

Sterling Commerce Product Documentation



Connect:Direct® OS/400 Version 3.5.00

Release Notes

Fifth Edition

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Contents

Product Requirements	5
License Key File	6
Obtaining the Permanent License Key File	7
Uploading the License Key File	7
Validating the License Key.	9
Features and Enhancements	10
Special Considerations	11
Installation Notes	11
Upgrading to Connect:Direct OS/400 Version 3.5.00	12
Installing Connect:Direct OS/400 from the ESD Portal	12
Installing the Application.	13
Maintenance Updates	14
Known Restrictions	14

Documentation Updates **15**

Chapter 1, About Connect:Direct OS/400	15
Connecting Connect:Direct OS/400 to Connect:Direct/Plex	15
Chapter 3, Sending a File	16
Chapter 4, Receiving a File	17
Chapter 5, Sending a Spool File	17
Chapter 6, Running a Remote Task.	17
Chapter 7, Submitting a Job on a Remote Node	18
Chapter 8, Submitting a Connect:Direct Process on a Remote Node	18
Connect:Direct OS/400 Installation and Administration Guide	18
Chapter 5, Modifying Initialization Parameters.	18
Chapter 7, Maintaining the Network Map.	19
Defining a Connect:Direct Secure+ Option/Plex System in the Network Map.	19
Chapter 13, Analyzing Connect:Direct Problems.	19
Action to Take	19
Action to Take	20

Getting Support for Sterling Commerce Products **20**

Connect:Direct OS/400 Documentation **20**

Connect:Direct OS/400 Version 3.5.00 Release Notes

The *Connect:Direct OS/400 Version 3.5.00 Release Notes* document supplements Connect:Direct OS/400 version 3.5 and Connect:Direct Secure+ Option version 3.1.00 documentation. Release notes are updated with each release of the product and contain last-minute changes and product requirements, as well as other information pertinent to installing and implementing Connect:Direct OS/400. Read the document in its entirety before installation.

The Connect:Direct OS/400 package consists of the distribution media, a product key, and product publications. The Connect:Direct OS/400 application is distributed as follows:

- ◆ CD-ROM
- ◆ File downloaded from the Sterling Commerce Electronic Software Distribution Portal

See *Installing Connect:Direct OS/400 from the ESD Portal* on page 12 for instructions.

The product CD-ROM is identified with an external label showing the product name and release level.

Product Requirements

Connect:Direct OS/400 has the following requirements:

Hardware and Software

Connect:Direct OS/400 requires the following hardware and software:

Component or Functionality	Software and Hardware
Connect:Direct OS/400	<p>OS/400 (5722), version 5, release 1 or later (V5R1)</p> <hr/> <p>IBM Application System/400 (AS/400)</p> <hr/> <p>IBM eServer iSeries</p> <hr/> <p>CUM PTF package as provided by IBM with the operating system</p> <hr/> <p>Disk storage required for Connect:Direct OS/400 is 100 MB. However, the actual size depends on the size of a statistics file and others.</p> <hr/> <p>The minimum memory requirement is 32 MB. However, main storage depends upon the number of users and sessions.</p> <p>Note: To verify the storage available on your system, use the WRKSYSSTS command. Check the amount of total system storage and the percentage of storage used. If the total amount needed for Connect:Direct is more than the amount of storage available on your system, you must free some system storage before proceeding.</p>
Connect:Direct Secure+ Option OS/400	<ul style="list-style-type: none"> ◆ Connect:Direct OS/400 version 3.5.00 or later ◆ All the software required for Connect:Direct OS/400 version 3.5
Connect:Direct Secure+ Option SSL and TLS protocols	<ul style="list-style-type: none"> ◆ Cryptographic Access Provider licensed program (5722-AC3) ◆ IBM HTTP Server for iSeries (5722-DG1) ◆ Base operating system option 34 - Digital Certificate Manager (DCM) ◆ Base operating system option 35 - Cryptographic Service Provider
FIPS 140-2 government standard cryptographic module (optional)	<ul style="list-style-type: none"> ◆ IBM 4758 Cryptographic Coprocessor, certified at FIPS 140-1 Level 3
<p>Note: To use Connect:Direct Secure+ Option OS/400 with a FIPS 140 validated cryptographic module, install the IBM 4758 Cryptographic Coprocessor, which is certified at FIPS 140-1 Level 3.</p>	

License Key File

The license key file identifies the product features that are available at a site. When you purchase the Connect:Direct OS/400 application, a temporary key file is sent to you that enables operation of Connect:Direct OS/400 for a limited time. You must replace the temporary key with a permanent key to continue running Connect:Direct OS/400.

