

Sterling Standards Library



Known Issues

Version 8.04, for Sterling B2B Integrator 5.24

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Note

Before using this information and the product it supports, read the information in "Notices" on page 45.

Copyright

This edition applies to the 8.0.4 Version of the IBM Sterling B2B Integrator and to all subsequent releases and modifications until otherwise indicated in new editions.

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Contents

Chapter 1. Important Upgrade Notices.	1	Chapter 12. Permissions Issues and Resolutions	27
Chapter 2. Standards Versions Added and Removed	3	Chapter 13. RosettaNet Issues and Resolutions	29
Chapter 3. AS2 Issues and Resolutions	5	Chapter 14. Service and Adapter Issues and Resolutions.	31
Chapter 4. AS3 Issues and Resolutions	9	Chapter 15. SPEC2000 Issues and Resolutions	33
Chapter 5. Business Process Issues and Resolutions.	11	Chapter 16. SWIFT Issues and Resolutions	35
Chapter 6. CHIPS Issues and Resolutions	13	Chapter 17. Upgrade and Installation Issues and Resolutions	39
Chapter 7. EDI Issues and Resolutions	15	Chapter 18. User Interface Issues and Resolutions	41
Chapter 8. Envelope Issues and Resolutions	17	Notices	45
Chapter 9. HIPAA Issues and Resolutions	19		
Chapter 10. Import and Export Issues and Resolutions.	21		
Chapter 11. IBM Sterling B2B Integrator Map Editor Issues and Resolutions	23		

Chapter 1. Important Upgrade Notices

Important Upgrade Notice for SWIFTNet 6.x on the Oracle Solaris Platform

If you are using the IBM Sterling B2B Integrator SWIFTNet Server Adapter on the Oracle Solaris platform, to receive the adapter updates for 5.2.4 you must patch your SUN operating system to pick up the SUNWlibc 1.3.2 library and (if you are using SSL) also the new 0.9.8 OpenSSL library.

- For Oracle SUN OS, the download is available from Oracle Support (<https://support.oracle.com>).
- For OpenSSL, the download is available from OpenSSL (<http://www.openssl.org>).

Important Upgrade Notice for SWIFTNet 6.x on the IBM® AIX® Platform

If you are using the SWIFTNet Server Adapter on the IBM AIX platform, to receive the adapter updates for 5.2.4 you must patch your XL C/C++ runtime library to Version 8.0 (or higher).

Additionally, if you are using SSL, you must also upgrade to the 0.9.8 OpenSSL library.

- For OpenSSL, the download is available from OpenSSL (<http://www.openssl.org>).
- For IBM AIX, the download is available from IBM (<http://www-306.ibm.com/software/support/>).

Important Upgrade Notice for SWIFTNet7 on the Oracle Solaris Platform

If you are using the SWIFTNet7 Adapter on the Oracle Solaris platform, to receive the adapter updates for 5.2.4 you must patch your SUN operating system with Oracle Solaris 10 HW 10/09. If you are using SSL, you must also upgrade to the new 0.9.8 OpenSSL library.

- For Oracle SUN OS, the download is available from Oracle Support (<https://support.oracle.com>).
- For OpenSSL, the download is available from OpenSSL (<http://www.openssl.org>).

Important Upgrade Notice for SWIFTNet7 on the IBM AIX Platform

If you are using the SWIFTNet7 Adapter on the IBM AIX platform, to receive the adapter updates for 5.2.4 you must patch your IBM XL C/C++ runtime library to July 2009 Runtime for IBM XL C++ for AIX. Additionally, you must upgrade your AIX operating system to Version 10.1 (or higher).

Additionally, if you are using SSL, you must also upgrade to the 0.9.8 OpenSSL library.

- For OpenSSL, the download is available from OpenSSL (<http://www.openssl.org>).
- For IBM AIX, the download is available from IBM (<http://www-306.ibm.com/software/support/>).

Important Upgrade Notice for SWIFTNet7 on the Windows Platform

If you are using the SWIFTNet7 Adapter on the Windows platform, to receive the adapter updates for 5.2.4 you must upgrade your Windows operating system to Windows Server 2008 R2 (with all security patches).

Additionally, if you are using SSL, you must also upgrade to the 1.0 OpenSSL library.

