

IBM Sterling Gentran:Server for Windows



HTTP Gateway Configuration Guide

Version 5.3.1

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Note

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

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

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Chapter 1. HTTP Gateway Overview

About the HTTP Gateway

IBM® Sterling Gentran:Server® for Microsoft Windows supports multiple transfer protocols. The HTTP Gateway facilitates the transfer of inbound and outbound messages with the Mailbox Server using Hypertext Transfer Protocol (HTTP) and Secure HTTP over SSL.

The HTTP Gateway supports the following protocols:

- HTTP
- Hypertext Transfer Protocol Secure (HTTPS) (40 bit and 128 bit encryption)

Note: All messages sent and received via the HTTP Gateway are sent via HTTP POST requests.

By using the HTTP Gateway and the HTTP Message Forwarder in concert, you can receive and send messages of any format from outside your enterprise using the HTTP or HTTPS transport methods in environments with double firewalls.

The HTTP Gateway supports the following Internet servers:

- Microsoft Internet Information Server 4.0
- Microsoft Internet Information Server 5.0

Setting up an IIS Virtual Directory

You need to manually set up one virtual directory for the HTTP Gateway. The actual directory for this virtual directory should be the your Sterling Gentran:Server Bin directory (usually c:\gensrvnt\bin). You must set the access permissions for this virtual directory to: Read, Run scripts, and Execute.

Refer to your Microsoft IIS documentation for more information on creating this virtual directory.

Securing HTTP Gateway with Client Certificates

To secure the HTTP Gateway, it is highly recommended that client certificates be installed for both inbound and outbound communications via HTTPS. Refer to Microsoft documentation on how to create and install client certificates for sending and receiving HTTPS messages.

Using SQL Server in a Single Workstation Environment

If you are running the HTTP Gateway in a Single Workstation environment in which SQL Server is your database, you must add the following user to your GentranDatabase: IWAM_pcName. You must also manually grant this user SELECT access to the DeliveryQuery_tb database table. You do not need to grant any other access to this ID.

For example: If the machine name is GENSY, the IWAM_pcName user is IWAM_GENSY.

See your SQL Server documentation for more information on how to perform these tasks.

Using SQL Server in a Distributed System Environment

If you are running the HTTP Gateway in a Distributed System environment in virtual directory to give "anonymous access" to the Domain ID that has access to the machine on which your SQL Server GentranDatabase resides.

See your Microsoft documentation for more information on how to perform these tasks.

Mailboxes

You must configure properties for HTTP mailboxes you create.

By default, any message which does not contain MIME header information or which contain unrecognized MIME header information will be discarded. If you want to keep these type of messages, you must create an HTTP Gateway mailbox and set the three MIME header tag/value pairs to null strings. Then, the HTTP Gateway will attempt to find this mailbox and deliver to it any message with unrecognized or missing MIME header information.

HTTP Gateway Message Flow

This topic describes both the inbound and outbound message flows.

About Messages

The destination of the message is any valid URL.

When a message is sent to the HTTP Gateway, the message status is changed to "Sent." When the HTTP Gateway submits a process to the HTTP server, the message status is changed to "Sent Third-Party." When the HTTP process completes, the message status is changed to "Read" (if the process was successful) or to "Unread" (if the process was unsuccessful).

Inbound message flow

This table describes the inbound flow of messages through the HTTP Gateway.

Stage	Process
1	An HTTP POST is received into IIS via the Internet or Intranet.
2	IIS forwards the POST to the SCDeliveryQuery.DLL, an ISAPI extension which functions at the inbound portion of the gateway.
3	SCDeliveryQuery.DLL uses the DeliveryQuery_tb database table to locate the Sterling Gentran:Server HTTP Gateway mailbox where the message belongs. Note: At this point, the system does MIME tag/value comparisons.
4	The incoming POST data (with the HTTP POST request header information prepended) is delivered to the appropriate HTTP Gateway mailbox Inbox.
5	The HTTP Gateway mailbox delivers the message to the recipients configured for that mailbox.

Outbound message flow

This table describes the outbound flow of messages through the HTTP Gateway.