Note: If you are using an earlier version of Connect:Direct Secure+ Option OS/400 or if you purchase Connect:Direct Secure+ Option OS/400 version 3.1 after the initial purchase of Connect:Direct OS/400 version 3.5, you must obtain a new license key file.

The temporary and permanent key files are supplied as text files named *nnnnn.txt*, where *nnnnn* is a number assigned by Sterling Commerce. Each key file is sent to you as an attachment to an e-mail. The temporary and permanent license key file must be applied on the computer where Connect:Direct OS/400 is installed.

Obtaining the Permanent License Key File

Request the permanent license key file using one of the following methods:

- ◆ Reply to the Sterling Commerce e-mail containing your temporary license key file and include the host name of the computer where Connect:Direct OS/400 is installed. See *Connect:Direct OS/400 Installation and Administration Guide* for instructions on obtaining the host name.
- ◆ Request the license key file from Support On Demand:
 - a. Log in to the Sterling Commerce Support On Demand Web site. If you do not have a Support On Demand user name and password, follow the instructions in *Getting Support for Sterling Commerce Products* on page 20.
 - b. Under Product Family Support, highlight **Connect** and click **Key Request**. The Connect Product Key Request page is displayed.
 - c. Type the information in the required fields and click **Submit**.
You will receive the permanent license key file through e-mail in approximately 24 to 48 hours.

Uploading the License Key File

To upload the temporary or permanent license key file:

1. Create a **c:\temp** directory on your PC.
2. Save the license key file from the E-mail attachment to **c:\temp**, renaming the file to **apkeyf.txt**, the default key file name specified in the Connect:Direct initialization parameters.
3. Verify the name and location of the current key file:
 - a. Log on to the OS/400 system using the administrator profile, CDADMIN.
 - b. Type the following command and press **Enter** until the Change C:D parms (CHGCDPARM) screen is displayed:

WRKCDPARM

- c. Press **Page Down** until the Change C:D parms (CHGCDPARM) screen, which shows the Asset protection key file parameter, is displayed. Write down the location of this file because you will need this information later in this procedure. This parameter value is the current location of the asset protection key file.

Note: If this installation is an upgrade and you are replacing the currently installed license key file, back up or rename the existing license key file if you do not want to overwrite it.

4. On your PC, click **Start** and select **Run**.
You do not have to stop Connect:Direct on the OS/400 system to complete the remaining steps.

5. In the **Open** field, type the following and press **Enter**:

```
COMMAND
```

An MS-DOS window is displayed.

6. At the c:\WINDOWS prompt, type the following command and press **Enter** to change the working directory:

```
cd c:\temp
```

Note: If you changed the name of the default license key file in the Connect:Direct initialization parameters, substitute that name for apkeyf in the remaining steps.

7. At the c:\temp prompt, type the following command and press **Enter** to ensure that the license key is listed in the temp directory.

```
dir apkeyf*
```

If the key file is listed, continue with step 8. If the file is not listed, repeat steps 1–7.

8. Type the following command and press **Enter** to establish an FTP session with your system:

```
c:\windows\ftp <your system name or IP address>
```

9. When you are prompted for a user name and password, type the CDADMIN user profile and password used during the installation.

10. Verify that the working directory is <cdlib> by typing the following and pressing **Enter**:

```
pwd
```

where <cdlib> is the location of the license key file displayed in step 3 on page 7.

11. If <cdlib> is not listed as your working directory, type the following command and press **Enter**:

```
cd <cdlib>
```

12. Transfer the key file by typing the following command and pressing **Enter**:

```
put apkeyf.txt apkeyf
```

Caution: Transfer the temporary or permanent license key file to your OS/400 system in TEXT format. Do not perform a binary transfer.

A message is displayed notifying you that the file was transferred successfully.

