Sterling File Gateway

Operator Help
Version 2.0

IBM

Contents

System Status

View File Activity

You can view activity status information for the last hour, day, and week.

1. From the main menu, select **Tools** > **Activity Snapshot**.
2. A new window opens. While this window is open, you cannot perform other actions in Sterling File Gateway. Clicking on any of the numbers on the screen opens the Arrived File search results page.

   Note: The system will not time out while the Activity Snapshot is running. You should not leave it unattended.

   Metrics for the following activities are displayed for the last day, hour, or week:

   - **Total Arrived Files** - Arrived Files are the files that arrive from a producer. This is the total number of arrived files that completed in the specified time period. These are Producer files. For example, a Zip file containing 532 files only counts as one file. Click on this number to display a list of this set of arrived files. If new activity occurs between the snapshot display and the click, the list includes the new arrived files.
   - **Total Payloads** - Payloads are either the arrived files (if non-container type) or files found inside a container type. This is the number of payloads found within completed arrived files. Click on this number to display a list of this set of arrived files they originated from.
   - **Unidentified Files** - This is the number of arrived files that failed because no routing channel could be identified for any of their payloads.
   - **Successfully Routed** - This is the number of payloads that were successfully routed. Click on this number to display a list of arrived files they originated from.
   - **New Failures** - This is the number of payloads that failed to route for any reason other than total route identification failure. Excludes reviewed failures. Click on this number to display a list of arrived files they originated from.
   - **Reviewed Failures** - This is the number of payloads that failed to route for any reason other than total route identification failure. Includes only reviewed failures. Click on this number to display a list of arrived files they originated from.

3. Click on **Total in-flight** to see a list of files currently being processed. These are arrived producer files that have not yet moved to a completed state.

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4. Click on an item in the returned list to request the details about a route.

5. To view details, close the **Activity Snapshot** window.

Resolve Problems

Monitor the file activity routinely to check for failed transfers.

To resolve problems with file transfers:

1. From the main menu, select **Tools** > **Activity Snapshot**, and check for **New Failures**.

2. Click on the number in the **New Failures** column to see a list for the most recent hour, day, or week displayed in the main window. Close the **Activity Snapshot** window to view the list.

3. Click on an item in the returned list to see the details.

4. Verify that all business processes involved in processing and transferring the files completed successfully.

5. Correct the conditions that caused the failure. For example, if there was an FTP failure due to an incorrect password, update the Partner's FTP configuration with the correct password.

6. To replay the failed transfer, right-click in the row of the arrived file and select **Replay this Arrived File**.

7. Mark the activity as **Reviewed** to move it to the **Reviewed Failures** list. Right-click and select **Mark as Reviewed**, or click in the checkbox in the Reviewed column. You can remove the check mark by clicking again, or by right-clicking and selecting **Mark as Not Reviewed**. This field is useful for Operators to track their monitoring of file activity and resolving problems.

8. Check for files in Routing State for extended periods of time, in cases that do not show in **New Failures** or in **Successfully Routed**. Below the **Activity Snapshot**, click the **Total in-flight** link.

9. Close the **Activity Snapshot**.

10. Review the list for any files that may have stalled. Click in a row to view the related events.

11. If there is a halted or failed business process, manually restart the business process to resume the transfer.

Search for a File

The **Basic Search** page enables you to search for a file based on criteria you select. The **Advanced Search** page provides more options for criteria.

You can specify more criteria to narrow your results, or fewer criteria to widen your results. For any field, leave blank to select all values.

1. On the **Search Criteria** tab, enter the basic search criteria. This page is useful for finding files in major categories. To search for more-specific files, select **Advanced Search**. All of the criteria on the Basic Search page are also available on the Advanced Search page, along with many more criteria.

2. For **Producer**, select from the list or type the producer name. Leave this field blank to search for files from all producers.

3. For **Consumer**, select from the list or type the consumer name. Leave this field blank to search for files from all consumers.