- For OpenSSL, the download is available from OpenSSL (<http://www.openssl.org>).
- For Windows, the download is available from Microsoft (<http://www.microsoft.com/windowsserver2008/>).

Chapter 2. Standards Versions Added and Removed

Applying IBM Sterling B2B Integrator, Release 5.2.4, automatically includes the IBM Sterling Standards Library 8.0.4. Your specific standards implementation will depend upon the terms of your licensing agreement.

Sterling Standards Library version 8.0.4 did not remove or add any standards versions.

Chapter 3. AS2 Issues and Resolutions

Defect 161072

Issue: If you skip screens in the AS2 Configuration wizard when editing an AS2 Partner profile with **Store AS2 Messages in File System** option, the corresponding AS2 subfolders are not created.

Resolution: Ensure that you do not skip any screens when editing the AS2 Partner profiles.

Defect 173587

Issue: In the AS2SendAndProcessAsyncMDN business process and MailboxAS2SendAndProcessAsyncMDN Business Process, the time interval between HTTP Client End Session Service and the first EDIINTAck Service is one second. It is possible that this interval does not allow enough time before an MDN is returned, and in that case, the process calls the Wait Service to wait for two minutes (which is not configurable outside of the BPML). This sometimes prevents the MDN from being processed until almost two minutes after it is received.

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

Defect 173775

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

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

Defect 172169

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

Resolution: In the dialog box with the message "Would you prefer to use AS2 specific wizard to edit this profile?," select **Cancel** to continue editing the Advanced AS2 profiles.

Defect 175277

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

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

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

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

- Service Configurations
- Schedules

Defect 174583

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

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

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

Defect 172349

Issue: The optional E-mail Address, E-mail Host, and E-mail Port fields in the Sterling B2B Integrator user interface profile_ORGANIZATION page (accessed through **Trading Partner > AS2 > AS2 Profiles**) are not included within the export file when you export trading partner data.

Resolution: Set the above-mentioned optional fields in the target Sterling B2B Integrator instance through the AS2 profiles Edit page.

Defect 34441

Issue: The signed MDN does not contain all the necessary information.

Resolution: If a signed MDN is required, ensure that the Organization Profile has a Signing Certificate selected.

Defect 243117

Issue: From the AS2 Wizard, if create a new AS2 Partner Profile and configure it for MDN delivery, and then edit the partner profile from the previous step and configure it for No MDN delivery (by deselecting **MDN Receipt**) and export the AS2 Partner profile and then import the partner using the export file, the import fails with the error message:

cvc-enumeration-valid: Value '' is not facet-valid with respect to enumeration '[0, 1, 2]'. It must be a value from the enumeration.

Resolution: Change the value of following two elements for the Identity to "0" (zero) in the import file and re-import the file: SI_RESOURCES ->SCI_ENTITY->DELIVERY_CHANNELS->SCI_DELIVERY_CHANNEL->RECEIPT_DELIVERY_MODE SI_RESOURCES ->SCI_ENTITY->DELIVERY_CHANNELS->SCI_DELIVERY_CHANNEL->RECEIPT_SIGNATURE_TYPE

Chapter 4. AS3 Issues and Resolutions

Defect 33998

Issue: Using the **Administration > Trading Partner > Advanced > Profile** options and **Administration > Trading Partner > Contracts** to edit the AS3-specific records has unintended side effects, including the orphaning of AS3-specific dependent records.

Resolution: Create/edit/delete AS3 Profiles and AS3 Contracts using the AS3 Partner Wizard only.

Defect 34533

Issue: Using the **Administration > Trading Partner > Advanced > Profile** options allows you to create a duplicate AS3 profile. Deleting one of the duplicates will result in deletion of both the AS3 profiles, since the same table is used to store the AS3 profile data.

Resolution: Create an AS3 profile using the AS3 Partner Wizard only.

Defect 34546

Issue: Using the **Trading Partner > Advanced > Profile** options to update the name and identifier of a trading partner profile does not update the contract name.

Resolution: The contract name and identifier cannot be edited. You should create/edit/delete AS3 Profiles and AS3 Contracts using the AS3 Partner Wizard only. Using the **Trading Partner > Advanced > Profile** options and **Trading Partner > Contracts** to edit the AS3-specific records has unintended side effects, including orphaning AS3-specific dependent records.