- Verify the contents of the transferred key file by comparing it to the original key file. To view the contents of the original key file, open it in a text viewer. After you have opened the original key file, view and verify the contents of the transferred key file by typing the following command and pressing **Enter**:

```
dsppfm <cdlib>/apkeyf
```

The contents of the transferred file should match the contents of the original key file.

Caution: Do not edit the *nnnnn.txt* file or the *license.key* file. Text editors may insert a carriage return or truncate lines, which will invalidate the key file.

- If the files match, type the following command in the FTP window to end the session:

```
ftp> quit
```

- At the prompt, type the following command and press **Enter**:

```
c:\temp> exit
```

Validating the License Key

After you transfer the license key file to the OS/400 system, you need to verify the license key specified in the Connect:Direct initialization parameters. To validate the temporary or permanent key file, use the following procedure:

- Log on to the OS/400 system using the administrator profile, CDADMIN.
- Replace the key file in one of the following ways:
 - If Connect:Direct is running, type the following command and press **Enter**:

```
WRKCDSTS
```

Press **PF9** to reload the key file. The following message is displayed:

```
Your request has been submitted to the processq
```

- If Connect:Direct is not running, start Connect:Direct using the following command:

```
STRCD
```

- To view the start-up messages issued, type the following command:

```
DSPMSG
```

If no error messages are displayed, the key validation is successful. If key validation fails, use the Sterling Commerce Customer Support Web site at www.sterlingcommerce.com to search the knowledge base.

Features and Enhancements

Connect:Direct OS/400 version 3.5.00 has the following features and enhancements.

Note: For documentation updates associated with the maintenance, go to Support on Demand to download the maintenance and related documentation updates. Documentation updates for the maintenance are also available on the Sterling Commerce Support on Demand Documentation library.

Version	Feature or Enhancement
Connect:Direct OS/400 version 3.5.00, maintenance 506A and later	Added the SYSOPTS parameter EORCHAR(xxxx) to allow you to identify the end-of-record delimiters to use in the TEXTFILE, when using Integrated File System (IFS). To identify the record delimiter to use, type the 2- or 4-digit hex character in the EORCHAR parameter. Examples 0A, 0D0A, OD, OD25. EORCHAR(0A)
	Added the SYSOPTS parameter called CCSID to control the coded character set ID used (CCSID) for IFS-created files. To identify the coded character set ID to use, type the character set ID in the CCSID(nnnnn) parameter, for example, CCSID(819). If this parameter is not set, the system default for the CCSID will be used.
	Added the SYSOPTS parameter called ALWNULL to allow the use of NULLS in fields in DB2 files. This parameter is only used on when sending files.
	Support for data set names (DSN) up to 256 characters in both the TDSN and FDSN parameter and in inbound or outbound definitions. The length of the input field displayed is 132 characters, by default. If you want to increase the length of the field to 256 characters, type an ampersand(&) followed by a blank in the first two positions of the field. The larger file names are now captured in statistics records (SMTDSN, SMFDSN).

Version	Feature or Enhancement
Connect:Direct OS/400 version 3.5.00	The length of the Process Name field has been increased from 8 to 12 to accommodate user requirements.
	Firewall navigation has been added to allow customers to selectively specify a range of ports that they can open for Connect:Direct to establish node-to-node sessions.
	To provide additional security, network map checking has been added to require the remote node to have the connecting node defined in its network map definitions.
	To strengthen data integrity doing data transfers over TCP/IP, a Cyclic Redundancy Checking (CRC) option has been added.
	Support for Connect:Direct Secure+ Option OS/400 version 3.1, which enables SSL and TLS protocol connections with X.509 certificates and the AES cipher suite.
Connect:Direct Secure+ Option OS/400 version 3.1.00	Support connections to and from Connect:Direct/Plex environments running on OS/390 without requiring separate network map entries for each Connect:Direct/Plex server yet providing for load balancing across multiple instances of Connect:Direct OS/390.
	Support for SSL and TLS protocol connections with X.509 certificates and the AES cipher suite.
Connect:Direct Secure+ Option OS/400 version 3.1.00	Support for SSL and TLS protocol connections with X.509 certificates and the AES cipher suite.
	Provides FIPS-certified SSL or TLS protocol support when you install an optional IBM 4759 Cryptographic Coprocessor. Using the coprocessor along with the OS/400 Digital Certificate Manager (DCM) provides secure SSL private key storage. It increases iSeries server performance by off-loading the cryptographic operations from the iSeries server to the coprocessor.