Stage	Process
1	An outbound message in its final format is generated and placed in Inbox of HTTP Gateway mailbox.
2	The Sterling Gentran:Server Mailbox service passes the message to the HTTP Gateway.
3	The HTTP Gateway uses the URL which is configured for that mailbox to send the message via an HTTP POST using the outermost MIME as the HTML post request header. HTTP or HTTPS (SSL) is used to transmit the request.
4	An HTTP status code is returned indicating the success or failure of the HTTP POST request.
5	<p>If the HTTP POST request is successful (which usually means that an HTTP 200 status code was returned), the HTTP Gateway will update the status of the outgoing message to read.</p> <p>If the HTTP POST request is not successful, the status of the outgoing message will remain unread. In either case, an audit log message is written to the Sterling Gentran:Server Audit Log.</p>

The HTTP Gateway Database Table

This topic describes the HTTP Gateway database table (DeliveryQuery_tb). This enables you to quickly and easily refer to information on the purpose of the table, when the records in the table are created, updated, and deleted, and the usage of each field in the table.

DeliveryQuery_tb

Sterling Gentran:Server enables you to access its relational database tables by using your database management system. This gives you the capability to query the database tables.

Important: The relationships between the tables in Sterling Gentran:Server are extremely complex, and therefore we strongly recommend that you do not update these tables.

The DeliveryQuery_tb stores the mapping of MIME header information to Sterling Gentran:Server mailboxes.

The following table contains the field information for the DeliveryQuery_tb.

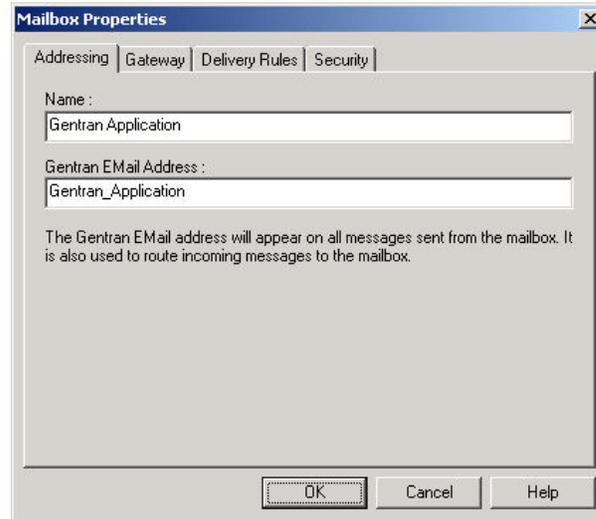
Field Name	Type	Size	Usage
MailboxName	string	125	This indicates the Sterling Gentran:Server Mailbox associated with the MIME header tag/value pairs specified below.
MimeTag1	string	255	This specifies the MIME header tag #1.
MimeValue1	string	255	This specifies the MIME header value #1.
MimeTag2	string	255	This specifies the MIME header tag #2.
MimeValue2	string	255	This specifies the MIME header value #2.

Field Name	Type	Size	Usage
MimeTag3	string	255	This specifies the MIME header tag #3.
MimeValue3	string	255	This specifies the MIME header value #3.
Content	string	255	This indicates the content type for this mailbox mapping.
SubContent	string	255	This indicates the content subtype for this mailbox mapping.

Chapter 2. Configuring Communications

Mailbox Properties Dialog Box - Addressing Tab

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

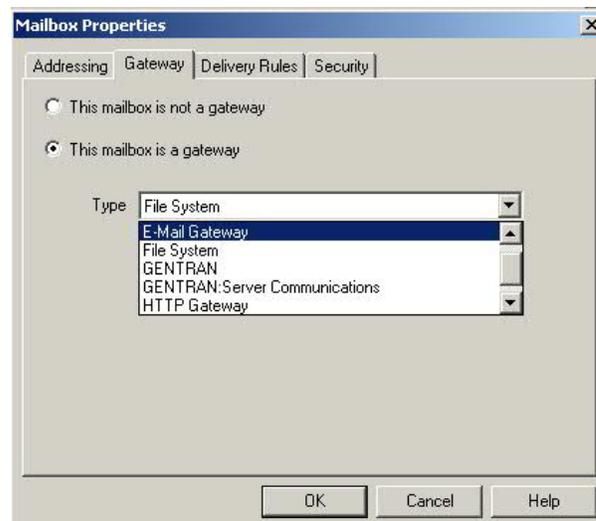


The following table describes the parts of the Addressing tab.