4. For **Status**, select from:

   • Started - includes Started, Determining Routes, and Routing
   • Succeeded - includes Routed (arrived files, routes and deliveries)

• Failed - includes Failed

Leave blank to search for files with any status.

Note: For a status of Determining Routes or Started, details are not available for Routes/Deliveries or Events.

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5. For **Protocol**, select from:

  • FTP
  • SFTP
  • Connect:Direct

  Leave blank to search for files routed using any of the protocols, which also includes routing between mailboxes.

6. For **Original File Name**, type the full or partial name of the file the producer sent. This field is case-insensitive. File names containing the string will be matched in the search. Leave this field blank to search for all file names.

7. Click **Find** to initiate the search.

  The Search Results tab opens and the Arrived File pane is displayed with results matching all of your criteria. A maximum of 1000 files (or another limit set by your System Administrator) is displayed. The following information is provided for each arrived file:

  • Reviewed
  • Status
  • Producer
  • File Name
  • Discovery Time

8. If more than 1000 files (or another limit set by your System Administrator) match your criteria, a message is displayed indicating that you have more than 1000 matches and need to narrow your search. The first 1000 files are displayed.

9. Sort the results by clicking on any column header. Click again to change from descending order to ascending order. The default sort is by **Discovery Time**, in descending order.

10. To search for a file with more specific criteria, click on **Advanced Search**.

11. Select criteria in the Arrived File section from the following fields:

Field	Description
Producer	The partner who creates and sends files. Select from the list. Type the producer name to obtain unpurged data for producers who have been deleted. Leave blank to search for files from all producers.
Producer Code	The code for the producer. Select from the list. Type the producer code to obtain unpurged data for producers who have been deleted. Leave blank to search for files from all producers.
Producer Group	The group the producer is a member of. Select from the list. Type the producer group to obtain unpurged data for groups that have been deleted. Leave blank to search for files from all groups.

Field	Description
IP Address	The host IP address of the producer.
User	User ID of the protocol authentication.
Protocol	Select from: • FTP • SFTP • Connect:Direct Leave blank to search for files using all protocols, including routing between mailboxes.
Original File Name	Full or partial name of the file the producer sent. This field is case-insensitive.
File Size (Min) (kilobytes)	Smallest file size to search for.
File Size (Max) (kilobytes)	Largest file size to search for.
Status	Select from: • Started - includes Started, Determining Routes, and Routing • Succeeded - includes Routed (arrived files, routes and deliveries) • Failed - includes Failed This is the status of the Arrived File. Leave blank to search for files with any status. **Note:** For a status of Determining Routes or Started, details are not available for Routes/Deliveries or Events.
Reviewed	Select to: • Show both reviewed and unreviewed arrived files. • Show only unreviewed arrived files. • Show only reviewed arrived files. **Note:** Use these options to manage your review process of file transfers.
Message ID	The numeric message ID of the arrived file.
Mailbox Path	Full or partial name for the mailbox directory path of the arrived file. This field is case-insensitive.
Dataflow ID	The numeric dataflow ID for the file.
Date (From)	Click on the calendar icon to select the date to begin the search.
Date (To)	Click on the calendar icon to select the date to end the search.
Time (From)	The arrival hour, in 24-hour format, to begin the search. If the date fields are left blank, the time fields are ignored. If 0 is entered, records for all times are returned.
Time (To)	The arrival hour, in 24-hour format, to end the search. If the date fields are left blank, the time fields are ignored. If 0 is entered, records for all times are returned.