Special Considerations

The Connect:Direct OS/400 and Connect:Direct Secure+ Option OS/400 applications have no special considerations.

Installation Notes

When you purchase Connect:Direct OS/400, Connect:Direct Secure+ Option OS/400 is installed but unavailable unless you have also licensed this option. Before you install Connect:Direct OS/400, read all the information in this section and follow the guidelines.

- ◆ If this is a new installation, review *Connect:Direct OS/400 Release Notes* and *Connect:Direct OS/400 Installation and Administration Guide* for last-minute product information and pre-installation tasks.
If you are upgrading from a previous version of Connect:Direct OS/400, review *Upgrading Connect:Direct OS/400*.
- ◆ Complete any worksheets before installing Connect:Direct OS/400.

- ◆ Review your security configuration to ensure compatibility with the following products:
 - ◆ Connect:Direct OS/400. Refer to the *Connect:Direct OS/400 Installation and Administration Guide* for security options.
 - ◆ Connect:Direct Secure+ Option OS/400. Refer to the *Connect:Direct Secure+ Option OS/400 Implementation Guide* for security options.
- ◆ Verify that you have the current updates for Connect:Direct OS/400. Access current update information, including instructions for applying updates containing product fixes and enhancements, from the Connect product support Web site at www.sterlingcommerce.com. See *Getting Support for Sterling Commerce Products* on page 20 for instructions.
- ◆ If you purchase Connect:Direct Secure+ Option OS/400 after you purchase Connect:Direct OS/400, you must obtain a new license key. See *License Key File* on page 6 for instructions.

Upgrading to Connect:Direct OS/400 Version 3.5.00

If you are upgrading from an existing version of Connect:Direct OS/400, review *Upgrading Connect:Direct OS/400*, which is a separate document in the Connect:Direct OS/400 documentation library.

In addition, if you are upgrading from an existing version of the Connect:Direct Secure+ Option OS/400 application, observe the following guidelines:

- ◆ You can continue to use the parameters file that was defined in an earlier version of the product. It is not necessary to reconfigure trading partner definitions, if the trading partner will continue to use the same protocol.
- ◆ If the previous version was the Export version, the STS authentication keys and signature keys will not work with this version. You must regenerate the keys. Refer to *Chapter 2, Installing and Setting Up Secure+ Option*, in *Connect:Direct Secure+ Option Implementation Guide* to regenerate the keys.

Installing Connect:Direct OS/400 from the ESD Portal

These instructions contain procedures for downloading, unpacking, and installing the Connect:Direct OS/400 version 3.5.00 release, including documentation. The file you download from the Electronic Software Distribution (ESD) Portal is named CD3500savf.zip.

Downloading the Application File

This procedure assumes that you are downloading the file to a PC or workstation and then uploading it to your OS/400 system.

To download the CD3500savf.zip file:

1. Click the link to the Electronic Software Distribution Download Area in the e-mail from Sterling Commerce.
2. In the **Security Alert** dialog box, click **Yes**.

3. On the Login page, type the following information included in the e-mail:
 - ◆ Sterling order number
 - ◆ Company name
 - ◆ Customer ID
4. Click **Login**. The Download Area is displayed.
5. Find Connect:Direct OS/400, version 3.5.00 and click **Download**.
6. In the **File Download** dialog box, click **Save**.
7. When the **Save As** dialog box opens, save the CD3500savf.zip file to the C:\ drive.

Note: If Internet Explorer adds a number in brackets to the name of the downloaded file (for example, CD[1].*platformuniqueproductname.version*), rename the file on the Windows system before you transfer it to the system where it will be installed.