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

Mailbox Properties Dialog Box - Gateway Tab

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

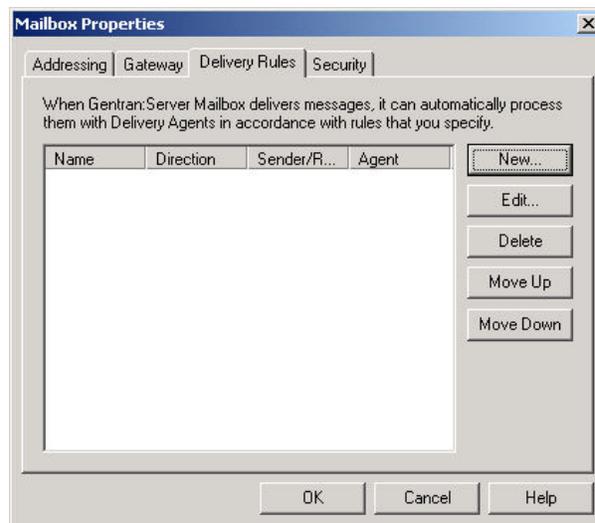


The following table describes the parts of the Gateway tab.

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

Mailbox Properties Dialog Box - Delivery Rules Tab

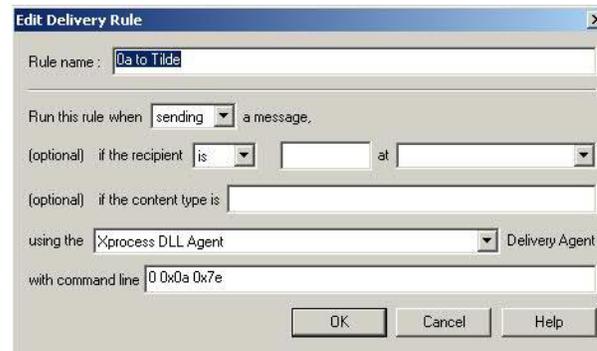
The following shows an example of the Delivery Rules tab of the Mailbox Properties dialog box.



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

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

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



Mailbox Properties Dialog Box - Security Tab

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

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



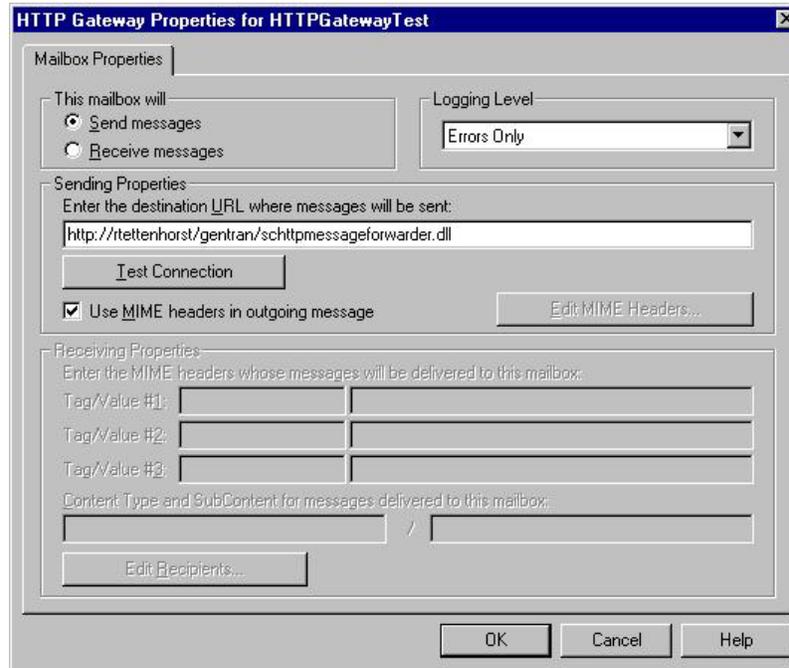
The following table describes the parts of the Security tab.

Part	Function
User list	Defines users and groups that have access to mailbox.
Type of Access	Designates level at which a user can interact with a mailbox. Values are: <ul style="list-style-type: none"> • Full control • Read • Write
Add	Enables you to grant mailbox access to users or groups.
Remove	Enables you to remove mailbox access for a user or group.

