

Operations Reference Guide

iPlanet™ ECXpert

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About this Book

This manual explains the operational issues in managing iPlanet ECXpert. It also provides a reference on error messages that can be generated by ECXpert or passed through from third-party software components that ECXpert uses.

The following topics are covered in this section:

- [Before You Begin](#)
- [Related Documentation](#)
- [Downloading the Latest Version of any ECXpert Release Note](#)
- [Audience and Roles](#)
- [Organization](#)
- [Conventions](#)

Before You Begin

This guide assumes that you already understand the basics of EDI, relational database systems, TCP/IP communications, and the operating system on which you are running ECXpert.

You should make sure you have the latest version of the iPlanet ECXpert Release Notes which, along with all other ECXpert manuals, can be downloaded from:

<http://docs.iplanet.com/docs/manuals/ecxpert.html>

Suggested References

The following documents and Web sites provide relevant information:

- The iPlanet Support website at
<http://www.iplanet.com/support/index.html>
for technical support.
- Your operating system manuals, particularly any pertaining to system security.
- The GE Information Services web page, *Introduction to EDI - A Primer*, at:
<http://www.support.geis/edi/edipindx.html>
- The *Electronic Data Interchange X12 Standards*, for a technical reference on EDI implementation (document no. ASC X12S/95-533, available from the ASC X12 Secretariat, Data Interchange Standards Association, Inc., 1800 Diagonal Road, Suite 200, Alexandria, VA 22314-2852, 703.548.7005).
- *Requirements for Inter-operable Internet EDI*, by C. Shih, M. Jansson, and R. Drummond for a helpful, informational document discussing the requirements for inter-operable EDI, with sufficient background material to give an explanation of the Internet-related issues, at:
<ftp://ftp.ietf.org/internet-drafts/draft-ietf-ediint-req-08.txt>
If the above URL is not found, it probably means that a newer version has become available and the previous version has been retired. Try the same URL with the number before the `.txt` extension incremented by one.
For example, the next URL to try would be:
<ftp://ftp.ietf.org/internet-drafts/draft-ietf-ediint-req-09.txt>
- The Inter-operability Test Team's CommerceNet working pages for details about how leading software vendors are conducting inter-operability tests for MIME-based Secure EDI at:
<http://www.commerce.net/>
- The Gas Industry Standards Board (GISB) site for more details on the specifications supported by ECXpert's GISB HTTP protocol at
<http://www.NeoSoft.com/~gisb/>
- The GISB Future Technology Task Force team's web pages at:
<http://www.gisb.org/fttf.htm>

The ECXpert Documentation Set

Refer to other ECXpert manuals for further information. This section discusses each book in the ECXpert documentation set.

Release Note

IMPORTANT! After you receive the ECXpert software, download the *iPlanet ECXpert Release Note* for the current version before you do anything else:

<http://docs.iplanet.com/docs/manuals/ecxpert.html>

The Release Notes contain the following:

- List of bugs fixed in the current release.
- Warnings and workarounds for known problems.
- Other important details you should know before you install or use the Certificate Management System.

The *iPlanet ECXpert Release Note* is platform-specific, so make sure you get the version for the platform you are using.

Installation Guide

The *iPlanet ECXpert Installation Guide* is the book you use to install iPlanet ECXpert. It includes pre-installation tasks—such as tips and notes for installing or upgrading to the required version of Oracle—as well as ECXpert installation steps and details on other tasks you might want to perform after you install ECXpert.

The *iPlanet ECXpert Installation Guide* guide is platform-specific, so make sure you have the version for the platform you are using.

Administrator's Guide

The *iPlanet ECXpert Administrator's Guide* is written for the ECXpert and UNIX administrator. This book provides an overview of the ECXpert system and how to administer it, discusses command line utilities, and explains how to integrate ECXpert with legacy servers such as SAP and MQSeries.

Developer's Guide

The *iPlanet ECXpert Developer's Guide* is written for C++ and Java developers who want to customize ECXpert. Primarily, it documents the ECXpert APIs that give C++ applications full access to the database. This includes detailed documentation of each class, each method in each class, and code examples. It also documents the complete database schema.

A Java Native Interface is available to build customized java-based applications that present the same information as the ECXpert C++ applications.

Operations Reference Guide

If you ever have difficulty using ECXpert, it is likely that the instructions in this document, the *iPlanet ECXpert Operations Reference Guide* can offer a quick resolution. This book contains basic troubleshooting guidelines for ECXpert, for other iPlanet products, and for third-party products. It also includes a complete error message reference.

Related Documentation

Refer to the following related documents for more details about your software:

iPlanet and Netscape documentation:

- *iPlanet TradingXpert Installation Guide*
- The *iPlanet Messaging Server* documentation included in your iPlanet ECXpert package
- The *Netscape Directory Server* documentation included in your iPlanet ECXpert package

For Oracle users:

- Oracle Documentation Library on CD ROM

For Other Third-party Products:

- *Mercator Getting Started*
- *Mercator Design Guide*
- *Mercator Execution Commands Reference Guide*

- *Mercator EDI Mapping Guide*
- *Mercator Building and Using an Application Adapter*
- *Mercator Reference Guide*
- *Mercator Type Tree Maker Reference Guide*
- *Mercator Type Editor Reference Guide*
- *Mercator Functions and Expressions Reference Guide*
- *Mercator Map Editor Reference Guide*
- *Mercator Using a Command Execution Engine*

Downloading the Latest Version of any ECXpert Release Note

We continuously update the TradingXpert documentation. You can download the latest version from:

<http://docs.iplanet.com/docs/manuals/trade.html>

Audience and Roles

This guide is written for the ECXpert's administrator and any personnel responsible for troubleshooting problems that might arise in the day-to-day operation of ECXpert.

Organization

This guide is structured as follows:

Chapter 1, "iPlanet ECXpert Operations"

This chapter explains ECXpert operations, including: finding the status of a file submitted to ECXpert; managing tablespace and filespace; and managing administrators and users.

Chapter 2, “System Monitoring and Recovery Procedures”

This chapter describes the monitoring and recovery procedures for ECXpert, including: automatic startup and restart of server processes; automatic processing of pending jobs upon restart; manual recovery processing of interrupted jobs; manual reprocessing of submitted files; and system monitoring.

Chapter 3, “Troubleshooting ECXpert”

This chapter explains how to troubleshoot ECXpert, including: determining the extent of system failure and managing logging and log files.

Chapter 4, “Troubleshooting Third-party Products”

This chapter explains how to troubleshoot the Oracle8i database, Mercator issues and Orbeline, and provides information on using Perl32, Dos Batch Files, Visual Basic Programs as Custom Services, and BMC Software’s Peer SNMP Agent.

Chapter 5, “Troubleshooting Other iPlanet and Netscape Products”

This chapter explains how to troubleshoot other iPlanet and Netscape products used by ECXpert, including: Netscape Communicator; iPlanet Enterprise Servers; iPlanet BuyerXpert and SellerXpert; Netscape Directory Server; and iPlanet Messaging Server.

Appendix A, “ECXpert Error Message Reference”

This appendix lists all ECXpert errors and messages.

Appendix B, “Common Oracle Errors/Messages”

This appendix lists common Oracle errors and messages.

Appendix C, “Common Mercator Errors/Messages”

This appendix lists common Mercator errors and messages.

Appendix D, “Common Solaris Errors/Messages”

This appendix lists common Solaris errors and messages.

Appendix E, “Common Windows NT Errors/Messages”

This appendix lists common Windows NT errors and messages.

Appendix F, “Errors/Return Codes for FTP and GEIS FTP”

This appendix lists FTP errors and return codes.

Appendix G, “SMTP Errors/Return Codes”

This appendix lists SMTP errors and return codes.

Appendix H, "Sample SQL Scripts"

This appendix documents the SQL scripts that are provided with ECXpert to query the Oracle database.

Appendix I, "ASCII Reference Table"

This appendix lists ASCII character codes.

Glossary

The glossary explains ECXpert terms and concepts.

Index

The index lists important terms and topics.

Conventions

A number of typographic conventions are used in this guide to help you recognize special terms and instructions. These conventions are summarized in the table below.

Convention	Meaning	Example
boldface	items on the screen that you manipulate	Click the Submit button to save your changes.
	names of keys	Press Enter to clear the message.
boldface numbered steps	higher level descriptions of tasks you perform (more detailed instructions follow)	1. Enter the group information. Enter the name in the Group Name field, and a short description in the Description field.
<i>italics</i>	key words, such as terms that are defined in the text	The notices posted on an electronic BBS are called <i>articles</i> .
	names of books	For more details, refer to <i>iPlanet ECXpert Installation Guide</i> .
	file names	The associated data is stored in the Dispatcher section of the <code>bdg.ini</code> file.

Convention	Meaning	Example
courier font	command line input or output	Enter the following command: <code>ls *.mle</code>
	text file content (HTML templates, config files)	<code><TITLE>Password Check</TITLE></code> <code></code>
	code samples	Syntax <code>const char* getName() const</code>
square brackets, [...]	In command syntax, items within square brackets are <i>optional</i> .	In the following example: nsusrgrp <i>[-v] insert [-l] -k key arguments -r act=relation action, usrid=ID usrlogin=login</i>
vertical line ()	In command syntax, items on either side are valid <i>alternatives</i> .	usrlogin=login
<i>courier italics</i>	In command syntax, items in italics are <i>not</i> literals.	<ul style="list-style-type: none"> • -v and -l are optional. • You can specify either usrid or usrlogin. • You must substitute valid values for italicized items.
em dash (—)	“none” or “nothing”	Arguments —

iPlanet ECXpert Operations

This chapter describes routine iPlanet ECXpert operations that are performed outside the user interface. The following topics are presented:

- Overview
- Starting and Stopping ECXpert from the Command Line
- Understanding Document Workflow
- Finding the Status of a Submitted File
- Determining TrkState for a Given Tracking ID
- How the ECXpert Administration Server Maintains its Server Processes
- Managing Tablespace and File System Space
- Managing ECXpert Administrators and Users
- Using the ECXpert FTP Server
- Deleting the NS-apps Directory
- Enabling and Running the AIAG Server
- Year 2000 Compliance

Overview

This chapter presents information on ECXpert operations, including:

- a description of the path of a document as it is processed by ECXpert
- how to find the status of a file submitted to ECXpert
- how to determine the TrkState for a given Tracking ID
- an explanation of how the ECXpert Administration Server maintains its server processes
- how to manage tablespace and file system space
- how to manage ECXpert administrators and users.

Starting and Stopping ECXpert from the Command Line

ECXpert includes the programs that enable you to start and stop ECXpert servers from the command line—`ecxstart` and `ecxstop`. This section explains how to use these two commands.

Preparing your System for Command Line Start or Stop

Before you attempt to run the `ecxstart` and `ecxstop` programs you must perform the following steps:

1. Edit the ECXpert configuration file (`ecx.ini`) using the ECXpert Server administrative interface.

NOTE For instructions on using the Server Administrative Interface to edit the ECXpert configuration file, refer to the section “Working with the System Administration Interface,” in the *iPlanet ECXpert Administrator’s Guide*.

- a. In the `admin server` section (`[admin]`), change the `start_mode` value from `background` to `commandline`.

- b. In the sections for each other server you intend to start from the command line, change the `start_mode` value to `commandline`.
 - c. In the sections for each server you want the admin server to automatically start, change the `auto_start` value to `yes`.
2. Set up your environment variables.

CAUTION Failure to set the following required environment variables correctly can cause `ecxstart` and `ecxstop` programs to fail.

- Regardless of which platform you are running ECXpert on, you must:
 - a. set up your `$BDGHOME` environment variable to be:


```
$NSBASE/NS-apps/ECXpert
```

 where `$NSBASE` is the directory under which you installed ECXpert.
 - b. Set up your `$PATH` environment variable to include:


```
$NSBASE/NS-apps/ECXpert/bin
```

 where `$NSBASE` is the directory under which you installed ECXpert.
- **Solaris only** - If you are running ECXpert on Solaris, you must set up the `$LD_LIBRARY_PATH` variable to include:


```
$NSBASE/NS-apps/ECXpert/lib
```

 where `$NSBASE` is the directory under which you installed ECXpert.
- **NT only** - If you are running ECXpert on Windows NT, you must set up the `$PATH` environment variable to include:


```
$NSBASE/NS-apps/ECXpert/lib
```

 where `$NSBASE` is the directory under which you installed ECXpert.

Using `ecxstart` and `ecxstop`

Use the following syntax to run `ecxstart` or `ecxstop`:

```
# ecxstart <config_file_path> <server_name>
# ecxstop <config_file_path> <server_name>
```

where `<config_file_path>` is the complete path to the ECXpert configuration file (`ecx.ini`) and `<server_name>` is the name of the server you want to start.

An error condition occurs if you try to:

- start a server that is already running
- stop a server that is not running
- start a server that requires the admin server to be running when the admin server is not running

Example `ecxstart`-

- **admin server** The following example shows how to use the `ecxstart` command to start the ECXpert admin server:

```
# cd $BDGHOME
# ecxstart /NS-apps/ECXpert/config/ecx.ini admin
```

When you start the admin server from the commandline, it starts all other servers that have a configuration file `auto_start` value of *yes*.

NOTE If the `ecxstart` command is executed from any directory other than the one in which ECXpert is installed (`$BDGHOME`), other servers with an `auto_start` value of *yes* are *not* started—only the admin server and Gateway are started.

Example `ecxstop` -

- **admin server**

The following example shows how to use the `ecxstop` command to stop the ECXpert admin server:

```
# ecxstop /NS-apps/ECXpert/config/ecx.ini admin
```

When you stop the admin server from the commandline, it automatically shuts down all other running ECXpert servers.

Example `ecxstart`-

- **other servers** You can start other ECXpert servers from the command line. For example, the following command starts the Dispatcher:

```
# ecxstart /NS-apps/ECXpert/config/ecx.ini dispatcher
```

Troubleshooting Note

The ECXpert admin server creates two files upon successful startup—the admin lock file and the admin map file. The `lock_path` entry in the admin section of ECXpert configuration file dictates the location of the admin lock file and the `mmap_path` entry in the system section dictates the location of the admin map file. The admin server deletes both these files upon normal shutdown. However, if the admin server is killed or if it crashes, these files must be manually deleted. Failure to do so can cause ECXpert servers and the `ecxstart` and `ecxstop` commands to fail or malfunction during subsequent operation.

Understanding Document Workflow

The following sequence of events occurs when a document is submitted:

1. The Sender's name is checked against the Members table to make sure the name is known to ECXpert and to determine if the sender is a trusted member. If the sender is not a trusted member, the sender's password is also checked.
2. If the sender is legitimate, a record is created in the Tracking table for the submission unit. At this point, this record in the Tracking table is mainly a placeholder. For example, if you used the submission form, the Tracking table contains the information typed into the HTML form, but the column for Service List Name is still blank.

The Tracking ID number displayed on the Submit screen (or the command line) results from the above two steps.

3. The service list is not available to ECXpert at this point so it does not know if the submission unit is to be processed as one piece, at the file level, or as individual documents.

Just in case the Partnership turns out to be non-EDI, non-XML, or the service list does not contain Parse, ECXpert inserts into the TrkDoc table a "seed document record" with the following columns/values:

- Sender Qualifier—NONE
- Sender ID—Sender's name that was typed into the HTML form or at the command line
- Receiver Qualifier—NONE
- Receiver ID—Receiver's name that was typed into the HTML form or at the command line

- EDI Standard—NONE
 - Version of EDI Standard—NONE
 - Release of EDI Standard—0 (this is the number zero)
 - Doc Type—the value entered via the HTML form or at the command line. All the other columns are left NULL at this point. This process happens as a result of a PL/SQL stored procedure, and therefore is hard to determine from the log file.
4. At this point, ECXpert tries to get a Service List Name to continue with processing. This is done by querying the DTServices table for:

Sender or "*"

AND

Receiver or "*"

AND

Doc Type

5. If the Service List does not include Parse, ECXpert does not replace the "seed document record" in TrkDoc, but instead initiates the first service on the service list.

If the service list *does* include Parse, ECXpert deletes the "seed document record" in TrkDoc because ECXpert will break up the file and replace the "seed document record" with one or more real records, depending on how many documents are in the submission unit.

This process happens as a result of the same PL/SQL stored procedure as in Step 3 above. This time, however, the result of the join matches the values in the ISA, GS, ST (if X12, the EDIfact envelopes, XML key field data, or the HREC/TREC, and so on).

NOTE While ECXpert is using information from the interchange and group level, the actual insert is for the document level. In other words, ECXpert is gathering general and specific information to start processing the document(s).

ECXpert also validates that the sender and receiver Qualifiers and IDs actually match the trading addresses for the sender and receiver names.

For example, if a file submitted to ECXpert is an X12 file:

- Sender Qualifier - NONE is replaced with the value in the ISA
- Sender ID - Sender's name is replaced with the value in the ISA
- Receiver Qualifier - NONE is replaced with the value in the ISA
- Receiver ID - Receiver's name is replaced with the value in the ISA
- EDI Standard - NONE is replaced with the value in the GS
- Version of EDI Standard - NONE is replaced with the value in the GS
- Release of EDI Standard - 0 stays for X12
- Doc Type - replaced with the value in the ST

All the other columns of TrkDoc are derived from the join with the Partners and PNDocs tables, including Map Name and all the Protocol information.

Finding the Status of a Submitted File

The following sections explain how to change the status of a file after it has been submitted to ECXpert.

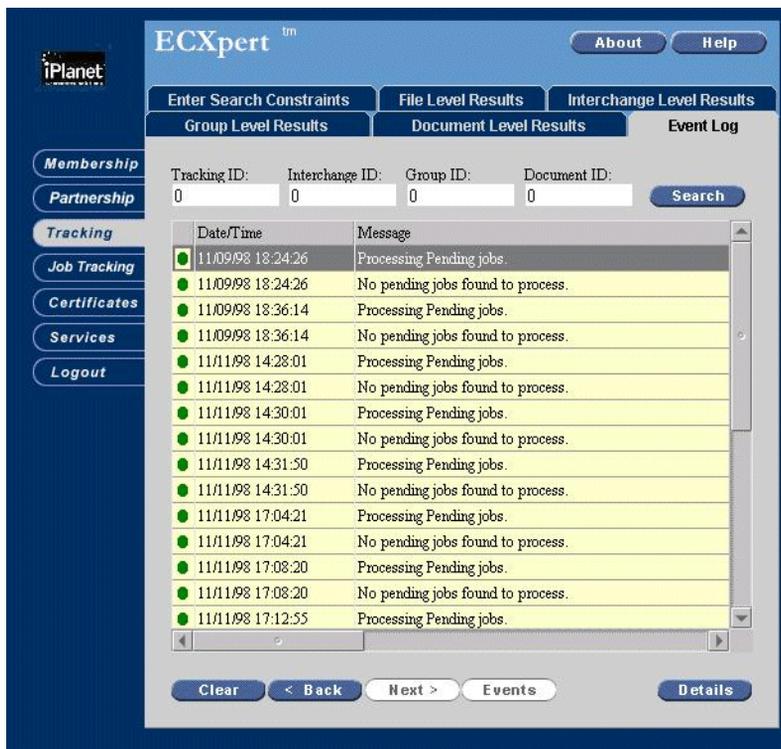
Using the Activity Tracking Screens

The first place to look up the status of a submitted file is the Tracking tabs in the Product Administrative Interface. Refer to "Using the Product Administrative Interface" in the *iPlanet ECXpert Administrator's Guide* for more details.

Tracking ID Number 0

Tracking ID number 0 (see screen capture below) is reserved for ECXpert system use. When a file is submitted to ECXpert but cannot be processed, ECXpert adds an entry to the Event Log table for Tracking ID number 0.

This also occurs if you are using a protocol that supports both send and receive but there is only something to receive, and nothing to send. In this case, a new Event Log row appears which reads, “Nothing to send for ftp-local-edi,” or a similar message.



Sample SQL Scripts to Query ECXpert Tables

The SQL scripts documented in this section are provided as part of the iPlanet ECXpert installation, for the convenience of the DBA or Site Administrator.

- The files can be found in the following directory:

\$NSBASE/NS-apps/ECXpert/dbadmin/oracle

- To run these scripts, you must use SQL*Plus and be able to connect to the Oracle database where ECXpert's tables are located. You must log in as the owner of the ECXpert tables. Typically, this is `userid/password ECX36/ECX36`. Refer to the *iPlanet ECXpert Installation Guide* for or Oracle Server documentation for more details about connecting to the Oracle database.
- Once connected you run the script by typing an "@" sign and the fully-qualified name of the script. If you are already in the directory, `$/NSBASE/NS-apps/ECXpert/dbadmin/oracle` when you log in to the Oracle database, you can type just the script name—for example, `@sel_td.sql`.

Table 1-1 lists the available SQL scripts. For more details on these scripts, see Appendix H, "Sample SQL Scripts."

Table 1-1 Available SQL Scripts

SQL Script	Description
<code>sel_dt.sql</code>	Queries the DTServices table and returns information for all rows
<code>sel_el.sql</code>	Queries the EventLog table for the rows associated with the Tracking ID you specify
<code>sel_jb.sql</code>	Queries the Job table for all scheduled jobs
<code>sel_jl.sql</code>	Queries the EventLog table for scheduled job logs
<code>sel_ma.sql</code>	Queries the MAddresses table and returns information for all rows
<code>sel_mb.sql</code>	Queries the Members table and returns information for all rows
<code>sel_mf.sql</code>	Queries the MsgFormats table by the keyword or error number you specify
<code>sel_pc.sql</code>	Queries the PNCard table and returns information for all rows
<code>sel_pd.sql</code>	Queries the PNDocs table and returns information for all rows
<code>sel_pg.sql</code>	Queries the PNGroup table and returns information for all rows
<code>sel_pn.sql</code>	Queries the Partnerships table and returns information for all rows
<code>sel_ps.sql</code>	Queries the PNStd table and returns information for all rows
<code>sel_pv.sql</code>	This script uses a join statement to query the Partnerships, PNStd, PNGroup, and PNDocs tables to return information for all rows, but in a condensed format.
<code>sel_st.sql</code>	Queries the Tracking table to determine how many documents in a given Tracking ID are in each state. This script is useful when you submit a large EDI file with many interchanges, groups, documents and want to find out the processing status.

Table 1-1 Available SQL Scripts (*Continued*)

SQL Script	Description
<code>sel_sv.sql</code>	Queries the Services table and returns information for all rows
<code>sel_td.sql</code>	Queries the TrkDoc table for a given Tracking ID. The script has four parts. To progress to the next part of the script, hit the [Return] key. Part One returns the document-level information (document-level internal tracking ID, Sender's address info, Receiver's address info). Part Two lists the document-level EDI standard information as well as the name of the map used (if any), and the acknowledgment information. Part Three lists the document-level information regarding the outbound transport type. Part Four lists the document-level Control Number information, current or most recent Service executed, and the status/error information for the current or most recent Service, the Parse Service and the Translate Service.
<code>sel_tdd.sql</code>	Queries the TrkDocDetails table and returns document-level information for all rows
<code>sel_tg.sql</code>	Queries the TrkGroup table and returns group-level information for all rows
<code>sel_ti.sql</code>	Queries the TrkIntchg table and returns interchange-level information for a given Tracking ID
<code>sel_tk.sql</code>	Queries the Tracking table and returns file-level information for a given Tracking ID
<code>sel_lg.sql</code>	Obsolete; shipped with early versions of ECXpert but never used

Note on Inbound Security

In ECXpert, inbound security is based only on sender and receiver, not sender, receiver and doctype.

If two partnerships exist for the same sender and receiver (regardless of the doc type), and one partnership has a relatively high level of security (such as Sign/Encrypt) and the other partnership has a relatively low level of security (such as Simple MIME), the second partnership "inherits" the security level of the first partnership. This results in all inbound docs for the second partnership receiving the following error:

```
Message does not have high enough security level, logged message
{Date/timestamp}
```

Determining TrkState for a Given Tracking ID

As files are processed through ECXpert, an audit trail is created and maintained by recording in the ECXpert tables each Service (or task to be completed for that submitted file) and its state, each time that state changes.

For example, if an inbound EDI file has been submitted to ECXpert, it might have a service list consisting of the following services:

Parse ECXpert reads the file to find and record the offsets within the file for any interchanges, groups and documents it contains.

Translate ECXpert calls a map using the encapsulated Mercator Execution Engine to create a new file in a different data format than the original file.

Gateway iPlanet ECXpert bundles together the various documents it has processed into a single file and hands off the newly created bundle file to a communications agent.

For an EDI file, each Service is recorded in the Tracking, TrkIntchg, TrkGroup, TrkDoc and TrkDocDetails table(s) for that Tracking ID, along with the status of that Service.

Tracking IDs that do not have the value `TrkDoc.TrkState = 4, 5 or 6` can be recovered. ECXpert's Dispatcher will query the TrkDoc table for all rows that meet this selection criteria and process them one at a time.

Valid statuses are:

- `TrkState = 0` means that the state is "Unknown"; only exists for internal coding purposes.
- `TrkState = 1` means that the state is "Ready"; the submitted file has been assigned a Tracking ID but is not yet being processed.
- `TrkState = 2` means that the state is "In Progress"; the services on the service list are being called, in sequence, to process the file.
- `TrkState = 3` means that the state is "Done OK"; the current service (in the column `TrkCurServiceName`) has successfully completed.
- `TrkState = 4` means that the state is "Done Bad"; the current service (in the column `TrkCurServiceName`) has completed, but failed.
- `TrkState = 5` means that the state is "All Done OK"; all services in the service list have completed successfully.

- `TrkState = 6` means that the document is “Bundled”; this is used for Tracking IDs that were generated by a parent Tracking ID (usually by Gateway).

Related Information See also the *iPlanet ECXpert Developer’s Guide* appendix on the ECXpert database schema for more details about the Tracking table and related tables.

As the file is processed, the Tracking table is updated to change the `TrkState` and the `TrkCurService` values for each document within the submitted file. This causes a PL/SQL trigger to update the subordinate tables (`TrkIntchg`, `TrkGroup`, `TrkDoc`, and `TrkDocDetails`).

The `EventLog` table is also updated with status information messages to indicate that each Service has been started and completed.

How the ECXpert Administration Server Maintains its Server Processes

The ECXpert Administration Server can start, restart or stop other ECXpert server processes. These other processes can include the TCP/IP Connector, the Dispatcher, the COMMs Servers such as FTP-Local-Application, SMTP-Receive, SMTP-Send, AIAG Server, GISB Server, and so on.

To maintain these server processes, the ECXpert Administration Server keeps a memory map of the location in memory where the other servers’ process IDs are found. At regular intervals, the ECXpert Administration Server reads this file, checks each server based on its process ID, and updates the memory map.

On Solaris, this file is typically

`NSBASE/NS-apps/ECXpert/data/log/ECXpert.map` and on Windows NT, it is typically `C:\NSBASE\NS-apps\ECXpert\data\log\ECXpert.map`.

However, this value is configurable by setting a directory path in the `NSBASE/NS-apps/ECXpert/config/ecx.ini` file:

```
[system]
mmap_path = NSBASE/NS-apps/ECXpert/data/log/ECXpert.map
```

NOTE You can change the pathname, but do not change the filename.

Also, when the ECXpert Administration Server starts, it creates a lock file in a specified directory to prevent starting two ECXpert Administration Servers at the same time.

On Solaris, this file is typically

```
$NSBASE/NS-apps/ECXpert/data/log/ECXpert.lock
```

On Windows NT, it is typically

```
C:\$NSBASE\NS-apps\ECXpert\data\log\ECXpert.lock
```

However, you can configure this value by setting a directory path in the `$NSBASE/NS-apps/ECXpert/config/ecx.ini` file:

```
[admin]
lock_path = /tmp/ECXpert.lock
```

NOTE You can change the pathname, but do not change the filename.

Each lock file is created when ECXpert is started, and each file is removed when ECXpert is shut down.

Occasionally, if the system is shut down abnormally, there is a leftover `ECXpert.lock` and/or `ECXpert.map` file.

If the files are removed, you can restart ECXpert, which creates new `ECXpert.lock` and `ECXpert.map` files.

CAUTION Be very careful, because removing the `ECXpert.map` file while ECXpert is running in a normal state causes the system to become somewhat unstable. When the ECXpert Administration Server timeout is reached and that server tries to read the missing `ECXpert.map` file, it will be unable to cleanly recover from this operation and have to be shut down/restarted.

Finally, if there is a permissions problem for the directory where `ECXpert.lock` and/or `ECXpert.map` will be created, the ECXpert Administration Server will not start.

See also [Appendix A, “ECXpert Error Message Reference.”](#)

- o Cannot open proc table
- o Lock file could not be locked

- o Could not get ns-client object
- o Lock File Not Found

Managing Tablespace and File System Space

Purging Aged Data

Purging aged, unneeded information from the ECXpert database can free up a significant amount of disk space. The higher your transaction volumes, the more frequently you should purge old data. For details on the ECXpert purge utilities, see the *iPlanet ECXpert Administrator's Guide*, the section entitled, "*bdggenManifest* and *bdgreapurge*—Purging Aged Data."

Determining Available Oracle Tablespace

Follow the steps below to determine how much free tablespace you have.

1. Log in as oracle8/oracle8.
2. Launch the Oracle Server Manager utility:

```
svrmgr1
```

3. Inside Server Manager, enter the following commands at the SVRMGR> prompt:

```
select File_ID, Block_ID, Bytes, Blocks
from DBA_FREE_SPACE
where Tablespace_Name = 'USERS'
order by File_ID, Block_ID;
```

Screen output similar to the following should appear:

FILE_ID	BLOCK_ID	BYTES	BLOCKS
4	27	995328	486

4. Exit the Oracle Server Manager utility:

```
SVRMGR> exit
```

Increasing Tablespace Using Oracle Enterprise Manager on WinNT

You must increase the Oracle tablespace from its default size to a size that will accommodate the volume of ECXpert transactions that you expect. Use the following formula to estimate the tablespace size needed:

$$2.5 \text{ KB} \times (\text{number of documents received}) \times (\text{number of days retained})$$

For example, if you have five documents and you retain them for five days, the calculation is:

$$2.5 \text{ KB} \times 5 (\text{documents}) \times 5 (\text{days retained}) = 625 \text{ kB}$$

Follow the steps below to increase your tablespace size.

1. Start the Oracle Storage Manager.
2. From the Windows taskbar, choose the following:

Start | Programs | Oracle Enterprise Manager | Storage Manager

Fill in the **Login Information** dialog box with the following values:

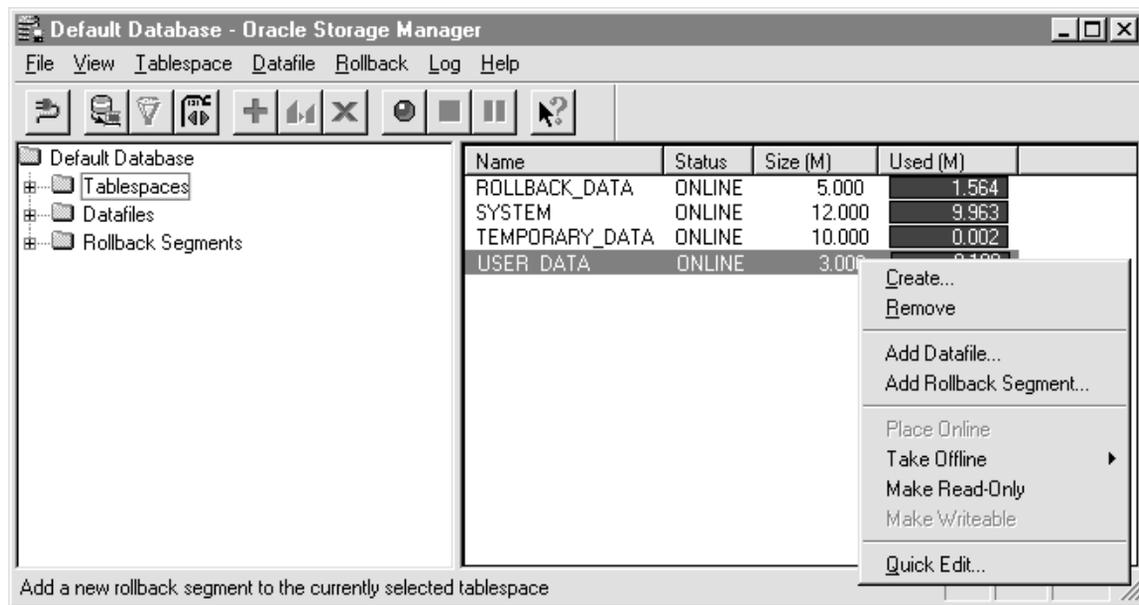
- Username = **system**
- Full Name = **manager**
- Service = <leave blank>
- Connect As = **Normal**

3. Open the USER_DATA shortcut menu.

Make the Oracle Storage Manager window on your system look like that shown in **Figure 1-1** below by doing the following:

- o Click the **Tablespaces** folder icon below the Default Database folder. The tablespace entries shown above (on the right) are displayed.
- o Right-click **USER_DATA** (or whatever tablespace you specified when creating the user ID **ECX36**). The shortcut menu shown above is displayed.

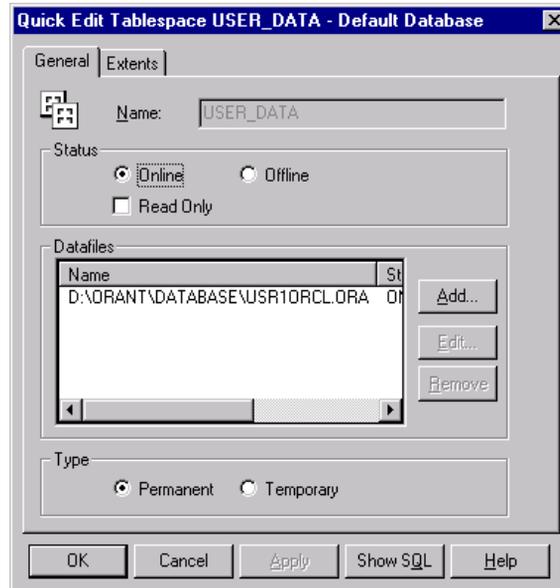
Figure 1-1 Oracle Storage Manager Default Database Screen



4. Open the Quick Edit Tablespace dialog box for USER_DATA.

In the shortcut menu, click on **Quick Edit**, to display the **Quick Edit Tablespace** dialog box, as shown in **Figure 1-2**:

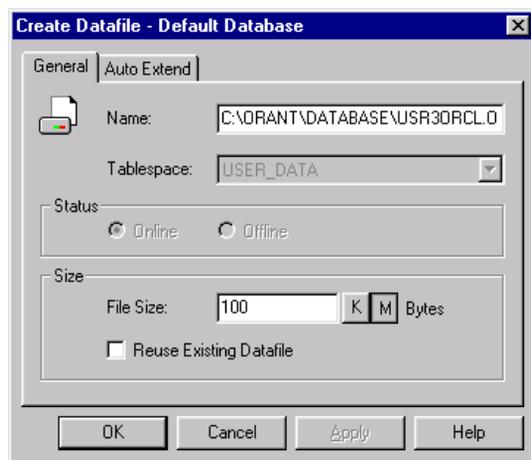
Figure 1-2 Quick Edit Tablespace Dialog



Click the **General** tab.

5. Display and fill in the Create Datafile dialog box.
 - a. On the **General** tab, click **Add** to display the **Create Datafile** dialog box, as shown in **Figure 1-3**:

Figure 1-3 Create Datafile Dialog



- b. In the **Name** field, enter a new filename for the datafile (for example, *C:\ORANT\DATABASE\USR3ORCL.ORA*).
- c. Enter the **File Size**, making sure to select the **M** button for **Bytes**. iPlanet recommends you use the following formula to estimate the tablespace size needed:

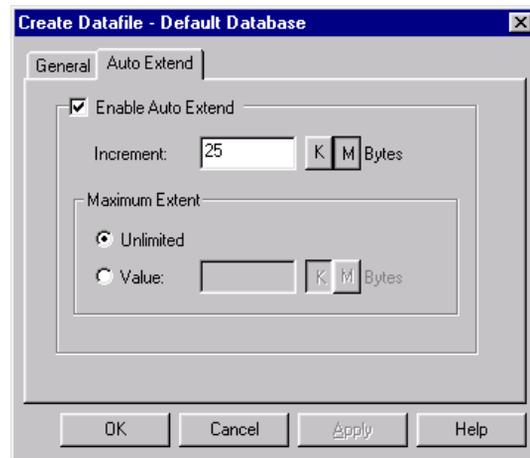
$$2.5 \text{ KB} \times (\text{number of documents received}) \times (\text{number of days retained})$$

For example, if you have five documents and you retain them for five days, the calculation is:

$$2.5 \text{ KB} \times 5 (\text{documents}) \times 5 (\text{days retained}) = 625 \text{ kB}$$

For USER_DATA tablespace size, Netscape recommends you set this value to **at least 100 MB**

- 6. Display and fill in the Auto-Extend tab, as shown in [Figure 1-4](#).
 - a. Click the **Auto-Extend** tab.

Figure 1-4 Auto-Extend Tab

- b. Click the **Enable Auto-Extend** check box.
- c. In the **Increment:** field, enter the value by which you want to extend your tablespace.

As a general rule, extend your tablespace by approximately one-fourth your datafile size. For example, if the database file size you entered in the **General** tab is **100M**, extend your tablespace by **25 M**.

NOTE Entering a value of one-fourth your datafile size will enable your Oracle database to function properly with ECXpert. This value might not, however, be optimal for your system. Refer to your *Oracle8i Server Administrator's Guide*, the section entitled "Managing Tablespaces," for more details on optimizing your tablespace size and extension.

- d. Under **Maximum Extent**, select the **Unlimited** radio button.
- e. Click **OK** to return to the **Quick Edit Tablespace** dialog box.
7. Save your changes and exit the Oracle Storage Manager.
8. Click **OK** to close the **Create Datafile** dialog box and return to the **Quick Edit Tablespace** dialog box
 - a. Click **OK** to close the **Quick Edit Tablespace** dialog box and return to the **Oracle Storage Manager** window.

9. Increase Rollback Segment size, SYSTEM tablespace, and TEMPORARY_DATA tablespace.

Repeat steps 2-6 for each of the following:

- ROLLBACK_DATA
- SYSTEM
- TEMPORARY_DATA

As you go through the instructions, substitute the name of the item you are increasing for USER_DATA.

NOTE For **SYSTEM tablespace size**, Netscape recommends you increase the tablespace size to **at least 50 MB**.

For **TEMPORARY_DATA tablespace size**, Netscape recommends you increase the tablespace size to **at least 50 MB**.

For **ROLLBACK_DATA size**, use the following formula instead of the formula listed in **Step 3 on page 37**:

- 1.5 to 2 times the largest tablespace size.

iPlanet recommends you set this value to **at least 100 MB**. Bear in mind that if you use the recommended values for your tablespace, this value will be at least 150 MB, because the largest recommended tablespace size (for USER_DATA) is 100 MB.

10. Close Oracle Storage Manager

From the **Oracle Storage Manager** menu bar, choose **File | Exit** to exit the **Oracle Storage Manager**.

Increasing Tablespace Using Oracle Server Manager on Solaris

Be sure that your ECXpert database tablespace size and rollback segment space is large enough to accommodate your data. This is especially important if you are upgrading.

You can extend your tablespace size and rollback segment space by following the steps below:

1. Log on to Solaris with your Oracle account. For example:

```
login: oracle
password: oracle
```

Launch the Oracle Server Manager utility.

```
# svrmgr1
SVRMGR> connect system/manager
```

NOTE The default password is `manager`; your password may differ.

2. Enlarge the `USERS` and `SYSTEM` default tablespaces.

For example, if the user default tablespace is `USERS` and the system default tablespace is `SYSTEM`:

```
SVRMGR> alter tablespace USERS
add datafile
'/export/app/oracle/product/8.0.4/dbs/usrdataECX-2.dbf' size
100M;
```

```
SVRMGR> alter tablespace SYSTEM
add datafile
'/export/app/oracle/product/8.0.4/dbs/systecx-2.dbf' size 50M;
```

In the two `datafile` commands above, change “size 100M” and “size 50M” to reflect the table space size you want to set. iPlanet recommends you use the following formula to estimate the tablespace size needed for ECXpert:

- o $2.5\text{KB} * (\text{number of documents received daily}) * (\text{number of days retained})$

For example, if you expect to process five documents per day and retain the document information for five days, you should set the table space size to at least $2.5 \text{ KB} * 5 (\text{documents}) * 5 (\text{days retained}) = 625\text{KB}$.

3. Enlarge the rollback segment size.

NOTE For the rollback segment size, estimate 1.5 - 2 times the largest tablespace.

For example, if the user default tablespace is *USERS* and the system default tablespace is *SYSTEM*:

```
SVRMGR> alter tablespace RBS
add datafile '/export/oracle/product/8.0.4/dbs/usrdataRBWG2.dbf'
size 200M;

SVRMGR> alter tablespace RBS
add datafile '/export/oracle/product/8.0.4/dbs/systRBWG5.dbf' size
100M;
```

Managing ECXpert Administrators and Users

Default ECXpert User IDs

This section explains the various default ECXpert usernames and passwords.

Different roles within your business may require different access to the ECXpert. To provide increased security, ECXpert lets you control access to different parts of its user interface.

The iPlanet ECXpert Main Menu appears when you start a web browser and go to the URL:

```
http://<machine_name>:<port_number>
```

where *<machine_name>* is the name of the ECXpert host machine and *<port_number>* is the port number it uses.

The **Admin** tab lets you access the ECXpert Administrative Server itself. This area is password protected because you are able to start and stop ECXpert, change the ECXpert Administrative Server's configuration, and schedule unattended jobs. If you followed the default installation of ECXpert, this userid/password is `admin/admin`.

The **Support** tab lets you create Members, Partnerships, Services and Service Lists. This area is also password-protected. This is the same part of the product that can be accessed separately as the Java applet:

```
NSBASE/NS-apps/ECXpert/bin/BDGadmin.sh.
```

If you followed the default installation of ECXpert, this userid/password is likely to be `ECX/ECX`.

The **Utilities** tab lets you submit a document to ECXpert and verify that the Internet Foundation Classes (IFCs) used by your web browser are installed properly. A password is not required for most of the functionality provided on this tab, so you need not enter a password when you click the **Utilities** tab. However, to submit a document to ECXpert, you must know the password for the Sending Member, unless the Sending Member is a trusted member.

There are two additional userids/passwords that are important for ECXpert:

- The owner of ECXpert's tables within the Oracle8i database also has a userid/password. If you followed the default installation, this is `ECX36/ECX36` iPlanet ECXpert.
- The administrator of the iPlanet Web Server also has a userid/password. If you followed the default installation, this may be `actraadm/actraadm`.

Be sure to change these default passwords after installing ECXpert.

Changing the Password for the iPlanet Web Server Administrator

Follow the steps below to change the password for the iPlanet Web Server administrator user—typically `actraadm`.

1. Login as user ID `root` and start the Netscape Administration server.

Enter one of the following commands, as appropriate for your operating system:

- If you are using Solaris:

```
cd $NSBASE/NS-apps/ns-home ./start-admin
```

- If you are using Windows NT, choose **Start | Programs | Netscape Suitespot | Administration**.

This starts your web browser with the following URL:

```
http://machine_name:port#/admin-serv/bin/index
```

2. Enter the user ID and password.

Enter a user ID and password for an iPlanet Web Server user with administrative privileges. The iPlanet Web Server Administration screen appears.

3. Change the iPlanet Web Server administrator user's password.

- a. Under **General Administration**, click **Users and Groups**. The **New User** form appears in the right frame.
- b. In the left frame, click **Manage Users**. The **Manage Users** form appears in the right frame.
- c. In the **Find User** field, type the iPlanet Web Server administrator's userid. The **Edit User** form appears in the right frame.
 - a. At the top of the right frame, click the blue **Password** link. A form appears with the iPlanet Web Server administrator's userid displayed at the top.
 - b. In the **New password** field, type the new password for the iPlanet Web Server administrator. Then, in the **New password (again)** field, type the password one more time for confirmation.
 - c. Click the **Set Password** button. If the password is changed successfully, a message appears at the top indicating that the changes have been saved.

Changing the Password for the ECX UserID

Java User Interface

1. Log in to the Product Administrative Interface.

The default userid/password is `ECX/ECX`.
2. Retrieve the ECX member.
 - a. Click the **Membership** tab. The **Membership Administration** screen appears.
 - b. Click the **Change** button. The **Membership Search** screen appears:
 - c. In the **Member ID** field, type the Member ID "ECX" and then click the **Retrieve** button.

The **Member Profile** screen appears, as shown in [Figure 1-5](#):

Figure 1-5 Member Profile Screen

3. Change ECX's password.
 - a. Enter the new password in the following fields:
 - o Password:
 - o Confirm Password:
 - b. Either click **Next**, or click the **Trading Addresses** tab.
The **Change Membership** screen appears.
 - c. Click **Change** and click **Yes** to confirm the change.
4. Test the password change.
 - a. Click the **Logout** tab and log in again to make sure your new password works.

Command Line

The default user ID **ECX** is used to login to the iPlanet ECXpert Product Administrative Menu (the Java applet `BDGadmin.sh` or the HTML page `BDGadmin.html`). The default user ID **ECX** has the default password **ECX** at the time of ECXpert installation.

To change the password for user **ECX** to some other value, use the `bdgsetpasswd` utility.

For the case where the Oracle and ECXpert user ID/passwords are the same, you can change the password for user ID **ECX** as shown in the following example:

1. Log on as or become the ECXpert administrative user—typically `actraadm`.

Make sure that the following environment `LD_LIBRARY_PATH` environment variable includes the following:

```
$NSBASE/NS-apps/ECXpert/lib
```

where the `$NSBASE/NS-apps/` is the directory under which ECXpert is installed.

2. Change to the `$NSBASE/NS-apps/ECXpert/bin` directory

```
# cd $NSBASE/NS-apps/ECXpert/bin
```

3. As user `actraadm`, enter the following commands:

```
# $NSBASE/NS-apps/ECXpert/bin/bdgsetpasswd -i ecx.ini -p "fred"
# $NSBASE/NS-apps/ECXpert/bin/bdgsetpasswd -mb "ECX" -p "fred"
```

4. Log in to the Product Administrative Interface using the new `userid/password`, in this example `ECX/fred`.

NOTE You might need to cycle the ECXpert Administrative Server before you can log in with the new password.

Changing the POP3 User's Password

The UNIX mailbox for your POP3 user is defined at the time ECXpert is installed. This information is stored in the iPlanet ECXpert configuration file (`ecx.ini`), [commsmtp-receive] section, `mail_file` parameter. Refer to the *iPlanet ECXpert Administrator's Guide*, Appendix C, "commsmtp-receive Section" for more details on this system setting.

To change the POP3 user's user ID or password, you must complete two tasks:

- Make the change(s) in the iPlanet Messaging Server (or your POP3 mail server package).
- Restart the ECXpert commsmtp-receive server so the change(s) take effect.

On the iPlanet Messaging Server, or Other POP3 Mail Server

If you are using a POP3 mail server package other than the iPlanet Messaging Server, refer to the documentation for that product. Otherwise, follow the steps below to change the user's user ID or password in your iPlanet Messaging Server 4.x:

1. Log in to the Netscape Administration Server that administers your iPlanet Messaging Server.

Enter the following URL:

```
http://<admin_hostname>:<port#>
```

where *<admin_hostname>* is the name of the Netscape Administration Server's host machine and *<port#>* is its port number.

2. Open the Users & Groups Screen.

Click the **User & Groups** button.

3. Open the Manage Users Page.

Click the **Manage Users** link.

4. Find the POP3 user.

Enter the user's user ID and click **Find**.

5. Change the POP3 User's password.

Click the **Password** link, enter a new password, and click the **Set Password** button.

6. Save the new password.

Click **Save Changes**.

As an alternative to the above steps, you can use the `bdgsetpassword` command to set or change the POP3 password:

```
$NSBASE/NS-apps/ECXpert/bin/bdgsetpasswd -i ecx.ini -pp  
<new_password>
```

where *<new_password>* is the text string to which the new password should be set.

Restart the iPlanet ECXpert commsntp-receive Server

You will need to restart the commsntp-receive server in ECXpert for the user ID and/or password changes to take effect. Follow the steps below to restart the commsntp-receive server:

1. Go to the URL for ECXpert's Administration Menu.
Typically, this is your machine's hostname.
2. Click the **Management** button, if it is not already selected.
3. Turn off the commsntp-receive server.
Click the **on/off** switch icon for commsntp-receive to the "Off" position.
4. Turn the commsntp-receive server on.
Click the **on/off** switch icon for commsntp-receive to the "On" position.

Changing the iPlanet ECXpert Oracle Database Owner's Password

Follow the steps below to change the ECXpert Oracle8i database owner's password.

1. Log in to the Oracle8i Server.
2. At the `SVRMGRL>` prompt, change the password for the Oracle database user.

```
# $ORACLE_HOME/bin/svrmgrl
SVRMGRL> connect ECX36/ECX36
SVRMGRL> alter user ECX36 identified by fred;
SVRMGRL> exit
```

Using the ECXpert FTP Server

ECXpert includes an FTP server so that you can use FTP to remotely submit files to and receive files from ECXpert. The ECXpert FTP Server supports the standard FTP commands listed in [Table 1-2](#).

Table 1-2 Supported ECXpert FTP Server Commands

FTP Command	FTP Client Equivalent	Purpose
USER	user	User name
PASS	—	Password, transparent to the user
ACCT	—	Account information
PORT	—	Port number to connect to, transparent to the user
STOR	put	Upload files to the remote machine
QUIT	quit	End ftp session
TYPE	type/binary/ascii	Set file transfer type
PWD	pwd	Get current working directory
CWD	cd	Change current working directory
MKD	mkdir	Create a directory on the remote machine
NLST	ls	Directory listing (only file names)
LIST	dir	Complete directory listing
RETR	get	Download files from remote machine
CDUP	cd	Change to parent directory
SITE	quote	Run a site command
NOOP	—	No operation, transparent to the user
HELP	remotehelp	List of commands supported by the FTP server
ABOR	—	Abort execution of current FTP command, transparent to the user
XPWD	—	Same as PWD
XCWD	—	Same as CWD
XMKD	—	Same as MKD
XCUP	—	Same as CDUP

The ECXpert FTP Server is configured in the ECXpert configuration files listed in [Table 1-3](#).

Table 1-3 Configuration Files for ECXpert FTP Server

File Name	Description
ecx.ini	[ecxftp-server] section contains the location of ecxftp-server.ini file.
ecxftp-server.ini	Contains global settings, flags and location of related configuration files.
ecxftp-server-command.ini	Contains FTP Server command handler information.
ecxftp-server-command-ext.ini	Contains FTP Server command extension handler information
ecxftp-server-command-site.ini	Contains FTP Server site command handler information
ecxftp-server-plugins.ini	Contains FTP Server plugins information

[Table 1-4](#) lists the ECXpert FTP parameters that are configurable in the ecxftp-server.ini file.

Table 1-4 Configurable ECXpert FTP Parameters In ecxftp-server.ini

Parameter	Default
port	10321
command_ini	/products/NS-apps/ECXpert/config/ecxftp-server-command.ini
commandext_ini	/products/NS-apps/ECXpert/config/ecxftp-server-command-ext.ini
site_ini	/products/NS-apps/ECXpert/config/ecxftp-server-command-site.ini
plugins_ini	/products/NS-apps/ECXpert/config/ecxftp-server-plugins.ini
log_file	/products/NS-apps/ECXpert/data/log/ecxftp-server.log
consumer_count	10
root_path	/tmp/<member>
overwrite_flag	no
verbose_flag	no

Table 1-4 Configurable ECXpert FTP Parameters In `ecxftp-server.ini` (Continued)

Parameter	Default
<code>session_timeout</code>	900

Submitting a File to ECXpert from the FTP Server

Only a sending member or a trusted member can FTP a file to ECXpert. The `quote ecxsubmit` command enforces this restriction.

1. Using your FTP application, log into the ECXpert FTP Server.

```
# ftp <machine name> <port #>
```

The default port number is 10321. This port number is configurable in the `ecxftp-server.ini` file.

Enter your ECXpert Member name/password as the FTP user ID/password. If you have not yet set up your ECXpert Member name/password, you must do so before you can log into the FTP Server.

When you first log into the FTP Server, the default remote working directory is `/tmp/<member>`. If this directory doesn't exist, ECXpert creates it for you. This directory is configurable as the `root_path` value in the `ecxftp-server.ini` file.

2. Upload the file you want to submit.

```
FTP> put <filename>
```

This file is uploaded to the `/tmp/<member>` directory.

3. Submit the file to ECXpert.

Enter the following command:

```
FTP> quote ecxsubmit -se <sender> -pw <passwd> -re <receiver> -fn
<file> -ft <type> -sd
```

where:

- o `<sender>` is the name of the sender.
- o `<passwd>` is the sender's password. This parameter is optional if the sender is a trusted member.
- o `<receiver>` is name of the receiver.

- *<file>* is the name of the file you wish to submit. This file must reside in the current working directory.
- *<type>* is the document type of the file you are submitting (for example, EDI).

NOTE The `-sd` option is optional. Use `-sd` only if you want to stream data. You cannot use a dash (“-”) for any of the parameters except for the argument tags.

If the file is not submitted successfully, see the log file in the `NS-apps/ECXpert/data/log` for details about any errors you encounter.

Getting a File from ECXpert using the FTP Server

Only a sending member or a trusted member can get an FTP file from ECXpert. This restriction is enforced by the `quote ecxpoll` command.

1. Using your FTP application, log into the ECXpert FTP Server.

ftp *<machine name>* *<port#>*

The default port number is 10321. The port number is configurable in the `ecxftp-server.ini` file.

Enter your ECXpert Member name/password as the FTP user ID/password. If you have not yet set up your ECXpertMember name/password, you must do so before you can log into the ECXpert FTP Server.

When you first log into the FTP Server, the default remote working directory is `/tmp/<member>`. If this directory doesn't exist, ECXpert creates it for you. This directory is configurable in the `ecxftp-server.ini` file.

2. Poll ECXpert for any files ready to be retrieved.

Enter the following command:

```
FTP> quote ecxpoll -se <sender> -re <receiver> -fn <file>
```

where:

- o <sender> is the name of the sender
- o <receiver> is the name of the receiver
- o <file> is the name of the file you wish to poll for

NOTE You cannot use a dash (“-”) for any of the parameters except for the argument tags.

When you enter this command, ECXpert copies any files that are ready to be retrieved to the /tmp/<member> directory. If no file is ready to be retrieved, no new files will appear in the /tmp/<member> directory.

See the log files in the NS-apps/ECXpert/data/log for more details about the commands you enter.

3. Download the files ECXpert copied to the /tmp/<member> directory.

```
FTP> get <filename>
```

Deleting the NS-apps Directory

CAUTION Be sure to back up any data you will need before you delete the ECXpert directory tree.

Related Information If you are deleting the ECXpert directory tree as part of uninstalling ECXpert on Windows NT, refer to the *iPlanet ECXpert Installation Guide* for instructions on uninstalling ECXpert.

If you want to delete the \$NSBASE/NS-apps/ECXpert directory tree, you might get “Permission Denied” and “Access Denied” messages when trying to delete the following directories:

```
$NSBASE/NS-apps/ECXpert/UI/html/actra/il8n/io
$NSBASE/NS-apps/ECXpert/UI/html/actra/il8n.utils
```

These error messages appear because the iPlanet Web Server or Netscape Administration Server is using these files.

Use the Windows **Control Panel | Services** utility to shut down the iPlanet Web Server or Netscape Administration Server and try again to delete the directories.

Enabling and Running the AIAG Server

For information on configuring the AIAG Server, refer to Appendix F, "AIAG Administration" in the *iPlanet ECXpert Administrator's Guide*.

Enabling Support for AIAG E-5 2000

ECXpert supports the AIAG E-5 2000 protocol standard. If your site uses this standard for business document processing, you must install support for documents exchanged with this protocol. To do this, run the script `AIAG_setup.sh`. This script creates or purges AIAGTransaction Table based on the option specified.

Use the following syntax to run this script from a terminal window as the `actraadm` user:

```
AIAG_setup oracle_username oracle_password tns_alias  
{create|purge}
```

where:

`oracle_username` - is the login name used to log in to Oracle (for example, `oracle`)

`oracle_password` - is the password used to log in to the Oracle database. (for example, `oracle.iplanet`)

`tns_alias` - is the TNS alias string used to identify the Oracle instance (for example, `ORAINST.IPLANET`)

{`create|purge`}

- consists of the 'create' option to create the AIAGTransaction Table if it does not exist, and the

'purge' option deletes all records from AIAGTransaction Table

Execute the run script command as follows:

```
$NSBASE/NS-apps/.....AIAGscriptname
```

The script is self running. When the script has been installed, the prompt is returned.

Configuring the RMI Server

The AIAG RMI server works in conjunction with the servlets to serve AIAG E-5 requests. For information on configuring the servlets, refer to Appendix F, “AIAG Administration” in the *iPlanet ECXpert Administrator’s Guide*.

The server can be started and stopped using the shell script `aiagserver` available in `$BDGHOME/bin` directory. Run the command using the following syntax:

```
aiagserver -[start|stop]
```

CAUTION The server will not work properly if `ecx.ini` and `aiag.ini` files are not correctly configured. For details on configuring the AIAG server parameters in both the `ecx.ini` and `aiag.ini` files, refer to Appendix F, “AIAG Administration” in the *iPlanet ECXpert Administrator’s Guide*.

NOTE If ECX admin server is shut down for some reason and then restarted, the RMI server also needs to be stopped and restarted to work properly.

Year 2000 Compliance

ECXpert is Year 2000 compliant. Eight-digit dates are allowed in the GS segment of inbound X12 EDI documents.

Example For example, the following GS segment uses a 6-digit date field for the GS04 value:

```
GS*AG*ACME*NETSCAPE*980617*1708*980617256*X*003030
```

where "980617" is the date value in YYMMDD format.

Also, ECXpert uses TSI's Mercator Map Authoring System, version 5.0. This version includes the ANSI X12 4010 type tree, which is Year 2000 compliant.

ECXpert also includes the enhancement that allows the following versions of the ISA envelope:

- 00307
- 00400
- 00401

System Monitoring and Recovery Procedures

This chapter describes the monitoring and recovery procedures for iPlanet ECXpert that are performed outside the user interface. The following topics are presented:

- [Overview](#)
- [Automatic Startup and Restart of Server Processes](#)
- [Manual Recovery Processing of Interrupted Jobs](#)
- [Manual Reprocessing of Submitted Files](#)
- [System Monitoring when System is Running](#)
- [Recovery Following System Failure](#)
- [Performance Tuning](#)

Overview

This chapter presents information on iPlanet iPlanet ECXpert System Monitoring and Recovery procedures, including: automatic startup of server processes; automatic restart of server processes; automatic processing of pending jobs on restart; manual recovery processing of interrupted jobs; manual reprocessing of submitted files; system monitoring when the system is running; and recovery from system failure.

Automatic Startup and Restart of Server Processes

Automatic Startup

iPlanet ECXpert allows you to specify whether individual servers should be automatically started when the iPlanet ECXpert Administrative Server is started.

This is accomplished by changing a setting for the various server sections in the `ecx.ini` file, as follows:

```
ftp-local-application]
autostart_flag = yes
```

The default setting is `yes` for system robustness.

See also [“Failure Notification” on page 65](#) to find out how to configure iPlanet ECXpert to send a trap whenever a service is started.

Automatic Restart

iPlanet ECXpert allows you to specify whether individual servers should be automatically restarted if the iPlanet ECXpert Administrative Server determines that the individual server process has stopped unexpectedly.

In other words, the iPlanet ECXpert Administrative Server periodically checks for the status of its child processes. If one of the child processes disappears, the iPlanet ECXpert Administrative Server starts a new process to replace the missing one.

This is accomplished by changing a setting for the various server sections in the `ecx.ini` file, as follows:

```
[ftp-local-application]
restart_flag = yes
```

The default setting is `yes` for system robustness. During system configuration and testing, it may be desirable to set this to `no` to ensure that process failures are not masked by being prematurely restarted.

See also [“Failure Notification” on page 65](#) to find out how to configure iPlanet ECXpert to send a trap whenever a service is stopped abnormally (or disappears) and whenever a service is restarted.

Automatic Processing of Pending Jobs on Restart

When iPlanet ECXpert starts, it initiates processing of any file submissions that have been accepted into the system but have not yet been processed.

iPlanet ECXpert uses the following parameter in the `ecx.ini` file to determine whether pending jobs should automatically be found and processed when iPlanet ECXpert—specifically the *Dispatcher*—is started:

```
[dispatcher]
process_pending = yes
```

The criteria for determining whether a job is “pending” is:

```
Tracking.TrkState = 3 and Tracking.TrkCurServiceIdx = 1
```

These criteria represent a job that was registered into the system without errors and was assigned a tracking ID, but did not start to go through its service list.

Manual Recovery Processing of Interrupted Jobs

In iPlanet ECXpert, recovery is not automatic. It is a manual process used when the iPlanet ECXpert system has been unexpectedly interrupted and requires restarting. Upon restarting iPlanet ECXpert, processing of submitted jobs resumes from the point at which the processing was interrupted, if the `ecx.ini` file contains the following parameter setting:

```
[dispatcher]
recovery = yes
```

NOTE For normal operation of iPlanet ECXpert, recovery is turned off.

Also, recovery is not multi-threaded. So, if you are running multiple dispatchers, only turn on recovery for one of the dispatchers.

If your `ecx.ini` file has both `process_pending` and `recovery` set to *yes*, ECXpert will process those files that fit the criteria for `process_pending` first and will then process those files that are to be recovered.

In order for jobs to undergo recovery, the recovery setting in the Dispatcher section of the `ecx.in` file must be set to *yes* and the jobs must have a `Tracking.TrkState` equal to *0, 1, 2, or 3*.

Recovery is not automatic. For recovery to take place, you must follow these steps:

1. If iPlanet ECXpert is still running, shut it down.
2. Set the “recovery” parameter to “yes.”

Hand-edit the `ecx.ini` file (or edit the `ecx.ini` file using the iPlanet ECXpert Administrative Interface) to change the parameter for “recovery” to “yes.”

3. Restart the iPlanet ECXpert Dispatcher.

When recovery mode is turned on and iPlanet ECXpert is restarted, the *Dispatcher* runs in single-thread mode while the recovery operation occurs. After all recovered files are processed, the dispatcher runs in multi-threaded mode, as configured in the `ecx.ini` file.

Manual Reprocessing of Submitted Files

iPlanet ECXpert allows a submitted file to be manually reprocessed *only in limited circumstances*.

For example, if you submit a file for which a valid Partnership exists but for which a matching Service List can not be found, it is possible to create a Service List and then manually reprocess that file.

Manually reprocessing is executed through iPlanet ECXpert Activity Tracking:

1. Log in to the iPlanet ECXpert Product Administrative Interface
2. Click the **Tracking** tab.
3. Click the **File Level Results** tab.
4. Enter the Tracking ID and click the **Search** button to call up the search results as shown in [Figure 2-1](#).
5. Highlight the desired Tracking ID and click the **Reprocess** button.

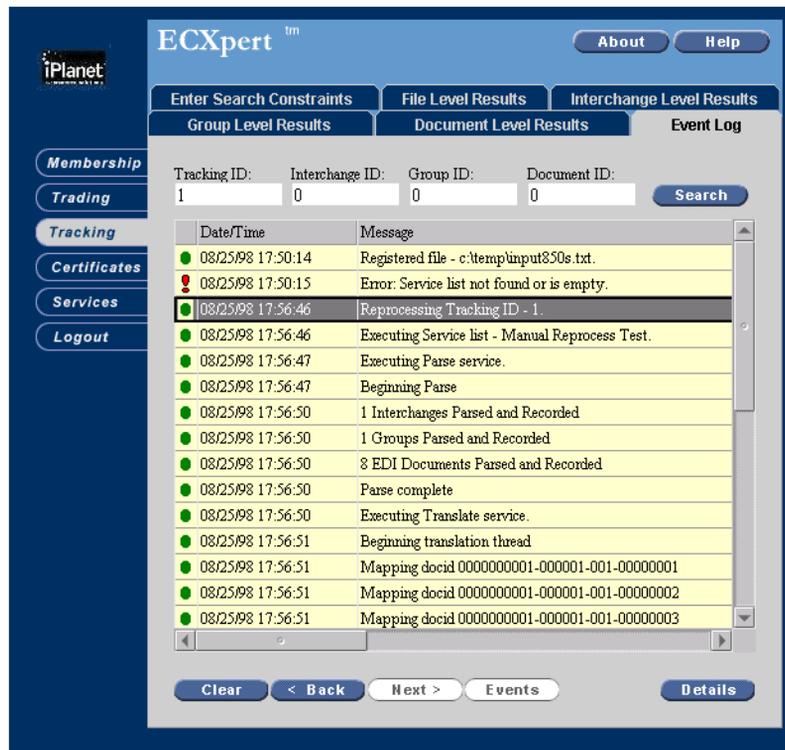
A message box appears as shown in [Figure 2-2](#) informing you that the reprocess was submitted without error. Click **OK** to continue.

NOTE If the Service List does not exist or is empty, the following error message appears:

Error: Service list not found or is empty.

As the file is reprocessed, a screen similar to that shown in [Figure 2-3](#) is displayed.

Figure 2-3 Reprocessing Notification Indication



Related Information See also the *iPlanet ECXpert Administrator's Guide*, "Tracking the Documents that ECXpert Processes," for more information.

NOTE Attempting to use Reprocess for other circumstances would result in the following error in the Event Log and in an SNMP error trap (if the trap level is set low enough):

Error 8020: This Tracking Id does not qualify for reprocessing.

System Monitoring when System is Running

Usability if Connection to Oracle8i Database is Broken

iPlanet ECXpert uses a live connection to an Oracle8i database when processing submitted files. For this reason, if a power outage or network outage disrupts processing of a file within iPlanet ECXpert, it may be necessary to restart the Oracle8i database, iPlanet ECXpert, or both. Depending on where the outage occurs (Oracle database, comm agent, iPlanet ECXpert itself) and when the outage occurs during the processing, it may be possible to continue to submit files to iPlanet ECXpert. These files queue as pending jobs.

Failure Notification

Activity Tracking

iPlanet ECXpert writes messages to the `EventLog` table for all processing activities.

This information is available to the operator by using the iPlanet ECXpert **Product Administrative Interface | Tracking | Event Log** screen.

In addition to this Java interface, it is also possible to directly query the `EventLog` table using `SQL*Plus` and the following script:

```
@NSBASE/NS-apps/ECXpert/dbadmin/oracle/sel_el.sql
```

Enabling SNMP Support

Solaris

You can use iPlanet ECXpert with your SNMP-compliant software to help you troubleshoot communications problems within your local network. Follow these steps to implement SNMP support within iPlanet ECXpert:

Start SNMP before starting iPlanet ECXpert:

1. Log in or switch (*su*) to user ID **root** on the system on which iPlanet ECXpert is installed.

NOTE **Step 2** and **Step 3** below are one-time-only configuration steps.

2. Make sure the following entries are in your `/etc/services` file:

```
smux 199/tcp
snmp 161/udp
snmp-trap 162/udp    snmptrap
```

3. Stop `inet.d`:

```
# kill -HUP <pid_of_inet>
```

where `<pid_of_inet>` is the process ID of `inet`. The reason for killing the `inet` daemon is to get it to read the setting in the `/etc/services` file the first time after that file is changed.

4. Edit the SNMP configuration file.

Open the `$(NSBASE)/NS-apps/ECXpert/snmp/config/CONFIG` file using a text editor like `vi` and edit it using the example below (following the four caveats) as a guideline. When editing this file, be sure to observe the following four caveats:

- o The last line of the file must be a blank line.
- o If you want to have more than one SNMP Management Console receive the traps you must use a format such as the following where the "Manager" section is repeated.
- o Use tabs, not spaces to indent.
- o Use capital letters for the values that have capital letters in the example; the file *is* case-sensitive.

Example SNMP configuration file:

```
MANAGER      123.123.23.45
              SEND ALL TRAPS
MANAGER      123.123.23.56
              SEND ALL TRAPS
COMMUNITY    public
              ALLOW ALL
MEMBERS      123.123.23.45, 123.123.23.56
```

5. Change to the SNMP binary directory:

```
# cd $NSBASE/NS-apps/ECXpert/snmp/bin
```

6. Start SNMP:

```
# ./Program.o ../config/CONFIG <snmp_log_file> &
```

7. Modify the ECXpert *ecx.ini* file to set the flags to enable SNMP.

Refer to the *iPlanet ECXpert Administrator's Guide*, "ECXpert System Settings" appendix, for more information on the *ecx.ini* file. Any section with a `section_type=server` entry represents an ECXpert server for which you can enable SNMP.

You must set the following parameters in the appropriate section of the iPlanet ECXpert *ecx.ini* file for the Administration Server (`[admin]` section) and for each server for which you want to enable SNMP:

```
[<section_name>]
snmp_flag = yes
snmp_trap_flag = yes
snmp_trap_level = 20 (or other desired value)
```

*Do not change any other SNMP parameters in the *ecx.ini* file.*

8. Stop and restart (or just start) ECXpert.

Start or restart ECXpert as you would normally.

NOTE If you start iPlanet ECXpert with the *ecx.ini* flags set to trap errors and messages for SNMP when there is no SNMP agent running on your subnet, ECXpert does not run and you get a smux error.

Windows NT

You can use iPlanet ECXpert with your SNMP-compliant software to help you troubleshoot communications problems within your local network. Execute the following steps to implement SNMP support within iPlanet ECXpert:

Start SNMP before starting iPlanet ECXpert:

1. Log in as user ID **root** on the system on which iPlanet ECXpert is installed.

NOTE Step 2 and Step 3 below are one-time-only configuration steps.

2. Make sure the following entries are in your `C:\Winnt\System32\drivers\etc\services` file:

NOTE You must use a text editor such as Wordpad or Notepad—not a word processor—to edit this file.

```
smux 199/tcp
snmp 161/udp
snmp-trap 162/udp    snmptrap
```

3. Restart your Windows NT machine
4. Edit the SNMP configuration file.

Open the `$(NSBASE)/NS-apps/ECXpert/snmp/config/CONFIG` file using a text editor like Wordpad or Notepad, and edit it using the example below (following the four caveats) as a guideline. When editing this file, be sure to observe the following four caveats:

- The last line of the file must be a blank line.
- If you want to have more than one SNMP Management Console receive the traps you must use a format such as the following where the “Manager” section is repeated.
- Use tabs, not spaces to indent.
- Use capital letters for the values that have capital letters in the example; the file *is* case-sensitive.

Example SNMP configuration file:

```
MANAGER      123.123.23.45
              SEND ALL TRAPS
MANAGER      123.123.23.56
              SEND ALL TRAPS
COMMUNITY    public
              ALLOW ALL
MEMBERS      123.123.23.45, 123.123.23.56
```

5. Start the SNMP agent using an MS-DOS command window:

From the Windows NT Taskbar, choose **Start | Programs | MS-DOS Prompt**

Change to the following directory:

```
$NSBASE/NS-apps/ECXpert/snmp/bin
```

At the MS-DOS command prompt, enter the following command

```
agent.exe ../config/CONFIG C:\tmp\SNMP_LOG
```

The message indicated in **Figure 2-4** should appear in a new window:

Figure 2-4 Message Indicating Available Sockets With SNMP Agent On



If you did not reboot your machine or, if your edits to *C:\WinNT\System32\drivers\etc\services* file were not completed correctly, the error message shown in **Figure 2-5** appears in a new window:

Figure 2-5 SNMP Error Message When No Reboot or Incomplete File Edit



6. Modify the ECXpert *ecx.ini* file to set the flags to enable SNMP.

Refer to the *iPlanet ECXpert Administrator's Guide*, "ECXpert System Settings" appendix, for more information on the *ecx.ini* file. Any section with a *section_type=server* entry represents an ECXpert server for which you can enable SNMP.

You must set the following parameters in the appropriate section of the iPlanet ECXpert *ecx.ini* file for the Administration Server (*[admin]* section) and for each server for which you want to enable SNMP:

```
[<section_name>]
snmp_flag = yes
snmp_trap_flag = yes
snmp_trap_level = 20 (or other desired value)
```

Do not change any other SNMP parameters in the *ecx.ini* file.

7. Stop and restart (or just start) ECXpert.

When you give the command to start the ECXpert executable, you need to give as arguments:

- o The location of the SNMP configuration file, which is always *\$NSBASE/NS-apps/ECXpert/snmp/config/CONFIG*
- o And the location of the SNMP log file, which is set in the *[snmp]* section of the *ecx.ini* file by the *snmp_tmp_path* parameter. The default value assigned during installation is *C:\tmp\SNMP_LOG*.

If you start iPlanet ECXpert with the *ecx.ini* flags set to trap errors and messages for SNMP when there is no SNMP agent running on your subnet, ECXpert does not run, but no error messages appear.

Stopping the SNMP Agent

Solaris

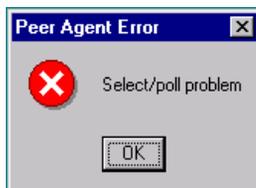
CAUTION You must manually kill the process ID of the SNMP agent.

```
# ps -ef | grep Program.o
# kill -9 #####
```

where “#####” is the process ID of *Program.o*.

Windows NT

CAUTION To stop SNMP agents, it is not sufficient to simply close the Peer SNMP Agent window that is shown on the Windows NT taskbar. If you try to close this window, you will see an error like that shown in [Figure 2-6](#).

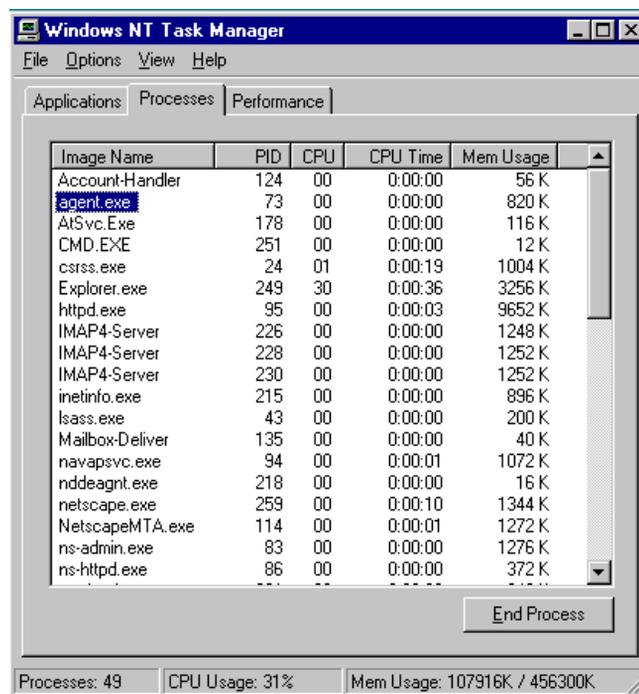
Figure 2-6 Error When Attempting to Close Peer SNMP Agent Window

You must still end the process using the Windows NT Task Manager:

Verify at the Operating System level whether the processes are running.

- b. Press **Ctrl+Alt+Del**.
- c. Click the **Task Manager** button.
- d. Click the **Processes** tab.

You should see a Process listing like that shown in [Figure 2-7](#).

Figure 2-7 NT Task Manager Process Listing

Highlight the process, agent.exe, and click **End Process**.

SNMP Error Traps

NOTE For directions on how to configure for SNMP traps information, refer to the previous section, “[Enabling SNMP Support](#)” on page 66.

iPlanet ECXpert will generate SNMP error traps for the following scenarios:

- Server start
- Server stop - normal
- Server stop - abnormal (kill -9 or pid missing)
- Server restart by iPlanet ECXpert Admin Server
- Errors encountered by individual servers

Error trap generation is per server, based on the following *ecx.ini* parameters:

```
snmp_trap_flag = yes          # yes | no
snmp_trap_level = 20         # 0 | 10 | 20 | 30
```

Trap Levels are “this level or above”:

- 0 - all traps of any severity
- 10 - informational messages, warning messages, and fatal errors only
- 20 - warning messages and fatal errors only
- 30 - fatal errors only

where the message severity comes from the *MsgFormats* table, *MFSeverity* column.

The error traps generated by iPlanet ECXpert contain 8 arguments, as follows:

- 1: Error number
- 2: Tracking ID
- 3: Error severity
- 4: Error text
- 5: Date/timestamp
- 6: iPlanet ECXpert server which generated the trap
- 7: Sending Member Name
- 8: Receiving Member Name

Related Information See also [“Determining the Extent of System Failure” on page 122.](#)

Please see also the directory:

```
$NSBASE/NS-apps/ECXpert/snmp/mib
```

for the following files:

- o *actra.mib* - iPlanet ECXpert *MIB* definitions file
- o *actra.mib.oid* - iPlanet ECXpert *MIB* definitions converted by *MIB2SCHEMA* utility
- o *actra.mib.schema* - iPlanet ECXpert schema file generated by *MIB2SCHEMA* utility

Scenario - Start Server

The example below shows an SNMP trap generated for the scenario in which an iPlanet ECXpert server is started:

```
892163518
15 Thu Apr 09 19:11:58 1998
myserver -
ECXpertTrap received :
1: 382552
2: 0
3: 666
4: Server Started - gateway
5: Thu Apr 9 19:11:10 1998
6:admin
7:Administration Server
8: Administration Server
;1 .1.3.6.1.4.1.1450.4.0.0 0
```

Scenario - Stop Server (Normal)

The example below shows an SNMP trap generated for the scenario in which an iPlanet ECXpert server is stopped normally.

```
892160021
15 Thu Apr 09 18:13:41 1998
myserver -
ECXpertTrap received :
1: 382526
2: 0
3: 666
4: Server Stopped - dispatcher
5: Thu Apr 9 18:13:03 1998
```

```
6:admin
7:Administration Server
8: Administration Server
;1 .1.3.6.1.4.1.1450.4.0.0 0
```

Scenario - Stop Server (Abnormal)

The example below shows an SNMP trap generated for the scenario in which an iPlanet ECXpert server is stopped abnormally:

```
892163091
15 Thu Apr 09 19:04:51 1998
myserver -
ECXpertTrap received :
1: 382575
2: 0
3: 666
4: Server not responding - dispatcher
5: Thu Apr 9 19:00:02 1998
6:admin
7:Recovery Thread
8: Recovery Thread
;1 .1.3.6.1.4.1.1450.4.0.0 0
```

Scenario - Restart Server

The example below shows an SNMP trap generated for the scenario in which an iPlanet ECXpert server is restarted:

```
892159493
15 Thu Apr 09 18:04:53 1998
myserver -
ECXpertTrap received :
1: 382577
2: 0
3: 666
4: Server Restarted - commsmtp-receive
5: Thu Apr 9 18:00:27 1998
6:admin
7:Recovery Thread
8: Recovery Thread
;1 .1.3.6.1.4.1.1450.4.0.0 0
```

Scenario - SMTP Message Submitted to Non-existent Partnership

The example below shows an SNMP trap generated for the scenario in which an SMTP message was received into the iPlanet ECXpert system, but was submitted to a non-existent partnership.

There was nothing syntactically wrong with the SMTP message itself. It was submitted to iPlanet ECXpert before *any* Members, Partnerships, and Service Lists had been created.

Example 892060633

```
15 Wed Apr 08 14:37:13 1998
myserver - ECXpertTrap received :
1: 7108
2: 0
3: 20
4: Sending and/or receiving member not found, logged message
1998Apr81432171
5: Wed Apr 8 14:36:33 1998
6:commsmtp-receive
7:
8:
;1 .1.3.6.1.4.1.1450.4.0.0 0
```

Log Files

iPlanet ECXpert provides the ability to write messages to each server's log file, as processing is completed on a submitted file by that server for the purpose of debugging problems. Normally, this would be turned off to enhance performance and to conserve disk space. However, even if the settings for debugging in each section of the `ecx.ini` are set to the "off" values:

```
[...any server...]
debug_flag = no

[DB_SECTION]
DB_TRACE = 0
```

Fatal errors are still written to the log file for that server.

For more information, please refer to ["Managing Logging and Log Files" on page 151](#).

Recovery Following System Failure

Usability if Connection to Oracle8i Database is Broken

iPlanet ECXpert uses a live connection to an Oracle8i database when processing submitted files. For this reason, if a power outage or network outage disrupts processing of a file within iPlanet ECXpert, it may be necessary to restart the Oracle8i database, iPlanet ECXpert, or both. Depending on where the outage occurs (Oracle database, comm agent, iPlanet ECXpert itself) and when the outage occurs during processing, it may be possible to continue to submit files to iPlanet ECXpert. These files queue as pending jobs.

Configuring for Automatic Startup on Reboot under Solaris

Automatic Startup of Oracle8i Database and Oracle SQL*Net8 Listener

For the Oracle8i Enterprise Server, refer to your Oracle documentation for instructions on automatic startup.