Installing the Application

To install Connect:Direct OS/400:

1. Right-click the CD3500savf.zip icon, and extract the CD3500SAVF.SAVF file to your C:\ drive.
2. From your PC or workstation, start an FTP session to the OS/400 computer and log on to the system:

```
>ftp ip address of the OS/400 computer
>User-id youruserid
>password yourpass
quote site nam 1
bin
cd /qsys.lib/qgpl.lib (or library of your choice)
```

3. Copy the CD3500SAVF.SAVF file to the CD3500SAVF save file on your OS/400 system:

```
PUT CD3500SAVF.SAVF CD3500SAVF.SAVF
```

4. Sign on to the OS/400 server as cdadmin using the password you set.
5. To restore the object files, type the following command and press **Enter**.

```
RSTOBJ OBJ(CDINSTSAVF) SAVLIB(CDBAS35) DEV(*SAVF) SAVF(CD3500SAVF) RSTLIB(QTEMP)
```

6. To start the installation, type the following command and press **F4** to display the prompt for the installation parameters:

```
CDINSTSAVF
```

7. Follow the instructions on the command for save file and install library. When you are prompted, type the following values in the Connect:Direct Install screen and press **Enter**.

Field	Value	Description
Install from Device	*SAVF	Specifies the name of the device to be used for installation (in this case a file name).
Save file name	CD3500SAVF	Specifies the name of the save file.
Library	*LIBL	Specifies the name of the save file library *LIBL.
Install to library	cdlib	Specifies the name of the library where you want to install the product.

The Create Connect:Direct Objects screen (CRTCDOBJ) is displayed, as shown in Chapter 3 of *Connect:Direct OS/400 Installation and Administration Guide*.

8. If this is a new installation, go to *Step – 2 Build Connect:Direct Objects* in Chapter 3 of *Connect:Direct OS/400 Installation and Administration Guide* and follow the instructions in that chapter to finish the installation.
9. If you are upgrading from an existing version, go to step 7 in the *Upgrading Connect:Direct OS/400* document.

Maintenance Updates

For a list of issues resolved for Connect:Direct OS/400 version 3.5.00, see *Connect:Direct OS/400 Version 3.5 Maintenance Updates*, which is available from the Documentation Library link on the Support On Demand Web site at www.sterlingcommerce.com.

There are no maintenance updates for Connect:Direct Secure+ Option OS/400 version 3.1.

Known Restrictions

Connect:Direct OS/400 version 3.5.00 has the following restrictions:

- ◆ Connect:Direct OS/400 does not support V5R1 128-character passwords. Connect:Direct OS/400 is limited to 10-character password OS/400 profiles.
- ◆ Connect:Direct OS/400 does not support the System/36 environment.
- ◆ You cannot upgrade from a version prior to version 3.3.00. If you wish to migrate from an earlier version to version 3.5.00, you must follow the instructions for first-time installations in Chapter 3 of *Connect:Direct OS/400 Installation and Administration Guide*.
- ◆ No known restrictions exist for Connect:Direct Secure+ Option OS/400 version 3.1.

Documentation Updates

This section describes last-minute updates to the Connect:Direct OS/400 version 3.5 documentation.

Connect:Direct OS/400 User's Guide

The following updates apply to *Connect:Direct OS/400 User's Guide*.