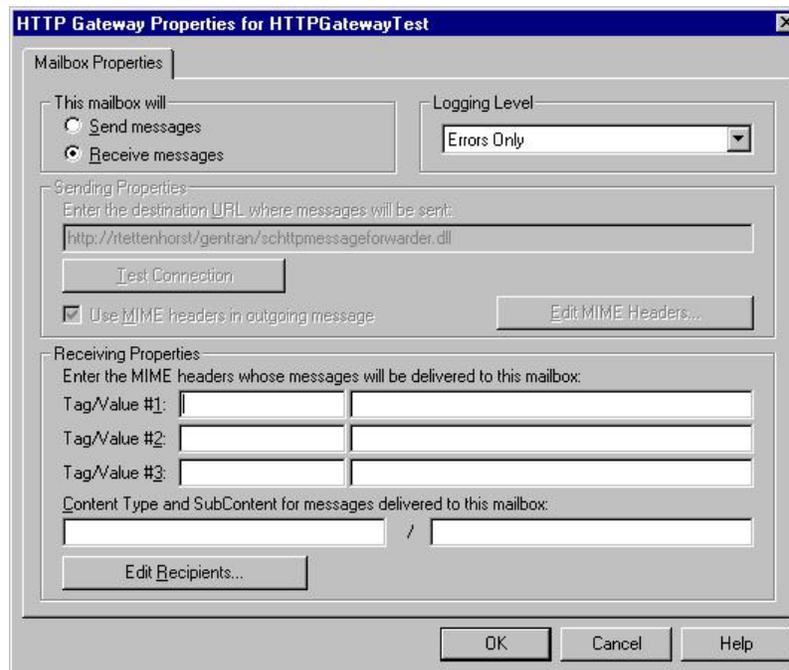
HTTP Gateway Properties

This topic describes both the send and receive options for the HTTP Gateway properties.

This diagram illustrates the HTTP Gateway Mailbox Properties dialog box with the Send option selected.



This diagram illustrates the HTTP Gateway Mailbox Properties dialog box with the Receive option selected.



This table describes the parts of the HTTP Gateway Mailbox Properties dialog box.

Part	Function
This mailbox will	Indicates whether the mailbox sends or receives messages. Options are: <ul style="list-style-type: none"> • Send messages • Receive messages
Logging Level	Specifies the level of logging to use when receiving and forwarding messages. The valid values are: <ul style="list-style-type: none"> • Errors Only • Error and Warning • Detailed
Enter the destination URL where messages will be sent	Contains the URL where the outgoing message will be sent. Note: This box is only activated when you select "Send messages."
Test Connection	Verifies that the system is able to connect to the destination URL. Note: This box is only activated when you select "Send messages."
Use MIME headers in outgoing message	Indicates (if selected) that a set of MIME headers will be used to package and send the outgoing message. These MIME headers are prepended verbatim to the start of the outgoing message before it is posted. Note: This box is only activated when you select "Send messages."
Edit MIME Headers	Accesses the Edit MIME Headers dialog box, which enables you to type a set of MIME headers which will be used to package and send the outgoing message. These MIME headers are prepended verbatim to the start of the outgoing message before it is posted. Note: This box is only activated when you select "Send messages."
Enter the MIME headers whose messages will be delivered to this mailbox	Contains up to three MIME header tag/value pairs that the incoming message must match before the system will place the incoming message in this mailbox. Notes: <ul style="list-style-type: none"> • All tag/value matching is case-insensitive. • These boxes are only activated when you select "Receive messages."
Content Type and SubContent for messages delivered to this mailbox	Specifies the content type and subcontent type to use when delivering a message from this mailbox to the configured recipients. Note: This box is only activated when you select "Receive messages."
Edit Recipients	Accesses the Edit Recipients dialog box to enable you to select recipients for messages received into this mailbox.

HTTP Gateway Configuration Process

This table lists the stages in configuring communications for use with HTTP Gateway.

Stage	Description
1	Install the Sterling Gentran:Server HTTP Gateway. Refer to the <i>Installation Guide</i> for more information.