Defect 34187

Issue: When you edit the schedule timer with a zero value, you may find that subsequent updates to the schedule timer display that the zero value may not be saved.

Resolution: The correct value is sent to the Schedule subsystem. You can verify this by clicking **Deployment > Schedules** and searching for the schedule attached to the contract. The schedule name is in the form `Schedule_{Organization}InitiateExchangeTo{Partner}`.

Defect 34747

Issue: You can create a contract between two organizations.

Resolution: Ensure that the contracts you create are between a Partner and an Organization.

Defect 35150

Issue: When editing an existing AS3 Organization, it appears as if you can edit the Partner properties.

Resolution: When editing an Organization Profiles, you are able to navigate to the pages associated with a Partner Profile from the sidebar page link. However, any changes made will not be saved and the confirmation screen will only show the values associated with the Organization profile.

Defect 35075

Issue: When using an FTP Client, a zero-byte file is received by the FTP Server and errors are generated.

Resolution: If the FTP Client you are using has the ability to turn off the PBSZ and PROT commands in an SSL transmission, you must ensure that the option is turned on when communicating with the FTP Server in Sterling B2B Integrator, because the FTP Server enforces the data channel being encrypted in an SSL transmission.

Defect 257731

Issue: When you create an AS3 contract is with the **AS3 - Bulk Message Generation** option enabled, and the value zero is used in the **Run Schedule Time** configuration, the user interface will always display the zero value that was configured when the contract is edited again. However, when the **Run Schedule time** configuration is updated with a zero value, the user interface always displays the last non-zero value when the contract is edited again.

Resolution: This is a user interface issue only and it occurs only during an update of the AS3 contract. The zero value configured is saved correctly and passed to the scheduler. When you update the AS3 contract, if you still want to use a zero value in this parameter, you can reenter the zero value(s) while editing.

Chapter 5. Business Process Issues and Resolutions

Defect 226980

Issue: If an inbound X12 or EDIFACT interchange processed by the EDI Post Processor Service is found to be non-compliant and the envelope definition specifies an Error BP to invoke that does not exist in the system, then no interchanges will be processed and they remain in the EDI Sequence Check Queue. The status report for the EDI Post Processor Service does not indicate what the error was, but an exception is written to the EDI log indicating that the business process does not exist in the system.

Resolution: If this situation is encountered, the fix is to add the missing Error Business Process to the system. The next time the EDI Post Processor Service runs, it will then process the interchanges successfully and remove them from the queue.

Chapter 6. CHIPS Issues and Resolutions

Defect 28562

Issue: The maximum usage for CHIPS tags 610, 620, 630, 640 and 650 is set to 6, and the maximum usage for CHIPS tags 621,631 and 641 is set to 3. However, the CHIPS specification is unclear on whether there are situations in which more occurrences may be permitted.

Resolution: If necessary, edit your map to increase the maximum usage values for these tags (the CHIPS-specified maximum usage was set when the map was created).

Chapter 7. EDI Issues and Resolutions

Defect 194788

Issue: The IBM Sterling Standards Database for EDI installer occasionally hangs if other Windows applications are running simultaneously.

Resolution: Close all the other Windows applications and then retry the installation. You need to end the installer process that has stopped responding, by accessing the Windows task manager or by restarting the computer.

Defect 197312

Issue: The Status, Next Page, and Previous Page Images are not displayed correctly in the EDI Correlation Search Results page when using HP-UX with the 64-bit JDK.

Resolution: The Next Page and Previous Page links still work even though a broken image is displayed. To determine the status of a document, click the Info link. This will display detailed information about the document, including its status. Alternatively, specify a particular document status when searching to ensure all results will be of that known status.

Defect 24162

Issue: For non-EDI envelopes, ACH Outbound Batch/Entry Detail envelope configuration allows you to set up an Outbound envelope without Addenda, even if the SEC code requires an addenda record (for example, COR).

Resolution: The **Use Addenda Records** option should be selected when configuring an Outbound Batch/Entry Detail level envelope for a SEC code that requires an addenda record.

Chapter 8. Envelope Issues and Resolutions

Defect 242930

Issue: If an envelope has been deleted from the system, when you click the envelope name link from the EDI Correlation search details page this error “Processing error has occurred. Please contact system administrator and check system logs for more details java.lang.NullPointerException” is displayed.