S83dbadmin

This file is a shell script which:

- cleans up a leftover *sgadefECX.dbf*, if it exists
- calls the file *\$ORACLE_HOME/bin/dbstart-as* user ID *oracle8*

When *\$ORACLE_HOME/bin/dbstart* is called, it does the following:

- reads the file */var/opt/oratab* to get a list of Oracle database instances to start up
- checks for or sets the correct environment variables

- o executes the commands to start the database (essentially, the same **connect internal** and **startup** commands you would use if you were manually starting the Oracle8i database).

CAUTION If the file `/var/opt/oratab` doesn't exist or doesn't contain the correct SID information, the Oracle8i database will not start successfully.

S84tcplsnr

This file is a shell script which:

- o checks for the existence of the SQL*Net8 TCP/IP Protocol Adapter on the system
- o executes the `lsnrctl start tcp_listener` command

This shell script will only start up a SQL*Net8 Listener which is listening using TCP as its protocol.

NOTE On the first reboot after the initial installation of the Oracle8i Server, the log file for the SQL*Net Listener or Net8 Listener may have the wrong permissions. This would cause this script to hang with the `LSNRCTL>` prompt displayed. To resolve this problem, type **exit** to get out of the Listener Control Utility, then remove the log file, then reboot.

S87weblisten

This file is a shell script which:

- o calls the file `$ORACLE_HOME/bin/wgwebstart`
- o checks to see if the binary executable file `$ORACLE_HOME/bin/dbsnmp` exists
- o executes the `lsnrctl start dbsnmp_start` command

When `$ORACLE_HOME/bin/wgwebstart` is called, it does the following:

- o checks for the existence of the configuration files for the Oracle Web Administration Server
- o checks to see if the port specified for the Oracle Web Administration Server is in use (default is `8888`)

- checks for the existence of the configuration files for the Oracle Web Server
- checks to see if the port specified for the Oracle Web Server is in use (default is *8000*) checks for or sets the correct environment variables
- executes the commands to start the web processes (essentially, the same **wlctl start 8888** and **wlctl start 8000** commands you would use if you were manually starting these servers)

Automatic Startup of iPlanet Web Server

To automatically start iPlanet Web Server, you may create a shell script file and add it to the */etc/rc2.d* directory. This script should have a name which follows the pattern of the rest of the other files in that directory. For example, if you used the name:

`S82entsvr`

the file would be executed just before *S83dbadmin*.

The execution order is in ascending numeric order of files which begin with the capital letter "S." Files that begin with the capital letter "K" are executed on shutdown, in descending numeric order. Contact your Solaris Systems Administrator for more information about this.

Below is an example of a shell script which could be used to start iPlanet Web Server:

```
#!/bin/sh
#
      cd /export2/actraadm/NS-apps/ns-home/https-myhost
      ./start
exit 0
```

NOTE Be certain to give the execution permission on the file to **root**.
To do this, log in as user ID **root**, and then enter the following commands:

```
# cd /etc/rc2.d
# chmod +x S82entsvr
# ls -la S82entsvr
```

You should see a directory listing for the file which looks like this:

```
-r xr xr x 1 root other 86 Aug 19 11:41 /etc/rc2.d/S82entsvr
```

NOTE Modify and test your own shell script manually, before rebooting your machine to test it.

To test the script, log in as user ID **root**, and enter the following commands:

```
# cd /etc/rc2.d
# ./S82entsvr
```

Then start a web browser to verify that the web server is running.

Alternately, you could enter the command:

```
# ps -ef | grep http
```

to display of running processes, which should include the following:

```
actraadm 5012 5009 0 11:43:04 ? 0:00 ./ns-httpd -d
/export2/actraadm/NS-apps/ns-home/https-myhost/config
actraadm 5009 1 0 11:43:04 ? 0:00 ./ns-httpd -d
/export2/actraadm/NS-apps/ns-home/https-myhost/config
```

Automatic Startup of iPlanet ECXpert Administration Server

To automatically start iPlanet ECXpert Administration Server, you may create a shell script file and add it to */etc/rc2.d* directory. This script should have a name which follows the pattern of the rest of the other files in that directory.

For example, you may wish to use the name:

```
S94ecxpert
```

The execution order is in ascending numeric order of files which begin with the capital letter "S." Files that begin with the capital letter "K" are executed on shutdown, in descending numeric order. Contact your Solaris Systems Administrator for more information about this.

It doesn't matter if the iPlanet Web Server is started before or after the Oracle8i database and Oracle SQL*Net8 Listener. However, it is essential that *both* the iPlanet Web Server and the Oracle8i components are running when you start iPlanet ECXpert Administration Server.

For this reason, in our example, we numbered the filenames as follows:

- S82entsvr—iPlanet Web Server
- S83dbadmin—Oracle8i DB
- S84tcplsnr—Oracle SQL*Net8 Listener
- S87weblisten—Oracle Web Server (optional)
- S94ecxprt—iPlanet ECXpert Administration Server

Below is an example of a shell script which could be used to start iPlanet ECXpert Administration Server:

```
#!/bin/sh
#
#
# Startup for ECXpert Administration Server
#
NSBASE=/export2/actraadm
BDGHOME=${NSBASE}/NS-apps/ECXpert/
LD_LIBRARY_PATH=/export2/actraadm/NS-apps/ECXpert/lib:${LD_LIBRARY_
PATH}

# Start the SNMP daemon as userid 'root'
    cd /export2/actraadm/NS-apps/ECXpert/snmp/bin
    ./Program.o ../config/CONFIG /tmp/SNMP_LOG &

# Start ECXpert Administration Server as userid 'actraadm'
su - actraadm -c "cd
/export2/actraadm/NS-apps/ECXpert/bin;./ecxstart ../config/ecx.ini
admin &"

    exit 0
```

NOTE If you are not using iPlanet ECXpert to generate SNMP error traps, it is not necessary to start the SNMP daemon. You may comment out the following lines by inserting a “#” character before each line:

```
#    cd /export2/actraadm/NS-apps/ECXpert/snmp/bin
#    ./Program.o ../config/CONFIG /tmp/SNMP_LOG &
```

NOTE Be certain to give the execution permission on the file to **root**.
To do this, log in as user ID **root** and enter these commands:

```
# cd /etc/rc2.d
# chmod +x S94ecxpert
# ls -la S94ecxpert
```

You should see a directory listing for the file which looks like this:

```
-r xr xr x 1 root other 86 Aug 19 11:41 /etc/rc2.d/S94ecxpert
```

NOTE Modify and test your own shell script manually, before rebooting your machine to test it.

To test the script, log in as user ID **root** and enter the following commands:

```
# cd /etc/rc2.d
# ./S94ecxpert
```

Then start a web browser and go to the URL for iPlanet ECXpert. Refer to [“Starting the iPlanet ECXpert Administration Server” on page 98](#) for instructions on how to see if the iPlanet ECXpert Administration Server is started.

Alternately, you could give the command:

```
# ps -ef | grep ECXpert
```

to display a list of running processes, which should include the following:

```
actraadm 8966      1  0 14:03:18 pts/2    0:00 -csh -c cd
/export2/actraadm/NS-apps/ECXpert/bin;./ecxstart ../config
actraadm 8968  8967  1 14:03:19 pts/2    0:01
/export2/actraadm/NS-apps/ECXpert/bin/bdggwd ../config/ecx.ini
gateway
root 8989  7432  0 14:04:17 pts/2    0:00 grep ECXpert
actraadm 8970  8967  0 14:03:19 pts/2    0:00
/export2/actraadm/NS-apps/ECXpert/bin/bdgdspatchmain
../config/ecx.ini disp
actraadm 8974  8967  0 14:03:20 pts/2    0:00
/export2/actraadm/NS-apps/ECXpert/bin/bdggftp ..../config/ecx.ini
ftp-local-ap
actraadm 8969  8967  0 14:03:19 pts/2    0:01
/export2/actraadm/NS-apps/ECXpert/bin/tcpconnmain ../config/ecx.ini
tcpip-co
```

Related Information Refer to the following sections at the beginning of this chapter for details:

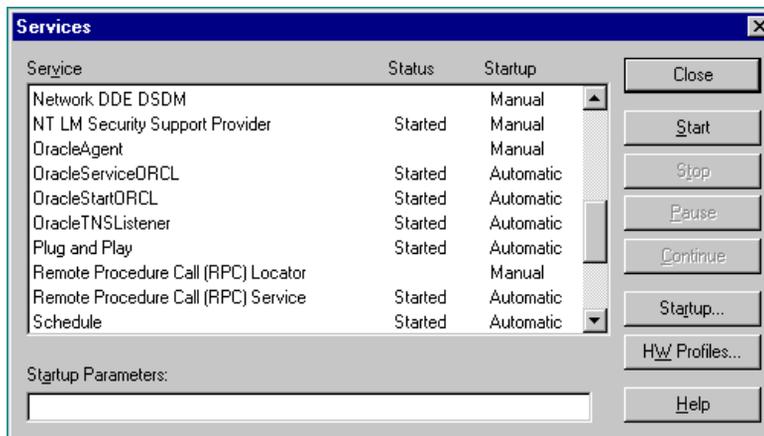
- “Automatic Startup and Restart of Server Processes” on page 60
- “Automatic Processing of Pending Jobs on Restart” on page 61
- “Manual Recovery Processing of Interrupted Jobs” on page 61

Configuring for Automatic Startup on Reboot under Windows NT

Automatic Startup of Windows NT Services

Choose **Start** | **Settings** | **Control Panel** | **Services** to view a listing of Windows NT Services, as shown in **Figure 2-8**:

Figure 2-8 Windows NT Services Screen



- Verify that the *OracleServiceORCL* Service has the Startup setting of “Automatic.”
- Verify that the *OracleStartORCL* Service has the Startup setting of “Automatic.”
- Verify that the *Oracle TNSListener* Service has the Startup setting of “Automatic.”

- Verify that the *iPlanet Web Server 4.1 (myhost)* has the Startup setting of “Automatic.”
- Verify that the *FTP Publishing Service* has the Startup setting of “Automatic.”

Depending on your configuration, the following two bullets may be optional.

- Verify that the *Netscape Directory Server 4.x (myhost)* Service has the Startup setting of “Automatic.”
- Verify that the *iPlanet Messaging Server 4.x* Service has a the Startup setting of “Automatic.”

The following bullet is optional.

- Verify that the *Netscape Administration Server 4.1* Service has the Startup setting of “Automatic.”

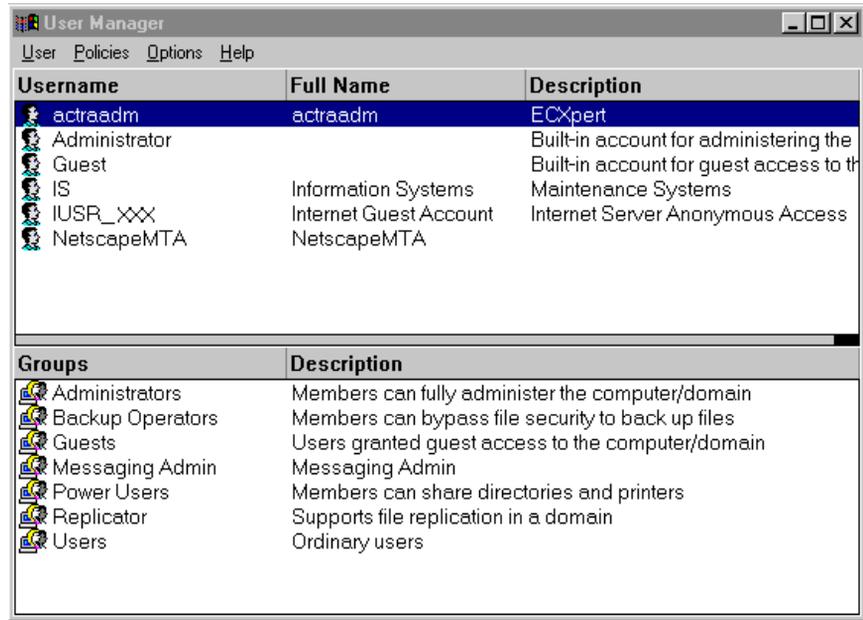
If any of these Services does not have a status of “Started,” highlight the Service name and then click **Startup** and select **Automatic**.

Grant User **actraadm** “Log on as a Service” Permissions

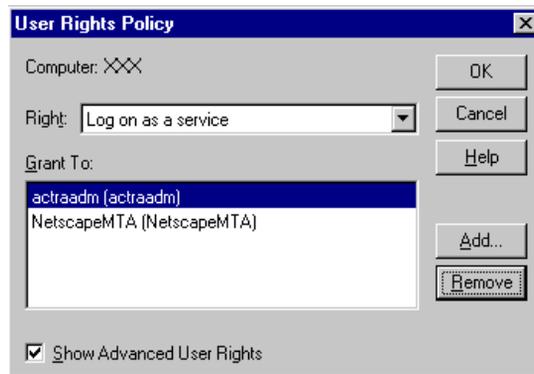
User ID **actraadm** must be granted the Windows NT User Right to “Log on as a Service” in order to be able to automatically start the iPlanet Web Server on machine reboot. To grant this Windows NT security privilege, you must be logged in as Network Administrator or as a user who is part of the Administrators group.

Follow these steps to grant user ID **actraadm** these permissions:

1. Choose **Start | Programs | Administrative Tools | User Manager**
2. Inside the User Manager screen, shown in **Figure 2-9**, highlight the user ID **actraadm** and choose the menu choice **Policies | User Rights**

Figure 2-9 Windows NT User Manager Screen

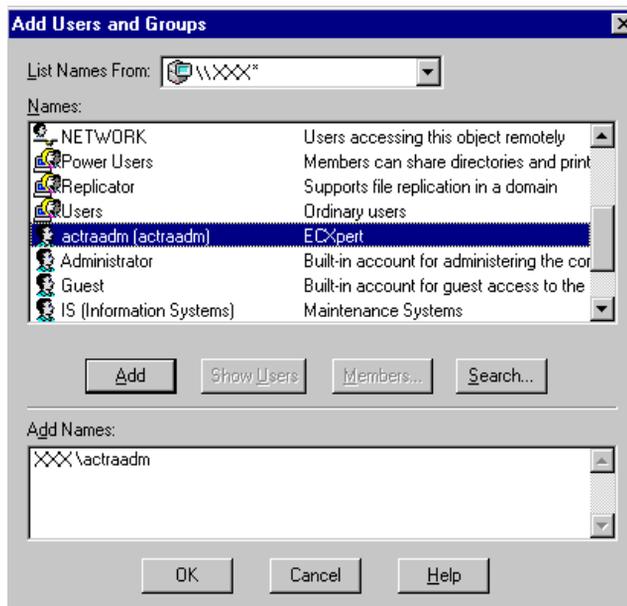
3. In the User Rights Policy window, shown in [Figure 2-10](#), checkmark the box labeled “Show Advanced User Rights.”
4. From the “Right” drop-down list, select **Log on as a Service**.

Figure 2-10 Windows NT User Rights Policy Window

5. Click **Add** to get to the Add Users and Groups window, shown in [Figure 2-11](#).

6. Click **Show Users** and find the user ID **actraadm**.
7. Highlight the user ID **actraadm** and then click **Add**

Figure 2-11 Windows NT Add Users and Groups Window



8. Click **OK**
9. Back in the User Rights Policy window, you should see the user ID **actraadm** in the section labeled "Grant To."
10. Click **OK**
11. To exit, choose **User | Exit**

Automatic Startup of Administration Server Upon User Login

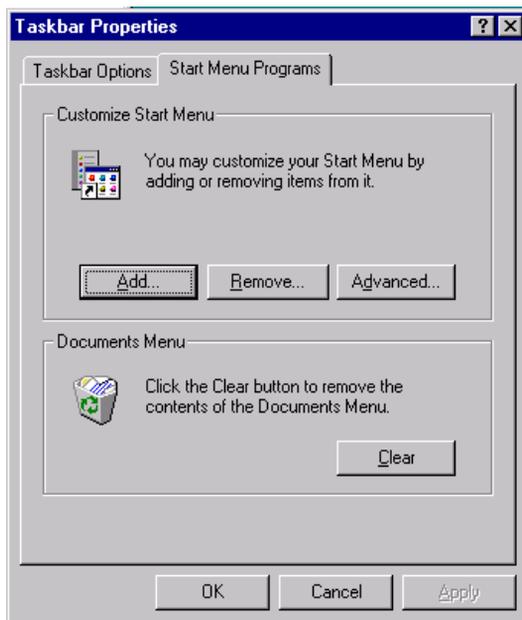
To automatically start iPlanet ECXpert Administration Server when user ID **actraadm** logs in, all that is necessary is to have a shortcut icon in the Startup folder.

To create this shortcut icon, follow these steps:

1. Choose **Start | Settings | Taskbar**

2. Click the **Start Menu Programs** page tab to bring this tab to the foreground as shown in [Figure 2-12](#).

Figure 2-12 Taskbar Properties Window



3. Click the **Advanced** button.

A Windows Explorer window appears, with the current folder open to `C:\WINNT\Profiles\actraadm\Start Menu`.

4. Expand folders and navigate down to the folder:

`C:\WINNT\Profiles\actraadm\Start Menu\Programs\Startup`

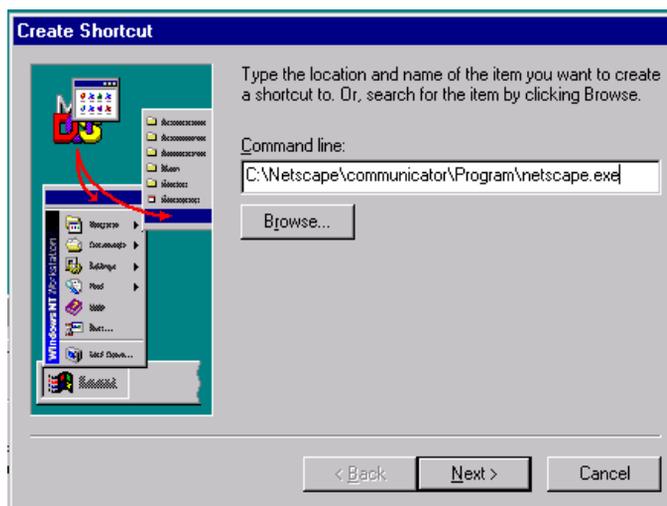
In this folder, we will create a shortcut for ECXpert.

NOTE The shortcut icon created in this example was created in the Startup folder for user ID **actraadm**. Depending on your security preferences, you may move the icon to the Startup folder for user ID *Administrator* or even to the All Users Startup folder.

Those folder locations are:

- o `C:\WINNT\Profiles\Administrator\Start Menu\Programs\Startup`
 - o `C:\WINNT\Profiles\All Users\Start Menu\Programs\Startup`
5. Right-click in the right pane of the Windows Explorer window, and choose **New | Shortcut** to display the Create Shortcut window, as shown in [Figure 2-13](#).

Figure 2-13 Create Shortcut Screen



6. Either click the **Browse** button and find the `netscape.exe` executable, or enter the full path and filename, which is typically:

```
C:\Netscape\Communicator\Program\netscape.exe
```

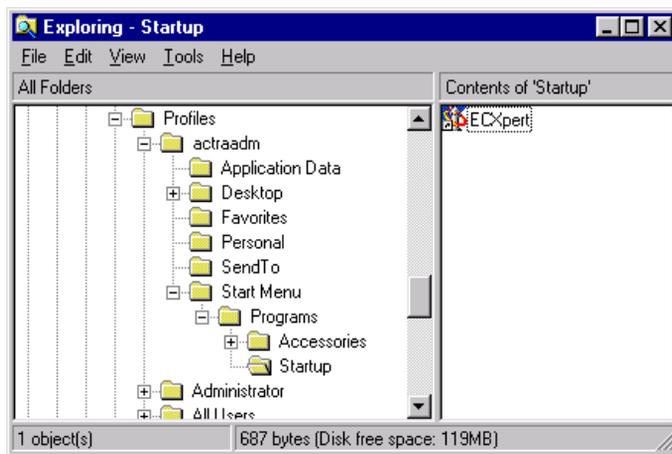
After this filename, insert a space and type the following URL:

```
http://myhost/bin/bdgadm-cgi-manage?OP=STARTADMIN
```

Then click the **Next** button.

7. Name the shortcut “ECXpert” and click the **Finish** button. The icon shown in [Figure 2-14](#) should appear in the right pane of the Windows NT Explorer window:

Figure 2-14 Windows NT Explorer Showing ECXpert Icon

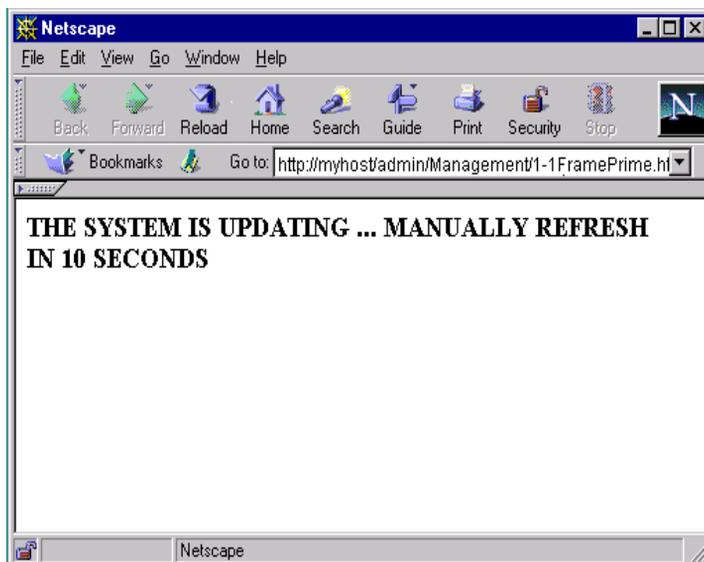


8. Test the shortcut by double-clicking it.

This does two things:

- o launches web browser
- o signals the ECXpert cgi program to start the ECXpert Administration Server

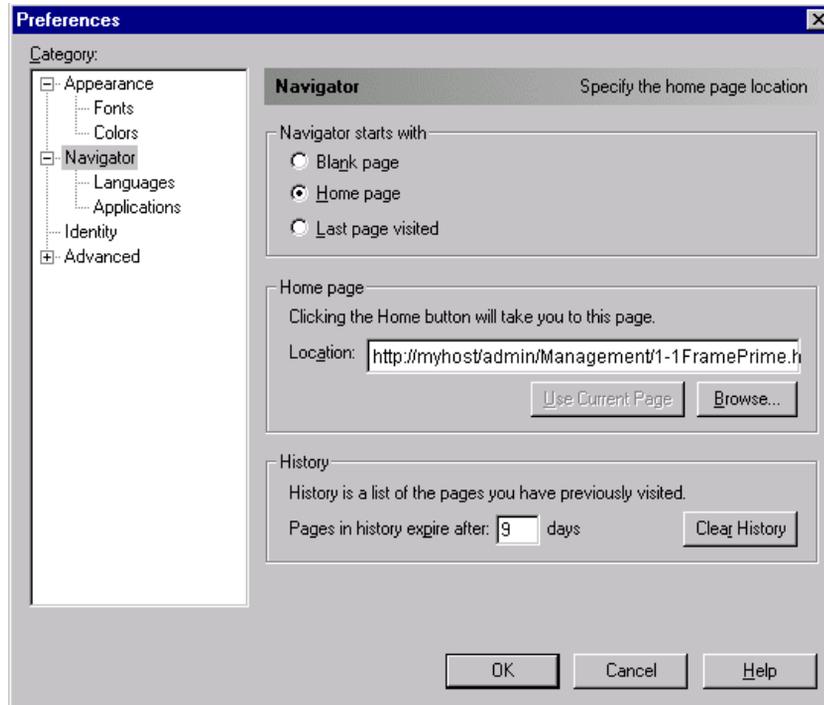
When you double-click the shortcut, the screen shown in [Figure 2-15](#) appears:

Figure 2-15 System Updating Message

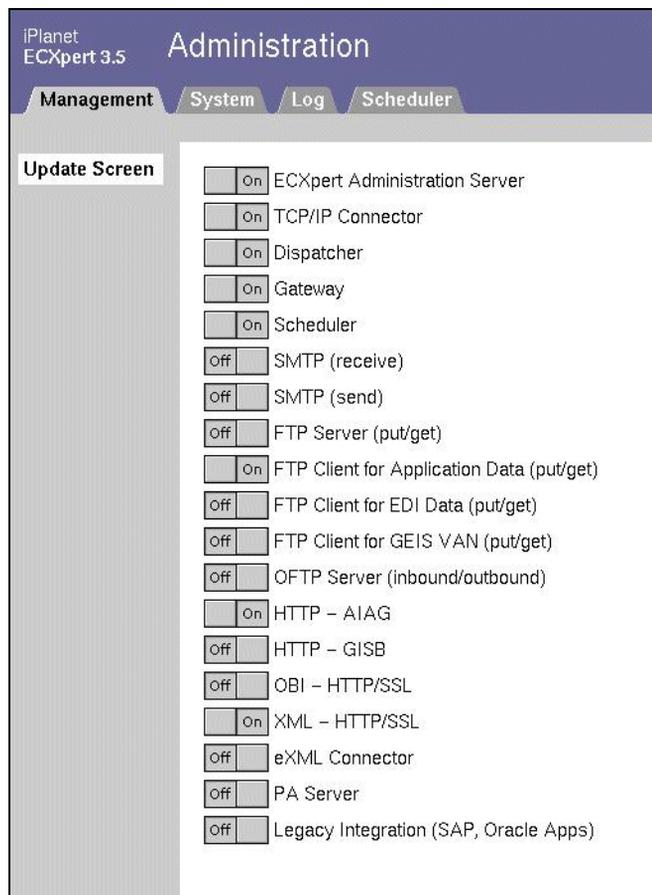
There is no problem if this screen remains as is, even though it is blinking. However, for convenience, you may wish to click **Manual Refresh** to see the ECXpert Administration Server Management screen.

9. In your web browser, choose **Edit | Preferences** to display the Preferences screen, as shown in **Figure 2-16**.

Figure 2-16 Preferences Screen



10. Type the above URL as the “Home Page” location and click the **OK** button.
11. From the browser, click the **Home** button to display the ECXpert main screen, as shown in [Figure 2-17](#) (the main screen shown has the ECXpert Administration Server and other servers on):

Figure 2-17 ECXpert Administration Main Screen

Related Information Refer to the following sections at the beginning of this chapter for details:

- [“Automatic Startup and Restart of Server Processes”](#) on page 60
- [“Automatic Processing of Pending Jobs on Restart”](#) on page 61
- [“Manual Recovery Processing of Interrupted Jobs”](#) on page 61

Automatic Startup of Administration Server - No Login Required

CAUTION There is a serious drawback to this scenario, in that stopping the Windows NT Service is an abrupt way to exit ECXpert—it is the equivalent of killing processes on Solaris. In this case, the ECXpert memory map is not updated, so errors may result when ECXpert is restarted. Also, the connections to the Oracle8i database are not closed down correctly, which could result in insufficient available connections the next time ECXpert is restarted. In general, we do not advise doing this.

To automatically start iPlanet ECXpert Administration Server without any user logging into the machine, you must:

1. Create a batch file or program to start ECXpert

The batch file or program that you create must either:

- use the command line method to start ECXpert Administration Server:

```
$NSBASE/NS-apps/ECXpert/bin/ecxstart $NSBASE/NS-apps/  
ECXpert/config/ecx.ini admin
```

NOTE Although the forestated command appears on two lines in this document, the batch file or program used to run this command must do so by enumerating the command on one line.

- or execute the cgi-bin program to start the ECXpert Administration Server:

```
http://myhost/bin/bdgadm-cgi-manage?OP=STARTADMIN
```

2. Create a Windows NT Service to call that batch file or program, specifying that the service be logged on as user ID **actraadm**

The Windows NT Resource Kit (tm) contains two helpful utility programs that you may use to create a Windows NT Service:

- *INSTSRV.EXE*—creates a Windows NT Service

- *SRVANY.EXE*—creates a Windows NT Service, but with more registry parameters than INSTSRV.EXE

NOTE You may need to do further hand editing of the Windows NT registry.

Manually Starting and Stopping ECXpert under Solaris

Starting the Oracle8i Database and SQL*Net8 Listener

NOTE To manually start the Oracle8i database and the SQL*Net8 Listener, you must be logged in as a user ID that is also a member of the dba group.

Prior to manually starting the Oracle 8i database, the user ID **root** must have the following environment variables set:

- \$ORACLE_HOME
- \$ORACLE_SID
- \$LD_LIBRARY_PATH
- \$PATH
- \$NLS_LANG
- \$ORA_NLS
- \$TNS_ADMIN

where the values match your system-specific information for the following defaults:

- \$ORACLE_HOME = the directory where the Oracle8 database is installed; for example: */export2/oracle8i*
- \$ORACLE_SID = ECX
- \$LD_LIBRARY_PATH = \$ORACLE_HOME/lib: *<any existing LD_LIBRARY_PATH>*

- `$PATH = $ORACLE_HOME/bin: <any existing PATH>`
- `$NLS_LANG = your character set, for example "american_america.WE8ISO8859P9"—optional if you are using "american_america.US7ASCII" as the character set`
- `$ORA_NLS = $ORACLE_HOME/ocommon/nls/admin/data—optional if you are using "american_america.US7ASCII" as the character set`
- `$TNS_ADMIN = wherever the listener.ora file is located, typically /var/opt/oracle8i—optional if you are using a listener.ora file which is located in $ORACLE_HOME/network/admin directory.`

Follow these steps to manually start the Oracle8i database and SQL*Net8 Listener:

1. Find out which userids are part of the dba group

To find out which userids are part of the dba group, give the following command as user ID **root**:

```
# cat /etc/group | grep dba
```

2. Log in

Log in as user ID **oracle8i** (or another user ID which is a member of the dba group).

3. Change to the \$ORACLE_HOME directory

```
# cd $ORACLE_HOME
```

4. Start the Server Manager

```
# svrmgr1
```

5. Start the Oracle8i Database

Once inside Server Manager, give the commands:

```
# connect internal
```

```
# startup
```

This sequence of commands is illustrated below:

```
Oracle Server Manager Release 2.3.3.0.0 - Production
```

```
Export: Release 8.1.6.0.0 - Production on Fri Nov 3 16:21:34 2000  
(c) Copyright 2000 Oracle Corporation. All rights reserved.  
Connected to: Oracle8i Release 8.1.6.0.0 - Production
```

```

PL/SQL Release 8.0.4.0.0 - Production
SVRMGR> connect internal
Connected to an idle instance.
SVRMGR> startup
ORACLE instance started.
Total System Global Area          4507828 bytes
Fixed Size                        39812 bytes
Variable Size                     4050224 bytes
Database Buffers                  409600 bytes
Redo Buffers                       8192 bytes
Database mounted.
Database opened.
SVRMGR> exit
Server Manager complete.

```

6. Start the Oracle SQL*Net8 Listener

To start the SQL*Net8 Listener, enter the following command at the UNIX command line:

```
# lsnrctl start LISTENER
```

where "LISTENER" is the name of the Listener you had set up in the Listener Parameter File—in this example, */var/opt/oracle/listener.ora*.

You should see the following response screen:

```
LSNRCTL for Solaris: Version 2.3.3.0.0 - Production on 20-JUL-98
15:09:20
```

```
Copyright (c) Oracle Corporation 1998. All rights reserved.
```

```
Starting /export2/oracle8/bin/tnslsnr: please wait...
```

```
TNSLSNR for Solaris: Version 2.3.3.0.0 -
Production System parameter
file is /var/opt/oracle/listener.ora
Log messages written to /export2/oracle8/network/log/
tcp_listener.log
Listening on:
```

```
(ADDRESS=(PROTOCOL=tcp)(DEV=11)(HOST=123.123.123.123)(PORT=1521))
```

```
Connecting to (ADDRESS=(PROTOCOL=TCP)(HOST=myhost)(PORT=1521))
```

```
STATUS of the LISTENER
```

```
-----
```

```
Alias
```

```
tcp_listener
```

```
Version
```

```
TNSLSNR for Solaris: Version
```

```

2.3.3.0.0 -
  Production
  Start Date                20-JUL-98 15:09:22
  Uptime                    0 days 0 hr. 0 min. 0 sec
  Trace Level              off
  Security                  OFF
  SNMP                     ON
  Listener Parameter File  /var/opt/oracle/listener.ora
  Listener Log File       /export2/oracle8/network/log/
  tcp_listener.log

```

Services Summary...

```

  ECX has 1 service handler(s)
  The command completed successfully

```

If a previous session of the SQL*Net8 Listener ended abruptly, the log file may still exist. This can be a problem if the permissions on the log file prevent the user ID trying to start the SQL*Net8 Listener from writing to that file.

For example, if you were logged on as user ID **root** the last time you started the SQL*Net8 Listener and a log file was leftover after the SQL*Net8 Listener process died, you may have trouble starting the new SQL*Net8 Listener as user ID **oracle8i** because the log file may still be locked—in this example, it is */export2/oracle8i/network/log/tcp_listener.log*. In this case, find the log file and move or delete it. Then try again to start the SQL*Net8 Listener.

Stopping the Oracle Database and the SQL*Net or Net8 Listener

To stop the Oracle8i Database, refer to [“Starting the Oracle8i Database and SQL*Net8 Listener” on page 93](#) and follow all instructions, with the following exception:

In [Step 5 on page 94](#), instead of typing:

```

# startup
type any of these three choices:
# shutdown
# shutdown immediate
# shutdown abort

```

NOTE Typing “shutdown” is the same thing as typing “shutdown normal.”

The three levels of urgency of shutting down are:

- *shutdown* (or *shutdown normal*)—wait for existing connections to exit, then shutdown
- *shutdown immediate*—disconnect existing connections, waiting for them to be closed gracefully, then shutdown
- *shutdown abort*—disconnect existing connections abruptly, then shutdown

It is very rare that you would need to issue a “shutdown abort” command. You should avoid using this command to avoid problems that can arise with the redo log.

To stop the SQL*Net8 Listener, refer to “Starting the Oracle8i Database and SQL*Net8 Listener” on page 93 and follow all instructions, with the following exception:

In step 6, the command:

```
# lsnrctl start LISTENER
```

would be:

```
# lsnrctl stop LISTENER
```

Starting the iPlanet Web Server

Follow these steps to start the iPlanet Web Server:

1. At an xterm window, log in as user ID **root**.
2. Change to the `$NSBASE/NS-apps/ns-home` directory

```
cd $NSBASE/NS-apps/ns-home
```

If the `$NSBASE` environment variable has not been set for user ID **root**, you must supply the exact directory path.

3. Change to the following directory:

```
https-<hostname>
```

where `<hostname>` is the name of your machine. For example, if the machine you are using is called “myhost,” the directory would be:

```
https-myhost
```

and the command to change to this directory would be:

```
# cd https-myhost
```

4. Start the server startup utility:

```
# ./start
```

If this is successful, you will see a message similar to this one:

```
iPlanet Web Server/4.1 B97.160.1940
startup: listening to http://myhost.mycompany.com, port 80 as
actraadm
```

Note that the ownership of the web server process is passed to user ID **actraadm**.

If the web server is already running, or if the port has not been properly released from a previous instance of the web server, you will see a message like this one:

```
iPlanet Web Server/4.1 B97.160.1940
startup failure:could not bind to port 80 (Address already in use)
```

Stopping the iPlanet Web Server

To stop the iPlanet Web Server, refer to [“Starting the iPlanet Web Server” on page 97](#) and follow all instructions, with the following exception:

In step 4, the command:

```
# ./start
```

would be:

```
# ./stop
```

Starting the iPlanet ECXpert Administration Server

User Interface

To start iPlanet ECXpert and log in to the Product Administrative interface, follow these steps:

1. Start your browser.

Select **Start | Program Files | iPlanet ECXpert Components | iPlanet ECXpert** to start the browser.

2. Enter the URL of the main menu screen:

If you are running the secure (HTTPS) server you will be prompted for the key. Once the key is entered, the server will start up.

Enter the address: `https://hostname:port#`

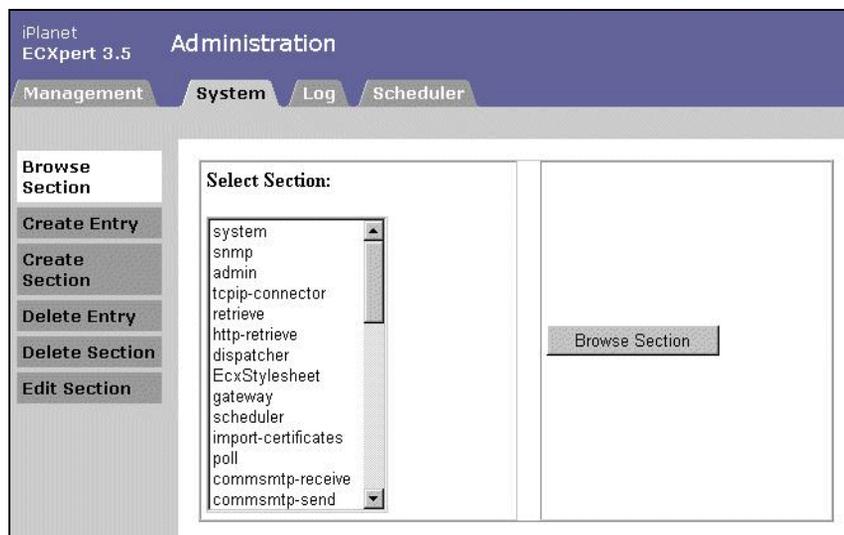
The ECXpert main screen appears, as shown in [Figure 2-18](#):

Figure 2-18 ECXpert Main Screen



3. Click the Admin link. The System Administration menu screen appears, as shown in [Figure 2-19](#).

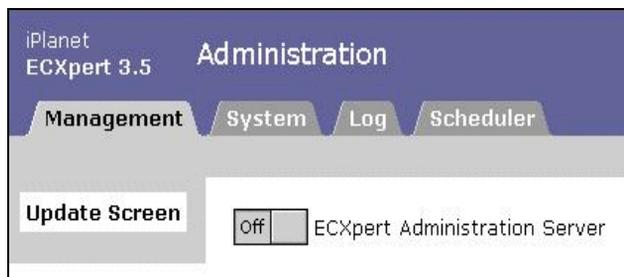
Figure 2-19 ECXpert Administration Main Screen



4. Start the iPlanet ECXpert Administration Server.

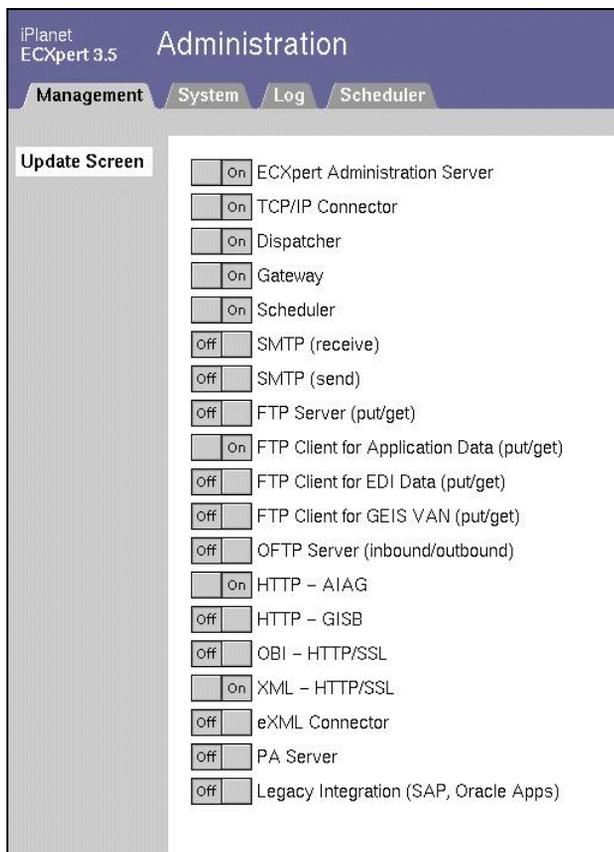
Click the **Management** tab at the top of the screen. If the iPlanet ECXpert Administration Server is not currently running, the screen shown in [Figure 2-20](#):

Figure 2-20 ECXpert Administration Server (Off mode)



Click the **On/Off** switch to the "On" position to start the iPlanet ECXpert Administration Server.

Click **Update Screen** on the left side of your screen to verify the other processes are running. This may take several seconds; then the screen shown in [Figure 2-21](#) appears:

Figure 2-21 ECXpert Administration Server (On mode, with other servers on)

Command Line

1. Log in as user **actraadm**.
2. Change to the `$(NSBASE)/NS-apps/ECXpert/bin` directory.

```
# cd $(NSBASE)/NS-apps/ECXpert/bin
```
3. Enter the following command to start ECXpert's Administration Server:

```
# ./ecxstart ../config/ecx.ini admin &
```

This command starts the ECXpert Administration Server which, in turn, starts any servers and COMM agents which are configured to be autostarted.

To find out whether a particular server or COMM agent will be automatically started by the ECXpert Administration Server, look for the following keyword-value pair in that server or COMM agent's section of the `$NSBASE/NS-apps/ECXpert/config/ecx.ini` file:

```
autostart_flag = yes
```

Stopping the iPlanet ECXpert Administration Server

User Interface

To stop the iPlanet ECXpert Administration Server via the ECXpert user interface, refer to "Starting the iPlanet ECXpert Administration Server - User Interface" on [page 98](#), and follow all instructions, with the following exception:

In step 5, the sentence:

"Click the **On/Off** switch to the "On" position to start the iPlanet ECXpert Administration Server"

would be:

"Click the On/Off switch to the "Off" position to stop the iPlanet ECXpert Administration Server."

Command Line

The ECXpert binary used to stop the iPlanet ECXpert Administration Server and its subordinate servers/COMMs agents is:

```
$NSBASE/NS-apps/ECXpert/bin/ecxstop
```

Unlike the startup utility:

```
$NSBASE/NS-apps/ECXpert/bin/ecxstart
```

the `ecxstop` utility must be run for each server/COMMs agent individually. The servers/COMMs agents must be `ecxstop` in the reverse order that they were started, with the iPlanet ECXpert Administration Server being shutdown last.

Therefore, to use this utility, your:

```
$NSBASE/NS-apps/ECXpert/config/ecx.ini
```

file must have the "restart_flag=no" parameter value for each server/COMM agent. Otherwise, the iPlanet ECXpert Administration Server would just restart each server/COMM agent as soon as you shut it down, cycling endlessly or until you ran out of system resources/process ids.

1. Log in as user **actraadm**.

2. Change to the `$NSBASE/NS-apps/ECXpert/bin` directory.

```
# cd $NSBASE/NS-apps/ECXpert/bin
```

3. Enter the following commands to stop each server/COMM agent, then the iPlanet ECXpert Administration Server:

```
# ./ecxstop ../config/ecx.ini scheduler
# ./ecxstop ../config/ecx.ini commhttp-gisb
# ./ecxstop ../config/ecx.ini commhttp-aiag
# ./ecxstop ../config/ecx.ini commhttp-ssl
# ./ecxstop ../config/ecx.ini ftp-local-edi
# ./ecxstop ../config/ecx.ini ftp-local-application
# ./ecxstop ../config/ecx.ini comm_ftp_geis
# ./ecxstop ../config/ecx.ini commsmtp-receive
# ./ecxstop ../config/ecx.ini commsmtp-send
# ./ecxstop ../config/ecx.ini dispatcher
# ./ecxstop ../config/ecx.ini tcpip-connector
# ./ecxstop ../config/ecx.ini gateway
# ./ecxstop ../config/ecx.ini admin
```

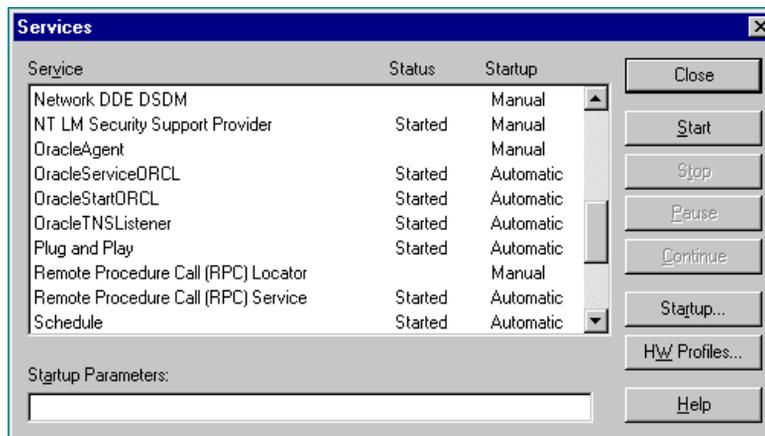
If you choose to write a script to do the above command, make sure to add a “sleep 5” statement between each command. Otherwise, the `/tmp/ECXpert.map` file may not have been correctly updated for the subsequent `ecxstop` command(s).

Related Information For more information on the `ecxstart` and `ecxstop` commands, refer to [“Starting and Stopping ECXpert from the Command Line” on page 24.](#)

Manually Starting and Stopping iPlanet ECXpert under Windows NT

Using the Windows NT Control Panel to Start Services

Choose **Start** | **Settings** | **Control Panel** | **Services** to view a listing of Windows NT Services, as shown in :

Figure 2-22 Windows NT Services Screen

- Verify that the *OracleServiceORCL* Service has a status of “Started.”
- Verify that the *OracleStartORCL* Service has a status of “Started.”
- Verify that the *Oracle TNSListener* Service has a status of “Started.”
- Verify that the *iPlanet Web Server, 4.1 (myhost)* service has a status of “Started.”
- Verify that the *FTP Publishing* Service has a status of “Started.”

Depending on your configuration, the following two bullets may be optional.

- Verify that the *iPlanet Directory Server 4.1 (myhost)* Service has a status of “Started.”
- Verify that the *iPlanet Messaging Server 5.0* Service has a status of “Started.”

The following bullet is optional.

- Verify that the *Netscape Administration Server 4.x* Service has a status of “Started.”

If any of these Services does not have a status of “Started,” highlight the Service name and then click **Start**.

Using the Windows NT Control Panel to Stop Services

Choose **Start** | **Settings** | **Control Panel** | **Services** to view a listing of Windows NT Services, as shown in [Figure 2-22 on page 104](#).

- Verify that the *OracleServiceORCL* Service has a status of “Stopped.”
- Verify that the *OracleStartORCL* Service has a status of “Stopped.”
- Verify that the *Oracle TNSListener* Service has a status of “Stopped.”
- Verify that the *iPlanet Web Server 4.1 (myhost)* service has a status of “Stopped.”
- Verify that the *FTP Publishing* Service has a status of “Stopped.”

Depending on your configuration, the following two bullets may be optional.

- Verify that the *iPlanet Directory Server 4.1 (myhost)* Service has a status of “Stopped.”
- Verify that the *iPlanet Messaging Server 5.0* Service has a status of “Stopped.”

The following bullet is optional.

- Verify that the *Netscape Administration Server 4.x* Service has a status of “Stopped.”

If any of these Services does not have a status of “Stopped,” highlight the Service name and then click **Stop**.

Starting the iPlanet ECXpert Administration Server

User Interface

Refer to [“Starting the iPlanet ECXpert Administration Server” on page 98](#) for instructions on how to use the web-based browser user interface to start the iPlanet ECXpert Administration Server.

Related Information Refer to the following sections at the beginning of this chapter for details:

- [“Automatic Startup and Restart of Server Processes” on page 60](#)
- [“Automatic Processing of Pending Jobs on Restart” on page 61](#)
- [“Manual Recovery Processing of Interrupted Jobs” on page 61](#)

Command Line

CAUTION If you start ECXpert by giving an MS-DOS command, you must **not** close the command prompt window, or the process ID for the executable you called will be killed when the command prompt window exits.

- If you start ECXpert in an MS-DOS command prompt window and then close the window using the menu control choice **Close**, the ECXpert Administration Server shuts down normally. All subordinate servers and COMM agents are also shut down.
- If you start ECXpert in an MS-DOS command prompt window and then close the window using the [X] window control in the upper right-hand corner, the ECXpert Administration Server shuts down, but not gracefully:
 - The ECXpert.map file is not updated, so the web interface for the ECXpert Administration Server displays incorrect information. The ECXpert Administration Server **On/Off** switch is still displayed as “On” even though the server process has been killed.
 - Only the ECXpert Administration Server is shut down, but all subordinate servers and COMM agents are left running.

A better strategy would be to use the command, below, as part of a custom perl script or other script/program which would exec the command and then shut down only the shell, not the *ecxstart* executable.

To start ECXpert from the Windows NT command line, follow these steps:

1. Log in to the individual machine, not to the domain, as user ID **actraadm**.
2. From the Windows NT task bar, choose **Start | Run** and enter the following command in its entirety, using your exact path name instead of *\$NSBASE*:

```
# $NSBASE/NS-apps/ECXpert/bin/ecxstart
$NSBASE/NS-apps/ECXpert/config/ecx.ini admin
```

NOTE Although this command appears on two lines in this document, you must enter the full command on one line.

This command starts the ECXpert Administration Server which, in turn, starts any servers and COMM agents which are configured to be automatically started.

NOTE To find out whether a particular server or COMM agent will be automatically started by the ECXpert Administration Server, look for the following keyword-value pair in that server or COMM agent's section of the `$NSBASE/NS-apps/ECXpert/config/ecx.ini` file:

```
autostart_flag = yes
```

Related Information Refer to the following sections at the beginning of this chapter for details:

- [“Automatic Startup and Restart of Server Processes” on page 60](#)
- [“Automatic Processing of Pending Jobs on Restart” on page 61](#)
- [“Manual Recovery Processing of Interrupted Jobs” on page 61](#)

Stopping the iPlanet ECXpert Administration Server

User Interface

To stop the iPlanet ECXpert Administration Server via the ECXpert user interface, refer to “Starting the iPlanet ECXpert Administration Server - User Interface” on [page 98](#), and follow all instructions, with the following exception:

In step 5, the sentence:

“Click the **On/Off** switch to the “On” position to start the ECXpert Administration Server”

would be:

“Click the On/Off switch to the “Off” position to stop the ECXpert Administration Server.”

Command Line

The ECXpert binary used to stop the ECXpert Administration Server and its subordinate servers/COMMs agents is:

```
$NSBASE/NS-apps/ECXpert/bin/ecxstop
```

Unlike the startup utility:

```
$NSBASE/NS-apps/ECXpert/bin/ecxstart
```

the `ecxstop` utility must be run for each server/COMMs agent individually. The servers/COMMs agents must be `ecxstop` in the reverse order that they were started, with the iPlanet Administration Server being shutdown last.

Therefore, to use this utility, your:

```
$NSBASE/NS-apps/ECXpert/config/ecx.ini
```

file must have the “`restart_flag=no`” parameter value for each server/COMM agent. Otherwise, the iPlanet Administration Server would just restart each server/COMM agent as soon as you shut it down, cycling endlessly or until you ran out of system resources/process ids.

1. Log in to the individual machine, not to the domain, as user ID **actraadm**.
2. Enter the following commands to stop each server/COMM agent, then the ECXpert Administration Server:

NOTE For each of the following commands, first go to the Windows NT task bar and choose **Start | Run** using your exact path name instead of `$NSBASE`:

```
# $NSBASE/NS-apps/ECXpert/bin/ecxstop
$NSBASE/NS-apps/ECXpert/config/ecx.ini scheduler

# $NSBASE/NS-apps/ECXpert/bin/ecxstop
$NSBASE/NS-apps/ECXpert/config/ecx.ini commhttp-gisb

# $NSBASE/NS-apps/ECXpert/bin/ecxstop
$NSBASE/NS-apps/ECXpert/config/ecx.ini commhttp-aiag

# $NSBASE/NS-apps/ECXpert/bin/ecxstop
$NSBASE/NS-apps/ECXpert/config/ecx.ini commhttp-ssl

# $NSBASE/NS-apps/ECXpert/bin/ecxstop
$NSBASE/NS-apps/ECXpert/config/ecx.ini ftp-local-edi

# $NSBASE/NS-apps/ECXpert/bin/ecxstop
$NSBASE/NS-apps/ECXpert/config/ecx.ini ftp-local-application

# $NSBASE/NS-apps/ECXpert/bin/ecxstop
```

```

$NSBASE/NS-apps/ECXpert/config/ecx.ini comm_ftp_geis

# $NSBASE/NS-apps/ECXpert/bin/ecxstop
$NSBASE/NS-apps/ECXpert/config/ecx.ini commsmtp-receive

# $NSBASE/NS-apps/ECXpert/bin/ecxstop
$NSBASE/NS-apps/ECXpert/config/ecx.ini commsmtp-send

# $NSBASE/NS-apps/ECXpert/bin/ecxstop
$NSBASE/NS-apps/ECXpert/config/ecx.ini dispatcher

# $NSBASE/NS-apps/ECXpert/bin/ecxstop
$NSBASE/NS-apps/ECXpert/config/ecx.ini tcpip-connector

# $NSBASE/NS-apps/ECXpert/bin/ecxstop
$NSBASE/NS-apps/ECXpert/config/ecx.ini gateway

# $NSBASE/NS-apps/ECXpert/bin/ecxstop
$NSBASE/NS-apps/ECXpert/config/ecx.ini admin

```

If you choose to write a script to do the above command, make sure to add a “sleep 5” statement between each command. Otherwise, the */tmp/ECXpert.map* file may not have been correctly updated for the subsequent *ecxstop* command(s).

Performance Tuning

Performance tuning in ECXpert involves tuning the parameters for ECXpert itself as well as tuning the surrounding environment. The most common performance issues are system disk I/O, thread usage, and Oracle8i DB configuration.

Performance tuning is an iterative process and can be very system-specific and data-specific. The tips provided in this section are intended only as general guidelines.

Tuning ECXpert servers

ECXpert has built-in improved performance over earlier releases, resulting from continued optimization of PL/SQL stored procedures used in all operations.

Using the *debug_timestamp* Parameter

ECXpert gives you the option of adding a debugging timestamp to the debug log files for servers and communications agents. The timestamp is in the following format:

```
98-10-03 14:22:57.449
```

so you get a more exact view of what is happening for each part of the Service List.

To turn on the debugging timestamp, in the *[system]* section of the *ecx.ini* file, set the value of *debug_timestamp* to *yes*:

```
[system]
...
debug_timestamp=yes    #[yes | no]
...
```

The debugging timestamp is then added to the debug log file output for any server or communications agent for which the *debug_flag* parameter is set to *yes* in the corresponding section of the *ecx.ini* file. For example, for the ECXpert Dispatcher:

```
[dispatcher]
...
#
# Debug output configuration.
#
debug_flag = yes
stderr_path =
/export2/NS-apps/ECXpert/data/log/      ECXpert.log.dispatcher.dat
stdout_path =
/export2/NS-apps/ECXpert/data/log/      ECXpert.log.dispatcher.dat
log_flag = yes
log_prefix = ECXpert.log.dispatcher.dat
log_dir = /export2/NS-apps/ECXpert/data/log
```

NOTE Setting *debug_timestamp=yes* in the *[system]* section, and/or setting *debug_flag= yes* in the section for a server or communications agent, decreases ECXpert file processing performance. Be sure to set these parameters back to *no* when you have finished troubleshooting.

Using Multiple Dispatchers, Communications Agents, Other Servers

ECXpert can be configured to allow multiple processes of the same service to run simultaneously.

This is especially helpful on Solaris because the operating system maximum number of file descriptors is 1024 (you can set this higher but this is highly discouraged) and you can run into the risk of running out of file descriptors. By allowing multiple processes of the same service to run at the same time, more file descriptors are available for use and the load is distributed across multiple processes.

Using the ECXpert as an example, the *ecx.ini* file now allows the following syntax to set up multiple processes of the same service:

```
[dispatcher]
section_type = server
server_type = 3
...
admin_time_out = 2
...
stderr_path = /tmp/ECXpert.log.dispatcher.dat
stdout_path = /tmp/ECXpert.log.dispatcher.dat
log_prefix = ECXpert.log.dispatcher.dat
...

[dispatcher02]
section_type = server
server_type = 3
...
admin_time_out = 2
...
stderr_path = /tmp/ECXpert.log.dispatcher02.dat
stdout_path = /tmp/ECXpert.log.dispatcher02.dat
log_prefix = ECXpert.log.dispatcher02.dat
...
```

The example above would cause two Dispatcher processes to be started by the iPlanet Administration Server. The *server_type=3* (for Dispatcher) identifies both of these sections as instances of the same type of service. Note also the change of all occurrences of “dispatcher” in the first section to “dispatcher02” in the second section. This is highly recommended to prevent confusion that could result if, for example, both processes wrote debugging messages to the same files.

When an NSClient object searches for a Dispatcher listener, it consults the memory map file to see which process has a fewer Master Threads, it then submits the request to the process with a lower number of Master Threads.

The memory map file is then updated by that process. The update interval is controlled by the parameter *admin_time_out*. This value, in seconds, would typically be set < 5 seconds.

Avoiding Queuing of Submitted Files

Queuing can happen when files are submitted to ECXpert at very heavy volume. This issue would show up in ECXpert Activity Tracking as a delay between the file having been successfully Registered (given a Tracking ID) and the Service List starting.

There are two parameters in the `ecx.ini` file which may be tuned to allow each Dispatcher to spawn more threads to handle multiple simultaneous (or fast sequential) submissions.

Look for these parameters for *each* dispatcher section in the `ecx.ini` file:

```
[dispatcher]
...
worker_max_threads = 4
master_max_threads = 4
...
```

The default value is 4. There is no formula to determine the optimal value for these parameters. This would depend on the number of Dispatchers you wish to run, how much RAM you have available in your machine configuration, how many other ECXpert processes are running (tcpip-connector, gateways, communications agents, etc.) and other factors.

Your testing results may vary from this; however, on a single-CPU box, running a single Dispatcher, increasing the values from 4 to 12 was sufficient to allow ECXpert to keep up with a looping submit perl script that was submitting a file every second.

More Information on the ECXpert Threading Model

When a request is received by the Dispatcher from the TCP/IP Connector, it is received by the Listener Thread. The listener thread then spawns a Master Thread for the Dispatcher. It then spawns one or more Worker Threads to actually perform the task. In the case of the Dispatcher, the Worker Thread is responsible for handling the parsing and translation of the incoming file.

The `master_max_thread_stacked` parameter is used to control the number of requests that can be in the TCP/IP system queue at one time. Because it takes time for the Listener to spawn Master Threads to handle the request, we also limit the number of Master Threads that can be spawned at any one time.

Each process can also have more than one Listener running. The number of Listeners (defaulted to one) is controlled by the *listener_level* parameter. Currently this default must not be changed; ECXpert automatically increases the number of Listeners as more are needed, up to the maximum number allowed. The total number of Listeners running cannot exceed the parameter *max_listeners*.

When a Listener spawns a new Master Thread for a request, it can be in either of two possible states: running or blocked.

The maximum number of running Master Threads is controlled by the *master_max_threads* parameter. If that number is reached, any new Master Thread spawned by the Listener will be blocked on a semaphore. To control the number of sockets being opened (because each Master Thread requires opening a new socket), ECXpert also places a limit on the number of Master Threads that can be in a blocked state. That number is governed by the *master_max_threads_queued* parameter.

So, at any time, the total number of Master Threads (including both running and blocked) that can be spawned by the Listener is:

$$master_max_threads + master_max_threads_queued$$

NOTE The *master_max_threads_queued_flag* parameter must be set to *yes*; otherwise all connections will result in a Master Thread being spawned.

The Master Thread spawns Worker Threads to perform the actual operation on the incoming file. The Master Thread can spawn as many Worker Threads as needed to process the file, but the number of running Worker Threads is controlled by the *worker_max_threads* parameter. All the non-running Worker Threads are blocked until a running Worker Thread has finished its work.

Using IPC vs. TCP/IP Connection to Oracle Database

If your installation of ECXpert is on the same system as your Oracle8i database, you may choose to use an IPC (also called “bequeath”) connection to the database, rather than a TCP/IP connection.

The advantage of this configuration would be less SQL*Net8 overhead when using infrequent connections to ECXpert. However, please also note that ECXpert pre-spawns connections to the database and maintains a pool of connections so this parameter change may not really improve performance. (See also “[Insufficient Processes](#)” on page 118.)

To use an IPC connection, change the values in `[DB_SECTION]` section of the `ecx.ini` file for both of the following parameters:

```
[DB_SECTION]
DB_SERVER = mymachine_tcp_ECX
DB_DATABASE=
...
```

The example above uses a SQL*Net8 TCP/IP connection to the Oracle8i database where the entry "mymachine_tcp_ECX" is resolved as a valid connect string from the `TNSNAMES.ORA` file.

```
[DB_SECTION]
DB_SERVER =
DB_DATABASE= ECX816
...
```

The example above uses an IPC connection to the ORACLE_SID "ECX816."

NOTE Only one parameter of the two should be used. The other should either be commented out with the "#" character, or should be left blank.

Disk Space Issues

ECXpert writes to the local file system for every file submission. Where possible, the location of data in ECXpert should be spread across different physical devices to avoid read/write bottlenecks.

Some possible changes to the `ecx.ini` file to help in this effort are to change the directory paths for the following items to a different path:

```
[ ... for all servers and comms agents... ]
...
stderr_path = /export/home/data/log/ECXpert.log.gateway.dat
stdout_path = /export/home/data/log/ECXpert.log.gateway.dat
log_dir = /export/home/data/log

[gateway]
...
repository = /export/home/data/bundle

[tcPIP-connector]
...
repository = /export/home/data/work/trk
remote_dir = /export/home/data/work/remote
```

```

[translate]
...
output_dir = /export/home/data/output
maps_dir = /export/home/data/maps

[commsntp-send]
...
smtp_home = /export/home/data/smtp

[commsntp-receive]
...
smtp_home = /export/home/data/smtp

```

The ECXpert utility, *bdgrealpurge*, cleans the ECXpert Oracle8i database tables, as well as cleaning out obsolete files from the ECXpert directory tree. For more information on this utility, refer to the section entitled, “bdggenManifest and bdgrealpurge—Purging Aged Data” in the *iPlanet ECXpert Administrator’s Guide*. See also [“Tablespace/Rollback Segment Size, Location”](#) on page 116.

Tuning the Oracle8i Database for ECXpert

For in-depth coverage of Oracle database tuning, refer to the *Oracle Performance Tuning Guide*.

Increasing SGA Size and Adjusting *init<SID>.ora* Parameters

Increasing the SGA size and adjusting *init<SID>.ora* file parameters can dramatically improve performance of ECXpert. Unfortunately, other than the general “small, medium, large” settings, there is no reliable formula to determine the values for the various *init<SID>.ora* parameters.

- Adjusting the *database_block_buffers*

Increasing this value should provide a performance gain in that you will get a better cache hit ratio. Essentially, the entire ECXpert schema can be cached into buffer if this value is large enough. This can be helpful in testing, in that it would eliminate the database as the bottleneck and could potentially show other problems that are hidden, but it would not be a good strategy long-term.

Setting this value too high in relation to the */etc/system* value for *shminfo_shmmax* can cause the ORA-07310 error and make it impossible to mount the database. An example of “too high” is the following:

- *initECX.ora* parameter:
`db_block_buffers = 32000`

- */etc/system* parameter:

```
set shmsys: shminfo_shmmax = 209715200
```

For this size *shmmax* it would probably be necessary to drop *db_block_buffers* below 20000 to be able to mount the database.

- increasing the *shared_pool_size*

```
shared_pool_size = 3500000          # SMALL
# shared_pool_size = 6000000        # MEDIUM
# shared_pool_size = 9000000        # LARGE
```

ECXpert is written to use identical SQL and to avoid reparsing. However, increasing the *shared_pool_size* to the value for LARGE can provide more space for processing and a marginal performance gain.

- Decreasing the *sort_area_retained_size* and *sort_area_size*

ECXpert does do sort operations. However, it is very unlikely that more than 10MB of sort area would be needed, even under heavy load.

Tablespace/Rollback Segment Size, Location

ECXpert provides an audit trail of all file processing through the ECXpert tables in the Oracle8i database. Specifically, the following tables grow during normal use:

- Tracking
- TrkIntchg
- TrkGroup
- TrkDoc
- TrkDocDetails
- EventLog

Periodically, these tables may be purged, either using the ECXpert utility, *bdgrealpurge*, or some other archive/backup process.

Insufficient tablespace and rollback segment space affects ECXpert performance. A good rule of thumb is to make sure your rollback segment space is at least three times larger than the EventLog table. However, both tablespace and rollback segment space should be routinely monitored.

Performance loss can occur if the data files for the tablespace(s) in which the ECXpert schema exists are located on the same physical device as other large applications. Where possible, these should be created or moved to a location where disk I/O contention is not an issue.

Unix Kernel Parameter Changes Affecting the Oracle Database

The following examples of the `/etc/system` file show the semaphores and shared memory allocation parameters recommended for the Oracle installation. The formula for the total allowable shared memory is:

$$\text{SHMMAX} * \text{SHMSEG}$$

Any change to this file requires rebooting the machine.

If your hardware configuration allows you to increase these values, you can gain performance by doing so. However, you should consult your Solaris documentation for the upper limit for these values.

CAUTION Setting these parameters too high can cause an inability to reboot the machine.

Oracle8i configuration:

```
set shmsys: shminfo_shmmax = 4294967295
set shmsys: shminfo_shmmin = 1
set shmsys: shminfo_shmmni = 100
set shmsys: shminfo_shmseg = 10
set semsys: seminfo_semmns = 200
set semsys: seminfo_semmni = 70
```

Table 2-1 summarizes the Unix kernel parameters affecting the Oracle8i database.

Table 2-1 Unix Kernel Parameters That Affect the Oracle 8i Database

Unix Kernel Parameter	Description
hminfo_shmmax	The maximum size (in bytes) of a single shared memory segment.
shminfo_shmmin	The minimum size (in bytes) of a single shared memory segment.
shminfo_shmmni	The number of shared memory identifiers.
shminfo_shmseg	The maximum number of shared memory segments that can be attached by a process.
seminfo_semmns	The number of semaphores in the system.
seminfo_semmni	The number of semaphore set identifiers in the system—the maximum number of semaphore sets that can be created at one time.

Table 2-1 Unix Kernel Parameters That Affect the Oracle 8i Database (*Continued*)

Unix Kernel Parameter	Description
<code>seminfo_semmsl</code>	The maximum number of semaphores that can be in one semaphore set. The value for the <code>init<SID>.ora</code> <code>processes</code> parameter cannot be less than the <code>seminfo_semmsl</code> value.

Insufficient Processes

The number of Oracle processes is set in the `initECX.ora` file (or `init<SID>.ora` file). The typical `init<SID>.ora` settings are below:

```
processes = 50                # SMALL
# processes = 100            # MEDIUM
# processes = 200            # LARGE
```

This may be insufficient for normal ECXpert operation.

1. When the Netscape Administration Server is started, each service and communications agent is started that has the following value for the `ecx.ini` parameter:

```
autostart_flag = yes
```

Most of these servers and communications agents require that two connections to the Oracle8i DB be established immediately.

This can be seen by the following:

- a. Start the iPlanet Administration Server.
- b. Log into the Oracle8i DB as `system/manager`, using either SQL*Plus or some other utility—`svrmgr1` is good, as is the Oracle Enterprise Manager - Instance Manager utility.
- c. Give the SQL command:

```
select OSUSER from V$SESSION;
```

Count how many of the processes are owned by userid "actraadm"...

- d. In an xterm window, you could also give the command:

```
ps -ef | grep oracleECX | wc
```

to see how many processes (total, not just the connections by userid "actraadm") are active.

2. During file processing, more connections to the Oracle8i database are made, up to a maximum number per process.

Look for these parameters in the DB section in the *ecx.ini* file:

```
[DB_SECTION]
DB_MAX_CONNECTIONS = 25
DB_DEFAULT_CONNECTIONS = 25
```

The way this works is that the value for *DB_MAX_CONNECTIONS* is the high-water mark and the value for *DB_DEFAULT_CONNECTIONS* is the low-water mark. For each process, up to 25 concurrent connections may be initiated.

When connections are released, a pool of 25 connections may be maintained to be reused for the next file submission. The objective is typically to avoid the extra overhead performance hit of establishing new connections. The default value for each is 25.

There is no formula to determine the optimal value for these parameters. However, the factors to bear in mind when setting this value are:

- a. The value set will be multiplied by the number of servers/communications agents running.
- b. The total connections that are planned, based on these values, must be lower than the *processes=___* value in the Oracle8i database configuration file, *initECX.ora* by at least 10 (and perhaps by even more if you are running other applications against the Oracle8i database).

Multiple CPU Systems

Perhaps the most obvious means of increasing ECXpert performance is to add CPUs to the system on which ECXpert is installed.

Troubleshooting ECXpert

This chapter explains how to troubleshoot iPlanet ECXpert.

The following topics are presented:

- Overview
- Determining the Extent of System Failure
 - Problem: iPlanet ECXpert is Not Running
 - Problem: Servers Constantly Restart
 - Problem: Incoming Files are Not Being Processed
 - Problem: Incoming SMTP Files are Being Ignored
 - Problem: Commandline submit not working
 - Problem: Custom Service doesn't seem to work
 - Problem: No Map Name Found
 - Problem: Import Utility Fails with RW Error 3
- Managing Logging and Log Files
- Troubleshooting User-Defined COMMS
- Troubleshooting AIAG Servlets
- Finding the ECXpert Version Number

Overview

This chapter explains how to investigate and troubleshoot iPlanet ECXpert problems, as well as how to manage logging and log files.

Determining the Extent of System Failure

If you suspect a problem with the iPlanet ECXpert system, you have many options to investigate it. The following sections present troubleshooting options for these problems:

- Problem: iPlanet ECXpert is not running at all
- **Problem: Servers Constantly Restart**
- Problem: Incoming files are not being processed by iPlanet ECXpert

Problem: iPlanet ECXpert is Not Running

Step 1 - Determine whether the ECXpert system is running.

Actions

1. Go to the iPlanet ECXpert Administrative Interface.
2. Click on the **Update** link.
3. Verify that the **On/Off** switches for the iPlanet ECXpert Administration Server and the other servers are in the “On” position.
4. Look for blinking messages similar to: “Dispatcher was automatically restarted.”

Expected Results The **On/Off** switches should all be “On.”

If any services are set to “Off,” make sure that they are not *intentionally* turned off in the `ecx.ini` file.

Early Triage Conclusions This information is helpful but not conclusive. If the iPlanet ECXpert Administration Server cannot read its memory map file (`/tmp/ECXpert.map`) correctly, this user interface might not reflect the system’s true status.

What to Do Next See “Manually Starting and Stopping ECXpert under Solaris” on page 93 and “Manually Starting and Stopping iPlanet ECXpert under Windows NT” on page 103.

Related Information See also “How the ECXpert Administration Server Maintains its Server Processes” on page 34.

Step 2 - Verify at OS level whether the processes are running

Solaris

Actions

1. At a UNIX commandline, type the command:

```
ps -ef | grep actra
```

Expected Results You should see a process listing that looks like this:

```
actraadm 2489 2488 0 Jun 16 ? 0:28
/export2/actraadm/NS-apps/iPlanet ECXpert/bin/bdggwd
actraadm 2490 2488 0 Jun 16 ? 0:02
/export2/actraadm/NS-apps/iPlanet ECXpert/bin/tcpconnmain
actraadm 2499 2488 0 Jun 16 ? 0:01
/export2/actraadm/NS-apps/ECXpert/bin/agentgisb
actraadm 2497 2488 0 Jun 16 ? 0:01
/export2/actraadm/NS-apps/ECXpert/bin/bdgftpd
actraadm 2492 2488 0 Jun 16 ? 0:01
/export2/actraadm/NS-apps/ECXpert/bin/SMTPSend
actraadm 2500 2488 0 Jun 16 ? 0:01
/export2/actraadm/NS-apps/ECXpert/bin/bdgsched-server
actraadm 2498 2488 0 Jun 16 ?
0:01/export2/actraadm/NS-apps/ECXpert/bin/agentaiag
actraadm 2495 2488 0 Jun 16 ? 0:02
/export2/actraadm/NS-apps/ECXpert/bin/bdgftpd
actraadm 2491 2488 0 Jun 16 ? 2:26
/export2/actraadm/NS-apps/ECXpert/bin/bdgdispatchmain
actraadm 3417 2988 0 14:40:25 pts/8 0:00 grep ECXpert
actraadm 2488 1 0 Jun 16 ? 0:01
/export2/actraadm/NS-apps/ECXpert/bin/ecxstart
actraadm 3021 2488 0 17:23:43 ? 0:12
/export2/actraadm/NS-apps/ECXpert/bin/SMPReceive
actraadm 2494 2488 0 Jun 16 ? 0:01
/export2/actraadm/NS-apps/ECXpert/bin/bdgftpd
```

Early Triage Conclusions If you do not see the expected or full list of iPlanet ECXpert processes, the process might have ended abnormally. If you suspect this is the case, look for a core file.

What to Do Next If a process has died or been killed inadvertently, or disappeared, you must start a new process using the iPlanet ECXpert Administration Server user interface or the command line.

However, this could indicate a more serious problem. To troubleshoot a suspected recurring problem of processes dying, you might want to set `restart_flag=no` for servers you are troubleshooting in the `$/NSBASE/NS-apps/ECXpert/config/ecx.ini` file. By setting this flag to *no* you will avoid masking a problem of processes dying. For most production environments, it is desirable to set `restart_flag=yes` to achieve more robustness, but to also use SNMP error traps to determine whether the server has been restarted.

If you are experiencing a problem with iPlanet ECXpert server processes dying, contact iPlanet Technical Support.

Related Information Refer to the documentation for your Operating System, or find your systems administrator.

Windows NT

Actions

Verify at the Operating System level whether the processes are running.

2. Press **Ctrl+Alt+Del**.
3. Click the **Task Manager** button.
4. Click the **Processes** tab.

Expected Results A Process listing similar to that shown in [Figure 3-1](#) appears:

Figure 3-1 Windows NT Task Manager Indicating Active Processes

Image Name	PID	CPU	CPU Time	Mem Usage	VM Size	Handles
snagit32.exe	327	00	0:00:03	2152 K	1540 K	26
TASKMGR.EXE	323	00	0:00:16	2028 K	476 K	29
SMTPSnd.exe	322	00	0:00:00	10096 K	8304 K	60
netscape.exe	318	00	0:00:09	9532 K	3512 K	90
bdgadm-m-server	310	00	0:00:00	8156 K	6904 K	58
telnet.exe	298	00	0:00:05	116 K	568 K	31
EXPLORER.EXE	294	02	0:00:53	2864 K	1604 K	57
httpd.exe	292	00	0:00:00	2688 K	3500 K	211
SMTPReceive.exe	281	00	0:00:01	10368 K	8300 K	60
ns-httpd.exe	274	00	0:00:00	372 K	364 K	24
tcpconmain.exe	252	00	0:00:00	9556 K	8300 K	60
NTVDM.EXE	243	00	0:00:00	3672 K	2228 K	59
winldap.mod		00	0:00:00			
wowexec.exe		00	0:00:00			
bdggwd.exe	233	00	0:00:00	8972 K	8244 K	60
alertsvc.exe	206	00	0:00:00	200 K	1480 K	81
bdgftpd.exe	204	00	0:00:01	9280 K	8300 K	60
NTVDM.EXE	185	00	0:00:43	40 K	1120 K	34
inetinfo.exe	181	00	0:00:00	264 K	864 K	88
RASMAN.EXE	173	00	0:00:01	1080 K	968 K	107
strtdb73.exe	162	00	0:00:00	0 K	376 K	17
TAPISRV.EXE	156	00	0:00:00	200 K	716 K	79
RPCSS.EXE	152	00	0:00:05	808 K	816 K	93
TNSLSNR.EXE	146	00	0:00:11	232 K	2328 K	45
oracle73.exe	139	00	0:00:11	7984 K	26480 K	252
NPSSVC.EXE	130	00	0:00:00	200 K	704 K	31
CMD.EXE	127	00	0:00:00	28 K	392 K	20
mgahook.exe	123	00	0:00:00	68 K	212 K	13
mgadsk.exe	121	00	0:00:00	0 K	312 K	18
systray.exe	119	00	0:00:00	36 K	356 K	24
navapvc.exe	105	00	0:00:00	200 K	1420 K	49
mgactrl.exe	103	00	0:00:00	68 K	252 K	13
mgasc.exe	97	00	0:00:00	0 K	200 K	16
NDDEAGNT.EXE	92	00	0:00:00	144 K	316 K	16
bdgftpd.exe	86	00	0:00:00	9240 K	8252 K	61
SPoolSS.EXE	68	00	0:00:00	976 K	1984 K	68
LSASS.EXE	43	00	0:00:02	828 K	932 K	101
bdgdispatchmain	42	00	0:00:01	10120 K	8300 K	68
SERVICES.EXE	40	00	0:00:03	1080 K	1212 K	245
WINLOGON.EXE	34	00	0:00:00	20 K	1180 K	52
csrss.exe	24	00	0:00:14	596 K	1692 K	393
smss.exe	20	00	0:00:00	200 K	164 K	20

Processes: 42 CPU Usage: 3% Mem Usage: 152740K / 324072K

Early Triage Conclusions If you do not see the expected or full list of iPlanet ECXpert processes, the process might have ended abnormally. Look for a Windows NT Dr. Watson log file.

What to Do Next If a process has died inadvertently or disappeared, you must start a new process using the iPlanet ECXpert Administration Server user interface or the command line.

However, this could indicate a more serious problem. To troubleshoot a suspected recurring problem of processes dying, set `restart_flag=no` for servers you are troubleshooting in the `$NSBASE/NS-apps/ECXpert/config/ecx.ini` file. By setting this flag to `no` you avoid masking a problem of processes dying. For most production environments, it is desirable to set `restart_flag=yes` to achieve more robustness but to also use SNMP error traps to determine whether the server has been restarted.

If you are experiencing a problem with iPlanet ECXpert server processes dying, contact Netscape Technical Support.

Related Information Refer to the documentation for your Operating System, or find a Network Administrator.

Step 3 - SNMP Only—Look for Error Traps from ECXpert

Step 3a - Verify that an SNMP agent is running on your subnet

If your `$NSBASE/NS-apps/ECXpert/config/ecx.ini` file has settings for SNMP to generate error traps, an SNMP agent must be running on the subnet of the machine where ECXpert is installed.

The entries in `ecx.ini` file would be similar to the following:

```
[admin]
snmp_flag = yes

[<section name>]
snmp_trap_flag = yes
snmp_trap_level = 20 <-- or some other desired trap level
```

NOTE ECXpert includes an SNMP agent written by BMC Software (tm). On Solaris, this agent is named "Program.o." On Windows NT, this agent is named "agent.exe."

Solaris—If you are using the SNMP agent provided by ECXpert, the name of the process you would have started is "Program.o."

At the Unix commandline, type the command:

```
# ps -ef | grep Program.o
```

You should see a process listing that looks like this:

```
root 1585 831 0 14:27:12 pts/2 0:00 ./Program.o ../config/CONFIG
/tmp/SNMP_LOG
```

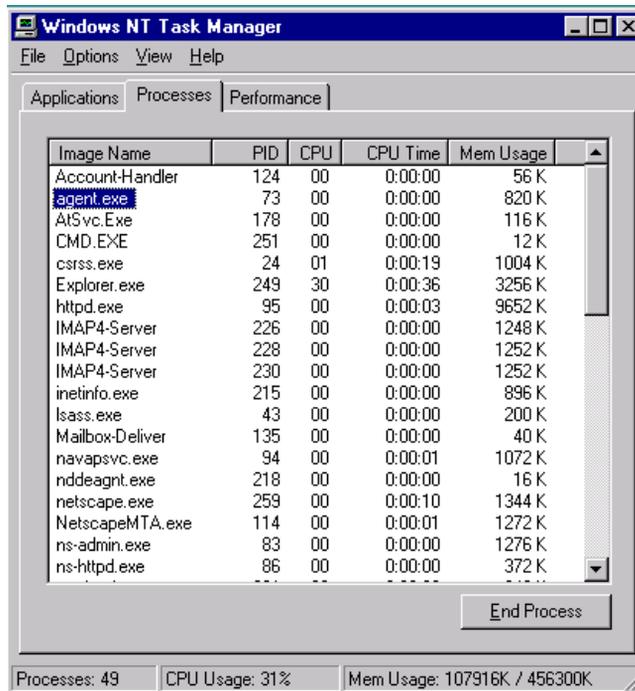
Windows NT—Look for the process “agent.exe” in the Task Manager list, as follows:

Actions 5. Press **Ctrl+Alt+Del**.

1. Click the **Task Manager** button.
2. Click the **Processes** tab.

You should see a Process listing similar to that shown in [Figure 3-2](#):

Figure 3-2 Windows NT Task Manager Processes List



Step 3b - Look for Error Traps

Related Information For examples of error traps, refer to “[SNMP Error Traps](#)” on [page 72](#).