12. Select criteria in the Route section from the following fields:

Field	Description
Consumer	The partner who receives files directly or in a mailbox. Select from the list. Type the consumer name to obtain unpurged data for consumers who have been deleted. Leave blank to search for files from all consumers.
Consumer Code	The code for the consumer. Select from the list. Type the consumer code to obtain unpurged data for consumers who have been deleted. Leave blank to search for files from all consumers.
Consumer Group	The group the consumer is a member of. Select from the list. Type the consumer group to obtain unpurged data for groups that have been deleted. Leave blank to search for files from all groups.
Template Name	Routing Channel Template applied to the file transfer. **Note:** Finds files that successfully routed based on the template.
Facts	Select from: • ConsumerCode • ConsumerFilename • ConsumerName • ConsumerPgpExtension • ProducerCode • ProducerFilename • ProducerName **Note:** The list will also include any custom facts defined by the Integration Architect, with a prefix of "my".
Fact Value	Value for the fact selected above. Required when Fact is selected. This field is case-insensitive.
Status	Select from: • Started - includes Started, Determining Delivery, and Delivering • Succeeded - includes Complete • Failed - includes Failed This is the status of the Route. **Note:** For a status of Determining Routes or Started, details are not available for Routes/Deliveries or Events.

13. Select criteria in the Delivery section from the following fields:

Field	Description
IP Address	Host IP address for the delivered file. Do not use with In Mailbox specified as the protocol.
User	User ID of the protocol authentication. Do not use with In Mailbox specified as the protocol.

Field	Description
Protocol	Delivered file protocol. Select from: • FTP • Inbound FTP • Outbound FTP • SFTP • Inbound SFTP • Outbound SFTP • Connect:Direct • Inbound Connect:Direct • Outbound Connect:Direct • In Mailbox (for files that have not been retrieved)
Delivered File Status	Select from: • Started - includes Transforming, Delivering, and Redelivery • Succeeded - includes Complete • Failed - includes Failed This is the status of the delivered file.
Delivered File Name	Full or partial name of the delivered file. This field is case-insensitive.
File Size (Min) (kilobytes)	Smallest file size to search for.
File Size (Max) (kilobytes)	Largest file size to search for.
Message ID	The numeric message ID of the delivered file.
Mailbox Path	Full or partial name for the mailbox directory path of the delivered file. This field is case-insensitive.
Date (From)	Click on the calendar icon to select the date to begin the search.
Date (To)	Click on the calendar icon to select the date to end the search.
Time (From)	The delivery hour, in 24-hour format, to begin the search. If the date fields are left blank, the time fields are ignored. If 0 is entered, records for all times are returned.
Time (To)	The delivery hour, in 24-hour format, to end the search. If the date fields are left blank, the time fields are ignored. If 0 is entered, records for all times are returned.

Note: Searches using the characters _ and % (underscore and percent) may produce more results than expected, because these characters are interpreted as wildcards. Specify more characters to narrow your search, or visually search for the matches within the returned results.

Search results

In the search results for arrived files, the Producer Name is listed, if available. If Producer Name is not available, the Producer Code is listed in italics.

In the search results for routes, the Consumer Name is listed, if available. If Consumer Name is not available, the Consumer Code is listed in italics.

Where an arrived file is routed to multiple consumers, an individual route record will be created for each consumer. Search criteria that include a consumer specification will return arrived files that included the specified consumer in one of the resulting routes.

View Route Information

The Search Results tab provides the Arrived Files that meet the criteria specified for your search.

To view the detailed route information:

1. Sort the results by clicking on the header of any column. Click again to change from ascending to descending order.
2. Under Arrived Files, click in the row of the file you are interested in. Arrived file events are displayed in the right pane, with the time and description. Select the hyperlinks within the description to view more information about any event. Error events are displayed in red.
3. Click in the row of an event you are interested in to get details about the event.
4. To view routing channel template details, select the routing channel, right-click, select View associated template.
5. Sort the results by clicking on the header of any column. Click again to change from ascending to descending order.

Mark Activity as Reviewed

On the search results page, Operators can use the Reviewed checkbox to track when arrived files are reviewed.

To mark activity as reviewed:

1. On the Search Results page for Arrived Files, right-click in the Reviewed checkbox on the row of the file you want to mark as reviewed and select Mark as reviewed.
   Shift-click to select multiple files to mark at once.
2. To remove the reviewed check mark, right-click again and select Mark as not reviewed.