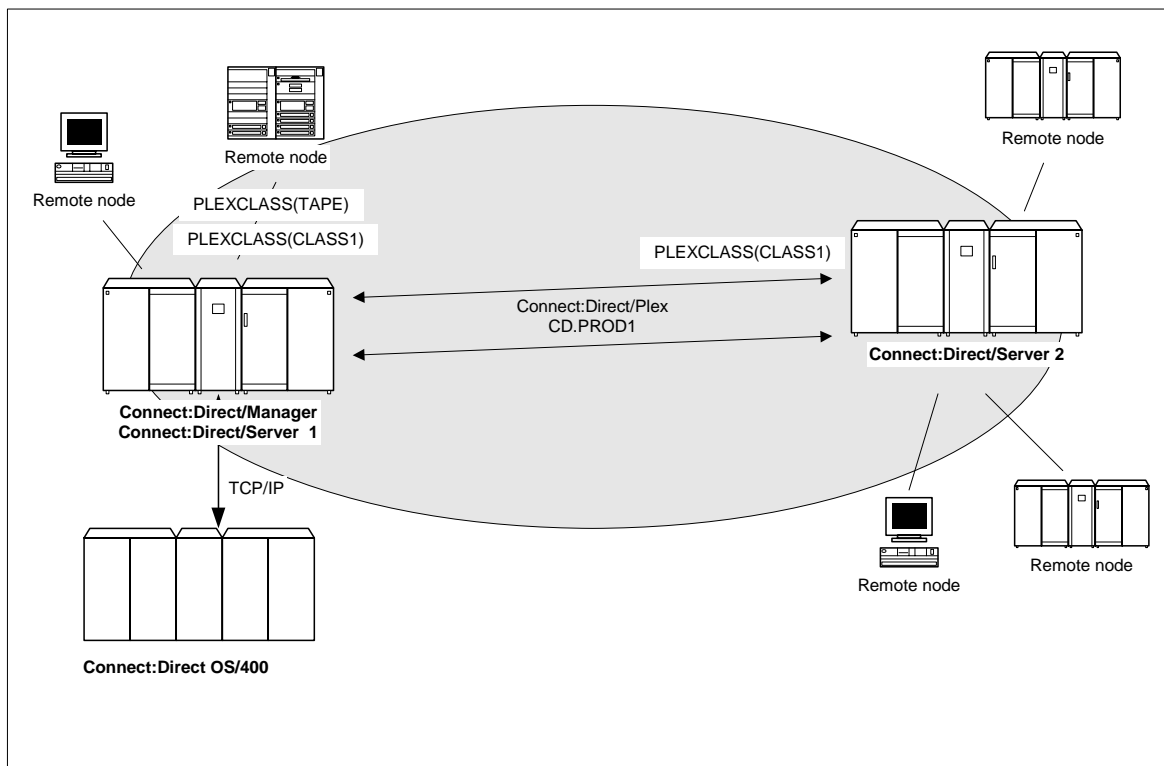
Chapter 1, About Connect:Direct OS/400

Add the following section after *Understanding Connect:Direct OS/400 Components*.

Connecting Connect:Direct OS/400 to Connect:Direct/Plex

Connect:Direct OS/400 can be connected to Connect:Direct/Plex, which is a Connect:Direct OS/390 (zOS) system consisting of a Connect:Direct/Manager and one or more Connect:Direct/Servers in a TCP/IP environment. Once the connection between Connect:Direct OS/400 and Connect:Direct/Plex has been defined, each system can initiate sessions to the other. All requests to initiate sessions to the Connect:Direct/Plex system go through the Connect:Direct/Manager, which controls the traffic and determines which Connect:Direct/Server can run a particular Process based on the PLEXCLASS of the Connect:Direct/Server and the Process coming from the Connect:Direct OS/400 system. One advantage of routing the Processes through the Connect:Direct/Plex Manager is that you only have to define a single network map

entry for the Connect:Direct/Plex Manager rather than creating separate node entries for each Connect:Direct/Plex Server.



The PLEXCLASS parameter represents a type of server in the Connect:Direct/Plex system. In the example illustrated in the graphic, there is one Connect:Direct OS/400 system connected to a Connect:Direct/Plex system called CD.PROD1. CD.PROD1 consists of a Connect:Direct/Manager and two Connect:Direct/Servers. Both Connect:Direct/Servers support the CLASS1 PLEXCLASS but only Connect:Direct/Server 1 can process the TAPE PLEXCLASS.

When the Connect:Direct/Manager receives a Process that requires PLEXCLASS=CLASS1 and determines that both Connect:Direct/Servers support CLASS1, it routes the Process to the Connect:Direct/Server with the lowest workload.

For more information on the PLEXCLASS parameter, see the specific CL command you wish to execute in the Connect:Direct OS/390 environment in the *Connect:Direct OS/400 User's Guide*.

Chapter 3, Sending a File

Apply the following updates in Chapter 3.

Add the following parameter in the *CDSND Command Format* section.

◆ PLEXCLASS(user-defined class)

Add the following parameter in the *Optional Parameters* section.

◆ PLEXCLASS(user-defined class)

specifies a user-defined class containing up to eight characters associated with a Connect:Direct/Server in a Connect:Direct/Plex environment. This represents a type of server on which you want to run a task, for example TAPE.