Resolution: The envelope cannot be displayed since it has been deleted. This error can be ignored.

Chapter 9. HIPAA Issues and Resolutions

Defect 195593

Issue: In maps generated from the HIPAA standards database, generic segment descriptions are used instead of the descriptions from the implementation guide. For example, in the 005010X224A1 version of the 837, the NM1 segment in loop 1000A has the description INDIVIDUAL OR ORGANIZATION NAME instead of SUBMITTER NAME as specified in the *HIPAA implementation guide*.

Resolution: The function of a particular segment is determined by looking at the name of the loop containing it and, when necessary, the segment key field settings. The generic description has no impact on the function of the segment.

Chapter 10. Import and Export Issues and Resolutions

Defect 248999

Issue: When you need to export a large number of partner and/or user configurations for EBICS, if you use the Sterling B2B Integrator Export Resource functionality the system appears to hang.

Resolution: Use the EBICS XAPI to export a large number of partner/user configurations in batches.

Chapter 11. IBM Sterling B2B Integrator Map Editor Issues and Resolutions

Defect 225404

Issue: The content of element I12 (for ASC X12) is not correct after the translation of X12 envelope segments.

Resolution: It is normally preferable to create the IEA (and all other envelope segments) using the X12EnvelopeUnified business process, which will create the IEA02 with the correct number of leading zeroes. If for some reason you do not want to use the X12EnvelopeUnified business process, the workaround is to change the type of the IEA02 to a string and use extended rules to prepend the necessary number of leading zeroes to its value.

Defect 173518

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

Resolution: You need to manually select the proper key field for the record in the Sterling B2B Integrator Map Editor. In the Sterling B2B Integrator Map Editor, once you have imported a .DDF file, right-click the imported record(s), then select Properties, and then the Key field tab to make the changes.

Defect 33228

Issue: SWIFT 2007 includes the concept that field tags that are part of a choice can have different repeat counts (maximum usage values). In this situation, Sterling B2B Integrator Map Editor represents the choice in the map, the individual members of the choice cannot have different maximum usage counts, so all members of the choice are set to the maximum repeat count of the choice. Additionally, the Sterling B2B Integrator Map Editor enforces the lower repeat counts on other fields through an extended rule. In this situation, the maximum usage count displayed in the Sterling B2B Integrator Map Editor for the affected fields does not correspond to the repeat count in the SWIFT 2007 documentation.

Resolution: The custom extended rules created for SWIFT 2007 maps will handle the repeat counts for choices as described above.

Defect 229282

Issue: Map Test fails if an IPv6 IP address is used as the URL for which the Sterling B2B Integrator system should connect.

Resolution: Use the hostname of the Sterling B2B Integrator system instead of the IP address.

Defect 227343

Issue: On Windows 7, when installing multiple instances of a given standard, a Program Compatibility Assistant dialog box may be displayed to ask if the install completed correctly.

Resolution: If this dialog box is displayed, respond by selecting the **This program installed correctly** option.

Defect 203818

Issue: When you compile the 5010 HIPAA .MXL files that are generated by the Map Wizard from the HIPAA standards database, ordering tags are missing or there are "no active children" errors.

This occurs because the groups/segments and their children are conditional elements, which means they are deactivated. Some of these deactivated groups/segments are in random-order groups, so when they are compiled (and if they are a start or end ordering tag) they produce an error.

Resolution: You must customize the HIPAA maps to suit your needs. The application HIPAA implementation is not an out-of-the-box project and will require map customization and extended rules. The HIPAA maps generated by the Map Wizard faithfully represent the HIPAA standard with its mandatory/conditional requirements.

Defect 257499

Issue: The MapTest feature of the Sterling B2B Integrator Map Editor fails to return results when FIPS mode and the SSL option are enabled.

Resolution: If this situation is encountered, you can view the results of the MapTest business process through the **Business Process Monitor > Current Processes**. You can also use the Map Test feature without the SSL option (if you do not require the use of SSL).