Activity History for Deleted Objects

After a partner, group, routing channel, or routing channel template is deleted, you can still access the history of the activities, if the activity has not been purged.

To view the history, type the value for the deleted object in the appropriate search field and click Find. Results displayed include activity for the deleted partner.

Generate Reports

Several standard reports are defined in Sterling File Gateway.

To generate reports:

1. From the main menu, select **Tools** > **Reports**.
2. Select the information you would like the report to contain. Leave any field blank to select all possible values. Options are:

Field	Description
Producer	Select a producer for the arrived files to report on. Do not use if Producer Group is specified.
Producer Group	Select a producer group for the arrived files to report on. Do not use if Producer is specified.
Consumer	Select a consumer for the arrived files to report on. Do not use if Consumer Group is specified.
Consumer Group	Select a consumer group for the arrived files to report on. Do not use if Consumer is specified.
Status	Select from: • Started - includes Determining Delivery and Delivering • Succeeded - includes Complete • Failed - includes Failed
Date (From)	Click on the calendar icon to select a starting date.
Date (To)	Click on the calendar icon to select an ending date.
Time (From)	Specify a time in the format hh:mm:ss. **Note:** Query in server time. Report results will be in server time, regardless of the header label.
Time (To)	Specify a time in the format hh:mm:ss. **Note:** Query in server time. Report results will be in server time, regardless of the header label.
Group By	Select from: • Producer • Consumer
Format	Select from: • HTML • PDF • XLS
Report Type	Select from: • Detailed - includes a Producer ID (assigned by the system), Consumer, Discovery Time, Completion Time, Status, Original File Name, and File Size • Summary - includes Total File Size and Total Count by Success, Error, In Progress, and Failure Reviewed **Note:** Error count is the number in Failed status that have not been reviewed.

Field	Description
Sort By	Click and drag the following fields into the desired order for sorting: • Status • File Name • File Size

3. Select Generate Report.

   Depending on your selections, the report has the following contents:

Field	Definition
Created On	Date and time report was requested
Created By	User ID that requested the report
Group By	How the data is grouped
Report Config	Selections made for report
Filters	How the data is ordered
Producer ID	ID assigned by the system for the producer that created and sent the file
Consumer	Partner that received the file
Discovery Time	Time file first entered system, in the server time zone, regardless of the header label
Completion Time	Time file transfer was completed, in the server time zone, regardless of the header label
Status	Status when report was generated
Original File Name	Name given to the file by the producer
File Size	Size of the transferred file
Summary • Producer • Total File Size • Total Count • Success • Error • In Progress • Failure Reviewed	For each producer, the total file size transferred in the report period, total count of files transferred in the report period, and a count for each status category. **Note:** Error count is the number in Failed status that have not been reviewed.

Note: By default, reports only include the first 1000 activity records that match the specified criteria. Your System Administrator may set another value for the number of records to be included in reports. (See System Administrator > Install and Set Up > filegateway_ui.properties.)

Note: users with Microsoft™ Internet Explorer 7 may not be able to open more than one PDF type report at a time due to Internet Explorer 7 content blocking security. Close the original report window or adjust Internet Explorer 7 browser setting or configure Adobe™ Reader to not open in a browser (and instead open in an Adobe™ window).

In Internet Explorer 7, select **Internet Options** > **Security (tab)** > **Custom level** > **Downloads** > **Automatic prompting for file downloads** > **Enabled**.

In Adobe™ Reader, select **Preferences** > **Display PDF in browser** > **disabled**.

About Event Codes

Each activity during the progress of a file transfer generates an event code. These codes are displayed in the activity details to enable Partners and Operators to see the progress and navigate to more details. System Administrators can create custom event codes and modify the permissions for standard event codes.