Note: This parameter is for use only in Connect:Direct OS/390 environments.

Chapter 4, Receiving a File

Add the following parameter in the *CDRCV Command Format* section.

- ◆ PLEXCLASS(user-defined class)

Add the following parameter in the *Optional Parameters* section.

- ◆ PLEXCLASS(user-defined class)

specifies a user-defined class containing up to eight characters associated with a Connect:Direct/Server in a Connect:Direct/Plex environment. This represents a type of server on which you want to receive a file, for example TAPE.

Note: This parameter is for use only in Connect:Direct OS/390 environments.

Chapter 5, Sending a Spool File

Add the following parameter in the *CDSNDSPL Command Format* section.

- ◆ PLEXCLASS(user-defined class)

Add the following parameter in the *Optional Parameters* section.

- ◆ PLEXCLASS(user-defined class)

specifies a user-defined class containing up to eight characters associated with a Connect:Direct/Server in a Connect:Direct/Plex environment. This represents a type of server on which you want to send a spooled file, for example TAPE.

Note: This parameter is for use only in Connect:Direct OS/390 environments.

Chapter 6, Running a Remote Task

Add the following parameter in the *CDRUNTASK Command Format* section.

- ◆ PLEXCLASS(user-defined class)

Add the following parameter in the *Optional Parameters* section.

- ◆ PLEXCLASS(user-defined class)

specifies a user-defined class containing up to eight characters associated with a Connect:Direct/Server in a Connect:Direct/Plex environment. This represents a type of server on which you want to run a task.

Note: This parameter is for use only in Connect:Direct OS/390 environments.

Chapter 7, Submitting a Job on a Remote Node

Add the following parameter in the *CDRUNJOB Command Format* section.

- ◆ PLEXCLASS(user-defined class)

Add the following parameter in the *Optional Parameters* section.

- ◆ PLEXCLASS(user-defined class)

specifies a user-defined class containing up to eight characters associated with a Connect:Direct/Server in a Connect:Direct/Plex environment. This represents a type of server on which you want to submit a job.

Note: This parameter is for use only in Connect:Direct OS/390 environments.

Chapter 8, Submitting a Connect:Direct Process on a Remote Node

Add the following parameter in the *CDSUBMIT Command Format* section.

- ◆ PLEXCLASS(user-defined class)

Add the following parameter in the *Optional Parameters* section.

- ◆ PLEXCLASS(user-defined class)

specifies a user-defined class containing up to eight characters associated with a Connect:Direct/Server in a Connect:Direct/Plex environment. This represents a type of server on which you want to submit a Connect:Direct Process.

Note: This parameter is for use only in Connect:Direct OS/390 environments.

Connect:Direct OS/400 Installation and Administration Guide

Apply the following updates.

Chapter 5, Modifying Initialization Parameters

Add the following note to the descriptions of both the NETMCHK(*YES | *NO) and NODECHK(*NAME | *BOTH) parameters in the *Parameters* section.

Note: If a Connect:Direct/Plex Server sends a Process directly to Connect:Direct OS/400 instead of going through the Connect:Direct/Plex Manager and the network map or node checking feature is turned on, the Connect:Direct/Plex Server must be defined in the Connect:Direct OS/400 network map.

Chapter 7, Maintaining the Network Map

Add the following section before *Using the WRKCDNTMP Command*.

Defining a Connect:Direct Secure+ Option/Plex System in the Network Map

Connect:Direct OS/400 can be connected to Connect:Direct/Plex, which is a Connect:Direct OS/390 (zOS) system consisting of a Connect:Direct/Manager and one or more Connect:Direct/Servers in a TCP/IP environment.

The Connect:Direct/Plex system must have an entry to define it as a remote node in the Connect:Direct OS/400 network map. To define the Connect:Direct/Plex system, the following parameters need to be specified to tell Connect:Direct OS/400 where the Connect:Direct/Plex Manager is located:

- ◆ CMNTYPE for the communication type. For Connect:Direct/Plex, this must be TCPIP.
- ◆ IPADR for the TCP/IP address in “dotted node form” or domain name form to use for the connection
- ◆ PORT for the TCP/IP port address to use for the connection

One advantage of routing Processes through the Connect:Direct/Plex Manager is that you only have to define a single network map entry for the Connect:Direct/Plex Manager rather than creating separate node entries for each Connect:Direct/Plex Server.