For directions on how to configure for SNMP traps information, see [“Enabling SNMP Support” on page 66](#).

Step 4 - Look for ECXpert Log Files

Actions The default locations for these files are:

- o Solaris - /tmp
- o Windows NT - %NSBASE%\NS-apps\ECXpert\data/log

The filenames you are looking for are:

```
ECXpert.log.<server_name>.dat.<####-#####>.DONE
```

where *<server_name>* is the name of the iPlanet ECXpert server and *<####-#####>* is the process ID number and unique number assigned to the file by iPlanet ECXpert.

Expected Results For example, you might see log files such as these:

- o /tmp/ECXpert.log.ftp-local-application.dat.1698-897979304.DONE
- o /tmp/ECXpert.log.comm_ftp_geis.dat.1697-897979304.DONE
- o /tmp/ECXpert.log.dispatcher.dat.1694-897979306.DONE
- o /tmp/ECXpert.log.gateway.dat.1692-897979304.DONE

The suffix “DONE” means that the log file was from a server which was shutdown normally. If a server process has died abnormally, its log file could exist in the directory but might not have the “DONE” suffix.

Related Information See also [“Log Files” on page 75](#) and [“Problem: Custom Service doesn’t seem to work” on page 146](#).

Step 5 - Determine Whether there is Sufficient File System Space

iPlanet ECXpert must be able to write to the file system to function properly. If the partition where iPlanet ECXpert needs to write log, data or work files is full, you might encounter iPlanet ECXpert errors such as:

- Error 9913 - PM_OPENWORKFAILED: Open or Create failed on a work file

Also, the Oracle8i database processes, *ora_dbwr_ECX* and *ora_lgwr_ECX*, need to be able to write to the actual database files (`$ORACLE_HOME/dbs/*.dbf`—for example, `log1ECX.dbf`, `sysTECX.dbf`, `sgadeTECX.dbf`, `tempECX.dbf`) and rollback files (`$ORACLE_HOME/dbs/rbsECX.dbf` and other `rbs*.dbf` files). If these files cannot be written to, insert and update statements from iPlanet ECXpert will fail and you might encounter iPlanet ECXpert errors such as:

- Error 525 - %s: Updating %s failed with DB, RW, or internal error %d
- Error 523 - %s: Inserting into %s failed with DB, RW, or internal error %d
- Error 6027 - Error: Failed to insert the seed document

Solaris

Actions To determine whether there is sufficient file system space:

```
# cd $NSBASE
# df -k
```

You will see a screen similar to the following:

Filesystem	kbytes	used	availa	capacity	Mounted
on					
/dev/dsk/c0t0d0s0	96031	15688	70743	19%	/
/dev/dsk/c0t0d0s3	480919	214463	218366	50%	/usr
/proc	0	0	0	0%	/proc
rd	0	0	0	0%	/dev/fd
/dev/dsk/c0t0d0s4	96031	1619	84812	2%	/var
/dev/dsk/c0t0d0s6	935126	607696	233920	73%	/export
/dev/dsk/c0t0d0s5	96031	62538	23893	73%	/opt
swap	342496	8	342488	1%	/tmp
/dev/dsk/c0t3d0s6	3938524	566736	3332403	15%	
/export2					

Windows NT

Actions

Use the Windows NT Explorer to see how much free space is available on the partition where iPlanet ECXpert and Oracle are installed.

Step 6 - Troubleshoot any Oracle Errors

Actions Typically, Oracle errors that affect starting iPlanet ECXpert are:

- Insufficient tablespace
- Connection problems, including the database not running

To troubleshoot suspected problems with insufficient tablespace, refer to [Chapter 1, “iPlanet ECXpert Operations,” “Increasing Tablespace Using Oracle Enterprise Manager on WinNT” on page 37](#) and [“Increasing Tablespace Using Oracle Server Manager on Solaris” on page 42](#).

If you are trying to start iPlanet ECXpert and you find that the iPlanet ECXpert Administration Server starts, but the other servers either will not, or repeatedly start/shutdown/restart, verify that the Oracle8i database is up and running.

This issue particularly affects the Dispatcher because its first task on startup is to log in to the Oracle8i database to query for any Tracking IDs that need to be processed as pending jobs. If the Dispatcher is unsuccessful in logging into the Oracle8i database, it will log the Oracle error message in its log file and then shut down. The iPlanet ECXpert Administration Server, however, might attempt to restart the Dispatcher if the “`restart_flag=yes`” setting in the `ecx.ini` file is set to “`yes`.”

Therefore, the *new* Dispatcher process start, attempt to log in to the Oracle8i database, and then fail and shut down.

When verifying that the Oracle8i database is up and running, you must test two types of connections to the database - SQL*Net8 and OCI. For more information on this, please see [Chapter 4, “Troubleshooting Third-party Products.”](#)

Step 7 - Check Last Tracking ID Created

Actions Within iPlanet ECXpert, determine whether the last Tracking ID to be created was processed successfully.

You can determine the most recent Tracking ID used in the ECXpert system by several methods:

- Log in to the Oracle8i database where ECXpert's tables are located as user ID **ECX36** and enter the command:

```
select UKName, UKLastValue  
from UniqueKeys  
where UKName = 'TRKId';
```

This will tell you the last Tracking ID used in the system.

NOTE It is still possible that a Tracking ID was used but the submitted file was refused or could not be processed in the system. For example, if a document is submitted via SMTP but the Sender or Receiver is not a recognized trading Member, the inbound message is copied to the `$(NSBASE)/NS-apps/ECXpert/smtp/log` directory. However, due to multithreaded processing, the value for `UKName = 'TRKID'` in the UniqueKeys table could have been incremented before the Member names were verified.

- Use Activity Tracking to query for a range of Tracking IDs—for example, all of the Tracking IDs for the current day. Then, scroll to the bottom of the **File Level Results** to highlight the final entry. This should be the last used Tracking ID.
- Use the sample SQL script, `@$(NSBASE)/NS-apps/ECXpert/dbadmin/oracle/sel_st.sql` to find out how many Tracking IDs are currently being processed and how many are in each state of being processed.

Related Information See [Appendix H, “Sample SQL Scripts”](#) for more information about SQL scripts.

See also [“Determining TrkState for a Given Tracking ID”](#) on page 33 for the list of TrkState values.

Problem: Servers Constantly Restart

Acycle of constant restart attempts by ECXpert servers can be caused by any of the following conditions :

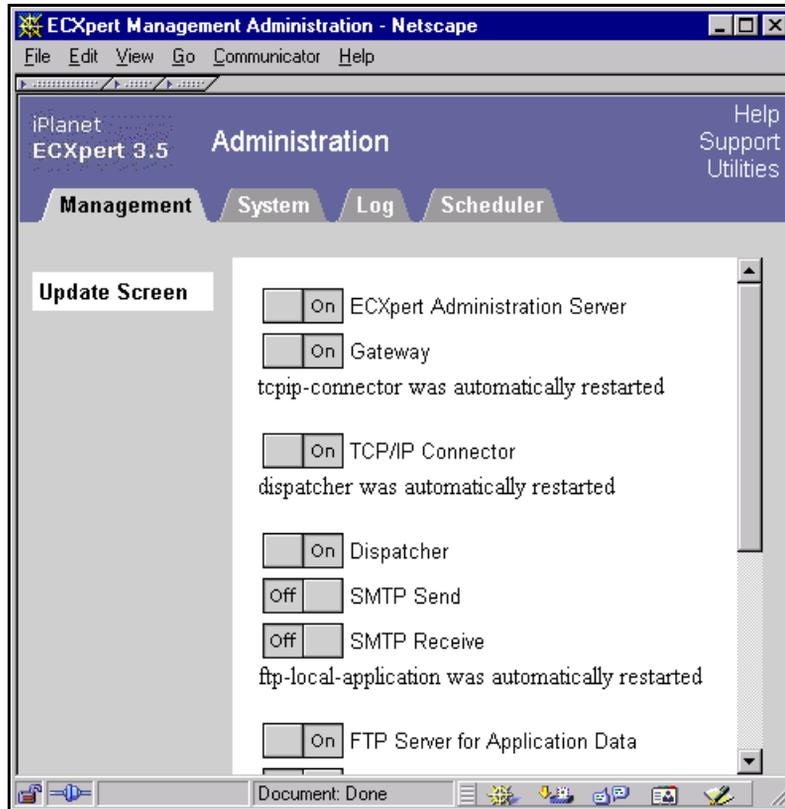
- the Oracle8i database or the SQL*Net8 Listener is not running
- a SQL*Net8 connection cannot be made to the Oracle8i database
- the `$(NSBASE)/NS-apps/ECXpert/config/ecx.ini` file does not allow read/write permissions
- **Solaris only**—the ECXpert Administration Server is being started from the commandline, but from a directory other than

`$(NSBASE)/NS-apps/ECXpert/bin`

Step 1 - Determine Whether ECXpert is constantly restarting

If this problem is occurring, your ECXpert Administration Server Management screen looks similar to that shown in [Figure 3-3](#):

Figure 3-3 ECXpert Server Management Screen Indicating Manual Restart of Servers



If this problem occurs on your system, turn off the ECXpert Administration Server and resume troubleshooting this problem, starting at Step 5, below.

Step 2 - Solaris only—Look for rapidly increasing server process IDs

When the ECXpert Administration Server starts the other servers and COMMs agents, new processes are created for those servers and each new process has the parent process ID of the ECXpert Administration Server. If ECXpert is in a constantly restarting cycle, the ECXpert Administration Server process ID will not change, but the other server processes will die and new processes will be started, repeatedly, until you detect the problem and shut down the ECXpert Administration Server.

For example, if you enter the Solaris command:

```
# ps -ef | grep ECXpert
```

you see a process listing similar to the following:

```
actraadm 9250 9194 1 16:56:12 pts/20:00 /.../.../NS-apps/ECXpert/bin/bdgftpd
actraadm 9255 9194 1 16:56:14 pts/20:00 /.../.../NS-apps/ECXpert/bin/SMPReceive
actraadm 9195 9194 1 16:55:54 pts/20:00 /.../.../NS-apps/ECXpert/bin/bdggwd
actraadm 9249 9194 1 16:56:12 pts/20:00 /.../.../NS-apps/ECXpert/bin/bdgftpd
actraadm 9252 9194 2 16:56:13 pts/20:00 /.../.../NS-apps/ECXpert/bin/agentgisb
actraadm 9194 1 1 16:55:54 pts/20:01 /.../.../NS-apps/ECXpert/bin/ecxstart
actraadm 9253 9194 2 16:56:13 pts/20:00 /.../.../NS-apps/ECXpert/bin/tcpconnmain
actraadm 9247 9194 1 16:56:12 pts/20:00 /.../.../NS-apps/ECXpert/bin/agentaiag
actraadm 9256 9194 1 16:56:14 pts/20:00 /.../.../NS-apps/ECXpert/bin/bdgdispatchmain
actraadm 9254 9194 1 16:56:14 pts/20:00 /.../.../NS-apps/ECXpert/bin/bdgftpd
```

Then, if you wait a few minutes and repeat the command, you see a process listing where the process ids of some of the servers have incremented (the value in the second column on the left-hand side) but the parent process ID (the value in the third column from the left) is still “9194”:

```
actraadm 16031 9194 0 17:36:31 pts/20:00 /.../.../NS-apps/ECXpert/bin/SMPSTSend
actraadm 16028 9194 2 17:36:29 pts/20:00 /.../.../NS-apps/ECXpert/bin/bdgdispatchmain
actraadm 9195 9194 0 16:55:54 pts/20:00 /.../.../NS-apps/ECXpert/bin/bdggwd
actraadm 16034 9194 0 17:36:31 pts/20:00 /.../.../NS-apps/ECXpert/bin/agentgisb
actraadm 16026 9194 1 17:36:29 pts/20:00 /.../.../NS-apps/ECXpert/bin/bdgftpd
actraadm 16027 9194 1 17:36:29 pts/20:00 /.../.../NS-apps/ECXpert/bin/bdgftpd
actraadm 9194 1 1 16:55:54 pts/20:37 /.../.../NS-apps/ECXpert/bin/ecxstart
actraadm 16030 9194 1 17:36:30 pts/20:00 /.../.../NS-apps/ECXpert/bin/tcpconnmain
actraadm 16024 9194 1 17:36:28 pts/20:00 /.../.../NS-apps/ECXpert/bin/bdgftpd
actraadm 16036 9194 1 17:36:31 pts/20:00 /.../.../NS-apps/ECXpert/bin/agentaiag
actraadm 16029 9194 1 17:36:29 pts/20:00 /.../.../NS-apps/ECXpert/bin/SMPReceive
```

If this problem occurs on your system, turn off the ECXpert Administration Server and resume troubleshooting this problem, starting at Step 5, below.

Step 3 - SNMP only—Look for Error Traps from ECXpert

Related Information For examples of error traps, refer to [“SNMP Error Traps” on page 72](#).

For directions on how to configure for SNMP traps information, see [“Enabling SNMP Support” on page 66](#).

Step 4 - Look for ECXpert Log Files

Actions The default locations for these files are:

- Solaris - /tmp
- Windows NT - %NSBASE%\NS-apps\ECXpert\data\log

The filenames you are looking for are:

```
ECXpert.log.<server_name>.dat.<####-#####>.DONE
```

where `<server_name>` is the name of the iPlanet ECXpert server and `<####-#####>` is the process ID number and unique number assigned to the file by iPlanet ECXpert.

Expected Results For example, you might see log files such as these:

- /tmp/ECXpert.log.ftp-local-application.dat.1698-897979304.DONE
- /tmp/ECXpert.log.comm_ftp_geis.dat.1697-897979304.DONE
- /tmp/ECXpert.log.dispatcher.dat.1694-897979306.DONE
- /tmp/ECXpert.log.gateway.dat.1692-897979304.DONE

The suffix “DONE” means that the log file was from a server that was shut down normally. If a server process has died abnormally, its log file might exist in the directory but not have the “DONE” suffix.

Related Information See also [“Log Files” on page 75](#) and [“Problem: Custom Service doesn’t seem to work” on page 146](#).

Step 5 - Turn Off Administration Server and Troubleshoot Problem

Once you have confirmed that ECXpert is in a constantly restarting cycle, turn off the ECXpert Administration Server.

Then follow steps 5a-5d below to determine if one of the following known causes is affecting your system:

- the Oracle8i database is not running
- a SQL*Net8 connection cannot be made to the Oracle8 database
- the `$NSBASE/NS-apps/ECXpert/config/ecx.ini` file does not allow read/write permissions
- **Solaris only**—the ECXpert Administration Server is being started from the commandline, but from a directory other than

```
$NSBASE/NS-apps/ECXpert/bin
```

*Step 5a - Verify that the Oracle8i database and SQL*Net8 Listener are running*

If the error you see in the SNMP error trap or ECXpert log file is:

```
ORA-12203 - TNS: Unable to connect to destination
```

refer to [“How to Tell if the Oracle8i Database is Running”](#) on page 162 and [“How to Tell if the SQL*Net8 Listener is Running”](#) on page 163.

This issue particularly affects the Dispatcher because its first task on startup is to log in to the Oracle8i database to query for any Tracking IDs that need to be processed as pending jobs. If the Dispatcher is unsuccessful in logging into the Oracle8i database, it will log the Oracle error message in its log file and then shut down. The iPlanet ECXpert Administration Server, however, might attempt to restart the Dispatcher if the `restart_flag=yes` setting in the `ecx.ini` file is set to `yes`.

Therefore, the *new* Dispatcher process starts, attempt to log in to the Oracle8i database, and then fails and shuts down.

Related Information See also [Appendix B, “Common Oracle Errors/Messages”](#) for more details.

Step 5b - Verify that you can successfully connect to the Oracle8i database

If the error you see in the SNMP error trap or ECXpert log file is:

```
ORA-12154 - TNS: Cannot resolve service name
```

please refer to [“Troubleshooting Database Connectivity Using SQL*Net8”](#) on page 164.

Related Information See also [Appendix B, “Common Oracle Errors/Messages”](#) for more details.

Step 5c - Verify the permissions on ecx.ini

- **Solaris**—To verify that the proper permissions have been set in the `ecx.ini` file enter the following commands:

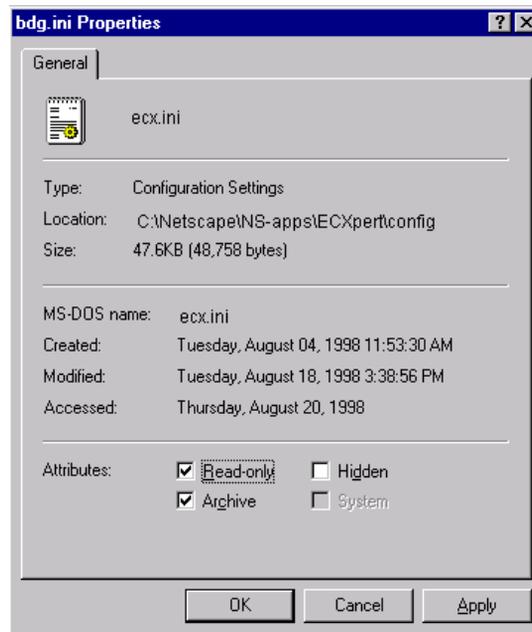
```
# cd $NSBASE/NS-apps/ECXpert/Oracle8i/config
# ls -la ecx.ini
```

If the proper permissions have been set, you will see a file directory listing similar to the following:

```
-rw rw rw    1 actraadm  actra  48647 Aug 19 11:41 ecx.ini
```

- **Windows NT**—To verify that the proper permissions have been set on the `ecx.ini` file:
 - a. Choose **Start | Programs | Windows NT Explorer**
 - b. Expand folders and navigate to the `$NSBASE\NS-apps\ECXpert\config` folder.
 - c. Right-click `ecx.ini` and then select **Properties** from the pop-up menu that appears to call up the `bdg.ini` Properties screen, as shown in [Figure 3-4](#).

Figure 3-4 `bdg.ini` Properties Screen



Make sure the “Read only” box is **not** selected.

Step 5d - Solaris only—Check the Directory ECXpert is started from upon commandline start

Verify that ECXpert is not being started from the command line in a directory other than `NSBASE/NS-apps/ECXpert/bin`

See also [page 98](#), “Starting the iPlanet ECXpert Administration Server - Commandline,” for more details.

Problem: Incoming Files are Not Being Processed

Step 1 - Check Last Tracking ID Created

Actions Within iPlanet ECXpert, determine whether the last Tracking ID to be created was processed successfully.

You can determine the most recent Tracking ID used in the ECXpert system by several methods:

- Log in to the Oracle8i database where ECXpert’s tables are located as user ID **ECX36** and enter the command:

```
select UKName, UKLastValue
from UniqueKeys
where UKName = 'TRKId';
```

This will tell you the last Tracking ID used in the system.

NOTE It is still possible that a Tracking ID was used but the submitted file was refused or could not be processed in the system. For example, if a document is submitted via SMTP but the Sender or Receiver is not a recognized trading Member, the inbound message is copied to the `NSBASE/NS-apps/ECXpert/smtp/log` directory. However, due to multithreaded processing, the value for `UKName = 'TRKId'` in the UniqueKeys table could have been incremented before the Member names were verified.

- Use Activity Tracking to query for a range of Tracking IDs—for example, all of the Tracking IDs for the current day. Then, scroll to the bottom of the **File Level Results** to highlight the final entry. This should be the last used Tracking ID.
- Use the sample SQL script, `@$NSBASE/NS-apps/ECXpert/dbadmin/oracle/sel_st.sql` to find out how many Tracking IDs are currently being processed and how many are in each state of being processed.

Related Information See [Appendix H, “Sample SQL Scripts”](#) for more details.

See also [“Determining TrkState for a Given Tracking ID”](#) on page 33 for the list of *TrkState* values.

Step 2 - Check Tracking ID 0

For more details, see also [Tracking ID Number 0](#) on page 29.

Step 3 - Troubleshoot any Oracle Errors

Actions Typically, Oracle errors that affect starting iPlanet ECXpert are:

- Insufficient tablespace
- Connection problems, including the database not running

To troubleshoot suspected problems with insufficient tablespace, refer to [Chapter 1, “iPlanet ECXpert Operations,” “Increasing Tablespace Using Oracle Enterprise Manager on WinNT”](#) and [“Increasing Tablespace Using Oracle Server Manager on Solaris.”](#)

If you are trying to start iPlanet ECXpert and you find that the iPlanet ECXpert Administration Server starts but the other servers will not, or repeatedly start/shutdown/restart, verify that the Oracle8i database is up and running.

This issue particularly affects the Dispatcher because its first task on startup is to log in to the Oracle8i database to query for any Tracking IDs that need to be processed as pending jobs. If the Dispatcher is unsuccessful in logging into the Oracle8i database, it will log the Oracle error message in its log file and then shut down. The iPlanet ECXpert Administration Server, however, might attempt to restart the Dispatcher if the `restart_flag=yes` setting in the `ecx.ini` file is set to `yes`.

Therefore, the *new* Dispatcher process will start, attempt to log in to the Oracle8i database, and then fail and shut down.

When verifying that the Oracle8i database is up and running, you must test two types of connections to the database - SQL*Net8 and OCI. For more details, see [Chapter 4, "Troubleshooting Third-party Products."](#)

Step 4 - Determine Whether there is Sufficient File System Space

iPlanet ECXpert must be able to write to the file system to function properly. If the partition where iPlanet ECXpert needs to write log, data or work files is full, you might encounter iPlanet ECXpert errors such as:

- Error 9913 - PM_OPENWORKFAILED: Open or Create failed on a work file

Also, the Oracle8i database process, `ora_dbwr_ECX` and `ora_lgwr_ECX`, need to be able to write to the actual database files (`$ORACLE_HOME/dbs/*.dbf`—for example, `log1ECX.dbf`, `sysTECX.dbf`, `sgadeFECEX.dbf`, `tempECX.dbf`) and rollback files (`$ORACLE_HOME/dbs/rbsECX.dbf` and other `rbs*.dbf` files). If these files cannot be written to, insert and update statements from iPlanet ECXpert will fail and you might encounter iPlanet ECXpert errors such as:

- Error 525 - %s: Updating %s failed with DB, RW, or internal error %d
- Error 523 - %s: Inserting into %s failed with DB, RW, or internal error %d
- Error 6027 - Error: Failed to insert the seed document

Solaris

Actions To determine whether there is sufficient file system space, type the following at the command prompt:

```
# cd $NSBASE
# df -k
```

You will see a screen similar to the following:

Filesystem	kbytes	used	availa	capacity	Mounted on
/dev/dsk/c0t0d0s0	96031	15688	70743	19%	/
/dev/dsk/c0t0d0s3	480919	214463	218366	50%	/usr
/proc	0	0	0	0%	/proc
rd	0	0	0	0%	/dev/fd
/dev/dsk/c0t0d0s4	96031	1619	84812	2%	/var
/dev/dsk/c0t0d0s6	935126	607696	233920	73%	/export
/dev/dsk/c0t0d0s5	96031	62538	23893	73%	/opt
swap	342496	8	342488	1%	/tmp
/dev/dsk/c0t3d0s6	3938524	566736	3332403	15%	/export2

Windows NT

Actions

Use the Windows NT Explorer to see how much free space is available on the partition where iPlanet ECXpert and Oracle are installed.

Step 5 - Verify that your COMM agent is functioning

In all cases, if you are submitting files to ECXpert for processing using a scheduled task, test the exact parameters manually before creating the scheduled task to execute automatically.

Verify that the following issues are not preventing the file from being submitted to ECXpert:

- not being able to open the correct port number for the protocol you need on the machine where ECXpert is installed
- blocking of the protocol by a firewall between the sending machine and the machine where ECXpert is installed
- incorrect configuration of the email account for ECXpert—commonly on Solaris when using iPlanet Messaging Server

Step 5a - Verify FTP is using Port 21

Typically, port 21 is reserved for FTP. If port 21 is the correct port for FTP, it is not necessary to specify the port number—ECXpert will default to use port 21.

Solaris—Verify that both the sending machine and the machine where ECXpert is installed are using port 21 for FTP by following these steps:

1. Log in as su to user ID root.
2. Enter the following command:

```
# cat /etc/services | more
```

Following is an excerpt of an `/etc/services` file:

```
#ident "@(#)services 1.13 95/07/28 SMI" /* SVr4.0 1.8*/
#
# Network services, Internet style
#
tcpmux          1/tcp
echo            7/tcp
echo            7/udp
discard        9/tcp          sink null
discard        9/udp          sink null
sysstat        11/tcp         users
```

```

daytime          13/tcp
daytime          13/udp
netstat          15/tcp
chargen          19/tcp          ttytst source
chargen          19/udp          ttytst source
ftp-data         20/tcp
ftp             21/tcp
telnet           23/tcp
smtp             25/tcp          mail

```

Windows NT—Verify that both the sending machine and the machine where ECXpert is installed are using port 21 for FTP by following these steps:

3. Choose **Start | Programs | Windows NT Explorer**.
4. Expand folders and navigate to the C:\Winnt\System32\drivers\etc folder.
5. Open the `services` file using a text editor such as Wordpad or Notepad.

The following is an excerpt of the C:\Winnt\System32\drivers\etc\services file:

```

# Copyright (c) 1993-1995 Microsoft Corp.
#
# This file contains port numbers for well-known services as
# defined by
# RFC 1060 (Assigned Numbers).
#
# Format:
#
# <service name> <port number>/<protocol> [aliases...]
[#<comment>]
#
echo             7/tcp
echo             7/udp
discard          9/tcp          sink null
discard          9/udp          sink null
sysstat          11/tcp
sysstat          11/tcp          users
daytime          13/tcp
daytime          13/udp
netstat          15/tcp
qotd             17/tcp          quote
qotd             17/udp          quote
chargen          19/tcp          ttytst source
chargen          19/udp          ttytst source
ftp-data         20/tcp
ftp              21/tcp
telnet           23/tcp

```

```
smtp          25/tcp      mail
time         37/tcp      timserver
time         37/udp      timserver
```

Step 5b - Verify SMTP is using Port 25

Typically, port 25 is reserved for SMTP. If port 25 is the correct port for SMTP, it is not necessary to specify the port number—ECXpert will default to port 25.

Verify the port number for SMTP using the same process described in Step 5a, above.

Step 5c - Verify FTP is not blocked by the firewall

In some firewall configurations, standard RFC-959 compliant FTP traffic is not allowed. Instead, special FTP packages could be required.

To determine whether ECXpert is being impacted by the firewall configuration, manually FTP any file between the remote machine and the ECXpert machine. For example, if you plan to use a scheduled task to receive files, you need to be able to FTP to the remote machine and execute an FTP “get” command.

If this isn't possible *outside* ECXpert, it will not be possible within ECXpert.

Step 5d - Solaris only—Verify SMTP works outside of ECXpert

On Solaris, ECXpert uses Sendmail. If an inbound message is not reaching the Solaris machine where ECXpert is installed, follow these steps to determine that SMTP traffic is working **outside** ECXpert:

1. Log in as su to user ID actraadm.
2. Enter the Unix command:

```
# cd /var/mail
```

Or to the directory you specified in the

`$NSBASE/NS-apps/ECXpert/config/ecx.ini` as the mailfile location for the SMTP Receive Server:

```
[commsmtp-receive]
mail_file = _____ <--- directory name and mailfile name
mail_host = _____ <--- hostname of the Unix Sendmail
machine
```

In most installations, this would be:

```
[commsmtp-receive]
```

```
mail_file = /var/mail/actraadm
mail_host = myhost
```

3. Look for a mailfile called `actraadm`. Enter the Unix command:

```
# ls -la /var/mail/actraadm
-rwxrwxrwx  1 actraadm mail 0 Apr 20 14:58 /var/mail/actraadm
```

This is a text file that almost always has a zero-length size. When email comes in addressed to “`actraadm@myhost.com`,” the messages are concatenated to this file.

When ECXpert picks up inbound SMTP messages, it does so by reading this mailfile and then parsing the concatenated messages out to different pieces, based on the MIME headers.

That means that this file is updated by ECXpert’s user ID, `actraadm`. User ID `actraadm` should own this file and the “mail” group should have group ownership of this file.

4. If the file does not exist in this directory, the reason could be that no mail has been sent yet to user ID `actraadm`. Or, you might need to create an email account for user ID `actraadm`.

See also *Getting Started with ECXpert - Solaris*, “Creating the ECXpert Administrator Account” for instructions on how to set up a Solaris email account for user ID `actraadm`.

5. If the file exists, but the owner and group are incorrect, you can `su` to user ID `root` and enter the following Unix commands to correct the situation:

```
# chown actraadm /var/mail/actraadm
# chgrp mail /var/mail/actraadm
```

If this still does not solve the problem, you might need to verify that user ID `actraadm` has permissions to write to the `/var/mail` directory.

6. Enter the Unix commands:

```
# touch /var/mail/actraadm
# ls -la /var/mail/actraadm
```

The date/timestamp for the file should have been updated to the current date/timestamp.

7. If you are able to do all these things, but not able to receive inbound SMTP messages, manually create an SMTP message from the remote machine to to the machine where ECXpert is installed, to find out if the `/var/mail/actraadm` file gets updated with the new message.

NOTE If ECXpert is running and this test is successful, you will still see a zero-length file, but the date/timestamp will be more recent and you will be able to see a new Tracking ID in the ECXpert system. The best way to execute this manual test would be to temporarily turn off the ECXpert SMTP-Receive server.

To create a mail message at the Solaris commandline, all you need are a few SMTP commands—HELO, MAIL, RCPT, DATA, and QUIT:

```
mail actraadm@myhost.mycompany.com
MAIL From: test@myhost.mycompany.com
RCPT To: actraadm@myhost.mycompany.com
DATA:
    this is a test message
.
QUIT
```

Now, on the machine where ECXpert is installed, repeat the Unix command:

```
# ls -la /var/mail/actraadm
```

If the mailfile has more than a zero-length size, enter the Unix command:

```
# cat /var/mail/actraadm | more
```

to see the contents of the file. You should see a message similar to this one:

```
Return-Path: <test@myhost.mycompany.com>
Received: (from root@localhost) by myhost.mycompany.com
(8.8.5/8.8.5)
id WAA16581 for actraadm@myhost.mycompany.com;
Thu, 20 Aug 1998 22:04:42 -0700 (PDT)
Date: Thu, 20 Aug 1998 22:04:42 -0700 (PDT)
From: test@myhost.mycompany.com
Message-ID: <199808210504.WAA16581@myhost.mycompany.com>
Content-Type: text
MAIL From: test@myhost.mycompany.com
MAIL To: actraadm@myhost.mycompany.com
DATA:
    this is a test message
```

If this is unsuccessful *outside* of ECXpert, it is unlikely to be successful within ECXpert.

Step 5e - Solaris only—Verify config of iPlanet Messaging Server email account

See “[iPlanet Messaging Server](#)” on [page 199](#) for more details about using ECXpert with iPlanet Messaging Server.

Step 6 - Verify the Partnership you are submitting to exists

If an inbound SMTP message is received by ECXpert but the message cannot be processed correctly within the ECXpert system, the inbound message is moved to the `$/NSBASE/NS-apps/ECXpert/smtp/log` directory.

ECXpert uses the following MIME headers to determine how to find the Service List and ultimately the Partnership to use to process the inbound data:

```
From:           <-- this value is used as the Sending Member Name
To:            <-- this value is used as the Receiving Member Name
Content-Type:  <-- the value after the '/' character, which is the
MIME
                Subtype, is used as the Doc Type or File Type
```

If these values do not result in a successful match with an ECXpert Service List,

```
Error 7108 - Sending and/or receiving member not found, logged
message %s
```

is displayed in the Event Log for Tracking ID 0 and the message is moved to the `$/NSBASE/NS-apps/ECXpert/smtp/log` directory.

Problem: Incoming SMTP Files are Being Ignored

Possible Causes/Actions

If only incoming SMTP files are being ignored, the cause is probably that permissions are set on the `/var/mail` directory such that ECXpert cannot place an exclusive lock on the directory.

Turn Trace on, submit a file using SMTP, and examine the `smtp-receive` log file that results. If it contains the message, “SMTPReceive_P::copyMailFolder Mail folder lock failed”, then ECXpert’s `smtp-receive` was unable to place an exclusive lock on the directory so that it could retrieve email without interference from your email program. This would occur if the `/var/mail` directory is owned by `root`, for example.

Check the ownership and permissions on the `/var/mail` directory. Change ownership and/or permissions as necessary so that ECXpert can place an exclusive lock on this directory.

Problem: Commandline submit not working

Possible Causes/Actions

1. If you are using Windows NT, verify that the iPlanet Web Server has been started and that you are logged in as the ECXpert administrator user (typically `actraadm`), because the ECXpert administrator user needs to own the processes for the ECXpert executables.

If you start the web server as the System Account, and then use the web interface to start ECXpert, those resulting processes are owned by the System Account.

2. If you don't use a password for your Sender, you still must give a NULL password value by using the commandline option:

```
-pw ''
```

NOTE There is no space between the single quotes.

Another alternative would be to make the Sender a Trusted Member.

Problem: Custom Service doesn't seem to work

Possible Causes/Actions

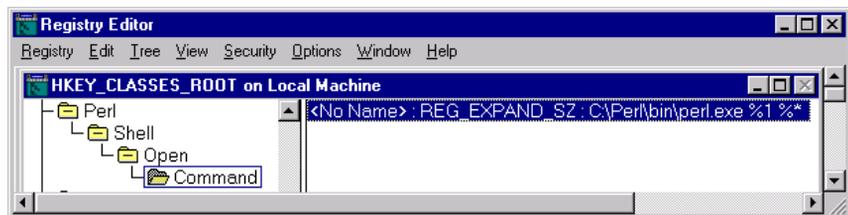
1. If you are using Scheduler and you get **Error 8010** in your log file, try changing the definition of the Custom Service from 'executable' to 'script'—unless you are certain your Custom Service is calling a compiled executable.

2. If you get Solaris **Error 256**, check the permissions on the script or executable your Custom Service calls.
3. If you get Solaris **Error 512**:
 - o Check that the directory you indicated in the Custom Service for the script or executable you are calling is correct.
 - o Run the script outside of ECXpert and make sure it returns a '0' value. If you return a non-zero value outside of ECXpert, you will probably also get the same non-zero value inside of ECXpert and ECXpert will pass up the Solaris Error 512.
4. If you are using Windows NT you might have an incorrect definition for passing extra parameters to your script or executable. Modify your Windows NT Registry entry for perl:
 - a. Choose **Start | Run**.
 - b. Type in the name of the Windows NT Registry Editor.


```
# C:\Winnt\System32\regedt32.exe
```

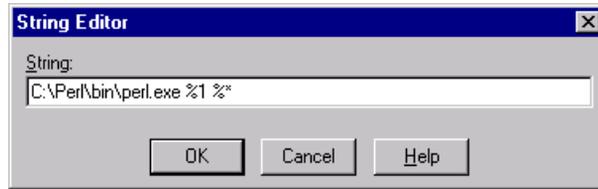
 and click **OK** to display the Registry Editor Screen, as shown in **Figure 3-5**.
 - c. Choose "HKEY_CLASSES_ROOT."
 - d. Expand and navigate to the entry for Perl as shown.

Figure 3-5 Registry Editor Highlighting HKEY_CLASSES_ROOT



- e. Verify that, following the name of the `perl.exe` executable, the "%1" and "%*" values are included.
- f. If they are not, add them by double-clicking on the entry on the right-hand part of the window. You should see a String Editor window as shown in **Figure 3-6**.

Figure 3-6 String Editor Window



- g.** To exit the Registry, choose **Registry | Exit**.
- 5.** If you are using Windows NT, make sure you have corrected any directory names that contain spaces. For example, if ECXpert is installed under the directory:

```
c:\Program Files
```

you would need to use the MS-DOS version of the directory name:

```
C:\Progra~1
```

in the `obj.conf`, `magnus.conf`, `ecx.ini`, and other files where this directory is referenced.

Note that the name of the Custom Service is not used as the name of the executable. These can be different, so be sure which executable is being called.

- 6.** If you are using perl to write the script which your Custom Service calls, be sure not to inadvertently start the script with the `#!/bin/sh` line, or vice-versa.

Problem: No Map Name Found

Possible Causes/Actions

1. Verify Partnership configuration.

Most likely your Partnership configuration is incorrect. For example, if you have a Partnership that looks like this:

```

Sender -- Member-A
Sender Qual -- 12
Sender QualID -- 1123456789
Receiver -- Member-B
Receiver Qual -- 12
Receiver QualID -- 4123456789
Doc Type -- app

```

The Doc Type is problematic. When Parse starts working on your file, it compares the Doc Type from the ST01 (which would be '850' or '810' or '214' or some other Transaction Set ID) to the Doc Type specified in the Partnership (which is currently 'app'). They do not match, so ECXpert is unable to locate the Partnership for this.

Parse continues to insert the information it finds from your data file into TrkDoc and TrkDocDetails and other tables, but many of the columns in the insert statement will have "NONE" because the matching Partnership was not located. One of the columns that gets a "NONE" is the map name column, TrkDoc.TDMapName.

Then, Translate does a select from TrkDoc and the other Tracking tables to find the all the info to use during that Service. It gets back "NONE" from TrkDoc.TDMapName, and so you get the "No map name found in document record".

If you have Parse, Translate, and Gateway in your Service List, you also see a message in Activity Tracking for the Gateway Service that says "Nothing to be done for immediate send".

The "Nothing to be done for immediate send" message is the correct, expected message in this scenario. If there is no map output (which there should not be in this case, since the map is not found) there is nothing to bundle, and so there is nothing to pass to the COMM.

Problem: Import Utility Fails with RW Error 3

Possible Causes/Actions

1. Verify that the \$LD_LIBRARY_PATH, or %PATH%, or \$SHLIB_PATH is correct.
2. **WinNT only**—(Possibly) reboot the machine.
Solaris or HP-UX—Log in again to get the new environment variables.
3. Restart ECXpert.

4. Retry using the import utility to import your Members, Partnerships, or Service Lists

Example

Assume the following:

- You have an old copy of ECXpert 2.x on your system.
- You have just installed a new copy of ECXpert 3.x on your system.
- You want to re-use your import files from last time to create Members, Partnerships, Service Lists in the newly-installed ECXpert 3.x.

When you run the import utility, you get this error:

```
RW error 3: [TYPECONVERSION] Type conversion error for
RWDBValue
```

When you look in the *.dsc file for the import file you had attempted to import, you can see the more detailed description of the problem:

```
[object = member; field_delim = "|"; operation = insert;
fields = Name, Type, IsGroup, Active, Password, Trusted,
ContactName, ObjPerm ]
** ERROR ** EcxLogin()Failed for user: ECX
Errnum: 521
Errmsg: BDGMembersDom::validLoginD:
[TYPECONVERSION] Type conversion error for RWDBValue
** ERROR in initializing member object. Skip all its data
Sender-1 | 0 | 0 | 1 | Sender-1 | 1 | Test User | Sender-1 | 175
```

The problem here is that the \$LD_LIBRARY_PATH (on Solaris) is still set to point to the shared library files from the ECXpert 2.x installation. One of the RogueWave libraries needed to help do the insert command could not be used because it was not found in the \$LD_LIBRARY_PATH.

Managing Logging and Log Files

Logging in ECXpert is done on a per-component basis. For example, if you were having difficulty sending out a file using SMTP, you might turn on logging for only the `commsmtp-send` server and not for the other servers.

Because they are controlled by the Dispatcher server, FAGen, Parse, OutParse and Translate sections of the

```
$(NSBASE)/NS-apps/ECXpert/config/ecx.ini
```

file do not have a separate setting for logging. Turning on logging for the Dispatcher provides a single log file for any/all of these Services if they are in use.

The default location for ECXpert log files is:

Solaris— `/tmp`

Windows NT— `$(NSBASE)/NS-apps/ECXpert/data/log`

In addition to logging ECXpert servers, it is also possible to turn on logging for Mercator maps themselves, when they are used within ECXpert. See also [Chapter 4, “Troubleshooting Third-party Products”](#) for more details about Mercator's Trace and Audit features.

Logging is controlled by the iPlanet ECXpert Administrative Server. You can either use the web interface, or you can edit the `$(NSBASE)/NS-apps/ECXpert/config/ecx.ini` file directly to turn on/off logging.

Turning on Logging Via the ECXpert Administrative Interface

Follow the steps below to turn on logging using the web front-end to the iPlanet ECXpert Administrative Server.

1. Go to the URL for ECXpert.

This is typically `http://<machine_name>` or there might be a port number for the web server that you need to add to the end of the URL.

2. Log in to the Administrative Interface.

Click the **Admin** tab and enter your administrative login. The default after installation is `actraadm` for both the user ID and password.

3. Turn on logging for a specified component.

The System screen is displayed. If you are viewing another screen, click the **System** button at the top of the page.

4. Click the **Edit Section** link.
 - a. In the **Select Section** box, scroll down until you find the component for which you want to turn on logging. Select that component and click the **Edit** button.

NOTE If you want to turn on logging for *FAGen*, *Parse*, *OutParse* and *Translate*, you must choose the **Dispatcher** section. The ECXpert Dispatcher controls these Services.

- b. Scroll down the page until you find the entry labeled **Optional switch for turning low level tracing information**. Set this value to **Yes**.
 - c. Scroll all the way to the bottom of the screen to locate and click the **Edit Section** button.

For future reference, note the directory location where the log file will be created. By default, this would be `/tmp` on a Solaris system and `$(NSBASE)/NS-apps/ECXpert/data/log` on Windows NT.

5. Turn up the level of logging.
 - a. In the **Select Section** box, scroll down until you find the **DB_SECTION** entry. Select that entry and click the **Edit** button.
 - b. Scroll down to the **DatabaseTrace** entry. Set this value to **3** and scroll all the way to the bottom of the screen to locate and click the **Edit Section** button.
6. Stop and restart affected servers.
 - a. At the top of the page, click the **Management** button.
 - b. Stop and restart the individual servers whose sections you modified. Alternately, you can stop and restart the iPlanet ECXpert Administrative Server. All subordinate servers will automatically stop and restart.

NOTE For space and performance reasons, remember to turn logging back off after you have completed your troubleshooting process.

Turning on Logging Via a Text Editor

Follow the steps below to turn on logging using a text editor to manually edit the ECXpert configuration file (`ecx.ini`).

1. Open the `ecx.ini` file in a text editor.

Use a text editor such as `vi` to open the `ecx.ini` file from the `$NSBASE/NS-apps/ECXpert/config` directory.

2. Change the settings as necessary.

In this example, you would turn on logging for the Dispatcher by making the following two changes in the indicated sections of the `ecx.ini` file:

```
...
[dispatcher]
...
debug_flag = yes
...
[DB_SECTION]
...
db_trace = 3
...
```

3. Stop and restart the affected servers.

NOTE For space and performance reasons, remember to turn logging back off after you have completed your troubleshooting process. The “off” setting for the `db_trace` parameter in `[DB_SECTION]` is 0 (zero).

Turning on the Debug Timestamp Feature

As an option, ECXpert can produce a time stamp for each entry in the log file. This is useful for debugging purposes, because it allows you to assess how much time passed between each event in the event log.

Do not turn on this feature unless you need it for debugging purposes, because it can negatively affect system performance. It is not a good tool to evaluate ECXpert performance for this same reason.

For instructions on turning on the Debug Timestamp feature, refer to [“Using the debug_timestamp Parameter” on page 110](#).

Troubleshooting User-Defined COMMS

- Why doesn't my User-Defined-Comm produce a valid bundle file?

Verify that your `$NSBASE/NS-apps/ECXpert/config/ecx.ini` file contains the entry:

```
[user-defined-1]
pre_enveloped_edi=true
```

- How many User-Defined-Comm entries can I define in my `ecx.ini` file?

You can define up to 99 User-Defined-Comm entries in the `$NSBASE/NS-apps/ECXpert/config/ecx.ini` file. Each entry must use the name:

```
[user-defined-1]
[user-defined-2]
[user-defined-3]
...
[user-defined-99]
```

- How do I pass in parameters to my User-Defined-Comm?

Modify your Windows NT Registry entry for perl:

- a. Choose **Start | Run**.

- b. Type in the name of the Windows NT Registry Editor.

```
# C:\Winnt\System32\regedt32.exe
```

- c. Click **OK**.

- d. Choose "HKEY_CLASSES_ROOT."

- e. Expand and navigate to the Perl command entry as shown in [Figure 3-5](#):

Verify that, following the name of the `perl.exe` executable, the "%1" and "%*" values are included.

If they are not, add them by double-clicking on the entry on the right-hand part of the window. You should see a String Editor window as shown in [Figure 3-6](#).

- f. To exit the Registry, choose **Registry | Exit**.

Troubleshooting AIAG Servlets

Should the AIAG Servlets be suspected of causing a problem, you can perform the following troubleshooting steps.

1. Open `$BDGHOME/config/aiag.ini`, go to `[aiag-servlets]` section.
2. Change debug value to yes (i.e. change `'debug = no'` to `'debug = yes'`).
3. Restart web server.
4. After web server is restarted, AIAG Servlet debugging messages will be printed to `$IWSINSTALL/logs/errors`. `$IWSINSTALL` is the directory where web server is installed, for example:
`/export/actraadm/iws41sp2/https-AIAGDEB.`

Finding the ECXpert Version Number

Should you need to contact iPlanet Technical Support, you will need to know the correct version number of your current copy of iPlanet ECXpert for Windows NT. The version number appears in the **About** message box:

1. Start your browser.
2. Enter the URL of the iPlanet ECXpert **Main Menu** screen.
3. Click the **Support** tab. A login screen appears.
4. You do not need to log in. Simply click the **About** button, and a message box appears, showing the correct version number

Example For example, the message box shown in [Figure 3-7](#) shows version information for an export copy of iPlanet ECXpert, version 3.5.

Figure 3-7 About ECXpert Box



Finding the ECXpert Version Number

Troubleshooting Third-party Products

This chapter provides information to assist in troubleshooting third-party products.

The following topics are presented:

- Overview
- Solaris
- Oracle8i Database
- Oracle8i Issues
 - How to Tell if the Oracle8i Database is Running
 - How to Tell if the SQL*Net8 Listener is Running
 - Troubleshooting Database Connectivity Using SQL*Net8
 - Commonly Encountered Oracle Error Messages
- Mercator Issues
 - Known Problems and Required Patches
 - Testing a Map Outside ECXpert—Solaris
 - Map Execution Results
 - Using Mercator's Map Audit File
 - Using Mercator's Trace File
 - Caveats for Using Mercator's Audit and Trace Files with ECXpert
 - Commonly Encountered Mercator Error Messages
- Perl32, DOS Batch Files, Visual Basic Programs as Custom Services

- BMC Software's Peer SNMP Agent
 - Troubleshooting starting the SNMP agent
 - Stopping the SNMP agent
- Templar

Overview

This chapter explains how to troubleshoot common problems with the third-party components used by ECXpert.

Solaris

Common UNIX Commands

Table 4-1 lists UNIX commands that can be helpful when using ECXpert on Solaris. You can obtain a detailed explanation of the options available with any UNIX command by entering the following at the command line:

```
# man <command>
```

where <command> is the command you want to know more about, such as one of those listed below.

Table 4-1 UNIX Commands

Command	Description
ar	Maintain groups of files combined into a single archive file
as	Create object files from assembly language source files
cat	Concatenate all specified files and display
cd	Change working directory
chgrp	Change the group ownership of a file
chmod	Change the permissions mode of a file
chown	Change owner
cmp	Perform a byte-by-byte comparison of two files

Table 4-1 UNIX Commands (*Continued*)

Command	Description
core	A core image of a process when it is terminated due to the receipt of some signals. The core image is called "core" and is written in the process's working directory.
cp	Copy files
diff	Display line-by-line differences between pairs of text files
echo	Echo arguments to the standard options
eject [-f]	Eject the CD from the CD drive. The <i>-f</i> option forces the CD out. Command fails if current directory is <i>/cdrom</i> or any subdirectory below <i>/cdrom</i> .
env	Display or alter environment variables
file	Display additional information about a file's name or attributes. Valid options are: <i>atime</i> - display when a specified file was last accessed <i>dirname</i> - displays the directory path to a specified file <i>executable</i> - display whether a specified file is executable by the current user <i>exists</i> - display whether a specified file exists and the current user has search privileges for the directories leading to it
find	Find files by name, or by other characteristics
grep	Search a file for a character string
groupadd	Create a user group
ifconfig	Assign an address to a network interface and/or configure network interface parameters. The following option might be useful: <i>-a</i> - apply the command to all interfaces in the system
kill	Send a signal to a process, or terminate a process
ls	List the contents of a directory
make	Determine automatically which pieces of a large program need to be recompiled, and issue the commands to recompile them
man	Display UNIX reference manual pages or display reference pages associated with a specified keyword
mkdir	Create a directory
more	View information/a file a screen at a time
mv	Move or rename files

Table 4-1 UNIX Commands (*Continued*)

Command	Description
netstat	Display the contents of various network-related data structures in various formats. The following options can be useful: <i>-a</i> - show the state of all sockets and all routing table entries <i>-n</i> - show network addresses as numbers
page	Page through a text file
passwd	Change local or Network Information System (NIS) password information
ps	Display the status of current processes
pwd	Display the pathname of the current working directory
rlogin	Log in remotely to a different machine
rm	Delete files
rmdir	Delete directories
set	Set the value of all shell variables
setenv	Set environment variables
showrev	Show machine and software revision information
tar	Create or extract from an archive file. The following options can be useful: <i>tar xvf <filespec> *.*</i> - extracts all files from the archive file identified by <filespec> into current directory <i>tar cvf <filespec> *.*</i> - creates archive of all files in current directory in file identified by <filespec>
uncompress	Restore files to their original state after they have been compressed by <i>compress</i> utility
umask	Show the default permissions for viewing files
uname	Display the name of the current system
which	Given a list of names, look for the files which would be executed had the listed names been entered as commands.
xhost	Add and delete host names to the list allowed to make connections to the X server. Syntax: xhost + <name>

Solaris Patches Required

Depending on the version of Solaris you are using, you must apply different Solaris patches. Solaris patches are available from Sun Microsystems' SunSolve home page:

```
http://sunsolve.sun.com/
```

The following sections contain specific URLs where you can download the particular patches you must apply to the different versions of Solaris.

To find out what operating system patches have been applied to your system, enter:

```
# showrev -p
```

If you see the following output, patches have been applied that enable the ECXpert Java user interface to function properly.

```
# showrev -p
Patch: 103663-08  Obsoletes: 103683-01, Requires:, Incompatibles:,
iss_sparc-01  Packages: SUNWcsu, SUNWcsr, SUNWhea
Patch: 103594-10  Obsoletes: , Requires:, 103663-01, Incompatibles:
Packages: SUNWcsu
Patch: 103680-01  Obsoletes: , Requires:, 103663-01  Packages:
SUNWcsu
Patch: 103686-02  Obsoletes: , Requires:, 103663-01, Incompatibles:
Packages: SUNWnisu
```

If you see the following output, it means that no patches at all have been applied:

```
# showrev -p
showrev: opendir
```

Solaris 2.6 Patch Clusters

If you are using Solaris 2.6, iPlanet recommends you apply the following patch cluster:

```
105181-05 March 1998
```

You might be able to download this patch cluster from:

```
ftp://sunsolve.Sun.COM/pub/patches/105181-05.tar.Z
```

Refer to the following *README* file for instructions on applying this patch cluster:

```
ftp://sunsolve.Sun.COM/pub/patches/105181.readme
```

iPlanet recommends you apply the *105181-05 March 1998* patch cluster because it is the only Solaris 2.6 patch cluster that has been thoroughly tested with ECXpert.

You might instead choose to apply the latest Solaris recommended patch cluster for Solaris 2.6. The Solaris recommended patch cluster is updated every 15 days, so it will be a later version than the iPlanet recommended patch cluster and will **not** have been tested with ECXpert 3.5.

You can download the latest Solaris recommended 2.6 patch cluster from:

```
ftp://sunsolve.Sun.COM/pub/patches/2.6_Recommended.tar.Z
```

Refer to the following *README* file for instructions on applying this patch cluster:

```
ftp://sunsolve.Sun.COM/pub/patches/2.6_Recommended.README
```

To find out which, if any, patch cluster has been applied to your machine, enter either of the following commands:

- `showrev`
- `uname -a`

If the iPlanet recommended patch cluster has been applied, the `showrev` command will produce output similar to the following:

```
# showrev
Hostname: myhost
Hostid: 80859468
Release: 5.6
Kernel architecture: sun4u
Application architecture: sparc
Hardware provider: Sun_Microsystems
Domain: myserver.com
Kernel version: SunOS 5.6 Generic 105181-05 March 1998
```

If the iPlanet recommended patch cluster has been applied, the `uname -a` command will produce output similar to the following:

```
# uname -a
SunOS myhost 5.6 Generic_105181-05 sun4u sparc SUNW,Ultra-1
```

Oracle8i Database

How to Tell if the Oracle8i Database is Running

Solaris At a Unix command line, type the following:

```
# ps -ef | grep ora
```

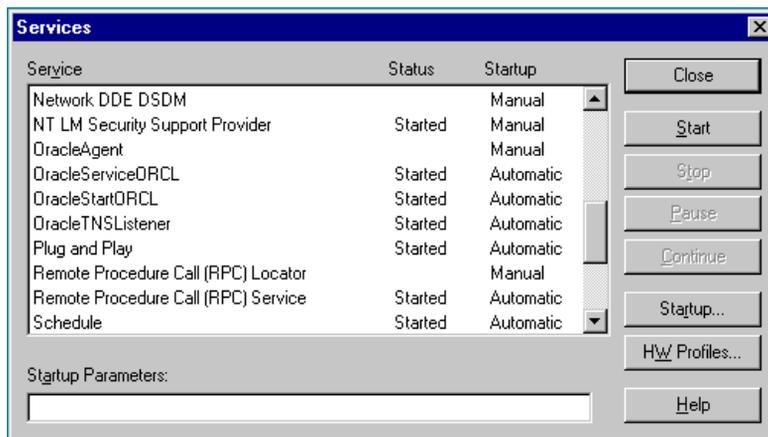
You should see at least the following processes listed:

```
oracle8i859867019:07:29pts/10:00-csh
oracle8i7851014:32:13?0:00ora_pmon_ECX
oracle8i7871014:32:14?0:00ora_dbwr_ECX
oracle8i7891014:32:14?0:00ora_lgwr_ECX
oracle8i7911014:32:14?0:00ora_smon_ECX
oracle8i7931014:32:14?0:00ora_reco_ECX
```

If you do not, you might need to start or restart the Oracle8i database. For more information, see [“Start the Oracle8i Database” on page 94](#).

Windows NT Choose **Start | Settings | Control Panel | Services** to view a listing of Windows NT Services, as shown in [Figure 4-1](#).

Figure 4-1 Windows NT Service List



Verify that the “Oracle ServiceORCL” and “Oracle StartORCL” Services have a status of “Started.” If either does not, highlight it and then click the **Start** button.

How to Tell if the SQL*Net8 Listener is Running

Solaris

At a Unix command line, type the following:

```
# ps -ef | grep tnslnr
```

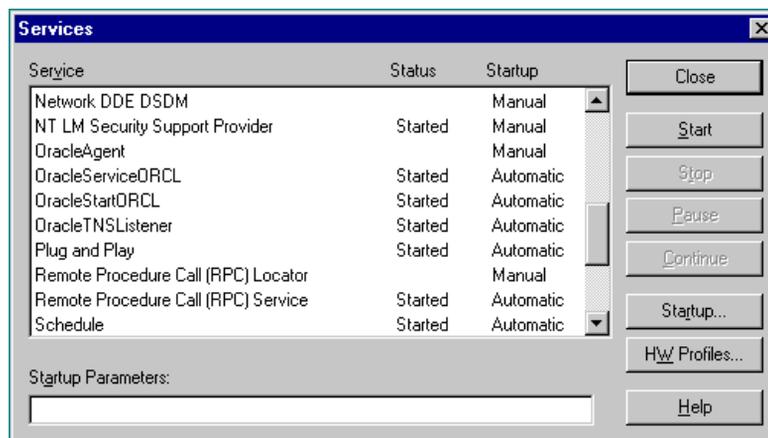
You should see the following process listed:

```
oracle8i 891 1 0 19:11:02 ? 0:00 /export2/oracle8i/bin/tnslsnr
tcp_listener -inherit
```

If you do not, you might need to start or restart the SQL*Net8 Listener. For more information, see [Step 6 on page 95](#), “Start the Oracle SQL*Net8 Listener.”

Windows NT

Choose **Start** | **Settings** | **Control Panel** | **Services** to view a listing of Windows NT Services:



Verify that the “Oracle TNSListener” Service has a status of “Started.” If it does not, highlight it and then click the **Start** button.

Troubleshooting Database Connectivity Using SQL*Net8

Windows NT

Setting Up and Testing Database Connectivity

NOTE iPlanet recommends that you verify that the iPlanet ECXpert installer can log in and create tables before you install iPlanet ECXpert.

Follow the steps below to create a `tnsnames.ora` file. You will add the values from the sample `tnsnames.ora` file using the section `Example1.world` as a template.

- **For the Oracle8 server**, the `tnsnames.ora` is located in the `d:\ORANT\NETWORK\NET80\ADMIN\SAMPLE` directory, where *d*: is the drive where Oracle is installed.

1. Find and open in Notepad the following file:

```
C:\ORANT\NETWORK\ADMIN\SAMPLE\TNSNAMES.ORA
```

where *C*: is the drive where Oracle is installed.

2. Copy the following section from that file and paste it into a new file:

```
Example1.world=
  (DESCRIPTION=
    (ADDRESS_LIST=
      (ADDRESS=
        (COMMUNITY=tcp.world)
        (PROTOCOL=TCP)
        (HOST=Production1)
        (PORT=1521)
      )
    )
    (CONNECT_DATA=(SID=SID1)
  )
)
```

3. Remove the `COMMUNITY` line.

In the new file, remove the line:

```
(COMMUNITY=tcp.world)
```

4. Change the `.world` line

Change the line:

```
Example1.world=
```

to:

```
<myserver>.world=
```

where *<myserver>* is any string you want to use as your Host String.

NOTE The value you use as your Host String here is also the value you must give when testing connectivity to your Oracle database when logging in at the SQL*Plus Logon window, as described in [Step 10](#) below.

5. Change the Host line.

In the line:

```
(Host=Production1)
```

Change *Production1* to your hostname.

6. Change the CONNECT_DATA line.

In the line:

```
(CONNECT_DATA=(SID=SID1))
```

Change *SID1* to your Oracle SID. The system default value is *ORCL*.

7. If necessary, change the PORT line.

If you are using a port number other than 1521, in the line:

```
(PORT=1521)
```

Change 1521 to your port number.

8. Save the new file.

- o **For the Oracle8 server**, save the `tnsnames.ora` in the `d:\ORANT\NETWORK\NET80\ADMIN` directory, where *d*: is the drive where Oracle is installed.

9. Close Notepad.

10. Test your connectivity.

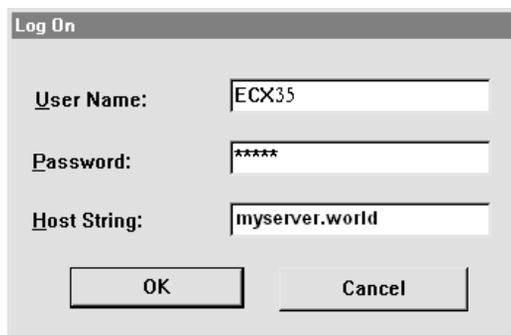
From the Windows taskbar, choose the following:

Start | Programs | Oracle for Windows NT

- o choose **SQL Plus 8.0**.

In the SQL*Plus **Log On** dialog box that appears next, as shown in [Figure 4-2](#), log into the iPlanet ECXpert server machine using User Name **ECX35** and password **ECX35** (or the name and password for the iPlanet ECXpert account you created), and the Host String from your `tnsnames.ora` file.

Figure 4-2 SQL*Plus Log On Dialog Screen



The message below appears in the SQL*Plus window shortly if your test is successful.

- the following message appears.

```
Connected to:
Oracle8 Enterprise Edition Release 8i - Production
With the the Partitioning and Objects options
PL/SQL Release 8.0.4.3.0 - Production
```

If you do not see this message, or if you get an error message, skip to step 12 below.

11. Repeat the test from inside SQL*Plus.

```
SQL> connect ECX35/ECX35@<your_connect_string>
SQL> exit
```

12. Correct any connectivity problems.

If the test at either Step 10 or Step 11 failed, check the `tnsnames.ora` and `listener.ora` files to validate the settings, such as hostname and SID.

After making any necessary changes, return to [Step 10](#) above.

If you have successfully connected to the database using SQL*Plus, you will be able to connect during the ECXpert installation. If you cannot connect to the database using this method, you definitely will not be able to connect during the ECXpert installation.

Solaris

Setting Up and Testing Database Connectivity

Before you install ECXpert, set up and test your database to be sure that user `root` has access to the database, so that you can successfully install ECXpert. If user `root` doesn't have access to the database, you will get error messages during the ECXpert installation.

NOTE For remote client configuration, you can install ECXpert to use an Oracle8i database located on a remote machine. If you want to do this, you still need to install the Oracle8i client on the local machine, edit the `tnsnames.ora` file, and test the database connectivity.

If you are installing Oracle as a remote client, at the Software Asset Manager screen, you must select the following software in addition to any other software you want to install:

- SQL*Plus
 - Oracle Net8
 - TCP/IP Protocol Adapter
-

Remote Client Configuration

1. Log in as user `root`.

```
# su - root
```

2. Determine the shell that `root` uses.

```
# echo $SHELL
```

The output of this command identifies the shell that `root` uses, which determines its associated environment file:

Output	Shell Being Used	Environment File
<code>/sbin/sh</code>	Bourne	<code>.profile</code>
<code>/sbin/csh</code>	C	<code>.cshrc</code>

Output	Shell Being Used	Environment File
/sbin/ksh	Korn	.profile or .kshrc

- Determine the shell that oracle uses.

```
# cat /etc/passwd | grep oracle
```

The output of this command lists the shell at the end, as in the sample below:

```
oracle:x:50004:10003::/export/home/oracle:/bin/csh
```

where the shell is `csh`.

- Get into the oracle shell.

Locate the shell in the “Output” column of the table in [Step 2](#) above, then look up the entry in the “Environment File” column for the same row.

- If you are using the C shell, enter the following command:

```
# source ~oracle/.cshrc
```

- If you are using the Korn shell or the Bourne shell, enter the following command:

```
# . ~oracle/<your_environment_file>
```

- Check the environment settings.

```
# env
```

The following sample output of this command lists the environment variables that must be set:

```
$ORACLE_HOME=<$ORACLE_HOME from worksheet>
$ORACLE_SID=ECX
$NLS_LANG=<$NLS_LANG from worksheet>
$LD_LIBRARY_PATH=$ORACLE_HOME/lib:$LD_LIBRARY_PATH
$PATH=$ORACLE_HOME/bin:$ORACLE_HOME:$PATH
$DISPLAY=<hostname>:0.0
$TNS_ADMIN=$ORACLE_HOME/network/admin
```

- Correct environment variable definitions as necessary.

If any of the above environment variables are not properly defined:

- Become user `oracle` (`su - oracle`).

- Open the environment file that you referenced in [Step 4](#) above in a text editor and add or modify the definitions as necessary.
 - Save the environment file and exit the text editor.
7. Enable changes in environment variable definitions.

If you made changes in the environment file in [Step 6](#) above, you can enable those changes now by switching to another user and then switching back:

```
# su - root
# su - oracle
```

Alternatively, you could restart your system and log in as `oracle`.

8. Check your `tnsnames.ora` file to make sure it contains the correct information.
9. Connect to the database from the UNIX command line.

```
# sqlplus ECX35/ECX35@<your_connect_string>
```

If this test fails, skip to [Step 11](#).

10. Repeat the test from inside SQL*Plus:

```
SQL> connect ECX35/ECX35@<your_connect_string>
SQL> exit
```

11. Correct any connectivity problems.

If the test at either [Step 9](#) or [Step 10](#) failed, check the `tnsnames.ora` and `listener.ora` file to validate the settings, such as hostname and SID.

After making any necessary changes, go back to [Step 9](#) above.

If you have successfully connected to the database using SQL*Plus, you will be able to connect during the iPlanet ECXpert installation. If you cannot connect to the database using this method, you definitely will not be able to connect during the ECXpert installation.

Manually Rebuilding the libclntsh.so File

Before you install ECXpert, you must rebuild the `$ORACLE_HOME/lib/libclntsh.so` file. If you do not do this, you will get errors during ECXpert installation steps five and six, and the ECXpert installation will not work.

1. Before you rebuild `libclntsch.so`, hand-edit the `$ORACLE_HOME/bin/genclntsh` file to comment out the line:

```
# ar d $LIBCOMMON sorapt.o
```

2. Add a line that reads “`opinit`” immediately after the line that reads “`oparse`” and immediately before the line that reads “`orlon`.” For example:

```
oparse
opinit
orlon
```

3. Run `genclntsh*`, which will generate a new `$ORACLE_HOME/lib/libclntsh.so` file.
4. To tell if this worked, enter the following commands:

```
# nm -A libclntsh.so | grep kglpno
# nm -A libclntsh.so | grep slpmpnodstab
# nm -A libclntsh.so | grep opinit
# nm -A libclntsh.so | grep opinit.s
```

If it worked, the following symbols appear:

```
libclntsh.so: [13174] | 4829324| 12|OBJT |GLOB |0 |15 |kglpno
libclntsh.so: [12972] | 4843548| 64|OBJT |GLOB |0 |15
|slpmpnodstab
libclntsh.so: [7005] | 429228| 12|FUNC |GLOB |0 |8 |opinit
libclntsh.so: [297] | 0| 0|FILE |LOCL |0 |ABS |opinit.s
```

*For Oracle8i, you should *not* need to manually rebuild the client library files using the `genclntsh` file at all *if* you had the Oracle8 installer relink/rebuild the OCI client for you.

The database connectivity test that you do before installing ECXpert (for instructions, see [“Troubleshooting Database Connectivity Using SQL*Net8” on page 164](#)) should tell whether there is a problem and a need to rebuild the client library.

And, after creating the new tables in Step Six, the encryption of the passwords will fail with the following error:

```
ld.so.1 /export/ecx1/Actra-apps/ECXpert/bin/bdgetpasswd: fatal:
relocation error: symbol not found: slpmpnodstab referenced in
/export/app/oracle/prod/v804/lib/libclntsh.so.1.0
```

If you're not getting this error or other similar errors, your installation is fine.

Two further reasons for rebuilding the `libclntsh.so` file are:

- If you're missing `kglpno`, you will get a SQL*Plus error during ECXpert installation. If you do not get this error when testing your database connectivity, there is likely no problem.

```
ora_dropdb: ld.so.1 sqlplus: fatal relocation error: symbol not
found: kglpno: referenced in sqlplus
```

- If you are missing `opinit`, you will get an error when using ECXpert with BuyerXpert and/or SellerXpert.

```
ld.so.1 sqlplus: fatal relocation error: symbol not found:
opinit: referenced in sqlplus
```

For more details on this particular scenario, see [“iPlanet BuyerXpert and SellerXpert” on page 197](#).

Commonly Encountered Oracle Error Messages

For a list of commonly encountered Oracle error messages, refer to [Appendix B, “Common Oracle Errors/Messages.”](#)

For additional information...

For more details on working with Oracle, refer to the following sections:

- [“Sample SQL Scripts to Query ECXpert Tables” on page 30](#)
- [“Increasing Tablespace Using Oracle Enterprise Manager on WinNT” on page 37](#)
- [“Increasing Tablespace Using Oracle Server Manager on Solaris” on page 42](#)
- [“Changing the iPlanet ECXpert Oracle Database Owner’s Password” on page 50](#)
- [“Usability if Connection to Oracle8i Database is Broken” on page 65.](#)
- [“Automatic Startup of Windows NT Services” on page 82.](#)
- Solaris - [“Starting the Oracle8i Database and SQL*Net8 Listener” on page 93.](#)
- Windows NT - [“Stopping the Oracle Database and the SQL*Net or Net8 Listener” on page 96.](#)

Oracle8i Issues

Optimal Flexible Architecture (OFA) Compliance

All new installations and all database creations performed with the Oracle 8i Installer comply with the Optimal Flexible Architecture (OFA) standard. This has resulted in new recommended pathnames for standard environment variables.

For example, the OFA recommended value for the `$ORACLE_BASE` environment variable is:

```
<software_mount_point>/app/oracle
```

where the `<software_mount_point>` is the directory in which you intend to install Oracle.

NOTE While an `$ORACLE_BASE` environment variable is not required, the OFA standard recommends that you enter a value for `$ORACLE_BASE`.

The OFA recommended value for the `$ORACLE_HOME` environment variable is:

```
<software_mount_point>/app/oracle/product/8i
```

where the `<software_mount_point>` is the directory in which you intend to install Oracle.

The OFA is described in detail in Chapter 1 of your *Oracle8i Administrator's Reference* manual for Sun SPARC Solaris.

Setting Up Environment Variables

When you set up your environment prior to installing or upgrading, make sure that the `$ORACLE_HOME/lib` directory appears as the first value in the `$LD_LIBRARY_PATH` environment variable. If you do not do this, you will get errors when you later use SQL*Plus.

If you are upgrading, you must also set the following environment variables:

- `$ORA_NLS - $ORACLE_HOME/ocommon/nls/admin/data`

where `$ORACLE_HOME` is the `$ORACLE_HOME` of the new Oracle8, release 8.0.4 installation.

- `$ORA_NLS33 - $ORACLE_HOME/ocommon/nls/admin/data`

where `$ORACLE_HOME` is the `$ORACLE_HOME` of the new Oracle8, release 8.0.4 installation.

Upgrade Only - New \$ORACLE_HOME Directory

Both Oracle Corporation and iPlanet recommend that you use a new `$ORACLE_HOME` directory to upgrade Oracle. Be sure to use the Oracle-recommended OFA-compliant value for `$ORACLE_HOME` (see “[Optimal Flexible Architecture \(OFA\) Compliance](#)” on page 173).

Because you’ll be using a new `$ORACLE_HOME`, you might wish to relocate your existing database files. This is a complex procedure. Carefully follow the instructions detailed in the *Oracle8 Installation Guide*, Chapter 5, “Upgrading and Migrating” to relocate your existing database files.

Mercator Issues

Known Problems and Required Patches

There are several potential problems with use of Mercator maps that can easily be avoided. One involves use of the comma as the decimal character in EDIFACT maps. Most are related to data validation. These potential problems are listed below:

- [Older Maps](#)
- [Create Only One Transaction Set per Output Card](#)
- [Using Comma for Decimal Character \(EDIFACT only\)](#)
- [Reporting Missing Mandatory Segments](#)
- [Validating the Document Segment Count](#)
- [Not Using “Reject” cards when “Restart” Feature is Turned off](#)

- **Input Card Files Change to All Caps**
- **Testing a Map Outside ECXpert—Solaris**

The following sections explain how to avoid these problems. The examples given are ANSI X12, but the same process works with EDIFACT.

Older Maps

To use maps from Mercator 1.4.2 or earlier, you should recompile all your source files using the Mercator 5.0 SP3 authoring tool, particularly if you are using XML data.

ECXpert includes an updated Mercator translation server (Mercator 5.0 SP3) built inside ECXpert, as well as its companion Mercator authoring tool (Design Studio 5.0 SP3). The changes introduced in the Mercator Service Pack might not directly affect your specific maps, but it is always advisable to compile ('build') your maps with the version of the authoring tool that is version-compatible with ECXpert's embedded translation engine.

Create Only One Transaction Set per Output Card

There is a requirement for using ECXpert that, when you design your map, you have the map create only one transaction set per output card if you are not using any enveloping.

Otherwise the map's output must be completely enveloped (meaning that you would use the map as a non-EDI map).

Input Card Cannot Also be Output Card

There is a requirement for ECXpert that the same file cannot simultaneously be both an input card and an output card.

Using Comma for Decimal Character (EDIFACT only)

If you are using Mercator 1.3e to create EDIFACT maps, the period decimal character is accepted, but the comma decimal character is not.

Reporting Missing Mandatory Segments

If an entire mandatory segment is missing from an EDI document, the error is not surfaced from Mercator to ECXpert unless you have turned off "Restart" in your type tree for the components in question. Follow the steps below to turn off "Restart" in Mercator:

1. Launch the Mercator Type Designer.

2. Open your type tree.
3. Expand the type tree.

In this example, we are using the ANSI X12 version 003020 type tree with an 810 document that looks like this:

```
EDI
|--Interchange
|-- Inbound
    |--X12
        |--Partner
```

4. Double-click a component.

In this example, you would double-click the “Partner” component. With “Restart” on, the Component window shows a small icon to the left of the Component name.

5. Turn off “Restart.”

Right click the icon, or choose **Component | Restart** from the menu. The icon to the left of the Component name should disappear, indicating that “Restart” is turned off.

6. Repeat these steps for the rest of the tree.

Repeat [Step 4](#) and [Step 5](#) above for each relevant component in the tree.

NOTE Choose **Type | Save** from the menu bar to save each type tree.

7. Without closing the Mercator Type Designer, launch the Mercator Map Designer.
8. Open your map.

Select input card. From the menu, select **Card | Edit** and specifically select the same type tree again to re-read the modified file.
9. Build and run your map on “good” sample data.

Use a sample input data file that does not have any mandatory segments missing.
10. If necessary, port the map again to Sun Solaris.

Copy the map, or FTP the map in binary mode, to the ECXpert directory,
`$NSBASE/NS-apps/ECXpert/maps`

11. Test the new map on “bad” sample data.

Submit a document that is missing a mandatory segment. Your Activity Tracking Event Log should show errors.

The following was produced by sample data for an 810 missing the BIG segment:

```
Error 8 performing mapping
PM_INPUTINVALID: A validation error occurred on an input file
```

Validating the Document Segment Count

Both ANSI X12 and EDIFACT provide for a segment count in the document that can be used as a cross-check to ensure that all segments sent are present. In ANSI X12, this segment count occurs as the first offset field in the SE segment. In order to make sure that the segment count matches the number of segments in a Transaction Set, you must modify the standard component rule in the tree.

In ANSI X12, in each transaction set group, the unmodified component rule for the SE Segment would read something like this:

```
TSctrl# Element:$ = TSctrl# Element:ST Segment
```

This rule checks to make sure the control number in the ST matches the control number in the SE. For each transaction set where you want to add the check for the number of segments, modify this rule to be:

```
InclSegments Element:$ = Count(Segment IN COMPONENT)
& TSctrl# Element:$ = TSctrl# Element:ST Segment
```

Not Using “Reject” cards when “Restart” Feature is Turned off

Please note that Mercator’s mapping features “Restart” and “Reject” work in tandem. If you turn off “Restart” in order to get proper data validation, or for some other reason, you must design your map so that it does not use any “Reject” cards.

Input Card Files Change to All Caps

During the port process, Mercator Map Authoring System changes the names of the input card files to all caps.

Example Input card #2 needs `PARTXREF.txt` (on Windows) and this becomes `PARTXREF.TXT` (on Solaris).

This means that when the extra input file is copied into `$(NSBASE)/NS-apps/ECXpert/data/input` it must have a filename in all caps.

Testing a Map Outside ECXpert—Solaris

You can run a map outside of iPlanet ECXpert using the Solaris version of the Mercator Execution Engine. This section explains how to configure your system to use the Mercator Execution Engine and run a map. For more details, see your Mercator documentation, specifically the *Execution Commands Reference Guide*.

Configuring Your System to Use the Mercator Execution Engine

The files needed to run the Mercator Execution Engine are:

- o `mercator`
- o `libdutil.so`

For convenience, copy the executable, `mercator`, into your `$(NSBASE)/NS-apps/ECXpert/bin` directory and copy the library file, `libdutil.so`, into the `$(NSBASE)/NS-apps/ECXpert/lib` directory.

CAUTION If a `libdutil.so` file already exists in the `$(NSBASE)/NS-apps/ECXpert/lib` directory, do not overwrite it. Use this file instead of copying in the Mercator `libdutil.so` file.

Technically, these files can be copied wherever you like, but the environment variables `$PATH` and `$LD_LIBRARY_PATH` must include the locations of these files. In other words, `$PATH` must include the directory where the executable `mercator` is located; `$LD_LIBRARY_PATH` must include the directory where the library `libdutil.so` is located.

NOTE Make sure you have set the permissions on `mercator` to include 'x' for the user you are when you run the executable.

Running a Map

This section explains how to run a map using a specific sample map, `Invoices.map`, so you can work through this section as an exercise. For generic instructions, please refer to your Mercator documentation, specifically the *Execution Commands Reference Guide*.

1. Determine which input file(s) the map uses.

If you do not know which input file(s) the map uses, enter the following command to list the input and output cards for the map:

```
# cd $NSBASE/NS-apps/ECXpert/maps
# ../bin/mercator Invoices.map
```

2. Run the map.

You might run a map using the map's current input file, specifying a different input file, or turning tracing and auditing on. All three options will place the output in the same directory as the map.

NOTE If you have problems running your map outside of ECXpert, it is unlikely that it will run properly inside ECXpert.

- To run the map using the current input file, enter the following command:

```
# ../bin/mercator Invoices.map
```

- To run the map using a different input file, enter the following command:

```
# ../bin/mercator Invoices.map -if1 /tmp/my_input_data.txt
```

- To run the map with tracing and auditing turned on, enter the following command:

```
# ../bin/mercator Invoices.map -if1 /tmp/my_input_data.txt -AE
-TIO
```

The output will include trace files for both the input and output, as well as an audit file if auditing was turned on as a Run Option in the map itself.

Map Execution Results

When you design a map using the Mercator Map Authoring System, you can compile (build) and run the map before using it with ECXpert.

NOTE If you are designing a map to be used with ECXpert - Solaris, you must also port the map to the Solaris platform. See the *Mercator Map Editor Reference Guide*, Chapter 16 - Porting a Map, for more information.

When you test your map by building and running it in the Mercator Map Authoring System, the runtime message:

```
0 - Map Completed Successfully
```

indicates that your output will be as desired.

However, if you get other errors, particularly errors such as:

```
21 - Input valid but unknown data found
```

```
8 - One or more inputs was invalid
```

you must resolve these errors before attempting to use the compiled map within ECXpert.

For more information, see the following chapters in the *Mercator Map Editor Reference Guide*:

- o Chapter 14 - Auditing Data
- o Chapter 15 - Debugging a Map

Using Mercator's Map Audit File

NOTE The most commonly useful debugging tool is the audit file. See *Mercator Map Editor Reference Guide*, Ch. 14 - Auditing Data.

- Typically, input cards are audited, but not output cards.
- You must set any desired audit settings before you build your map. An example of an audit map with XML format is provided below.

Table 4-2 Mercator Audit Map in XML Format

```
<MercatorMapAudit StartTime="18:46:37 January 31, 2001">
<Platform>Mercator Command Execution Engine for Solaris(TM) - Version
5.0(629)</
Platform>
<Burst count="1">
<DataLog>
<input card="1">
<object index="1" level="1" size="7" status="\00">Record</object>
<object index="2" level="1" size="6" status="\00">Record</object>
<object index="3" level="1" size="6" status="\00">Record</object>
```

Table 4-2 Mercator Audit Map in XML Format

```

</DataLog>
<ExecutionLog burstreturn="0" ElapsedSec="0">
<inputstatus card="1" bytes="2062" adapterreturn="0"
contentreturn="0"/>
<outputstatus card="1" bytes="266" adapterreturn="0"
contentreturn="0"/>
</ExecutionLog>
</Burst>
<ExecutionSummary MapStatus="Valid" mapreturn="0" ElapsedSec="0"
BurstRestartCount="0">
  <Message>Map completed successfully</Message>
  <CommandLine>/u/aartin/mercator5.0/src/Invoices.map -aed</CommandLine>
  <ObjectsFound>477</ObjectsFound>
  <ObjectsBuilt>73</ObjectsBuilt>
  <SourceReport card="1" adapter="File" bytes="2062" adapterreturn="0">
    <Message>Data read successfully</Message>
    <Settings>/u/aartin/mercator5.0/src/EDI_INV.TXT</Settings>
    <TimeStamp>13:51:17 September 27, 2000</TimeStamp>
  </SourceReport>

  <TargetReport card="1" adapter="File" bytes="266" adapterreturn="0">
    <Message>Data written successfully</Message>
    <Settings>/u/aartin/mercator5.0/src/flatinv.txt</Settings>
    <TimeStamp>18:46:52 January 31, 2001</TimeStamp>
  </TargetReport>
  <WorkArea type="File">
    <inputarea card="1" Path="/u/aartin/mercator5.0/src/Invoices.I01"
TimeStamp="
18:46:52 January 31, 2001" bytes="74173"/>
  </WorkArea>
</ExecutionSummary>

```

Using Mercator's Trace File

The Mercator Map Authoring System provides the capability to trace map execution, for debugging purposes.