Stage	Description
2	<p>Create the HTTP Gateway Mailboxes that you intend to use.</p> <p>Note:</p> <p>When you upgrade your Sterling Gentran:Server for RosettaNet installation, the upgrade program creates an outbound HTTP Gateway mailbox for each outbound relationship in the current system. The name of the new mailbox incorporates the "to" and "from" partner information in the communications configuration table entry, and you are required to manually configure your partners and/or interchanges to use the new mailboxes.</p> <p>The upgrade creates the mailboxes needed for the inbound flow, however you are required to manually create and configure the IIS virtual directory necessary for inbound HTTP/HTTPS communications.</p>
3	<p>You need to manually set up one virtual directory for the HTTP Gateway. The actual directory for this virtual directory should be the your Sterling Gentran:Server Bin directory (usually C:\gensrvnt\bin). You must set the access permissions for this virtual directory to: Read, Run scripts, and Execute.</p> <p>For the HTTP Gateway to work properly with IIS 6.0, the scdeliveryquery.dll file must be allowed in the ISAPI Web Service Extensions.</p> <p>Refer to your Microsoft IIS documentation for more information on creating this virtual directory.</p>
4	<p>If you are running the HTTP Gateway in a Single Workstation environment in which SQL Server is your database, you must add the following user to your GentranDatabase: IWAM_pcName. You must also manually grant this user SELECT access to the DeliveryQuery_tb database table. You do not need to grant any other access to this ID.</p> <p>For example: If the machine name is "GENSYS," the IWAM_pcName user is "IWAM_GENSYS" (no quotes).</p> <p>See your SQL Server documentation for more information on how to perform these tasks.</p>
5	<p>If you are running the HTTP Gateway in a Distributed System environment in which SQL Server is your database, you must edit the security properties for the virtual directory to give "anonymous access" to the Domain ID that has access to the machine on which your SQL Server GentranDatabase resides.</p> <p>See your Microsoft documentation for more information on how to perform these tasks.</p>
6	<p>If you want to retain messages which do not contain recognizable MIME header information or which are missing MIME header information, create a default mailbox for that purpose.</p> <p>Note: By default, any message which does not contain MIME header information or which contain unrecognized MIME header information will be discarded. If you want to keep these type of messages, you must also create an HTTP Gateway mailbox and set the three MIME header tag/value pairs to null strings. Then, the HTTP Gateway will attempt to find this mailbox and deliver to it any message with unrecognized or missing MIME header information.</p> <p>See Creating a Default Mailbox for Problem MIME Header Information for more information.</p>

Creating a Mailbox to Send Messages over HTTP

You must create HTTP Gateway Mailboxes for outgoing messages, if you plan to send messages through this gateway.

About this task

Use this procedure to create HTTP Gateway Mailboxes to send messages via HTTP.

Procedure

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

The system displays the Mailbox Properties dialog box.

Note: If you attempt to create a mailbox and the data store is missing, the system generates an error message stating that the mailbox cannot be created. Click **OK** and click **Cancel** to exit the Create Mailbox Wizard.

7. Select the **Gateway** tab.
8. Click **Configure**.
The system displays the HTTP Gateway Properties dialog box.
9. Verify that **Send message** is selected.
10. Select the logging level.
11. Type the URL where the outgoing message will be sent.
12. Click **Test Connection**.
The system verifies that it is able to connect to the destination URL and prompts you with a message stating its success (click **OK**) or failure (click **OK** and then repeat step 11 with another URL).
13. If you want, select **Use MIME headers in outgoing messages**.
If you are not using MIME headers, continue with Step 16.
14. Click **Edit MIME Headers**.
The system displays the Edit MIME Headers dialog box.
15. Type a set of MIME headers to be used to package and send the outgoing message and click **OK**.

Note: These MIME headers are prepended verbatim to the start of the outgoing message before it is posted.

16. Click **OK** to save changes and exit the HTTP Gateway Mailbox Properties dialog box.

Creating a Mailbox to Receive Messages over HTTP

You must create HTTP Gateway Mailboxes for incoming messages, if you plan to receive messages through this gateway.

About this task

Use this procedure to create HTTP Gateway Mailboxes to receive messages via HTTP.

