually cannot override the control number.

**Resolution:** For transaction-level envelopes from SCM, the sponsor should not indicate that the partner can override the control number value.

## **If a Value is Not Selected for the Acknowledgement Detail Level Question in the Inbound X12 GS Partner Block Question Block, You Receive an Error Message**

**Issue:** If a value is not selected for the **Acknowledgement Detail Level** question in the *Inbound X12 GS Partner Block* question block, then the corresponding resource update fails with the error message “Missing/invalid settings from X12 Inbound Group Data Block: Acknowledgement Detail Level.”

**Resolution:** In the *Inbound X12 GS Partner Block* question block, the **Acknowledgement Detail Level** question needs to be marked as **Mandatory**.

## **In the AS2 With SSL Sponsor Program, Only the Sequence of Dates are Displayed for the Key Certificates Without Showing the Name of the Certificates**

**Issue:** When you add the Sponsor display steps for SSL in the AS2 with SSL Sponsor Program, only the sequence of dates are displayed for the SSL key certificates without showing the name of the certificates.

**Resolution:** This does not impact any functionality. Also, displaying the name of the private certificate of a sponsor is not necessary and only the public certificate information should be visible to the partner in a display step. This is because the SSL Certificate Name question is configured to be hidden from the partners, and if you are using SCM Enterprise Edition, you can set the Go Live and Not After dates as hidden as well to avoid confusion for your partners.

## **In the Inbound EDIFACT UNH Partner Block Question Block, the Security Properties Panel Does Not Display All the Fields in Read-Only Mode**

**Issue:** In the Inbound EDIFACT UNH Partner Block question block, the Security Properties Panel does not display all the fields in Read-Only mode.

**Resolution:** Click **Modify Response** in the related tasks section to view all the fields.

## **In the Inbound X12 Sponsor Program, the Transaction Step In the BP and Extraction Options Needs Some Questions to be Marked As Mandatory**

**Issue:** In the Inbound X12 Sponsor program, the **Transaction** step in the **BP and Extraction Options Panel** needs some questions to be marked as **Mandatory**.

**Resolution:** The questions that are to be marked as **Mandatory** depending on the value selected for **Determine the Business Process by** question are:

1. Specify Contract - If the answer is *Specifying a contract*.
2. Specify Business Process - If the answer is *Specifying a business process*.

If the abovementioned questions are not answered, the corresponding resource update fails.

## **In the X12 Envelope Questionnaire, If the “Control Number Handling” Question is Set to “Always Start at 1” in the Sponsor Setting, the Question “Partner Can Override Control Number Value” is Disabled, Even If You Select “Yes”**

**Issue:** In the X12 Envelope Questionnaire, if the “Control Number Handling” question is set to “Always Start At 1” in the sponsor settings, the question “Partner Can Override Control Number Value” should be disabled, but it is not. This means the sponsor can set the value to “yes”, which implies that the partner can override that setting, which he or she cannot.

**Resolution:** When sponsors set “Control Number Handling” to “Always start at 1,” they should also make sure “Partner can override control number value” is set to “No.” Regardless of whether they set it to “Yes” or “No,” the setting of “Always start at 1” takes precedence, but setting it to “No” will make it clear to the trading partners that they cannot override that setting.

## **Name of the Certificate Checked in to SCM For Encryption is Defaulted to the Format “Organization Name - Serial Number” When Sent to the Application During Integration**

**Issue:** When performing a resource update from SCM to the application, if the program involves checking in certificates, please note the organization name and serial number of each certificate. The name of the certificate in the application will use the format “organization name - serial number” after the resource update. The certificate name entered inside SCM is not used during resource update.

**Resolution:** Perform the following steps:

1. Leverage the integration framework to create a custom converter and questionnaire that checks in and updates the certificate with the name you entered inside SCM.
2. Handle the certificate exchange outside of SCM. That is, do not use SCM to check in and update certificates in the application. You can manually check in the certificates to the application, since that interface allows you to select the desired certificate name.