To run a map using the Mercator Execution Engine with tracing turned on, simply give the option for which cards you want traced:

- TI means trace the input card(s)
- TO means trace the output card(s)
- TIO means trace both input and output cards

The file created as a trace file will be named *<mapname>*.msg and will be located in the same directory as the map.

See also [“Caveats for Using Mercator’s Audit and Trace Files with ECXpert” on page 184](#) for the parameters in the

`$/NSBASE/NS-apps/ECXpert/config/ecx.ini` file used to determine which directory will be used for the trace files.

Below is an excerpt from a trace file generated by running a map called `samplePO.sun`.

The input file used for the example below (`SamplePO.msg`) has the an incorrect Sender QualifierID value, in that the field length is only 11 characters, and the ANSI X12 standard requires 15 characters.

The Mercator error this causes is:

```
Error 8 - One or more inputs was invalid
```

In ECXpert, this error would cause the file to fail Parse, with:

```
Error 9918 - PM_INPUTINVALID: A validation error occurred on an
input file
```

Related

Information See also [“Testing a Map Outside ECXpert—Solaris” on page 178](#), [“Running a Map,” step 2](#), the third bulleted example.

SamplePO.msg

Code Example 4-1 SamplePO.msg

```
...

(Level 4: Offset 35, len 12, comp 6 of 15, #1, DI 00000005:)
Data at offset 35 ('4085423277 ...') is the wrong size for TYPE
X'001A' (InterchangeSenderID Element Control ANSI EDI).

(Level 4: Offset 35, len 12, comp 6 of 15, #1, DI 00000005:)
Data at offset 35 ('4085423277 ') is INVALID data of TYPE
X'001A' (InterchangeSenderID Element Control ANSI EDI).

...

(Level 2: Offset 0, len 0, comp 1 of 4, #1, DI 00000001:)
COMPONENT number 1 of TYPE X'0009' (Partner X12 Inbound Interchange EDI)
is required, but does not exist.

(Level 1: Offset 0, len 0, comp 1 of 1, #1, DI 00000001:)
Attempting RESTART at offset 0 ('ISA*00* ...') for TYPE
X'0009' (Partner X12 Inbound Interchange EDI).

(Level 1: Offset 5135, len 0, comp 1 of 1, #1, DI 00000004:)
RESTART completed at offset 5135 ('(end of data)...') with TYPE
```

Code Example 4-1 SamplePO.msg

```

X'0005' (Partner X12 Inbound Transmission EDI).

(Level 0: Offset 0, len 5135, comp 1 of 0, #1, DI 00000004:)
Data at offset 0 ('ISA*00*' ) was found to be of TYPE
X'0005' (Partner X12 Inbound Transmission EDI).

INPUT 1 was valid, but it contained invalid objects.

End of Validation messages for INPUT CARD 1.
End of Execution messages.

```

In this trace file (SamplePO.msg), the message:

```

(Level 4: Offset 35, len 12, comp 6 of 15, #1, DI 00000005:)
Data at offset 35 ('4085423277 ...') is the wrong size for TYPE
X'001A' (InterchangeSenderID Element Control ANSI EDI)

```

stands out as a warning signal. If you are familiar with the ANSI X12 EDI Standard, you might recognize the component name “InterchangeSenderID” and that would be sufficient to help you track down the problem.

However, if you don't know *why* the value “4085423277” is the wrong size, or what the correct size should be, you can walk backward through the map's Type Tree to find out what the field length should be.

Use the following value in reverse:

InterchangeSenderID Element Control ANSI EDI

as shown below, using the Mercator Type Designer to open the ANSI X12 3020 Type Tree, ansi3020.mtt:

To open the ANSI X12 3020 Type Tree using the Mercator Type Designer, follow these steps:

1. From the Windows NT task bar, choose **Start | Programs | Mercator Type Tree Designer**.
2. Choose **File | Open** and locate *ansi3020.mtt*.

Once you have found and highlighted the element in question, InterchangeSenderID, right click to get **Properties | Item Attributes**. Once the Properties window is displayed, expand:

Item | Sub-class | Size | Min or Max.

Based on the Item Attributes for this element, you can determine that the data should have 15 characters, even if the value "4085423277" doesn't fill all 15 character spaces. The value should be appended (or "padded") with five blank spaces to preserve the required field length. In our data file, we only had one blank space.

Related Information For more information, see the following chapters in the *Mercator Map Editor Reference Guide*:

- o Chapter 14 - Auditing Data
- o Chapter 15 - Debugging a Map

Caveats for Using Mercator's Audit and Trace Files with ECXpert

Caveat Currently, ECXpert uses:

```
traceDir
auditDir
auditSwitch
traceSwitch
```

rather than "trace_dir" and "audit_dir" and "trace_file" and "audit_file" from earlier releases of ECXpert.

Caveat When you are testing your map, all of the input cards and the map might be located in the same directory. When using the map within ECXpert, please bear in mind the following directory structure:

- Your compiled map goes here:

```
$NSBASE/NS-apps/ECXpert/maps
```

Windows NT—By default, your compiled map is the *.mmc file.

Solaris—You would also have ported your compiled map, to create a *.sun file. Please note that when you FTP the compiled, ported map to the Solaris system where ECXpert is installed, you must use binary transfer mode.

- The data file for the 1st input card when the file is submitted to ECXpert will go here:

`$NSBASE/NS-apps/ECXpert/data/work/trk`

- Any additional input card files (cross-reference tables, helper cards, and so on) go here:

`$NSBASE/NS-apps/ECXpert/data/input`

Solaris—Note that, when the map is compiled, all the filenames of the various input cards are compiled into the map in upper-case form. When you FTP the additional input cards to the Solaris system where ECXpert is installed, make sure to use binary transfer mode and to verify that the name of the file created is all upper-case letters.

- The map output will go here when the map is run in ECXpert:

`$NSBASE/NS-apps/ECXpert/data/output`

Caveat If you turn on “keep_files,” you are instructing the Mercator Execution Engine not to delete the workfiles it has created for each card of the map. This can be useful for debugging purposes.

However, if you are running in a multi-threaded mode, the workfiles might need to be reused before the file locks are released. This causes the Mercator Error 13 - “Could not open work files” and/or the ECXpert Error 9913 - “PM_OPENWORKFAILED.”

Checking EDI Standard Compliance for a Modified Type Tree

The Mercator mapping software does not check for EDI standard compliance. If you are using an EDI standard-compliant Type Tree that you have never modified, you do not need to check it for EDI standard compliance. However, if you have modified your Type Tree, your Type Tree might not be EDI standard compliant.

To check your Type Tree for EDI standard compliance, compare your type tree with the original type tree for the EDI standard you are using (for example, X12). This can be done by exporting each type tree and using an outside utility (such as the shareware program “wdiff”) to compare the files.

To do export your type tree:

1. Open your type tree.
2. Select the root level of the type tree.
3. Choose the menu choices **Tree | Export**.

This will create a *.MTS file, which you can compare with the *.MTS file from the modified Type Tree.

For more information on exporting a Type Tree, refer to TSI's Technical Bulletin #16, which is included with the Mercator installation disks.

Commonly Encountered Mercator Error Messages

For a list of commonly encountered Mercator error messages, refer to [Appendix C](#).

Troubleshooting Error 8969

8969 — BDGdispatchMain:: could not initialize the Mercator api

Severity 10  Informational

Component parse

Cause A previous attempt to start or stop ECXpert somehow left shared memory or semaphores allocated, so the subsequent attempt to start ECXpert failed.

Actions Stop ECXpert, Oracle, and iPlanet Web Server as cleanly as possible. (It might be necessary to kill leftover processes, depending on how uncleanly the system was shutdown the previous time.might)

1. Make sure all shared memory and semaphores have been released. At a Unix prompt, give the command:

```
ipcs -a
```

Look for any shared memory segments and semaphores owned by actraadm and remove them using the Unix command:

```
ipcrm <ID>
```

2. Delete the files /tmp/.mercSHMID and /tmp/mercinfo.log if they exist.
3. Restart the iPlanet Web Server and Oracle DB.
4. Restart ECXpert.

Perl32, DOS Batch Files, Visual Basic Programs as Custom Services

Due to a Windows NT limitation, ECXpert Custom Services cannot call any program, script or batch file which causes a new window to appear on the Windows NT desktop. This includes hidden windows, which are sometimes used in Visual Basic programs.

The best approach is to use a programming language like perl32 to perform the required tasks, without opening a new MS-DOS command prompt or any window.

For more information, see also [“Troubleshooting User-Defined COMMS” on page 154](#).

BMC Software’s Peer SNMP Agent

Troubleshooting starting the SNMP agent

- Error accessing non-volatile parameters (shown in [Figure 4-3](#))

Solaris—

```
non-volatile open for write: Permission denied
./Program.o: error accessing non-volatile parameters
```

This error typically means that you tried to start the SNMP agent as a user other than root.

Windows NT—

Figure 4-3 PEER SNMP Agent Screen Indicating Non-volatile parameters

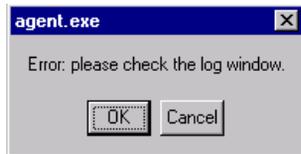


This error typically indicates one of the following:

- the edits to C:\Winnt\System32\drivers\etc\services weren't made
- the file wasn't saved as a text file after the edits were made

- that the machine hasn't been rebooted since the edits were made
- Error: please check the log window (as shown in [Figure 4-4](#))

Figure 4-4 agent.exe Screen



Windows NT—This error occurs if you used incorrect syntax for starting `agent.exe`—either the `CONFIG` file parameter was not supplied, or the log file parameter was not supplied.

Stopping the SNMP agent

Solaris

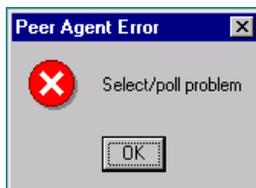
Important You must manually kill the process ID of the SNMP agent:

```
# ps -ef | grep Program.o
# kill -9 #####
```

where “#####” is the process ID of `Program.o`.

Windows NT

NOTE To stop SNMP agents, it is not sufficient to simply close the Peer SNMP Agent window that is shown on the Windows NT taskbar. If you try to close this window, you will see the error shown in [Figure 4-5](#).

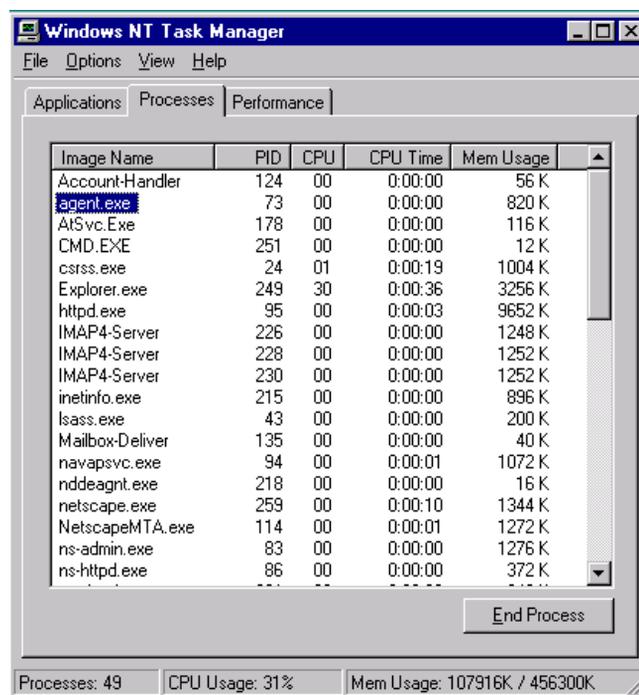
Figure 4-5 Peer Agent Error Screen

You must still end the process using the Windows NT Task Manager.

First, verify at the Operating System level whether the processes are running:

1. Press **Ctrl+Alt+Del**.
2. Click the **Task Manager** button.
3. Click the **Processes** tab.

A process listing appears, as shown in [Figure 4-6](#).

Figure 4-6 Windows NT Task Manager Screen Listing Active Processes

4. Highlight the process, `agent.exe`, and click **End Process**.

Templar

EDI Doc Type Case Sensitivity

If you are using ECXpert with Templar and if your document type is EDI, you must enter the document type in all capital letters (i.e. "EDI," not "edi").

Self-Issued Certificate Considerations

When creating a self-issued certificate in Templar that is going to be sent to ECXpert:

- Make sure the email attribute is included in the Distinguished Name (DN) definition;
- Make sure the "ou" attribute (organizational unit) is NOT included in the Distinguished Name (DN) definition;

When sending a self-issued certificate to Templar that has been generated in ECXpert, make sure that it is not base64 encoded prior to importing into Templar. You might have to use the "mmencode -u" utility. Templar will report the certificate as successfully imported but you will not be able to successfully generate email using the certificate.

Begin Status Control Number With 1000

In EDI, the Status control number is an alpha-numeric field with a minimum of four and a maximum of nine characters.

If your control numbers have fewer than four characters, ECXpert will backpad the control number spaces. This will cause errors in Templar, however, because Templar does not recognize spaces as valid characters.

To work around this problem, make sure that your control numbers have at least four characters. If you wish to increment your control numbers beginning with 1, begin the control number sequence with 1001.

Troubleshooting Other iPlanet and Netscape Products

This chapter explains how to troubleshoot other iPlanet and Netscape products that ECXpert uses.

The following topics are presented:

- Overview
- Netscape Communicator
 - Required Version
- iPlanet Web Server, Enterprise Edition
- - Configuration Issues
- iPlanet BuyerXpert and SellerXpert
- Netscape Directory Server
- iPlanet Messaging Server
- Using Netscape Certificate Server to Import Root Certificates

Overview

This chapter explains how to troubleshoot problems you might encounter when using other iPlanet and Netscape applications with ECXpert.

Netscape Communicator

Required Version

iPlanet ECXpert uses a Java user interface for its Product Administrative Interface. In order for this applet to run properly, the following version restrictions must be observed for the Netscape Communicator or Navigator software:

- Do not use Communicator 4.00; version 4.5 is the minimum.
- If using Navigator, the minimum version is 3.01 and you must add the Internet Foundation Classes (IFC) 1.1.1.
- If using Solaris, you must run the Java applet externally (as a shell script) rather than using the HTML form to start up the Java applet.

If you want to use multi-part MIME messages but you want to avoid getting extra warning messages in Activity Tracking, use Communicator 4.5 or Navigator 3.01.

iPlanet Web Server, Enterprise Edition

Configuration Issues

Early Initialization Error

This error can occur when you try to start your new iPlanet Web Server for the first time after having installed ECXpert.

When ECXpert is installed, several changes are made to the file `obj.conf`, which is located in the config directory for your iPlanet Web Server. This is, by default:

```
$NSBASE/NS-apps/Netscape-home/https-machine_name/config/obj.conf
```

These changes must be applied to the web server's settings by using the Netscape Administration Server user interface.

Using Your Own Web Server with ECXpert on Solaris

Because the ECXpert installer on Solaris is browser based, in order to function properly it automatically installs a web server—iPlanet Web Server, version 4.1. This release of the iPlanet Web Server is configured to work properly with ECXpert when the installation is complete.

If you wish to use your own copy of iPlanet Web Server with ECXpert on Solaris instead of the copy installed during the ECXpert installation, follow these instructions:

5. Open the `obj.conf` file for editing.

Using a text editor, such as `vi`, open your web server's `obj.conf` file.

6. Comment out any unnecessary lines.

If either of the following lines appear in the `obj.conf` file, comment out each line by typing a pound (`#`) character as the first character of each line:

```
#NameTrans fn="pfx2dir" from="/help"
dir="/Netscape/SuiteSpot/manual/https/ug"
#NameTrans fn="document-root" root="/Netscape/SuiteSpot/docs"
```

7. Add the required lines to your `obj.conf` file.

Add the following lines to your open `obj.conf` file, in the following order, immediately above the first line that begins with "NameTrans":

```
Init fn="init-cgi" BDGHOME="/netscape/NS-apps/ECXpert"
timeout="300"
NameTrans fn="pfx2dir" from="/images"
dir="/netscape/NS-apps/ECXpert/UI/html/images"
NameTrans from="/bin" fn="pfx2dir"
dir="/netscape/NS-apps/ECXpert/cgi-bin" name="cgi"
NameTrans fn="document-root"
root="/netscape/NS-apps/ECXpert/UI/html"
```

where `/netscape` is the directory under which you installed ECXpert.

8. Save your changes and exit your text editor.

9. Stop your web server.

```
# cd /netscape/ns-home/https-<machine_name>
# ./stop
```

where */netscape* is the directory under which your web server is installed.

10. Restart your web server.

```
# cd /netscape/ns-home/https-<machine_name>
# ./start
```

where */netscape* is the directory under which your web server is installed.

11. Start your web browser browser and go to the following URL.

```
http://machine_name:port#/admin-serv/bin/index
```

12. Enter the user ID and password.

Enter a user ID and password for a iPlanet Web Server user with administrative privileges.

13. Apply any changes you made to the *obj.conf* file.

A message window appears telling you that you must apply your changes. Click **OK**.

In the **iPlanet Web Server** bar at the top of the screen, click **Apply**. The **Apply Changes** screen appears.

Click the **Load Configuration Files** button for the iPlanet Web Server.

If the changes are successfully applied, a “success” message window appears. Click **OK** to continue.

14. Exit your web browser.

15. Optionally remove the web server installed by the ECXpert installer.

```
# rm $NSBASE/NS-Apps/ns-home
```

where *\$NSBASE* is the directory under which you installed ECXpert.

Manually Editing obj.conf on Windows NT

If you did not allow the ECXpert installer to modify your iPlanet Web Server *obj.conf* file, you must edit your *obj.conf* file in order for ECXpert to function properly.

1. Open the `obj.conf` file for editing.

Using a text editor, such as Notepad, open the following file:

```
C:\Netscape\SuiteSpot\https-<myserver>\config\obj.conf
```

where where *C:\Netscape* is the directory under which iPlanet Web Server is installed and *<myserver>* is the name of your server.

2. Comment out any unnecessary lines.

If either of the following lines appear in your `obj.conf` file, comment out each line by typing a pound (#) character as the first character of each line:

```
#NameTrans fn="pfx2dir" from="/help"
dir="C:/Netscape/SuiteSpot/manual/https/ug"
#NameTrans fn="document-root" root="C:/Netscape/SuiteSpot/docs"
```

3. Add the required lines to your `obj.conf` file.

- If during the installation you selected **Save the required changes to obj.mod file** on the **Modifying the http server's OBJ.CONF file...** screen, open the following file:

```
C:\Netscape\SuiteSpot\https-<myserver>\config\obj.mod
```

where *C:\Netscape* is the directory under which iPlanet Web Server is installed and *<myserver>* is the name of your server. Paste the contents of the `obj.mod` file into the open `obj.conf` file immediately above the first line that begins with "NameTrans."

- If during the installation you selected **Do not make any changes** on the **Modifying the http server's OBJ.CONF file...** screen, add the following lines to your open `obj.conf` file, in the following order, immediately above the first line that begins with "NameTrans":

```
Init fn="init-cgi" BDGHOME="c:/Netscape/NS-apps/ECXpert" timeout="300"
NameTrans fn="pfx2dir" from="/images"
dir="c:/Netscape/NS-apps/ECXpert/UI/html/images"
NameTrans from="/bin" fn="pfx2dir"
dir="c:/Netscape/NS-apps/ECXpert/cgi-bin" name="cgi"
NameTrans fn="document-root" root="c:/Netscape/NS-apps/ECXpert/UI/html"
```

where *C:/Netscape* is the directory under which you installed ECXpert.

NOTE The forward slashes in these lines are intentional, because the `obj.conf` file does not recognize back slashes. Do not change the forward slashes to back slashes.

4. Save your changes and exit Notepad.

5. Stop and then restart the iPlanet Web Server.

Choose **Start | Settings | Control Panel**.

Double-click the **Services** icon.

Select the **iPlanet Web Server 4.1** service and click **Stop**.

A message box appears telling you that the system is stopping the service. When the message box disappears, click **Start**.

Click **Close** to close the **Services** window.

6. Start the browser.

Select **Start | Programs | Netscape Suitespot | Administration**. This starts the browser with the following URL:

`http://machine_name:port#/admin-serv/bin/index`

7. Enter the user ID and password.

Enter a user ID and password for a iPlanet Web Server user with administrative privileges.

8. Apply any changes you made to the `obj.conf` file.

If you made any changes to your `obj.conf` file, a message window appears telling you that you must apply your changes. Click **OK**.

In the **iPlanet Web Server 4.1** bar at the top of the screen, click **Apply**. The **Apply Changes** screen appears.

Click the **Load Configuration Files** button for the iPlanet Web Server.

If the changes are successfully applied, a “success” message window appears. Click **OK** to continue.

iPlanet BuyerXpert and SellerXpert

Regenerating Necessary Library Files (earlier versions of Oracle only)

For example, if you are installing SellerXpert and you are missing the `opinit` symbol, your installation will fail with the error:

```
ld.so.1 sqlplus: fatal relocation error: symbol not found:
opinit: referenced in sqlplus
```

The workaround for this problem is to hand edit the `genclntsh` file in the `$ORACLE_HOME/bin` directory of your Oracle Server, and then execute the `genclntsh` script to regenerate the necessary library files. To do this:

1. Open the `$ORACLE_HOME/bin/genclntsh` file in a text editor.

Add a line that reads “`opinit`” immediately after the line that reads “`oparse`” and before the line that reads “`orlon`.” For example:

```
oparse
opinit
orlon
```

2. Run `genclntsh`.

Running `genclntsh` will generate a new `$ORACLE_HOME/lib/libclntsh.so` file.

3. Verify that the change was made.

To tell if the change was made, enter the following command:

```
# nm -A libclntsh.so | grep opinit
```

If it worked, the following symbol appears:

```
libclntsh.so: [7005] | 429228 | 12| FUNC | GLOB | 0 | 8 |
opinit
```

NOTE The numeric values in this line might be different on your machine, but `opinit` symbol at the end of the line should be the same.

Troubleshooting File Submission from SellerXpert to ECXpert

If you are having difficulty submitting files from SellerXpert to ECXpert, you might need to edit your SellerXpert `system.ini` files to correct the `OSBDGINI_dir` setting:

1. Using a text editor (such as vi), open the following SellerXpert files:

- The SellerXpert `system.ini` file.

This file is typically located here:

```
SellerXpert_dir/sellerxpert/2.6/system.ini
```

where `SellerXpert_dir` is the directory under which SellerXpert is installed.

- `system.ini` file for ECXpert.

This file is typically located here:

```
SellerXpert_dir/sellerxpert/2.6/ECXpert/system.ini
```

where `SellerXpert_dir` is the directory under which SellerXpert is installed.

- `system.ini` file under the `sellerHTML` directory.

This file is typically located here:

```
SellerXpert_dir/sellerxpert/2.6/sellerHTML/system.ini
```

where `SellerXpert_dir` is the directory under which SellerXpert is installed.

2. In each file, change the `OSBDGINI_dir` setting to be:

```
$NSBASE/NS-apps/ECXpert
```

where `$NSBASE` is the directory under which ECXpert is installed.

Important If SellerXpert is installed in a remote client configuration, be sure to edit the `OSBDGINI_dir` value in all three `system.ini` files on all SellerXpert machines.

3. Make sure the `OS_BDG_INI` environment variables on all SellerXpert machines also point to the `$NSBASE/NS-apps/ECXpert` directory, where `$NSBASE` is the directory under which ECXpert is installed.

Netscape Directory Server

ECXpert supports Netscape Directory Server—version 4.0 on both the Windows NT and Solaris platforms—using an LDIF database.

Related Information For more information, refer to the *iPlanet ECXpert Release Note* for the latest ECXpert Service Pack, which can be found at the following URL:

<http://docs.iplanet.com/docs/manuals/ecxpert.html>

iPlanet Messaging Server

Solaris—Forward Messages to Unix Sendmail Account

ECXpert does not support a “true” POP3 mail configuration on Solaris. If you choose to use iPlanet Messaging Server on Solaris, you must forward the messages from the iPlanet Messaging Server to a Unix Sendmail account.

To do this:

4. Keep your Unix Sendmail daemon running.
5. Either create a `.forward` file for the mail client which forwards the mail messages to the ECXpert account, or configure the iPlanet Messaging Server itself to forward the mail messages to the ECXpert account.

ECXpert only needs to know *where* to find the messages. Typically, Solaris machines use `/var/mail` as the default mail directory. This value is supplied at the time ECXpert is installed. It is also configurable later in the `ecx.ini` file.

Netscape Certificate Server

Using Netscape Certificate Server to Import Root Certificates

The purpose of importing a root certificate is to register the root certificate into ECXpert as belonging to a valid Certificate Authority (CA) which will be trusted as a certificate issuer by ECXpert. Follow the steps provided in Chapter 9, "Working with Certificates," in the *iPlanet ECXpert Administrator's Guide* to import a root certificate from Netscape Certificate Server.

ECXpert Error Message Reference

This appendix documents the error messages generated by the ECXpert, or passed through from third-party software that ECXpert uses. The following topics are covered:

- [Overview](#)
- [Numeric Index](#)
- [Alphabetical Index](#)
- [Full Error Message Listing](#)

Overview

ECXpert provides system status information through the log files, Activity Tracking screen, error message windows, and SNMP traps (if configured to trap for errors).

The types of system status information available are:

- **Informational messages** - these have a severity level of 0-10 in the MsgFormats table.
- ▼ **Warning error messages** - these have a severity level of 20 in the MsgFormats table.
- ⚠ **Fatal error messages** - these have a severity level of 30-99 in the MsgFormats table.

ECXpert passes lower-level error messages to the user. For example, if there is an error reported to ECXpert by the Oracle7 or Oracle8 database, ECXpert reports the exact error to the user.

TrkID 0 is the “seed document” Tracking ID. It serves as a placeholder in the Tracking table for a submitted file until that row is replaced with specific information for the submitted file. In Activity Tracking, this Tracking ID’s event log information may be confusing. If the entire database is queried, the File Level Results screen will show the first line as a question mark. This line should be disregarded, since it doesn’t correspond to a specific file submitted to ECXpert.

Numeric Index

Table A-1 lists ECXpert error message in order by error number.

Table A-1 ECXpert Error Messages By Error Number

Error #	Short Message	Component	Page #
—	Cannot open proc table	—	page 289
—	Could not get ns-client object	—	page 289
—	Lock File could not be locked. Check for running admin server and shutdown	—	page 290
—	Lock File Not Found	—	page 291
1	Error: Unknown error.	Ecxpert	page 292
2	Error: Internal error.	Ecxpert	page 293
4	ECXTDocumentNode object construction failed	Ecxpert	page 293
4	Error: Invalid input argument.	Ecxpert	page 293
5	Error: No memory to execute current task.	Ecxpert	page 293
29	Error: Insufficient or incorrect number of command line arguments.	Ecxpert	page 293
30	Error: One or more command line arguments are invalid.	Ecxpert	page 294
41	Error 41 while reading from file	Ecxpert	page 294
42	Error 42 performing operation on file	Operating System	page 294
42	Error 42 while writing to file.	Operating System	page 295
43	Error: Cannot create file. Restart web server as actraadm.	websvr	page 296
100	Cannot load shared object.	Scheduler	page 296

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
101	Unable to locate symbol in the shared object.	Scheduler	page 296
102	Cannot create Tcl interpreter.	Scheduler	page 296
103	Error(s) in Tcl script	Scheduler	page 296
104	Unknown Tcl result	Scheduler	page 296
105	Invalid data	Scheduler	page 296
106	Mandatory data is missing from the packet	Scheduler	page 296
107	Array overflown	Scheduler	page 297
108	Cannot spawn thread	Scheduler	page 297
109	Server has no response	Scheduler	page 297
110	Cannot make file	Scheduler	page 297
111	Server has had non-recoverable error. Try restart the server.	Scheduler	page 297
160	Job started	Scheduler	page 297
501	%s: %s is not defined in the configuration file	db	page 297
502	%s: Cannot connect to database %s on server %s as user %s	db	page 298
504	Out of memory	db	page 298
505	%s: Mutex error found	db	page 299
506	%s: Database error %d encountered	db	page 299
510	%s: Nested transaction is not supported by the DBMS and is ignored	db	page 299
511	%s: Cannot commit the transaction	db	page 300
512	%s: Cannot roll back the transaction	db	page 300
520	%s: No record is retrieved or changed from %s (%s)	db	page 301
521	%s: Querying %s failed with DB, RW or internal error %d	db	page 301
522	%s: Cannot access %d %s since it is locked	db	page 302
523	%s: Inserting into %s failed with DB, RW or internal error %d	db	page 302
524	%s: Duplicated primary or unique key for %s (%s)	db	page 303
525	%s: Updating %s failed with DB, RW or internal error %d	db	page 304
526	%s: Deleting %s failed with DB, RW or internal error %d	db	page 304
527	%s: Invalid key (%d)	db	page 304

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
528	%s: Invalid key (%d, %d)	db	page 305
529	%s: Invalid key (%d, %d, %d)	db	page 305
530	%s: Invalid key (%s)	db	page 306
531	%s: Invalid key (%s, %d)	db	page 306
532	%s: Tracking %d is waiting for more parts	db	page 306
533	%s: Unknown %s %d for %s	db	page 307
534	%s: Unknown %s %s for %s	db	page 307
535	%s: Schema mismatches for table %s	db	page 308
536	%s: %s = %s exists in database but passed in as %s	db	page 308
537	%s: %s = %d exists in database but passed in as %d	db	page 308
550	%s: The parent key %s does not exist in %s	db	page 309
551	%s: The child table %s is still using the key %s	db	page 309
552	%s: Cannot delete %s.%s=%d which is still being used by child table(s).	db	page 310
600	%s: Unknown %s member name: %s	db	page 310
601	%s: Unknown %s qualifier pair: %s, %s	db	page 310
602	%s: Inactive Member or Invalid EDI address (%s, %s) for %s	db	page 311
603	%s: Invalid or disabled partnership: (%s, %s) (%s, %s)	db	page 312
604	%s: Invalid password for member %s	db	page 313
605	%s: Unable to encrypt string	db	page 313
606	%s: Unable to decrypt string	db	page 313
3101	FTP cannot login, check host name, port, user name and password.	ftp-lib	page 315
3102	FTP get file failed, check file name and path.	ftp-lib	page 317
3103	FTP cannot open a local file to write, check file name, path and permission.	ftp-lib	page 317
3104	FTP cannot quit.	ftp-lib	page 317
3105	FTP put file failed, check file name and path.	ftp-lib	page 317
3106	FTP rename file failed, check file name and path.	ftp-lib	page 318
3107	FTP remove file failed, check file name and path.	ftp-lib	page 318

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
3108	FTP make directory failed, check directory name and path.	ftp-lib	page 318
3109	FTP connect failed, check host and port.	ftp-lib	page 318
3110	FTP failed to send user name, check user name.	ftp-lib	page 318
3111	FTP failed to send password, check password.	ftp-lib	page 318
3112	FTP site command failed, check parameter or server implementation of site.	ftp-lib	page 318
3113	FTP change directory failed, check directory name.	ftp-lib	page 318
3114	FTP list failed, check file name and path.	ftp-lib	page 319
3115	FTP failed to connect to host, check host name.	ftp-lib	page 319
3116	FTP failed to send user name, check user name.	ftp-lib	page 319
3117	FTP failed to login, check password.	ftp-lib	page 319
3118	FTP failed to change to binary mode.	ftp-lib	page 319
6001	Error: File name or file type is null.	tcpip-connector	page 320
6002	Error: Tag based command string is null.	tcpip-connector	page 320
6003	Error: Input data packet is null.	Ecxpert	page 320
6004	Error: Input data packet is invalid.	Ecxpert	page 320
6005	Error: Required tag(s) missing in command string.	tcpip-connector	page 320
6006	Error: Number of files happens to be zero.	tcpip-connector	page 320
6007	Error: The service component in context has received an invalid command string in the data packet.	Ecxpert	page 320
6008	Error: Server returned null response packet.	tcpip-connector	page 320
6009	Error: Server returned invalid response packet.	tcpip-connector	page 320
6010	Error: Configuration file name is null.	Ecxpert	page 321
6011	Error: Failed to read configuration file.	Ecxpert	page 321
6012	Error: Failed to connect to TCP/IP connector server.	Ecxoso	page 321
6013	Error: Failed to send data to TCP/IP connector server.	Ecxoso	page 325
6014	Error: Failed to receive response from TCP/IP connector server.	Ecxoso	page 325
6015	Error: Failed to connect to database server.	Ecxpert	page 325
6016	Error: Failed to create an internal data packet object.	Ecxpert	page 326

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Error #	Short Message	Component	Page #
6017	Error: Failed to write data to an internal data packet object.	Ecxpert	page 326
6018	Error: Password validation failed.	tcpip-connector	page 326
6019	Error: Failed to copy input file to the repository directory.	tcpip-connector	page 327
6020	Error: Failed to find or open input file for submission.	Ecxpert	page 327
6021	Error: Could not find repository path in configuration file.	tcpip-connector	page 328
6022	Error: Could not create repository path, check permissions.	tcpip-connector	page 328
6023	Error: Failed to connect to the Dispatcher server.	Ecxpert	page 328
6024	Error: Size of input file happens to be zero.	Ecxpert	page 328
6025	Error: Failed to send data packet to the Dispatcher server.	Ecxpert	page 329
6026	Error: Failed to read input file.	Ecxpert	page 329
6027	Error: Failed to insert the seed document.	tcpip-connector	page 329
6028	Error: remote_dir path missing in configuration file.	tcpip-connector	page 330
6029	Error: Failed to create remote_dir directory.	tcpip-connector	page 330
6030	Error: Failed to get streamed file data from data packet.	tcpip-connector	page 330
6031	Error: Failed to store data received from remote machine.	tcpip-connector	page 330
6032	Error: Could not create temporary file name.	tcpip-connector	page 331
6101	Warning: Failed to delete input file.	tcpip-connector	page 331
6201	Registered file - %s.	tcpip-connector	page 331
6202	Reprocessing Tracking ID - %s.	tcpip-connector	page 331
7000	OutMsg file contains invalid data	smtp	page 332
7001	OutMsg file not found	smtp	page 332
7002	S/MIME process code invalid	smtp	page 332
7003	Message Disposition Notification format invalid	smtp	page 332
7004	Command string from Comm gateway invalid	smtp	page 332
7005	Service ID incorrect	smtp	page 332
7006	Base64 decoding failed	smtp	page 333
7007	Base64 encoding failed	smtp	page 333
7008	Quoted-printable decoding failed	smtp	page 333
7009	Failed to open a file	smtp	page 333

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
7010	File system error encountered	smtp	page 333
7011	Failed to create a file	smtp	page 333
7012	Failed to remove a file	smtp	page 334
7013	Failed to move a file	smtp	page 334
7014	Failed to create database manager	smtp	page 334
7015	Failed to lock mail file	smtp	page 334
7016	Failed to unlock mail file	smtp	page 334
7017	Member or its trading email address not found in database	smtp	page 334
7018	Invalid certificate	smtp	page 334
7019	Failed to send mail	smtp	page 334
7020	InMsg file contains invalid data	smtp	page 335
7021	InMsg file not found	smtp	page 335
7022	Certificate type not found	smtp	page 335
7023	VeriSign root not in the database	smtp	page 335
7024	Database error	smtp	page 335
7026	Cannot retrieve private key password	smtp	page 335
7027	Certificate not found	smtp	page 335
7028	Invalid country code	smtp	page 335
7029	Email address not found	smtp	page 336
7030	Cannot get the local host name	smtp	page 332
7031	Failed to connect to SMTP port(25) on mail host	smtp	page 336
7032	Failed to send email message to mail host	smtp	page 336
7033	Failed to get mail host from ini file	smtp	page 336
7034	Failed to get mail file name from ini file	smtp	page 337
7035	Error occurred in POP connection to mail host when retrieving mails	smtp	page 337
7036	Private key not found when trying to sign an outbound message	smtp	page 337
7037	Error occurred trying to read ecx.ini file commsmtp-send or commsmtp-receive section	smtp	page 337

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
7038	smtp_home entry missing from section commsmtp-send or commsmtp-recv in ecx.ini	smtp	page 337
7039	mdn_wait_time entry missing from section commsmtp-send or commsmtp-recv in ecx.ini	smtp	page 337
7040	Could not create one of the subdirectories under smtp_home	smtp	page 337
7041	max_send_times entry missing from section commsmtp-recv in ecx.ini	smtp	page 337
7042	POP3 user name not found in ecx.ini	smtp	page 338
7043	POP3 password not found in ecx.ini or cannot be decrypted	smtp	page 338
7044	Root certificate was not found in database	smtp	page 338
7045	Failed to acquire mutex when sending a message	smtp	page 338
7046	Sender certificate expired, detected when trying to sign message	smtp	page 338
7047	Receiver certificate expired, detected when trying to encrypt message	smtp	page 338
7048	Sender certificate revoked, detected when trying to sign message	smtp	page 338
7049	Receiver certificate revoked, detected when trying to encrypt message	smtp	page 339
7050	E-mail address in the certificate does not match member e-mail.	smtp	page 339
7100	MIME content type missing, logged message %s	smtp	page 339
7101	MIME content type invalid, logged message %s	smtp	page 339
7102	Boundary missing in multipart MIME, logged message %s	smtp	page 339
7103	Multipart boundary missing from MIME header, logged message %s	smtp	page 339
7104	Sub-content type invalid, logged message %s	smtp	page 339
7105	Message ID missing, logged message %s	smtp	page 339
7106	MDN request option invalid, logged message %s	smtp	page 340
7107	Missing SMTP or MIME header, logged message %s	smtp	page 340
7108	Sending and/or receiving member not found, logged message %s	smtp	page 340

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
7109	MIME header invalid, logged message %s	smtp	page 340
7110	Message does not have high enough security level, logged message %s	smtp	page 340
7111	Partnership information not found for sender and receiver, logged message %s	smtp	page 340
7112	Private key not found when processing an incoming message, logged message %s	smtp	page 340
7113	Incorrect or unsupported multipart/signed message header, check the signature protocol and MIC alrithm, logged message as %s	smtp	page 341
7114	Sender certificate expired, logged message %s	smtp	page 341
7115	Receiver certificate expired, logged message %s	smtp	page 341
7116	Sender certificate revoked, logged message %s	smtp	page 341
7117	Receiver certificate revoked, logged message %s	smtp	page 341
7656	Insufficient memory	smtp	page 341
7657	Invalid signature on certificate or CRL	smtp	page 341
7658	Invalid attributes object	smtp	page 341
7659	Invalid number of values for the attribute type	smtp	page 342
7660	Requested attribute type is not in the attributes object	smtp	page 342
7661	Invalid attribute value tag	smtp	page 342
7662	Unknown attribute type	smtp	page 342
7663	Invalid attribute value	smtp	page 342
7664	Invalid attribute value length	smtp	page 342
7665	Invalid PEM begin	smtp	page 342
7666	Invalid format for BER encoding	smtp	page 342
7667	Operation was canceled by the surrender function	smtp	page 343
7668	Certificate chain could not be constructed	smtp	page 343
7669	Invalid certificate encoding	smtp	page 343
7670	Invalid certificate object	smtp	page 343
7671	Invalid co set	smtp	page 343

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
7672	Invalid CRL encoding	smtp	page 343
7673	Invalid CRL object	smtp	page 343
7674	generic data error	smtp	page 343
7675	Database interface error or member, email address not found	smtp	page 344
7676	Unsupported DEK(data encryption) algorithm	smtp	page 344
7677	Unknown DEK(data encryption) algorithm	smtp	page 344
7678	Invalid digest object	smtp	page 344
7679	Fatal I/O interface error in enhanced text stream	smtp	page 344
7680	End of stream	smtp	page 345
7681	Even exponent not permitted in public or private key	smtp	page 345
7682	Invalid exponent length in public or private key	smtp	page 345
7683	Extension object invalid	smtp	page 345
7684	Extension already exists	smtp	page 345
7685	Cryptographic hardware error	smtp	page 345
7686	Syntax error in TIPEM header fields	smtp	page 345
7687	Index out of range	smtp	page 345
7688	Invalid length for input data	smtp	page 346
7689	Fatal I/O interface error in input stream	smtp	page 346
7690	Fatal I/O interface error	smtp	page 346
7691	Invalid list object	smtp	page 346
7692	Invalid internal memory object	smtp	page 346
7693	Invalid signature on message	smtp	page 346
7694	Invalid me set	smtp	page 346
7695	Unsupport Message Integrity Check algorithm	smtp	page 346
7696	Unknown Message Integrity Check algorithm	smtp	page 347
7697	Invalid modulus length in public or private key	smtp	page 347
7698	Invalid name object	smtp	page 347
7699	Random object not seeded	smtp	page 347
7700	Certificate, private key, or CRL not found	smtp	page 347

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Error #	Short Message	Component	Page #
7701	Recipient of incoming message not among potential recipients	smtp	page 347
7702	Unsupported operation requested	smtp	page 347
7703	Invalid length for output data	smtp	page 347
7704	Fatal I/O interface error in output stream	smtp	page 348
7705	data block exceeds 32767 bytes	smtp	page 348
7706	Invalid parameter	smtp	page 348
7707	Invalid password for decrypting data	smtp	page 348
7708	Unsupported password-based encryption algorithm	smtp	page 348
7709	Unknown password-based encryption algorithm	smtp	page 348
7710	Fatal I/O interface error in PKCS input stream	smtp	page 348
7711	Fatal I/O interface error in PKCS output stream	smtp	page 349
7712	Fatal I/O interface error in PKCS stream	smtp	page 349
7713	Invalid private key format	smtp	page 349
7714	Invalid message process type	smtp	page 349
7715	Invalid encoding of protected data	smtp	page 349
7716	Invalid public key format	smtp	page 349
7717	Invalid random object	smtp	page 349
7718	Unsupported certificate or CRL signature algorithm	smtp	page 349
7719	Unknown certificate or CRL signature algorithm	smtp	page 350
7720	Invalid syntax for base64 encoding	smtp	page 350
7721	Fatal I/O interface error in text stream	smtp	page 350
7722	Argument expected to be a #defined constant invalid	smtp	page 350
7723	Signer untrusted	smtp	page 350
7724	Certificate or CRL untrusted or cannot be chained	smtp	page 350
7725	Invalid message version	smtp	page 350
7726	Invalid certificate validity	smtp	page 350
7727	Invalid you set	smtp	page 351
8000	Error: Could not find Tracking record (for tracking-id in context).	dispatcher	page 351

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Error #	Short Message	Component	Page #
8001	Error: Service list not found or is empty.	dispatcher	page 351
8002	Error: Execution of the service failed.	dispatcher	page 351
8003	Error: Service list seems to be set up incorrectly.	dispatcher	page 351
8004	Error: Tracking ID is non-numeric or invalid.	dispatcher	page 351
8005	Error: External service type is invalid or does not exist.	dispatcher	page 351
8006	Error: Invalid service ID. Service component could not be found.	dispatcher	page 351
8007	Error: Could not start service object successfully.	dispatcher	page 352
8008	Error: Custom service type is invalid.	dispatcher	page 352
8009	Error: Could not write tracking record information to file.	dispatcher	page 352
8010	Error: Could not start user script/application.	dispatcher	page 352
8011	Error: User script/application returned error - %ld.	dispatcher	page 352
8012	Error: Environment variable not set for Ecxpert HOME directory.	dispatcher	page 352
8013	Error: Could not create directory - %s.	dispatcher	page 352
8014	Error: Could not create file - %s.	dispatcher	page 352
8015	Error: Could not write document information to file.	dispatcher	page 353
8016	Error: Execution of Exit Service list failed.	dispatcher	page 353
8017	Error: Execution of the Exit Service failed.	dispatcher	page 353
8018	Error: Exit Service list not found or is empty.	dispatcher	page 353
8019	Error: Exit Service list seems to be set up incorrectly.	dispatcher	page 353
8020	Error: This Tracking Id does not qualify for reprocessing.	dispatcher	page 353
8021	Error: The scheduler job ID happens to be null or invalid	dispatcher	page 353
8022	Error: Service list name passed by the Scheduler is invalid	dispatcher	page 353
8201	Service list execution completed successfully.	dispatcher	page 354
8202	Executing Parse service.	dispatcher	page 354
8203	Executing Translate service.	dispatcher	page 354
8204	Executing Comms-Gateway service.	dispatcher	page 354
8205	Executing Functional-Acknowledgment service.	dispatcher	page 354

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Error #	Short Message	Component	Page #
8206	Executing Outprep service.	dispatcher	page 354
8207	Executing Out Parse service.	dispatcher	page 354
8208	Executing Routing service.	dispatcher	page 354
8209	Executing Interchange Splitting service.	dispatcher	page 355
8210	Executing custom service - User script/executable.	dispatcher	page 355
8211	Executing custom service - User DLL.	dispatcher	page 355
8212	Processing Pending Jobs.	dispatcher	page 355
8213	Performing recovery operation.	dispatcher	page 355
8214	No jobs found to recover.	dispatcher	page 355
8215	Recovery operation over.	dispatcher	page 355
8216	No pending jobs found to process.	dispatcher	page 355
8217	Executing service list - %s.	dispatcher	page 356
8218	Executing custom service - %s.	dispatcher	page 356
8219	Executing Exit Service list - %s.	dispatcher	page 356
8220	Exit Service list execution completed successfully.	dispatcher	page 356
8221	Since Service list is scheduled, it will not be run at this time.	dispatcher	page 356
8222	Running service list now...	dispatcher	page 356
8223	[trkid:%s] Processing job...	dispatcher	page 356
8224	No scheduled jobs found	dispatcher	page 356
8901	Error: %d creating a BDGInterchange object.	parse	page 357
8902	Error: %d getting interchange for this tracking id.	parse	page 357
8903	Error %d creating a BDGGroup object.	parse	page 357
8904	Error %d getting list of functional groups for this tracking id.	parse	page 357
8905	Error %d creating a BDGDocument object.	parse	page 357
8906	Error %d getting list of documents for this tracking id.	parse	page 357
8907	Error: %d creating a BDGDocumentCard object.	parse	page 357
8908	Error %d getting document details for this tracking id.	parse	page 357
8909	%d Interchange row(s) copied	parse	page 358
8910	%d Functional Group row(s) copied.	parse	page 358

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Error #	Short Message	Component	Page #
8911	%d Document row(s) copied.	parse	page 358
9001	Error %d trying to make DB connection	parse	page 359
9002	Error %d performing Parse mapping	parse	page 359
9003	Error %d in NSCfg ctor	parse	page 359
9004	Error %d retrieving parsemap name from ini	parse	page 359
9005	No memory for options or IO list for Parse	parse	page 360
9006	Error %d retrieving audit map name from ini	parse	page 360
9007	Error %d performing Audit mapping	parse	page 360
9009	File handle allocation failed	parse	page 360
9010	A unique tempname could not be generated	parse	page 361
9011	Error %d trying to open the audit file	parse	page 361
9012	Error %d trying to open input to post_parse	parse	page 361
9013	Unknown sender-receiver in BG01,2 or 3,4	parse	page 362
9015	Could not generate unique workfile base name for mapper	parse	page 362
9016	A null packet was received	parse	page 362
9017	Packet received had wrong service id	parse	page 363
9018	Error %d in PKTIter ctor	parse	page 363
9020	Error %d retrieving protocol field from packet	parse	page 363
9021	Error %d creating NVPair	parse	page 363
9024	No Tracking ID found in packet	parse	page 363
9025	Ctor of BDGTrackingDom failed - out of memory	parse	page 364
9026	Could not perform group-level reconciliation	parse	page 364
9027	Could not perform interchange-level reconciliation of CONTRL message	parse	page 364
9028	Could not perform document-level reconciliation	parse	page 365
9029	The required B5 segment not found in incoming 999	parse	page 365
9030	Required AK1 segment not found in incoming FA	parse	page 365
9031	Matching AK5 segment not found for AK2 in incoming FA	parse	page 366
9032	Required AK9 segment not found in incoming FA	parse	page 366

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
9033	Recording ack to DB failed	parse	page 366
9034	Error %d creating Document object for acks	parse	page 367
9035	Error %d creating Group object for acks	parse	page 367
9036	Error %d in adding group to database	parse	page 367
9037	An existing %s record was already present - skipped on recovery	parse	page 367
9038	Error %d adding interchange to database	parse	page 368
9039	Could not allocate space for group object	parse	page 368
9040	Could not allocate space for interchange object	parse	page 368
9041	Error %d reading post_parse file	parse	page 369
9042	Error %d updating state for whole tracking id	parse	page 369
9043	Error %d occurred, no message found (id %d)	parse	page 369
9044	No message found (id %d)	parse	page 369
9045	Error %d deleting the seed document tracking row (999999-0-1)	parse	page 369
9046	Error %d retrieving the tracking ID from database)	parse	page 370
9047	No filespec returned with tracking id from database!	parse	page 370
9048	No BDGHOME environment variable set!	parse	page 370
9049	No UCI segment was found in incoming CONTRL to reconcile	parse	page 371
9050	Error %d creating interchg object for ack state recording	parse	page 371
9051	Error %d updating the tracking record with in progress state)	parse	page 371
9052	No envelopes written to database.	parse	page 371
9053	Invalid Sndr or Rcvr EDI address	parse	page 372
9054	Disabled or Invalid Trading partnership	parse	page 372
9055	Error %d when adding document level record to database	parse	page 372
9056	Error %d when adding document detail (card) record to database	parse	page 373
9057	The record already exists - Recovery mode OFF	parse	page 373
9058	Error %d constructing the NormalizeInput object for parse mapping	parse	page 373

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
9059	Error %d constructing the RecordParse object	parse	page 373
9060	%s Interchange Added	parse	page 374
9061	%s Group Added	parse	page 374
9062	UNH Document Added	parse	page 374
9063	ST Document Added	parse	page 374
9064	Performing %s reconciliation	parse	page 374
9065	Beginning Parse	parse	page 374
9066	Parse mapping performed	parse	page 374
9067	Parse complete	parse	page 375
9068	Application document added	parse	page 375
9069	%s Interchange offsets updated	parse	page 375
9070	%s Group offsets updated	parse	page 375
9071	Reference to invalid %s interchange recorded	parse	page 375
9072	Reference to invalid %s group recorded	parse	page 375
9073	%s document skipped	parse	page 375
9074	Warning - %d unidentified envelopes found in data	parse	page 375
9075	%s group skipped	parse	page 377
9076	Reference to invalid application document recorded	parse	page 377
9077	Error %d when trying to update interchange offsets	parse	page 377
9078	Error %d when trying to update group offsets	parse	page 377
9081	Object failed restriction list during %s envelope parse	parse	page 378
9082	Object failed presentation during %s envelope parse	parse	page 378
9083	Object failed size check during %s envelope parse	parse	page 378
9084	Invalid or missing initiator during %s envelope parse	parse	page 379
9085	Invalid or missing terminator during %s envelope parse	parse	page 379
9086	Missing required component in the %s envelope parse.	parse	page 379
9087	One or more components in error in the %s envelope parse.	parse	page 379
9088	Partitioning failed in the %s envelope parse.	parse	page 380
9089	A component rule failed in the %s envelope parse.	parse	page 380

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
9090	The required %s envelope was missing during parse.	parse	page 380
9091	Warning - valid %s, but surrounded other invalid envelopes.	parse	page 380
9092	The %s envelope was found to be invalid - no specific cause determined.	parse	page 381
9095	%d Interchanges Parsed and Recorded	parse	page 381
9096	%d Groups Parsed and Recorded	parse	page 381
9097	%d EDI Documents Parsed and Recorded	parse	page 381
9098	%d Application Recordsets Parsed and Recorded	parse	page 381
9099	%d Reconciliations Processed	parse	page 381
9100	Error %d when setting the field in the return packet	translate	page 383
9101	Error %d when trying to write the return packet	translate	page 383
9102	Error %d in NSCfg ctor or in processing .ini file	translate	page 383
9103	Ctor of NSCfg failed with error code %d	translate	page 383
9104	Packet received had wrong service id	translate	page 384
9105	No memory was available to construct the return packet	translate	page 384
9106	Creation of NVPair object failed, code %d	translate	page 384
9107	Error %d trying to make DB connection	translate	page 385
9108	Error %d performing mapping	translate	page 385
9109	No Tracking nor Doc ID found in packet	translate	page 385
9110	Error %d occurred, no message found (id %d)	translate	page 386
9111	No message found (id %d)	translate	page 386
9112	No memory trying to allocate file handles for mapping	translate	page 386
9113	Load of packet id into return packet failed with code %d	translate	page 386
9114	A null packet was received	translate	page 387
9115	Error %d retrieving protocol field from packet	translate	page 387
9116	No unique workfile name could be generated for mapping	translate	page 387
9117	Error %d in PKTIter ctor	translate	page 387
9118	No memory for Document object (m_map_detail)	translate	page 388
9119	There was no memory for either map options or IO array	translate	page 388

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Error #	Short Message	Component	Page #
9120	Error %d when retrieving the list of documents in tracking id	translate	page 388
9121	Error %d retrieving document to translate from the database	translate	page 389
9122	Ctor failed on doc object used for enum of docs in tracking id, code %d	translate	page 389
9123	The map reported NO Cardinfo available	translate	page 389
9124	Bad BDGTrkDocDetailsDom object for registering output card from translate, code %d	translate	page 390
9125	Error %d occurred when inserting output card specification	translate	page 390
9126	Error %d occurred updating document state	translate	page 390
9127	Error %d opening the outbound delimiter input card	translate	page 391
9128	Error %d writing the outbound mapping helper input card	translate	page 391
9129	Ctor for interchange object failed with code %d	translate	page 391
9130	Error %d getting interchange object on retrieve of doc id	translate	page 392
9131	Ctor for group object failed with code %d	translate	page 392
9132	Get of group object failed with code %d on retrieve of doc id	translate	page 392
9133	The document to translate was not found in the database	translate	page 393
9134	Error %d when inserting outbound translated file into interchange 0	translate	page 393
9135	Error %d retrieving standard record with delimiters	translate	page 393
9136	Error %d updating the translate state and err code	translate	page 393
9137	Error %d in constructing trkdoc class for xlate state update for document	translate	page 394
9138	No map name was specified in the document record	translate	page 394
9139	The specified map was not found on disk	translate	page 395
9140	Card %d had no output, file <%s> removed	translate	page 395
9141	No BDGHOME environment variable set!	translate	page 395
9142	Input card %d, filespec <%s> not found - skipping mapping	translate	page 395
9143	Error %d setting the tracking state to inProgress in DoPersonalityStart	translate	page 396
9144	Error %d setting the ending tracking state in DoPersonalityEnd	translate	page 396

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Error #	Short Message	Component	Page #
9150	Beginning translation thread	translate	page 396
9151	Terminating translation thread	translate	page 397
9152	Mapping docid %s	translate	page 397
9153	Beginning translation recovery	translate	page 397
9154	Ending translation recovery	translate	page 397
9155	Invalid offset and/or size calculated.	translate	page 397
9201	Error %d creating a NSPktIter object.	ack	page 397
9202	Error %d retrieving protocol string.	ack	page 397
9203	Error %d creating a NSnvpair object.	ack	page 397
9204	Error retrieving tracking ID from packet.	ack	page 398
9205	Error %d establishing connection to database.	ack	page 398
9206	Error %d creating a NSCfg object.	ack	page 398
9207	Cannot retrieve BDGHOME environment variable.	ack	page 398
9208	Error %d creating a NSDir object.	ack	page 398
9209	Error %d opening/creating directory.	ack	page 398
9210	Initialization error.	ack	page 398
9211	Beginning acknowledgement generation	ack	page 399
9212	Terminating acknowledgement generation	ack	page 399
9213	Error %d updating tracking state	ack	page 399
9214	Error %d retrieving tracking information	ack	page 399
9215	Error %d creating a BDGInterchange object.	ack	page 399
9216	No interchanges found for this tracking id.	ack	page 399
9217	Error %d retrieving list of interchanges.	ack	page 399
9218	Producing 997 for %s Group, Ctrl %s	ack	page 399
9219	Producing 999 for %s Group, Ctrl %s	ack	page 400
9220	Producing CONTRL message for Ctrl %s	ack	page 400
9221	Error %d updating document ACK states.	ack	page 400
9222	Error %d updating group ACK states.	ack	page 400
9223	Error %d updating interchange ACK states	ack	page 400

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
9224	CONTRL message already generated for this interchange.	ack	page 400
9225	Error %d creating a BDGGroup object.	ack	page 400
9226	Error %d adding group record to database.	ack	page 400
9227	Cannot generate filename.	ack	page 401
9228	Error %d adding group record to database.	ack	page 401
9229	Error %d adding document record to database.	ack	page 401
9230	Error %d adding document card record to database.	ack	page 401
9231	Error %d writing to ACK file.	ack	page 401
9232	Error %d creating a BDGPNView object.	ack	page 401
9233	Error %d retrieving partnership details.	ack	page 401
9234	Error %d creating a ECXDynamicString object.	ack	page 401
9235	Too many partnerships (%d) retrieved.	ack	page 402
9236	Invalid directory specified.	ack	page 402
9237	No ACK_TARGET_DIR definition in ecx.ini.	ack	page 402
9238	Error %d creating AckPCfg object during initialization.	ack	page 402
9239	9239 Error %d creating BDGSegment object.	ack	page 402
9240	Null data packet received.	ack	page 402
9241	Wrong packet ID.	ack	page 403
9242	Error %d creating BDGTracking object.	ack	page 403
9243	Error %d creating Ack997 object.	ack	page 403
9244	Error %d creating AckCONTRL object.	ack	page 404
9301	Error %d establishing database connection	bundle	page 406
9302	Error %d getting interchange on multi-document bundle	bundle	page 406
9303	The minimum bundle criteria have not been specified	bundle	page 406
9304	No file was specified as target for bundle	bundle	page 406
9305	Error %d getting multiple pre-enveloped document for a bundle	bundle	page 407
9306	Error %d opening/creating output file for bundle	bundle	page 407

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
9307	File not found (access %d) to bundle: <%s>	bundle	page 407
9308	CTor for Interchange class object returned error %d	bundle	page 408
9309	Error %d getting interchange for single document bundle	bundle	page 408
9310	Error %d adding new tracking id for bundled file	bundle	page 408
9311	An unexpected interchange (key != BUNDLE_SEED) returned to bundle - internal db error	bundle	page 409
9312	Error %d returned when locking (reserving) interchange control number	bundle	page 409
9313	Error %d writing %s to bundle output file	bundle	page 409
9314	Error %d returned when locking (reserving) group control number	bundle	page 410
9315	Error %d returned when locking (reserving) document control number	bundle	page 410
9316	The pointer to the manifest was NULL	bundle	page 410
9317	The output file ctor returned null file handle	bundle	page 410
9318	Error %d occurred, no message found (id %d)	bundle	page 411
9319	No message found (id %d)	bundle	page 411
9320	Error %d updating the state and err code	bundle	page 411
9321	Error %d in constructing trkdoc class for state update for document	bundle	page 412
9322	a unique tempname could not be generated	bundle	page 412
9323	Error %d deleting new tracking id for bundled file during cleanup	bundle	page 412
9324	Error %d in EDIDocObject; either bad delimiter, terminator, or segid in data	bundle	page 412
9325	No PSID (standard record) found for document	bundle	page 412
9326	Error %d adding generated interchange to new tracking id	bundle	page 413
9327	Error %d adding generated group to new tracking id	bundle	page 413
9328	Error %d adding generated document to new tracking id	bundle	page 413
9329	CTor for Group class object returned error %d	bundle	page 413
9330	CTor for Document class object returned error %d	bundle	page 414

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
9331	Error %d resetting the state of all bundled documents	bundle	page 414
9332	Error %d committing the interchange control number to database	bundle	page 414
9333	Error %d rolling back the interchange control number in database	bundle	page 415
9334	Error %d committing the group control number to database	bundle	page 415
9335	Error %d rolling back the group control number in database	bundle	page 415
9336	Error %d updating the state of document %s	bundle	page 415
9337	Error %d committing the document control number to database	bundle	page 416
9338	Error %d rolling back the document control number in database	bundle	page 416
9339	Error %d reported by ctor of tracking object when adding new tracking id for bundled file	bundle	page 416
9340	Could not create tracking object searching for multipart	bundle	page 417
9341	Error %d getting tracking record in multipart setup	bundle	page 417
9342	Could not create MultiPartList object	bundle	page 417
9343	Error %d in NSCfg ctor	bundle	page 418
9344	Error %d creating NSFile System Object used in copy file	bundle	page 418
9345	Error %d copying or appending application file to output	bundle	page 418
9350	Beginning bundle for %s	bundle	page 419
9351	Terminating bundle for %s	bundle	page 419
9352	Single interchange request	bundle	page 419
9353	All interchange request	bundle	page 419
9354	Warning! A null group type was returned forcing bundle skip	bundle	page 419
9355	bundle generated tracking id %ld	bundle	page 419
9356	bundle deleted tracking id %ld in cleanup for other errors	bundle	page 419
9357	Added document type %s	bundle	page 419
9358	Added group type %s	bundle	page 420
9359	Added %s interchange	bundle	page 420

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
9360	Added multipart type %s	bundle	page 420
9361	Added Application file %s	bundle	page 420
9362	Beginning bundle recovery processing for %s	bundle	page 420
9363	Terminating bundle recovery processing for %s	bundle	page 420
9364	Nothing bundled for %s	bundle	page 420
9401	Error %d creating a NSPktIter object.	outprep	page 421
9402	Packet received had wrong service id	outprep	page 421
9403	Error %d creating a NSnvpair object.	outprep	page 421
9404	Error retrieving tracking ID from packet.	outprep	page 421
9405	Error %d establishing connection to database.	outprep	page 421
9406	Beginning Output Preparation.	outprep	page 421
9407	Terminating Output Preparation.	outprep	page 422
9408	Error %d updating tracking state.	outprep	page 422
9409	Error %d creating a BDGDocument object.	outprep	page 422
9410	Error %d retrieving record from TRKDOC.	outprep	page 422
9411	No transport type specified)	outprep	page 422
9412	Error %d updating state in TRKDOC.	outprep	page 422
9413	Error %d creating a BDGDocumentCard object.	outprep	page 422
9414	Error %d adding row to TRKDOCDETAILS.	outprep	page 422
9501	Error %d trying to make DB connection	OutParse	page 424
9502	Error %d in NSCfg ctor	OutParse	page 424
9503	A null packet was received	OutParse	page 424
9504	Packet received had wrong service id	OutParse	page 424
9505	Error %d in PKTIter ctor	OutParse	page 425
9506	Error %d retrieving protocol field from packet	OutParse	page 425
9507	Creation of NVPair failed, code %d	OutParse	page 425
9508	No Tracking ID found in packet	OutParse	page 425
9509	Error %d occurred, no message found (id %d)	OutParse	page 426
9510	No message found (id %d)	OutParse	page 426

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
9511	Error %d constructing the NormalizeInput object for parse mapping	OutParse	page 426
9512	Error %d constructing the RecordParse object	OutParse	page 427
9513	The construction of the document object failed	NormalizeInput	page 427
9514	No seed document was found in submission object.	NormalizeInput	page 427
9515	Error %d when retrieving seed document from submission object.	NormalizeInput	page 427
9516	Error %d when updating seed document in submission object.	NormalizeInput	page 428
9517	Error %d when creating the trkdodetail (card) object	NormalizeInput	page 428
9518	Error %d when inserting the trkdodetail (card) object	NormalizeInput	page 428
9520	Beginning Output Parse	OutParse	page 429
9521	Output Parse mapping performed	OutParse	page 429
9522	Output Parse complete	OutParse	page 429
9530	Beginning Routing recovery	route	page 436
9601	Error %d setting the tracking state to inProgress in DoPersonalityStart	route	page 429
9602	Error %d trying to make DB connection	route	page 429
9603	Error %d setting the ending tracking state in DoPersonalityEnd	route	page 429
9604	No memory for Document object (m_map_detail)	route	page 430
9605	A null packet was received	route	page 430
9606	Packet received had wrong service id	route	page 430
9607	Error %d in PKTIter ctor	route	page 431
9608	Error %d retrieving protocol field from packet	route	page 431
9609	Creation of NVPair failed, code %d	route	page 431
9610	No Tracking ID found in packet	route	page 431
9611	Error %d constructing the BDGDocument object used to enumerate documents to route	route	page 432
9612	Error %d retrieving the sorted list of documents to route	route	page 432
9614	Error %d retrieving the document to route	route	page 432
9615	Error %d updating the document record with new state	route	page 432

Table A-1 ECXpert Error Messages By Error Number *(Continued)*

Error #	Short Message	Component	Page #
9616	Error %d constructing the ECXpert submission object	route	page 433
9617	Error %d constructing the ECXpert CMD object used in submission	route	page 433
9619	Error %d performing the submission of the secondary output of translation	route	page 433
9620	Error %d updating the secondary output card	route	page 434
9621	Error %d occurred, no message found (id %d)	route	page 434
9622	No message found (id %d)	route	page 434
9623	No new tracking id was returned by secondary output submission.	route	page 434
9624	Error %d setting file name and type in the BDGCmd object used for submission	route	page 435
9625	Error %d setting Receiving Member Name in the BDGCmd object used for submission	route	page 435
9626	Error %d setting Sending Member Name in the BDGCmd object used for submission	route	page 435
9627	Error %d setting the ecx.ini filespec in the BDGCmd object used for submission.	route	page 436
9631	Routing recovery complete	route	page 436
9632	Beginning Routing	route	page 436
9633	Routing complete	route	page 436
9634	Submitting document %s, card %d	route	page 436
9701	Beginning Parse Recovery	parse	page 437
9702	Parse Recovery Complete	parse	page 437
9801	No segment terminator was found	EDIObjects	page 437
9802	EOF found in processing EDIObject file	EDIObjects	page 437
9803	File error encountered in reading EDIObject	EDIObjects	page 438
9804	Failed adding EDISegment object	EDIObjects	page 438
9805	File open error on EDIObject	EDIObjects	page 438
9806	No Segment ID found in segment record	EDIObjects	page 439
9807	Invalid SegID: too long - check element separator	EDIObjects	page 440

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Error #	Short Message	Component	Page #
9808	Error writing segment object to file	EDIObjects	page 440
9809	Error writing segment object terminator to file	EDIObjects	page 440
9810	Failed creating EDIElement object	EDIObjects	page 441
9811	No HREC** header was found in application data	EDIObjects	page 441
9812	Could not locate terminator for application data	EDIObjects	page 441
9813	Element delimiter not found in application data header	EDIObjects	page 441
9814	TREC** was not found where trailer expected	EDIObjects	page 442
9815	Error opening the application data file	EDIObjects	page 442
9816	No record terminator was found before end of maximum record size	EDIObjects	page 442
9817	The next starting record (segment) was encountered before a closing one was found	EDIObjects	page 443
9818	The record identifier marking the end of the data object was found	EDIObjects	page 443
9819	There was no memory to expand the document at the segment level	EDIObjects	page 443
9820	There was no memory to expand the record into elements	EDIObjects	page 443
9901	PM_USERABORT: User aborted - MAPSTATUSPROC returned FALSE	mercator	page 444
9902	PM_NOMEMORY: Memory allocation failed	mercator	page 444
9903	PM_OPENMAPFAILED: The IO routines failed opening the Map File	mercator	page 444
9904	PM_READMAPFAILED: An error occurred reading the Map File	mercator	page 445
9905	PM_READINPUTFAILED: An error occurred while reading in a source card to the map	mercator	page 446
9906	PM_BADMMH: An invalid map handle was encountered	mercator	page 446
9907	PM_BADCARDNO: An invalid card was specified in the MAPOPTION->CARDINFO	mercator	page 446
9908	PM_INPUTINVALID: A validation error occurred on an input file	mercator	page 446
9909	PM_OPENOUTPUTFAILED: The Open or Create failed on a destination card [map output]	mercator	page 447

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Error #	Short Message	Component	Page #
9910	PM_INTERNALERROR: Internal error - no longer used according to TSI	mercator	page 447
9911	PM_BUILDOUTPUTFAILED: Could not write to trace file	mercator	page 447
9912	PM_OPENINPUTFAILED: Open failed on a source card	mercator	page 448
9913	PM_OPENWORKFAILED: Open or Create failed on a work file	mercator	page 448
9914	PM_OUTPUTINVALID: An overflow condition occurred on output	mercator	page 448
9915	PM_WRONGCOMPILER: The version of the map is not compatible with the version of the API in ECXpert	mercator	page 448
9916	PM_DISKWRITEERROR: The write routine reported an error	mercator	page 448
9917	PM_DISKREADERROR: The read routine reported an error	mercator	page 449
9918	PM_PAGEUSECTERROR: Not all allocated pages were freed properly - contact TSI!	mercator	page 449
9919	PM_NOOPTIONS: The MAOPTIONS structure was not completed for a map execution	mercator	page 450
9920	PM_REOPENFAIL: A source or destination card could not be re-opened	mercator	page 450
9921	PM_INPUTNOTCONSUMED: Extra data was found after the valid data - non fatal	mercator	page 450
9922	PM_PAGESIZETOOSMALL: The page size specified in MAOPTIONS is too small - please contact Netscape	mercator	page 451
9923	PM_CANTREUSEWORKFILE: Page size requested is different or map is different	mercator	page 451
9924	PM_DATABASEERROR: The close routine reported MERC_FILE_ERROR	mercator	page 451
9925	PM_FILEATTRIBUTEERROR: The write routine reported MERC_FILE_ERROR	mercator	page 451
9926	Output type in error.	mercator	page 451
9927	Output type contains errors.	mercator	page 451
9928	Input type contains errors.	mercator	page 452
9929	Output valid but unknown data found.	mercator	page 452
9930	An unknown Mercator error has occurred	mercator	page 452

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Error #	Short Message	Component	Page #
11501	Oracle Apps Integration map was executed successfully!	legacy-Oracle-Apps	page 452
11502	Error:Oracle Apps Integration map execution failed.	legacy-Oracle-Apps	page 452
11503	Oracle Apps. related processing is complete.	legacy-Oracle-Apps	page 452
11504	Error:While invoking the Mercator. Could not allocate memory for EXITPARAM.	legacy-Oracle-Apps	page 453
11505	Error:Did not receive tag <SE>sender</SE>; fatal.	legacy-Oracle-Apps	page 453
11506	Error:Did not receive tag <RE>receiver</RE>; fatal.	legacy-Oracle-Apps	page 453
11507	Error:Did not receive tag <FN>FileName</FN>; fatal.	legacy-Oracle-Apps	page 453
11508	Error:Did not receive tag <MN>Map Name</MN>; fatal.	legacy-Oracle-Apps	page 453
11509	Error:Did not receive tag <DN>Database Name</DN>; fatal.	legacy-Oracle-Apps	page 453
11510	Error:Did not receive tag <UN>User Name</UN>; fatal.	legacy-Oracle-Apps	page 453
11511	Error:Did not receive tag <PW>Password</PW>; fatal.	legacy-Oracle-Apps	page 453
11512	Error:Did not receive tag <LD>Directory</LD>; fatal.	legacy-SAP	page 454
11513	Error: Mercator Oracle adapter (UNIX:libdboracle.so, NT:Dbora32.dll) is not available; fatal.	legacy-Oracle-Apps	page 454
11601	SAP Integration map was executed successfully!	legacy-SAP	page 454
11602	Error:SAP Integration was execution failed.	legacy-SAP	page 454
11603	Did not receive tag <TI>Tracking Id</TI>; fatal.	legacy-SAP	page 454
11604	Error: The value received with tag TI did not work with atoi(); fatal.	legacy-SAP	page 454
11605	Error:Did not receive tag <SE>sender</SE>; fatal.	legacy-SAP	page 454
11606	Error:Did not receive tag <RE>receiver</RE>; fatal.	legacy-SAP	page 454
11607	Error:Did not receive tag <FN>File Name</FN>; fatal.	legacy-SAP	page 455

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Error #	Short Message	Component	Page #
11608	Error:Did not receive tag <MN>Map Name</MN>; fatal.	legacy-SAP	page 455
11609	Error: Did not receive tag <RK>RFC Key</RK>; fatal.	legacy-SAP	page 455
11610	Error: Did not receive tag <CN>Client Number</CN>; fatal.	legacy-SAP	page 455
11611	Error: Did not receive tag <UI>User Id</UI>; fatal.	legacy-SAP	page 455
11612	Error: Did not receive tag <PW>Password</PW>; fatal.	legacy-SAP	page 455
11613	Error: Did not receive tag <LD>Directory</LD>; fatal.	legacy-SAP	page 455
11614	Error: Could not allocate memory in RunMercMap function; fatal.	legacy-SAP	page 455
11615	Error: prblem in reading idoc_output_file entry under SAP section in ecx.in fatal.	legacy-SAP	page 456
11616	Error: startALEsend returned an invalid RFC handle. Check the SAP connectivity; possible problems with RFC-key in saprfc.ini; Verify the correctness of Client Number, User ID and Password. Also, check SAP trace file (ECX_Home/cgi-bin/dev_rfc); fatal.	legacy-SAP	page 456
11617	Error: SendIdoc function failed; fatal.	legacy-SAP	page 456
11618	sendIDoc Queued.	legacy-SAP	page 456
11619	IDOC sent successfully.	legacy-SAP	page 456
11620	Error: outbound_idoc_dir entry under SAP section in ecx.ini may be not present.	legacy-SAP	page 456
11621	RFCServer entry problem.	legacy-SAP	page 456
11622	Error: Invalid IDOC working directory.	legacy-SAP	page 457
11623	Error: Invalid working directory.	legacy-SAP	page 457
11624	Error: ALE Receive error	legacy-SAP	page 457
11625	Error: Could not spawn the thread; fatal.	legacy-SAP	page 457
11626	Error: Call back copy file error; fatal.	legacy-SAP	page 457
11627	Error: Could not copy the outbound IDOC file; fatal.	legacy-SAP	page 457
11628	Error: Problem with entry outbound_idoc_dir entry under section legacy-sap in ecx.ini; fatal.	legacy-SAP	page 457
11629	Error: Problem with rfc_server_section entry under legacy-sap section in ecx.ini; fatal.	legacy-SAP	page 457

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
11630	Error: Problem with outbound_idoc_workingdir entry under legacy-sap section in ecx.ini.	legacy-SAP	page 458
11631	Error: The directory given for outbound_idoc_workingdir under legacy-sap section in ecx.ini is invalid.	legacy-SAP	page 458
11632	Error: Could not connect to SAP; start ALERcvfunction returns null handle; Check the saprfctrace file.	legacy-SAP	page 458
11633	Error: Could not create thread.	legacy-SAP	page 458
11634	Error: Could not dispatch the thread	legacy-SAP	page 458
11635	Error: Problem with ale_server_auto_start entry in legacy-sap section of ecx.ini.	legacy-SAP	page 458
11636	SAP related legacy processing is complete	legacy-SAP	page 458
11637	Error: RFC transaction is complete, but the callback function failed when it tried to copy the file from working directory to destination directory. Check the access permissions on destination directory.	legacy-SAP	page 459
11638	Error: ale_doc_submit_mode entry in the ecx.ini may not be defined. Check ecx.ini for the existence of this entry under legacy-sap section.	legacy-SAP	page 459
11639	Error: Problem with idoc_outbound_dir entry in ecx.ini under legacy-sap section. Check for the existence of the entry and/or for the spelling.	legacy-SAP	page 459
11640	Error: Problem with idoc_sender entry in ecx.ini under legacy-sap section. Check for the existence or validity of the entry.	legacy-SAP	page 459
11641	Error: Problem with the idoc_receiver entry in the ecx.ini under legacy-sap section. Check for the existence or validity of the entry.	legacy-SAP	page 459
11642	Error: Problem with idoc_doctype entry in ecx.ini under legacy-sap section. Check for the existence of the entry or validity of the entry.	legacy-SAP	page 459
11643	Error: Could not rename the temporary file in the working directory to a filename appended with the tracking ID.	legacy-SAP	page 459
11644	Error: Could not resubmit the incoming idoc.	legacy-SAP	page 460
11645	Error: Could not create submission object.	legacy-SAP	page 460
11646	Successfully submitted the incoming idoc from SAP.	legacy-SAP	page 460

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Error #	Short Message	Component	Page #
11647	Error: Not able to open a file in the working directory with write permissions; fatal.	legacy-SAP	page 460
11703	MQSeries operation completed successfully.	legacy-MQSeries	page 460
11704	Error: Did not receive tag <SE>sender</SE>; fatal.	legacy-MQSeries	page 460
11705	Error: Did not receive tag <RE>receiver</RE>; fatal.	legacy-MQSeries	page 460
11706	Error: Did not receive tag <FN>FileName</FN>; fatal.	legacy-MQSeries	page 460
11707	Error: Did not receive tag<QN>Queue Name</QN>; fatal.	legacy-MQSeries	page 461
11708	Error: Did not receive tag <QM>Queue Manager Name</QM>; fatal.	legacy-MQSeries	page 461
11709	Error: Did not receive tag <LDDirectory</LD>; fatal.	legacy-MQSeries	page 461
11710	Error: Definition of MQSERVER or (MQCHLLIBHTAB) in ecx.ini file may be invalid or Queue Manager may be down.	legacy-MQSeries	page 461
11711	Error: Invalid Queue Manager Name specified.	legacy-MQSeries	page 461
11712	Error: Invalid Queue Name specified.	legacy-MQSeries	page 461
11713	Error: Message Put failed.	legacy-MQSeries	page 461
11713	Error: Message Put failed.	legacy-MQSeries	page 461
11714	Error: Message Get failed.	legacy-MQSeries	page 461
11715	Error: File IO Error.	legacy-MQSeries	page 462
11716	Error: Message is not in a string format.	legacy-MQSeries	page 462
11717	Error: MQSERVER entry for both MQCHLLIB and MQCHLTAB are missing from ecx.ini file under legacy mq-series section.	legacy-MQSeries	page 462
11718	Error: Did not receive tag <OP>Legacy Operation</OP>; fatal.	legacy-MQSeries	page 462
11719	Error: Did not receive tag <MH>Message Header name</MH>; fatal.	legacy-MQSeries	page 462
11720	Error: Did not receive tag <ID>Inbound Directory</ID>; fatal.	legacy-MQSeries	page 462
11721	Error: Attempt to submit received message from the queue failed; fatal.	legacy-MQSeries	page 462
11722	Error: Invalid submit mode. It has to be either ecx or directory. Verify mqseries_submit_mode entry in ecx.ini; fatal.	legacy-MQSeries	page 463
11723	Error: Sender error. Verify mqseries_sender entry in ecx.ini; fatal.	legacy-MQSeries	page 463

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Error #	Short Message	Component	Page #
11724	Error: Receiver error. Verify mqseries_receiver entry in ecx.ini; fatal.	legacy-MQSeries	page 463
11725	Error: Doc Type error. Verify mqseries_doctype entry in ecx.ini; fatal.	legacy-MQSeries	page 463
11726	Error: dead_letter_q_flag entry in ecx.ini is not present.; fatal.	legacy-MQSeries	page 463
11727	Error: header_separator entry in ecx.ini is not present; fatal.	legacy-MQSeries	page 463
11728	Error: Did not receive tag <SE>Sender</SE> from the Scheduler UI; fatal.	legacy-MQSeries	page 463
11729	Error: Did not receive tag <RE>Receiver</RE> from the Scheduler UI; fatal.	legacy-MQSeries	page 463
11730	Error: Did not receive tag <DT>Docuyment Type</DT> from teh Scheduler UI; fatal.	legacy-MQSeries	page 464
11731	Warning: Queue contains less messages than requested; Requested Count, Queue Count"	legacy-MQSeries	page 464
11732	Error: Invalid data entered in Scheduler for Message Count;	legacy-MQSeries	page 464
11733	Error: Unable to open Message Header File:	legacy-MQSeries	page 464
11800	Error: MQSeries API call failed.	legacy-MQSeries	page 464
11901	Legacy Server has received the packet.	legacy-generic	page 464
11902	Legacy Server has Encountered an unexpected error	legacy-generic	page 464
11903	Error:Legacy Server has received an invalid packer	legacy-generic	page 465
11905	Error: Legacy Server initialization failed.	legacy-generic	page 465
11906	Error: Legacy Server operation process failed.	legacy-generic	page 465
11907	Error: Legacy Server operation query failed.	legacy-generic	page 465
11908	Error: Could not create Command Object; may be out of memory.	legacy-generic	page 465
11909	Error: Could not create Submission object; may be out of memory.	legacy-generic	page 465
11910	Error: Submission of the incoming IDOC document failed. Check the ecx.ini file for the correctness of Sender, Receiver and DocType values.	legacy-generic	page 465
11911	Error: The returned command string from the submission is NULL.	legacy-generic	page 465