Procedure

1. Start the **Mailbox Server Manager**.
2. Right-click the **Mailboxes** folder icon and select **Create**.
The system displays the Create Mailbox Wizard dialog box.
3. Type the name and description of the mailbox you are creating and click **Next** twice.
The system displays a dialog asking whether you want to use the mailbox as a gateway to another messaging system.
4. Select **Yes, use this mailbox as a gateway**.
5. Select **HTTP Gateway** from the list and click **Next**.
6. If the information you entered is correct, click **Finish**. Otherwise, click **Back** and correct the information.
The system displays the Mailbox Properties dialog box.
7. Select the **Gateway** tab.
The system displays the gateway information.
8. Click **Configure**.
The system displays the HTTP Gateway Properties dialog box.
9. Verify that **Receive message** is selected.
10. In the Enter the MIME headers whose message will be delivered to this mailbox section, type up to three MIME header tag/value pairs that the incoming message must match before the system will place the incoming message in this mailbox.
11. Enter the content type to use when delivering a message from this mailbox.
12. Enter the subcontent type to use when delivering a message from this mailbox.
13. Click **Edit Recipients**.
The system displays the Edit Recipients dialog box.
14. Select a recipient or a predefined distribution list or enter a name.
See the *IBM Sterling Gentran:Server for Microsoft Windows Communications User Guide* for information on how to create a distribution list.
The system displays the Email Address dialog box.
15. If you want, enter the E-mail address. Click **Add** and then click **OK**. If not, click **Cancel**.
The system returns to the Edit Recipients dialog box.
To add more recipients, repeat Steps 13 through 15.
16. Click **OK** to return to the HTTP Gateway Mailbox Properties dialog box.
17. Click **OK** to save changes and exit the HTTP Gateway Mailbox Properties dialog box.
18. Click **OK** to exit the Mailbox Properties dialog box.

Creating a Default Mailbox for Problem MIME Header Information

About this task

Use this procedure if you want to create a default HTTP Gateway Mailbox to receive messages over HTTP that the system would otherwise discard because they are either missing MIME header information or contain unrecognizable MIME header information.

Procedure

1. Start the **Mailbox Server Manager**.
2. Right-click the **Mailboxes** folder icon and select **Create**.
The system displays the Create Mailbox Wizard dialog box.
3. Type the name and description of the mailbox you are creating and click **Next** twice.
The system displays a dialog asking whether you want to use the mailbox as a gateway to another messaging system.
4. Select **Yes, use this mailbox as a gateway**.
5. Select **HTTP Gateway** from the list and click **Next**.
6. If the information you entered is correct, click **Finish**. Otherwise, click **Back** and correct the information.
The system displays the Mailbox Properties dialog box.
7. Select the **Gateway** tab.
8. Click **Configure**.
The system displays the HTTP Gateway Mailbox Properties dialog box.
9. Verify that **Receive message** is selected.
10. In the "Enter the MIME headers whose message will be delivered to this mailbox" section, type null strings in each of the three MIME header tag/value pairs.

Note: This ensures that the HTTP Gateway will attempt to find this mailbox and deliver to it any message with unrecognized or missing MIME header information.
11. Type the content type to use when delivering a message from this mailbox.
12. Type the subcontent type to use when delivering a message from this mailbox.
13. Click **Edit Recipients**.
The system displays the Edit Recipients dialog box.
14. Select a recipient or a predefined distribution list or enter a name.
See the *IBM Sterling Gentran:Server for Microsoft Windows Communications User Guide* for information on how to create a distribution list.
The system displays the Email Address dialog box.
15. If you want, enter the E-mail address. Click **Add** and then click **OK**. If not, click **Cancel**.
The system returns to the Edit Recipients dialog box.
To add more recipients, repeat Steps 13 through 15.
16. Click **OK** to return to the HTTP Gateway Mailbox Properties dialog box.
17. Click **OK** to save changes and exit the HTTP Gateway Mailbox Properties dialog box.
The system prompts you to confirm the creation of this default mailbox.

18. Click **OK** to exit the Mailbox Properties dialog box.

Modifying Mailbox Properties

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

About this task

Use this procedure to modify mailbox properties.

Procedure

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

Chapter 3. HTTP Gateway Error Messages

About HTTP Gateway Error Messages

The HTTP Gateway error messages and other informational messages are written to the Audit Log.

For more information:

- See "Using the Audit Notification System" in the *IBM Sterling Gentran:Server for Microsoft Windows Administration Guide* for more information about the Audit Log.
- See "Error Messages" in the *IBM Sterling Gentran:Server for Microsoft Windows Administration Guide* for more information about other Sterling Gentran:Server error messages.
- See "Error Messages" in the *IBM Sterling Gentran:Server for Microsoft Windows for RosettaNet User Guide* for more information on RosettaNet-specific error messages.

The informational messages are dependent on the context of the program, and are intended to be self-explanatory.