To work around this issue in UNIX the following is recommended:

1. Open the temp.sh.asset_ext.in file in the <install>/bin directory
2. Append the -DDisableSSLEmptyRecords=true flag to the JAVA_FLAGS

- EXAMPLE:

```
JAVA_FLAGS="${JAVA_FLAGS}
-Dcom.maverick.ssh.components.
ComponentManager.
tryStandaloneCryptographyBeforeJCE
=true
-Dssh.maxWindowSpace=4194304
-Dcom.certicom.tls.record.
maximumPaddingLength=0
-DDisableSSLEmptyRecords=true "
```

3. Run setupfiles.sh to incorporate the change and make it available

To work around this issue in Windows the following is recommended:

1. Open the tmp.cmd.asset_ext.in file in the <install>/bin directory
2. Append the -DDisableSSLEmptyRecords=true flag to the JAVA_FLAGS.

- EXAMPLE:

```
set JAVA_FLAGS=%JAVA_FLAGS%
-Dcom.maverick.ssh.components.
ComponentManager.
tryStandaloneCryptographyBeforeJCE
=true
```

```
-Dssh.maxWindowSpace=4194304  
-Dcom.certicom.tls.record.  
maximumPaddingLength=0  
-DDisableSSLEmptyRecords=true
```

3. Run `setupfiles.cmd` to incorporate the change and make it available

Chapter 12. Permissions Issues and Resolutions

Defect 174070

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

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

Defect 229479

Issue: A user created with all permissions cannot log in.

Resolution: Delete the user that was created with all permissions and create a new user. When creating the new user, do not add either the DS_ADMIN or DS_USER permissions.

Chapter 13. RosettaNet Issues and Resolutions

Defect 218852

Issue: When you access the RosettaNet Visibility user interface using Internet Explorer, a request is displayed asking you to add the URL to your trusted sites list.

Resolution: This warning can be safely ignored by closing the pop-up dialog box.

Defect 229904

Issue: If you change a **Report By** parameter by clicking the link, you must click **Next** for this change to take effect in the Report Configuration.

Resolution: Click **Next** for your change to take effect in the Report Configuration.

Chapter 14. Service and Adapter Issues and Resolutions

Defect 231588

Issue: If you try to modify the Map Test HTTP Server adapter configuration, such as by switching the SSL mode from **must** to **none** or **none** to **must**, or by changing whether the adapter is deployed in a separate container JVM, while the Sterling B2B Integrator Map Editor is running and after a MapTest has already been run in that session of the Sterling B2B Integrator Map Editor, the save of the adapter may hang or the subsequent Map Tests may fail.

Resolution: Close the Sterling B2B Integrator Map Editor, re-apply any configuration change to the Map Test HTTP Adapter, and then stop and restart the adapter. You can also make sure the Sterling B2B Integrator Map Editor is closed prior to attempting any edits to the Map Test HTTP Server Adapter.

Defect 159252

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

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

Defect 198115

Issue: Occasionally, when you disable the SWIFTNet Server Adapter, the Error Stopping status in the Advanced Status field is displayed, though the SWIFTNet Server Adapter has stopped successfully.

Resolution: This is a display issue in the Advanced Status and the SWIFTNet Server Adapter functionality is working as expected. Please disregard the error status message.

Defect 161685

Issue: If the input channel is open, editing the SWIFTNet Server Adapter configuration while the adapter is enabled or active, it does not update the input channel status correctly and results in a failure during the operation of both the SWIFTNet Client Service and the Resend Handler scheduler.

Resolution: You need to first disable the SWIFTNet Server Adapter and then edit the SWIFTNet Server Adapter configuration. This allows the closing sequence to be triggered and the input channel status to be updated correctly.

Defect 198585

Issue: Running the EDIFACT Develope Service on interchanges that are earlier than syntax version 4 will throw an Unparsable Date exception on the date in the UNB segment if it is six characters. This is caused by the service trying to first parse the value as an eight-character date string, and then if that fails it will try it as a six-character date string.

Resolution: The exception can safely be ignored because once the system processes the exception, it parses the date as a six-character date string. There is no functional impact from the exception.

Defect 243314

Issue: The **checkForPaddingRemove** property should be set to **false** if raw non-text binary data is being received by the EDIINT Pipeline service.

Resolution: If raw non-text binary data is being received by the EDIINT Pipeline service, the **ediint.checkForPaddingRemove** property should be added to the **customer_overrides.properties** file and set to the value **false** to ensure that the raw non-text binary data is processed correctly.

Defect 31932

Issue: If you configure the CHIPS adapter using the user interface, the **Number of msgs in a batch** parameter will allow you to type a numeric value greater than 40.