Some event codes trigger notifications to subscribers. System Administrators can change the permissions for an event code by using the customer_overrides.properties file to override values in the FGEventCodes.properties file. The default subscription settings are provided in the table below:

Event Code	Name	Description	Default Subscription Settings
FG_0050	MailboxAuthorizationFailure	When a user fails to access a mailbox that is monitored	Operators
FG_0201	BusinessProcessStarting	When a business process is started, with the reason for starting it stored in context.	Only in activity details.
FG_0202	BusinessProcessSuccess	When a business process is successfully completed, with a link to the business process.	Only in activity details.
FG_0203	SendMessageBusinessProcessStarted	When a business process is successfully started, with a link to the business process.	Only in activity details.
FG_0250	BusinessProcessFailure	When a business process fails, with a link to the business process	Operators
FG_0401	FactDiscovery	When a fact is discovered by the route, for example, matching a pattern on the file name.	Only in activity details.
FG_0404	ProducerFound	When a producer and user are identified based on the arrived file.	Only in activity details.
FG_0407	ConsumerFound	When a consumer is identified based on the route plan.	Only in activity details.
FG_0408	ArrivedFileStarted	When a file arrives to be routed	Operators, producers, and consumers
FG_0409	ArrivedFileDeterminingRoutes	When an arrived file starts determining routes.	Only in activity details.
FG_0410	ArrivedFileRouting	When an arrived file starts processing routes.	Only in activity details.
FG_0411	ArrivedFileRouted	When an arrived file completes all its routes	Operators, producers, and consumers
FG_0412	RouteStarted	When a route is started from an arrived file.	Only in activity details.
FG_0413	RouteDeterminingDeliveries	When a route starts determining deliveries.	Only in activity details.
FG_0414	RouteDelivering	When a route starts processing deliveries.	Only in activity details.

Event Code	Name	Description	Default Subscription Settings
FG_0415	RouteComplete	When a route completes all its deliveries	Operators, producers, and consumers
FG_0416	DeliveryStarted	When a delivery is started from a route.	Only in activity details.
FG_0417	DeliveryTransforming	When a delivery starts to transform the consumer file.	Only in activity details.
FG_0418	DeliveryDelivering	When a delivery starts delivering the consumer file to the consumer.	Only in activity details.
FG_0419	DeliveryComplete	When a delivery is complete	Operators, producers, and consumers
FG_0420	ArrivedFileReplayed	When an arrived file is replayed, with a link to the replay	Operators, producers, and consumers
FG_0421	ArrivedFileReplayOf	When an arrived file is a replay of an original arrived file, with a link to the original file.	Only in activity details.
FG_0422	Redeliver	When a redelivery is requested by a user	Operators, producers, and consumers
FG_0423	DeliverRedelivering	When a delivery starts redelivering the consumer file to the consumer.	Only in activity details.
FG_0424	ArrivedFileIgnored	When an arrived file is ignored due to a configured pattern for ignoring files	Operators, producers
FG_0425	ArrivedFileDescription	The description of the Arrived File	Operators, producers
FG_0450	ProducerMessageNotFound	When a producer message is invalid or cannot be found	Operators, producers
FG_0451	ProducerDocumentNotFound	When a producer document is invalid or cannot be found	Operators, producers
FG_0455	ArrivedFileFailed	When an arrived file fails	Operators, producers
FG_0456	RouteFailed	When a route file fails	Operators, producers, and consumers
FG_0457	DeliveryFailed	When a delivery fails	Operators, producers, and consumers
FG_0458	FileGatewayServiceVersionMismatch	When a newer version of a system business process is installed, but is not the default chosen version.	Operators
FG_0501	ProducerMailboxRouteCandidatesFound	When route candidates are found for an arrived file based on the producer and the mailbox of the message.	Only in activity details.
FG_0502	RouteCandidatesFound	When route plan candidates are found for an arrived file.	Only in activity details.
FG_0503	RouteCandidate	A route plan candidate for an arrived file.	Only in activity details.
FG_0504	Route	When one or more routes are chosen from the candidates.	Only in activity details.
FG_0505	RoutesFound	The number of routes that will be executed.	Only in activity details.