The following are the types of error messages that HTTP Gateway uses:

- DeliveryQuery occur if the error occurs on delivery.
- HTTP Gateway occur if the error was noted by the HTTP Gateway.
- SCMailData occur if the error was noted by the SCMailData DLL.

This table lists the numeric values for the HTTP Gateway message source and component values.

Source	Component
16 - Internet Gateways	<ul style="list-style-type: none">• 1 - Delivery Query• 2 - HTTP Gateway• 4 - SCMailData

Delivery Query Messages

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

Note: See "Using the Audit Notification System" in the *IBM Sterling Gentran:Server for Microsoft Windows Administration Guide* for more information on the audit log.

The DeliveryQuery error messages are listed below by the message number and the error message text.

Msg ID	Message Text	Explanation	Your Action
16-1-4	Unable to read in incoming post data from [host sending the HTTP post request].	Unable to read POST data from IIS, so the message is discarded.	

Msg ID	Message Text	Explanation	Your Action
16-1-5	The incoming post request data from [host sending the HTTP post request].	The HTTP post request is empty.	
16-1-8	Memory allocation error occurred. Error code = [error code number]. Delivery Query processing aborted.	Fatal error.	Stop and restart IIS services. You may also need to reboot the machine. See your Windows documentation for more information.
16-1-13	Unable to open DELIVERYQUERY_TB record set	A database error occurred while opening the table.	Check the Sterling Gentran:Server database and make sure this table exists. Also, check the permissions for the table.
16-1-14	Database exception occurred while opening or querying DELIVERYQUERY_TB record set. Error = [exception details].	A database error occurred.	Check the Sterling Gentran:Server database and make sure this table exists. The parameter in the message will give further information. See the documentation for your database management system for more information.
16-1-15	Memory exception occurred while opening or querying DELIVERYQUERY_TB record set.	Fatal error.	At a minimum, the IIS services should be stopped and restarted. A restart of the Sterling Gentran:Server services may also be required. See your Microsoft Windows documentation for more information.
16-1-16	There is no Gentran:Server mailbox configured to handle the incoming message. The incoming message will be discarded.	There is no Sterling Gentran:Server HTTP Gateway mailbox configured to receive the incoming message.	Configure an HTTP gateway. See Creating a Mailbox to Send Messages over HTTP for more information.
16-1-22	An error occurred while sending the incoming message to Gentran:Server mailbox [mailbox name]. Error = [error text]. The message is not sent.	Unable to deliver the incoming HTTP POST to the destination mailbox.	Make sure the Sterling Gentran:Server Mailbox service is running. Also, make sure the destination mailbox exists. See the <i>IBM Sterling Gentran:Server for Microsoft Windows Administration Guide</i> and Creating a Mailbox to Send Messages over HTTP for more information.

HTTP Gateway Error Messages

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

Note: See "Using the Audit Notification System" in the *IBM Sterling Gentran:Server for Microsoft Windows Administration Guide* for more information on the audit log.

The HTTP Gateway error messages are listed below by the message number and the error message text.

Msg ID	Message Text	Explanation	Your Action
16-2-2	The outgoing message in the mailbox message attachment is missing or has a length of 0. HTTP Gateway outbound processing aborted.	There is no data to process.	None.
16-2-3	Memory allocation error occurred. HTTP Gateway outbound processing aborted.	Fatal error.	Stop and start the Sterling Gentran:Server services. May also require a reboot of the PC. See your Microsoft Windows documentation for more information.
16-2-4	Unable to read in the entire mailbox message attachment. Bytes read = [number of bytes read], Bytes available = [number of bytes available]. HTTP Gateway outbound processing aborted.	Fatal error.	Restart of IIS services and then have your trading partner resend the message. See your Microsoft Windows documentation for more information.
16-2-5	HTTP POST to [destination URL] of message #[mailbox message number] failed. HTTP status code = [HTTP status code].	The attempt to send HTTP POST failed.	Check destination URL to see if it is valid and online. See "HTTP Gateway Properties" on page 8 for more information.
16-2-9	Unable to send message #[mailbox message number] to the recipients configured for [HTTP gateway mailbox name]. Error = [Mailbox Server error code].	Message delivery to recipient list failed.	Check the mailbox configuration. See "Modifying Mailbox Properties" on page 14 for more information.

SCMailData Error Messages

This topic describes the error messages that the SCSMailData program writes to the Audit Log.