Resolution: If you type a value more than 40 for the **Number of msgs in a batch** parameter, the value is programmatically defaulted to 40 when you save the adapter configuration.

Chapter 15. SPEC2000 Issues and Resolutions

Defect 230996

Issue: The EDI log contains a NullPointerException error.

Resolution: In some cases there will not be any data present for certain fields in the message for which the S1REJECT is being generated. In those cases there will be a NullPointerException in the edi.log though the S1REJECT is generated correctly. Please ignore these entries in the log.

Defect 230254

Issue: When creating or editing a SPEC2000 inbound envelope that has **Generate an S1CMDACK Acknowledgement Message** set to **Yes**, it is possible to save the envelope without specifying a value for the Acceptor Lookup Alias, even though it is mandatory when an acknowledgement is to be generated. When processing inbound SPEC2000 data using an envelope that has Acceptor Lookup Alias missing, an error will be reported by the SPEC2000Develope business process.

Resolution: Specify the appropriate value for the Acceptor Lookup Alias in the affected SPEC2000 envelope and reprocess the SPEC2000 data.

Defect 230811

Issue: When a SPEC2000 message has missing or invalid Supplier Code (SPL), Inquirer Identification Code (IIC), Customer Identification Code (CIC), Warrantor Code (WTR), or Owner Code (ONR), the Developing service will use the same value from the payload to construct the S1REJECT message.

When the generated S1REJECT message is validated by a translation map in the inbound envelope, there will be translation errors noted for the above-mentioned fields if they are invalid.

Resolution: Accept the non-compliant transactions by setting the **Handling of non-compliant Messages** flag in the S1REJECT inbound envelope to **Accept compliant and non-compliant transactions**.

Chapter 16. SWIFT Issues and Resolutions

Defect 198115

Issue: Occasionally, when you disable the SWIFTNet Server Adapter, in the **Advanced Status** field the Error Stopping status is displayed, though the SWIFTNet Server Adapter has stopped successfully.

Resolution: This is a display issue in the Advanced Status and the SWIFTNet Server Adapter functionality is working as expected. Please disregard the error status message.

Defect 161685

Issue: If the input channel is open, editing the SWIFTNet Server Adapter configuration while the adapter is enabled or active, it does not update the input channel status correctly and results in a failure during the operation of both the SWIFTNet Client Service and the Resend Handler scheduler.

Resolution: You need to first disable the SWIFTNet Server Adapter and then edit the SWIFTNet Server Adapter configuration. This allows the closing sequence to be triggered and the input channel status will be updated correctly.

Defect 192315

Issue: In the Message Entry Workstation, the error icon is occasionally not displayed when it should be or the error icon is displayed for fields when it should not be. There are rules in the validation maps that always report the first field of a choice (for example, 95P, 95Q, 95R -> 95P is always reported), and this causes the error icon to not be displayed when the input data uses a field that is not the first one in the choice (for example, 95Q or 95R). Also, many rules execute outside the context of the iteration of the group where the reported field exists. For example, a rule may be executed on the onEnd of the syntax, but the field reported in error (for example, 36B_PSTA) may be in the sequence B1a2. In this case, no location index exists for the field. Subsequently, the Message Entry Workstation cannot identify the iteration of the field that contains the error and instead, the Message Entry Workstation flag all iterations of the field.

When the generated SIREJECT message is validated by a translation map in the inbound envelope, there will be translation errors noted for the above-mentioned fields if they are invalid.

Resolution: If an error is reported on a field that is part of a choice and the error icon is not displayed, it is because of the above-mentioned issue and you need to find the field in error based on the error code and not the field that was flagged in the error report. Also, if multiple iterations of a field are flagged with the error icon, you must determine which of these fields is actually the one in error based on the error description.

Defect 230968

Issue: You may see messages such as the below in the EDI log, followed by a stack trace. They may occur for the files swift_mt_2002_messages.xml,

swift_mt_2005_messages.xml, swift_mt_2006_messages.xml, swift_mt_2007_messages.xml, swift_mt_2008_messages.xml, and swift_mt_2009_messages.xml.