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Error #	Short Message	Component	Page #
11912	Error: Could not parse the returned command string. Reason unknown.	legacy-generic	page 466
11913	Error: Submission return code is not zero. Submission Failed.	legacy-generic	page 466
11914	Error: Could not extract tracking ID. Reason Unkown.	legacy-generic	page 466
11915	Error: wrong number of arguments to legacyroled executable Usage: legacyroled <config-file> <legacy-section>	legacy-generic	page 466
11916	Error: Failed in creating aleserver class. May be low on memory.	legacy-generic	page 466
11917	Error: Could not create aleserver thread.	legacy-generic	page 466
11918	Error: There is no ale_server_auto_start in the ecx.ini. Please, verify the file.	legacy-generic	page 466
11919	Error: Legacy server factory class failed for unknown reasons. Check the other errors in this invocation.	legacy-generic	page 467
11920	Error: ale server configuration setup failed. Check the validity of all the entries of legacysap in ecx.ini	legacy-generic	page 467
11921	Error: LegacyServer failed to initialize Mercator Platform API initialization.	legacy-generic	page 467
12001	Set SSL private key failed	http-ssl	page 467
12002	Could not get the host name or its IP address	http-ssl	page 467
12003	Could not connect to HTTPS server	http-ssl	page 467
12004	The reply status code after SSL POST indicated failure	http-ssl	page 467
12005	The cgi program failed to submit document to ECXpert	http-ssl	page 467
12100	SSL memory error	http-ssl	page 468
12101	SSL unsupported error	http-ssl	page 468
12102	SSL overflow error	http-ssl	page 468
12103	SSL unknown error	http-ssl	page 468
12104	SSL protocol error	http-ssl	page 468
12105	SSL negotiation error	http-ssl	page 468
12106	SSL fatal alert	http-ssl	page 468
12107	SSL would block IO error	http-ssl	page 468
12108	SSL IO error	http-ssl	page 469

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
12109	SSL session not found error	http-ssl	page 469
12110	SSL connection closed gracefully error	http-ssl	page 469
12111	SSL connection closed error	http-ssl	page 469
12112	ASN bad encoding error	http-ssl	page 469
12113	ASN integer too big error	http-ssl	page 469
12114	X509 cert chain invalid error	http-ssl	page 469
12115	X509 cert expired error	http-ssl	page 469
12116	X509 name not equal error	http-ssl	page 470
12117	X509 cert chain incomplete error	http-ssl	page 470
12118	X509 data not found error	http-ssl	page 470
12119	SSL bad parameter error	http-ssl	page 470
12120	SSL IO closed override goodbye kiss error	http-ssl	page 470
12151	Incorrect HTTP Path	http-aiag	----
12152	HTTP Content Type Not Found	http-aiag	----
12153	Corrupt HTTP Body	http-aiag	----
12154	Missing MIME boundary	http-aiag	----
12155	Corrupt Mime Component	http-aiag	----
12156	Error Parsing Mime Message	http-aiag	----
12157	Corrupt MIME boundary	http-aiag	----
12158	Unexpected Content Type	http-aiag	----
12159	Internal XML parser error	http-aiag	----
12160	Serious AIAG Message Received	http-aiag	----
12161	Deliver URL Unavailable	http-aiag	----
12162	Serious error in received XML	http-aiag	----
12163	Obtain URL Unavailable	http-aiag	----
12164	Empty MIME content	http-aiag	----
12165	Acknowledge URL Unavailable	http-aiag	----
12166	Loop back test failed	http-aiag	----
12167	Warning aiag msg received	http-aiag	----

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
12168	Informational aiag msg received	http-aiag	----
12169	Http connection timeout	http-aiag	----
12170	Aiag obtain transaction id	http-aiag	----
13001	Splitting.	Split	page 470
13002	Splitting done.	Split	page 470
13003	For SENDER=%s, RECEIVER=%s, DOCTYPE=%s, Tracking ID is %d.	Split	page 470
13004	No interchanges or documents found for this tracking id.	Split	page 471
13005	Error %d creating ECXInterchangeSplitCfg object during initialization.	Split	page 471
13006	Error %d creating NSProcess object.	Split	page 471
13007	Error %d creating NSSemaphore object.	Split	page 471
13008	Error %d creating NSDoublyLinkedList object.	Split	page 471
13009	Error %d creating BDGdbmgr object.	Split	page 471
13010	Error %d creating BDGInterchange object.	Split	page 471
13011	Error %d creating BDGDocument object.	Split	page 471
13012	Error %d creating NSPktIter object.	Split	page 472
13013	Error %d creating a NSnvpair object.	Split	page 472
13014	Error %d creating ECXISListNode object.	Split	page 472
13015	Error %d creating ECXISplitService object.	Split	page 472
13016	Error %d creating a BDGMBAddressesDom object.	Split	page 472
13020	Error %d initializing NSSemaphore object.	Split	page 472
13021	Error %d updating tracking state.	Split	page 472
13022	Error %d getting list of interchanges for this tracking id.	Split	page 472
13023	Error %d getting list of documents for this tracking id.	Split	page 473
13024	Error %d locking mutex.	Split	page 473
13025	Error %d retrieving protocol string from packet.	Split	page 473
13026	Error retrieving tracking ID from packet.	Split	page 473
13027	Error %d adding ECXISListNoder object to linked list.	Split	page 473

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
13028	Error %d spawning new thread.	Split	page 473
13029	Error %d generating unique filename	Split	page 473
13030	Error %d opening original input file.	Split	page 473
13031	Error %d opening temporary output file.	Split	page 474
13032	Error %d performing file I/O on input file.	Split	page 474
13033	Error %d performing file I/O on output file.	Split	page 474
13034	Error %d retrieving member name.	Split	page 474
13035	One of sender member name or receiver member name empty.	Split	page 474
13036	Error %d setting BDGCmd members.	Split	page 474
13037	Submission failed with error %d.	Split	page 474
13038	Error %d getting response packet from submission.	Split	page 474
13039	Error %d parsing response packet from submission.	Split	page 475
13040	Missing tracking id in response packet.	Split	page 475
14001	Beginning bundle for %s.	bundle	page 475
14002	Terminating bundle for %s.	bundle	page 475
14003	Beginning bundle recovery processing for %s.	bundle	page 475
14004	Terminating bundle recovery processing for %s.	bundle	page 475
14005	Added multipart type %s.	bundle	page 475
14006	bundle generated tracking id %ld.	bundle	page 475
14007	Added Application file %s.	bundle	page 476
14008	Added document type %s.	bundle	page 476
14009	Added group type %s.	bundle	page 476
14010	Added %s interchange.	bundle	page 476
14012	Error %d creating a BDGdbmgr object.	bundle	page 476
14013	Error %d creating a BDGTracking object.	bundle	page 476
14014	Error %d creating a BDGDocument object.	bundle	page 476
14015	Error %d creating a NSTime object.	bundle	page 476
14016	Error %d creating a NSCfg object.	bundle	page 477
14017	Error %d creating a bundleDocument object.	bundle	page 477

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
14018	Error %d creating a MultiPartList object.	bundle	page 477
14019	Error %d creating a BDGPNStd object.	bundle	page 477
14020	Error %d creating a BDGPNGroup object.	bundle	page 477
14021	Error %d creating a EDIDocumentDetails object.	bundle	page 477
14022	Error %d creating a ECXDynamicString object.	bundle	page 477
14023	Error %d creating a BDGMBAddressesDom object.	bundle	page 477
14024	Error %d creating a NSFs object.	bundle	page 478
14025	Error %d creating a BDGGroup object.	bundle	page 478
14026	Error %d creating a BDGInterchange object.	bundle	page 478
14027	Error %d retrieving a list of documents to bundle	bundle	page 478
14028	Error %d adding bundleDocument object to RB-Tree.	bundle	page 478
14029	Error %d retrieving TRACKING details for attachments.	bundle	page 478
14030	Error %d retrieving partnership information from PNSTD table.	bundle	page 478
14031	Error %d retrieving partnership information from PNGROUP table.	bundle	page 478
14032	Error %d writing to file.	bundle	page 479
14033	Error %d reading from file.	bundle	page 479
14034	Error converting string to hex format.	bundle	page 479
14035	Error %d creating bundle file	bundle	page 479
14036	Error %d deleting Tracking IDs	bundle	page 479
14037	Error %d creating new Tracking ID.	bundle	page 479
14038	Invalid Segment in EDI file.	bundle	page 479
14039	Error %d opening EDI file.	bundle	page 479
14040	Error %d seeking in EDI file.	bundle	page 480
14041	Error %d reading from EDI file.	bundle	page 480
14042	Error %d retrieving TRACKING details.	bundle	page 480
14043	Error %d copying file.	bundle	page 480
14044	Error %d updating bundle state.	bundle	page 480

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
14045	Error %d adding document.	bundle	page 480
14046	Error %d adding functional group.	bundle	page 480
14047	Error %d adding interchange.	bundle	page 480
14048	Error %d reserving interchange control number.	bundle	page 481
14049	Error %d reserving functional group control number.	bundle	page 481
14050	Error %d reserving document control number.	bundle	page 481
14051	Error 14051 creating a EDIDocumentDetails Object	bundle	page 481
14052	Error %d creating a BDGPartnership object.	bundle	page 482
14053	Error %d retrieving partnership information from PARTNERSHIPS table.	bundle	page 482
14054	Error closing/flushing file properly.	bundle	page 482
15001	Beginning Parse	Parse	page 482
15002	Beginning Parse Recovery.	Parse	page 482
15003	Parse Complete.	Parse	page 482
15004	Parse Recovery Complete.	Parse	page 482
15005	%d %s Parsed and Recorded.	Parse	page 483
15006	Found %s at offset %d.	Parse	page 483
15007	%d Interchange row(s) copied.	Parse	page 483
15008	%d Functional Group row(s) copied.	Parse	page 483
15009	%d Document row(s) copied.	Parse	page 483
15010	Flushed lists!	Parse	page 483
15011	%d %s in error.	Parse	page 483
15012	Only %d out of %d %s parsed were recorded.	Parse	page 483
15013	%s found at offset %d in error: %s.	Parse	page 484
15014	Unknown data found in submitted file.	Parse	page 484
15015	Invalid AK1 grouping. Cannot reconcile.	Parse	page 484
15016	Invalid AK2 grouping. Cannot reconcile.	Parse	page 484
15017	Failed to reconcile %s with control number %s.	Parse	page 484
15018	Only %d out of a total of %d %s reconciled.	Parse	page 484

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
15019	Missing UCI segment. Cannot reconcile.	Parse	page 484
15020	Error %d adding Interchange to database.	Parse	page 484
15021	Error %d adding Functional Group to database.	Parse	page 485
15022	Error %d adding Document to database.	Parse	page 485
15023	Error %d adding Document Card to database.	Parse	page 485
15024	Error %d creating ECXParseGlobal object during initialization.	Parse	page 485
15025	Error %d creating ECXPresToken object.	Parse	page 485
15026	Error %d creating NSRBTree object.	Parse	page 485
15027	Error %d creating ECXPStandardsNode object.	Parse	page 485
15028	Error %d creating NSPktIter object.	Parse	page 485
15029	Error %d creating NSnvpair object.	Parse	page 486
15030	Error %d creating BDGTracking object.	Parse	page 486
15031	Error %d creating BDGInterchange object.	Parse	page 486
15032	Error %d creating BDGGroup object.	Parse	page 486
15033	Error %d creating BDGDocument object.	Parse	page 486
15034	Error %d creating BDGDocumentCard object.	Parse	page 486
15035	Error %d creating ECXPUdater object.	Parse	page 486
15036	Error %d creating ECXParseReader object.	Parse	page 486
15037	Error %d creating ECXPISAParser object.	Parse	page 487
15038	Error %d creating ECXPUNAParser object.	Parse	page 487
15039	Error %d creating ECXPHRECPARSER object.	Parse	page 487
15040	Error %d creating ECXPSegment (or derived) object.	Parse	page 487
15041	Error %d creating NSProcess object.	Parse	page 488
15042	Initialization error.	Parse	page 489
15043	No PARSE_RESTRICTIONS_FILENAME definition in ecx.ini.	Parse	page 489
15044	Error %d opening restrictions file.	Parse	page 489
15045	Token too long.	Parse	page 489
15046	Undefined character type.	Parse	page 489
15047	Restrictions file line no %d: Unexpected token type (%d).	Parse	page 489

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
15048	Restrictions file line no %d: Error %d retrieving token.	Parse	page 489
15050	Unknown word.	Parse	page 491
15051	Error %d inserting node into standards tree.	Parse	page 491
15052	Error %d inserting node into elements tree.	Parse	page 491
15053	Error %d adding to list of valid/invalid tokens.	Parse	page 491
15054	Null data packet received.	Parse	page 491
15055	Wrong packet ID.	Parse	page 491
15056	Error %d retrieving protocol string from packet.	Parse	page 491
15057	Error %d retrieving tracking ID from packet.	Parse	page 491
15058	Error %d updating state in TRACKING table.	Parse	page 492
15059	Error retrieving seed record from TRACKING table.	Parse	page 492
15060	Error %d deleting seed record from TRKDOC.	Parse	page 492
15061	Error %d spawning updater thread.	Parse	page 492
15062	Element too long.	Parse	page 492
15063	Error %d reading from input data file.	Parse	page 492
15064	Error %d tokenizing segment.	Parse	page 492
15065	Error %d adding segment to linked list.	Parse	page 492
15066	Error %d adding ECXPEDIGrouping object to FIFO Queue.	Parse	page 493
15067	Error %d adding Interchange to database.	Parse	page 493
15068	Error %d adding Functional Group to database.	Parse	page 493
15069	Error %d adding Document to database.	Parse	page 493
15070	Error %d adding Document Card to database.	Parse	page 493
15071	Error %d retrieving interchange.	Parse	page 493
15072	Error %d getting list of documents.	Parse	page 493
15073	Invalid EDI element.	Parse	page 493
15074	Invalid EDI segment.	Parse	page 494
15075	Cannot insert ECXPEDIElement object into list.	Parse	page 494
15076	Nil FIFO Queue.	Parse	page 494
15077	Fatal errors encountered during database update.	Parse	page 494

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
15078	Nothing done!	Parse	page 494
15079	Error opening source file.	Parse	page 494
15080	Error loading source file into memory.	Parse	page 494
15081	Size of source file is 0.	Parse	page 494
15082	ECX XML parser could not be created.	Parser	page 495
15083	SAX parser could not be created.	Parser	page 495
15084	Error parsing the XML object.	Parser	page 495
15085	Style sheet not found.	Parser	page 495
15086	Stylesheet base directory not found.	Parser	page 496
15087	Sender ID not found in XML document.	Parser	page 496
15088	Receiver ID not found in XML document.	Parser	page 497
15089	Document type not found in XML document.	Parser	page 497
15090	Error reading stylesheets info file.	Parser	page 498
15301	Beginning Translate.	Translate	page 498
15302	Beginning Translate Recovery.	Translate	page 498
15303	Translate Complete.	Translate	page 498
15304	Translate Recovery Complete.	Translate	page 498
15305	Document %s: translated successfully.	Translate	page 498
15306	Document %s: skipped because of parse errors.	Translate	page 499
15307	Document %s: no map name found in document record.	Translate	page 499
15308	Document %s: map not found on disk.	Translate	page 499
15309	Could not retrieve card details from map.	Translate	page 499
15310	Input card %d, file "%s" not found.	Translate	page 499
15311	Document %s: translated successfully with error %d (%s).	Translate	page 499
15312	Document %s: failed translation with error %d (%s).	Translate	page 499
15313	Card %d had no output. File "%s" removed.	Translate	page 499
15314	Document %s: resetting translation state to failed.	Translate	page 500
15315	Error %d creating NSPktIter object.	Translate	page 500
15316	Error %d creating NSnvpair object.	Translate	page 500

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
15317	Error %d creating ECXTGlobal object during initialization.	Translate	page 500
15318	Error %d creating BDGTracking object.	Translate	page 500
15319	Error %d creating BDGInterchange object.	Translate	page 500
15320	Error %d creating BDGGroup object.	Translate	page 500
15321	Error %d creating BDGDocument object.	Translate	page 500
15322	Error %d creating BDGDocumentCard object.	Translate	page 501
15323	Error %d creating NSDoublyLinkedList object.	Translate	page 501
15324	Error %d creating ECXTDocumentNode object.	Translate	page 501
15325	Error %d creating BDGPNView object.	Translate	page 501
15326	Error %d creating ECXDynamicString object.	Translate	page 501
15327	Error %d creating ECXTSegmentIDList object.	Translate	page 501
15328	Error %d creating BDGSegment object.	Translate	page 501
15329	Null data packet received.	Translate	page 501
15330	Wrong packet ID.	Translate	page 502
15331	Error %d retrieving protocol string from packet.	Translate	page 502
15332	Error %d retrieving tracking ID from packet.	Translate	page 502
15333	Error %d updating state in TRACKING table.	Translate	page 502
15334	Error initializing Mercator API.	Translate	page 502
15335	Invalid directory.	Translate	page 502
15336	No TRANSLATE_INPUT_DIR definition in ecx.ini.	Translate	page 502
15337	No TRANSLATE_OUTPUT_DIR definition in ecx.ini.	Translate	page 502
15338	No TRANSLATE_MAP_DIR definition in ecx.ini.	Translate	page 503
15339	No TRANSLATE_WORK_DIR definition in ecx.ini.	Translate	page 503
15340	Initialization error.	Translate	page 503
15341	Error %d updating document state.	Translate	page 503
15342	Error %d locking mutex.	Translate	page 503
15343	Error %d retrieving functional group information for document.	Translate	page 503
15344	Error %d interchange information for document.	Translate	page 503

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
15345	Error %d adding ECXTDocumentNode object to working set.	Translate	page 503
15346	Error %d generating unique filename for delimiters card.	Translate	page 504
15347	Error %d opening file.	Translate	page 504
15348	Error %d seeking in file.	Translate	page 504
15349	Error %d reading from file.	Translate	page 504
15350	Error %d writing to file.	Translate	page 504
15351	Error %d retrieving partnership details.	Translate	page 504
15352	Too many partnerships (%d) retrieved.	Translate	page 504
15353	Error %d updating document state.	Translate	page 504
15354	Error %d adding card.	Translate	page 505
15355	Error %d resetting segment ID list.	Translate	page 505
15356	Segment ID is too long.	Translate	page 505
15357	Segment terminator not found.	Translate	page 505
15358	ECXTSegmentIDNode object construction failed.	Translate	page 505
15359	Error %d building list of segment IDs.	Translate	page 505
15360	Pattern not found.	Translate	page 505
15361	Document %s: XSLT based translation failed	Translate	XXX
16001	Error: Could not create OFTP channel.	ecxoftp-server	page 506
16002	Error: Could not connect to OFTP channel.	ecxoftp-server	page 506
16003	Error: Could not open OFTP Session.	ecxoftp-server	page 506
16008	Error: Could not accept incoming OFTP file transfer request.	ecxoftp-server	page 506
16014	Error: Could not acknowledge OFTP file.	ecxoftp-server	page 506
16015	Error: Could not turn session.	ecxoftp-server	page 506
16016	Error: Could not initiate outgoing OFTP file transfer.	ecxoftp-server	page 507
16017	Error: Could not close outgoing OFTP file transfer.	ecxoftp-server	page 507
16019	Error: Authentication of remote node details failed.	ecxoftp-server	page 507
16020	Remote OFTP node rejected file transfer request.	ecxoftp-server	page 507
16022	Remote OFTP node accepted file transfer.	ecxoftp-server	page 507
16029	Acknowledged file successfully according to EERP rel details.	ecxoftp-server	page 507

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
16030	Warning: No EERP relationship specified.	ecxoftp-server	page 507
16031	Info: No EERP tracking info found.	ecxoftp-server	page 507
16032	Received an EERP for this tracking ID.	ecxoftp-server	page 508
16033	Received all EERP acknowledgements expected for this tracking ID.	ecxoftp-server	page 508
16034	Info: Returning immediate EERP - outgoing protocol not OFTP.	ecxoftp-server	page 508
16100	Could not instantiate eXML-Connector listener	xmlconnector	page 508
16101	Could not open ini file	xmlconnector	page 508
16102	Could not init eXML-Connector listener	xmlconnector	page 508
16103	Failed to parse NSPkt	xmlconnector	page 508
16104	Failed to extract service command	xmlconnector	page 508
16105	Failed to allocate memory for NVpair	xmlconnector	page 509
16106	Failed to instantiate NVpaiinstantiate NVpairr	xmlconnector	page 509
16107	Failed to extract OP - operation	xmlconnector	page 509
16108	OP (operation) is not SEND	xmlconnector	page 509
16109	Failed to extract HN - host name	xmlconnector	page 507
16110	Failed to extract PN - port	xmlconnector	page 509
16111	Failed to extract FN - file name	xmlconnector	page 509
16112	Failed to extract XT - file transport	xmlconnector	page 509
16113	Invalid ini file or section	xmlconnector	page 510
16114	Insufficient memory to allocate string for ini file name	xmlconnector	page 510
16115	Insufficient memory to allocate string for section name	xmlconnector	page 510
16116	Could not open ini config file	xmlconnector	page 510
16117	Nil NSPkt	xmlconnector	page 510
16118	Could not connect	xmlconnector	page 510
16119	Could not open file to read	xmlconnector	page 510
16120	Base64 file stream encoding failed	xmlconnector	page 510
16121	Invalid additional file	xmlconnector	page 511

Table A-1 ECXpert Error Messages By Error Number (*Continued*)

Error #	Short Message	Component	Page #
16122	Failed to send message	xmlconnector	page 511
16123	Failed to receive message	xmlconnector	page 511
16124	Failed to parse message	xmlconnector	page 511
16125	Failed to get variable	xmlconnector	page 511
16126	Variable in response indicating success	xmlconnector	page 511
16127	Variable in response indicating failed	xmlconnector	page 511
16128	Submitted file stream from eXML-Connector	xmlconnector	page 511
16129	Submitted file name from eXML-Connector	xmlconnector	page 512
16130	Missing parameter	xmlconnector	page 512
16131	Invalid parameter	xmlconnector	page 512
16132	Invalid or non-readable/non-writable directory	xmlconnector	page 512
16401	Error: Could not download to SMG spoke.	ecxsmg-server	page 512
16402	Info: Successfully downloaded to SMG spoke.	ecxsmg-server	page 512
18601	Cannot find the ECXJMSSender java class file.	???	page 512
18602	The JNI call to the ECXJMSSender java class file failed.	???	page 513
18603	JMS failed to establish connection.	???	page 513
18604	JMS connector failed to send message to the message server.	???	page 513
18605	Scheduled job - Failed to start the Queue Listener.	???	page 514
18606	Scheduled job - Error in the Queue Listener	???	page 514
18607	Scheduled job - Failed to stop the Queue Listener	???	page 515

Alphabetical Index

Table A-2 lists ECXpert error messages in alphabetical order.

Table A-2 Alphabetized ECXpert Error Messages

Error #	Short Message	Component	Page #
15011	%d %s in error.	Parse	page 483
15005	%d %s Parsed and Recorded.	Parse	page 483

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
9098	%d Application Recordsets Parsed and Recorded	parse	page 381
8911	%d Document row(s) copied.	parse	page 358
15009	%d Document row(s) copied.	Parse	page 483
9097	%d EDI Documents Parsed and Recorded	parse	page 381
8910	%d Functional Group row(s) copied.	parse	page 358
15008	%d Functional Group row(s) copied.	Parse	page 483
9096	%d Groups Parsed and Recorded	parse	page 381
8909	%d Interchange row(s) copied	parse	page 358
15007	%d Interchange row(s) copied.	Parse	page 483
9095	%d Interchanges Parsed and Recorded	parse	page 381
9099	%d Reconciliations Processed	parse	page 381
9073	%s document skipped	parse	page 375
15013	%s found at offset %d in error: %s.	Parse	page 484
9061	%s Group Added	parse	page 374
9070	%s Group offsets updated	parse	page 375
9075	%s group skipped	parse	page 377
9060	%s Interchange Added	parse	page 374
9069	%s Interchange offsets updated	parse	page 375
536	%s: %s = %s exists in database but passed in as %s	db	page 308
501	%s: %s is not defined in the configuration file	db	page 297
522	%s: Cannot access %d %s since it is locked	db	page 302
511	%s: Cannot commit the transaction	db	page 300
502	%s: Cannot connect to database %s on server %s as user %s	db	page 298
552	%s: Cannot delete %s.%s=%d which is still being used by child table(s).	db	page 310
512	%s: Cannot roll back the transaction	db	page 300
506	%s: Database error %d encountered	db	page 299
526	%s: Deleting %s failed with DB, RW or internal error %d	db	page 304
524	%s: Duplicated primary or unique key for %s (%s)	db	page 303

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
602	%s: Inactive Member or Invalid EDI address (%s, %s) for %s	db	page 311
523	%s: Inserting into %s failed with DB, RW or internal error %d	db	page 302
527	%s: Invalid key (%d)	db	page 304
528	%s: Invalid key (%d, %d)	db	page 305
529	%s: Invalid key (%d, %d, %d)	db	page 305
530	%s: Invalid key (%s)	db	page 306
531	%s: Invalid key (%s, %d)	db	page 306
603	%s: Invalid or disabled partnership: (%s, %s) (%s, %s)	db	page 312
604	%s: Invalid password for member %s	db	page 313
505	%s: Mutex error found	db	page 299
510	%s: Nested transaction is not supported by the DBMS and is ignored	db	page 299
520	%s: No record is retrieved or changed from %s (%s)	db	page 301
521	%s: Querying %s failed with DB, RW or internal error %d	db	page 301
535	%s: Schema mismatches for table %s	db	page 308
551	%s: The child table %s is still using the key %s	db	page 309
550	%s: The parent key %s does not exist in %s	db	page 309
532	%s: Tracking %d is waiting for more parts	db	page 306
606	%s: Unable to decrypt string	db	page 313
605	%s: Unable to encrypt string	db	page 313
533	%s: Unknown %s %d for %s	db	page 307
534	%s: Unknown %s %s for %s	db	page 307
600	%s: Unknown %s member name: %s	db	page 310
601	%s: Unknown %s qualifier pair: %s, %s	db	page 310
525	%s: Updating %s failed with DB, RW or internal error %d	db	page 304
8223	[trkid:%s] Processing job...	dispatcher	page 356
9239	9239 Error %d creating BDGSegment object.	ack	page 402
9089	A component rule failed in the %s envelope parse.	parse	page 380

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
9016	A null packet was received	parse	page 362
9114	A null packet was received	translate	page 387
9503	A null packet was received	OutParse	page 424
9605	A null packet was received	route	page 430
9322	a unique tempname could not be generated	bundle	page 412
9010	A unique tempname could not be generated	parse	page 361
16029	Acknowledged file successfully according to EERP rel details.	ecxoftp-server	page 507
9359	Added %s interchange	bundle	page 420
14010	Added %s interchange.	bundle	page 476
9361	Added Application file %s	bundle	page 420
14007	Added Application file %s.	bundle	page 476
9357	Added document type %s	bundle	page 419
14008	Added document type %s.	bundle	page 476
9358	Added group type %s	bundle	page 420
14009	Added group type %s.	bundle	page 476
9360	Added multipart type %s	bundle	page 420
14005	Added multipart type %s.	bundle	page 475
9353	All interchange request	bundle	page 419
9037	An existing %s record was already present - skipped on recovery	parse	page 367
9311	An unexpected interchange (key != BUNDLE_SEED) returned to bundle - internal db error	bundle	page 409
9930	An unknown Mercator error has occurred	mercator	page 452
9068	Application document added	parse	page 375
7722	Argument expected to be a #defined constant invalid	smtp	page 350
107	Array overflown	Scheduler	page 297
12112	ASN bad encoding error	http-ssl	page 469
12113	ASN integer too big error	http-ssl	page 469
9124	Bad BDGTrkDocDetailsDom object for registering output card from translate, code %d	translate	page 390

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
7006	Base64 decoding failed	smtp	page 333
7007	Base64 encoding failed	smtp	page 333
16120	Base64 file stream encoding failed	xmlconnector	page 510
9211	Beginning acknowledgement generation	ack	page 399
9350	Beginning bundle for %s	bundle	page 419
14001	Beginning bundle for %s.	bundle	page 475
9362	Beginning bundle recovery processing for %s	bundle	page 420
14003	Beginning bundle recovery processing for %s.	bundle	page 475
9520	Beginning Output Parse	OutParse	page 429
9406	Beginning Output Preparation.	outprep	page 421
9065	Beginning Parse	parse	page 374
15001	Beginning Parse	Parse	page 482
9701	Beginning Parse Recovery	parse	page 437
15002	Beginning Parse Recovery.	Parse	page 482
9632	Beginning Routing	route	page 436
9530	Beginning Routing recovery	route	page 436
15302	Beginning Translate Recovery.	Translate	page 498
15301	Beginning Translate.	Translate	page 498
9153	Beginning translation recovery	translate	page 397
9150	Beginning translation thread	translate	page 396
7102	Boundary missing in multipart MIME, logged message %s	smtp	page 339
9356	bundle deleted tracking id %ld in cleanup for other errors	bundle	page 419
9355	bundle generated tracking id %ld	bundle	page 419
14006	bundle generated tracking id %ld.	bundle	page 475
102	Cannot create Tcl interpreter.	Scheduler	page 296
18601	Cannot find the ECXJMSSender java class file.	???	page 512
9227	Cannot generate filename.	ack	page 401
7030	Cannot get the local host name	smtp	page 332
15075	Cannot insert ECXPEDIElement object into list.	Parse	page 494

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
100	Cannot load shared object.	Scheduler	page 296
110	Cannot make file	Scheduler	page 297
—	Cannot open proc table	—	page 289
9207	Cannot retrieve BDGHOME environment variable.	ack	page 398
7026	Cannot retrieve private key password	smtp	page 335
108	Cannot spawn thread	Scheduler	page 297
9140	Card %d had no output, file <%s> removed	translate	page 395
15313	Card %d had no output. File "%s" removed.	Translate	page 499
7668	Certificate chain could not be constructed	smtp	page 343
7027	Certificate not found	smtp	page 335
7724	Certificate or CRL untrusted or cannot be chained	smtp	page 350
7022	Certificate type not found	smtp	page 335
7700	Certificate, private key, or CRL not found	smtp	page 347
7004	Command string from Comm gateway invalid	smtp	page 332
9224	CONTRL message already generated for this interchange.	ack	page 400
9039	Could not allocate space for group object	parse	page 368
9040	Could not allocate space for interchange object	parse	page 368
16118	Could not connect	xmlconnector	page 510
12003	Could not connect to HTTPS server	http-ssl	page 467
9342	Could not create MultiPartList object	bundle	page 417
7040	Could not create one of the subdirectories under smtp_home	smtp	page 337
9340	Could not create tracking object searching for multipart	bundle	page 417
9015	Could not generate unique workfile base name for mapper	parse	page 362
—	Could not get ns-client object	—	page 289
12002	Could not get the host name or its IP address	http-ssl	page 467
16102	Could not init eXML-Connector listener	xmlconnector	page 508
16100	Could not instantiate eXML-Connector listener	xmlconnector	page 508
9812	Could not locate terminator for application data	EDIObjects	page 441
16119	Could not open file to read	xmlconnector	page 510

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
16116	Could not open ini config file	xmlconnector	page 510
16101	Could not open ini file	xmlconnector	page 508
9028	Could not perform document-level reconciliation	parse	page 365
9026	Could not perform group-level reconciliation	parse	page 364
9027	Could not perform interchange-level reconciliation of CONTRL message	parse	page 364
15309	Could not retrieve card details from map.	Translate	page 499
9507	Creation of NVPair failed, code %d	OutParse	page 425
9609	Creation of NVPair failed, code %d	route	page 431
9106	Creation of NVPair object failed, code %d	translate	page 384
7685	Cryptographic hardware error	smtp	page 345
9122	Ctor failed on doc object used for enum of docs in tracking id, code %d	translate	page 389
9330	CTor for Document class object returned error %d	bundle	page 414
9329	CTor for Group class object returned error %d	bundle	page 413
9131	Ctor for group object failed with code %d	translate	page 392
9308	CTor for Interchange class object returned error %d	bundle	page 408
9129	Ctor for interchange object failed with code %d	translate	page 391
9025	Ctor of BDGTrackingDom failed - out of memory	parse	page 364
9103	Ctor of NSCfg failed with error code %d	translate	page 383
7705	data block exceeds 32767 bytes	smtp	page 348
7024	Database error	smtp	page 335
7675	Database interface error or member, email address not found	smtp	page 344
11603	Did not receive tag <TI>Tracking Id</TI>; fatal.	legacy-SAP	page 454
9054	Disabled or Invalid Trading partnership	parse	page 372
15312	Document %s: failed translation with error %d (%s).	Translate	page 499
15308	Document %s: map not found on disk.	Translate	page 499
15307	Document %s: no map name found in document record.	Translate	page 499
15314	Document %s: resetting translation state to failed.	Translate	page 500

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
15306	Document %s: skipped because of parse errors.	Translate	page 499
15311	Document %s: translated successfully with error %d (%s).	Translate	page 499
15305	Document %s: translated successfully.	Translate	page 498
15361	Document %s: XSLT based translation failed	Translate	XXX
4	ECXTDocumentNode object construction failed	Ecxpert	page 293
15358	ECXTSegmentIDNode object construction failed.	Translate	page 505
9813	Element delimiter not found in application data header	EDIObjects	page 441
15062	Element too long.	Parse	page 492
7050	E-mail address in the certificate does not match member e-mail.	smtp	page 339
7029	Email address not found	smtp	page 336
7680	End of stream	smtp	page 345
9154	Ending translation recovery	translate	page 397
9802	EOF found in processing EDIObject file	EDIObjects	page 437
14028	Error %d adding bundleDocument object to RB-Tree.	bundle	page 478
15354	Error %d adding card.	Translate	page 505
9230	Error %d adding document card record to database.	ack	page 401
15023	Error %d adding Document Card to database.	Parse	page 485
15070	Error %d adding Document Card to database.	Parse	page 493
9229	Error %d adding document record to database.	ack	page 401
15022	Error %d adding Document to database.	Parse	page 485
15069	Error %d adding Document to database.	Parse	page 493
14045	Error %d adding document.	bundle	page 480
13027	Error %d adding ECXISListNoder object to linked list.	Split	page 473
15066	Error %d adding ECXPEDIGrouping object to FIFO Queue.	Parse	page 493
15345	Error %d adding ECXTDocumentNode object to working set.	Translate	page 503
15021	Error %d adding Functional Group to database.	Parse	page 485
15068	Error %d adding Functional Group to database.	Parse	page 493
14046	Error %d adding functional group.	bundle	page 480

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
9328	Error %d adding generated document to new tracking id	bundle	page 413
9327	Error %d adding generated group to new tracking id	bundle	page 413
9326	Error %d adding generated interchange to new tracking id	bundle	page 413
9226	Error %d adding group record to database.	ack	page 400
9228	Error %d adding group record to database.	ack	page 401
9038	Error %d adding interchange to database	parse	page 368
15020	Error %d adding Interchange to database.	Parse	page 484
15067	Error %d adding Interchange to database.	Parse	page 493
14047	Error %d adding interchange.	bundle	page 480
9310	Error %d adding new tracking id for bundled file	bundle	page 408
9414	Error %d adding row to TRKDOCDETAILS.	outprep	page 422
15065	Error %d adding segment to linked list.	Parse	page 492
15053	Error %d adding to list of valid/invalid tokens.	Parse	page 491
15359	Error %d building list of segment IDs.	Translate	page 505
9337	Error %d committing the document control number to database	bundle	page 416
9334	Error %d committing the group control number to database	bundle	page 415
9332	Error %d committing the interchange control number to database	bundle	page 414
9611	Error %d constructing the BDGDocument object used to enumerate documents to route	route	page 432
9617	Error %d constructing the ECXpert CMD object used in submission	route	page 433
9616	Error %d constructing the ECXpert submission object	route	page 433
9058	Error %d constructing the NormalizeInput object for parse mapping	parse	page 373
9511	Error %d constructing the NormalizeInput object for parse mapping	OutParse	page 426
9059	Error %d constructing the RecordParse object	parse	page 373
9512	Error %d constructing the RecordParse object	OutParse	page 427
14043	Error %d copying file.	bundle	page 480

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
9345	Error %d copying or appending application file to output	bundle	page 418
14012	Error %d creating a BDGdbmgr object.	bundle	page 476
8905	Error %d creating a BDGDocument object.	parse	page 357
9409	Error %d creating a BDGDocument object.	outprep	page 422
14014	Error %d creating a BDGDocument object.	bundle	page 476
9413	Error %d creating a BDGDocumentCard object.	outprep	page 422
8903	Error %d creating a BDGGroup object.	parse	page 357
9225	Error %d creating a BDGGroup object.	ack	page 400
14025	Error %d creating a BDGGroup object.	bundle	page 478
9215	Error %d creating a BDGInterchange object.	ack	page 399
14026	Error %d creating a BDGInterchange object.	bundle	page 478
13016	Error %d creating a BDGMBAddressesDom object.	Split	page 472
14023	Error %d creating a BDGMBAddressesDom object.	bundle	page 477
14052	Error %d creating a BDGPartnership object.	bundle	page 482
14020	Error %d creating a BDGPNGroup object.	bundle	page 477
14019	Error %d creating a BDGPNStd object.	bundle	page 477
9232	Error %d creating a BDGPNView object.	ack	page 401
14013	Error %d creating a BDGTracking object.	bundle	page 476
14017	Error %d creating a bundleDocument object.	bundle	page 477
9234	Error %d creating a ECXDynamicString object.	ack	page 401
14022	Error %d creating a ECXDynamicString object.	bundle	page 477
14021	Error %d creating a EDIDocumentDetails object.	bundle	page 477
14018	Error %d creating a MultiPartList object.	bundle	page 477
9206	Error %d creating a NSCfg object.	ack	page 398
14016	Error %d creating a NSCfg object.	bundle	page 477
9208	Error %d creating a NSDir object.	ack	page 398
14024	Error %d creating a NSFs object.	bundle	page 478
9203	Error %d creating a NSnvpair object.	ack	page 397
9403	Error %d creating a NSnvpair object.	outprep	page 421

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
13013	Error %d creating a NSnvpair object.	Split	page 472
9201	Error %d creating a NSPktIter object.	ack	page 397
9401	Error %d creating a NSPktIter object.	outprep	page 421
14015	Error %d creating a NSTime object.	bundle	page 476
9243	Error %d creating Ack997 object.	ack	page 403
9244	Error %d creating AckCONTRL object.	ack	page 404
9238	Error %d creating AckPCfg object during initialization.	ack	page 402
13009	Error %d creating BDGdbmgr object.	Split	page 471
13011	Error %d creating BDGDocument object.	Split	page 471
15033	Error %d creating BDGDocument object.	Parse	page 486
15321	Error %d creating BDGDocument object.	Translate	page 500
15034	Error %d creating BDGDocumentCard object.	Parse	page 486
15322	Error %d creating BDGDocumentCard object.	Translate	page 501
15032	Error %d creating BDGGroup object.	Parse	page 486
15320	Error %d creating BDGGroup object.	Translate	page 500
13010	Error %d creating BDGInterchange object.	Split	page 471
15031	Error %d creating BDGInterchange object.	Parse	page 486
15319	Error %d creating BDGInterchange object.	Translate	page 500
15325	Error %d creating BDGPNView object.	Translate	page 501
15328	Error %d creating BDGSegment object.	Translate	page 501
9242	Error %d creating BDGTracking object.	ack	page 403
15030	Error %d creating BDGTracking object.	Parse	page 486
15318	Error %d creating BDGTracking object.	Translate	page 500
14035	Error %d creating bundle file	bundle	page 479
9034	Error %d creating Document object for acks	parse	page 367
15326	Error %d creating ECXDynamicString object.	Translate	page 501
13005	Error %d creating ECXInterchangeSplitCfg object during initialization.	Split	page 471
13014	Error %d creating ECXISListNode object.	Split	page 472

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
13015	Error %d creating ECXISplitService object.	Split	page 472
15024	Error %d creating ECXParseGlobal object during initialization.	Parse	page 485
15036	Error %d creating ECXParseReader object.	Parse	page 486
15039	Error %d creating ECXPHRECParse object.	Parse	page 487
15037	Error %d creating ECXPISAParser object.	Parse	page 487
15025	Error %d creating ECXPresToken object.	Parse	page 485
15040	Error %d creating ECXPSegment (or derived) object.	Parse	page 487
15027	Error %d creating ECXPStandardsNode object.	Parse	page 485
15038	Error %d creating ECXPUNAParser object.	Parse	page 487
15035	Error %d creating ECXPUpdater object.	Parse	page 486
15324	Error %d creating ECXTDocumentNode object.	Translate	page 501
15317	Error %d creating ECXTGlobal object during initialization.	Translate	page 500
15327	Error %d creating ECXTSegmentIDList object.	Translate	page 501
9035	Error %d creating Group object for acks	parse	page 367
9050	Error %d creating interchg object for ack state recording	parse	page 371
14037	Error %d creating new Tracking ID.	bundle	page 479
13008	Error %d creating NSDoublyLinkedList object.	Split	page 471
15323	Error %d creating NSDoublyLinkedList object.	Translate	page 501
9344	Error %d creating NSFile System Object used in copy file	bundle	page 418
15029	Error %d creating NSnvpair object.	Parse	page 486
15316	Error %d creating NSnvpair object.	Translate	page 500
13012	Error %d creating NSPktIter object.	Split	page 472
15028	Error %d creating NSPktIter object.	Parse	page 485
15315	Error %d creating NSPktIter object.	Translate	page 500
13006	Error %d creating NSProcess object.	Split	page 471
15041	Error %d creating NSProcess object.	Parse	page 487
15026	Error %d creating NSRBTtree object.	Parse	page 485
13007	Error %d creating NSSemaphore object.	Split	page 471
9021	Error %d creating NVPair	parse	page 363

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
9323	Error %d deleting new tracking id for bundled file during cleanup	bundle	page 412
15060	Error %d deleting seed record from TRKDOC.	Parse	page 492
9045	Error %d deleting the seed document tracking row (999999-0-1)	parse	page 369
14036	Error %d deleting Tracking IDs	bundle	page 479
9205	Error %d establishing connection to database.	ack	page 398
9405	Error %d establishing connection to database.	outprep	page 421
9301	Error %d establishing database connection	bundle	page 406
13029	Error %d generating unique filename	Split	page 473
15346	Error %d generating unique filename for delimiters card.	Translate	page 504
8908	Error %d getting document details for this tracking id.	parse	page 357
9309	Error %d getting interchange for single document bundle	bundle	page 408
9130	Error %d getting interchange object on retrieve of doc id	translate	page 392
9302	Error %d getting interchange on multi-document bundle	bundle	page 406
8906	Error %d getting list of documents for this tracking id.	parse	page 357
13023	Error %d getting list of documents for this tracking id.	Split	page 473
15072	Error %d getting list of documents.	Parse	page 493
8904	Error %d getting list of functional groups for this tracking id.	parse	page 357
13022	Error %d getting list of interchanges for this tracking id.	Split	page 472
9305	Error %d getting multiple pre-enveloped document for a bundle	bundle	page 407
13038	Error %d getting response packet from submission.	Split	page 474
9341	Error %d getting tracking record in multipart setup	bundle	page 417
9036	Error %d in adding group to database	parse	page 367
9321	Error %d in constructing trkdoc class for state update for document	bundle	page 412
9137	Error %d in constructing trkdoc class for xlate state update for document	translate	page 394
9324	Error %d in EDIDocObject; either bad delimiter, terminator, or segid in data	bundle	page 412

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
9003	Error %d in NSCfg ctor	parse	page 359
9343	Error %d in NSCfg ctor	bundle	page 418
9502	Error %d in NSCfg ctor	OutParse	page 424
9102	Error %d in NSCfg ctor or in processing .ini file	translate	page 383
9018	Error %d in PKTIter ctor	parse	page 363
9117	Error %d in PKTIter ctor	translate	page 387
9505	Error %d in PKTIter ctor	OutParse	page 425
9607	Error %d in PKTIter ctor	route	page 431
13020	Error %d initializing NSSemaphore object.	Split	page 472
15052	Error %d inserting node into elements tree.	Parse	page 472
15051	Error %d inserting node into standards tree.	Parse	page 472
15344	Error %d interchange information for document.	Translate	page 503
13024	Error %d locking mutex.	Split	page 473
15342	Error %d locking mutex.	Translate	page 503
9126	Error %d occurred updating document state	translate	page 390
9125	Error %d occurred when inserting output card specification	translate	page 390
9043	Error %d occurred, no message found (id %d)	parse	page 369
9110	Error %d occurred, no message found (id %d)	translate	page 386
9318	Error %d occurred, no message found (id %d)	bundle	page 411
9509	Error %d occurred, no message found (id %d)	OutParse	page 426
9621	Error %d occurred, no message found (id %d)	route	page 434
14039	Error %d opening EDI file.	bundle	page 479
15347	Error %d opening file.	Translate	page 504
13030	Error %d opening original input file.	Split	page 473
15044	Error %d opening restrictions file.	Parse	page 489
13031	Error %d opening temporary output file.	Split	page 474
9127	Error %d opening the outbound delimiter input card	translate	page 391
9209	Error %d opening/creating directory.	ack	page 398
9306	Error %d opening/creating output file for bundle	bundle	page 407

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
13039	Error %d parsing response packet from submission.	Split	page 475
9007	Error %d performing Audit mapping	parse	page 360
13032	Error %d performing file I/O on input file.	Split	page 474
13033	Error %d performing file I/O on output file.	Split	page 474
9108	Error %d performing mapping	translate	page 385
9002	Error %d performing Parse mapping	parse	page 359
9619	Error %d performing the submission of the secondary output of translation	route	page 433
14041	Error %d reading from EDI file.	bundle	page 480
14033	Error %d reading from file.	bundle	page 479
15349	Error %d reading from file.	Translate	page 504
15063	Error %d reading from input data file.	Parse	page 492
9041	Error %d reading post_parse file	parse	page 369
9339	Error %d reported by ctor of tracking object when adding new tracking id for bundled file	bundle	page 416
14050	Error %d reserving document control number.	bundle	page 481
14049	Error %d reserving functional group control number.	bundle	page 481
14048	Error %d reserving interchange control number.	bundle	page 481
15355	Error %d resetting segment ID list.	Translate	page 505
9331	Error %d resetting the state of all bundled documents	bundle	page 414
14027	Error %d retrieving a list of documents to bundle	bundle	page 478
9006	Error %d retrieving audit map name from ini	parse	page 360
9121	Error %d retrieving document to translate from the database	translate	page 389
15343	Error %d retrieving functional group information for document.	Translate	page 503
15071	Error %d retrieving interchange.	Parse	page 493
9217	Error %d retrieving list of interchanges.	ack	page 399
13034	Error %d retrieving member name.	Split	page 474
9004	Error %d retrieving parsemap name from ini	parse	page 359
9233	Error %d retrieving partnership details.	ack	page 401

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
15351	Error %d retrieving partnership details.	Translate	page 504
14053	Error %d retrieving partnership information from PARTNERSHIPS table.	bundle	page 482
14031	Error %d retrieving partnership information from PNGROUP table.	bundle	page 478
14030	Error %d retrieving partnership information from PNSTD table.	bundle	page 478
9020	Error %d retrieving protocol field from packet	parse	page 363
9115	Error %d retrieving protocol field from packet	translate	page 387
9506	Error %d retrieving protocol field from packet	OutParse	page 425
9608	Error %d retrieving protocol field from packet	route	page 431
13025	Error %d retrieving protocol string from packet.	Split	page 473
15056	Error %d retrieving protocol string from packet.	Parse	page 491
15331	Error %d retrieving protocol string from packet.	Translate	page 502
9202	Error %d retrieving protocol string.	ack	page 397
9410	Error %d retrieving record from TRKDOC.	outprep	page 422
9135	Error %d retrieving standard record with delimiters	translate	page 393
9614	Error %d retrieving the document to route	route	page 432
9612	Error %d retrieving the sorted list of documents to route	route	page 432
9046	Error %d retrieving the tracking ID from database)	parse	page 370
14029	Error %d retrieving TRACKING details for attachments.	bundle	page 478
14042	Error %d retrieving TRACKING details.	bundle	page 480
15057	Error %d retrieving tracking ID from packet.	Parse	page 491
15332	Error %d retrieving tracking ID from packet.	Translate	page 502
9214	Error %d retrieving tracking information	ack	page 399
9315	Error %d returned when locking (reserving) document control number	bundle	page 410
9314	Error %d returned when locking (reserving) group control number	bundle	page 410
9312	Error %d returned when locking (reserving) interchange control number	bundle	page 409

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
9338	Error %d rolling back the document control number in database	bundle	page 416
9335	Error %d rolling back the group control number in database	bundle	page 415
9333	Error %d rolling back the interchange control number in database	bundle	page 415
14040	Error %d seeking in EDI file.	bundle	page 480
15348	Error %d seeking in file.	Translate	page 504
13036	Error %d setting BDGCmd members.	Split	page 473
9624	Error %d setting file name and type in the BDGCmd object used for submission	route	page 435
9625	Error %d setting Receiving Member Name in the BDGCmd object used for submission	route	page 435
9626	Error %d setting Sending Member Name in the BDGCmd object used for submission	route	page 435
9627	Error %d setting the ecx.ini filespec in the BDGCmd object used for submission.	route	page 436
9144	Error %d setting the ending tracking state in DoPersonalityEnd	translate	page 396
9603	Error %d setting the ending tracking state in DoPersonalityEnd	route	page 429
9143	Error %d setting the tracking state to inProgress in DoPersonalityStart	translate	page 396
9601	Error %d setting the tracking state to inProgress in DoPersonalityStart	route	page 429
13028	Error %d spawning new thread.	Split	page 473
15061	Error %d spawning updater thread.	Parse	page 492
15064	Error %d tokenizing segment.	Parse	page 492
9001	Error %d trying to make DB connection	parse	page 359
9107	Error %d trying to make DB connection	translate	page 385
9501	Error %d trying to make DB connection	OutParse	page 424
9602	Error %d trying to make DB connection	route	page 429
9012	Error %d trying to open input to post_parse	parse	page 361
9011	Error %d trying to open the audit file	parse	page 361

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
14044	Error %d updating bundle state.	bundle	page 480
9221	Error %d updating document ACK states.	ack	page 400
15341	Error %d updating document state.	Translate	page 503
15353	Error %d updating document state.	Translate	page 504
9222	Error %d updating group ACK states.	ack	page 400
9223	Error %d updating interchange ACK states	ack	page 400
9042	Error %d updating state for whole tracking id	parse	page 369
15058	Error %d updating state in TRACKING table.	Parse	page 492
15333	Error %d updating state in TRACKING table.	Translate	page 502
9412	Error %d updating state in TRKDOC.	outprep	page 422
9615	Error %d updating the document record with new state	route	page 432
9620	Error %d updating the secondary output card	route	page 434
9320	Error %d updating the state and err code	bundle	page 411
9336	Error %d updating the state of document %s	bundle	page 415
9051	Error %d updating the tracking record with in progress state)	parse	page 371
9136	Error %d updating the translate state and err code	translate	page 393
9213	Error %d updating tracking state	ack	page 399
9408	Error %d updating tracking state.	outprep	page 422
13021	Error %d updating tracking state.	Split	page 472
9056	Error %d when adding document detail (card) record to database	parse	page 373
9055	Error %d when adding document level record to database	parse	page 372
9517	Error %d when creating the trkdodetail (card) object	NormalizeInput	page 428
9134	Error %d when inserting outbound translated file into interchange 0	translate	page 393
9518	Error %d when inserting the trkdodetail (card) object	NormalizeInput	page 428
9515	Error %d when retrieving seed document from submission object.	NormalizeInput	page 427
9120	Error %d when retrieving the list of documents in tracking id	translate	page 388
9100	Error %d when setting the field in the return packet	translate	page 383

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
9078	Error %d when trying to update group offsets	parse	page 377
9077	Error %d when trying to update interchange offsets	parse	page 377
9101	Error %d when trying to write the return packet	translate	page 383
9516	Error %d when updating seed document in submission object.	NormalizeInput	page 428
9313	Error %d writing %s to bundle output file	bundle	page 409
9128	Error %d writing the outbound mapping helper input card	translate	page 391
9231	Error %d writing to ACK file.	ack	page 401
14032	Error %d writing to file.	bundle	page 479
15350	Error %d writing to file.	Translate	page 504
14051	Error 14051 creating a EDIDocumentDetails Object	bundle	page 481
41	Error 41 while reading from file	Ecxpert	page 294
42	Error 42 performing operation on file	Operating System	page 294
42	Error 42 while writing to file.	Operating System	page 295
14054	Error closing/flushing file properly.	bundle	page 482
14034	Error converting string to hex format.	bundle	page 479
15334	Error initializing Mercator API.	Translate	page 502
15080	Error loading source file into memory.	Parse	page 494
7035	Error occurred in POP connection to mail host when retrieving mails	smtp	page 337
7037	Error occurred trying to read ecx.ini file commsmtp-send or commsmtp-receive section	smtp	page 337
15079	Error opening source file.	Parse	page 494
9815	Error opening the application data file	EDIOjects	page 442
15059	Error retrieving seed record from TRACKING table.	Parse	page 494
9204	Error retrieving tracking ID from packet.	ack	page 398
9404	Error retrieving tracking ID from packet.	outprep	page 421
13026	Error retrieving tracking ID from packet.	Split	page 494
9809	Error writing segment object terminator to file	EDIOjects	page 440
9808	Error writing segment object to file	EDIOjects	page 440

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
103	Error(s) in Tcl script	Scheduler	page 296
8907	Error: %d creating a BDGDocumentCard object.	parse	page 357
8901	Error: %d creating a BDGInterchange object.	parse	page 357
8902	Error: %d getting interchange for this tracking id.	parse	page 357
11624	Error: ALE Receive error	legacy-SAP	page 457
11920	Error: ale server configuration setup failed. Check the validity of all the entries of legacysap in ecx.ini	legacy-generic	page 467
11638	Error: ale_doc_submit_mode entry in the ecx.ini may not be defined. Check ecx.ini for the existence of this entry under legacy-sap section.	legacy-SAP	page 459
11721	Error: Attempt to submit received message from the queue failed; fatal.	legacy-MQSeries	page 462
16019	Error: Authentication of remote node details failed.	ecxoftp-server	page 507
11626	Error: Call back copy file error; fatal.	legacy-SAP	page 457
43	Error: Cannot create file. Restart web server as actraadm.	websvr	page 296
6010	Error: Configuration file name is null.	Ecxpert	page 321
16008	Error: Could not accept incoming OFTP file transfer request.	ecxoftp-server	page 506
16014	Error: Could not acknowledge OFTP file.	ecxoftp-server	page 506
11614	Error: Could not allocate memory in RunMercMap function; fatal.	legacy-SAP	page 455
16017	Error: Could not close outgoing OFTP file transfer.	ecxoftp-server	page 507
16002	Error: Could not connect to OFTP channel.	ecxoftp-server	page 506
11632	Error: Could not connect to SAP; start ALERcvfunction returns null handle; Check the saprfctrace file.	legacy-SAP	page 458
11627	Error: Could not copy the outbound IDOC file; fatal.	legacy-SAP	page 457
11917	Error: Could not create aleserver thread.	legacy-generic	page 466
11908	Error: Could not create Command Object; may be out of memory.	legacy-generic	page 465
8013	Error: Could not create directory - %s.	dispatcher	page 352
8014	Error: Could not create file - %s.	dispatcher	page 352
16001	Error: Could not create OFTP channel.	ecxoftp-server	page 506

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Error #	Short Message	Component	Page #
6022	Error: Could not create repository path, check permissions.	tcpip-connector	page 328
11645	Error: Could not create submission object.	legacy-SAP	page 460
11909	Error: Could not create Submission object; may be out of memory.	legacy-generic	page 465
6032	Error: Could not create temporary file name.	tcpip-connector	page 331
11633	Error: Could not create thread.	legacy-SAP	page 458
11634	Error: Could not dispatch the thread	legacy-SAP	page 458
16401	Error: Could not download to SMG spoke.	ecxsmg-server	page 512
11914	Error: Could not extract tracking ID. Reason Unkown.	legacy-generic	page 466
6021	Error: Could not find repository path in configuration file.	tcpip-connector	page 328
8000	Error: Could not find Tracking record (for tracking-id in context).	dispatcher	page 351
16016	Error: Could not initiate outgoing OFTP file transfer.	ecxoftp-server	page 507
16003	Error: Could not open OFTP Session.	ecxoftp-server	page 506
11912	Error: Could not parse the returned command string. Reason unknown.	legacy-generic	page 466
11643	Error: Could not rename the temporary file in the working directory to a filename appended with the tracking ID.	legacy-SAP	page 459
11644	Error: Could not resubmit the incoming idoc.	legacy-SAP	page 460
11625	Error: Could not spawn the thread; fatal.	legacy-SAP	page 457
8007	Error: Could not start service object successfully.	dispatcher	page 352
8010	Error: Could not start user script/application.	dispatcher	page 352
16015	Error: Could not turn session.	ecxoftp-server	page 506
8015	Error: Could not write document information to file.	dispatcher	page 353
8009	Error: Could not write tracking record information to file.	dispatcher	page 352
8008	Error: Custom service type is invalid.	dispatcher	page 352
11726	Error: dead_letter_q_flag entry in ecx.ini is not present.; fatal.	legacy-MQSeries	page 463
11710	Error: Definition of MQSERVER or (MQCHLLIBHLTAB) in ecx.ini file may be invalid or Queue Manager may be down.	legacy-MQSeries	page 461
11610	Error: Did not receive tag <CN>Client Number</CN>; fatal.	legacy-SAP	page 455

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
11730	Error: Did not receive tag <DT>Docuyment Type</DT> from teh Scheduler UI; fatal.	legacy-MQSeries	page 464
11706	Error: Did not receive tag <FN>FileName</FN>; fatal.	legacy-MQSeries	page 460
11720	Error: Did not receive tag <ID>Inbound Directory</ID>; fatal.	legacy-MQSeries	page 462
11613	Error: Did not receive tag <LD>Directory</LD>; fatal.	legacy-SAP	page 455
11709	Error: Did not receive tag <LDDirectory</LD>; fatal.	legacy-MQSeries	page 461
11719	Error: Did not receive tag <MH>Message Header name</MH>; fatal.	legacy-MQSeries	page 462
11718	Error: Did not receive tag <OP>Legacy Operation</OP>; fatal.	legacy-MQSeries	page 462
11612	Error: Did not receive tag <PW>Password</PW>; fatal.	legacy-SAP	page 455
11708	Error: Did not receive tag <QM>Queue Manager Name</QM>; fatal.	legacy-MQSeries	page 461
11729	Error: Did not receive tag <RE>Receiver</RE> from the Scheduler UI; fatal.	legacy-MQSeries	page 463
11705	Error: Did not receive tag <RE>receiver</RE>; fatal.	legacy-MQSeries	page 460
11609	Error: Did not receive tag <RK>RFC Key</RK>; fatal.	legacy-SAP	page 455
11728	Error: Did not receive tag <SE>Sender</SE> from the Scheduler UI; fatal.	legacy-MQSeries	page 463
11704	Error: Did not receive tag <SE>sender</SE>; fatal.	legacy-MQSeries	page 460
11611	Error: Did not receive tag <UI>User Id</UI>; fatal.	legacy-SAP	page 455
11707	Error: Did not receive tag<QN>Queue Name</QN>; fatal.	legacy-MQSeries	page 461
11725	Error: Doc Type error. Verify mqseries_doctype entry in ecx.ini; fatal.	legacy-MQSeries	page 463
8012	Error: Environment variable not set for Ecxpert HOME directory.	dispatcher	page 352
8016	Error: Execution of Exit Service list failed.	dispatcher	page 353
8017	Error: Execution of the Exit Service failed.	dispatcher	page 353
8002	Error: Execution of the service failed.	dispatcher	page 351
8018	Error: Exit Service list not found or is empty.	dispatcher	page 353
8019	Error: Exit Service list seems to be set up incorrectly.	dispatcher	page 353
8005	Error: External service type is invalid or does not exist.	dispatcher	page 351

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
11916	Error: Failed in creating aleserver class. May be low on memory.	legacy-generic	page 466
6015	Error: Failed to connect to database server.	Ecxpert	page 325
6012	Error: Failed to connect to TCP/IP connector server.	Ecxoso	page 321
6023	Error: Failed to connect to the Dispatcher server.	Ecxpert	page 328
6019	Error: Failed to copy input file to the repository directory.	tcpip-connector	page 327
6016	Error: Failed to create an internal data packet object.	Ecxpert	page 326
6029	Error: Failed to create remote_dir directory.	tcpip-connector	page 330
6020	Error: Failed to find or open input file for submission.	Ecxpert	page 327
6030	Error: Failed to get streamed file data from data packet.	tcpip-connector	page 330
6027	Error: Failed to insert the seed document.	tcpip-connector	page 329
6011	Error: Failed to read configuration file.	Ecxpert	page 321
6026	Error: Failed to read input file.	Ecxpert	page 329
6014	Error: Failed to receive response from TCP/IP connector server.	Ecxoso	page 325
6025	Error: Failed to send data packet to the Dispatcher server.	Ecxpert	page 329
6013	Error: Failed to send data to TCP/IP connector server.	Ecxoso	page 325
6031	Error: Failed to store data received from remote machine.	tcpip-connector	page 330
6017	Error: Failed to write data to an internal data packet object.	Ecxpert	page 326
11715	Error: File IO Error.	legacy-MQSeries	page 462
6001	Error: File name or file type is null.	tcpip-connector	page 320
11727	Error: header_separator entry in ecx.ini is not present; fatal.	legacy-MQSeries	page 463
6004	Error: Input data packet is invalid.	Ecxpert	page 320
6003	Error: Input data packet is null.	Ecxpert	page 320
29	Error: Insufficient or incorrect number of command line arguments.	Ecxpert	page 293
2	Error: Internal error.	Ecxpert	page 293
11732	Error: Invalid data entered in Scheduler for Message Count;	legacy-MQSeries	page 464
11622	Error: Invalid IDOC working directory.	legacy-SAP	page 457
4	Error: Invalid input argument.	Ecxpert	page 293

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
11711	Error: Invalid Queue Manager Name specified.	legacy-MQSeries	page 461
11712	Error: Invalid Queue Name specified.	legacy-MQSeries	page 461
8006	Error: Invalid service ID. Service component could not be found.	dispatcher	page 351
11722	Error: Invalid submit mode. It has to be either ecx or directory. Verify mqseries_submit_mode entry in ecx.ini; fatal.	legacy-MQSeries	page 463
11623	Error: Invalid working directory.	legacy-SAP	page 457
11919	Error: Legacy server factory class failed for unknown reasons. Check the other errors in this invocation.	legacy-generic	page 467
11905	Error: Legacy Server initialization failed.	legacy-generic	page 465
11906	Error: Legacy Server operation process failed.	legacy-generic	page 465
11907	Error: Legacy Server operation query failed.	legacy-generic	page 465
11921	Error: LegacyServer failed to initialize Mercator Platform API initialization.	legacy-generic	page 467
11513	Error: Mercator Oracle adapter (UNIX:libdboracle.so, NT: Dbora32.dll) is not available; fatal.	legacy-Oracle-Apps	page 454
11714	Error: Message Get failed.	legacy-MQSeries	page 461
11716	Error: Message is not in a string format.	legacy-MQSeries	page 462
11713	Error: Message Put failed.	legacy-MQSeries	page 461
11800	Error: MQSeries API call failed.	legacy-MQSeries	page 464
11717	Error: MQSERVER entry for both MQCHLLIB and MQCHLTAB are missing from ecx.ini file under legacy mq-series section.	legacy-MQSeries	page 462
5	Error: No memory to execute current task.	Ecxpert	page 293
11647	Error: Not able to open a file in the working directory with write permissions; fatal.	legacy-SAP	page 460
6006	Error: Number of files happens to be zero.	tcpip-connector	page 320
30	Error: One or more command line arguments are invalid.	Ecxpert	page 294
11620	Error: outbound_idoc_dir entry under SAP section in ecx.ini may be not present.	legacy-SAP	page 456
6018	Error: Password validation failed.	tcpip-connector	page 326

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
11615	Error: prblem in reading idoc_output_file entry under SAP section in ecx.in fatal.	legacy-SAP	page 456
11635	Error: Problem with ale_server_auto_start entry in legacy-sap section of ecx.ini.	legacy-SAP	page 458
11628	Error: Problem with entry outbound_idoc_dir entry under section legacy-sap in ecx.ini; fatal.	legacy-SAP	page 457
11642	Error: Problem with idoc_doctype entry in ecx.ini under legacy-sap section. Check for the existence of the entry or validity of the entry.	legacy-SAP	page 459
11639	Error: Problem with idoc_outbound_dir entry in ecx.ini under legacy-sap section. Check for the existence of the entry and/or for the spelling.	legacy-SAP	page 459
11640	Error: Problem with idoc_sender entry in ecx.ini under legacy-sap section. Check for the existence or validity of the entry.	legacy-SAP	page 459
11630	Error: Problem with outbound_idoc_workingdir entry under legacy-sap section in ecx.ini.	legacy-SAP	page 458
11629	Error: Problem with rfc_server_section entry under legacy-sap section in ecx.ini; fatal.	legacy-SAP	page 457
11641	Error: Problem with the idoc_receiver entry in the ecx.ini under legacy-sap section. Check for the existence or validity of the entry.	legacy-SAP	page 459
11724	Error: Receiver error. Verify mqseries_receiver entry in ecx.ini; fatal.	legacy-MQSeries	page 463
6028	Error: remote_dir path missing in configuration file.	tcpip-connector	page 330
6005	Error: Required tag(s) missing in command string.	tcpip-connector	page 320
11637	Error: RFC transaction is complete, but the callback function failed when it tried to copy the file from working directory to destination directory. Check the access permissions on destination directory.	legacy-SAP	page 459
11723	Error: Sender error. Verify mqseries_sender entry in ecx.ini; fatal.	legacy-MQSeries	page 463
11617	Error: SendIdoc function failed; fatal.	legacy-SAP	page 456
6009	Error: Server returned invalid response packet.	tcpip-connector	page 320
6008	Error: Server returned null response packet.	tcpip-connector	page 320

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
8022	Error: Service list name passed by the Scheduler is invalid	dispatcher	page 353
8001	Error: Service list not found or is empty.	dispatcher	page 351
8003	Error: Service list seems to be set up incorrectly.	dispatcher	page 351
6024	Error: Size of input file happens to be zero.	Ecxpert	page 328
11616	Error: startALEsend returned an invalid RFC handle. Check the SAP connectivity; possible problems with RFC-key in saprfc.ini; Verify the correctness of Client Number, User ID and Password. Also, check SAP trace file (ECX_Home/cgi-bin/dev_rfc); fatal.	legacy-SAP	page 456
11910	Error: Submission of the incoming IDOC document failed. Check the ecx.ini file for the correctness of Sender, Receiver and DocType values.	legacy-generic	page 465
11913	Error: Submission return code is not zero. Submission Failed.	legacy-generic	page 466
6002	Error: Tag based command string is null.	tcpip-connector	page 320
11631	Error: The directory given for outbound_idoc_workingdir under legacy-sap section in ecx.ini is invalid.	legacy-SAP	page 458
11911	Error: The returned command string from the submission is NULL.	legacy-generic	page 465
8021	Error: The scheduler job ID happens to be null or invalid	dispatcher	page 353
6007	Error: The service component in context has received an invalid command string in the data packet.	Ecxpert	page 320
11604	Error: The value received with tag TI did not work with atoi(); fatal.	legacy-SAP	page 454
11918	Error: There is no ale_server_auto_start in the ecx.ini. Please, verify the file.	legacy-generic	page 466
8020	Error: This Tracking Id does not qualify for reprocessing.	dispatcher	page 353
8004	Error: Tracking ID is non-numeric or invalid.	dispatcher	page 351
11733	Error: Unable to open Message Header File:	legacy-MQSeries	page 464
1	Error: Unknown error.	Ecxpert	page 292
8011	Error: User script/application returned error - %ld.	dispatcher	page 352
11915	Error: wrong number of arguments to legacyroled executable Usage: legacyroled <config-file> <legacy-section>	legacy-generic	page 466

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Error #	Short Message	Component	Page #
11509	Error:Did not receive tag <DN>Database Name</DN>; fatal.	legacy-Oracle-Apps	page 453
11607	Error:Did not receive tag <FN>File Name</FN>; fatal.	legacy-SAP	page 455
11507	Error:Did not receive tag <FN>FileName</FN>; fatal.	legacy-Oracle-Apps	page 453
11512	Error:Did not receive tag <LD>Directory</LD>; fatal.	legacy-SAP	page 454
11508	Error:Did not receive tag <MN>Map Name</MN>; fatal.	legacy-Oracle-Apps	page 453
11608	Error:Did not receive tag <MN>Map Name</MN>; fatal.	legacy-SAP	page 455
11511	Error:Did not receive tag <PW>Password</PW>; fatal.	legacy-Oracle-Apps	page 453
11506	Error:Did not receive tag <RE>receiver</RE>; fatal.	legacy-Oracle-Apps	page 453
11606	Error:Did not receive tag <RE>receiver</RE>; fatal.	legacy-SAP	page 454
11505	Error:Did not receive tag <SE>sender</SE>; fatal.	legacy-Oracle-Apps	page 453
11605	Error:Did not receive tag <SE>sender</SE>; fatal.	legacy-SAP	page 454
11510	Error:Did not receive tag <UN>User Name</UN>; fatal.	legacy-Oracle-Apps	page 453
11903	Error:Legacy Server has received an invalid packer	legacy-generic	page 465
11502	Error:Oracle Apps Integration map execution failed.	legacy-Oracle-Apps	page 452
11602	Error:SAP Integration was execution failed.	legacy-SAP	page 454
11504	Error:While invoking the Mercator. Could not allocate memory for EXITPARAM.	legacy-Oracle-Apps	page 453
7681	Even exponent not permitted in public or private key	smtp	page 345
8204	Executing Comms-Gateway service.	dispatcher	page 354
8218	Executing custom service - %s.	dispatcher	page 356
8211	Executing custom service - User DLL.	dispatcher	page 355
8210	Executing custom service - User script/executable.	dispatcher	page 355
8219	Executing Exit Service list - %s.	dispatcher	page 356
8205	Executing Functional-Acknowledgment service.	dispatcher	page 354

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Error #	Short Message	Component	Page #
8209	Executing Interchange Splitting service.	dispatcher	page 355
8207	Executing Out Parse service.	dispatcher	page 354
8206	Executing Outprep service.	dispatcher	page 354
8202	Executing Parse service.	dispatcher	page 354
8208	Executing Routing service.	dispatcher	page 354
8217	Executing service list - %s.	dispatcher	page 356
8203	Executing Translate service.	dispatcher	page 354
8220	Exit Service list execution completed successfully.	dispatcher	page 356
7684	Extension already exists	smtp	page 345
7683	Extension object invalid	smtp	page 345
9804	Failed adding EDISegment object	EDIObjects	page 438
9810	Failed creating EDIElement object	EDIObjects	page 441
7045	Failed to acquire mutex when sending a message	smtp	page 338
16105	Failed to allocate memory for NVpair	xmlconnector	page 509
7031	Failed to connect to SMTP port(25) on mail host	smtp	page 336
7011	Failed to create a file	smtp	page 333
7014	Failed to create database manager	smtp	page 334
16111	Failed to extract FN - file name	xmlconnector	page 509
16109	Failed to extract HN - host name	xmlconnector	page 509
16107	Failed to extract OP - operation	xmlconnector	page 509
16110	Failed to extract PN - port	xmlconnector	page 509
16104	Failed to extract service command	xmlconnector	page 508
16112	Failed to extract XT - file transport	xmlconnector	page 509
7034	Failed to get mail file name from ini file	smtp	page 337
7033	Failed to get mail host from ini file	smtp	page 336
16125	Failed to get variable	xmlconnector	page 511
16106	Failed to instantiate NVpaiinstantiate NVpairr	xmlconnector	page 509
7015	Failed to lock mail file	smtp	page 334
7013	Failed to move a file	smtp	page 334

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Error #	Short Message	Component	Page #
7009	Failed to open a file	smtp	page 333
16124	Failed to parse message	xmlconnector	page 511
16103	Failed to parse NSPkt	xmlconnector	page 508
16123	Failed to receive message	xmlconnector	page 511
15017	Failed to reconcile %s with control number %s.	Parse	page 484
7012	Failed to remove a file	smtp	page 334
7032	Failed to send email message to mail host	smtp	page 336
7019	Failed to send mail	smtp	page 334
16122	Failed to send message	xmlconnector	page 511
7016	Failed to unlock mail file	smtp	page 334
15077	Fatal errors encountered during database update.	Parse	page 494
7690	Fatal I/O interface error	smtp	page 346
7679	Fatal I/O interface error in enhanced text stream	smtp	page 344
7689	Fatal I/O interface error in input stream	smtp	page 346
7704	Fatal I/O interface error in output stream	smtp	page 348
7710	Fatal I/O interface error in PKCS input stream	smtp	page 348
7711	Fatal I/O interface error in PKCS output stream	smtp	page 349
7712	Fatal I/O interface error in PKCS stream	smtp	page 349
7721	Fatal I/O interface error in text stream	smtp	page 350
9803	File error encountered in reading EDIObject	EDIObjects	page 438
9009	File handle allocation failed	parse	page 360
9307	File not found (access %d) to bundle: <%s>	bundle	page 407
9805	File open error on EDIObject	EDIObjects	page 438
7010	File system error encountered	smtp	page 333
15010	Flushed lists!	Parse	page 483
13003	For SENDER=%s, RECEIVER=%s, DOCTYPE=%s, Tracking ID is %d.	Split	page 470
15006	Found %s at offset %d.	Parse	page 483

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Error #	Short Message	Component	Page #
3101	FTP cannot login, check host name, port, user name and password.	ftp-lib	page 315
3103	FTP cannot open a local file to write, check file name, path and permission.	ftp-lib	page 317
3104	FTP cannot quit.	ftp-lib	page 317
3113	FTP change directory failed, check directory name.	ftp-lib	page 318
3109	FTP connect failed, check host and port.	ftp-lib	page 318
3118	FTP failed to change to binary mode.	ftp-lib	page 319
3115	FTP failed to connect to host, check host name.	ftp-lib	page 319
3117	FTP failed to login, check password.	ftp-lib	page 319
3111	FTP failed to send password, check password.	ftp-lib	page 318
3110	FTP failed to send user name, check user name.	ftp-lib	page 318
3116	FTP failed to send user name, check user name.	ftp-lib	page 319
3102	FTP get file failed, check file name and path.	ftp-lib	page 317
3114	FTP list failed, check file name and path.	ftp-lib	page 319
3108	FTP make directory failed, check directory name and path.	ftp-lib	page 318
3105	FTP put file failed, check file name and path.	ftp-lib	page 317
3107	FTP remove file failed, check file name and path.	ftp-lib	page 318
3106	FTP rename file failed, check file name and path.	ftp-lib	page 318
3112	FTP site command failed, check parameter or server implementation of site.	ftp-lib	page 318
7674	generic data error	smtp	page 343
9132	Get of group object failed with code %d on retrieve of doc id	translate	page 392
11619	IDOC sent successfully.	legacy-SAP	page 456
7113	Incorrect or unsupported multipart/signed message header, check the signature protocol and MIC alrithm, logged mesage as %s	smtp	page 341
7687	Index out of range	smtp	page 345
16031	Info: No EERP tracking info found.	ecxoftp-server	page 507
16034	Info: Returning immediate EERP - outgoing protocol not OFTP.	ecxoftp-server	page 508

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Error #	Short Message	Component	Page #
16402	Info: Successfully downloaded to SMG spoke.	ecxsmg-server	page 512
9210	Initialization error.	ack	page 398
15042	Initialization error.	Parse	page 487
15340	Initialization error.	Translate	page 503
7020	InMsg file contains invalid data	smtp	page 335
7021	InMsg file not found	smtp	page 335
15310	Input card %d, file "%s" not found.	Translate	page 499
9142	Input card %d, filespec <%s> not found - skipping mapping	translate	page 395
9928	Input type contains errors.	mercator	page 452
7656	Insufficient memory	smtp	page 341
16114	Insufficient memory to allocate string for ini file name	xmlconnector	page 510
16115	Insufficient memory to allocate string for section name	xmlconnector	page 510
16121	Invalid additional file	xmlconnector	page 511
15015	Invalid AK1 grouping. Cannot reconcile.	Parse	page 484
15016	Invalid AK2 grouping. Cannot reconcile.	Parse	page 484
7663	Invalid attribute value	smtp	page 342
7664	Invalid attribute value length	smtp	page 342
7661	Invalid attribute value tag	smtp	page 342
7658	Invalid attributes object	smtp	page 341
7018	Invalid certificate	smtp	page 334
7669	Invalid certificate encoding	smtp	page 343
7670	Invalid certificate object	smtp	page 343
7726	Invalid certificate validity	smtp	page 350
7671	Invalid co set	smtp	page 343
7028	Invalid country code	smtp	page 335
7672	Invalid CRL encoding	smtp	page 343
7673	Invalid CRL object	smtp	page 343
105	Invalid data	Scheduler	page 296
7678	Invalid digest object	smtp	page 344

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
9236	Invalid directory specified.	ack	page 402
15335	Invalid directory.	Translate	page 502
15073	Invalid EDI element.	Parse	page 493
15074	Invalid EDI segment.	Parse	page 494
7715	Invalid encoding of protected data	smtp	page 349
7682	Invalid exponent length in public or private key	smtp	page 345
7666	Invalid format for BER encoding	smtp	page 342
16113	Invalid ini file or section	xmlconnector	page 510
7692	Invalid internal memory object	smtp	page 346
7688	Invalid length for input data	smtp	page 346
7703	Invalid length for output data	smtp	page 347
7691	Invalid list object	smtp	page 346
7694	Invalid me set	smtp	page 346
7714	Invalid message process type	smtp	page 349
7725	Invalid message version	smtp	page 350
7697	Invalid modulus length in public or private key	smtp	page 347
7698	Invalid name object	smtp	page 347
7659	Invalid number of values for the attribute type	smtp	page 342
9155	Invalid offset and/or size calculated.	translate	page 397
9084	Invalid or missing initiator during %s envelope parse	parse	page 379
9085	Invalid or missing terminator during %s envelope parse	parse	page 379
16132	Invalid or non-readable/non-writable directory	xmlconnector	page 512
7706	Invalid parameter	smtp	page 348
16131	Invalid parameter	xmlconnector	page 512
7707	Invalid password for decrypting data	smtp	page 348
7665	Invalid PEM begin	smtp	page 342
7713	Invalid private key format	smtp	page 349
7716	Invalid public key format	smtp	page 349
7717	Invalid random object	smtp	page 349

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
9807	Invalid SegID: too long - check element separator	EDIObjects	page 440
14038	Invalid Segment in EDI file.	bundle	page 479
7657	Invalid signature on certificate or CRL	smtp	page 341
7693	Invalid signature on message	smtp	page 346
9053	Invalid Sndr or Rcvr EDI address	parse	page 372
7720	Invalid syntax for base64 encoding	smtp	page 350
7727	Invalid you set	smtp	page 351
18603	JMS failed to establish connection.	???	page 513
18604	JMS connector failed to send message to the message server.	???	page 513
160	Job started	Scheduler	page 297
11902	Legacy Server has Encountered an unexpected error	legacy-generic	page 464
11901	Legacy Server has received the packet.	legacy-generic	page 464
9113	Load of packet id into return packet failed with code %d	translate	page 386
—	Lock File could not be locked. Check for running admin server and shutdown	—	page 290
—	Lock File Not Found	—	page 291
106	Mandatory data is missing from the packet	Scheduler	page 296
9152	Mapping docid %s	translate	page 397
9031	Matching AK5 segment not found for AK2 in incoming FA	parse	page 366
7041	max_send_times entry missing from section commsmtp-receive in ecx.ini	smtp	page 337
7106	MDN request option invalid, logged message %s	smtp	page 340
7039	mdn_wait_time entry missing from section commsmtp-send or commsmtp-receive in ecx.ini	smtp	page 337
7017	Member or its trading email address not found in database	smtp	page 334
7003	Message Disposition Notification format invalid	smtp	page 332
7110	Message does not have high enough security level, logged message %s	smtp	page 340
7105	Message ID missing, logged message %s	smtp	page 339
7101	MIME content type invalid, logged message %s	smtp	page 339

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
7100	MIME content type missing, logged message %s	smtp	page 339
7109	MIME header invalid, logged message %s	smtp	page 340
16130	Missing parameter	xmlconnector	page 512
9086	Missing required component in the %s envelope parse.	parse	page 379
7107	Missing SMTP or MIME header, logged message %s	smtp	page 340
13040	Missing tracking id in response packet.	Split	page 475
15019	Missing UCI segment. Cannot reconcile.	Parse	page 484
11703	MQSeries operation completed successfully.	legacy-MQSeries	page 460
7103	Multipart boundary missing from MIME header, logged message %s	smtp	page 339
15076	Nil FIFO Queue.	Parse	page 494
16117	Nil NSPkt	xmlconnector	page 510
9237	No ACK_TARGET_DIR definition in ecx.ini.	ack	page 402
9048	No BDGHOME environment variable set!	parse	page 370
9141	No BDGHOME environment variable set!	translate	page 395
9052	No envelopes written to database.	parse	page 371
9304	No file was specified as target for bundle	bundle	page 406
9047	No filespec returned with tracking id from database!	parse	page 370
9811	No HREC** header was found in application data	EDIObjects	page 441
9216	No interchanges found for this tracking id.	ack	page 399
13004	No interchanges or documents found for this tracking id.	Split	page 471
8214	No jobs found to recover.	dispatcher	page 355
9138	No map name was specified in the document record	translate	page 394
9118	No memory for Document object (m_map_detail)	translate	page 388
9604	No memory for Document object (m_map_detail)	route	page 430
9005	No memory for options or IO list for Parse	parse	page 360
9112	No memory trying to allocate file handles for mapping	translate	page 386
9105	No memory was available to construct the return packet	translate	page 384
9044	No message found (id %d)	parse	page 369