Event Code	Name	Description	Default Subscription Settings
FG_0506	Route Candidate Does Not Match	When a routing channel template contains no matching producer file structure for an arrived file.	Only in activity details.
FG_0550	ZeroRouteCandidatesFound	When no route candidates are found for an arrived file	Operators, producers
FG_0551	ZeroRouteChannelsFound	When no route channels are chosen from the list of candidates for an arrived file	Operators, producers
FG_0552	InvalidRoute	When a route is invalid	Operators, producers
FG_0601	TransformedMessage	When a message is transformed to the final format for the consumer.	Only in activity details.
FG_0602	ProducerPayloadExtracting	When the router begins to extract a producer payload file.	Only in activity details.
FG_0603	ConsumerPayloadConstructing	When the router begins to construct a consumer payload file for delivery.	Only in activity details.
FG_0604	ConstructedLayer	When a single layer in the consumer payload file gets constructed.	Only in activity details.
FG_0605	ExtractedLayer	When a single layer in the producer payload file gets extracted.	Only in activity details.
FG_0606	LayerOptions	When options are passed to a business process to process a layer.	Only in activity details.
FG_0607	PGPConstructSkipped	When the PGP Construct layer is skipped because the consumer does not handle PGP and it is optional on the Routing Channel Template	Operators, consumers
FG_0650	ExtractLayerFailed	When extraction of a layer fails	Operators, producers
FG_0651	ConstructLayerFailed	When construction of a layer fails	Operators, consumers
FG_0701	DeliveredMailboxMessage	When a message is delivered to a mailbox (either a consumer mailbox or a mailbox for sending to a listening consumer).	Only in activity details.
FG_0702	DeliveredListeningPartnerMessage	When the file transfer is complete.	Only in activity details.
FG_0703	ChangeDirectory	When the supported protocol changes directory on the listening consumer's server to transfer the file.	Only in activity details.
FG_0704	ConsumerDestinationMailboxFound	When the destination mailbox for the consumer is discovered.	Only in activity details.

filegateway_eventcodes.properties

The filegateway_eventcodes.properties file contains properties that control the operation of event codes in Sterling File Gateway.

There are multiple properties in the filegateway_eventcodes.properties file for each event, in the format:

```
FG_<EVENT_CATEGORY><EVENT_CODE>.<PROPERTY_NAME>=<REPLACEABLE_TEXT>
```

where:

- <PROPERTY_NAME>is the parameter being defined for the particular event
- <REPLACEABLE_TEXT> is the value of the parameter for the particular event
- and the values used by Sterling File Gateway for <EVENT_CATEGORY> are:

Code	Category
00	Producer File Transfer
02	Routing Business Process
04	File Gateway General
05	Route Plan Determination
06	File Transformation
07	Consumer File Transfer

<EVENT_CODE> is a unique code (within the category) to identify this event. Check the other properties (or the FileGatewayEvent enumeration) to ensure no duplication.

<REPLACEABLE_TEXT> is text that displayed in the route details so users can monitor progress of the route.

The following information is provideded for each event:

Property	Description	Example
Name	Name of the event. Displayed in the subscription UI (**Profile** > **Notifications**). Required.	XX_0050.name=MyCustomEventFailure
Attributes	Comma delimited list of named attributes to the event. Used in the text field and must correspond to the order listed in the text field. For example, UserId attribute corresponds to {0} below. All attributes need not appear in the text field. Required, but can be empty.	XX_0050.attributes=UserId,ErrorMessage
Text	Event description displayed in the route activity UI for a specific occurrence of this event. Required.	XX_0050.text=User {0} encountered failure {1}
Description	A generic event description that does not use attributes. Displayed in the subscription UI (**Profile** > **Notifications**). Required.	XX_0050.description=When a user encounters this custom event failure
Permissions	Comma delimited list that indicates who can be notified and who can view this event. Possible values are: • subscription - available for subscription to notifications • producer - producers can see in route activity events list and receive notifications	XX_0050.permissions=subscription

Property	Description	Example
	• consumer - consumers can see in route activity events list and receive notifications Optional.	

filegateway_eventcodes.properties includes only standard events shipped with Sterling File Gateway. Custom events you create are entered and configured in customer_overrides.properties.