[2010-09-16 01:50:03.947] ERROR 000000000000 GLOBAL_SCOPE Exception in AckNakDataHandler while initi

[2010-09-16 01:50:03.947] ERROR 000000000000 GLOBAL_SCOPE [1284616203947] /home/install/properties/m

[2010-09-16 01:50:03.948] ERRORDTL 000000000000 GLOBAL_SCOPE [1284616203947] java.io.FileNotFoundExceptionExc

Resolution: These messages may be safely ignored.

Defect 190212

Issue: If you click the Windows **Close** button while editing a SWIFT message using the SWIFT Message Editor, the message is locked although it should be unlocked when the Edit window is closed.

Resolution: Click the **Cancel** button to ensure that the lock is disabled. If you do use the Windows Close button, you can manually remove the lock by accessing the Lock Manager.

Defect 243018

Issue: When you set the thread count through the user interface to impact the concurrent running of business processes in the system, the maxPoolSize will be much higher than minPoolSize for the queue, and may cause performance degradation.

Resolution: To improve the performance, set minPoolSize=MaxPoolSize to give the most desirable performance result.

Defect 32638

Issue: In the Message Entry Workstation, two users can take action on the same messages if they are logged in using the same user account. In other words, taking action on a message only locks out other user accounts from taking action on that same message. This could lead to unexpected errors when a message that has already been edited and saved by another user at the same time.

Resolution: Users should not share user accounts if they intend to be modifying the same messages in Message Entry Workstation. If they receive an error because they do end up taking an action on a message that's in use by another user using the same account, they can retry their action after the error.

Defect 32392

Issue: In the Message Entry Workstation document editor, change report links for elements that were removed cause a Javascript error.

Resolution: The script errors occur because the link is attempting to navigate to an object that was removed. These errors can be safely ignored.

Defect 202731

Issue: When processing outbound SWIFT data using an envelope where the map specified in the envelope does not match the format of the input data, many empty documents may be created and placed in the **Ready to Edit** state.

Resolution: Correct the map in the outbound SWIFT envelope and reprocess the data. The empty documents may be ignored.

Defect 231343

Issue: Due to an error in the SWIFT 2010 documentation, field tag 98F is incorrectly listed in the error description for T39.

Resolution: If you receive error code T39, then the cause is not due to field tag 98F. Error code T39 can only be reported for field tags that use special function <TIME3>. For the 2010 release, only field tag 98E uses that special function.

Defect 31809

Issue: When you use the SWIFT Editor or SWIFT Message Entry Workstation Validate function, any change (error) icons that were previously displayed will no longer be displayed if the errors were fixed. After validation, only fields that still contain errors will be marked with change (error) icons.

Resolution: If you want to see the original change (error) icons, you need to save the message and re-open it.

Defect 249026

Issue: After an upgrade, the SWIFT Message Entry Workstation messages saved as "Draft" or "Ready to Send" will be unavailable if the MEW standards jar is not installed in the upgraded environment. An attempt to view these messages in the upgraded environment will produce a "Processing Error has occurred" error message.

Resolution: Please install the SWIFT Message Entry Workstation jar that contains the version saved as draft or ready to send. For more information see "Installing Available Message Types" in the *Using SWIFTNet* documentation.

Defect 251624

Issue: In a clustered environment, the **Environment** parameter in the SWIFTNet7 Adapter configuration must be connected to a particular node (for example, node1 or node2). If this node is not configured, the adapter scheduler will not work properly and you may see some inconsistencies in the adapter status.

Resolution: If you are using the SWIFTNet7 Adapter, you must configure the Environment Node.

Chapter 17. Upgrade and Installation Issues and Resolutions

Defect 250026

Issue: After installation of the Sterling B2B Integrator 5.2.4 patch, errors similar to the following may be seen in the InstallService.log.

Error: No version directories found in installed_data/patch/components/*/jars/backups.

Resolution: These log messages do not indicate a problem and may be safely ignored.

Defect 250492

Issue: The SWIFTNet delivery notification details of the pre-upgrade instance are not shown in the SWIFTNet Correlations page after upgrading to Sterling B2B Integrator Patch 5.2.1 or 5.2.4.

Resolution: If you are upgrading from a Sterling B2B Integrator release prior to 5.2.1, you need to complete the following to view the SWIFTNet Delivery Notification details:

1. After you complete the data migration (if the old instance and the new instance are using different database), execute the following script:

```
SI_HOME/install/bin/Swnet7CorrMigrate.sh
```

(for UNIX) or

```
SI_HOME\install\bin\Swnet7CorrMigrate.cmd
```

(for Windows)

2. Verify how many transactions were migrated.
3. Then, from the SWIFTNet Correlation user interface, the delivery notification link is displayed.