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
9111	No message found (id %d)	translate	page 386
9319	No message found (id %d)	bundle	page 411
9510	No message found (id %d)	OutParse	page 426
9622	No message found (id %d)	route	page 434
9623	No new tracking id was returned by secondary output submission.	route	page 434
15043	No PARSE_RESTRICTIONS_FILENAME definition in ecx.ini.	Parse	page 488
8216	No pending jobs found to process.	dispatcher	page 355
9325	No PSID (standard record) found for document	bundle	page 412
9816	No record terminator was found before end of maximum record size	EDIOjects	page 442
8224	No scheduled jobs found	dispatcher	page 356
9514	No seed document was found in submission object.	NormalizeInput	page 427
9806	No Segment ID found in segment record	EDIOjects	page 439
9801	No segment terminator was found	EDIOjects	page 437
9024	No Tracking ID found in packet	parse	page 363
9508	No Tracking ID found in packet	OutParse	page 425
9610	No Tracking ID found in packet	route	page 431
9109	No Tracking nor Doc ID found in packet	translate	page 385
15336	No TRANSLATE_INPUT_DIR definition in ecx.ini.	Translate	page 502
15338	No TRANSLATE_MAP_DIR definition in ecx.ini.	Translate	page 503
15337	No TRANSLATE_OUTPUT_DIR definition in ecx.ini.	Translate	page 502
15339	No TRANSLATE_WORK_DIR definition in ecx.ini.	Translate	page 503
9411	No transport type specified)	outprep	page 422
9049	No UCI segment was found in incoming CONTRL to reconcile	parse	page 371
9116	No unique workfile name could be generated for mapping	translate	page 387
9364	Nothing bundled for %s	bundle	page 420
15078	Nothing done!	Parse	page 494
9240	Null data packet received.	ack	page 402

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
15054	Null data packet received.	Parse	page 491
15329	Null data packet received.	Translate	page 501
9082	Object failed presentation during %s envelope parse	parse	page 378
9081	Object failed restriction list during %s envelope parse	parse	page 378
9083	Object failed size check during %s envelope parse	parse	page 378
13035	One of sender member name or receiver member name empty.	Split	page 474
9087	One or more components in error in the %s envelope parse.	parse	page 379
15012	Only %d out of %d %s parsed were recorded.	Parse	page 483
15018	Only %d out of a total of %d %s reconciled.	Parse	page 484
16108	OP (operation) is not SEND	xmlconnector	page 509
7667	Operation was canceled by the surrender function	smtp	page 343
11501	Oracle Apps Integration map was executed successfully!	legacy-Oracle-Apps	page 452
11503	Oracle Apps. related processing is complete.	legacy-Oracle-Apps	page 452
504	Out of memory	db	page 298
7000	OutMsg file contains invalid data	smtp	page 332
7001	OutMsg file not found	smtp	page 332
9522	Output Parse complete	OutParse	page 429
9521	Output Parse mapping performed	OutParse	page 429
9927	Output type contains errors.	mercator	page 451
9926	Output type in error.	mercator	page 451
9929	Output valid but unknown data found.	mercator	page 452
9017	Packet received had wrong service id	parse	page 363
9104	Packet received had wrong service id	translate	page 384
9402	Packet received had wrong service id	outprep	page 421
9504	Packet received had wrong service id	OutParse	page 424
9606	Packet received had wrong service id	route	page 430
9067	Parse complete	parse	page 375

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
15003	Parse Complete.	Parse	page 482
9066	Parse mapping performed	parse	page 374
9702	Parse Recovery Complete	parse	page 437
15004	Parse Recovery Complete.	Parse	page 482
9088	Partitioning failed in the %s envelope parse.	parse	page 380
7111	Partnership information not found for sender and receiver, logged message %s	smtp	page 340
15360	Pattern not found.	Translate	page 505
9064	Performing %s reconciliation	parse	page 374
8213	Performing recovery operation.	dispatcher	page 355
9907	PM_BADCARDNO: An invalid card was specified in the MAPOPTION->CARDINFO	mercator	page 446
9906	PM_BADMMH: An invalid map handle was encountered	mercator	page 446
9911	PM_BUILDOUTPUTFAILED: Could not write to trace file	mercator	page 447
9923	PM_CANTREUSEWORKFILE: Page size requested is different or map is different	mercator	page 451
9924	PM_DATABASEERROR: The close routine reported MERC_FILE_ERROR	mercator	page 451
9917	PM_DISKREADERROR: The read routine reported an error	mercator	page 449
9916	PM_DISKWRITEERROR: The write routine reported an error	mercator	page 448
9925	PM_FILEATTRIBUTEERROR: The write routine reported MERC_FILE_ERROR	mercator	page 451
9908	PM_INPUTINVALID: A validation error occurred on an input file	mercator	page 446
9921	PM_INPUTNOTCONSUMED: Extra data was found after the valid data - non fatal	mercator	page 450
9910	PM_INTERNALERROR: Internal error - no longer used according to TSI	mercator	page 447
9902	PM_NOMEMORY: Memory allocation failed	mercator	page 444
9919	PM_NOOPTIONS: The MAPOPTIONS structure was not completed for a map execution	mercator	page 450
9912	PM_OPENINPUTFAILED: Open failed on a source card	mercator	page 448

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
9903	PM_OPENMAPFAILED: The IO routines failed opening the Map File	mercator	page 444
9909	PM_OPENOUTPUTFAILED: The Open or Create failed on a destination card [map output]	mercator	page 447
9913	PM_OPENWORKFAILED: Open or Create failed on a work file	mercator	page 448
9914	PM_OUTPUTINVALID: An overflow condition occurred on output	mercator	page 448
9922	PM_PAGESIZETOOSMALL: The page size specified in MAPOPTIONS is too small - please contact Netscape	mercator	page 451
9918	PM_PAGEUSECTERROR: Not all allocated pages were freed properly - contact TSI!	mercator	page 449
9905	PM_READINPUTFAILED: An error occurred while reading in a source card to the map	mercator	page 446
9904	PM_READMAPFAILED: An error occurred reading the Map File	mercator	page 445
9920	PM_REOPENFAIL: A source or destination card could not be re-opened	mercator	page 450
9901	PM_USERABORT: User aborted - MAPSTATUSPROC returned FALSE	mercator	page 444
9915	PM_WRONGCOMPILER: The version of the map is not compatible with the version of the API in ECXpert	mercator	page 448
7043	POP3 password not found in ecx.ini or cannot be decrypted	smtp	page 338
7042	POP3 user name not found in ecx.ini	smtp	page 338
7112	Private key not found when processing an incoming message, logged message %s	smtp	page 340
7036	Private key not found when trying to sign an outbound message	smtp	page 337
8212	Processing Pending Jobs.	dispatcher	page 355
9218	Producing 997 for %s Group, Ctrl %s	ack	page 399
9219	Producing 999 for %s Group, Ctrl %s	ack	page 400
9220	Producing CONTRL message for Ctrl %s	ack	page 400
7008	Quoted-printable decoding failed	smtp	page 333

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
7699	Random object not seeded	smtp	page 347
16033	Received all EERP acknowledgements expected for this tracking ID.	ecxoftp-server	page 508
16032	Received an EERP for this tracking ID.	ecxoftp-server	page 508
7047	Receiver certificate expired, detected when trying to encrypt message	smtp	page 338
7115	Receiver certificate expired, logged message %s	smtp	page 341
7049	Receiver certificate revoked, detected when trying to encrypt message	smtp	page 339
7117	Receiver certificate revoked, logged message %s	smtp	page 341
7701	Recipient of incoming message not among potential recipients	smtp	page 347
9033	Recording ack to DB failed	parse	page 366
8215	Recovery operation over.	dispatcher	page 355
9072	Reference to invalid %s group recorded	parse	page 375
9071	Reference to invalid %s interchange recorded	parse	page 375
9076	Reference to invalid application document recorded	parse	page 377
6201	Registered file - %s.	tcpip-connector	page 331
16022	Remote OFTP node accepted file transfer.	ecxoftp-server	page 507
16020	Remote OFTP node rejected file transfer request.	ecxoftp-server	page 507
6202	Reprocessing Tracking ID - %s.	tcpip-connector	page 331
7660	Requested attribute type is not in the attributes object	smtp	page 342
9030	Required AK1 segment not found in incoming FA	parse	page 365
9032	Required AK9 segment not found in incoming FA	parse	page 366
15048	Restrictions file line no %d: Error %d retrieving token.	Parse	page 489
15047	Restrictions file line no %d: Unexpected token type (%d).	Parse	page 489
11621	RFCServer entry problem.	legacy-SAP	page 456
7044	Root certificate was not found in database	smtp	page 338
9633	Routing complete	route	page 436
9631	Routing recovery complete	route	page 436
8222	Running service list now...	dispatcher	page 356

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
7002	S/MIME process code invalid	smtp	page 332
11601	SAP Integration map was executed successfully!	legacy-SAP	page 454
11636	SAP related legacy processing is complete	legacy-SAP	page 458
18606	Scheduled job - Error in the Queue Listener	???	page 514
18605	Scheduled job - Failed to start the Queue Listener	???	page 514
18607	Scheduled job - Failed to stop the Queue Listener	???	page 515
15356	Segment ID is too long.	Translate	page 505
15357	Segment terminator not found.	Translate	page 505
7046	Sender certificate expired, detected when trying to sign message	smtp	page 338
7114	Sender certificate expired, logged message %s	smtp	page 341
7048	Sender certificate revoked, detected when trying to sign message	smtp	page 338
7116	Sender certificate revoked, logged message %s	smtp	page 341
11618	sendIDoc Queued.	legacy-SAP	page 456
7108	Sending and/or receiving member not found, logged message %s	smtp	page 340
109	Server has no response	Scheduler	page 297
111	Server nas had non-recoverable error. Try restart the server.	Scheduler	page 297
7005	Service ID incorrect	smtp	page 332
8201	Service list execution completed successfully.	dispatcher	page 354
12001	Set SSL private key failed	http-ssl	page 467
7723	Signer untrusted	smtp	page 350
8221	Since Service list is scheduled, it will not be run at this time.	dispatcher	page 356
9352	Single interchange request	bundle	page 419
15081	Size of source file is 0.	Parse	page 494
7038	smtp_home entry missing from section commsmtp-send or commsmtp-receive in ecx.ini	smtp	page 337
13002	Splitting done.	Split	page 470
13001	Splitting.	Split	page 470

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
12119	SSL bad parameter error	http-ssl	page 470
12111	SSL connection closed error	http-ssl	page 469
12110	SSL connection closed gracefully error	http-ssl	page 469
12106	SSL fatal alert	http-ssl	page 468
12120	SSL IO closed override goodbye kiss error	http-ssl	page 470
12108	SSL IO error	http-ssl	page 469
12100	SSL memory error	http-ssl	page 468
12105	SSL negotiation error	http-ssl	page 468
12102	SSL overflow error	http-ssl	page 468
12104	SSL protocol error	http-ssl	page 468
12109	SSL session not found error	http-ssl	page 469
12103	SSL unknown error	http-ssl	page 468
12101	SSL unsupported error	http-ssl	page 468
12107	SSL would block IO error	http-ssl	page 468
9063	ST Document Added	parse	page 374
7104	Sub-content type invalid, logged message %s	smtp	page 339
13037	Submission failed with error %d.	Split	page 474
16129	Submitted file name from eXML-Connector	xmlconnector	page 512
16128	Submitted file stream from eXML-Connector	xmlconnector	page 511
9634	Submitting document %s, card %d	route	page 436
11646	Successfully submitted the incoming idoc from SAP.	legacy-SAP	page 460
7686	Syntax error in TIPEM header fields	smtp	page 345
9212	Terminating acknowledgement generation	ack	page 399
9351	Terminating bundle for %s	bundle	page 419
14002	Terminating bundle for %s.	bundle	page 475
9363	Terminating bundle recovery processing for %s	bundle	page 420
14004	Terminating bundle recovery processing for %s.	bundle	page 475
9407	Terminating Output Preparation.	outprep	page 422
9151	Terminating translation thread	translate	page 397

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
9092	The %s envelope was found to be invalid - no specific cause determined.	parse	page 381
12005	The cgi program failed to submit document to ECXpert	http-ssl	page 467
9513	The construction of the document object failed	NormalizeInput	page 427
9133	The document to translate was not found in the database	translate	page 393
18602	The JNI call to the ECXJMSSender java class file failed.	???	page 513
9123	The map reported NO Cardinfo available	translate	page 389
9303	The minimum bundle criteria have not been specified	bundle	page 406
9817	The next starting record (segment) was encountered before a closing one was found	EDIObjects	page 443
9317	The output file ctor returned null file handle	bundle	page 410
9316	The pointer to the manifest was NULL	bundle	page 410
9057	The record already exists - Recovery mode OFF	parse	page 373
9818	The record identifier marking the end of the data object was found	EDIObjects	page 443
12004	The reply status code after SSL POST indicated failure	http-ssl	page 467
9090	The required %s envelope was missing during parse.	parse	page 380
9029	The required B5 segment not found in incoming 999	parse	page 365
9139	The specified map was not found on disk	translate	page 395
9119	There was no memory for either map options or IO array	translate	page 388
9819	There was no memory to expand the document at the segment level	EDIObjects	page 443
9820	There was no memory to expand the record into elements	EDIObjects	page 443
15045	Token too long.	Parse	page 489
9235	Too many partnerships (%d) retrieved.	ack	page 402
15352	Too many partnerships (%d) retrieved.	Translate	page 504
15303	Translate Complete.	Translate	page 498
15304	Translate Recovery Complete.	Translate	page 498
9814	TREC** was not found where trailer expected	EDIObjects	page 442
101	Unable to locate symbol in the shared object.	Scheduler	page 296

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
15046	Undefined character type.	Parse	page 489
15049	Unexpected character type.	Parse	page 489
9062	UNH Document Added	parse	page 374
7662	Unknown attribute type	smtp	page 342
7719	Unknown certificate or CRL signature algorithm	smtp	page 350
15014	Unknown data found in submitted file.	Parse	page 484
7677	Unknown DEK(data encryption) algorithm	smtp	page 344
7696	Unknown Message Integrity Check algorithm	smtp	page 347
7709	Unknown password-based encryption algorithm	smtp	page 348
9013	Unknown sender-receiver in BG01,2 or 3,4	parse	page 362
104	Unknown Tcl result	Scheduler	page 296
15050	Unknown word.	Parse	page 491
7695	Unsupport Message Integrity Check algorithm	smtp	page 346
7718	Unsupported certificate or CRL signature algorithm	smtp	page 349
7676	Unsupported DEK(data encryption) algorithm	smtp	page 344
7702	Unsupported operation requested	smtp	page 347
7708	Unsupported password-based encryption algorithm	smtp	page 348
16127	Variable in response indicating failed	xmlconnector	page 511
16126	Variable in response indicating success	xmlconnector	page 511
7023	VeriSign root not in the database	smtp	page 335
9074	Warning - %d unidentified envelopes found in data	parse	page 375
9091	Warning - valid %, but surrounded other invalid envelopes.	parse	page 380
9354	Warning! A null group type was returned forcing bundle skip	bundle	page 419
6101	Warning: Failed to delete input file.	tcpip-connector	page 331
16030	Warning: No EERP relationship specified.	ecxoftp-server	page 507
11731	Warning: Queue contains less messages than requested; Requested Count, Queue Count"	legacy-MQSeries	page 464
9241	Wrong packet ID.	ack	page 403
15055	Wrong packet ID.	Parse	page 491

Table A-2 Alphabetized ECXpert Error Messages (*Continued*)

Error #	Short Message	Component	Page #
15330	Wrong packet ID.	Translate	page 502
12117	X509 cert chain incomplete error	http-ssl	page 470
12114	X509 cert chain invalid error	http-ssl	page 469
12115	X509 cert expired error	http-ssl	page 469
12118	X509 data not found error	http-ssl	page 470
12116	X509 name not equal error	http-ssl	page 470

Full Error Message Listing

This section lists all the details available on each ECXpert error message.

Error— Cannot open proc table

Causes This error can happen when you shutdown the ECXpert Administration Server, but have “Automatic Refresh” set to be on.

What happens is that ECXpert Administration Server is shutting down processes, updating the *ECXpert.map* file, shutting down more servers, updating the *ECXpert.map* file again, and the “Automatic Refresh” cgi-bin program was called while the file *ECXpert.map* was being updated. The updated file is being written by the ECXpert Administration Server *just* at the instant that the “Automatic Refresh” link is trying to read and update the same file.

Actions Simply choose the “Manual Refresh” link and wait to see if the ECXpert Administration Server has successfully shutdown.

In drastic cases, it may be necessary to delete leftover *ECXpert.map* and *ECXpert.lock* files from */tmp* or *C:\tmp* (or wherever these files are specified to be created in the *ecx.ini* file).

Related Information Refer to [Appendix A, “ECXpert Error Message Reference”](#) for additional information on the following related error messages:

- “Lock file could not be locked”
- “Could not get ns-client object”

See also [“How the ECXpert Administration Server Maintains its Server Processes” on page 34](#) for more information about the *ECXpert.lock* and *ECXpert.map* files.

Error— Could not get ns-client object

Causes This error can happen when you shutdown the ECXpert Administration Server, but have “Automatic Refresh” set to be on.

What happens is that ECXpert Administration Server is shutting down processes, updating the *ECXpert.map* file, shutting down more servers, updating the *ECXpert.map* file again, and the “Automatic Refresh” cgi-bin program was called while the file *ECXpert.map* was being updated. The updated file is being written by the ECXpert Administration Server *just* at the instant that the “Automatic Refresh” link is trying to read and update the same file.

Actions Simply choose the “Manual Refresh” link and wait to see if the ECXpert Administration Server has successfully shutdown.

In drastic cases, it may be necessary to delete leftover *ECXpert.map* and *ECXpert.lock* files from */tmp* or *C:\tmp* (or wherever these files are specified to be created in the *ecx.ini* file).

Related Information [Appendix A, “ECXpert Error Message Reference”](#):

- “Lock file could not be locked”
- “Could not find lock file”
- “Could not open proc table”

See also [“How the ECXpert Administration Server Maintains its Server Processes” on page 34](#) for more information about the *ECXpert.lock* and *ECXpert.map* files.

Error— Lock file could not be locked. Check for running admin server and shutdown

Causes

1. The ECXpert Administration Server has already been started and you just clicked on the **On/Off** switch twice in a row.
2. The ECXpert Administration Server needs to bind to the network card or modem in order for TCP/IP to be active, but that’s not possible for some reason.

Actions

1. Either ignore the message or, click the **Manual Refresh** link to update the screen to see the current status of the ECXpert Administration Server and the other ECXpert Servers.
2. Follow these steps to fix the problem:
 - I. Select **Start | Settings | Control Panel**.
 - II. Double-click **Network**.
 - III. Click the **Bindings** tab.
 - IV. From the drop-down list, select “all adapters”.

You should see your hardware ethernet card listed in this window. Highlight it and double-click to expand the entries under it for which protocols are bound to this hardware card. **TCP/IP Protocol** should be on the list and should not be disabled. If it isn't, you need to reconfigure your networking settings to include this protocol.

V. Click **OK**.

VI. Before restarting the iPlanet ECXpert Administration Server, remove the iPlanet ECXpert map and lock files `C:\tmp\ECXpert.map` and `C:\tmp\ECXpert.lock`.

Related Information Refer to the following related error messages:

- [“Lock File Not Found” on page 291](#)
- [“Cannot open proc table” on page 289](#)
- [“Could not get ns-client object” on page 289](#)

See also [“How the ECXpert Administration Server Maintains its Server Processes” on page 34](#) for more information about the files `ECXpert.lock` and `ECXpert.map`.

Error— Could not read ECXpert configuration file.

Causes This error happens if you have inadvertently reversed the order of the parameters for the `ecxstart` or `ecxstop` commands.

Actions Try the command again, using the correct order for the parameters. For details on these parameters, refer to [“Using ecxstart and ecxstop” on page 25](#).

Error— Lock File Not Found

Causes TCP/IP isn't properly bound to the network card.

Actions **Solaris**—Use the command `ifconfig -a` to determine the IP address of the machine, then use the command `/usr/sbin/ping <ip address of the machine>` to make sure that TCP/IP is running and bound to the card.

Windows NT Only—If you get this error message when you try to log into iPlanet ECXpert or click the **Manual Refresh** button, follow these steps to fix the problem:

1. Select Start | Settings | Control Panel.
2. Double-click Network.
3. Click the Bindings tab.

4. From the drop-down list, select “all adapters.”

You should see your hardware ethernet card listed in this window. Double-click to expand the entries under it for which protocols are bound to this hardware card. **TCP/IP Protocol** should be on the list and should not be disabled. If it doesn't appear on the list, you must reconfigure your networking settings to include this protocol.

5. Click OK.

Before restarting the iPlanet ECXpert Administration Server, remove the iPlanet ECXpert map and lock files `C:\tmp\ECXpert.map` and `C:\tmp\ECXpert.lock`.

Related Information

Refer to the following related error messages:

- [“Error—” on page 289](#)
- [“Error—” on page 289](#)

See also [“How the ECXpert Administration Server Maintains its Server Processes” on page 34](#) for more information about the files `ECXpert.lock` and `ECXpert.map`.

Error— SMTPReceive_P::copyMailFolder Mail folder lock failed

Causes ECXpert is unable to lock the mail folder as needed in an SMTP receive.

Actions Refer to [“Problem: Incoming SMTP Files are Being Ignored” on page 145](#).

Error— login 1101 I/O error

Causes This message is displayed in your browser on an attempt to log into the ECXpert Support UI when you are not connected to the database.

Actions Normally all you have to do to work around this error is to make sure that oracle is running. Execute the following command to see the oracle processes that are running:

```
# ps -ef | grep ora
```

If Oracle is not running, then you have to start it. If it is running, then you should be able to do a Shift+Reload on the ECXpert Support UI window to resolve the error.

Error# 1—Error: Unknown error

Severity30  Fatal

Component. ECXpert

Error# 2—Error: Internal error.

Severity 30  Fatal

Component ECXpert

Error# 3—Error: Invalid input argument.

Severity 30  Fatal

Component ECXpert

Error# 4—ECXTDocumentNode object construction failed.

Severity 30  Fatal

Component ECXpert

Causes The DocType in the submitted data does not match the DocType in the partnership. In ANSI data, the value of the ST01 element must match the DocType in the partnership. In EDIFACT data, it is the value of the UNH-S009-0065 (Message Type) that must match the DocType.

Actions Determine whether the DocType in the partnership needs to be modified, or if a new partnership needs to be created that matches this DocType:

- If the DocType in the partnership is a mistake, and it is not actually being used for that Sender/Receiver/DocType/Version combination, then you should modify the Partnership to use the DocType matching that in the submitted data.
- Otherwise, you may need to create a new partnership for the same Sender/Receiver/DocType/Version, with the DocType matching that in the submitted data.

Error# 5—Error: No memory to execute current task.

Severity 30  Fatal

Component ECXpert

Error# 29—Error: Insufficient or incorrect number of command line arguments.

Severity 30  Fatal

Component ECXpert

Error# 30—Error: One or more command line arguments are invalid.

Severity 30  Fatal

Component Ecxpert

Error# 41—Error 41 while reading from file.

Severity 30  Fatal

Component Ecxpert

Causes The Partnership has been set up incorrectly. For example, “EDI-to-EDI” is used where it should be “Application-to-EDI”.

Actions Verify that your Partnership configuration is correct.

Related Information If your Dispatcher log file contains these messages, you probably have the wrong Partnership Type.

```
ECXTranslate::loadFileIntoMemory-START
ECXTranslate::readIntoBuffer-START
ECXTranslate::readIntoBuffer-Error: Read operation failed.
ECXTranslate::readIntoBuffer r=41
ECXTranslate::setError-START
NSServer::Trap-START
NSServer::Trap-END
ECXTranslate::setError-END
ECXTranslate::readIntoBuffer-END
ECXTranslate::loadFileIntoMemory-Error: Couldn't read interchange
header.
ECXTranslate::loadFileIntoMemory-END
ECXTranslate::manageOutputs-START
ECXTranslate::manageOutputs-END
ECXTranslate::manageOutputs-START
ECXTranslate::manageOutputs-END
ECXTranslate::Process-END
```

The example above was taken from a scenario in which an HREC file was submitted to ECXpert to an “EDI-to-EDI” Partnership. Because an HREC file does not contain an interchange header, but the Partnership Type was set to expect an interchange, the mismatch causes this error.

Error# 42—Error 42 performing operation on file.

Severity 30  Fatal

Component Ecxpert

Causes This error occurs when it is impossible for ECXpert to perform the requested operation, typically because the file does not exist or you have incorrectly entered the file's name.

This error message will be phrased differently depending on the requested operation. For example, if you are trying to read a file, the error may say something like "Error 42 reading file," but if you are trying to write a file to the hard drive, the error may say something like, "Error 42 writing file."

Actions Check to make sure that the file exists and that you have entered the file's name correctly. You should also verify that you have enough system resources to perform the requested operation.

Error# 42—Error 42 while writing to file.

Severity 30  Fatal

Component ECXpert

Causes This error occurs during the Bundle half of the Gateway Service. Bundle attempts to create a file that contains the translated output of a map from the Translate Service. This file is to be handed off to a COMM agent to send out of ECXpert. However, it is not possible to create the new Bundle file, for reasons such as:

1. Operating system interference—too little disk space, incorrect file/directory permissions.
2. Nothing to write because the Translated output of a map does not have a Segment Terminator that matches the one specified in the Partnership configuration.

Actions

1. See "[Problem: Incoming Files are Not Being Processed](#)" on page 137.
2. Verify that the Segment Terminator that the map uses when it creates the output card matches the Segment Terminator specified in the Partnership configuration.

Go to \$NSHOME/NS-apps/ECXpert/output to find the map's output card for the ECXpert Tracking ID. Edit this file. If you are using the Solaris 'vi' editor, you may need to give the command `set list` to see the actual non-printable characters that are the Segment Terminator(s).

Then, go to the Partnership, Output EDI tab and verify that the Hex characters match exactly the corresponding characters as used in the map's output card.

Refer to [Appendix I, "ASCII Reference Table,"](#) if you want to look up the character associated with a specific Hex.

Error# 43—Error: Cannot create file. Restart web actraadm.

Severity 30  Fatal

Component websvr

Error# 100—Cannot load shared object.

Severity 30  Fatal

Component Scheduler

Error# 101—Unable to locate symbol in the shared object.

Severity 30  Fatal

Component Scheduler

Error# 102—Cannot create Tcl interpreter.

Severity 30  Fatal

Component Scheduler

Error# 103—Error(s) in Tcl script.

Severity 30  Fatal

Component Scheduler

Error# 104—Unknown Tcl result.

Severity 30  Fatal

Component Scheduler

Error# 105—Invalid data.

Severity 30  Fatal

Component Scheduler

Error# 106—Mandatory data is missing from the packet.

Severity 30  Fatal

Component Scheduler

Error# 107—Array overflown.

Severity 30  Fatal

Component Scheduler

Error# 108—Cannot spawn thread.

Severity 30  Fatal

Component Scheduler

Error# 109—Server has no response.

Severity 30  Fatal

Component Scheduler

Error# 110—Cannot make file.

Severity 30  Fatal

Component Scheduler

Error# 111—Server has had non-recoverable error. Try restart the server.

Severity 30  Fatal

Component Scheduler

Error# 160—Job started.

Severity 10  Informational

Component Scheduler

Error# 501—%s: %s is not defined in the configuration file

Severity 20  Warning db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work”](#) on page 146.

Error# 502—%s: Cannot connect to database %s on server %s as user %s

Severity 20▼Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Causes This message can occur if an incorrect user ID/password are used to login to the ECXpert Product Administrative Interface.

This error can also occur if the required Oracle environment variables are not set for the current user ID, or are not set in the ECXpert configuration file, *NSBASE/NS-apps/ECXpert/config/ecx.ini*. These environment variables are needed to make an OCI or SQL*Net or Net8 client connection to the Oracle8i database.

This error may occur for many other reasons, generating Oracle errors which are passed-through to you by ECXpert.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

Please refer to the Oracle error message [“ORA-12203”](#) on page 536 for more information about the error message passed through from the database.

See also [“Problem: Custom Service doesn’t seem to work”](#) on page 146.

Error# 504—Out of memory

Severity 20▼Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 505—%s: Mutex error found

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 506—%s: Database error %d encountered

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 510—%s: Nested transaction is not supported by the DBMS and is ignored

Severity 99  Fatal

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 511—%s: Cannot commit the transaction

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 512—%s: Cannot roll back the transaction

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 520—%s: No record is retrieved or changed from %s (%s)

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 521—%s: Querying %s failed with DB, RW or internal error %d

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Causes This error can occur for any unsuccessful attempt to insert a value into an ECXpert table in the Oracle database, or to perform a query against the Oracle database.

This error most often occurs when the version of the Oracle8i Workgroup Server is not up to the patch level required for the version of ECXpert being used.

The error can also occur if the environment settings for the ECXpert user ID (typically this is **actraadm**) or the [ORACLE_ENV] settings in the *NSBASE/NS-apps/ECXpert/config/ecx.ini* file are incorrect.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry the operation.

Verify that the version of Oracle that you have is appropriate for use with ECXpert.

Verify that the [ORACLE_ENV] settings in the `$(NSBASE)/NS-apps/ECXpert/config/ecx.ini` file are correct for your installation of Oracle.

If the error occurred in conjunction with an attempt to use the import utility to delete a Partnership, and you see the error text below, refer to [“ORA-00932 — inconsistent datatypes” on page 521](#) for solution details.

```
** ERROR ** EcxPartnership.Delete()Failed for user: ECX
Errnum: 521
Errmsg: BDGPNView::Get( flags ): [NOREADER]
This object cannot support readers
```

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

See also [“Problem: Import Utility Fails with RW Error 3” on page 149.](#)

Error# 522—%s: Cannot access %d %s since it is locked

Severity 99  Fatal

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 523—%s: Inserting into %s failed with DB, RW or internal error %d

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Causes This error can occur for any unsuccessful attempt to insert a value into an ECXpert table in the Oracle database.

Examples of this are:

- using a duplicate value for a field that must be unique -- meaning, that there is already a row in the table with the values you are trying to use so a new row cannot be created with the specified values because they are duplicates, non-unique values, or illegal characters
- using an incorrect data type for the field (using alphanumeric characters in a numeric-only field)
- omitting a required value
- the tablespace is full or the rollback segment cannot be extended so the insert has failed

Actions Cancel from the current operation and look for an already-existing Member or Partnership or Service/Service List to determine that you aren't using duplicate values

Check the ECXpert Database Schema for the table into which you are trying to insert data. Make sure the values you are trying to use are appropriate to the schema and that you aren't missing values for any required columns.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, "Common Oracle Errors/Messages."](#)

See also ["Problem: Custom Service doesn't seem to work" on page 146.](#)

See also the *iPlanet ECXpert Developer's Guide*, Appendix A, "ECXpert Database Schema," for more information on table and column restrictions.

Error# 524—%s: Duplicated primary or unique key for %s (%s)

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 525—%s: Updating %s failed with DB, RW or internal error %d

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 526—%s: Deleting %s failed with DB, RW or internal error %d

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 527—%s: Invalid key (%d)

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 528—%s: Invalid key (%d, %d)

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 529—%s: Invalid key (%d, %d, %d)

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work”](#) on page 146.

Error# 530—%s: Invalid key (%s)

Severity 20▼Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work”](#) on page 146.

Error# 531—%s: Invalid key (%s, %d)

Severity 20▼Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work”](#) on page 146.

Error# 532—%s: Tracking %d is waiting for more parts

Severity 20▼Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle8i database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle8i error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 533—%s: Unknown %s %d for %s

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 534—%s: Unknown %s %s for %s

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 535—%s: Schema mismatches for table %s

Severity 20  Warning\

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 536—%s: %s = %s exists in database but passed in as %s

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 537—%s: %s = %d exists in database but passed in as %d

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 550—%s: The parent key %s does not exist in %s

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 551—%s: The child table %s is still using the key %s

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work”](#) on page 146.

Error# 552—%s: Cannot delete %s.%s=%d which is still being used by child table(s).

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work”](#) on page 146.

Error# 600—%s: Unknown or disabled %s member name: %s

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work”](#) on page 146.

Error# 601—%s: Unknown %s qualifier pair: %s, %s

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 602—%s: Inactive member or Invalid EDI address (%s, %s) for %s

Severity 20  Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle database error.

Causes

1. The EDI address for either the Sending Member or Receiving Member is missing.
2. The EDI address for either the Sending Member or Receiving Member is incorrect, meaning that it doesn't match the values in the ISA I06 and I07 values.

Actions

1. Verify that both the Sending Member and Receiving Member have an EDI address.
2. Verify that the EDI trading address is an exact match to the ISA line, including case-sensitivity.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Understanding Document Workflow” on page 27](#) for more information on this issue.

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 603—%s: Invalid or disabled partnership: (%s, %s) (%s, %s)

Severity 20▼Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle database error.

This error is seen in Activity Tracking as:

- Error 603 when adding document level record to datastore
- Error 603 when adding interchange to datastore
- Error 603 when adding group level record to datastore

Causes

1. The submitted file was Parsed using the generic 'Inbound' Service List. However, when the interchange(s), group(s) and document(s) are to be listed in the ECXpert tables in the Oracle database, a join operation is unsuccessful because ECXpert doesn't find the appropriate Partnership.
2. There was an error when the Partnership was created in the first place.
3. The Partnership has been marked as 'Disabled.'

Actions

1. Verify that the Partnership exists. The unique key you are looking for is:
 - a. Sender Qualifier/Sender Qualifier ID/Receiver Qualifier/Receiver Qualifier ID/Doc Type/Standard/Version of the Standard/Release of the Standard
2. If you believe the Partnership is legitimate, you may wish to try deleting it and recreating it.
3. Verify that the Partnership is 'Active.'

Related Information Please refer to the Oracle documentation for a complete listing of Oracle error messages.

See also [“Understanding Document Workflow” on page 27](#) for more information on this issue.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn't seem to work” on page 146.](#)

Error# 604—%s: Invalid password for member %s

Severity 20▼Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 605—%s: Unable to encrypt string

Severity 20▼Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work” on page 146.](#)

Error# 606—%s: Unable to decrypt string

Severity 20▼Warning

Component db

Message Summary This message is a generic ECXpert message which allows ECXpert to pass-through to the user the underlying Oracle database error.

Actions Based on the passed-through error in the log file, resolve the underlying problem and retry to login to ECXpert.

Related Information Please refer to the Oracle documentation for a complete listing of Oracle error messages.

See also [Appendix B, “Common Oracle Errors/Messages.”](#)

See also [“Problem: Custom Service doesn’t seem to work”](#) on page 146.

Error# 1013—Error 1013 opening restrictions file.

Severity 20  Warning

Component Parse

Causes This error can happen when starting Parse, if the *parser.res* file permissions or ownership is incorrect. At a minimum, read and write permissions must be available to userid ‘actraadm’ (or the userid who owns the ECXpert directory structure).

Actions As userid ‘actraadm’ (or the userid who owns the ECXpert directory structure), determine whether you have read permission for the *parser.res* file:

1. If you are using Solaris or HP-UX, change directories to the *\$NSHOME/NS-apps/ECXpert/maps* directory and give the command:

```
ls -la parser.res
```

The entry for the *parser.res* file should be *-rw-rw-rw-*. The last *rw-* is not necessary if the userid running ECXpert is included under the group permissions (middle *rw-*).

2. If you are using WinNT, use Windows NT Explorer to navigate to the *\$NSHOME/NS-apps/ECXpert/maps* directory. Locate and right-click the *parser.res* file name. You should either see a menu choice labeled **Properties** or one labeled **Security**. Select either menu option and examine the **General** tab.

The **Read-only** checkbox should be *unchecked*.

If userid ‘actraadm’ (or the userid who owns the ECXpert directory structure) does not have read and write access to the *parser.res* file, you must provide it in order to eliminate this error.

Related Information See also [“15024—Error %d creating ECXPSEEnvelope object.”](#) on page 485.

Note about 3000 range ECXpert error messages

Error messages in the 3000 range are actually FTP Errors/Return Codes passed through by ECXpert to the ECXpert User Interface. The only change ECXpert makes to these errors/return codes is to prepend the FTP error/return code number with the numeral “3.” For example, ECXpert Error 3501 is really FTP Error 501 - Syntax error in parameters or arguments.

If you are getting an ECXpert error message in the 3000 range, but it doesn’t appear in this listing, it should appear in [Appendix F, “Errors/Return Codes for FTP and GEIS FTP.”](#)

For more information about 3000 range errors/return codes, refer to [Appendix F, “Errors/Return Codes for FTP and GEIS FTP.”](#)

Error# 3101—FTP cannot login, check host name, port, user name and password.

Severity 20  Warning

Component ftp-lib

Causes

1. On either Solaris or Windows NT, this error occurs if the FTP Comm Agent returns any return code other than ‘0.’
2. You are trying to FTP through a firewall which doesn't allow bi-directional FTP traffic.
3. On Windows NT, this error is common if the Windows NT FTP Server hasn't been installed at all.
4. On Windows NT, this error is common if no users have been set up in the Windows NT FTP Server configuration.
5. On Windows NT, this error is common if no directories have been set up in the Windows NT FTP Server configuration.

Actions

1. Try to FTP any file from a commandline to the target location, using the same transfer mode (Binary/ASCII) as you specified in the Protocol page of the Partnership.
2. You must verify with your Systems Administrator in charge of the firewall which is refusing the transfer that normal FTP traffic is allowed. If it is not, you must send the file to the remote host using a User-Defined Comm or a Custom Service.

3. If you are running Windows NT 4.0 Workstation (not Windows NT 4.0 Server) and do not have the FTP server installed, you need to install it for iPlanet ECXpert to function correctly. For instructions, refer to the *iPlanet ECXpert Installation Guide*, Chapter 3, "Post-Installation Tasks."
4. Verify that the user ID you specified in the Protocol page of the Partnership is set up in the Windows NT FTP Service to receive/send files. Also, verify that the directory you want to FTP into is set up as a directory in the Windows NT FTP Service.

To do this:

- a. Start Microsoft Internet Service Manager.
 - o If you're using Windows NT Workstation, choose **Start | Programs | Microsoft Peer Web Services | Internet Service Manager**
 - o If you're using Windows NT Server, choose **Start | Programs | Internet Service Manager**
 - b. Highlight the FTP Service
 - c. Choose **View**
 - d. Select **Properties | Service Properties**.
 - e. Deselect **Allow only anonymous connections**.
 - f. Click **Yes** to confirm the warning message.
 - g. Select **Properties | Exit** to leave the Microsoft Internet Service Manager.
5. Create directory aliases in the Windows NT FTP Server configuration for use with iPlanet ECXpert.

To do this:

- a. Start Microsoft Internet Service Manager.
 - o If you're using Windows NT Workstation, choose **Start | Programs | Microsoft Peer Web Services | Internet Service Manager**
 - o If you're using Windows NT Server, choose **Start | Programs | Internet Service Manager**
- b. Highlight the FTP Service
- c. Choose **View**
- d. Select **Properties | Service Properties**.

- e. Select **Directories** and click **Add** to create directory aliases for use with iPlanet ECXpert. When you have finished creating all the directory aliases you need, click **Apply**, then click **Ok**.

6. Select **Properties** | **Exit** to leave the Microsoft Internet Service Manager.

Related Information See also [Appendix F, “Errors/Return Codes for FTP and GEIS FTP,”](#) for more information on this issue.

See also the *iPlanet ECXpert Developer’s Guide* chapter related to “Creating a User-defined Communications Service.”

Error# 3102—FTP get file failed, check file name and path.

Severity 20  Warning

Component ftp-lib

Error# 3103—FTP cannot open a local file to write, check file name, path and permission.

Severity 20  Warning

Component ftp-lib

Error# 3104—FTP cannot quit.

Severity 20  Warning

Component ftp-lib

Error# 3105—FTP put file failed, check file name and path.

Severity 20  Warning

Component ftp-lib

Causes

1. In the ECXpert Partnership, you have not specified a directory name for the Outbound directory or the directory name you specified is an invalid directory name for FTP.

Actions

1. In the ECXpert Partnership, provide a valid FTP directory name as the Outbound Directory in the Protocol tab.

Error# 3106—FTP rename file failed, check file name and path.

Severity 20▼Warning

Component ftp-lib

Error# 3107—FTP remove file failed, check file name and path.

Severity 20▼Warning

Component ftp-lib

Error# 3108—FTP make directory failed, check directory name and path.

Severity 20▼Warning

Component ftp-lib

Error# 3109—FTP connect failed, check host and port.

Severity 20▼Warning

Component ftp-lib

Error# 3110—FTP failed to send user name, check user name.

Severity 20▼Warning

Component ftp-lib

Error# 3111—FTP failed to send password, check password.

Severity 20▼Warning

Component ftp-lib

Error# 3112—FTP site command failed, check parameter or server implementation of site.

Severity 20▼Warning

Component ftp-lib

Error# 3113—FTP change directory failed, check directory name.

Severity 20▼Warning

Component ftp-lib

Causes

1. You have used a directory name that includes a drive letter. For example:

c:\temp

The directory location must be a valid location for FTP transfer, which means it cannot use a drive letter.

Actions

1. Set up an FTP directory alias for the directory you want to use, and change the ECXpert Partnership configuration to use that alias. For example, you might set up the alias, /temp, to point to the actual directory, *c:\temp*

In the ECXpert Partnership, you would give /temp as the Outbound or Inbound Directory in the Protocols page tab.

Error# 3114—FTP list failed, check file name and path.

Severity 20  Warning

Component ftp-lib

Error# 3115—FTP failed to connect to host, check host name.

Severity 20  Warning

Component ftp-lib

Error# 3116—FTP failed to send user name, check user name.

Severity 20  Warning

Component ftp-lib

Error# 3117—FTP failed to login, check password.

Severity 20  Warning

Component ftp-lib

Error# 3118—FTP failed to change to binary mode.

Severity 20  Warning

Component ftp-lib

Error# 6001—Error: File name or file type is null.

Severity 30  Fatal

Component tcpip-connector

Error# 6002—Error: Tag based command string is null.

Severity 30  Fatal

Component tcpip-connector

Error# 6003—Error: Input data packet is null.

Severity 30  Fatal

Component ECXpert

Error# 6004—Error: Input data packet is invalid.

Severity 30  Fatal

Component ECXpert

Error# 6005—Error: Required tag(s) missing in command string.

Severity 30  Fatal

Error# 6006—Error: Number of files happens to be zero.

Severity 30  Fatal

Component tcpip-connector

Error# 6007—Error: The service component in context has received an invalid command string in the data packet

Severity 30  Fatal

Component ECXpert

Error# 6008—Error: Server returned null response packet.

Severity 30  Fatal

Component tcpip-connector

Error# 6009—Error: Server returned invalid response packet.

Severity 30  Fatal

Component tcpip-connector

Error# 6010—Error: Configuration file name is null.

Severity 30  Fatal

Component ECXpert

Error# 6011—Error: Failed to read configuration file.

Severity 30  Fatal

Component ECXpert

Causes

1. The ECXpert configuration file (*ecx.ini*) may have the wrong permissions.
2. When doing a submit, no relative or absolute path is given for the ECXpert configuration file (*ecx.ini*) in the submit command.

For example, if you were to enter the submit command from within the `$/NSBASE/NS-apps/ECXpert/bin` it would look something like this:

```
# submit -se "PartnerA" -re "ECX" -in ../config/ecx.ini -fn
/tmp/file1.txt -ft 810
```

If you only use:

```
-in ecx.ini
```

instead of:

```
-in ../config/ecx.ini
```

(or on Windows NT, `-in ..\config.ecx.ini`)

you will get error 6011 because the *ecx.ini* file cannot be found so it cannot be read.

Actions

1. Set the correct permissions on the *ecx.ini* file.
2. Try submitting the file again, this time using a relative or absolute path to enable ECXpert to locate the *ecx.ini* file.

Error# 6012—Error: Failed to connect to TCP/IP connector server.

Severity 30  Fatal

Component Ecxoso

Message Summary The file could not be handed off from the ECXpert submit service to the ECXpert tcpip-connector service. Therefore, it could not be accepted into the ECXpert System for processing.

Causes

1. The ECXpert tcpip-connector service isn't running.
2. The Oracle database cannot accept additional connections.
3. The permissions of the user ID submitting the file to the ECXpert System are insufficient. This happens most often in a Windows NT environment when the ECXpert System is started as one user, such as "System Account", but the owner of the ECXpert services is **actraadm** and the two user IDs don't carry the same execution permissions.
4. The hostname to IP address name resolution is not happening properly.
5. ECXpert cannot find its *ECXpert.map* file because that file is on a remote machine.

Actions

1. The ECXpert tcpip-connector service isn't running.

- a. Start the tcpip-connector service
- b. Go to the URL for ECXpert's Main Menu

Typically, this is `http://machine name:port number`

- c. From the iPlanet ECXpert main menu, choose the **Admin | Management**.

If you see only a single **On/Off** switch for the ECXpert Administration Server, and that switch is set to "Off," click the switch to turn on all the servers.

If you see several **On/Off** switches, note whether the switch for the service "tcp-ip connector" is "on" or "off." If it is set to "off," click the switch to turn on the "tcp-ip connector" service.

- d. Click the “Manual Refresh” link in the left frame to see the new status of the services.

NOTE If you cannot start the `tcpip-connector` service, verify that the `$(NSBASE)/NS-apps/ECXpert/config/ecx.ini` file contains a valid IP address for the “`host_name`” parameters.

2. The Oracle database cannot accept additional connections.

To free up Oracle database connections and configure the database to accept more connections follow these steps:

- a. Go to a Unix prompt and enter:

```
# ps -ef | grep ora
```

- b. If necessary, have the Oracle DBA shutdown and restart the Oracle database.
- c. If there are any defunct processes, kill them or have the Solaris System Administrator or Oracle DBA kill them.

NOTE If this problem is recurring, you may wish to verify that the Oracle database is set up to allow sufficient users to connect to it. For example, if the maximum number of processes is set to 20 in the `initSID.ora` file, you may frequently run out of available connections. Typically, for an ECXpert installation, this file is named `initWG73.ora`.

3. The permissions of the user ID submitting the file to the ECXpert System are insufficient.

This error was caused by not having sufficient privileges to submit a document. The Netscape FastTrack Server was being started as the System Account, not as user ID `actraadm`. However, in ECXpert, the submit executable was being run by user ID `actraadm`.

To remedy this, configure Netscape FastTrack Server to be started as user ID `actraadm` and verify that user ID `actraadm` has Security permissions to “Log on as a Service.”

- a. Choose **Start | Settings | Control Panel | Services**

- b. Highlight the listing for “Netscape FastTrack httpd-(*machine name*)” and click **Startup**.
 - c. Set “Log on as” to be a user that has rights to execute ECXpert service. Typically, this is user ID **actraadm**. Click **OK**.
 - d. Stop and restart the Netscape FastTrack service.
 - e. If step 4 doesn't work, you may need to add the user privilege of “Log on as a Service” to user ID **actraadm**:
 - f. Choose **Start | Programs | Administrative Tools | User Manager**
 - g. Choose the entry for user ID **actraadm** and then choose **Policies | User Rights**
 - h. Check the box labeled “Show Advanced User Rights”
 - i. From the pull-down menu, select “Log on as service” and then click **Add**.
 - j. Select your own machine from the pull-down menu at the top of the window.
 - k. Click **Show Users**.
 - l. Select **actraadm** and click **Add**.
 - m. Click **OK** to confirm.
 - n. Choose **User | Exit**.
4. To test this scenario, ping the machine by its hostname. If this fails, ping the machine by its IP address. If the IP address ping is successful but the hostname ping was not, contact your Windows NT or Solaris Systems Administrator to resolve the name resolution problem.

Solaris—Type the command:

```
# /usr/sbin/ping <myhost>
```

Windows NT—Follow these steps:

- a. Choose **Start | Programs | MS-DOS Command Prompt**.
- b. Enter the command:

```
# ping <myhost>
```

Meanwhile, modify `$NSBASE/NS-apps/ECXpert/config/ecx.ini` to use actual IP addresses instead of the hostname or alias for all occurrences of:

```
host_name = _____
```

```
mail_host = _____
```

```
snmp_host_name = _____
```

You must stop and restart ECXpert for these changes to take effect.

5. Edit the `ecx.ini` file to give a more specific path to the `ECXpert.map` file.

For example, your `ecx.ini` file may contain the following specification for the location of the `ECXpert.map` file:

```
[system]
```

```
...
```

```
mmap_path = /export5/NS-apps/ECXpert/data/log/ECXpert.map
```

If `/export5` is on a remote machine called 'myothermachine', it may be necessary to modify this setting to be more specific:

```
[system]
```

```
...
```

```
mmap_path =  
/h/myothermachine/export5/NS-apps/ECXpert/data/log/ECXpert.map
```

Related Information Please refer to your Oracle documentation for more information about changing your `initSID.ora` file.

Error# 6013—Error: Failed to send data to TCP/IP connector server.

Severity 30  Fatal

Component Ecxoso

Error# 6014—Error: Failed to receive response from TCP/IP connector server.

Severity 30  Fatal

Component Ecxoso

Error# 6015—Error: Failed to connect to database server.

Severity 30  Fatal

Component Ecxpert

Error# 6016—Error: Failed to create an internal data packet object.

Severity 30  Fatal

Component Ecxpert

Error# 6017—Error: Failed to write data to an internal data packet object.

Severity 30  Fatal

Component Ecxpert

Error# 6018—Error: Password validation failed.

Severity 30  Fatal

Component tcpip-connector

Message Summary ECXpert requires the Sending Member to submit a password before allowing a file to be submitted to ECXpert, unless the Sending Member is a Trusted Member. The validation process was unsuccessful.

Causes

1. This error occurs if you have typed in an incorrect password for the Sender.
2. The Sending Member was not created with a password, and is not a Trusted Member, and the file is being submitted to ECXpert at a commandline.

If you wish to use a Sending Member which has no password, you may give the commandline option:

```
# -pw ""
```

to indicate a NULL password.

3. A connection to the ECXpert tables within the Oracle database could not be made, so the password could not be checked against the Members table.
4. The wrong encryption was used during installation of ECXpert because the Oracle database character set was not specified correctly in the environment and to the ECXpert installer.
5. The Sender and/or Receiver Member names were typed incorrectly when submitting the file, via the commandline submit, or the Document Submission Form.

Actions

1. Verify that the password was correctly typed in.

If the Sending Member does not have a password, and you wish to submit a file to ECXpert using the commandline, either make the Sending Member "Trusted" or assign the Sending Member an actual password.

Look for any Oracle error messages in the ECXpert log files, particularly the file `/tmp/ECXpert.log.tcpip-connector.dat.####-#####`.

2. Run `bdgsetpasswd` from the commandline.
3. Verify that you are specifying the correct Sender/Receiver names when submitting a file to ECXpert.

Related Information The *iPlanet ECXpert Developer's Guide* gives the parameters for submitting a document to ECXpert via the commandline.

```
-pw Password for the database
```

This usage has been changed to read "Password for the Sender".

Error# 6019—Error: Failed to copy input file to the repository directory.

Severity 30  Fatal

Component tcpip-connector

Causes

1. The permissions on the file being copied are incorrect
2. The permissions on the directory from which the file is being submitted are incorrect.
3. The permissions on the directory `$(NSBASE)/NS-apps/ECXpert/data/work/trk` are incorrect.

Actions

1. Check the file and directory permissions for both the originating directory and the `$(NSBASE)/NS-apps/ECXpert/data/work/trk` directory. Typically, these would be set to allow user ID **actraadm** to read/write to them.
2. If the directory permissions on `$(NSBASE)/NS-apps/ECXpert/data/work/trk` are incorrect, it may be necessary to stop and restart ECXpert for the new permissions to take effect.

Error# 6020—Error: Failed to find or open input file for submission.

Severity 30  Fatal

Component Ecxpert

Message Summary Error: Failed to find or open input file for submission.

Causes

1. The path to the file being submitted to ECXpert is incorrect.
2. The file being submitted to ECXpert doesn't exist in the location indicated.
3. The file type was inadvertently typed into the filename field when submitting a file to ECXpert using the HTML Document Submission Form.

Actions

1. Verify that you correctly typed the path and filename of the file to be submitted to ECXpert.
2. Verify that the file exists in the location you indicated.

Related Information Please also refer to the ECXpert directory structure, found in the *iPlanet ECXpert Installation Guide*.

Error# 6021—Error: Could not find repository path in configuration file.

Severity 30  Fatal

Component tcpip-connector

Error# 6022—Error: Could not create repository path, check permissions.

Severity 30  Fatal

Error# 6023—Error: Failed to connect to the Dispatcher server.

Severity 30  Fatal

Component Ecxpert

Causes

1. The Dispatcher Server is not turned on.

Actions.

1. Using the ECXpert Administrative Interface, turn the Dispatcher Server on.

Error# 6024—Error: Size of input file happens to be zero.

Severity 30  Fatal

Component Ecxpert

Message Summary ECXpert cannot find or cannot read the file you are trying to submit.

Causes.

1. The filename has been incorrectly typed in.
2. The file type has been inadvertently typed in as the filename.
3. The file really is a zero-length file.
4. The file has previously been submitted to ECXpert, so it was removed from the original directory location. This is a repeat submission of a file which is no longer in the original directory.
5. The file permissions are set so that user ID **actraadm** cannot read the file.

Actions.

1. Verify that the filename has been correctly typed in.
2. Verify that the file type has not been inadvertently typed in as the filename.
3. Do a directory listing to determine whether the file exists in the directory, that the file is not a zero-length file, and that the permissions allow **actraadm** to read the file.

Related Information. ECXpert uses standard Unix file-naming conventions. In a Windows NT environment, please use MS-DOS filenames. Please refer to your operating system's documentation for more information on this topic.

Error# 6025—Error: Failed to send data packet to the Dispatcher server.

Severity 30  Fatal

Component Ecxpert

Error# 6026—Error: Failed to read input file.

Severity 30  Fatal

Component Ecxpert

Error# 6027—Error: Failed to insert the seed document.

Severity 30  Fatal

Component tcpip-connector

Message Summary Error: Failed to insert the seed document.

Causes

1. This is very likely an issue of insufficient space in the Oracle database.
If you have done a typical Oracle Workgroup Server installation, you would have a starter database with 10MB of SYSTEM tablespace. This is too small for use with ECXpert, especially if you have many members/partnerships/services configured or are moving large documents.
2. Other causes could be permissions problems or connectivity problems making an OCI connection to the Oracle database.

Actions

1. Increase the tablespace size in the Oracle database where ECXpert's tables are located.

Related Information Please refer to your Oracle documentation for more information about how to increase the Oracle tablespace.

See also [“Increasing Tablespace Using Oracle Enterprise Manager on WinNT” on page 37](#) and [“Increasing Tablespace Using Oracle Server Manager on Solaris” on page 42](#).

Error# 6028—Error: remote_dir path missing in configuration file.

Severity 30  Fatal

Component tcpip-connector

Error# 6029—Error: Failed to create remote_dir directory.

Severity 30  Fatal

Component tcpip-connector

Error# 6030—Error: Failed to get streamed file data from data packet.

Severity 30  Fatal

Component tcpip-connector

Error# 6031—Error: Failed to store data received from remote machine.

Severity 30  Fatal

Component tcpip-connector

Error# 6032—Error: Could not create temporary file name.

Severity 30  Fatal

Component tcpip-connector

Error# 6101—Warning: Failed to delete input file.

Severity 20  Warning

Component tcpip-connector

Error# 6201—Registered file - %s.

Severity 10  Informational

Component tcpip-connector

Error# 6202—Reprocessing Tracking ID - %s.

Severity 10  Informational

Component tcpip-connector

Note about 7000 range ECXpert error messages

Error messages in the 7000 range are actually SMTP Errors/Return Codes passed through by ECXpert to the ECXpert User Interface. The only change ECXpert makes to these errors/return codes is to prepend the SMTP error/return code number with the numeral “7.” For example, ECXpert Error 7354 is really SMTP Error 354 - Start mail input; end with <CRLF>.<CRLF>.

If you are getting an ECXpert error message in the 7000 range, but it doesn’t appear in this listing, it should appear in [Appendix G, “SMTP Errors/Return Codes.”](#)

For more information about 7000 range errors/return codes, refer to [Appendix G, “SMTP Errors/Return Codes.”](#)

Error# 7000—OutMsg file contains invalid data

Severity 20  Warning

Component smtp

Error# 7001—OutMsg file not found

Severity 20  Warning

Component smtp

Error# 7002—S/MIME process code invalid

Severity 20  Warning

Component smtp

Error# 7003—Message Disposition Notification format invalid

Severity 20  Warning

Component smtp

Error# 7004—Command string from Comm gateway invalid

Severity 20  Warning

Component smtp

Error# 7005—Service ID incorrect

Severity 20  Warning

Component smtp

Error# 7006—Base64 decoding failed

Severity 20▼Warning

Component smtp

Causes You tried to import a certificate in PKCS12 format, rather than PKCS7

Actions If you have the exported certificate in raw or PKCS7 format, try to import it again.

If you are trying to set up a certificate for ECXpert to accept an incoming file as an attachment to a message from Netscape Communicator, simply send the signed message to the ECXpert POP3 email address. The certificate chain is included in the message, so ECXpert will automatically import the proper certificate.

Related Information See also *iPlanet ECXpert Installation Guide*, Chapter 3 - "Post-installation Tasks."

Error# 7007—Base64 encoding failed

Severity 20▼Warning

Component smtp

Error# 7008—Quoted-printable decoding failed

Severity 20▼Warning

Component smtp

Error# 7009—Failed to open a file

Severity 20▼Warning

Component smtp

Error# 7010—File system error encountered

Severity 20▼Warning

Component smtp

Error# 7011—Failed to create a file

Severity 20▼Warning

Component smtp

Error# 7012—Failed to remove a file

Severity 20▼Warning

Component smtp

Error# 7013—Failed to move a file

Severity 20▼Warning

Component smtp

Error# 7014—Failed to create database manager

Severity 20▼Warning

Component smtp

Error# 7015—Failed to lock mail file

Severity 20▼Warning

Component smtp

Error# 7016—Failed to unlock mail file

Severity 20▼Warning

Component smtp

Error# 7017—Member or its trading email address not found in database

Severity 20▼Warning

Component smtp

Error# 7018—Invalid certificate

Severity 20▼Warning

Component smtp

Error# 7019—Failed to send mail

Severity 20▼Warning

Component smtp

Error# 7020—InMsg file contains invalid data

Severity 20▼Warning

Component smtp

Error# 7021—InMsg file not found

Severity 20▼Warning

Component smtp

Error# 7022—Certificate type not found

Severity 20▼Warning

Component smtp

Causes The Certificate root was not installed.

Related Information See also [“Using Netscape Certificate Server to Import Root Certificates” on page 200.](#)

Error# 7023—VeriSign root not in the database

Severity 20▼Warning

Component smtp

Error# 7024—Database error

Severity 20▼Warning

Component smtp

Error# 7026—Cannot retrieve private key password

Severity 20▼Warning

Component smtp

Error# 7027—Certificate not found

Severity 20▼Warning

Component smtp

Error# 7028—Invalid country code

Severity 20▼Warning

Component smtp

Error# 7029—Email address not found

Severity 20▼Warning

Component smtp

Error# 7030—Cannot get the local host name

Severity 20▼Warning

Component smtp

Error# 7031—Failed to connect to SMTP port(25) on mail host

Severity 20▼Warning

Component smtp

Causes This error is typically caused by an incorrect entry for the mailhost keyword-value pair in the ECXpert configuration file:

\$/NSBASE/NS-apps/ECXpert/config/ecx.ini

Actions Verify that the value for:

[commsmtp-send] mailhost = _____ <---- your mailhost goes here
is correct in the file:

\$/NSBASE/NS-apps/ECXpert/config/ecx.ini

Related Information See also [Appendix G, "SMTP Errors/Return Codes"](#), for more information on this issue.

Error# 7032—Failed to send email message to mail host

Severity 20▼Warning

Component smtp

Error# 7033—Failed to get mail host from ini file

Severity 20▼Warning

Component smtp

Error# 7034—Failed to get mail file name from ini file

Severity 20  Warning

Component smtp

Error# 7035—Error occurred in POP connection to mail host when retrieving mails

Severity 20  Warning

Component smtp

Error# 7036—Private key not found when trying to sign an outbound message

Severity 20  Warning

Component smtp

Error# 7037—Error occurred trying to read ecx.ini file commsmtp-send or commsmtp-receive section

Severity 30  Fatal

Component smtp

Error# 7038—smtp_home entry missing from section commsmtp-send or commsmtp-receive in ecx.ini

Severity 30  Fatal

Component smtp

Error# 7039—mdn_wait_time entry missing from section commsmtp-send or commsmtp-receive in ecx.ini

Severity 20  Warning

Component smtp

Error# 7040—Could not create one of the subdirectories under smtp_home

Severity 30  Fatal

Component smtp

Error# 7041—max_send_times entry missing from section commsmtp-receive in ecx.ini

Severity 20▼Warning

Component smtp

Error# 7042—POP3 user name not found in ecx.ini

Severity 20▼Warning

Component smtp

Error# 7043—POP3 password not found in ecx.ini or cannot be decrypted

Severity 20▼Warning

Component smtp

Error# 7044—Root certificate was not found in database

Severity 20▼Warning

Component smtp

Error# 7045—Failed to acquire mutex when sending a message

Severity 20▼Warning

Component smtp

Error# 7046—Sender certificate expired, detected when trying to sign message

Severity 20▼Warning

Component smtp

Error# 7047—Receiver certificate expired, detected when trying to encrypt message

Severity 20▼Warning

Component smtp

Error# 7048—Sender certificate revoked, detected when trying to sign message

Severity 20▼Warning

Component smtp

Error# 7049—Receiver certificate revoked, detected when trying to encrypt message

Severity 20▼Warning

Component smtp

Error# 7050—Email Address in the certificate does not match member email

Severity 20▼Warning

Component smtp

Error# 7100—MIME content type missing, logged message %s

Severity 20▼Warning

Component smtp

Error# 7101—MIME content type invalid, logged message %s

Severity 20▼Warning

Component smtp

Error# 7102—Boundary missing in multipart MIME, logged message %s

Severity 20▼Warning

Component smtp

Error# 7103—Multipart boundary missing from MIME header, logged message %s

Severity 20▼Warning

Component smtp

Error# 7104—Sub-content type invalid, logged message %s

Severity 20▼Warning

Component smtp

Error# 7105—Message ID missing, logged message %s

Severity 20▼Warning

Component smtp

Error# 7106—MDN request option invalid, logged message %s

Severity 20▼Warning

Component smtp

Error# 7107—Missing SMTP or MIME header, logged message %s

Severity 20▼Warning

Component smtp

Error# 7108—Sending and/or receiving member not found, logged message %s

Severity 20▼Warning

Component smtp

Error# 7109—MIME header invalid, logged message %s

Severity 20▼Warning

Component smtp

Error# 7110—Message does not have high enough security level, logged message %s

Severity 20▼Warning

Component smtp

Error# 7111—Partnership information not found for sender and receiver, logged message %s

Severity 20▼Warning

Component smtp

Error# 7112—Private key not found when processing an incoming message, logged message %s

Severity 20▼Warning

Component smtp

Error# 7113—Incorrect or unsupported multipart/signed message header, check the signature protocol and MIC algorithm, logged message %s

Severity 20▼Warning

Component smtp

Error# 7114—Sender certificate expired, logged message %s

Severity 20▼Warning

Component smtp

Error# 7115—Receiver certificate expired, logged message %s

Severity 20▼Warning

Component smtp

Error# 7116—Sender certificate revoked, logged message %s

Severity 20▼Warning

Component smtp

Error# 7117—Receiver certificate revoked, logged message %s

Severity 20▼Warning

Component smtp

Error# 7656—Insufficient memory

Severity 20▼Warning

Component smtp

Error# 7657—Invalid signature on certificate or CRL

Severity 20▼Warning

Component smtp

Error# 7658—Invalid attributes object

Severity 20▼Warning

Component smtp

Error# 7659—Invalid number of values for the attribute type

Severity 20▼Warning

Component smtp

Error# 7660—Requested attribute type is not in the attributes object

Severity 20▼Warning

Component smtp

Error# 7661—Invalid attribute value tag

Severity 20▼Warning

Component smtp

Error# 7662—Unknown attribute type

Severity 20▼Warning

Component smtp

Error# 7663—Invalid attribute value

Severity 20▼Warning

Component smtp

Error# 7664—Invalid attribute value length

Severity 20▼Warning

Component smtp

Error# 7665—Invalid PEM begin

Severity 20▼Warning

Component smtp

Error# 7666—Invalid format for BER encoding

Severity 20▼Warning

Component smtp

Error# 7667—Operation was canceled by the surrender function

Severity 20▼Warning

Component smtp

Error# 7668—Certificate chain could not be constructed

Severity 20▼Warning

Component smtp

Error# 7669—Invalid certificate encoding

Severity 20▼Warning

Component smtp

Error# 7670—Invalid certificate object

Severity 20▼Warning

Component smtp

Error# 7671—Invalid co set

Severity 20▼Warning

Component smtp

Error# 7672—Invalid CRL encoding

Severity 20▼Warning

Component smtp

Error# 7673—Invalid CRL object

Severity 20▼Warning

Component smtp

Error# 7674—generic data error

Severity 20▼Warning

Component smtp

Error# 7675—Database interface error or member, email address not found

Severity 20▼Warning

Component smtp

Error# 7676—Unsupported DEK(data encryption) algorithm

Severity 20▼Warning

Component smtp

Error# 7677—Unknown DEK(data encryption) algorithm

Severity 20▼Warning

Component smtp

Error# 7678—Invalid digest object

Severity 20▼Warning

Component smtp

Error# 7679—Fatal I/O interface error in enhanced text stream

Severity 20▼Warning

Component smtp

Error# 7680—End of stream

Severity 20▼Warning

Component smtp

Error# 7681—Even exponent not permitted in public or private key

Severity 20▼Warning

Component smtp

Error# 7682—Invalid exponent length in public or private key

Severity 20▼Warning

Component smtp

Error# 7683—Extension object invalid

Severity 20▼Warning

Component smtp

Error# 7684—Extension already exists

Severity 20▼Warning

Component smtp

Error# 7685—Cryptographic hardware error

Severity 20▼Warning

Component smtp

Error# 7686—Syntax error in TPEM header fields

Severity 20▼Warning

Component smtp

Error# 7687—Index out of range

Severity 20▼Warning

Component smtp

Error# 7688—Invalid length for input data

Severity 20▼Warning

Component smtp

Error# 7689—Fatal I/O interface error in input stream

Severity 20▼Warning

Component smtp

Error# 7690—Fatal I/O interface error

Severity 20▼Warning

Component smtp

Error# 7691—Invalid list object

Severity 20▼Warning

Component smtp

Error# 7692—Invalid internal memory object

Severity 20▼Warning

Component smtp

Error# 7693—Invalid signature on message

Severity 20▼Warning

Component smtp

Error# 7694—Invalid me set

Severity 20▼Warning

Component smtp

Error# 7695—Unsupport Message Integrity Check algorithm

Severity 20▼Warning

Error# 7694—Invalid me set

Severity 20▼Warning

Component smtp

Error# 7696—Unknown Message Integrity Check algorithm

Severity 20▼Warning

Component smtp

Error# 7697—Invalid modulus length in public or private key

Severity 20▼Warning

Component smtp

Error# 7698—Invalid name object

Severity 20▼Warning

Component smtp

Error# 7699—Random object not seeded

Severity 20▼Warning

Component smtp

Error# 7700—Certificate, private key, or CRL not found

Severity 20▼Warning

Component smtp

Error# 7701—Recipient of incoming message not among potential recipients

Severity 20▼Warning

Component smtp

Error# 7702—Unsupported operation requested

Severity 20▼Warning

Component smtp

Error# 7703—Invalid length for output data

Severity 20▼Warning

Error# 7693—Invalid signature on message

Severity 20▼Warning

Component smtp

Error# 7704—Fatal I/O interface error in output stream

Severity 20▼Warning

Component smtp

Error# 7705—data block exceeds 32767 bytes

Severity 20▼Warning

Component smtp

Error# 7706—Invalid parameter

Severity 20▼Warning

Component smtp

Error# 7707—Invalid password for decrypting data

Severity 20▼Warning

Component smtp

Error# 7708—Unsupported password-based encryption algorithm

Severity 20▼Warning

Component smtp

Error# 7709—Unknown password-based encryption algorithm

Severity 20▼Warning

Component smtp

Error# 7710—Fatal I/O interface error in PKCS input stream

Severity 20▼Warning

Component smtp

Error# 7711—Fatal I/O interface error in PKCS output stream

Severity 20▼Warning

Component smtp

Error# 7712—Fatal I/O interface error in PKCS stream

Severity 20▼Warning

Component smtp

Error# 7713—Invalid private key format

Severity 20▼Warning

Component smtp

Error# 7714—Invalid message process type

Severity 20▼Warning

Component smtp

Error# 7715—Invalid encoding of protected data

Severity 20▼Warning

Component smtp

Error# 7716—Invalid public key format

Severity 20▼Warning

Component smtp

Error# 7717—Invalid random object

Severity 20▼Warning

Component smtp

Error# 7718—Unsupported certificate or CRL signature algorithm

Severity 20▼Warning

Component smtp

Error# 7719—Unknown certificate or CRL signature algorithm

Severity 20▼Warning

Component smtp

Error# 7720—Invalid syntax for base64 encoding

Severity 20▼Warning

Component smtp

Error# 7721—Fatal I/O interface error in text stream

Severity 20▼Warning

Component smtp

Error# 7722—Argument expected to be a #defined constant invalid

Severity 20▼Warning

Component smtp

Error# 7723—Signer untrusted

Severity 20▼Warning

Component smtp

Error# 7724—Certificate or CRL untrusted or cannot be chained

Severity 20▼Warning

Component smtp

Error# 7725—Invalid message version

Severity 20▼Warning

Component smtp

Error# 7726—Invalid certificate validity

Severity 20▼Warning

Component smtp

Error# 7727—Invalid you set

Severity 20  Warning

Component smtp

Error# 8000—Error: Could not find Tracking record (for tracking-id in context).

Severity 30  Fatal

Component smtp

Error# 8001—Error: Service list not found or is empty.

Severity 30  Fatal

Component dispatcher

Error# 8002—Error: Execution of the service failed.

Severity 30  Fatal

Component dispatcher

Error# 8003—Error: Service list seems to be set up incorrectly.

Severity 30  Fatal

Component dispatcher

Error# 8004—Error: Tracking ID is non-numeric or invalid.

Severity 30  Fatal

Component dispatcher

Error# 8005—Error: External service type is invalid or does not exist.

Severity 30  Fatal

Component dispatcher

Error# 8006—Error: Invalid service ID. Service component could not be found.

Severity 30  Fatal

Component dispatcher

Error# 8007—Error: Could not start service object successfully.

Severity 30  Fatal

Component dispatcher

Error# 8008—Error: Custom service type is invalid.

Severity 30  Fatal

Component dispatcher

Error# 8009—Error: Could not write tracking record information to file.

Severity 30  Fatal

Component dispatcher

Error# 8010—Error: Could not start user script/application.

Severity 30  Fatal

Component dispatcher

Error# 8011—Error: User script/application returned error - %ld.

Severity 30  Fatal

Component dispatcher

Error# 8012—Error: Environment variable not set for Ecxpert HOME directory.

Severity 30  Fatal

Component dispatcher

Error# 8013—Error: Could not create directory - %s.

Severity 30  Fatal

Component dispatcher

Error# 8014—Error: Could not create file - %s.

Severity 30  Fatal

Component dispatcher

Error# 8015—Error: Could not write document information to file.

Severity 30  Fatal

Component dispatcher

Error# 8016—Error: Execution of Exit Service list failed.

Severity 30  Fatal

Component dispatcher

Error# 8017—Error: Execution of the Exit Service failed.

Severity 30  Fatal

Component dispatcher

Error# 8018—Error: Exit Service list not found or is empty.

Severity 30  Fatal

Component dispatcher

Error# 8019—Error: Exit Service list seems to be set up incorrectly.

Severity 30  Fatal

Component dispatcher

Error# 8020—Error: This Tracking Id does not qualify for reprocessing.

Severity 30  Fatal

Component dispatcher

Error# 8021—Error: The scheduler job ID happens to be null or invalid.

Severity 30  Fatal

Component dispatcher

Error# 8022—Error: Service list name passed by the Scheduler is invalid.

Severity 30  Fatal

Component dispatcher

Error# 8201—Service list execution completed successfully.

Severity 10 ● Informational

Component dispatcher

Error# 8202—Executing Parse service.

Severity 10 ● Informational

Component dispatcher

Error# 8203—Executing Translate service.

Severity 10 ● Informational

Component dispatcher

Error# 8204—Executing Comms-Gateway service.

Severity 10 ● Informational

Component dispatcher

Error# 8205—Executing Functional-Acknowledgment service.

Severity 10 ● Informational

Component dispatcher

Error# 8206—Executing Outprep service.

Severity 10 ● Informational

Component dispatcher

Error# 8207—Executing Out Parse service.

Severity 10 ● Informational

Component dispatcher

Error# 8208—Executing Routing service.

Severity 10 ● Informational

Component dispatcher

Error# 8209—Executing Interchange Splitting service.

Severity 10 ● Informational

Component dispatcher

Error# 8210—Executing custom service - User script/executable.

Severity 10 ● Informational

Component dispatcher

Error# 8211—Executing custom service - User DLL procedure.

Severity 10 ● Informational

Component dispatcher

Error# 8212—Processing Pending jobs.

Severity 10 ● Informational

Component dispatcher

Error# 8213—Performing recovery operation.

Severity 10 ● Informational

Component dispatcher

Error# 8214—No jobs found to recover.

Severity 10 ● Informational

Component dispatcher

Error# 8215—Recovery operation over.

Severity 10 ● Informational

Component dispatcher

Error# 8216—No pending jobs found to process.

Severity 10 ● Informational

Component dispatcher

Error# 8217—Executing service list - %s.

Severity 10  Informational

Component dispatcher

Error# 8218—Executing custom service - %s.

Severity 10  Informational

Component dispatcher

Error# 8219—Executing Exit Service list - %s.

Severity 10  Informational

Component dispatcher

Error# 8220—Error: Exit Service list execution completed successfully.

Severity 10  Informational

Component dispatcher

Error# 8221—Since Service list is scheduled, it will not be run at this time.

Severity 10  Informational

Component dispatcher

Error# 8222—Running service list now...

Severity 10  Informational

Component dispatcher

Error# 8223—[trkid:%s] Processing job...

Severity 10  Informational

Component dispatcher

Error# 8224—No scheduled jobs found.

Severity 10  Informational

Component dispatcher

Error# 8901—Error %d creating a BDGInterchange object.

Severity 30  Fatal

Component parse

Error# 8902—Error %d getting interchange for this tracking id.

Severity 30  Fatal

Component parse

Error# 8903—Error %d creating a BDGGroup object.

Severity 30  Fatal

Component parse

Error# 8904—Error %d getting list of functional groups for this tracking id.

Severity 30  Fatal

Component parse

Error# 8905—Error %d creating a BDGDocument object..

Severity 30  Fatal

Component parse

Error# 8906—Error %d getting list of documents for this tracking id.

Severity 30  Fatal

Component parse

Error# 8907—Error %d creating a BDGDocumentCard object.

Severity 30  Fatal

Component parse

Error# 8908—Error %d getting document details for this tracking id.

Severity 30  Fatal

Component parse

Error# 8909—%d Interchange row(s) copied.

Severity 10 ● Informational

Component parse

Error# 8910—%d Functional Group row(s) copied.

Severity 10 ● Informational

Component parse

Error# 8911—%d Document row(s) copied.

Severity 10 ● Informational

Component parse

Error# 9001—Error %d trying to make DB connection

Severity 30  Fatal

Component parse

Message Summary This message is caused by an inability to make a connection to your database, needed to support the parse (de-enveloping) operation. Please check your configuration (ecx.ini file) to make sure that all values are set correctly. Most importantly, check the ORACLE_HOME and ORACLE_SID settings, and make sure that no TWO_TASK entry is present.

Error# 9002—Error %d performing Parse mapping

Severity 30  Fatal

Component parse

Message Summary The Mercator mapping engine used by ECXpert reported the error noted on the line following this entry in the event log. The Parse Map, the first one to execute, examines the incoming data and makes sure that the envelopes are consistent with standard specifications. This map produces an audit file for input to the second map.

Error# 9003—Error %d in NSCfg ctor

Severity 30  Fatal

Component parse

Message Summary Typically, this means that there was no memory available for the configuration management object used to parse the entries from the initialization file. Please check that the ecx.ini file is properly placed and is accessible, and that other tasks which might be consuming excessive memory are terminated.

Error# 9004—Error %d retrieving parsemap name from ini

Severity 30  Fatal

Component parse

Message Summary The parse operation REQUIRES two pieces of information from the initialization file. The piece missing here is the name of the map used to process the incoming file to certify envelopes. Without this, parsing cannot continue. Please make sure that there is a [parse] section in your ini file, and that it has a parse_map entry pointing to the correct map name (and optional location).

Error# 9005—No memory for options or IO list for Parse

Severity 30  Fatal

Component parse

Message Summary To support the operation of the mapper used in parsing, several memory blocks must be allocated and passed to the mapper. This error means that there was not sufficient memory available to allocate these two small blocks. Please make sure that other, non-ECXpert memory intensive processes are stopped, and that sufficient memory is available for normal operations.

Error# 9006—Error %d retrieving audit map name from ini

Severity 30  Fatal

Component parse

Message Summary The second map required for parse operations takes the audit output from the first map (which certified correct envelopes) and normalizes it for loading into the ECXpert database. This second map name MUST be provided in the [parse] section of the ini file as entry audit_map. Please make sure that the ini file contains this entry before proceeding.

Error# 9007—Error %d performing Audit mapping

Severity 30  Fatal

Component parse

Message Summary When the second of the two required maps for parse was executed, it reported the error noted. A more complete explanation of the error is noted in the line following this error message in the event log. Please take the corrective action suggested in that message, since the parse operation cannot continue processing without the successful completion of this mapping step.

Error# 9009—File handle allocation failed

Severity 30  Fatal

Component parse

Message Summary When executing one of the 2 parse maps, a memory block provided by ECXpert to the mapper is grown as each file used by the mapper is opened. This error means that there was not sufficient memory to either instantiate or grow this memory block. There is little that you can do except to assure that any non-ECXpert processes which consume memory are not running.

Error# 9010—A unique tempname could not be generated

Severity 30  Fatal

Component parse

Message Summary To guarantee that no hard-coded names are used to support mapping, thereby restricting the mappers operation to single-threaded, system-generated temporary names are used for workfiles and temporary output file names are used during parse. This error means that no new temporary names could be generated for the output of the first map (a dummy place holder, but one that nonetheless requires a valid name). Please check that the data/work directory, or wherever any specified override indicates, is free of all files not required.

Error# 9011—Error %d trying to open the audit file

Severity 30  Fatal

Component parse

Message Summary The output of the first map which certifies envelopes is the audit file from the mapper. This must be created by ECXpert before executing the parse map, since this file is not a normal output file from the mapper. The error noted occurred when ECXpert attempted to create the audit file, the handle of which was about to be passed on to the mapper. There is no user-correctable action to be taken, except to be sure that there is sufficient disk space, that permissions are correct on the directory, etc., as indicated by the error number reported.

Error# 9012—Error %d trying to open input to post_parse

Severity 30  Fatal

Component parse

Message Summary When the second parse map executes, it produces an output file which is then to act as the normalized input to the process that will record the data to the ECXpert database. This message indicates an error by that process in opening that output file from the audit map. Check the error number (I/O) reported, and make sure that there is disk space, that permissions are correct, etc., as indicated by the error number.

Error# 9013—Unknown sender-receiver in BG01,2 or 3,4

Severity 20  Warning

Component parse

Message Summary When processing a UCS envelope, ECXpert first looks in BG01 and 02 to determine the trading pair. If that fails (if no such sender-receiver id pair is owned by a member pair in ECXpert,) then the same process is tried with BG03 and 04. If BOTH of these attempts fail, then this message is produced. Please check your trading relationships to make sure that a valid sender-receiver pair exists for the UCS trading partner sending this data.