Note: Do not edit the filegateway_eventcodes.properties file. Make all changes in the customer_overrides.properties file. For example, to change the name property, enter the following line into customer_overrides.properties:

```
filegatewayeventcodes.name=CUSTOM
```

substituting CUSTOM with the name of your event code. See *Add Custom Event Codes*.

Subscribe to Notifications

Subscribe to notifications to receive email about Sterling File Gateway activity.

You can subscribe to certain events in Sterling File Gateway. When you subscribe to an event, a notification is emailed to you whenever that event occurs, if you have permission on the event. Event permissions are managed by the System Administrator. Your user account must be configured with a valid email address to receive notifications. To subscribe to events:

1. From the main menu, select **Profile**
2. Select the **Notifications** tab.
3. Drag an event from the left pane to the right pane to enable notifications.

When an event that has been subscribed to occurs, an email notification is sent to the email address in your user account.

Unsubscribe to Notifications

If you no longer want to be notified of events in Sterling File Gateway, you can unsubscribe.

To cancel notification of events:

1. From the main menu, select **Profile**.
2. Select the **Notifications** tab.
3. Click **Delete** to disable notification for that event.

Set Up and View Logs

To troubleshoot problems with file transfers that cannot be analyzed using the Sterling File Gateway user interface, view the activity log. Only Operators and System Administrators can edit log settings and view logs.

New log files are created at midnight each day. If the maximum log file size is exceeded during the same day, additional log files are created. Old logs are automatically deleted after the pre-determined maximum number of logs is reached. The default maximum number is ten, which can be changed in the customer_overrides.properties file (logService.filegatewaylogger.maxnumlogs=10)

To set up logging:

1. From the main menu, select **Tools** > **Logs**.
2. Scroll down to locate **File Gateway**.
3. Click on the **edit** icon next to **File Gateway**.
4. Select **Logging Level On**.

   Note: Logging can affect performance, so should only be turned on while troubleshooting problems.

5. Click **Save**.
6. View the log at **Tools** > **Logs**, **File Gateway**.

Replay Routes

Replay from the Beginning of a Transfer

Replay a successful or a failed route to have the file transferred again from the beginning.

To replay a route:

1. From the Search page, enter criteria for the file to replay.
2. Click **Find** to initiate the search.
3. On the Search Results page, right-click next to the file you want to replay.

   Note: Once activity is purged, it is no longer available in the system and will not be found in a search that matches the criteria for it. You cannot replay messages that have been purged.

4. You can enter a new name to rename the file for the replay. Do not use the following characters: !%*?<>"/\|:.
5. You can add a comment about the replay. Up to 255 characters are allowed for the comment. The selected file is replayed and added to the list of arrived files, with a special icon to indicate it is a replay. You can replay a route any number of times.
6. When you replay a route, the reviewed box is automatically checked. Right-click and select **Mark as Not Reviewed** to remove the check.

Redeliver a Processed File

Redeliver a successful or a failed route to have the processed file delivered again.

Only files that have had a previous delivery attempt, successful or failed, can be redelivered.

1. From the Search page, enter criteria for the file to redeliver.
2. Click **Find** to initiate the search.

   Note: Once activity is purged, it is no longer available in the system and will not be found in a search that matches the criteria for it. You cannot redeliver messages that have been purged.

3. Select the file, select the **Route** tab, and select the route.

4. On the **Delivery** tab, right-click on the delivery and select **Redeliver this Arrived File**.

5. You can add a comment about the redelivery. Up to 255 characters are allowed for the comment. The selected file is redelivered. Information about the redelivery is added to the delivery details of the original delivery. You can redeliver a route any number of times.

Note: The redeliveries create additional events for the original delivery, and do not display as separate routes in the search results page.