Defect 255700

Issue: Simultaneously logging on to two nodes of a vertical cluster is not allowed when you connect to both nodes using different tabs from the same browser instance.

Resolution: You need to open a new session window from your browser instead of using the tabs. For example, in Internet Explorer you should:

1. From the Tools menu, select **Toolbars > Menu Bar**.
2. From the File menu, select **New Session** to open a new session window.
3. Now, use the two different browsers to connect both nodes.

Chapter 18. User Interface Issues and Resolutions

Defect 33295

Issue: If you delete a group instance in the user interface and validate the updated document, this will add non-relevant entries to the change report when the instance removed is not the last one in the sequence. If you removed the last instance of the group, then no reshuffling of instances occur and the change report looks normal.

Resolution: These irrelevant entries are notifying you that the sequence data from instances below the one that was removed were moved up into a new instance. The group instance that was removed also appears in the change report as a deleted entry, but this is the only piece of information that should be displayed in the report (the other entries are irrelevant).

Defect 185580

Issue: If you click two times on a list that has only one item in its drop-down menu, it causes the Internet Explorer 7 to crash in some Windows environments.

Resolution: This is an error within Internet Explorer 7. You should not click twice on drop lists or you can upgrade to a newer version of Internet Explorer if you know that this problem is resolved in that version.

Defect 230653

Issue: The Document Correlations link in the EDI Correlation Interchange Details Results page does not show correlations when the link is opened. Instead, the window displays the message "Tracking data not available."

Resolution: Click the top level document link within the correlations window and the correlations will be displayed.

Defect 231766

Issue: The inbound ACH group document link in the EDI Correlation search detail results displays "Document contains no data."

Resolution: The inbound ACH group document is not persisted (by design) for performance reasons, and thus the document link in this scenario should not be displayed. However, you can display the document view of the interchange or transaction data through an EDI Correlation search.

Defect 231199

Issue: Opening the XLS preview of a report from the Confirm page of the Report Configuration wizard fails and causes the PDF preview to close if the PDF preview of the report is already open.

Resolution: Ensure that the PDF preview window is not open before opening the XLS preview.

Defect 230923

Issue: When you try to save a search tag that is a substring of an already existing tag in the RosettaNet Visibility user interface, the following error is displayed:
<Tag> already exists - do you wish to overwrite.

Resolution: Ignore the warning and click **OK** to create a tag with the new name you specified.

Defect 173550

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

Resolution: This blank page can be safely ignored.

Defect 192414

Issue: The addLicenseSet.sh script may return the error message "Error '1' refreshing LM".

Resolution: This error occurs if the Sterling B2B Integrator node has never been started. Ensure that the Sterling B2B Integrator node has been started at least once prior to running the script addLicenseSet.sh.

Defect 35191

Issue: When viewing **Advanced Search > Documents**, the same document is displayed more than once. The document details, including the datetime stamp, are exactly the same.

Resolution: The identical documents are the same, and multiples can be disregarded.

Defect 229517

Issue: External Perimeter Server running in High Secure mode gets disconnected if it is Disabled and Enabled through **Operation > System > Troubleshooter > PS Status**.

Resolution: Restart the Perimeter Server and then click **Disable/Enable** in the **Troubleshooter** page. The Perimeter Server will be connected and enabled.

Defect 250408

Issue: In the SiteMap link, the **Sequence Manager** link is displayed under the **Operations** menu and when you are using a non-Oracle database and click this link, a "Processing Error" message is displayed.

Resolution: If you do not use Oracle, do not click the **Operations > Sequence Manager** link, as this will generate an error if you are a non-Oracle user.

Defect 250826

Issue: The following log message may be observed:
Got Illegal State Exception DLSS0SessionHash.updateSessionTimeout()

Resolution: This is caused by a call to a session that has already ended and can be safely ignored.

Defect 250965

Issue: The following error message is displayed when you select Yes for the query **Block potentially unsafe components from being run** in the GPM.

Unexpected exception: java.lang.NullPointerException

Resolution: If you receive the query **Block potentially unsafe components from being run** in the GPM, click No for the GPM to function properly.

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