Error# 9015—Could not generate unique work file base name for mapper

Severity 30  Fatal

Component parse

Message Summary Could not generate unique workfile base name for mapper. To guarantee that no hard-coded names are used to support mapping, thereby restricting the mappers operation to single-threaded, system-generated temporary names are used for workfiles and temporary output filenames are used during parse. This error means that no new temporary names could be generated as the base name for the workfiles to be used by the mapper. Please check that the data/work directory, or wherever any specified override indicates, is free of all files not required.

Error# 9016—A null packet was received

Severity 30  Fatal

Component parse

Message Summary Somehow, the packet which is used to carry instructions from the dispatcher to parse arrived as NULL (or empty). There is no user-corrective actions which can be taken. Please contact Netscape and report this situation.

Error# 9017—Packet received had wrong service id

Severity 30  Fatal

Component parse

Message Summary Somehow, the packet which is used to carry instructions from the dispatcher to parse arrived with a service id (who it was intended for) NOT equal to parse. There is no user-corrective actions which can be taken. Please contact Netscape and report this situation.

Error# 9018—Error %d in PKTIter ctor

Severity 30  Fatal

Component parse

Message Summary This error occurred when the packet received from the dispatcher with instructions (tracking id) for parse was decoded. The object responsible to enumerating the contents reported the error. If the code indicates that no memory was available for the object, then please make sure that other, non-ECXpert, processes which might be consuming memory are terminated. Otherwise, please contact Netscape and report this condition.

Error# 9020—Error %d retrieving protocol field from packet

Severity 30  Fatal

Component parse

Message Summary This error occurred trying to take apart the instruction packet that the dispatcher sends to parse. It is a packet construction/interrogation problem, with no user-corrective action which can be taken. Please contact Netscape and report this condition.

Error# 9021—Error %d creating NVPair

Severity 30  Fatal

Component parse

Message Summary When trying to create the object which helps parse the incoming instruction packet from the dispatcher, there was no memory available to allocate for the object. Make sure that other, non-ECXpert processes which might be consuming memory are not executing, and report the condition to iPlanet.

Error# 9024—No Tracking ID found in packet

Severity 30  Fatal

Component parse

Message Summary The packet from the dispatcher which contains the instructions for parse was SUPPOSED to carry the tracking id for the submission object, on which parse was to work. There was no such tracking id present in the packet. Please contact Netscape and report this condition, as there is no user-corrective action which can be taken.

Error# 9025—Ctor of BDGTrackingDom failed - out of memory

Severity 30  Fatal

Component parse

Message Summary The packet from the dispatcher contains the tracking id on which parse is supposed to work. The first thing which parse does is to look up this tracking id in the database, to get required information, such as the filename to process. The object into which the database contents would be loaded could not be created because of an out-of-memory condition. Please make sure that non-ECXpert processes which would be consuming memory are not running. Please report this situation to iPlanet.

Error# 9026—Could not perform group-level reconciliation

Severity 20  Warning

Component parse

Message Summary Whenever an acknowledgment is processed (997, 999 or CONTRL) during reconciliation, one or more of the internal database APIs are used to match the correct interchange, group and document records requiring reconciliation. This error occurs when reconciliation cannot be performed at the group level. Remember that if you are sending out pre-enveloped data, where ECXpert has not generated the envelopes, there is no recording of the control numbers, and that reconciliation of incoming acknowledgments CANNOT be performed. If, however, ECXpert generated outgoing EDI envelopes following the translation of application data to EDI, please contact your database administrator to report the error. It is also possible that the problem exists because the control numbers do not vary enough to guarantee that the correct number of documents in the group are acknowledged.

Error# 9027—Could not perform interchange-level reconciliation of CONTRL message

Severity 20▼Warning

Component parse

Message Summary Whenever a CONTRL message is processed during reconciliation, one or more of the internal database APIs are used to match the correct inter change control number, sender and receiver. This error occurs when reconciliation cannot be performed at the interchange level. Remember that if you are sending out pre-enveloped data, where ECXpert has not generated the envelopes, there is no recording of the control numbers, and that reconciliation of incoming acknowledgments CANNOT be performed. If, however, ECXpert generated outgoing EDI envelopes following the translation of application data to EDI, please contact your database administrator to report the error.

Error# 9028—Could not perform document-level reconciliation

Severity 20▼Warning

Component parse

Message Summary Whenever an FA or a CONTRL message is processed during reconciliation, one or more of the internal database APIs are used to match the correct document type, control number, sender and receiver. This error occurs when reconciliation cannot be performed at the document level. Remember that if you are sending out pre-enveloped data, where ECXpert has not generated the envelopes, there is no recording of the control numbers, and that reconciliation of incoming acknowledgments CANNOT be performed. If, however, ECXpert generated outgoing EDI envelopes following the translation of application data to EDI, please contact your database administrator to report the error.

Error# 9029—The required B5 segment not found in incoming 999

Severity 20▼Warning

Component parse

Message Summary When reconciliation was attempted on an incoming UCS 999 message, the required B5 segment was not found. This is NOT an optional segment. Please contact your trading partner and notify that the incoming 999 was not compliant with the standard and could not be processed.

Error# 9030—Required AK1 segment not found in incoming FA

Severity 20▼Warning

Component parse

Message Summary When reconciliation was attempted on an incoming X12 997 document (functional acknowledgment), the required AK1 segment was not found. Independent of the reporting level agreed to with the trading partner, the AK1 must be present. Please notify the trading partner that their FAs cannot be processed without the AK1-9 segments.

Error# 9031—Matching AK5 segment not found for AK2 in incoming FA

Severity 20▼Warning

Component parse

Message Summary When reconciliation was attempted on an incoming X12 997 document, it was found that AK2 was present, indicating document level acknowledgment. However, the matching AK5 was not present for at least one of the AK2 segments. Please contact the trading partner to have them correct the imbalance, to comply with the standard.

Error# 9032—Required AK9 segment not found in incoming FA

Severity 20▼Warning

Component parse

Message Summary When reconciliation was attempted on an incoming X12 997 document (functional acknowledgment), the required AK9 trailer segment was not found. Independent of the reporting level agreed to with the trading partner, the AK9 must be present. Please notify the trading partner that their FAs cannot be processed without the AK1-9 mandatory segments.

Error# 9033—Recording ack to DB failed

Severity 20▼Warning

Component parse

Message Summary Whenever an acknowledgment is processed (997, 999 or CONTRL) during reconciliation, one or more of the internal database APIs are used to match the correct interchange, group and document records requiring reconciliation. This error occurs any time one of these routines returns a count of how many documents have had their acknowledgment state altered which differs from what the caller expected (or zero altered). Reconciling incoming acknowledgments requires that the criteria used for the reconciliation (control number, sender and receiver, etc.) can match the desired documents. You might have to adjust control number sequences for uniqueness under certain, ambiguous circumstances.

Error# 9034—Error %d creating Document object for acks

Severity 30  Fatal

Component parse

Message Summary To perform document level acknowledgment, ECXpert must create a document object to pass to the DB recon ack routine. The construction of this object failed, usually because of an out of memory condition. Please confirm that other, non-ECXpert processes which might consume memory are not operating, and report this condition to iPlanet.

Error# 9035—Error %d creating Group object for acks

Severity 30  Fatal

Component parse

Message Summary To perform group level acknowledgment, ECXpert must create a group object to pass to the DB recon ack routine. The construction of this object failed, usually because of an out of memory condition. Please confirm that other, non-ECXpert processes which might consume memory are not operating, and report this condition to iPlanet.

Error# 9036—Error %d in adding group to database

Severity 30  Fatal

Component parse

Message Summary This error occurs when an insertion of a new group level record is attempted, and the error is NOT a duplicate record error with Recovery true. The next row in the event log will contain more information on the cause of common errors. If not present, please contact the db admin or customer support for assistance.

Error# 9037—An existing %s record was already present - skipped on recovery

Severity 20  Warning

Component parse

Message Summary Whenever parse attempts to insert a new interchange, group or document level entry in the database, and when an error occurs on this insertion, parse sees if the Recovery flag has been turned on by the dispatcher. If in the recovery mode and a duplicate-record insertion error occurs, this message is produced. This is the way that parse acts during recovery. It must start from the beginning to find where it left off for the tracking id, and permits already-existing records.

Error# 9038—Error %d adding interchange to database

Severity 30  Fatal

Component parse

Message Summary When a new interchange record is being added by parse to the database, and an error occurs, further analysis of the error code is performed. This is the GENERAL error message containing the number of the error, and another message will follow in the log IF one of the specific situation errors can be determined (duplicate, invalid partnership, etc.). If no more information follows in the log, please contact your database administrator or customer service for assistance.

Error# 9039—Could not allocate space for group object

Severity 30  Fatal

Component parse

Message Summary To perform addition of group records to the database, ECXpert must create a group object. The construction of this object failed because of an out of memory condition. Please confirm that other, non-ECXpert processes which might consume memory are not operating, and report this condition to iPlanet.

Error# 9040—Could not allocate space for interchange object

Severity 30  Fatal

Component parse

Message Summary To perform addition of interchange records to the database, ECXpert must create an interchange object. The construction of this object failed because of an out of memory condition. Please confirm that other, non-ECXpert processes which might consume memory are not operating, and report this condition to iPlanet.

Error# 9041—Error %d reading post_parse file

Severity 30  Fatal

Component parse

Message Summary The second map used by parse creates a normalized file of envelope information which parse uses to record information to the database. An error has occurred in reading this input file to the post_parse process. Please report the error code noted to iPlanet.

Error# 9042—Error %d updating state for whole tracking id

Severity 20  Warning

Component parse

Message Summary Throughout parse processing, the state of all records generated to the database has been set to inProgress. At the conclusion of parse, depending on the success of the process, the overall state is changed to either doneOK or doneBad. This error was encountered when calling the routine to update the state for all records. Recovery mode processing must be performed.

Error# 9043—Error %d occurred, no message found (id %d)

Severity 30  Fatal

Component parse

Message Summary The ECXpert database is used to house all messages which might be displayed to the user on errors. This message signifies that a message number was referenced by parse which was not found in the database. Please report the id to Netscape to correct this situation.

Error# 9044—No message found (id %d)

Severity 20  Warning

Component parse

Message Summary The ECXpert database is used to house all messages which might be displayed to the user. This message signifies that a message number was referenced by parse which was not found in the database. Please report the id to Netscape to correct this situation.

Error# 9045—Error %d deleting the seed document tracking row (999999-0-1)

Severity 20  Warning

Component parse

Message Summary When something is submitted to ECXpert for processing, and a tracking id is assigned, a seed document level record is also written to the database. The purpose of this record is to allow processing on the object (e.g., translate) to occur WITHOUT having to perform Parse. When parse is in the service list, it has the responsibility of deleting this seed document record, replacing it with a document record (as well as interchange and group records) for EACH document in the submission object. This is Parses fan out process, to allow document-level processing. This error means that parse could not perform the delete operation. Please contact Netscape to report the error number noted.

Error# 9046—Error %d retrieving the tracking ID from database

Severity 30  Fatal

Component parse

Message Summary One of the very first things that parse must do is to retrieve the tracking record from the database, to get the file name to process which is stored in that record. The noted error occurred trying to retrieve this record. Without it, no processing can occur in ECXpert. Please try re-submitting the object for processing if this is possible; if the error persists or the object cannot be re-submitted, please contact client services.

Error# 9047—No filespec returned with tracking id from database!

Severity 30  Fatal

Component parse

Message Summary One of the very first things that parse must do is to retrieve the tracking record from the database, to get the file name to process which is stored in that record. This error indicates that the file name field was blank. Please try to reprocess the submission object, and contact iPlanet.

Error# 9048—No BDGHOME environment variable set!

Severity 30  Fatal

Component parse

Message Summary To locate the base of the directory structure where ECXpert will look for and place files, it needs to find the anchor, stored in the environment variable BDGHOME. This should have been set on installation, but it is possible that something has altered the environment without shutting down the system. Please set the BDGHOME environment variable to the correct base for where /data... would be appended.

Error# 9049—No UCI segment was found in incoming CONTRL to reconcile

Severity 20  Warning

Component parse

Message Summary No UCI segment was found in incoming CONTRL to reconcile In version 4 of the EDIFACT CONTRL message, a UCI segment for the subject interchange must be present. No such segment was found in the incoming CONTRL message. Please contact your trading partner, since this is a violation of the standard.

Error# 9050—Error %d creating interchg object for ack state recording

Severity 30  Fatal

Component parse

Message Summary To perform interchange level acknowledgment for the CONTRL message, ECXpert must create an interchange object to pass to the DB recon ack routine. The construction of this object failed, usually because of an out of memory condition. Please confirm that other, non-ECXpert processes which might consume memory are not operating, and report this condition to iPlanet.

Error# 9051—Error %d updating the tracking record with in progress state)

Severity 20  Warning

Component parse

Message Summary When parse retrieves the tracking record from the database to access the filename to process, it immediately sets the state of the tracking record to inProgress. The noted error occurred when trying to set this state, necessary for recovery processing in case of problems during parse. Please contact Netscape with the error code.

Error# 9052—No envelopes written to database.

Severity 20  Warning

Component parse

Message Summary Usually, parse is provided a structured file, consisting of EDI data with X12, UCS or EDIFACT enveloped data, or HREC-delimited application data. Parses job is to fan these logical units out into the database for subsequent document-level processing. In this case, parse recorded NO records to the database. Either the submission object contained no EDI or other structured data, or else the wrong service list is being pointed to. Please check your setup to make sure that the FROM-TO-FI LETYPE really should point to a service list with parse as an entry.

Error# 9053—Invalid Sndr or Rcvr EDI address

Severity 30  Fatal

Component parse

Message Summary Insertion in the database enforces validation of EDI addresses. Either the sender or receiver EDI qualifier and id are not known, or they do not belong to the appropriate member as specified in submission. Check to make sure that the sending member owns the sender EDI address and qualifier pair, and that the receiving member owns the receiver EDI address and qualifier. All of these conditions are necessary for validation of the ids and member names.

Error# 9054—Disabled or Invalid Trading partnership

Severity 30  Fatal

Component parse

Message Summary While validation has certified that the sender EDI address and qualifier are owned by the sending member, and that the receiver EDI address and qualifier are owned by the receiving member, the trading relationship has not been established BETWEEN these members for the standard, version, release and document type. Please check your setup. Remember, trading relationships are DIRECTIONAL, and it is necessary to have the from and to in the correct direction for the specified document type.

Error# 9055—Error %d when adding document level record to database

Severity 30  Fatal

Component parse

Message Summary Parse encountered the specified error number when trying to insert the document record (ST, UNH, or HREC) into the database. Please contact your system administrator to make sure that enough disk space is available, that permissions are correct, etc. Are you trying to reprocess an input, without the Recovery mode ON?

Error# 9056—Error %d when adding document detail (card) record to database

Severity 30  Fatal

Component parse

Message Summary Parse encountered the specified error number when trying to insert the document detail record under a ST, UNH, or HREC into the database. This card notes the input file as card 1 to support subsequent mapping. Please contact your system administrator to make sure that enough disk space is available, that permissions are correct, etc. Are you trying to reprocess an input, without the Recovery mode ON?

Error# 9057—The record already exists - Recovery mode OFF

Severity 20  Warning

Component parse

Message Summary Normally, this error is encountered when a submission object has already been processed, and SOMEHOW the same tracking id is being passed again to Parse WITHOUT the Recovery flag ON. Please certify that this is not the case, then call Netscape to report the situation.

Error# 9058—Error %d constructing the NormalizeInput object for parse mapping

Severity 30  Fatal

Component parse

Message Summary The NormalizeInput object is used to encapsulate the parse mapping operations on the incoming data. It runs two Mercator maps to prepare a normalized file, ready to be added to the ECXpert database. The error noted was reported trying to construct the object. Please consult your systems administrator for assistance.

Error# 9059—Error %d constructing the RecordParse object

Severity 30  Fatal

Component parse

Message Summary The RecordParse object is used to encapsulate the recording of normalized structured data (from parse mapping) into the ECXpert database. The noted error was reported by the constructor of the object. Please contact your system administrator for assistance.

Error# 9060—%s Interchange Added

Severity 0 ● Informational

Component parse

Error# 9061—%s Group Added

Severity 0 ● Informational

Component parse

Error# 9062—UNH Document Added

Severity 0 ● Informational

Component parse

Error# 9063—ST Document Added

Severity 0 ● Informational

Component parse

Error# 9064—Performing %s reconciliation

Severity 0 ● Informational

Component parse

Error# 9065—Beginning Parse

Severity 0 ● Informational

Component parse

Error# 9066—Parse mapping performed

Severity 0 ● Informational

Component parse

Error# 9067—Parse complete

Severity 0  Informational

Component parse

Error# 9068—Application document added

Severity 0  Informational

Component parse

Error# 9069—%s Interchange offsets updated

Severity 0  Informational

Component parse

Error# 9070—%s Group offsets updated

Severity 0  Informational

Component parse

Error# 9071—Reference to invalid %s interchange recorded

Severity 0  Informational

Component parse

Error# 9072—Reference to invalid %s group recorded

Severity 0  Informational

Component parse

Error# 9073—%s document skipped

Severity 0  Informational

Component parse

Error# 9074—Warning - %d unidentified envelopes found in data

Severity 20  Warning

Component parse

Causes

1. The EDI envelope cannot be parsed successfully for a document within the submitted file. For X12, the most likely problem is the ISA line. For EDIFACT, the most likely problem is the UNB line.
2. The input data file being parsed has incorrectly formatted HREC/TREC lines. If this warning message is displayed in this case, it is actually a fatal error, since the Parse service is not actually completing successfully and all subsequent services are affected.

Common issues seen with HREC/TREC formatting are:

- a. The line terminator at the end of the HREC and TREC lines is not the same as expected by Parser.sun or Parser.mmc. Acceptable values are:
 - ^M\$ - Hex 0D0A—carriage return and line feed (also called newline)
 - \$ - Hex 0A—line feed (also called newline) only
 - ^\ - Hex 1C—file separator only
- b. The line terminator is correct for the HREC and TREC lines, but is not consistent with the line terminator used after the last data line, just before the TREC line.
- c. The HREC line is incorrectly formatted in that it is missing a comma and at least one space are added to the end of the line
- d. This error can also occur if there is an extra line after the final TREC line in a file. If the message is displayed in this case, it is only a spurious warning because Parse did complete successfully (one or more “Application Document Added” lines will be seen in the **Activity Tracking | Event Log** for the Tracking ID). Subsequent services are not affected.
- e. The HREC line has an incorrect value for the Version data element. The Version data element should correspond to the EDI Standard version number for the document. In the case of an X12 file, the version number is found on the GS line, not the ISA line.

Actions

1. Verify that the EDI envelope is correct, especially including line terminators.
2. Verify that the file has a correct format, especially including line terminators.

Solaris

- a. Use the vi text editor to open the data input file.

- b. Press [ESC], then enter the command:

```
# set list
```

to see the file, including hidden line termination characters. The “^M” and “\$” characters, if present, should appear at the end of the HREC line, after the final line of the data between the HREC/TREC lines, and after the TREC line and nowhere else in the file.

Windows NT

- a. Use a Hex editor to look for the Hex characters “0D,” “0A,” or “1C”

Related Information See also the *iPlanet ECXpert Administrator's Guide*, “Mapping from Proprietary to EDI Formats,” for the exact data structure of the HREC/TREC lines.

See also [Appendix I, “ASCII Reference Table.”](#) This appendix documents the ASCII character set to reference how to work with EDI delimiter characters in ECXpert. The following topics are covered ASCII Reference Table, to identify Hex characters.

Error# 9075—%s group skipped

Severity 0  Informational

Component parse

Error# 9076—Reference to invalid application document recorded

Severity 0  Informational

Component parse

Error# 9077—Error %d when trying to update interchange offsets

Severity 30  Fatal

Component parse

Message Summary The interchange is added in two parts; first, the parsed input data is added to the database. But the trailers position must be determined from the end of the last group or document in the interchange, so the database must be updated. The noted error occurred trying to update the interchange record with the calculated offsets. Processing will not function properly; please contact your database administrator to correct the data before execution.

Error# 9078—Error %d when trying to update group offsets

Severity 30  Fatal

Component parse

Message Summary The group record is added in two parts; first, the parsed input data is added to the database. But the trailers position must be determined from the end of the last document in the group, so the database must be updated. The noted error occurred trying to update the group record with the calculated offsets. Processing will not function properly; please contact your database administrator to correct the data before execution.

Error# 9081—Object failed restriction list during %s envelope parse

Severity 20  Warning

Component parse

Message Summary When parsing structured data, certain constraints are placed on values in the envelopes. One of these constraints (e.g. envelope version or standard) was violated in the envelope noted. Either correct the data for compliance, or else remove the restrictions during parse processing by setting the map_restrictions value in the parse section of the configuration (ini) file.

Error# 9082—Object failed presentation during %s envelope parse

Severity 20  Warning

Component parse

Message Summary When parsing structured data, values must match the data type definitions, specifically the data formats in this case. Either correct the data for compliance, or else remove the restrictions during parse processing by setting the map_restrictions value in the parse section of the configuration (ini) file.

Error# 9083—Object failed size check during %s envelope parse

Severity 20  Warning

Component parse

Message Summary When parsing structured data, values must match the data type definitions, specifically the data size limitations in this case. Here, a source field was found to be larger than the target as specified in the envelope definition. Either correct the data for compliance, or else remove the restrictions during parse processing by setting the map_restrictions value in the parse section of the configuration (ini) file.

Error# 9084—Invalid or missing initiator during %s envelope parse

Severity 20▼Warning

Component parse

Message Summary When parsing structured data, the key to which type of envelope to process is called an initiator. In this case, the initiator could not be found, or had a difference from what was expected. If the source is EDI data, please make sure that all envelopes are correct, and of the UC S, X12 or EDIFACT standard. If application data, please be sure that the HREC** is correct.

Error# 9085—Invalid or missing terminator during %s envelope parse

Severity 20▼Warning

Component parse

Message Summary When parsing structured data, the key to which type of envelope to process is called an initiator. At the end of one of these envelope records is a terminator. Either no terminator could be found in the specified envelope, or it was not the expected one. If the source is EDI data, please make sure that all envelopes have the CORRECT segment terminator as specified in the interchange envelope. If application data, please be sure that the terminator used in the HREC** envelope is the same as used in all other records.

Error# 9086—Missing required component in the %s envelope parse.

Severity 20▼Warning

Component parse

Message Summary When parsing structured data, the key to which type of envelope to process is called an initiator. At the end of one of these envelope records is a terminator. Between these, some fields are required while some are optional. One of the required fields is missing.

Error# 9087—One or more components in error in the %s envelope parse.

Severity 20▼Warning

Component parse

Message Summary When parsing, at least one of the fields in the specified envelope record had values which were not considered to be valid. Please examine the data to make sure that all envelope fields are of the correct data type and size.

Error# 9088—Partitioning failed in the %s envelope parse.

Severity 20▼Warning

Component parse

Message Summary This is an internal mapping error in the audit map. Please contact Netscape and report this error. It says that the map could not break on the initiator to determine the data type.

Error# 9089—A component rule failed in the %s envelope parse.

Severity 20▼Warning

Component parse

Message Summary When parsing, internal rules manage the evaluation and transfer of data. This error means that one of the internal rules of the Mercator map used to parse the incoming data has failed, typically because the data does not match either size or type expected. Please examine the data for obvious compliance problems, and if nothing is apparent, please contact Netscape with this information.

Error# 9090—The required %s envelope was missing during parse.

Severity 20▼Warning

Component parse

Message Summary Once outside envelopes are determined, parse can verify that mandatory inside envelopes are present. For EDI data, this error means that interior inside envelopes (e.g. GS-GE) are missing, or that a trailer envelope, such as an SE, is missing when the next envelope was reached. For application data using the HREC**, this means that the TREC** was missing.

Error# 9091—Warning - valid %s, but surrounded other invalid envelopes.

Severity 20▼Warning

Component parse

Message Summary The envelope is valid, but contained invalid objects that were flagged with the RESTART attribute. For example, an interchange might be valid even though it contained one or more bad groups or transactions. Please check the ENTIRE contents of this envelope to make sure all other envelopes are correct.

Error# 9092—The %s envelope was found to be invalid - no specific cause determined.

Severity 20  Warning

Component parse

Message Summary The Mercator map used to parse envelopes was unable to find enough information to determine the specific cause of the error. Please examine the data and correct before reprocessing.

Causes This error happens in (at least) three circumstances:

1. The SE02 field has an invalid line count for the number of lines between the ST and SE (inclusive) of the document.
2. The GE02 field has an invalid line count for the number of lines between the GS and GE (inclusive) of the group.
3. The GE02 is correct, but *all* the SE02 are wrong for the documents inside the group.

Error# 9095—%d Interchanges Parsed and Recorded

Severity 0  Informational

Component parse

Error# 9096—%d Groups Parsed and Recorded

Severity 0  Informational

Component parse

Error# 9097—%d EDI Documents Parsed and Recorded

Severity 0  Informational

Component parse

Error# 9098—%d Application Recordsets Parsed and Recorded

Severity 0  Informational

Component parse

Error# 9099—%d Reconciliations Processed

Severity 0  Informational

Component parse

Error# 9100—Error %d when setting the field in the return packet

Severity 30  Fatal

Component translate

Causes This is a system error.

Actions There is no user-corrective action. Report the problem to Netscape as soon as possible.

Error# 9101—Error %d when trying to write the return packet

Severity 30  Fatal

Component translate

Causes This is a system error.

Actions There is no user-corrective action. Report the problem to Netscape as soon as possible.

Error# 9102—Error %d in NSCfg ctor or in processing .ini file

Severity 30  Fatal

Component translate

Causes

1. Your ini file is not being found.
2. Your ini file permissions are incorrect.
3. There is an error in a translate entry in the ini file itself, that is causing a processing error.

Actions

1. Verify that the ini file is in the BDGHOME/config directory.
2. Verify that the ini file looks correct for any settings you have made.
3. For translate, there are no requirements to have an ini file section; all such settings are options or overrides for translate.

Error# 9103—Ctor of NSCfg failed with error code %d

Severity 30  Fatal

Component translate

Causes

1. An out-of-memory condition can occur when creating the object that processes the ini file entries.
2. Your ini file is not being found.
3. Your ini file permissions are incorrect.

Actions.

1. This is not likely; check for other non-ECXpert systems in operation that might be consuming system resources.
2. Verify that the ini file is in the BDGHOME/config directory.
3. Verify that the ini file looks correct for any settings you have made.

Error# 9104—Packet received had wrong service ID

Severity 30  Fatal

Component translate

Causes Somehow, the packet used to carry instructions from the dispatcher to translate arrived with a service ID (who it was intended for) NOT equal to translate.

Actions There is no user-corrective action. Report this error to Netscape.

Error# 9105—No memory was available to construct the return packet

Severity 30  Fatal

Component translate

Causes To support conversational processing, translate has the option, based on the request from the dispatcher, to return a packet with its results. The dispatcher did request delivery of return information or data, but there was insufficient memory to construct the return packet.

Actions. Make sure that no non-ECXpert processes are running and consuming system resources. Contact iPlanet if the problem persists.

Error# 9106—Creation of NVPair object failed, code %d

Severity 30  Fatal

Component translate

Causes When trying to create the object that helps parse the incoming instruction packet from the dispatcher, there was no memory available to allocate for the object.

Actions Make sure that other, non-ECXpert processes that might be consuming memory are stopped, and report the condition to iPlanet.

Error# 9107—Error %d trying to make DB connection

Severity 30  Fatal

Component translate

Causes This message is caused by a failure to connect to your database, which is needed to support the translate (mapping) operation.

Actions. Check your configuration (ecx.ini file) to make sure that all values are set correctly. Most importantly, check the ORACLE_HOME and ORACLE_SID settings, and make sure that no TWO_TASK entry is present.

Error# 9108—Error %d performing mapping

Severity 30  Fatal

Component translate

Causes When mapping of the document or file was attempted, the mapper encountered an error. The next message in the log is the textual representation of what this error means, according to the Mercator documentation. Normally, this either points out a problem in the map itself, the version of the map as compared to the Mercator API used by ECXpert, or the input data.

Actions. Verify that you have defined the correct map at the trading relationship level to receive the incoming data.

Error# 9109—No Tracking nor Doc ID found in packet

Severity 30  Fatal

Component translate

Causes When the dispatcher provides instructions to translate using the packet that is sent, it must specify either a tracking ID for which translate is to process all documents, or it must specify a specific document ID (typically to reprocess). Neither of these was found in the packet.

Actions This is a system error with no user-corrective action. Contact Netscape at once.

Error# 9110—Error %d occurred, no message found (ID %d)

Severity 30  Fatal

Component translate

Causes The ECXpert database is used to house all messages that might be displayed to the user on errors. A message number referenced by translate was not found in the database.

Actions. Report the ID to Netscape to correct this situation.

Error# 9111—No message found (ID %d)

Severity 20  Warning

Component translate

Causes The ECXpert database is used to house all messages that might be displayed to the user. A message number referenced by translate was not found in the database.

Actions. Report the ID to Netscape to correct this situation.

Error# 9112—No memory trying to allocate file handles for mapping

Severity 30  Fatal

Component translate

Causes When executing the specified map, a memory block provided by ECXpert to the mapper is grown as each file used by the mapper is opened. There was not enough memory to instantiate or grow the memory block.

Actions. Ensure that any non-ECXpert processes that consume memory are stopped. If the problem persists, report the situation to iPlanet.

Error# 9113—Load of packet ID into return packet failed with code %d

Severity 30  Fatal

Component translate

Causes This is a system error.

Actions. There is no user-corrective action. Report the problem to Netscape as soon as possible.

Error# 9114—A null packet was received

Severity 30  Fatal

Component translate

Causes Somehow, the packet that is used to carry instructions from the dispatcher to translate arrived as NULL (or empty).

Actions. There is no user-corrective action. Report this error to Netscape.

Error# 9115—Error %d retrieving protocol field from packet

Severity 30  Fatal

Component translate

Causes This error occurred trying to take apart the instruction packet that the dispatcher sends to translate. It is a packet construction/interrogation problem, with no user-corrective action.

Actions. Report this error to Netscape.

Error# 9116—No unique work file name could be generated for mapping

Severity 30  Fatal

Component translate

Causes To guarantee that no hard-coded names are used to support mapping, thereby restricting the mapper's operation to single-threaded, system-generated temporary names, beginning with wk and ending in a period, are used for the work file base name during translate. No new temporary names could be generated as the base name for the work files to be used by the mapper. Check that the data/work directory, or wherever any specified override indicates, is free of all files not required.

Error# 9117—Error %d in PKTIter ctor

Severity 30  Fatal

Component translate

Causes This error occurred when the packet received from the dispatcher with instructions (tracking ID) for translate was decoded. The object that enumerates the contents reported the error.

Actions If the code indicates that no memory was available for the object, make sure that other, non-ECXpert processes that may be consuming memory are terminated. Otherwise, report this condition to Netscape.

Error# 9118—No memory for Document object (m_map_detail)

Severity 30  Fatal

Component translate

Causes When a thread of translation is instantiated by the dispatcher, the translate object creates a document object it uses throughout the thread's Translate. It was unable to allocate a document object to retrieve documents from the database.

Actions. Make sure that other, non-ECXpert processes that may be consuming memory are terminated. If your system plenty of memory, report the error to Netscape at once.

Error# 9119—There was no memory for either map options or IO array

Severity 30  Fatal

Component translate

Causes To support the operation of the Mercator mapper used in translation, several memory blocks must be allocated and passed to the mapper. There was not enough memory available to allocate the two small memory blocks.

Actions Make sure that other, non-ECXpert memory intensive processes are stopped, and that enough memory is available for normal operations. If your system shows lots of available memory, report the error to Netscape at once.

Error# 9120—Error %d when retrieving the list of documents in tracking ID

Severity 30  Fatal

Component translate

Causes When translate is instantiated by the dispatcher and passed a tracking ID on which to operate, translate tries to enumerate the documents in the database that are candidates for translation. This error occurs when the Get function is called to perform the enumeration. When no records are found (err 520), this error should not be encountered.

Actions Report the error code to your database administrator or client services representative, since this is a symptom of a database problem (out of working space, invalid connection, or other issues).

Error# 9121—Error %d retrieving document to translate from the database

Severity 20  Warning

Component translate

Causes When translate is instantiated by the dispatcher and passed a tracking ID on which to operate, translate tries to enumerate the documents in the database that are candidates for translation. This error occurs when the Get function is called to perform this enumeration. When no records are found (err 520), this error should not be encountered.

Actions Report the error code to your database administrator or client services representative, since this is a symptom of a database problem (out of working space, invalid connection, or other issues.).

Error# 9122—Ctor failed on doc object used for enum of docs in tracking ID, code %d

Severity 30  Fatal

Component translate

Causes Translate's first action is to enumerate the documents that are suitable for translation, from the specified tracking ID. To do this, a document object is used. The creation of this object has failed, indicating lack of available memory.

Actions Make sure that all non-ECXpert processes that might overly consume system resources are stopped. If lots of memory is available, contact Netscape to report this situation.

Error# 9123—The map reported NO Cardinfo available

Severity 20  Warning

Component translate

Causes What this means in MOST cases is that the version of the Mercator mapping API used in ECXpert is a later version than the Mercator map definition tool used to construct the map.

Actions. Check the versions for compatibility, and if they are incompatible, update the map definition tool to at least the same version used in ECXpert.

Error# 9124—Bad BDGTrkDocDetailsDom object for registering output card from translate, code %d

Severity 30  Fatal

Component translate

Causes A card object is allocated each time a successful translation occurs, to register the name of the output files from the document translation to the database, and to link them back to the original input file. An error occurred when allocating the card object (usually out-of-memory).

Actions Make sure that all non-ECXpert processes that might overly consume system resources are stopped. If lots of memory is available, report the problem to Netscape.

Error# 9125—Error %d occurred when inserting output card specification

Severity 30  Fatal

Component translate

Causes Cards are entries in the database representing the inputs and outputs from a given mapping operation on a document. The registration of the outputs for the current map operation could not be performed. The error might occur because the same mapping is being rerun, and the card already exists for the current document.

Actions Make sure that Recovery is ON if the same mapping is being rerun and the card exists for the current document. Otherwise, contact your data base administrator to make sure that enough space is available in the database.

Error# 9126—Error %d occurred updating document state

Severity 30  Fatal

Component translate

Causes When translation (mapping) has completed, the state of the document is updated to indicate that mapping is complete for the document, and recording the translation state and error numbers. There are NO normal reasons for this error.

Actions Check with your database administrator to explore the problem.

Error# 9127—Error %d opening the outbound delimiter input card

Severity 30  Fatal

Component translate

Causes When translating application data to produce EDI data, ECXpert creates an extra input card to assist the mapper. This card has the correct segment terminator, element delimiter, composite delimiter, decimal point character and release character as defined by the user interface for the trading relationship. ECXpert encountered an error creating the file to hold this record.

Actions Contact your system administrator to make sure that enough disk space is available and that the directory pointed to has the correct permissions.

Error# 9128—Error %d writing the outbound mapping helper input card

Severity 30  Fatal

Component translate

Causes When translating application data to produce EDI data, ECXpert creates an extra input card to assist the mapper. This card has the correct segment terminator, element delimiter, composite delimiter, decimal point character and release character as defined by the user interface for the trading relationship. ECXpert encountered an error writing the delimiters record to this file.

Actions Contact your system administrator to make sure that enough disk space is available and that the directory pointed to has the correct permissions.

Error# 9129—Ctor for interchange object failed with code %d

Severity 30  Fatal

Component translate

Causes When an EDI document is retrieved from the database prior to translation, and that document is the first in the current interchange, the interchange must be retrieved to gather the interchange-specific information. The construction of this interchange object prior to retrieval resulted in the error.

Causes The most common cause is an out-of-memory condition.

Actions Make sure that all non-ECXpert processes that consume system resources are stopped. If plenty of system memory exists, report the problem to Netscape.

Error# 9130—Error %d getting interchange object on retrieve of doc ID

Severity 30  Fatal

Component translate

Causes When an EDI document is retrieved from the database prior to translation, and that document is the first in the current interchange, the interchange must be retrieved to gather the interchange-specific information. The retrieval of this interchange failed.

Actions Contact your database administrator for help with this problem.

Error# 9131—Ctor for group object failed with code %d

Severity 30  Fatal

Component translate

Causes When an EDI document is retrieved from the database prior to translation, and that document is the first in the current group, the group record must be retrieved to gather the specific information contained at that level. The construction of this group object prior to retrieval caused the error. This is usually an out-of-memory condition.

Actions Make sure that non-ECXpert processes that consume system resources are stopped. If plenty of system memory exists, report the problem to Netscape.

Error# 9132—Get of group object failed with code %d on retrieve of doc ID

Severity 30  Fatal

Component translate

Message Summary When an EDI document is retrieved from the database prior to translation, and that document is the first in the current group, the group record must be retrieved to gather the specific information at that level. The retrieval of the group failed.

Actions Contact your database administrator for help with this problem.

Error# 9133—The document to translate was not found in the database

Severity 20  Warning

Component translate

Causes The database provides a list of documents contained in the tracking id (submission object). Then, translate retrieves and locks one document at a time, performing the appropriate mapping at the document level. This error occurs when translate tries to retrieve one of the documents in the list.

Actions If only one thread of translation is running, this error should NEVER HAPPEN. Report it to iPlanet. (However, if more than one thread of translation is occurring on the same tracking ID, this simply means that another thread has seized and locked the document and is working on it.)

Error# 9134—Error %d when inserting outbound translated file into interchange 0

Severity 20  Warning

Component translate

Message Summary Not used in the code any more

Error# 9135—Error %d retrieving standard record with delimiters

Severity 30  Fatal

Component translate

Causes For outbound mapping (from application data to EDI), ECXpert writes a helper card for use in mapping. This card (number 2) contains the delimiters from the trading relationship defined between the sender and receiver trading partner ids and qualifiers. These are the delimiter values that ECXpert uses to construct the envelopes. They are provided so that the map can set the same delimiters in the body of the document. This error occurs when trying to retrieve the database record containing these delimiters, specifically when trying to write the helper card.

Error# 9136—Error %d updating the translate state and err code

Severity 20  Warning

Component translate

Causes When a document has been translated, the result of the translation (either success or failure, and if failure, the Mercator error code) is recorded to the ECXpert database. This error occurred when trying to update the document-level record with the translation state.

Actions Contact your database administrator for help.

Error# 9137—Error %d in constructing trkdoc class for xlate state update for document

Severity 20▼Warning

Component translate

Message Summary No longer used by the translate code

Error# 9138—No map name was specified in the document record

Severity 20▼Warning

Component translate

Message Summary Either this was intentional (no mapname filled in in the trading relationship), or one of the keys to the partnership could not be found when parse inserted the record into the document table (the join failed). This could be caused by differences between the format, version or release of the standard and the definition of the trading relationship.

Causes The submitted file was parsed using either a specific Service List or the generic 'Inbound' Service List. However, when the interchange(s), group(s) and document(s) are to be listed in the ECXpert tables in the Oracle database, a join operation is unsuccessful because ECXpert did not find the appropriate Partnership. If ECXpert cannot find the correct Partnership, it cannot find the correct map name and translate will fail.

Actions Verify that the Partnership exists. The unique key you are looking for is:

- Sender Qualifier/Sender Qualifier ID/Receiver Qualifier/Receiver Qualifier ID/Doc Type/Standard/Version of the Standard/Release of the Standard

This error can occur when the Sender Qualifier ID and Receiver Qualifier ID values were mistakenly switched in the ECXpert Partnership setup.

Related Information See also [Chapter 1 - iPlanet ECXpert Operations, “Understanding Document Workflow” on page 27](#) for more information on this issue.

Error# 9139—The specified map was not found on disk

Severity 20  Warning

Component translate

Message Summary If no directory information was specified, the map must have been placed in the correct BDGHOME/data/maps directory. If ANY directory information was provided in what was entered, that EXPLICIT path is used to locate the map.

Actions Check the spelling of the map name you entered in the user interface.

Error# 9140—Card %d had no output, file <%s> removed

Severity 20  Warning

Component translate

Message Summary When your Mercator map executes, it can generate any number of output cards (or files). In order not to populate the system with empty files, ECXpert’s translator code removes empty files (0 length) following each execution of the map.

Actions If you believe that your map was SUPPOSED to generate data for this card from the map, verify the accuracy of the input data or the map.

Error# 9141—No BDGHOME environment variable set!

Severity 30  Fatal

Component translate

Causes. To locate the base of the directory structure where ECXpert will look for and place files, it must find the anchor stored in the environment variable BDGHOME. This should have been set on installation, but it is possible that something has altered the environment without shutting down the system.

Actions Set the BDGHOME environment variable to the correct base for where /data... would be appended.

Error# 9142—Input card %d, filespec <%s> not found - skipping mapping

Severity 20  Warning

Component translate

Message Summary Your Mercator map might have multiple inputs (or data source cards). ECXpert makes sure that ALL sources referenced by the map are present before it allows the map to execute. The primary input for the map is card 1, which is managed by ECXpert. If there are other data sources (cards 2..n), then the filename is searched for in the BDGHOME/data/input directory. An example of another input data source would be a cross-reference file for part numbers from your legacy system.

Causes The specified card was not found in either the default input directory or in the overridden (from the translate section of the .ini file) input directory. The map was not executed because it required the input card.

Error# 9143—Error %d setting the tracking state to inProgress in DoPersonalityStart

Severity 30  Fatal

Component translate

Causes Before the first thread of translation execution, the system calls the DoPersonalityStart method to set the state of the tracking ID to TSinProgress for all threads of translation. The error occurred in setting the tracking level state.

Actions Contact your database administrator for help.

Error# 9144—Error %d setting the ending tracking state in DoPersonalityEnd

Severity 30  Fatal

Component translate

Causes After the last thread of translation execution, the system calls the DoPersonalityEnd to set the state of the tracking ID. The most severe error state from any thread of execution is passed to this routine to appropriately set the state for the whole tracking ID. The error occurred trying to update the state based on the value passed into DoPersonalityEnd.

Actions Contact your database administrator for help.

Error# 9150—Beginning translation thread

Severity 0 Informational

Component translate

Error# 9151—Terminating translation thread

Severity 0  Informational

Component translate

Error# 9152—Mapping docid %s

Severity 0  Informational

Component translate

Error# 9153—Beginning translation recovery

Severity 0  Informational

Component translate

Error# 9154—Ending translation recovery

Severity 0  Informational

Component translate

Error# 9155—Invalid offset and/or size calculated.

Severity 20  Warning

Component translate

Error# 9201—Error %d creating a NSPktIter object.

Severity 30  Fatal

Component ack

Error# 9202—Error %d retrieving protocol string.

Severity 30  Fatal

Component ack

Error# 9203—Ctor of NSCfsg failed with error code %d

Severity 30  Fatal

Component ack

Error# 9204—Error retrieving tracking ID from packet.

Severity 30  Fatal

Component ack

Error# 9205—Error %d establishing connection to database.

Severity 30  Fatal

Component ackError#

9206—Error %d creating a NSCfg object

Severity 30  Fatal

Component ack

Error# 9207—Cannot retrieve BDGHOME environment

Severity 30  Fatal

Component ack

Causes This message is caused by a failure to connect to your database, which is needed to support the acknowledgment generation operation.

Actions Check your configuration (ecx.ini file) to make sure that all values are set correctly. Most importantly, check the ORACLE_HOME and ORACLE_SID settings, and make sure that no TWO_TASK entry is present.

Error# 9208—Error %d creating NSDIR object

Severity 30  Fatal

Component ack

Error# 9209—Error %d opening/creating directory.

Severity 30  Fatal

Component ack

Error# 9210—Unable to get configuration information

Severity 30  Fatal

Component ack

Error# 9211—Beginning acknowledgement generation.

Severity 30  Fatal

Component ack

Error# 9212—Terminating acknowledgement generation

Severity 0  Informational

Component ack

Error# 9213—Error %d updating tracking state

Severity 30  Fatal

Component ack

Error# 9214—Error %d retrieving tracking information.

Severity 30  Fatal

Component ack

Error# 9215—Error %d creating a BDGInterchange object.

Severity 30  Fatal

Component ack

Error# 9216—No interchanges found for this tracking id.

Severity 20  Warning

Component ack

Error# 9217—Error %d retrieving list of interchanges

Severity 30  Fatal

Component ack

Error# 9218—Producing 997 for %s Group, Ctrl %s

Severity 10  Informational

Component ack

Error# 9219—Producing 999 for %s Group, Ctrl %s

Severity 10  Informational

Component ack

Error# 9220—Producing CONTRL message for Ctrl %s

Severity 10  Informational

Component ack

Error# 9221—Error %d updating document ACK states.

Severity 30  Fatal

Component ack

Error# 9222—Error %d updating group ACK states.

Severity 30  Fatal

Component ack

Error# 9223—Error %d updating interchange ACK states.

Severity 30  Fatal

Component ack

Error# 9224—CONTRL message already generated for this interchange.

Severity 30  Fatal

Component ack

Error# 9225—Error %d in creating a BDGGroup object.

Severity 30  Fatal

Component ack

Error# 9226—Error %d adding group record to database

Severity 30  Fatal

Component ack

Error# 9227—Cannot generate filename

Severity 30  Fatal

Component ack

Error# 9228—Error %d in opening temporary ACK file

Severity 30  Fatal

Component ack

Error# 9229—Error %d adding document record to database

Severity 30  Fatal

Component ack

Error# 9230—Error %d adding document card record to database

Severity 30  Fatal

Component ack

Error# 9231—Error %d writing to ACK file

Severity 30  Fatal

Component ack

Error# 9232—Error %d creating a BDGPNView object.

Severity 30  Fatal

Component ack

Error# 9233—Error %d retrieving partnership details.

Severity 30  Fatal

Component ack

Error# 9234—Error %d creating a ECXDynamicString object.

Severity 30  Fatal

Component ack

Error# 9235—Too many partnerships (%d) retrieved.

Severity 30  Fatal

Component ack

Error# 9236—Error %d writing interchange 0 record

Severity 20  Warning

Component ack

Message Summary No longer used in the code

Error# 9237—Could not allocate interchange object for writing int 0

Severity 20  Warning

Component ack

Message Summary No longer used in the code

Error# 9238—No BDGHOME environment variable set!

Severity 30  Fatal

Component ack

Causes To locate the base of the directory structure where ECXpert will look for and place files, it must find the anchor stored in the environment variable BDGHOME. This should have been set on installation, but it is possible that something has altered the environment without shutting down the system.

Actions Set the BDGHOME environment variable to the correct base for where /data... would be appended.

Error# 9239—Error %d in ctor of trkdoc class for ack state update for document

Severity 20  Warning

Component ack

Message Summary No longer used in the code

Error# 9240—Error %d updating ack state for document

Severity 30  Fatal

Component ack

Causes Once an acknowledgment is generated, the state of the source document(s) being acknowledged must be updated. This is true even if Interchange level acknowledgment (CONTRL message) or Group level in X12 and UC S. Each of the source documents will have state updated. There was an error trying to update the state of a given document (actually in replacing the document in the database).

Actions Contact your database or system administrator for help.

Error# 9241—Error %d updating ack state for interchange

Severity 30  Fatal

Component ack

Causes The EDIFACE CONTRL message is an acknowledgment at the interchange level. ECXpert maintains a state indicator at the source interchange level to show whether a CONTRL message has been generated, reconciled, and so on. This error occurs when trying to update the source interchange record to update its ack state.

Actions Contact your database or systems administrator for help.

Error# 9242—Error %d creating the tracking object for updating ack state at interchange level

Severity 20  Warning

Component ack

Message Summary No longer used in code

Error# 9243—CONTRL message already generated for interchange, state %d

Severity 20  Warning

Component ack

Causes When generating a CONTRL message in response to a source interchange, the first thing that acknowledgment generation does is to make sure that the CONTRL message has not already been generated. This error indicates that a CONTRL message has already been generated and has the specified state.

Actions Verify that you are reprocessing without the Recovery mode ON. The Recovery mode should be OFF.

Error# 9244—Error %d creating TrkDocDetail object to insert ack output card

Severity 30  Fatal

Component ack

Causes When creating any type of acknowledgment document, and after successfully adding that document to the database for tracking, a document detail (card) record must be generated, since this is what the comm gateway looks for to bundle up the acknowledgment for delivery. The card object could not be allocated for the reason noted.

Actions See your database administrator for help.

Error# 9245—Error %d adding TrkDocDetail record for ack output card

Severity 30  Fatal

Component ack

Causes When creating any type of acknowledgment document, and after successfully adding that document to the database for tracking, a document detail (card) record must be generated, since this is what the comm gateway looks for to bundle up the acknowledgment for delivery. The card record could not be added to the newly-created document record for the reason noted.

Actions Contact your database or system administrator for help.

Error# 9246—No interchanges were found in tracking ID

Severity 20  Warning

Component ack

Causes Functional Acknowledgment generation expects that the tracking ID on which it is working is an EDI object, containing one or more interchanges. When the service ran, it found NO interchanges. It is alright to find no interchanges that require acknowledgment, but it is not alright to find no interchanges at all in the submission unit.

Actions

1. Verify that you are passing EDI data to a service list that contains the FAGen entry.

2. If Parse is in the service list, verify that it produced at least one EDI interchange as output.

Error# 9247—Error %d changing the tracking row state

Severity 20  Warning

Component ack

Causes The state of the tracking entry (submission object) is changed to TSinProgress before any operations are done on the document, group, or interchange data in generating acknowledgments. After processing is complete, the state of the tracking object is reset to either TSdoneOK or TSdoneBad, depending on the success of the generation process. The noted error occurred in the call to UpdateState to change the non-cascaded tracking ID state at one of these two times.

Error# 9248—Error %d constructing tracking object for update of state

Severity 20  Warning

Component ack

Causes The state of the tracking entry (submission object) is changed to TSinProgress before any operations are done on the document, group, or interchange data in generating acknowledgments. After processing is complete, the state of the tracking object is reset to either TSdoneOK or TSdoneBad, depending on the success of the generation process. The noted error occurred trying to create the tracking object necessary for performing this database update.

Error# 9250—Beginning acknowledgment generation

Severity 0  Informational

Component ack

Error# 9251—Terminating acknowledgment generation

Severity 0  Informational

Component ack

Error# 9252—Producing 997 for %s Group, Ctrl %s

Severity 0  Informational

Component ack

Error# 9253—Producing CONTRL for Interchange Ctrl %s

Severity 0  Informational

Component ack

Error# 9254—Producing 999 for %s Group, Ctrl %s

Severity 0  Informational

Component ack

Error# 9301—Error %d establishing database connection

Severity 30  Fatal

Component bundle

Causes There was a failure to connect to your database, which is needed to support the bundling operation.

Actions Check your configuration (ecx.ini file) to make sure that all values are set correctly. Most importantly, check the ORACLE_HOME and ORACLE_SID settings, and make sure that no TWO_TASK entry is present.

Error# 9302—Error %d getting interchange on multi-document bundle

Severity 30  Fatal

Component bundle

Causes For bundling of EDI data, ECXpert starts at the interchange level, moving through [optional] groups, and then on to the document level. It must retrieve the first interchange from the database on which to begin its enveloping operation. This error indicates that, for a reason OTHER than no interchanges to bundle, the retrieval has failed.

Actions Contact your database administrator for help.

Error# 9303—The minimum bundle criteria have not been specified

Severity 20  Warning

Component bundle

Message Summary No longer used in the code

Error# 9304—No file was specified as target for bundle

Severity 30  Fatal

Component bundle

Causes The caller of bundle (normally the comm gateway) must provide the name of a file where bundle is to place the data. This indicates that the caller has NOT specified a file. This error should never be seen by the user, since it is a coding bug.

Actions Contact Netscape at once to report this condition.

Error# 9305—Error %d getting multiple pre-enveloped document for a bundle

Severity 30  Fatal

Component bundle

Causes When bundle is to pick up application data, or pre-enveloped EDI data, it retrieves a list of the documents to bundle. This error indicates that, when asking the database for the documents to bundle, an error OTHER than no documents to bundle was returned.

Actions Contact your database administrator for help.

Error# 9306—Error %d opening/creating output file for bundle

Severity 30  Fatal

Component bundle

Causes For EDI data that bundle is supposed to properly envelope for delivery, it must open the output file named by its caller and write directly to that file. A problem occurred in opening the specified file name for the reason noted.

Actions Contact your system administrator to make sure you have enough disk space as well as the correct permissions to the output directory.

Error# 9307—File not found (access %d) to bundle: <%s>

Severity 20  Warning

Component bundle

Causes When bundle went to collect the EDI file to envelope, it could not locate the filespec specified in the error message. Note that the interchange header (and possibly a group header) has ALREADY been written to the bundle output. If other documents are present in the group or interchange to bundle, then the counts in the trailers will be corrected. If, on the other hand, no more documents are present in the group or interchange, interchange and group envelopes with no documents might be present!

Actions Contact your system administrator to determine why a file that the ECXpert system knows about is no longer present.

Error# 9308—CTor for Interchange class object returned error %d

Severity 30  Fatal

Component bundle

Causes For EDI data, bundle creates an interchange database object that it uses throughout its enveloping process. The constructor for this interchange object failed for the noted reason.

Actions The reason might indicate a lost database connection. Contact your database or system administrator for help.

Error# 9309—Error %d getting interchange for single document bundle

Severity 20  Warning

Component bundle

Causes When enveloping a single EDI document, an interchange (and possibly a group) set of envelopes must be generated. Therefore, the retrieval of the document is performed using an interchange object to perform the correct enveloping. The requested document could not be retrieved from the database for a reason OTHER than the document not being found.

Actions Contact your database administrator for help.

Error# 9310—Error %d adding new tracking ID for bundled file

Severity 30  Fatal

Component bundle

Causes When bundle generates the output requested by its caller (the comm gateway), it registers the new output file with the database to get a new tracking ID for the output file to perform tracking on the file and its document contents. An error occurred trying to generate this new tracking ID.

Actions Contact your database or system administrator and provide this error number.

Error# 9311—An unexpected interchange (key != BUNDLE_SEED) returned to bundle - internal db error

Severity 20  Warning

Component bundle

Message Summary No longer used in the code

Error# 9312—Error %d returned when locking (reserving) interchange control number

Severity 30  Fatal

Component bundle

Causes ECXpert uses a two-phase commit on all control numbers that it generates. That is, it first requests a new control number, then writes the new records of enveloped data, then either commits the control number if everything went fine in the write, or else rolls back to reuse the control number next time. This error notes the problem that occurred in reserving the interchange level control number before writing the interchange.

Actions Report the error to your database administrator.

Error# 9313—Error %d writing %s to bundle output file

Severity 30  Fatal

Component bundle

Causes Once an envelope record has been constructed, it is written to the output file. This error indicates that the construction has succeeded for the noted envelope type, but that the error code noted occurred while trying to write the record to the physical file.

Actions Contact your database administrator to make sure that enough space is available, and that all permissions are correct in the target directory.

Error# 9314—Error %d returned when locking (reserving) group control number

Severity 30  Fatal

Component bundle

Causes ECXpert uses a two-phase commit on all control numbers that it generates. That is, it first requests a new control number, then writes the new records of enveloped data, then either commits the control number if everything went fine in the write, or else rolls back to reuse the control number next time. This error indicates the problem in reserving the group level control number before writing of the group is performed.

Actions Report the error to your database administrator.

Error# 9315—Error %d returned when locking (reserving) document control number

Severity 30  Fatal

Component bundle

Causes ECXpert uses a two-phase commit on all control numbers that it generates. That is, it first requests a new control number, then writes the new records of enveloped data, then either commits the control number if everything went fine in the write, or else rolls back to reuse the control number next time. This error indicates the problem that occurred in reserving the document level control number before writing the document.

Actions Report the error to your database administrator.

Error# 9316—The pointer to the manifest was NULL

Severity 30  Fatal

Component bundle

Causes The caller of bundle (normally the comm gateway) must pass in a manifest, used to record the list of source document ids that bundle has consumed. This manifest was NULL on entry to bundle. This is a programming bug that should never occur in normal operations.

Actions Report the problem to Netscape.

Error# 9317—The output file ctor returned null file handle

Severity 30  Fatal

Component bundle

Causes For EDI data that bundle is supposed to properly envelope for delivery, it must open the output file named by its caller and write directly to that file. A problem occurred in opening the specified file name. In this case, the file constructor returned a null handle.

Actions Contact your system administrator to make sure you have enough disk space as well as the correct permissions to the output directory.

Error# 9318—Error %d occurred, no message found (ID %d)

Severity 30  Fatal

Component bundle

Causes The ECXpert database is used to house all messages that might be displayed to the user on errors. A message number referenced by bundle was not found in the database.

Actions Report the ID to Netscape to correct this situation.

Error# 9319—No message found (ID %d)

Severity 30  Fatal

Component bundle

Causes The ECXpert database is used to house all messages that might be displayed to the user. A message number referenced by bundle was not found in the database.

Actions Report the ID to Netscape to correct this situation.

Error# 9320—Error %d updating the state and err code

Severity 30  Fatal

Component bundle

Causes After a document is consumed for bundling, the state of that document must be changed to note that it has actually been consumed. The database record for the document is altered to change this state, and to record the new tracking ID in which the bundled document exists. There was a failure to update the document level record for the reason noted.

Actions Contact your database administrator for help.

Error# 9321—Error %d in constructing trkdoc class for state update for document

Severity 20  Warning

Component bundle

Message Summary No longer used in the code

Error# 9322—a unique tempname could not be generated

Severity 30  Fatal

Component bundle

Message Summary No longer used in the code

Error# 9323—Error %d deleting new tracking ID for bundled file during cleanup

Severity 20  Warning

Component bundle

Causes If bundle encounters an error during its operations that invalidates the tracking ID it has registered for the newly bundled file, it tries to clean up by deleting the tracking ID from the database. Bundle could not remove the tracking ID from the database.

Actions Contact the database administrator for help.

Error# 9324—Error %d in EDIDocObject; either bad delimiter, terminator, or segid in data

Severity 20  Warning

Component bundle

Message Summary no longer used in the code - replaced with the direct message support of the EDIDocObject.

Error# 9325—No PSID (standard record) found for document

Severity 30  Fatal

Component bundle

Causes This error should not happen. The standard was not joined to the document level record (trkdoc).

Actions Report the error to Netscape as soon as possible.

Error# 9326—Error %d adding generated interchange to new tracking ID

Severity 30  Fatal

Component bundle

Causes Once a new tracking ID is established in the database for the newly bundled file, all record types are added to the tracking: interchange, group and document, as appropriate, based on the type of bundling. The noted error occurred when trying to add the interchange record to the database.

Actions Contact your database administrator for help.

Error# 9327—Error %d adding generated group to new tracking ID

Severity 30  Fatal

Component bundle

Causes Once a new tracking ID is established in the database for the newly bundled file, all record types are added to the tracking: interchange, group and document, as appropriate, based on the type of bundling. The noted error occurred when trying to add the group record to the database.

Actions Contact your database administrator for help.

Error# 9328—Error %d adding generated document to new tracking ID

Severity 30  Fatal

Component bundle

Causes Once a new tracking ID is established in the database for the newly bundled file, all record types are added to the tracking: interchange, group and document, as appropriate, based on the type of bundling. The noted error occurred when trying to add the document record to the database.

Actions Contact your database administrator for help.

Error# 9329—CTor for Group class object returned error %d

Severity 30  Fatal

Component bundle

Causes Once a new tracking ID is established in the database for the newly bundled file, all record types are added to the tracking: interchange, group and document, as appropriate, based on the type of bundling. The group object to add to the database could not be instantiated for the reason noted. There may not be enough system resources, or more than likely, the database connection is now invalid or lost.

Actions Contact your database administrator for help.

Error# 9330—CTor for Document class object returned error %d

Severity 30  Fatal

Component bundle

Causes Once a new tracking ID is established in the database for the newly bundled file, all record types are added to the tracking: interchange, group and document, as appropriate, based on the type of bundling. The document object to add to the database could not be instantiated for the reason noted. There may not be enough system resources, or more than likely, the database connection is now invalid or lost.

Actions Contact your database administrator for help.

Error# 9331—Error %d resetting the state of all bundled documents

Severity 20  Warning

Component bundle

Message Summary No longer used in code - became responsibility of caller of bundle

Error# 9332—Error%d committing the interchange control number to database

Severity 30  Fatal

Component bundle

Causes ECXpert uses a two-phase commit on all control numbers that it generates. That is, it first requests a new control number, then writes the new records of enveloped data, then either commits the control number if the write was successful, or else rolls back to reuse the control number next time. This error notes the problem in committing the interchange level control number after successful writing of the interchange to file.

Actions Report the error to your database administrator.

Error# 9333—Error %d rolling back the interchange control number in database

Severity 30  Fatal

Component bundle

Causes ECXpert uses a two-phase commit on all control numbers that it generates. That is, it first requests a new control number, then writes the new records of enveloped data, then either commits the control number if the write was successful, or else rolls back to reuse the control number next time. An error occurred in writing the interchange to file, and the noted error occurred when trying to roll back the consumed interchange control number.

Actions Contact your database administrator for help.

Error# 9334—Error %d committing the group control number to database

Severity 30  Fatal

Component bundle

Causes ECXpert uses a two-phase commit on all control numbers that it generates. That is, it first requests a new control number, then writes the new records of enveloped data, then either commits the control number if the write was successful, or else rolls back to reuse the control number next time. This error indicates the problem in committing the group level control number after successful writing of the group to a file.

Actions Report the error to your database administrator.

Error# 9335—Error %d rolling back the group control number in database

Severity 30  Fatal

Component bundle

Causes ECXpert uses a two-phase commit on all control numbers that it generates. That is, it first requests a new control number, then writes the new records of enveloped data, then either commits the control number if the write was successful, or else rolls back to reuse the control number next time. An error occurred in writing the group to file, and the noted error occurred when trying to roll back the consumed group control number.

Actions Contact your database administrator for help.

Error# 9336—Error %d updating the state of document %s

Severity 20  Warning

Component bundle

Message Summary No longer used in code; now the responsibility of the caller of bundle

Error# 9337—Error %d committing the document control number to database

Severity 30  Fatal

Component bundle

Causes ECXpert uses a two-phase commit on all control numbers that it generates. That is, it first requests a new control number, then writes the new records of enveloped data, then either commits the control number if the write was successful, or else rolls back to reuse the control number next time. This error notes the problem in committing the document level control number after successful writing of the document to file.

Actions Report the error to your database administrator.

Error# 9338—Error %d rolling back the document control number in database

Severity 30  Fatal

Component bundle

Causes ECXpert uses a two-phase commit on all control numbers that it generates. That is, it first requests a new control number, then writes the new records of enveloped data, then either commits the control number if the write was successful, or else rolls back to reuse the control number next time. An error occurred in writing the document to file, and the noted error occurred when trying to roll back the consumed document control number.

Actions Contact your database administrator for help.

Error# 9339—Error %d reported by ctor of tracking object when adding new tracking ID for bundled file

Severity 30  Fatal

Component bundle

Causes When ECXpert records a new tracking ID to the database for an object to be bundled, it creates a tracking object. This error occurred while creating the tracking object. It normally means that the database connect from which it is derived has a problem; there may not be enough system resources (connections, memory).

Actions Contact your database or system administrator for help.

Error# 9340—Could not create tracking object searching for multipart

Severity 30  Fatal

Component bundle

Causes If bundle is to perform the collection of multipart objects to be delivered along with the bundled object, it uses a database API based on a tracking object. Multipart is the tying together of separate tracking ids by the cross-reference field. The new tracking ID being constructed here is to Next() between the other tracking ids that form the base of the multipart suite of objects. The system could not construct the tracking object for the reason noted. The primary cause is losing the database connection.

Actions Report the error to your database administrator.

Error# 9341—Error %d getting tracking record in multipart setup

Severity 30  Fatal

Component bundle

Causes If bundle is to perform the collection of multipart objects to be delivered along with the bundled object, it uses a database API based on a tracking object. Multipart is the tying together of separate tracking ids by the cross-reference field. The new tracking ID being constructed here is to Next() between the other tracking ids that form the base of the multipart suite of objects. The system could not retrieve one of the tracking ids in the set of connected objects for the reason noted. The primary cause is losing the database connection.

Actions Report the error to your database administrator.

Error# 9342—Could not create MultiPartList object

Severity 30  Fatal

Component bundle

Causes For delivery of multipart documents to the comm gateway calling bundle, a MultiPartList object is created that allows the gateway to enumerate the objects. There was not enough memory to construct this multipart list object.

Actions Make sure that all non-ECXpert processes that consume memory are not operating. Contact your system administrator for help.

Error# 9343—Error %d in NSCcfg ctor

Severity 30  Fatal

Component bundle

Causes The ini file contains most of the controls per network that bundle needs to control its operation. When bundle tried to access the ini file using the NSCcfg system object, it returned the noted error. This is typically an out-of-memory or file open error.

Actions Make sure that all non-ECXpert processes that consume memory are stopped, and that the ini file is in the correct location with the correct permissions. Contact the system administrator for help.

Error# 9344—Error %d creating NSFile System Object used in copy file

Severity 30  Fatal

Component bundle

Causes An NSFs object is required to copy or append the file to be bundled to the output file. The error occurred while constructing the object prior to copying. Normally, this indicates an out-of-memory condition.

Actions Check the error code and contact your system administrator for help.

Error# 9345—Error %d copying or appending application file to output

Severity 30  Fatal

Component bundle

Causes An NSFs object is required to copy or append the file to be bundled to the output file. Once the object is created, the source and target files are opened, and a read-write operation occurs to transfer the data. The noted error code, reported by the I/O routines, can mean that an open error occurred in source or target, or that no disk space is available.

Actions Contact your system administrator for help.

Error# 9350—Beginning bundle for %s

Severity 0  Informational

Component bundle

Error# 9351—Terminating bundle for %s

Severity 0  Informational

Component bundle

Error# 9352—Single interchange request

Severity 0  Informational

Component bundle

Error# 9353—All interchange request

Severity 0  Informational

Component bundle

Error# 9354—Warning! A null group type was returned forcing bundle skip

Severity 20  Warning

Component bundle

Error# 9355—Bundle generated tracking ID %ld

Severity 0  Informational

Component bundle

Error# 9356—Bundle deleted tracking ID %ld in cleanup for other errors

Severity 0  Informational

Component bundle

Error# 9357—Added document type %s

Severity 0  Informational

Component bundle

Error# 9358—Added group type %s

Severity 0 ● Informational

Component bundle

Error# 9359—Added %s interchange

Severity 0 ● Informational

Component bundle

Error# 9360—Added multipart type %s

Severity 0 ● Informational

Component bundle

Error# 9361—Added Application file %s

Severity 0 ● Informational

Component bundle

Error# 9362—Beginning bundle recovery processing for %s

Severity 0 ● Informational

Component bundle

Error# 9363—Terminating bundle recovery processing for %s

Severity 0 ● Informational

Component bundle

Error# 9364—Nothing bundled for %s

Severity 0 ● Informational

Component bundle

Error# 9400—Error %d trying to make DB connection

Severity 30  Fatal

Component outprep

Causes There was a failure to connect to your database, which is needed to support the Output Preparation operation.

Actions Check that all values are set correctly in your configuration (ecx.ini) file. Most importantly, check the ORACLE_HOME and ORACLE_SID settings, and make sure that no TWO_TASK entry is present.

Error# 9401—Error %d creating a NSPktIter object.

Severity 30  Fatal

Component outprep

Error# 9402—Error %d creating protocol string

Severity 30  Fatal

Component outprep

Error# 9403—Error %d creating a NSnvpair object.

Severity 30  Fatal

Component outprep

Error# 9404—Error %d retrieving tracking ID from packet

Severity 30  Fatal

Component outprep

Error# 9405—Error %d establishing connection to database.

Severity 30  Fatal

Component outprep

Error# 9406—Beginning Output Preparation

Severity 10  Informational

Component outprep

Error# 9407—Terminating Output Preparation

Severity 10  Informational

Component outprep

Error# 9408—Error %d updating tracking state.

Severity 30  Fatal

Component outprep

Error# 9409—Error %d creating a BDGDocument object.

Severity 30  Fatal

Component outprep

Error# 9410—Error %d retrieving record from TRKDOC.

Severity 30  Fatal

Component outprep

Error# 9411—No transport type specified

Severity 30  Fatal

Component outprep

Error# 9412—Error %d updating state in TRKDOC.

Severity 30  Fatal

Component outprep

Error# 9413—Error %d creating a BDGDocumentCard object

Severity 30  Fatal

Component outprep

Error# 9414—Error %d adding row to TRKDOCDETAILS

Severity 30  Fatal

Component outprep

Error# 9415—Error %d adding card to seed document record

Severity 30  Fatal

Component outprep

Causes When Output Preparation is modifying the state of the submission object to ready-to-bundle, it must also generate an output card, as though translate had operated on the submission object and prepared output for bundling. The card object could not be added to the database for the reason noted. If the code is 520, you are trying to run Output Preparation either more than once, or on a submission object that has Parse in the service list.

Actions If the code is not 520, contact your database administrator to make sure there are no problems in connectivity, available disk space, or other issues.

Error# 9416—Error %d setting the ending tracking state and severity

Severity 30  Fatal

Component outprep

Message Summary After replacing the seed document record, an error occurred trying to set the tracking ID state. Tracking ID state is set to enable sending of an incoming submission unit.

Actions Contact your database administrator with the error number presented in this message.

Error# 9417—Error %d setting the tracking state to inProgress

Severity 30  Fatal

Component outprep

Message Summary After parsing the packet from the dispatcher, but before updating the seed document record for the submission unit, the system calls the UpdateState routine to set the state of the tracking ID to TSinProgress. The error occurred in setting this tracking level state.

Actions Contact your database administrator for help.

Error# 9420—Beginning Output Preparation

Severity 0  Informational

Component outprep

Error# 9421—Terminating Output Preparation

Severity 0  Informational

Component outprep

Error# 9501—Error %d trying to make DB connection

Severity 30  Fatal

Component outprep

Causes There was a failure to connect to your database, which is needed to support the parse (de-enveloping) operation.

Actions Check your configuration (ecx.ini file) to make sure that all values are reset correctly. Most importantly, check the ORACLE_HOME and ORACLE_SID settings, and make sure that no TWO_TASK entry is present.

Error# 9502—Error %d in NSCfg ctor

Severity 30  Fatal

Component outprep

Causes Most likely no memory was available for the configuration management object that parses entries from the initialization file.

Actions Check that the ecx.ini file is properly placed and accessible, and that other tasks that might be consuming excessive memory are stopped.

Error# 9503—A null packet was received

Severity 30  Fatal

Component outprep

Message Summary Somehow, the packet that carries instructions from the dispatcher to OutParse arrived as NULL (or empty).

Actions There is no user-corrective action. Report the error to Netscape.

Error# 9504—Packet received had wrong service ID

Severity 30  Fatal

Component outprep

Message Summary Somehow, the packet that carries instructions from the dispatcher to OutParse arrived with a service ID (who it was intended for) NOT equal to OutParse!

Actions There is no user-corrective action. Report the error to Netscape.

Error# 9505—Error %d in PKTIter ctor

Severity 30  Fatal

Component outprep

Message Summary This error occurred when the packet received from the dispatcher with instructions (tracking ID) for OutParse was decoded. The object that enumerates the contents reported the error.

Actions If the code indicates that no memory was available for the object, then make sure that other, non-ECXpert processes that may be consuming memory, are stopped. Otherwise, report the error to Netscape.

Error# 9506—Error %d retrieving protocol field from packet

Severity 30  Fatal

Component outprep

Message Summary This error occurred trying to take apart the instruction packet that the dispatcher sends to OutParse. It is a packet construction/interrogation problem, with no user-corrective action.

Actions Report the error to Netscape.

Error# 9507—Creation of NVPair failed, code %d

Severity 30  Fatal

Component outprep

Causes When trying to create the object that helps OutParse parse the incoming instruction packet from the dispatcher, no memory was available to allocate for the object.

Actions Make sure that other, non-ECXpert processes that might be consuming memory are stopped, and report the condition to iPlanet.

Error# 9508—No Tracking ID found in packet

Severity 30  Fatal

Component outprep

Causes The packet from the dispatcher that contains the instructions for Out Parse was SUPPOSED to carry the tracking ID for the submission object, on which OutParse was to work. There was no such tracking ID present in the packet.

Actions Report the error to Netscape, as there is no user-corrective action.

Error# 9509—Error %d occurred, no message found (ID %d)

Severity 30  Fatal

Component outprep

Causes The ECXpert datastore houses all error messages that might be displayed to the user. A message number referenced by OutParse was not found in the datastore.

Actions Report the ID to Netscape to correct this situation.

Error# 9510—No message found (ID %d)

Severity 20  Warning

Component outprep

Message Summary The NormalizeInput object encapsulates the parse mapping operations on the incoming data. It runs two Mercator maps to prepare a normalized file, ready to be added to the ECXpert datastore. The error occurred in trying to construct the object.

Actions Contact your system administrator for help.

Error# 9511—Error %d constructing the NormalizeInput object for parse mapping

Severity 30  Fatal

Component OutParse

Message Summary The NormalizeInput object encapsulates the parse mapping operations on the incoming data. It runs two Mercator maps to prepare a normalized file, ready to be added to the ECXpert datastore. The error occurred in trying to construct the object.

Actions Contact your system administrator for help.

Error# 9512—Error %d constructing the RecordParse object

Severity 30  Fatal

Component OutParse

Message Summary The RecordParse object encapsulates the recording of normalized structured data (from parse mapping) into the ECXpert datastore. The error was reported by the object constructor.

Actions Contact your system administrator for help.

Error# 9513—The construction of the document object failed

Severity 30  Fatal

Component NormalizeInput

Causes When the seed document record for the submission object is either to be deleted (Parse) or updated (OutParse), a trkdoc object for the seed document is constructed. There is either an out-of-memory condition or a bad db connection that occurred while trying to construct the object.

Actions Check your database connection, and make sure that all non-ECXpert processes that might consume system resources are stopped.

Error# 9514—No seed document was found in submission object.

Severity 20  Warning

Component NormalizeInput

Causes The seed document record for the submission object could not be found. This document-level record allows the submission object to be processed (and sent) as an entity. Without it, the object can be parsed to support future possible reconciliation, but the object cannot be sent.

Actions Report this problem to your system or database administrator, since the database might have no more space (if the submit was a problem). Also make sure that OutParse and Parse are not in the same service list!

Error# 9515—Error %d when retrieving seed document from submission object.

Severity 20  Warning

Component NormalizeInput

Causes The seed document record for the submission object could not be retrieved. This document-level record allows the submission object to be processed (and sent) as an entity. Without it, the object can be parsed to support future possible reconciliation, but the object cannot be sent.

Actions Report this problem to your system or database administrator.

Error# 9516—Error %d when updating seed document in submission object.

Severity 20  Warning

Component NormalizeInput

Causes The seed document record for the submission object could not be updated with the correct bundle state. This document-level record allows the submission object to be processed (and sent) as an entity. Without the update, the the object can be parsed to support future possible reconciliation, but the object cannot be sent.

Actions Report this problem to your system or database administrator.

Error# 9517—Error %d when creating the trkdodetail (card) object

Severity 20  Warning

Component NormalizeInput

Causes When trying to update the seed document record for the submission object, the card record used by the enveloping and sending step could not be created. There is either an out-of-memory condition or lost datastore connection problem.

Actions Report the error code to your system or database administrator.

Error# 9518—Error %d when inserting the trkdodetail (card) object

Severity 20  Warning

Component NormalizeInput

Causes When trying to update the seed document record for the submission object, the card record used by the enveloping and sending step could not be inserted into the datastore. If this is recovery processing, then the duplicate card is OK. Otherwise, duplicate records are not permitted, and you may be inheriting an incorrect file name previously encoded in the card record.

Actions Report the error code to your system or database administrator.

Error# 9520—Beginning Output Parse

Severity 0  Informational

Component OutParse

Error# 9521—Output Parse mapping performed

Severity 0  Informational

Component OutParse

Error# 9522—Output Parse complete

Severity 0  Informational

Component OutParse

Error# 9601—Error %d setting the tracking state to inProgress in DoPersonalityStart

Severity 30  Fatal

Component route

Message Summary Before the first thread of post-translation routing, the system calls the DoPersonalityStart method to set the state of the tracking ID to TSinProgress for all threads of execution. The error occurred in setting this tracking level state.

Actions Contact your database administrator for help.

Error# 9602—Error %d trying to make DB connection

Severity 30  Fatal

Component route

Causes There was a failure to connect to your database, which is needed to support the multiple translation routing operation.

Actions Check your configuration (ecx.ini file) to make sure that all values are set correctly. Most importantly, check the ORACLE_HOME and ORACLE_SID settings, and make sure that no TWO_TASK entry is present.

Error# 9603—Error %d setting the ending tracking state in DoPersonalityEnd

Severity 30  Fatal

Component route

Message Summary After the last thread of post-translation routing execution, the system calls the DoPersonalityEnd to set the state of the tracking ID. The most severe error state from any thread of execution is passed to this routine, to appropriately set the state for the whole tracking ID. The error occurred trying to update the state based on the value passed into DoPersonalityEnd.

Actions Contact your database administrator for help.

Error# 9604—No memory for Document object (m_map_detail)

Severity 30  Fatal

Component route

Causes When the dispatcher initiates a thread of post-translation routing, the routing object creates a document object it uses throughout the thread's life to retrieve documents from the datastore. The routing object could not allocate the document object.

Actions Make sure that other, non-ECXpert processes that may be consuming memory are stopped. If your system has plenty of memory, contact Netscape at once and report this condition.

Error# 9605—A null packet was received

Severity 30  Fatal

Component route

Message Summary Somehow, the packet that carries instructions from the dispatcher to post-translation routing arrived as NULL (or empty).

Actions There is no user-corrective action. Report the error to Netscape.

Error# 9606—Packet received had wrong service ID

Severity 30  Fatal

Component route

Message Summary Somehow, the packet that carries instructions from the dispatcher to post-translation routing arrived with a service ID (who it was intended for) NOT equal to routing!

Actions There is no user-corrective action. Report the error to Netscape.

Error# 9607—Error %d in PKTIter ctor

Severity 30  Fatal

Component route

Message Summary This error occurred when the packet received from the dispatcher with instructions (tracking ID) for post-translation routing was decoded. The object that enumerates the contents reported the error.

Actions If the code indicates that no memory was available for the object, make sure that other, non-ECXpert processes that may be consuming memory are stopped. Otherwise, report the error to Netscape.

Error# 9608—Error %d retrieving protocol field from packet

Severity 30  Fatal

Component route

Message Summary This error occurred trying to take apart the instruction packet that the dispatcher sends to post-translation routing. It is a packet construction/interrogation problem, with no user-corrective action.

Actions Report the error to Netscape.

Error# 9609—Creation of NVPair failed, code %d

Severity 30  Fatal

Component route

Causes When trying to create the object that helps Routing parse the incoming instruction packet from the dispatcher, no memory was available to allocate for the object.

Actions Make sure that other, non-ECXpert processes that might be consuming memory are stopped, and report the condition to iPlanet.

Error# 9610—No Tracking ID found in packet

Severity 30  Fatal

Component route

Causes The packet from the dispatcher that contains the instructions for post-translation routing was SUPPOSED to carry the tracking ID for the submission object, on which Routing was to work. There was no such tracking ID present in the packet.

Actions Report the error to Netscape, as there is no user-corrective action.

Error# 9611—Error %d constructing the BDGDocument object used to enumerate documents to route

Severity 30  Fatal

Component route

Causes To access the datastore, ECXpert uses a document object. The constructor of this object, derived from the datastore connection, reported the error. Either the database connection was lost, or there was not enough memory.

Actions Check the error code, or ask your database administrator for help.

Error# 9612—Error %d retrieving the sorted list of documents to route

Severity 30  Fatal

Component route

Message Summary The error was reported by the datastore GetAndSort routine, when routing requested the list of documents (using the BDGDocument object) that are candidates for post-translation routing.

Actions Report this error to your database administrator.

Error# 9614—Error %d retrieving the document to route

Severity 30  Fatal

Component route

Message Summary The error was reported by the datastore Get routine that changes the state of the document to inProgress.

Actions If you specified multiple threads of routing execution, the document might have been consumed by another thread of execution. If not, report the error to your system administrator.

Error# 9615—Error %d updating the document record with new state

Severity 30  Fatal

Component route

Message Summary The error was reported by the datastore Update routine when trying to record the state and bundle state for the document following processing of the secondary output cards.

Actions Report this error to your database administrator.

Error# 9616—Error %d constructing the ECXpert submission object

Severity 30  Fatal

Component route

Causes The error occurred in constructing the object that submits secondary output of translation back to ECXpert. This usually indicates an out-of-memory condition.

Actions Check the error number. If your system is out of memory, make sure that all non-ECXpert processes that might consume memory are stopped, and contact your system administrator.