Note: See "Using the Audit Notification System" in the *IBM Sterling Gentran:Server for Microsoft Windows Administration Guide* for more information on the audit log.

The SCSMailData program error messages are listed below by the message number and the error message text.

Msg ID	Message Text	Explanation	Your Action
16-4-1	Unable to add recipient #[recipient] to message #[mailbox message number]. Error = [error text]. The message will not be sent from [mailbox name] to its recipients.	Message could not be sent to final recipient due to Mailbox Server Manager error.	Check the mailbox configuration. See "Modifying Mailbox Properties" on page 14 for more information.

Msg ID	Message Text	Explanation	Your Action
16-4-2	Unable to open message #[mailbox message number]. Error = [error text]. The message will not be sent from [source mailbox name] to its recipients.	Message could not be sent to final recipient due to Mailbox Server Manager error.	Restart your Sterling Gentran:Server services. See the <i>IBM Sterling Gentran:Server for Microsoft Windows Administration Guide</i> for more information.
16-4-3	Unable to remove recipients from message #[mailbox message number]. Error = [error message text]. The message will not be sent from [source mailbox name] to its recipients.	Message could not be sent to final recipient due to Mailbox Server Manager error.	Restart your Sterling Gentran:Server services. See the <i>IBM Sterling Gentran:Server for Microsoft Windows Administration Guide</i> for more information.
16-4-4	Unable to modify message #[mailbox message number]. Error = [error message text]. The message will not be sent from [source mailbox name] to its recipients.	Message could not be sent to final recipient due to Mailbox Server Manager error.	Restart your Sterling Gentran:Server services. See the <i>IBM Sterling Gentran:Server for Microsoft Windows Administration Guide</i> for more information.
16-4-5	Unable to open mailbox [mailbox name]. Error = [error text].	Mailbox could not be opened.	Check the mailbox configuration. See "Modifying Mailbox Properties" on page 14 for more information.
16-4-8	Unable to open or create and open the intermediate mailbox [mailbox name].	Mailbox could not be opened.	Check the mailbox configuration. See "Modifying Mailbox Properties" on page 14 for more information.
16-4-10	Unable to open [mailbox name] mailbox.	Mailbox could not be opened.	Check the mailbox configuration. See "Modifying Mailbox Properties" on page 14 for more information.
16-4-12	Gentran:Server mailbox service logon failed. Mercury ID/password problem. User needs to check Mercury service configuration.	Sterling Gentran:Server Mailbox service ID or password problem.	Check the configuration of the ID and password on the Sterling Gentran:Server Mailbox service.
16-4-13	Gentran:Server mailbox service is not running.	The Sterling Gentran:Server Mailbox service is not running.	Restart the Mailbox service. See your Microsoft Windows documentation for more information.
16-4-14	Unable to open intermediate mailbox and destination mailbox [mailbox name]. Error = [error code].	Mailbox could not be opened.	Check the mailbox configuration. See "Modifying Mailbox Properties" on page 14 for more information.

Msg ID	Message Text	Explanation	Your Action
16-4-17	MessCreate failed when creating new mailbox message for incoming data. Error = [error text].	Unable to create new Mercury mailbox message.	Restart the Sterling Gentran:Server services. You may need to call support. See the <i>IBM Sterling Gentran:Server for Microsoft Windows Administration Guide</i> for more information.
16-4-18	AddRecipient failed when adding a recipient for the new mailbox message. Error = [error text].	Unable to create new Mercury mailbox message.	Restart the Sterling Gentran:Server services. You may need to call support. See the <i>IBM Sterling Gentran:Server for Microsoft Windows Administration Guide</i> for more information.
16-4-19	MessSend failed to send the new mailbox message to [mailbox name]. Error = [error text]	Unable to create new Mercury mailbox message.	Restart the Sterling Gentran:Server services. You may need to call support. See the <i>IBM Sterling Gentran:Server for Microsoft Windows Administration Guide</i> for more information.
16-4-20	[mailbox name] failed. Error = [error text]	General error message for debugging purposes.	None.
16-4-22	CreateMailAttachment failed to attach the message data to the new mail message. Error = [error text].	Unable to create new Mercury mailbox message attachment.	Restart the Sterling Gentran:Server services. You may need to call support. See the <i>IBM Sterling Gentran:Server for Microsoft Windows Administration Guide</i> for more information.

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