## **[SCM] Tag is Not Displayed For the Associated Envelopes in the Listing For the Advanced Trading Partner**

**Issue:** The [SCM] tag is not displayed for the EDIFACT and X12 envelopes in the listing for the Advanced Trading Partner Manager when it is displayed in the envelope manager in the user interface.

**Resolution:** This is a known issue and can be safely ignored.

## **Selecting the [No Delimiter] Option in the X12 or EDIFACT Outbound Interchange Questionnaires Results in an Invalid Envelope**

**Issue:** Selecting the [No Delimiter] option in the X12 or EDIFACT Outbound Interchange Programs (either sponsor or partner) results in an invalid delimiter setting.

**Resolution:** Select one of the delimiter options other than [No Delimiter] when you answer the question.

## **The Configure AS3 Message Naming Options Value is Not Updated Properly in the Application Once the Resource Update is Completed Using the AS IS Option From SCM (After Modifying the Data in the Application)**

**Issue:** The Message Naming option table **AS3\_MSG\_OPTIONS**, is a one-to-many optional relationship. When message naming option is not required, no records are written to this table. When you execute a program and do not specify message naming options, not only are records not written to the **AS3\_MSG\_OPTIONS** table, but also references to this table are not kept, because an XAPI record is not created. When you update the Message Naming option from **No** to **Yes** through the application user interface, you create the records in the **AS3\_MSG\_OPTIONS** table, but there is still no reference to this object in the **SCI\_SCM\_REFERENCE** table, because it was not created by SCM. At that time, when you

execute an As Is operation, it is actually an update. Since the original agreement did not have any reference, the converter is not triggered and nothing happens.

**Resolution:** You should execute a Save As operation for the Message Naming Option in SCM to allow it to return to its original state before you perform the change in the application user interface.

## **The EDIFACT Interchange Questionnaires have Questions About Delimiters Marked as Optional, but if You do not Pick a Delimiter, it Results in a Conversion Error**

**Issue:** The EDIFACT Interchange Questionnaires have questions about delimiters marked as optional, but if you do not pick a delimiter, it results in a conversion error

**Resolution:** The workaround is to pick a valid delimiter as the answer for these questions.

## **The X12 and EDIFACT Inbound Programs in SCM Allow Users to Configure Transaction Set Level Sender ID and Receiver ID That Are Different From the Parent Envelope Sender ID and Receiver ID**

**Issue:** The X12 and EDIFACT Inbound programs in SCM allow users to configure transaction set level sender ID and receiver ID that are different from the parent envelope sender ID and receiver ID. When the agreements are converted to the application format, the sender ID and receiver ID are always taken from the parent envelope (group or interchange level depending on the program), and thus the questions in the transaction set level are not needed.

**Resolution:** Be sure that you set the same values for the sender ID and receiver ID in both the transaction set and the parent level envelopes. Any other value used will not match an inbound document; therefore, using the same values from the parent envelope is the only valid option.

## **When Using the “AS IS” Option, the Certificates Are Not Updated Correctly in the Application While Executing The Advanced AS2 With SSL Sponsor Setup And SSL Partner Setup Programs**

**Issue:** The certificates are not updated correctly in the application while executing the Advanced AS2 with SSL Sponsor Setup and Advanced AS2 with SSL Partner Setup programs using the **AS IS** option, after modifying the Transport details by removing all the certificates associated to the Transport details in the application.

**Resolution:** You should make a note of the certificate details in the application prior to the resource update using the **AS IS** option for AS2 with SSL Sponsor Setup and Advanced AS2 with SSL Partner Setup programs. Once the resource update is done, you have to update the certificate details accordingly in the application, if needed.

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## User Interface

### Unnecessary Blank Page Appears in the Deprecation Report

**Issue:** When you view the Deprecation Report (by selecting **Admin Console > Operations > Reports**), an unnecessary blank page is displayed.

**Resolution:** This is a known issue and can be safely ignored.