Note: If a Connect:Direct/Plex Server sends a Process directly to Connect:Direct OS/400 instead of going through the Connect:Direct/Plex Manager and the network map or node checking feature is turned on, the Connect:Direct/Plex Server must be defined in the Connect:Direct OS/400 network map.

Chapter 13, Analyzing Connect:Direct Problems

Add the following text after *Connect:Direct OS/390 Node Could Not Establish Session with Connect:Direct OS/400 Node* in *Common Problems and Their Solutions*.

Connect:Direct OS/400 Node Could Not Establish Session with Connect:Direct OS/390 Node Using a Certain PLEXCLASS

If the Connect:Direct OS/400 node cannot establish a session with the Connect:Direct OS/390 node with the PLEXCLASS specified in the CL command, the Process is cancelled. If you see an SCPA013I error message in the statistics, the Connect:Direct/Plex workload manager could not find a Connect:Direct/Server that supports the specified PLEXCLASS.

Action to Take

Add a Connect:Direct/Server that supports the PLEXCLASS or change PLEXCLASS on the Process to a supported PLEXCLASS.

If you see an SCPA007I error message in the statistics, the Connect:Direct/Plex workload manager directed the Process to the appropriate Connect:Direct/Server based on the workload balancing algorithm, but the server was running on a version of Connect:Direct OS/390 that does not support the Connect:Direct/Plex feature. Consequently, the Process was cancelled.

Action to Take

Change the network map entry to use the TCP/IP address of a Connect:Direct/Server and not the Connect:Direct/Manager.

Getting Support for Sterling Commerce Products

Sterling Commerce provides intuitive technical products and superior Help and documentation to enable you to work independently. However, if you have a technical question regarding a Sterling Commerce product, use the Sterling Commerce Customer Support Web site, Support On Demand.

The Sterling Commerce Customer Support Web site at www.sterlingcommerce.com is the doorway to Web support, information, and tools. This Web site contains several informative links, including a solutions database, an issue tracking system, fix information, documentation, workshop information, contact information, sunset and retirement schedules, and ordering information. Refer to the Customer Support Reference Guide for specific information on getting support for Sterling Commerce products.

You need a Support On Demand user name and password for access to the information and services provided on the Sterling Commerce Customer Support Web site.

To obtain a Support On Demand user name and password:

1. Open your Web browser and go to <http://www.sterlingcommerce.com> to display the Sterling Commerce Web site main page.
2. Highlight **Customer Support** and click **Support On Demand** to display the Login page.
3. Click the link under **New to the Site?**
4. Read the Legal Agreement and click **Agree**.
5. Type the information required to register and click **Submit**.

Your Support On Demand user name and password will be sent to you in an e-mail.

Connect:Direct OS/400 Documentation

The Connect:Direct OS/400 documentation, including supplemental documentation, is available on the product media or the documentation CD-ROM. You can view or download documentation from the Sterling Commerce Support On Demand Web site at www.sterlingcommerce.com. You need a Support On Demand user name and password. See *Getting Support for Sterling Commerce Products* on page 20 for instructions on obtaining your user name and password.

Access to PDF files requires the latest version of Adobe Acrobat Reader, which you can download at www.adobe.com.

The Connect:Direct OS/400 documentation consists of:

- ◆ *Connect:Direct OS/400 Installation and Administration Guide*
- ◆ *Connect:Direct OS/400 User's Guide*
- ◆ *Upgrading Connect:Direct OS/400*

- ◆ *Connect:Direct Secure+ Option OS/400 Implementation Guide*
- ◆ *Understanding Connect:Direct Processes*
- ◆ *Connect:Direct Compatibility and Connectivity Chart*

Maintenance updates are available only on the Sterling Commerce Support On Demand Web site. The following release notes are available in hard copy and in HTML format on the Support On Demand Web site:

- ◆ *Connect:Direct OS/400 Version 3.5.00 Release Notes*

Information on Connect:Direct Processes is available from the Connect:Direct Processes Web site at <http://www.sterlingcommerce.com/documentation/processes/processhome.html>.