Error# 9617—Error %d constructing the ECXpert CMD object used in submission

Severity 30  Fatal

Component route

Causes The error occurred in constructing the commandstring object that processes submission. This usually indicates an out-of-memory condition.

Actions Check the error number. If your system is out of memory, make sure that all non-ECXpert processes that might consume memory are stopped, and contact your system administrator.

Error# 9619—Error %d performing the submission of the secondary output of translation

Severity 30  Fatal

Component route

Causes The error occurred when the secondary output card from translation was submitted using the Submit method of the BDGSubmit object. This may be caused by losing the TCPIP connection, by lack of write permission for the submitted file, by a database error recording the submitted object, or by incorrect settings in the configuration file.

Actions Report the error to your system administrator.

Error# 9620—Error %d updating the secondary output card

Severity 30  Fatal

Component route

Message Summary The error was reported when updating the state, error number and submitted tracking ID of the secondary output card from the mapping. The Routing service list entry processes all secondary translation outputs (when more than 1 output per map) and submits the output to ECXpert as a new submission object, with a new tracking ID. The submission may have succeeded (see the tracking log), but the document's output card could not be updated.

Actions Contact your database administrator.

Error# 9621—Error %d occurred, no message found (ID %d)

Severity 30  Fatal

Component route

Causes The ECXpert datastore houses all error messages that might be displayed to the user. A message number referenced by Routing was not found in the datastore.

Actions Report the ID to Netscape to correct this situation.

Error# 9622—No message found (ID %d)

Severity 20  Warning

Component route

Causes The ECXpert datastore houses all messages that might be displayed to the user. A message number referenced by Routing was not found in the datastore.

Actions Report the ID to Netscape to correct this situation.

Error# 9623—No new tracking ID was returned by secondary output submission.

Severity 30  Fatal

Component route

Causes As the secondary output from a previous translation was submitted to ECXpert for processing (routing), a new tracking ID should have been returned by the return packet (GetResponsePkt) of the BDGSubmit object. No such tracking ID was returned.

Actions Check that the tcpip connector is operational, and that the settings in the ini file are correct.

Error# 9624—Error %d setting file name and type in the BDGCmd object used for submission

Severity 30  Fatal

Component route

Message Summary The error occurred in trying to set the file name and type of the secondary output card from translation into the BDGCmd object. This object is passed to Submit to process the output card as a new submission object (for routing).

Actions Report the problem to your system administrator. Make sure that no files have been manually removed from ECXpert following translation and before this service list operation has begun.

Error# 9625—Error %d setting Receiving Member Name in the BDGCmd object used for submission

Severity 30  Fatal

Component route

Message Summary The error occurred in trying to set the Receiving Member name of the secondary output card from translation into the BDGCmd object. This object is passed to Submit to process the output card as a new submission object (for routing).

Actions Report the problem to your system administrator.

Error# 9626—Error %d setting Sending Member Name in the BDGCmd object used for submission

Severity 30  Fatal

Component route

Message Summary The error occurred in trying to set the Sending Member name of the secondary output card from translation into the BDGCmd object. This object is passed to Submit to process the output card as a new submission object (for routing).

Actions Report the problem to your system administrator.

Error# 9627—Error %d setting the ecx.ini filespec in the BDGCmd object used for submission

Severity 30  Fatal

Component route

Message Summary The error occurred in trying to set the system configuration (ini) file name into the BDGCmd object. This object is passed to Submit to process the output card as a new submission object (for routing).

Actions Report the problem to your system administrator.

Error# 9530—Beginning Routing recovery

Severity 0  Informational

Component route

Error# 9631—Routing recovery complete

Severity 0  Informational

Component route

Error# 9632—Beginning Routing

Severity 0  Informational

Component route

Error# 9633—Routing complete

Severity 0  Informational

Component route

Error# 9634—Submitting document %s, card %d

Severity 0  Informational

Component route

Error# 9701—Beginning Parse Recovery

Severity 0  Informational

Component route

Error# 9702—Parse Recovery Complete

Severity 0  Informational

Component route

Error# 9801—No segment terminator was found

Severity 20  Warning

Component EDIObjects

Causes When ECXpert is processing an EDI object (a file or document), it passes to its EDI-knowledgeable service routines the segment terminator, element delimiter, etc., from the trading relationship as set up through the user interface. If the map that constructs the body of the document does NOT use the same terminator specified in the trading partnership, this service routine cannot find the ending mark for each segment.

Actions Make sure the trading partnership settings match the ones used in the map constructing the document.

Error# 9802—EOF found in processing EDIObject file

Severity 20  Warning

Component EDIObjects

Causes When ECXpert is processing an EDI object (a file or document), it passes to its EDI-knowledgeable service routines the segment terminator, element delimiter, etc., from the trading relationship as set up through the user interface. If the map that constructs the body of the document does NOT use the same terminator specified in the trading partnership, this service routine cannot find the ending mark for each segment. The trading partnership settings must match the ones used in the map constructing the document.

Actions The end of file was reached before the segment terminator was found; you should NEVER see this message, since ECXpert interprets this condition and returns the segment-not-found message. Contact Netscape at once.

Error# 9803—File error encountered in reading EDIObject

Severity 20▼Warning

Component EDIObjects

Causes When ECXpert is processing an EDI object (a file or document), it passes control to its EDI-knowledgeable service routine, which reads and parses the file. A file-system error occurred in reading the EDI file. This is caused either by a bad physical file on disk (truncated, garbage, etc.) or incorrect permissions which permitted opening, but not reading, the file.

Actions Contact your system administrator for help.

Error# 9804—Failed adding EDISegment object

Severity 20▼Warning

Component EDIObjects

Causes When ECXpert is processing an EDI object (a file or document), it passes to its EDI-knowledgeable service routines the segment terminator, element delimiter, etc., from the trading relationship as set up through the user interface. If the map used to construct the body of the document does NOT use the same element delimiter as specified in the trading partnership, then the parsing service routine cannot find the segment ID and element boundaries.

If the system is out of available memory, this COULD occur.

Actions Make sure that what was set in the trading partnership matches what is being used in the map constructing the document.

Error# 9805—File open error on EDIObject

Severity 20▼Warning

Component EDIObjects

Causes When ECXpert is processing an EDI object (a file or document), it passes control to its EDI-knowledgeable service routine, which reads and parses the file. A file-system error occurred in opening the EDI file. This normally means that the file either could not be found where expected, or that the permissions do not allow necessary file access.

Actions Contact your system administrator for help in setting up the directory structure and permissions to match ECXpert's expectations.

Error# 9806—No Segment ID found in segment record

Severity 20  Warning

Component EDIObjects

Message Summary This is a lower-level error message that is rarely seen. It is produced in the EDISegmentObject when the search for the element delimiter following the first field (seg ID) fails. Normally, all segment and element parsing problems are promoted to the user-visible 9804,Failed adding EDISegment object message.

Actions Make sure the element delimiter in the trading partner setup matches what is in the data. Contact Netscape to report seeing this message.

Causes This error can occur if ECXpert's Bundle (Gateway) service cannot read the EDI documents generated during Translate. ECXpert uses the Segment Terminator, Sub-Element Delimiter, and Element Delimiter values you have set up in the Control page of the EDI Partnership screens to read the output EDI files your map just created.

If your map used values other than the Hex values listed in the Control page, ECXpert might not understand the output file. For example, your ECXpert Partnership may use default values for the Control characters:

```
Segment Terminator: 0D0A
(This is carriage-return "0D" and line-feed or new line "0A")
Sub-Element Delimiter: 3E
Element Delimiter: 2A
```

However, the output files from the specified map may have a Segment Terminator of "0A" only. In this case ECXpert cannot read those files.

You will see the error message "Error 9806 - No segment terminator was found" in Activity Tracking for the test run. You can further diagnose this by looking at the newly-created output files and not finding the classic "^M" character at the end of the HREC, data, and TREC lines.

Actions Make sure the map has no hard-coded values in it for the Helper Card characters. If it does, and the map cannot be changed to use the values entered in ECXpert's UI, change the entries in the UI to match the map.

Related Information See also Error 27 - "BDGCTRL:: error 27" -- this is a looping condition seen in early versions of ECXpert caused by the mismatched terminators between the map and ECXpert Partnership Control characters. This looping condition has been resolved in ECXpert 1.1.

Error# 9807—Invalid Sieged: too long - check element separator

Severity 20  Warning

Component EDIObjects

Message Summary This is a lower-level error message that is rarely seen. It is produced in the EDISegmentObject when the search for the element delimiter following the first field (seg ID) fails. Normally, all segment and element parsing problems are promoted to the user-visible 9804, Failed adding EDISegment object message.

Actions Make sure the element delimiter in the trading partner setup matches what is in the data. Contact Netscape to report seeing this message.

Error# 9808—Error writing segment object to file

Severity 30  Fatal

Component EDIObjects

Causes When ECXpert is processing an EDI object (a file or document), it passes control to its EDI-knowledgeable service routine, which reads, parses and writes EDI files. A file-system error occurred in trying to write EDI data to a file. This usually indicates insufficient disk space, or incorrect write permissions for the target file or directory. It CAN mean that a physical disk problem exists.

Actions Contact your system administrator for help.

Error# 9809—Error writing segment object terminator to file

Severity 30  Fatal

Component EDIObjects

Causes When ECXpert is processing an EDI object (a file or document), it passes control to its EDI-knowledgeable service routine which reads, parses and writes EDI files. A file-system error occurred in trying to write EDI data to a file. This normally indicates insufficient disk space, or incorrect write permissions for the target file or directory. It CAN mean that a physical disk problem exists.

Actions Contact your system administrator for help.

Error# 9810—Failed creating EDIElement object

Severity 30  Fatal

Component EDIObjects

Causes When ECXpert is processing an EDI object (a file or document), it passes to its EDI-knowledgeable service routines the object to process. While errors at the document or segment level can be caused by improper terminators or delimiters, the ONLY reason for an element add failure is lack of system resources. This is an out-of-memory condition.

Actions Make sure that all non-ECXpert systems are stopped, and report the problem to your system administrator.

Error# 9811—No HREC** header was found in application data

Severity 20  Warning

Component EDIObjects

Causes ECXpert uses a header-trailer record pair to allow application datasets of many kinds to be included in the same file. This allows the file to be parsed, permitting document-level processing to occur, just like with EDI data. If you process one document set at a time, no header and trailer records are required, but Parse is not in the service list. You have placed Parse in the service list, and given it a submission object that has no HREC** header records.

Error# 9812—Could not locate terminator for application data

Severity 20  Warning

Component EDIObjects

Causes ECXpert uses a header-trailer record pair to allow application data sets of many kinds to be included in the same file. This allows the file to be parsed, permitting document-level processing to occur, just like with EDI data. If you process one document set at a time, no header and trailer records are required, but Parse is not in the service list. The defined terminator on the HREC** header is either crlf (0D0A) or (1C). This could not be found.

Error# 9813—Element delimiter not found in application data header

Severity 20  Warning

Component EDIObjects

Causes ECXpert uses a header-trailer record pair to allow application datasets of many kinds to be included in the same file. This allows the file to be parsed, permitting document-level processing to occur, just like with EDI data. When parsing the HREC** header in the application data, ECXpert uses the character just past the HREC** to be the field delimiter. That delimiter was NOT what was found between the other fields in the HREC** header.

Error# 9814—TREC** was not found where trailer expected

Severity 20▼Warning

Component EDIObjects

Causes ECXpert uses a header-trailer record pair to allow application data sets of many kinds to be included in the same file. This allows the file to be parsed, permitting document-level processing to occur, just like with EDI data. If you process one document set at a time, no header and trailer records are required, but Parse is not in the service list. You have placed Parse in the service list, and given it a submission object that HAS header records (HREC**), but the system could not locate the matching required trailer records (TREC **).

Error# 9815—Error opening the application data file

Severity 20▼Warning

Component EDIObjects

Causes When ECXpert is processing an application data object, it passes control to its HREC**-knowledgeable service routine, which reads and parses the file. A file-system error occurred in opening the application data file. Either that the file was not found where expected, or that the file access permissions are incorrect.

Actions Contact your system administrator for help in setting up the directory structure and permissions to match ECXpert's expectations.

Error# 9816—No record terminator was found before end of maximum record size

Severity 20▼Warning

Component EDIObjects

Causes When ECXpert processes an application dataset bounded by HREC** and TR EC**, it must read the application data itself a record at a time, up to the defined record terminator. The expected record terminator was not found before the buffer space to hold one record was exhausted (about 5k bytes).

Actions Check your data to make sure that the required record terminators are in the data.

Error# 9817—The next starting record (segment) was encountered before a closing one was found

Severity 30  Fatal

Component EDIObjects

Causes When the EDIObject parses an incoming object, it knows the beginning record identifier and the ending record identifier; it uses this information to determine the bounds of the object. In this case, another beginning record identifier was encountered before the ending record identifier was found (there was a missing ending record).

Actions Check the data for compliance.

Error# 9818—The record identifier marking the end of the data object was found

Severity 10  Informational

Component EDIObjects

Message Summary This message should not occur; the msg ID is a flag to indicate success, and it should not be displayed.

Actions If you see this message, report it to iPlanet.

Error# 9819—There was no memory to expand the document at the segment level

Severity 30  Fatal

Component EDIObjects

Causes When ECXpert parses or displays a document, group, or interchange, it reads the object from file into memory. There was not enough memory to create a record or segment object to store the record after a segment or record was read from file.

Actions Make sure that all non-essential, non-ECXpert processes that might be consuming system resources are stopped.

Error# 9820—There was no memory to expand the record into elements

Severity 30  Fatal

Component EDIObjects

Causes When ECXpert parses or displays a document, group, or interchange, it reads the object from file into memory. This message means that, after a segment or record was read from file and stored in memory, there was not enough memory to create a memory object for each of the fields in the record. Make sure that all non-essential, non-ECXpert processes that might be consuming system resources are stopped.

Error# 9901—PM_USERABORT: User aborted - MAPSTATUSPROC returned FALSE

Severity 20▼Warning

Component mercator

Related Information See also Mercator Error 1 ([page 545](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9902—PM_NOMEMORY: Memory allocation failed

Severity 20▼Warning

Component mercator

Related Information See also Mercator Error 2 ([page 545](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9903—PM_OPENMAPFAILED: The IO routines failed opening the Map File

Severity 20▼Warning

Component mercator

Related Information See also Mercator Error 3 ([page 545](#)), and the *Mercator Map Editor Reference Guide*.

Causes If this error occurs during Parse, the most likely cause is that ECXpert's map files:

Solaris:

Parser.sun
Audit.sun

Windows NT:

Parser.mmc
Audit.mmc

are missing from the directory `$NSBASE/NS-apps/ECXpert/maps`.

Actions

1. On Solaris, verify that the files are owned by userid "actraadm" and group "actra", and that the permissions are (at least):

Permissions	Owner	Group	Filename
-rw-r--r--	actraadm	actra	Parser.sun
-rw-r--r--	actraadm	actra	Audit.sun

2. If you are using ECXpert for Windows NT, you may have installed the product into a directory that contained a space in the name.

Actions

1. Verify that the files are present in the `$NSBASE/NS-apps/ECXpert/maps` directory. If not, you need to get a new copy of the files by installing ECXpert in some other location, copying the files to your existing installation of ECXpert, and then removing the extra copy of ECXpert.
2. Verify that the permissions on the files allow userid 'actraadm' and group 'actra' to read the files.
3. Make sure that the MS-DOS version of the pathname is used in the `ecx.ini` file for the following parameters:

```
[parse]
parse_map=C:\progra~1\NS-apps\ECXpert\maps\Parser.mmc
parse_map=C:\progra~1\NS-apps\ECXpert\maps\Parser.mmc
```

For example:

```
C:\Program Files
```

is usually a Windows representation of the MS-DOS path:

```
C:\Progra~1
```

Related Information See also Mercator Error 3 ([page 545](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9904—PM_READMAPFAILED: An error occurred reading the Map File

Severity 20  Warning

Component mercator

Related Information See also Mercator Error 4 ([page 545](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9905—PM_READINPUTFAILED: An error occurred while reading in a source card to the map

Severity 20  Warning

Component mercator

Related Information See also Mercator Error 5 ([page 545](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9906—PM_BADMMH: An invalid map handle was encountered

Severity 20  Warning

Component mercator

Related Information See also Mercator Error 6 ([page 546](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9907—PM_BADCARDNO: An invalid card was specified in the MAPOPTION->CARDINFO

Severity 20  Warning

Component mercator

Related Information See also Mercator Error 7 ([page 546](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9908—PM_INPUTINVALID: A validation error occurred on an input file

Severity 20  Warning

Component mercator

Message Summary The input card (or one of the input cards) for your map didn't pass Parse.

Causes

1. Your map may have more than a single Input card. If you have cross-reference or lookup tables as additional input cards for your map, those files need to be located in the `$NSBASE/NS-apps/ECXpert/data/input` directory.

2. When the map is ported to Solaris, case-sensitivity becomes effective. It is likely that your secondary input cards are called using a filename that is in all caps.
3. Your map may have a wrong GS08 version number.

Actions

1. Verify that, if you are using more than one input card, the extra input card files are located in the `$(NSBASE)/NS-apps/ECXpert/data/input` directory.
2. Copy your extra input card files to filenames that are all caps and try again to run the map.
3. Check your map to be sure you have the correct GS08 version number.

Related Information See also Mercator Error 8 ([page 546](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9909—PM_OPENOUTPUTFAILED: The Open or Create failed on a destination card [map output]

Severity 20  Warning

Component mercator

Causes You may get output card filename contention if the file type for the output card is “application,” not “file” or “database.”

Related Information See also Mercator Error 9 ([page 546](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9910—PM_INTERNALERROR: Internal error - no longer used according to TSI

Severity 20  Warning

Component mercator

Related Information See also Mercator Error 10 ([page 546](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9911—PM_BUILDOUTPUTFAILED: Could not write to trace file

Severity 20  Warning

Component mercator

Related Information See also Mercator Error 11 ([page 546](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9912—PM_OPENINPUTFAILED: Open failed on a source card

Severity 20  Warning

Component mercator

Related Information See also Mercator Error 12 ([page 546](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9913—PM_OPENWORKFAILED: Open or Create failed on a work file

Severity 20  Warning

Component mercator

Related Information See also Mercator Error 13 ([page 546](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9914—PM_OUTPUTINVALID: An overflow condition occurred on output

Severity 20  Warning

Component mercator

Related Information See also Mercator Error 14 ([page 547](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9915—PM_WRONGCOMPILER: The version of the map is not compatible with the version of the version of the API in ECXpert.

Severity 20  Warning

Component mercator

Related Information See also Mercator Error 15 ([page 547](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9916—PM_DISKWRITEERROR: The write routine reported an error

Severity 20  Warning

Component mercator

Related Information See also Mercator Error 16 ([page 547](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9917—PM_DISKREADERROR: The read routine reported an error

Severity 20▼Warning

Component mercator

Related Information See also Mercator Error 17 ([page 547](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9918—PM_PAGEUSECTERROR: Not all allocated pages were freed properly - contact TSI!

Severity 20▼Warning

Component mercator

Causes The paging size default settings for the Mercator Execution Engine (64K size x 8 count) are too small to accommodate the file being mapped.

Actions If this error occurs during the *Parse Service*, look for the commented out entries in the `$NSBASE/NS-apps/ECXpert/config/ecx.ini` file for:

```
[parse]
#page_count=16
#page_size=32000
```

1. Edit the *Parse* section as follows:

- Remove the “#” character from the beginning of each line.
- Set the `page_count` and `page_size` values to a larger setting, if necessary.

You must stop and restart the `ECXpert Dispatcher` server for these changes to take effect.

2. If this error occurs during the *Translate Service*, try to map the file outside of `ECXpert`, using the Windows NT Mercator Map Execution Engine (or the Solaris Execution Engine, if available). You can adjust the paging size in the Mercator Map Execution Engine using the user interface, or at the command line. This test serves as a reference for how large paging needs to be set.

The paging values can then be added to the `ecx.ini` file and the file submitted to `ECXpert`.

```
[translate]
#page_count=16
#page_size=32000
```

3. Edit the `Translate` section as follows:

- Remove the '#' character from the beginning of each line.
- Set the `page_count` and `page_size` values to a larger setting, if necessary.

You must stop and restart the `ECXpert Dispatcher` server for these changes to take effect.

Related Information Refer to the “Running a Map” section (pages 313-314) of the *Mercator 1.4.1(9) Map Editor Reference Guide* for more information on the allowable ranges.

See also *Mercator Error 18* ([page 547](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9919—`PM_NOOPTIONS`: The `MAPOPTIONS` structure was not completed for a map execution

Severity 20  Warning

Component mercator

Related Information See also *Mercator Error 19* ([page 547](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9920—`PM_REOPENFAIL`: A source or destination card could not be re-opened

Severity 20  Warning

Component mercator

Related Information See also *Mercator Error 20* ([page 548](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9921—`PM_INPUTNOTCONSUMED`: Extra data was found after the valid data - non fatal

Severity 20  Warning

Component mercator

Related Information See also *Mercator Error 21* ([page 548](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9922—PM_PAGESIZETOOSMALL: The page size specified in MAPOPTIONS is too small. Contact Netscape.

Severity 20  Warning

Component mercator

Related Information See also Mercator Error 22 ([page 548](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9923—PM_CANTREUSEWORKFILE: Page size requested is different or map is different

Severity 20  Warning

Component mercator

Related Information See also Mercator Error 23 ([page 548](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9924—PM_DATABASEERROR: The close routine reported MERC_FILE_ERROR

Severity 20  Warning

Component mercator

Related Information See also Mercator Error 24 ([page 548](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9925—PM_FILEATTRIBUTEERROR: The write routine reported MERC_FILE_ERROR

Severity 20  Warning

Component mercator

Related Information See also Mercator Error 25 ([page 548](#)), and the *Mercator Map Editor Reference Guide*.

Error# 9926—Output type in error.

Severity 20  Warning

Component mercator

Error# 9927—Output type contains errors.

Severity 20  Warning

Component mercator

Error# 9928—Input type contains errors.

Severity 20  Warning

Component mercator

Error# 9929—Output valid but unknown data found.

Severity 20  Warning

Component mercator

Error# 9930—An unknown Mercator error has occurred

Severity 20  Warning

Component mercator

Message Summary This number is beyond the normal range of error codes produced by the Mercator mapper.

Actions Contact your Netscape representative for information on getting help from TSI, the maker of Mercator.

Related Information See also Mercator Error 30 ([page 549](#)), and the *Mercator Map Editor Reference Guide*.

Error# 11501—Oracle Apps Integration map was executed successfully!

Severity 10  Informational

Component legacy-Oracle-Apps

Error# 11502—Error:Oracle Apps Integration map execution failed.

Severity 30  Fatal

Component legacy-Oracle-Apps

Error# 11503—Oracle Apps. related processing is complete.

Severity 10  Informational

Component legacy-Oracle-Apps

Error# 11504—Error:While invoking the Mercator. Could not allocate memory for EITPARAM.

Severity 30  Fatal

Component legacy-Oracle-Apps

Error# 11505—Error:Did not receive tag <SE>sender</SE>; fatal.

Severity 30  Fatal

Component legacy-Oracle-Apps

Error# 11506—Error:Did not receive tag <RE>receiver</RE>; fatal.

Severity 30  Fatal

Component legacy-Oracle-Apps

Error# 11507—Error:Did not receive tag <FN>FileName</FN>; fatal.

Severity 30  Fatal

Component legacy-Oracle-Apps

Error# 11508—Error:Did not receive tag <MN>Map Name</MN>; fatal.

Severity 30  Fatal

Component legacy-Oracle-Apps

Error# 11509—Error:Did not receive tag <DN>Database Name</DN>; fatal.

Severity 30  Fatal

Component legacy-Oracle-Apps

Error# 11510—Error:Did not receive tag <UN>User Name</UN>; fatal.

Severity 30  Fatal

Component legacy-Oracle-Apps

Error# 11511—Error:Did not receive tag <PW>Password</PW>; fatal.

Severity 30  Fatal

Component legacy-Oracle-Apps

Error# 11512—Error:Did not receive tag <LD>Directory</LD>; fatal.

Severity 30  Fatal

Component legacy-Oracle-Apps

Error# 11513—Error:Mercator Oracle adapter (UNIX: libdboracle.so, NT: Dbora32.dll) is not available;

Severity 30  Fatal

Component legacy-Oracle-Apps

Error# 11601—SAP Integration map was executed successfully

Severity 10  Informational

Component legacy--SAP

Error# 11602—Error:SAP Integration was execution failed.

Severity 30  Fatal

Component legacy--SAP

Error# 11603—Error:Did not receive tag <T1>Tracking Id</TI>; fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11604—Error:The value received with tag TI did not work with atoi(), Fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11605—Error: Did not receive tag <SE>Sender</SE>; fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11606—Error: Did not receive tag <RE>receiver</RE>; fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11607—Error: Did not receive tag <FN>File Name</FN>; fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11608—Error: Did not receive tag <MN>Map Name</MN>; fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11609—Error: Did not receive tag <CN>Client number</CN>; fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11610—Error: Did not receive tag <CN>Client Number</CN>; fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11611—Error: Did not receive tag <UI>User Id</UI>; fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11612—Error: Did not receive tag <PW>Password</PW>; fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11613—Error: Did not receive tag <LD>Directory</LD>; fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11614—Error: Could not allocate memory in RunMercMap function; fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11615—Error: problem in reading idoc_output_file entry under SAP section in ecx.ini fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11616—Error: startALEsend returned an invalid RFC. Check the SAP connectivity; Possible problems with the RFC-key in saprfc.ini; verify the correctness of Client Number, User ID and password. Also, check SAP trace file (ECX_HOME/cgi-bin/dev_rfc); fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11617—Error: sendIDoc function failed; fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11618—sendIDoc Queued.

Severity 10  Informational

Component legacy--SAP

Error# 11619—IDOC sent successfully.

Severity 10  Informational

Component legacy--SAP

Error# 11620—Error: outbound_idoc_dir entry under SAP section in ecx.ini may not be present.

Severity 30  Fatal

Component legacy--SAP

Error# 11621—RFCServer entry problem.

Severity 30  Fatal

Component legacy--SAP

Error# 11622—Invalid IDOC working directory.

Severity 30  Fatal

Component legacy--SAP

Error# 11623—Error: Invalid working directory.

Severity 30  Fatal

Component legacy--SAP

Error# 11624—Error: ALE Receive error.

Severity 30  Fatal

Component legacy--SAP

Error# 11625—Error: Could not spawn the thread; fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11626—Error: Call back copy file error; Fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11627—Error: Could not copy the outbound IDOC file; Fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11628—Error: Problem with entry outbound_idoc_dir entry under section legacy-sap in ecx.ini; Fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11629—Error: Problem with rfc_server_section entry under legacy-sap section in ecx.ini; Fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11630—Error: Problem with outbound_idoc_workingdir entry under legacy-sap section in ecx.ini.

Severity 30  Fatal

Component legacy--SAP

Error# 11631—Error: The directory given for outbound_idoc_workingdir under legacy-sap section in ecx.ini is invalid.

Severity 30  Fatal

Component legacy--SAP

Error# 11632—Error: Could not connect to SAP; startALercv function returns null handle; Check the saprfctrace file.

Severity 30  Fatal

Component legacy--SAP

Error# 11633—Error: Could not create thread.

Severity 30  Fatal

Component legacy--SAP

Error# 11634—Error: Could not dispatch the thread.

Severity 30  Fatal

Component legacy--SAP

Error# 11635—Error: Problem with ale_server_auto_start entry in legacy-sap section of ecx.ini.

Severity 30  Fatal

Component legacy--SAP

Error# 11636—SAP related legacy processing is complete.

Severity 10  Informational

Component legacy--SAP

Error# 11637—Error: RFC transaction is complete, but the callback function failed when it tried to copy the file from working directory to destination directory. Check the access permissions on destination directory.

Severity 30  Fatal

Component legacy--SAP

Error# 11638—Error: ale_idoc_submit_mode entry in the ecx.ini may not be defined. Check ecx.ini for the existence of this entry under legacy-sap section.

Severity 30  Fatal

Component legacy--SAP

Error# 11639—Error: Problem with idoc_outbound_dir entry in ecx.ini under legacy-sap section. Check for the existence of the entry and/or for the spelling.

Severity 30  Fatal

Component legacy--SAP

Error# 11640—Error: Problem with idoc_sender entry in ecx.ini under legacy-sap section. Check for the existence or validity of the entry.

Severity 30  Fatal

Component legacy--SAP

Error# 11641—Error: Problem with idoc_receiver entry in ecx.ini under legacy-sap section. Check for the existence or validity of the entry.

Severity 30  Fatal

Component legacy--SAP

Error# 11642—Error: Problem with idoc_doctype entry in ecx.ini under legacy-sap section. Check for the existence of the entry or validity of the entry

Severity 30  Fatal

Component legacy--SAP

Error# 11643—Error: Could not rename the temporary file in the working directory to a filename appended with the tracking ID.

Severity 30  Fatal

Component legacy--SAP

Error# 11644—Error: Could not resubmit the incoming idoc to ECX.

Severity 30  Fatal

Component legacy--SAP

Error# 11645—Error: Could not create submission object.

Severity 30  Fatal

Component legacy--SAP

Error# 11646—Successfully submitted the incoming idoc from SAP.

Severity 10  Informational

Component legacy--SAP

Error# 11647—Error: Not able to open a file in the working directory with write permissions; fatal.

Severity 30  Fatal

Component legacy--SAP

Error# 11703—MQSeries operation completed successfully.

Severity 10  Informational

Component legacy-MQSeries

Error# 11704—Error: Did not receive tag <SE>sender</SE>; fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11705—Error: Did not receive tag <RE>receiver</RE>; fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11706—Error: Did not receive tag <FN>FileName</FN>; fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11707—Error: Did not receive tag <QN>Queue Name</QN>; fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11708—Error: Did not receive tag <QM>Queue Manager Name</QM>; fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11709—Error: Did not receive tag <LD>Directory</LD>; fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11710—Error: Definition of MQSERVER or (MQCHLLIB and MQCHLTAB) in ecx.ini file may be invalid or Queue Manager may be down.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11711—Error: Invalid Queue Manager Name specified.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11712—Error: Invalid Queue Name specified.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11713—Error: Message Put failed.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11714—Error: Message Get failed.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11715—Error: File IO Error.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11716—Error: Message is not in a string format.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11717—Error: MQSERVER entry or both MQCHLLIB and MQCHLTAB are missing from ecx.ini file under legacy-mq-series section.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11718—Error: Did not receive tag <OP>Legacy Operation</OP>; fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11719—Error: Did not receive tag <MH>Message Header filename</MH>;fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11720—Error: Did not receive tag <ID>Inbound Directory</ID>; fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11721—Error: Attempt to submit received message from the queue failedl fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11722—Error: Invalid submit mode. It has to be either ecx or directory. Verify mqseries_submit_mode entry in ecx.ini; fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11723—Error: Sender error, Verify mqseries_sender entry in ecx.ini; fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11724—Error: Receiver error. Verify mqseries_receiver entry in ecx.ini; fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11725—Error: Doc Type error. Verify mqseries_doctype entry in ecx.ini; fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11726—Error: dead_letter_1_flat entry in ecx.ini is not present.; fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11727—Error: header_separator entry in ecx.ini is not present; fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11728—Error: Did not receive tag <SE>Sender</SE> from the Scheduler UI; fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11729—Error: Did not receive tag <RE>Receiver</RE> from the Scheduler UI; fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11730—Error: Did not receive tag <DT>Document Type</DT> from the Scheduler UI; fatal.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11731—Warning: Queue contains less messages than requested; Request Count, Queue Count.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11732—Error: Invalid data entered in Scheduler for Message Count:

Severity 30  Fatal

Component legacy-MQSeries

Error# 11733—Error: Unable to open Message Header File:

Severity 30  Fatal

Component legacy-MQSeries

Error# 11800—Error: MQSeries API call failed.

Severity 30  Fatal

Component legacy-MQSeries

Error# 11901—Legacy Server has received the packet.

Severity 10  Informational

Component legacy-MQSeries

Error# 11902—Error: Legacy Server has Encountered an unexpected error

Severity 30  Fatal

Component legacy-generic

Error# 11903—Error: Legacy Server has received an invalid packer

Severity 30  Fatal

Component legacy-generic

Error# 11905—Error: Legacy Server initialization failed

Severity 30  Fatal

Component legacy-generic

Error# 11906—Error: Legacy Server operation process failed

Severity 30  Fatal

Component legacy-generic

Error# 11907—Error: Legacy Server operation query failed

Severity 30  Fatal

Component legacy-generic

Error# 11908—Error: Could not create Command Object; may be out of memory.

Severity 30  Fatal

Component legacy-generic

Error# 11909—Error: Could not create Submission object; may be out of memory.

Severity 30  Fatal

Component legacy-generic

Error# 11910—Error: Submission of the incoming IDOC document failed. Check the ecx.ini file for the correctness of Sender, Receiver and DocType values.

Severity 30  Fatal

Component legacy-generic

Error# 11911—Error: The returned command string from the submission is NULL.

Severity 30  Fatal

Component legacy-generic

Error# 11912—Error: Could not parse the returned command string. Reason unknown.

Severity 30  Fatal

Component legacy-generic

Error# 11913—Error: Submission return code is not zero. Submission Failed.

Severity 30  Fatal

Component legacy-generic

Error# 11914—Error: Could not extract tracking ID. Reason Unknown.

Severity 30  Fatal

Component legacy-generic

Error# 11915—Error: wrong number of arguments to legacyroled executable
Usage: legacyroled <config-file> <legacy-section>

Severity 30  Fatal

Component legacy-generic

Error# 11916—Error: Failed in creating aleserver class. May be low on memory.

Severity 30  Fatal

Component legacy-generic

Error# 11917—Error: Could not create aleserver thread.

Severity 30  Fatal

Component legacy-generic

Error# 11918—Error: There is no ale_server_auto_start entry in the ecx.ini ; verify the file.

Severity 30  Fatal

Component legacy-generic

Error# 11919—Error: Legacy Server factory class failed for unknown reasons. Check the other errors in this invocation.

Severity 30  Fatal

Component legacy-generic

Error# 11920—Error: ale server configuration setup failed. Check the validity of all the entries of legacy-sap in ecx.ini

Severity 30  Fatal

Component legacy-generic

Error# 11921—Error: Legacy Server failed to initialize Mercator Platform API initialization

Severity 30  Fatal

Component legacy-generic

Error# 12001—Set SSL private key failed

Severity 20  Warning

Component http_ssl

Error# 12002—Could not get the host name or its IP address

Severity 20  Warning

Component http_ssl

Error# 12003—Could not connect to HTTPS server

Severity 20  Warning

Component http_ssl

Error# 12004—The reply status code after SSL POST indicated failure

Severity 20  Warning

Component http_ssl

Error# 12005—The cgi program failed to submit document to ECXpert

Severity 20  Warning

Component http_ssl
Error# 12100—SSL memory error
Severity 20▼Warning

Component http_ssl
Error# 12101—SSL unsupported error
Severity 20▼Warning

Component http_ssl
Error# 12102—SSL overflow error
Severity 20▼Warning

Component http_ssl
Error# 12103—SSL unknown error
Severity 20▼Warning

Component http_ssl
Error# 12104—SSL protocol error
Severity 20▼Warning

Component http_ssl
Error# 12105—SSL negotiation error
Severity 20▼Warning

Component http_ssl
Error# 12106—SSL fatal alert
Severity 20▼Warning

Component http_ssl
Error# 12107—SSL would block IO error
Severity 20▼Warning

Component http_ssl

Error# 12108—SSL IO error

Severity 20▼Warning

Component http_ssl

Error# 12109—SSL session not found error

Severity 20▼Warning

Component http_ssl

Error# 12110—SSL connection closed gracefully error

Severity 20▼Warning

Component http_ssl

Error# 12111—SSL connection closed error

Severity 20▼Warning

Component http_ssl

Error# 12112—ASN bad encoding error

Severity 20▼Warning

Component http_ssl

Error# 12113—ASN integer too big error

Severity 20▼Warning

Component http_ssl

Error# 12114—X509 cert chain invalid error

Severity 20▼Warning

Component http_ssl

Error# 12115—X509 cert expired error

Severity 20▼Warning

Component http_ssl

Error# 12116—X509 name not equal error

Severity 20  Warning

Component http_ssl

Error# 12117—X509 cert chain incomplete error

Severity 20  Warning

Component http_ssl

Error# 12118—X509 data not found error

Severity 20  Warning

Component http_ssl

Error# 12119—SSL bad parameter error

Severity 20  Warning

Component http_ssl

Error# 12120—SSL IO closed override goodbye kiss error

Severity 20  Warning

Component http_ssl

Error# 13001—Splitting.

Severity 10  Informational

Component Split

Error# 13002—Splitting done.

Severity 10  Informational

Component Split

Error# 13003—For SENDER=%s, RECEIVER=%s, DOCTYPE=%s, Tracking ID is %d

Severity 10  Informational

Component Split

Error# 13004—No interchanges or documents found for this tracking id.

Severity 20  Warning

Component Split

Error# 13005—Error %d creating ECXInterchangeSplitCfg object during initialization.

Severity 30  Fatal

Component Split

Error# 13006—Error %d creating NSProcess object.

Severity 30  Fatal

Component Split

Error# 13007—Error %d creating NSSemaphore object.

Severity 30  Fatal

Component Split

Error# 13008—Error %d creating NSDoublyLinkedList.

Severity 30  Fatal

Component Split

Error# 13009—Error %d creating BDGdbmgr object.

Severity 30  Fatal

Component Split

Error# 13010—Error %d creating BDGInterchange object.

Severity 30  Fatal

Component Split

Error# 13011—Error %d creating BDGDocument object.

Severity 30  Fatal

Component Split

Error# 13012—Error %d creating NSPktIter object.

Severity 30  Fatal

Component Split

Error# 13013—Error %d creating a NSnvpair object.

Severity 30  Fatal

Component Split

Error# 13014—Error %d creating ECXISListNode object.

Severity 30  Fatal

Component Split

Error# 13015—Error %d creating ECXISplitService object.

Severity 30  Fatal

Component Split

Error# 13016—Error %d creating a BDGMBAddressesDom object.

Severity 30  Fatal

Component Split

Error# 13020—Error %d initializing NSSemaphore object.

Severity 30  Fatal

Component Split

Error# 13021—Error %d creating ECXInterchangeSplitCfg object during initialization.

Severity 30  Fatal

Component Split

Error# 13022—Error %d getting list of interchanges for this tracking id.

Severity 30  Fatal

Component Split

Error# 13023—Error %d getting list of documents for this tracking id.

Severity 30  Fatal

Component Split

Error# 13024—Error %d locking mutex.

Severity 30  Fatal

Component Split

Error# 13025—Error %d retrieving protocol string from packet.

Severity 30  Fatal

Component Split

Error# 13026—Error %d retrieving tracking ID from packet.

Severity 30  Fatal

Component Split

Error# 13027—Error %d adding ECXISListNode object to linked list.

Severity 30  Fatal

Component Split

Error# 13028—Error %d spawning new thread.

Severity 30  Fatal

Component Split

Error# 13029—Error %d generating unique filename.

Severity 30  Fatal

Component Split

Error# 13030—Error %d opening original input file.

Severity 30  Fatal

Component Split

Error# 13031—Error %d opening temporary output file.

Severity 30  Fatal

Component Split

Error# 13032—Error %d performing file I/O on input file.

Severity 30  Fatal

Component Split

Error# 13033—Error %d performing file I/O on output file.

Severity 30  Fatal

Component Split

Error# 13034—Error %d retrieving member name.

Severity 30  Fatal

Component Split

Error# 13035—One of sender member name or receiver member name empty.

Severity 30  Fatal

Component Split

Error# 13036—Error %d setting BDGCmd members.

Severity 30  Fatal

Component Split

Error# 13037—Submission failed with error %d.

Severity 30  Fatal

Component Split

Error# 13038—Error %d getting response packet from submission.

Severity 30  Fatal

Component Split

Error# 13039—Error %d parsing response packet from submission.

Severity 30  Fatal

Component Split

Error# 13040—Mission tracking id in response packet.

Severity 30  Fatal

Component Split

Error# 14001—Beginning bundle for %s.

Severity 10  Informational

Component Bundle

Error# 14002—Terminating bundle for %s.

Severity 10  Informational

Component Bundle

Error# 14003—Beginning bundle recovery processing for %s.

Severity 10  Informational

Component Bundle

Error# 14004—Terminating bundle recovery processing for %s.

Severity 10  Informational

Component Bundle

Error# 14005—Added multipart type %s.

Severity 10  Informational

Component Bundle

Error# 14006—Bundle generated tracking id %ld.

Severity 10  Informational

Component Bundle

Error# 14007—Added Application file %s.

Severity 10  Informational

Component Bundle

Error# 14008—Added document type %s.

Severity 10  Informational

Component Bundle

Error# 14009—Added group type %s.

Severity 10  Informational

Component Bundle

Error# 14010—Added %s interchange.

Severity 10  Informational

Component Bundle

Error# 14012—Error %d creating a BDGdbmgr object.

Severity 10  Informational

Component Bundle

Error# 14013—Error %d creating a BDGTracking object.

Severity 30  Fatal

Component Bundle

Error# 14014—Error %d creating a BDGDocument object.

Severity 30  Fatal

Component Bundle

Error# 14015—Error %d creating a NSTime object.

Severity 30  Fatal

Component Bundle

Error# 14016—Error %d creating a NSCfg object.

Severity 30  Fatal

Component Bundle

Error# 14017—Error %d creating a BundleDocument object.

Severity 30  Fatal

Component Bundle

Error# 14018—Error %d creating a MultiPartList object.

Severity 30  Fatal

Component Bundle

Error# 14019—Error %d creating a BDGPStd object.

Severity 30  Fatal

Component Bundle

Error# 14020—Error %d creating a BDGPNGroup object.

Severity 30  Fatal

Component Bundle

Error# 14021—Error %d creating a EDIDocumentDetails object.

Severity 30  Fatal

Component Bundle

Error# 14022—Error %d creating a ECXDynamicString object.

Severity 30  Fatal

Component Bundle

Error# 14023—Error %d creating a BDGMBAddressesDom object.

Severity 30  Fatal

Component Bundle

Error# 14024—Error %d creating a NSFs object.

Severity 30  Fatal

Component Bundle

Error# 14025—Error %d creating a BDGGroup object.

Severity 30  Fatal

Component Bundle

Error# 14026—Error %d creating a BDGInterchange object.

Severity 30  Fatal

Component Bundle

Error# 14027—Error %d retrieving list of documents to bundle.

Severity 30  Fatal

Component Bundle

Error# 14028—Error %d adding BundleDocument object to RB-Tree.

Severity 30  Fatal

Component Bundle

Error# 14029—Error %d retrieving TRACKING details for attachments.

Severity 30  Fatal

Component Bundle

Error# 14030—Error %d retrieving partnership information from PNSTD table.

Severity 30  Fatal

Component Bundle

Error# 14031—Error %d retrieving partnership information from PNGroup table.

Severity 30  Fatal

Component Bundle

Error# 14032—Error %d writing to file.

Severity 30  Fatal

Component Bundle

Error# 14033—Error %d reading from file.

Severity 30  Fatal

Component Bundle

Error# 14034—Error converting string to hex format.

Severity 30  Fatal

Component Bundle

Error# 14035—Error %d creating bundle file.

Severity 30  Fatal

Component Bundle

Error# 14036—Error %d deleting Tracking IDs.

Severity 30  Fatal

Component Bundle

Error# 14037—Error %d creating a new Tracking ID.

Severity 30  Fatal

Component Bundle

Error# 14038—Invalid Segment in EDI file.

Severity 30  Fatal

Component Bundle

Error# 14039—Error %d opening EDI file.

Severity 30  Fatal

Component Bundle

Error# 14040—Error %d seeking in EDI file.

Severity 30  Fatal

Component Bundle

Error# 14041—Error %d reading from EDI file.

Severity 30  Fatal

Component Bundle

Error# 14042—Error %d retrieving TRACKING details.

Severity 30  Fatal

Component Bundle

Error# 14043—Error %d copying file.

Severity 30  Fatal

Component Bundle

Error# 14044—Error %d updating bundle state.

Severity 30  Fatal

Component Bundle

Error# 14045—Error %d adding document.

Severity 30  Fatal

Component Bundle

Error# 14046—Error %d adding functional group.

Severity 30  Fatal

Component Bundle

Error# 14047—Error %d adding interchange.

Severity 30  Fatal

Component Bundle**Error#** 14048—Error %d reserving interchange control number.**Severity** 30  Fatal**Component** Bundle**Error#** 14049—Error %d reserving functional group control number.**Severity** 30  Fatal**Component** Bundle**Error#** 14050—Error %d reserving document control number.**Severity** 30  Fatal**Component** Bundle**Error#** 14051—Error 14051 creating a EDIDocumentDetails Object**Cause** This error occurs when ECXpert does not have all the information needed to construct the envelope for the output file.

This error can occur when a reverse Partnership has been created for FA or CONTRL messages to be generated, but the separator/delimiter characters have not been added to the partnership.

Action Verify that the Output EDI tab settings of the partnership or reverse partnership are correct. If you need to give the default values for separators/delimiters/terminators, use the following list.

For X12, the defaults are:

Segment Terminator -- 0D0A (That's zero-D, zero-A)
 Sub-element Delimiter -- 3E
 Element Delimiter -- 2A

For EDIFACT, the defaults are:

Segment Terminator -- 27
 Release Character -- 3F
 Sub-element Delimiter -- 3A
 Decimal Notation -- 2E
 Element Delimiter -- 2B

Related Information If you want to use non-default values for the separators/delimiters/terminators listed above, refer to [Appendix I, "ASCII Reference Table."](#)

Error# 14052—Error %d creating a BDGPartnership object.

Severity 30  Fatal

Component Bundle

Error# 14053—Error %d retrieving partnership information from Partnerships table.

Severity 30  Fatal

Component Bundle

Error# 14054—Error closing/flushing file properly.

Severity 30  Fatal

Component Bundle

Error# 15001—Beginning Parse.

Severity 10  Informational

Component Parse

Error# 15002—Beginning Parse Recovery.

Severity 10  Informational

Component Parse

Error# 15003—Parse Complete.

Severity 10  Informational

Component Parse

Error# 15004—Parse Recovery Complete.

Severity 10  Informational

Component Parse

Error# 15005—%d Interchange(s) Parsed and Recorded.

Severity 10 ● Informational

Component Parse

Error# 15006—%d Functional Group(s) Parsed and Recorded.

Severity 10 ● Informational

Component Parse

Error# 15007—%d Transaction Set(s) Parsed and Recorded.

Severity 10 ● Informational

Component Parse

Error# 15008—ISA Interchange at offset %d and status coded %d recorded.

Severity 10 ● Informational

Component Parse

Error# 15009—GS Functional Group at offset %d and status code %d recorded.

Severity 10 ● Informational

Component Parse

Error# 15010—ST Transaction Set at offset %d and status code %d recorded.

Severity 10 ● Informational

Component Parse

Error# 15011—ISA Interchange at offset %d and status recorded.

Severity 20 ▼ Warning

Component Parse

Error# 15012—GS Functional Group at offset %d and status code %d recorded.

Severity 20 ▼ Warning

Component Parse

Error# 15013—ST Transaction Set at offset %d and status code %d.

Severity 20  Warning

Component Parse

Error# 15014—Error %d creating ECXParseGlobal object during initialization.

Severity 30  Fatal

Component Parse

Error# 15015—Error %d creating NSPktIter object.

Severity 30  Fatal

Component Parse

Error# 15016—Error %d creating NSnvpair object.

Severity 30  Fatal

Component Parse

Error# 15017—Error %d creating BDGTracking object.

Severity 30  Fatal

Component Parse

Error# 15018—Error %d creating ECXParseReader object.

Severity 30  Fatal

Component Parse

Error# 15019—Error %d creating ECXPUpdater object.

Severity 30  Fatal

Component Parse

Error# 15020—Error %d creating ECXPISAParser object.

Severity 30  Fatal

Component Parse

Error# 15021—Error %d creating ECXPISAEnvelope object.

Severity 30  Fatal

Component Parse

Error# 15022—Error %d creating ECXPGSEnvelope object.

Severity 30  Fatal

Component Parse

Error# 15023—Error %d creating ECXPSTEnvelope object.

Severity 30  Fatal

Component Parse

Error# 15024—Error %d creating ECXPSEEnvelope object.

Severity 30  Fatal

Component Parse

Error# 15025—Error %d creating ECXPGEEEnvelope object.

Severity 30  Fatal

Component Parse

Error# 15026—Error %d creating ECXPPIEAEnvelope object.

Severity 30  Fatal

Component Parse

Error# 15027—Error %d creating ECXInterchange object.

Severity 30  Fatal

Component Parse

Error# 15028—Error %d creating BDGGroup object.

Severity 30  Fatal

Component Parse

Error# 15029—Error %d creating BDGDocument object.

Severity 30  Fatal

Component Parse

Error# 15030—Initialization error.

Severity 30  Fatal

Component Parse

Error# 15031—Error %d establishing database connection.

Severity 30  Fatal

Component Parse

Error# 15032—Null data packet received.

Severity 30  Fatal

Component Parse

Error# 15033—Wrong packet ID.

Severity 30  Fatal

Component Parse

Error# 15034—Error %d retrieving protocol string from packet.

Severity 30  Fatal

Component Parse

Error# 15035—Error %d retrieving tracking ID from packet.

Severity 30  Fatal

Component Parse

Error# 15036—Error %d retrieving seed record from TRACKING table.

Severity 30  Fatal

Component Parse

Error# 15037—Error %d updating state in TRACKING table.

Severity 30  Fatal

Component Parse

Error# 15038—Error %d deleting seed record from TRKDOC.

Severity 30  Fatal

Component Parse

Error# 15039—Error %d reading from input data file.

Severity 30  Fatal

Component Parse

Error# 15040—Error %d creating ECXPsegment (or derived) object.

Severity 30  Fatal

Component Parse

Error# 15041—Error %d creating NSProcess object.

Severity 30  Fatal

Component Parse

Error# 15042—Initialization error.

Severity 30  Fatal

Component Parse

Causes. The *parser.res* file has been changed in a way that has made it unusable.

Actions. Go to the *\$NSHOME/NS-apps/ECXpert/maps* directory and revert to the original *parser.res* file saved before the file was modified. If *parser.res* was not saved before it was modified and you do not know which changes to back out, it may be necessary to reinstall ECXpert.

One example of an error in *parser.res* that could cause the file to be unusable follows. In this example, the line below was added to *parser.res* but the double-quote should be a single-quote:

VALID = '*'

Actually, this error could occur for many different reasons, the most likely of which is the cause listed above, the specification of an incorrect character.

However, if that is not the cause, go to **Activity Tracking | Event Log** and look up the first tracking ID since the most recent start up of ECXpert. The Tracking ID should have a more specific and helpful error than subsequent Tracking IDs.

For example, in the above case the *parser.res* file was modified and ECXpert restarted. Two files were then submitted. Below, are the event logs for those files.

The first Tracking ID. (Trk3268):

```

TRK Owner  Pl  Sv Message
-----
3268 tcpip  1  10 Registered file - /tmp/sample.txt.
3268 dispa  1  10 Executing Service list - Inbound.
3268 dispa  1  10 Executing Parse service.
3268 Parse  1  10 Beginning Parse.
3268 Parse  1  30 Restrictions file line no 35: Error 15049
retrieving token.
3268 Parse  1  30 Error 15048 creating ECXParseGlobal object during
initialization.
3268 Parse  1  10 Parse Complete.
3268 dispa  1  30 Error: Execution of the service failed.

```

The second Tracking ID (Trk3269)

```

TRK Owner  Pl  Sv Message
-----
3269 tcpip  1  10 Registered file - /tmp/sample.txt.
3269 dispa  1  10 Executing Service list - Inbound.
3269 dispa  1  10 Executing Parse service.
3269 Parse  1  10 Beginning Parse.
3269 Parse  1  30 Initialization error.
3269 Parse  1  10 Parse Complete.
3269 dispa  1  30 Error: Execution of the service failed.

```

Note that the error in the first Tracking ID (Trk3268) indicates that the restrictions file, *parser.res* is broken and even specifies which line in the file is broken—line 35.

Related Information. The following ECXpert error messages are closely related to this one:

- **15048**—Restrictions file line no %d: Error %d retrieving token. on page 489.
- **15049**—Unexpected character type. on page 489.

Error# 15043—Error %d creating envelope to linked list.

Severity 30  Fatal

Component Parse

Error# 15044—Error %d adding ECXPEvelope object to FIFO Queue.

Severity 30  Fatal

Component Parse

Error# 15045—Error %d adding interchange to database.

Severity 30  Fatal

Component Parse

Error# 15046—Error %d adding functional group to database.

Severity 30  Fatal

Component Parse

Error# 15047—Error %d adding transaction set to database.

Severity 30  Fatal

Component Parse

Error# 15048—Restrictions file line no %d: Error %d retrieving token.

Severity 30  Fatal

Component Parse

Related Information. See [15042—Initialization error](#), on [page 487](#) for an explanation of how this error gets triggered and how to track down the solution.

Error 15049 is closely related.

Error# 15049—Unexpected character type.

Severity 30  Fatal

Component Parse

Related Information. See [15042—Initialization error](#), on [page 487](#) for an explanation of how this error gets triggered and how to track down the solution.

Error 15048 above is closely related.

Error# 15050—Unknown word

Severity 30  Fatal

Component Parse

Error# 15051—Error %d inserting node into standards tree.

Severity 30  Fatal

Component Parse

Error# 15052—Error %d inserting node into elements tree.

Severity 30  Fatal

Component Parse

Error# 15053—Error %d adding to list of valid/invalid tokens.

Severity 30  Fatal

Component Parse

Error# 15054—Null data packet received.

Severity 30  Fatal

Component Parse

Error# 15055—Wrong packet ID.

Severity 30  Fatal

Component Parse

Error# 15056—Error %d retrieving protocol string from packet.

Severity 30  Fatal

Component Parse

Error# 15057—Error %d retrieving tracking ID from packet.

Severity 30  Fatal

Component Parse

Error# 15058—Error %d updating state in TRACKING table.

Severity 30  Fatal

Component Parse

Error# 15059—Error retrieving seed record from TRACKING table.

Severity 30  Fatal

Component Parse

Error# 15060—Error %d deleting seed record from TRKDOC.

Severity 30  Fatal

Component Parse

Error# 15061—Error %d spawning updater thread.

Severity 30  Fatal

Component Parse

Error# 15062—Element too long.

Severity 30  Fatal

Component Parse

Error# 15063—Error %d reading from input data file.

Severity 30  Fatal

Component Parse

Error# 15064—Error %d tokenizing segment.

Severity 30  Fatal

Component Parse

Error# 15065—Error %d adding segment to linked list.

Severity 30  Fatal

Component Parse

Error# 15066—Error %d adding ECXPEDIGrouping object to FIFO Queue.

Severity 30  Fatal

Component Parse

Error# 15067—Error %d adding Interchange to database.

Severity 30  Fatal

Component Parse

Error# 15068—Error %d adding Functional Group to database.

Severity 30  Fatal

Component Parse

Error# 15069—Error %d adding Document to database.

Severity 30  Fatal

Component Parse

Error# 15070—Error %d adding Document Card to database.

Severity 30  Fatal

Component. Parse

Error# 15071—Error %d retrieving interchange.

Severity 30  Fatal

Component Parse

Error# 15072—Error %d getting list of documents.

Severity 30  Fatal

Component Parse

Error# 15073—Invalid EDI element.

Severity 30  Fatal

Component Parse

Error# 15074—Invalid EDI segment.

Severity 30  Fatal

Component Parse

Error# 15075—Cannot insert ECXPEDIElement object into list.

Severity 30  Fatal

Component Parse

Error# 15076—Nil FIFO Queue.

Severity 30  Fatal

Component Parse

Error# 15077—Fatal errors encountered during database update.

Severity 30  Fatal

Component Parse

Error# 15078—Nothing done!

Severity 30  Fatal

Component Parse

Error# 15079—Error opening source file.

Severity 30  Fatal

Component Parse

Error# 15080—Error loading source file into memory.

Severity 30  Fatal

Component Parse

Error# 15081—Size of source file is 0.

Severity 30  Fatal

Component Parse

Error# 15082—ECX XML parser could not be created.

Severity 30  Fatal

Component Parser

Causes The ECXpert system is probably low on resources.

Actions Close any unwanted applications and verify that there is enough memory to run ECXpert.

Error# 15083—SAX parser could not be created.

Severity 30  Fatal

Component Parser

Causes The ECXpert system is probably low on resources.

Actions Close any unwanted applications and verify that there is enough memory to run ECXpert.

Error# 15084—Error parsing the XML object.

Severity 30  Fatal

Component Parser

Causes 1. The submitted XML document is not a “valid” XML document. 2. The submitted XML document has undefined entity references.

Actions 1. Make sure that the submitted document conforms to the XML 1.0 specifications and is a "valid" XML document. 2. If the document has any entity references, confirm that they are defined in the DTD for the document and that the DTD is accessible

Error# 15085—Style sheet not found.

Severity 30  Fatal

Component Parser

Causes 1. If the submitted XML document contains a processing instruction (PI) of the form:

```
<? ecx-styleSheet href="<name_of_style_sheet>" type="text/xml" ?>
```

the XML parser looks for the stylesheet (specified by `<name_of_style_sheet>`), in the stylesheet directory. If the stylesheet is not found in the stylesheet directory, then the above error is logged.

2. If the submitted XML document has a DOCTYPE declaration and references a DTD, and a stylesheet is not specified using the stylesheet PI mentioned above, the XML parser looks for a mapping from the DTD name to a stylesheet name in the `ecxstylesheets.xml` file. If one is found then it looks for the stylesheet in the stylesheet directory, if the stylesheet is not found then error 15085 is logged to the ECX event log.

3. If a stylesheet is not found using the above two methods then a user defined plugin is invoked with the parameters specified in the `ecxstylesheets.xml` file. (give a reference to the API for the user defined plugin). If a stylesheet cannot be found by invoking the user defined plugin or no plugin is configured in the `ecxstylesheets.xml` file, this error is generated.

4. The stylesheet is there in the stylesheet directory, but ECX is not configured to locate it properly

Actions 1,2: Make sure that the styleheet file exists in the stylesheet directory and the stylesheet directory is specified correctly in the `ecxstylesheets.xml` configuration file. This is done by specifying the absolute path to the stylesheet directory as a value for the `<stylesheetbase>` element in `ecxstylesheets.xml`.

3: If a user defined plugin is to be invoked, confirm that parameters are specified correctly in the `ecxstylesheets.xml` file.

4. Confirm that in the `EcxStylesheet` section (in the `ecx.ini` file), the `xmlinifile` parameter has the absolute path to the `ecxstylesheets.xml` file.

Error# 15086—Stylesheet base directory not found.

Severity 30  Fatal

Component Parser

Causes The XML parser did not find the base directory where the styleheets are stored.

Actions Confirm that the stylesheet directory is specified correctly in the `ecxstylesheets.xml` configuration file. This is done by specifying the absolute path to the stylesheet directory as a value for the `<stylesheetbase>` element in `ecxstylesheets.xml`. Check for any typographical errors in the stylesheet base path.

Error# 15087—Sender ID not found in XML document.

Severity 30  Fatal

Component Parser

Causes 1. The `senderid` is missing in the document. 2. The stylesheet is erroneous and processing the XML document with the stylesheet does not extract the sender id. Refer to Appendix B, “Constructing and Referencing A Stylesheet for an XML Document” of the *iPlanet ECXpert Administrator’s Guide* for a description of what goes in to the stylesheet.

Actions 1. Verify that the `senderid` is present in the incoming document.
2. The `xs1` rules in the stylesheet extract the `senderid` from the document and output it correctly for the XML parser.

Error# 15088—Receiver ID not found in XML document.

Severity 30  Fatal

Component Parser

Causes 1. The `receiverid` is missing in the document.
2. The stylesheet is erroneous and processing the XML document with the stylesheet does not extract the receiver id. Refer to Appendix B, “Constructing and Referencing A Stylesheet for an XML Document” of the *iPlanet ECXpert Administrator’s Guide* for a description of what goes in to the stylesheet.

Actions 1. Verify that the `receiverid` is present in the incoming document.
2. The `xs1` rules in the stylesheet extract the `receiverid` from the document and output it correctly for the XML parser.

Error# 15089—Document type not found in XML document.

Severity 30  Fatal

Component Parser

Causes 1. The document type is missing in the document.
2. The stylesheet is erroneous and processing the XML document with the stylesheet does not extract the document type. Refer to Appendix B, “Constructing and Referencing A Stylesheet for an XML Document” of the *iPlanet ECXpert Administrator’s Guide* for a description of what goes in to the stylesheet.

Actions 1. Verify that the `document type` is present in the incoming document.

2. The `xs1` rules in the stylesheet extract the `document type` from the document and output it correctly for the XML parser.

Error# 15090—Error reading stylesheets info file.

Severity 30  Fatal

Component Parser

Causes 1. The `ecxstylesheets.xml` file itself is an XML document and hence it must conform to the XML 1.0 specification.

2. The file is missing.

3. The `EcXStylesheet` section in the `ecx.ini` file is configured incorrectly.

Actions 1. Make sure the `ecxstylesheets.xml` file conforms to the XML 1.0 specifications and is a "valid" XML document.

2. Check whether the file exists in the config directory of your installation

3. Confirm that in the `EcXStylesheet` section (in the `ecx.ini` file), the `xmllinifile` parameter has the absolute path to the `ecxstylesheets.xml` file.

Error# 15301—Beginning Translate.

Severity 10  Informational

Component Translate

Error# 15302—Beginning Translate Recovery.

Severity 10  Informational

Component Translate

Error# 15303—Translate Complete.

Severity 10  Informational

Component Translate

Error# 15304—Translate Recovery Complete.

Severity 10  Informational

Component Translate

Error# 15305—Document %s: translated successfully.

Severity 10  Informational

Component Translate

Error# 15306—Document %s: skipped because of parse errors.

Severity 20  Warning

Component Translate

Error# 15307—Document %s: no map name found in document record.

Severity 20  Warning

Component Translate

Error# 15308—Document %s: map not found on disk.

Severity 20  Warning

Component Translate

Error# 15309—Could not retrieve card details from map.

Severity 20  Warning

Component Translate

Error# 15310—Input card %d, file "%s" not found.

Severity 20  Warning

Component Translate

Error# 15311—Document %s: translated successfully with error %d (%s).

Severity 20  Warning

Component Translate

Error# 15312—Document %s: failed translation with error %d (%s).

Severity 20  Warning

Component Translate

Error# 15313—Card %d had no output. File "%s" removed.

Severity 20  Warning

Component Translate

Error# 15314—Document %s: resetting translation state to failed.

Severity 20  Warning

Component Translate

Error# 15315—Error %d creating NSPktlter object.

Severity 30  Fatal

Component Translate

Error# 15316—Error %d creating NSnvpair object.

Severity 30  Fatal

Component Translate

Error# 15317—Error %d creating ECXTGlobal object during initialization.

Severity 30  Fatal

Component Translate

Error# 15318—Error %d creating BDGTracking object.

Severity 30  Fatal

Component Translate

Error# 15319—Error %d creating BDGInterchange object.

Severity 30  Fatal

Component Translate

Error# 15320—Error %d creating BDGGroup object.

Severity 30  Fatal

Component Translate

Error# 15321—Error %d creating BDGDocument object.

Severity 30  Fatal

Component Translate

Error# 15322—Error %d creating BDGDocumentCard object.

Severity 30  Fatal

Component Translate

Error# 15323—Error %d creating NSDoublyLinkedList object.

Severity 30  Fatal

Component Translate

Error# 15324—Error %d creating ECXTDocumentNode object.

Severity 30  Fatal

Component Translate

Error# 15325—Error %d creating BDGPView object.

Severity 30  Fatal

Component Translate

Error# 15326—Error %d creating ECXDynamicString object.

Severity 30  Fatal

Component Translate

Error# 15327—Error %d creating ECXTSegmentIDList object.

Severity 30  Fatal

Component Translate

Error# 15328—Error %d creating BDGSegment object.

Severity 30  Fatal

Component Translate

Error# 15329—Null data packet received.

Severity 30  Fatal

Component Translate

Error# 15330—Wrong packet ID.

Severity 30  Fatal

Component Translate

Error# 15331—Error %d retrieving protocol string from packet.

Severity 30  Fatal

Component Translate

Error# 15332—Error %d retrieving tracking ID from packet.

Severity 30  Fatal

Component Translate

Error# 15333—Error %d updating state in TRACKING table.

Severity 30  Fatal

Component Translate

Error# 15334—Error initializing Mercator API.

Severity 30  Fatal

Component Translate

Error# 15335—Invalid directory.

Severity 30  Fatal

Component Translate

Error# 15336—No TRANSLATE_INPUT_DIR definition in ecx.ini.

Severity 30  Fatal

Component Translate

Error# 15337—No TRANSLATE_OUTPUT_DIR definition in ecx.ini.

Severity 30  Fatal

Component Translate

Error# 15338—No TRANSLATE_MAP_DIR definition in ecx.ini.

Severity 30  Fatal

Component Translate

Error# 15339—No TRANSLATE_WORK_DIR definition in ecx.ini.

Severity 30  Fatal

Component Translate

Error# 15340—Initialization error.

Severity 30  Fatal

Component Translate

Error# 15341—Error %d updating document state.

Severity 30  Fatal

Component Translate

Error# 15342—Error %d locking mutex.

Severity 30  Fatal

Component Translate

Error# 15343—Error %d retrieving functional group information for document.

Severity 30  Fatal

Component Translate

Error# 15344—Error %d interchange information for document.

Severity 30  Fatal

Component Translate

Error# 15345—Error %d adding ECXTDocumentNode object to working set.

Severity 30  Fatal

Component Translate

Error# 15346—Error %d generating unique filename for delimiters card.

Severity 30  Fatal

Component Translate

Error# 15347—Error %d opening file.

Severity 30  Fatal

Component Translate

Error# 15348—Error %d seeking in file.

Severity 30  Fatal

Component Translate

Error# 15349—Error %d reading from file.

Severity 30  Fatal

Component Translate

Error# 15350—Error %d writing to file.

Severity 30  Fatal

Component Translate

Error# 15351—Error %d retrieving partnership details.

Severity 30  Fatal

Component Translate

Error# 15352—Too many partnerships (%d) retrieved.

Severity 30  Fatal

Component Translate

Error# 15353—Error %d updating document state.

Severity 30  Fatal

Component Translate

Error# 15354—Error %d adding card.

Severity 30  Fatal

Component Translate

Error# 15355—Error %d resetting segment ID list.

Severity 30  Fatal

Component Translate

Error# 15356—Segment ID is too long.

Severity 30  Fatal

Component Translate

Error# 15357—Segment terminator not found.

Severity 30  Fatal

Component Translate

Error# 15358—ECXTSegmentIDNode object construction failed.

Severity 30  Fatal

Component Translate

Error# 15359—Error %d building list of segment IDs.

Severity 30  Fatal

Component Translate

Error# 15360—Pattern not found.

Severity 30  Fatal

Component Translate

Error# 15361—Document %s: XSLT based translation failed

Severity 20  Warning

Message Summary The XSLT based translation has failed either because of an erroneous stylesheet or because of an invalid input XML document. See Dispatcher log for details.

Causes There are three possible causes for this error: The XSL stylesheet may not be syntactically correct; the input XML document may be invalid; the stylesheet may not be present in the maps folder.

Actions For the first two causes listed above, process the XML document with a commandline XSLT processor, with the same style sheet, and verify the validity of the XML document/style sheet. For the third cause, make sure that the stylesheet exists in the maps folder.

Error# 16001—Error: Could not create OFTP channel.

Severity 30  Fatal

Component ecxofftp-server

Error# 16002—Error: Could not connect to OFTP channel.

Severity 30  Fatal

Component ecxofftp-server

Error# 16003—Error: Could not open OFTP Session.

Severity 30  Fatal

Component ecxofftp-server

Error# 16008—Error: Could not accept incoming OFTP file transfer request.

Severity 30  Fatal

Component ecxofftp-server

Error# 16014—Error: Could not acknowledge OFTP file.

Severity 30  Fatal

Component ecxofftp-server

Error# 16015—Error: Could not turn session.

Severity 30  Fatal

Component excoftp-server

Error# 16016—Error: Could not initiate outgoing OFTP file transfer.

Severity 30  Fatal

Component excoftp-server

Error# 16017—Error: Could not close outgoing OFTP file transfer.

Severity 30  Fatal

Component excoftp-server

Error# 16019—Error: Authentication of remote node details failed.

Severity 30  Fatal

Component excoftp-server

Error# 16020—Remote OFTP node rejected file transfer request.

Severity 30  Fatal

Component excoftp-server

Error# 16022—Remote OFTP node accepted file transfer.

Severity 10  Informational

Component excoftp-server

Error# 16029—Acknowledged file successfully according to EERP rel details.

Severity 10  Informational

Component excoftp-server

Error# 16030—Warning: No EERP relationship specified.

Severity 20  Warning

Component excoftp-server

Error# 16031—Info: No EERP tracking info found.

Severity 10  Informational

Component exoftp-server

Error# 16032—Received an EERP for this tracking ID.

Severity 10  Informational

Component exoftp-server

Error# 16033—Received all EERP acknowledgements expected for this tracking ID.

Severity 10  Informational

Component exoftp-server

Error# 16034—Info: Returning immediate EERP - outgoing protocol not OFTP.

Severity 10  Informational

Component exoftp-server

Error# 16100—Could not instantiate eXML-Connector listener

Severity 30  Fatal

Component xmlconnector

Error# 16101—Could not open ini file

Severity 30  Fatal

Component xmlconnector

Error# 16102—Could not init eXML-Connector listener

Severity 30  Fatal

Component xmlconnector

Error# 16103—Failed to parse NSPkt

Severity 30  Fatal

Component xmlconnector

Error# 16104—Failed to extract service command

Severity 30  Fatal

Component xmlconnector

Error# 16105—Failed to allocate memory for NVpair

Severity 30  Fatal

Component xmlconnector

Error# 16106—Failed to instantiate NVpair

Severity 30  Fatal

Component xmlconnector

Error# 16107—Failed to extract OP - operation

Severity 30  Fatal

Component xmlconnector

Error# 16108—OP (operation) is not SEND

Severity 30  Fatal

Component xmlconnector

Error# 16109—Failed to extract HN - host name

Severity 30  Fatal

Component xmlconnector

Error# 16110—Failed to extract PN - port

Severity 30  Fatal

Component xmlconnector

Error# 16111—Failed to extract FN - file name

Severity 30  Fatal

Component xmlconnector

Error# 16112—Failed to extract XT - file transport

Severity 30  Fatal

Component xmlconnector

Error# 16113—Invalid ini file or section

Severity 30  Fatal

Component xmlconnector

Error# 16114—Insufficient memory to allocate string for ini file name

Severity 30  Fatal

Component xmlconnector

Error# 16115—Insufficient memory to allocate string for section name

Severity 30  Fatal

Component xmlconnector

Error# 16116—Could not open ini config file

Severity 30  Fatal

Component xmlconnector

Error# 16117—Nil NSPkt

Severity 30  Fatal

Component xmlconnector

Error# 16118—Could not connect

Severity 30  Fatal

Component xmlconnector

Error# 16119—Could not open file to read

Severity 30  Fatal

Component xmlconnector

Error# 16120—Base64 file stream encoding failed

Severity 30  Fatal

Component xmlconnector

Error# 16121—Invalid additional file

Severity 30  Fatal

Component xmlconnector

Error# 16122—Failed to send message

Severity 30  Fatal

Component xmlconnector

Error# 16123—Failed to receive message

Severity 30  Fatal

Component xmlconnector

Error# 16124—Failed to parse message

Severity 30  Fatal

Component xmlconnector

Error# 16125—Failed to get variable

Severity 30  Fatal

Component xmlconnector

Error# 16126—Variable in response indicating success

Severity 30  Fatal

Component xmlconnector

Error# 16127—Variable in response indicating failed

Severity 20  Warning

Component xmlconnector

Error# 16128—Submitted file stream from eXML-Connector

Severity 10  Informational

Component xmlconnector

Error# 16129—Submitted file name from eXML-Connector

Severity 10  Informational

Component xmlconnector

Error# 16130—Missing parameter

Severity 30  Fatal

Component xmlconnector

Error# 16131—Invalid parameter

Severity 30  Fatal

Component xmlconnector

Error# 16132—Invalid or non-readable/non-writable directory

Severity 30  Fatal

Component xmlconnector

Error# 16401—Error: Could not download to SMG spoke.

Severity 30  Fatal

Component ecxsmg-server

Error# 16402—Info: Successfully downloaded to SMG spoke.

Severity 10  Informational

Component ecxsmg-server

Error# 18601—Cannot find the ECXJMSSender java class file.

Severity 30  Fatal

Component jms send communication agent

Causes The JMS Send Communication agent cannot find the java class file ECXJMSSender.java.

Actions This class file is archived in `ecxjms.jar` in `$BDGHOME/bin/jms`. Check the following:

1. Make sure the jar file exists.
2. Make sure the `commjms-send` section of the `ecx.ini` file has the path `$BDGHOME/bin/jms/ecxjms.jar` specified in the value of the `classpath` variable.

Error# 18602—The JNI call to the `ECXJMSSender` java class file failed.

Severity 30  Fatal

Component jms send communication agent

Causes This is related to error 18601.

Actions

1. Make sure the `commjms-send` section of the `ecx.ini` file has the path `$BDGHOME/bin/jms/ecxjms.jar` specified in the value of the `classpath` variable.
2. If the above path had been correctly specified in the `ecx.ini` file, there is a problem with the JNI environment. Contact iPlanet Technical Support.

Error# 18603—JMS failed to establish a connection.

Severity 30  Fatal

Component jms send communication agent

Causes The JMS Send Communication agent could not establish a connection with the JNDI provider.

Actions

1. Check to see if the JNDI provider is functioning correctly.
2. Verify the existence of the administered objects (`QueueConnectionFactory` and `Queue`).
3. Check the properties file for the provider and the lookup names of the administered objects.

Error# 18604—JMS connector failed to send message to the message server.

Severity 30  Fatal

Component jms send communication agent

Causes The JMS Sent Communication agent could not send a message to the Queue.

Actions

1. Check to see that the JNDI provider is functioning correctly.
2. Verify the existence of the administered objects (QueueConnectionFactory and Queue).
3. Check the properties file for the provider and the lookup names of the administered objects.
4. Make sure that you are using the correct security credentials.

Error# 18605—Scheduled job - Failed to start the Queue Listener.

Severity 30  Fatal

Component jms send communication agent

Causes The JMS Queue Listener could not be started. This could be the result of a misconfiguration.

Actions

1. Check to see that the JNDI provider is functioning correctly.
2. Verify the existence of the administered objects (QueueConnectionFactory and Queue).
3. Check the properties file for the provider and the lookup names of the administered objects.
4. Make sure you are using the correct security credentials.
5. Check the log file for details.
6. Make sure only one listener is listening to the queue. If more than one listener tries to listen to the queue a resource conflict will occur.

Error# 18606—Scheduled job - Error in the Queue Listener.

Severity 30  Fatal

Component jms send communication agent

Causes The Queue Listener encountered a problem. This could be the result of a misconfiguration.

Actions

1. Check to see if the JNDI provider is functioning correctly.
2. Verify the existence of the administered objects (QueueConnectionFactory and Queue).
3. Check the properties file for the provider and the lookup names of the administered objects.
4. Make sure you are using the correct security credentials.
5. Check the log file for details.
6. Make sure only one listener is listening to the queue. If more than one listener tries to listen to the queue a resource conflict will occur.

Error# 18607—Scheduled job - Failed to stop the Queue Listener.

Severity 30  Fatal

Component jms send communication agent

Causes The JMS Send Communication agent could not stop the queue listener.

Actions Check to see if the queue listener is running.

Common Oracle Errors/Messages

This appendix documents the error messages that are generated by the Oracle database. The following topics are covered:

- [Overview](#)
- [Numeric Index](#)
- [Error/Message Listing](#)

Overview

Many errors seen in ECXpert are actually errors generated by the Oracle database. In most cases, the visible error in Activity Tracking or in a message window will be an ECXpert error, but the actual Oracle database error message is in the log file for the component that encountered the problem.

For example, the ECXpert error message, "Error 502 - Cannot connect to database," may be seen in a message window, but the log file might have the actual Oracle error message, "ORA-12203: TNS: unable to connect to destination."

Note that even if logging is turned off in ECXpert, Oracle error messages will be written to the log file for any server that encounters a problem.

Several common Oracle error messages are listed here, with action steps tailored to the Netscape ECXpert System. Please see your Oracle documentation for a complete listing of Oracle errors.

Also, you can use the Oracle utility "oerr" to look up Oracle error messages at the Solaris commandline. To use this utility, you must be logged in as a userid who has the following environment settings:

```
$ORACLE_HOME
$ORACLE_SID
$PATH = $ORACLE_HOME/bin:$PATH
$LD_LIBRARY_PATH = $ORACLE_HOME/lib:$LD_LIBRARY_PATH
```

Issue the command:

```
oerr ora #####
```

For example, if you wanted to see the error message information for Oracle error ORA-12203, you would need to give the command:

```
oerr ora 12203
```

The result would look something like this:

```
12203, 00000, "TNS:unable to connect to destination"

// *Cause: Invalid TNS address supplied or destination
// is not listening. This error can also occur because
// of underlying network transport// problems.
// *Action: Verify that the service name you entered on
// the command line was correct. Ensure that the
// listener is running at the remote node and that the
// ADDRESS parameters specified in TNSNAMES.ORA are
// correct. Finally, check that all Interchanges needed
// to make the connection are up and running.
```

Numeric Index

Table B-1 lists common Oracle error messages in order.

Table B-1 Common Oracle error messages in numeric order

Error #	Description	Page #
	ld.so.1: sqlplus: fatal: libsunmath.so.1: can't open file: errno=2	page 519
NL-00280	Error creating log stream	page 520
ORA-00600	Internal error code, arguments: [%s], [%s], [%s], [%s], [%s], [%s], [%s], [%s]	page 521
ORA-00932	inconsistent datatypes	page 521
ORA-00933	SQL command not properly ended	page 522
ORA-009352		page 533
ORA-00942	Table or view does not exist	page 523

Table B-1 Common Oracle error messages in numeric order (*Continued*)

Error #	Description	Page #
ORA-01001	invalid cursor	page 523
ORA-01017	invalid username/password	page 524
ORA-01019	Unable to allocate memory in the user side	page 524
ORA-01031	Insufficient privileges	page 525
ORA-01041	internal error. hostdef extension does not exist	page 526
ORA-01096	Program version (%s) incompatible with instance (%s)	page 527
ORA-01653	unable to extend table %s.%s by %s in tablespace %s	page 527
ORA-01658	Unable to create initial extent for segment in tablespace USERS	page 528
ORA-03113	end-of-file on communication channel	page 529
ORA-03114	not connected to ORACLE	page 529
ORA-03121	No interface driver connected - function not performed	page 530
ORA-04031	unable to allocate 33972 bytes of shared memory ("unknown object", "session heap", "kgich")	page 530
ORA-06502	PL/SQL: numeric or value error: character string buffer too small	page 531
ORA-06401	NETCMN: invalid driver designator	page 531
ORA-07429	smsgsg: shmget() failed to get segment	page 533
ORA-12154	TNS:could not resolve service name	page 533
ORA-12203	TNS:unable to connect to destination	page 536
ORA-12224	TNS:no listener	page 537
ORA-12700	Invalid NLS parameter value (%s)	page 537
ORA-12705	Invalid or unknown NLS parameter specified	page 538
ORA-35072	(no error text available)	page 538
TNS-12154	TNS:Could not resolve service name	page 539

Error/Message Listing

Error# 1—ld.so.1: sqlplus: fatal: libsunmath.so.1: can't open file: errno=2

Causes This error only occurs on Solaris, not on Windows NT.

- b. The environment variable `$LD_LIBRARY_PATH` is not set properly.
- c. The file `libsunmath.so` does not exist on the hard drive.
- d. The soft link from `libsunmath.so` to `libsunmath.so.1` has not been created.

Actions

- a. Verify that your Solaris environment variable settings are correct. `$LD_LIBRARY_PATH` should include the `$ORACLE_HOME/lib` directory and the `$NSBASE/lib` directory, plus any other directories you may need to include.
- b. The `libsunmath.so` file would be provided as part of the Oracle7 version 7.3.2.3. ECXpert requires Oracle7 version 7.3.3.5 or later. If you do not have this library on your hard drive, verify that the patch level of Oracle is correct.
- c. Verify that the soft link from `libsunmath.so` to `libsunmath.so.1` exists, or create it with the commands:

```
# cd $ORACLE_HOME/lib
# ln -s libsunmath.so libsunmath.so.1
```

Related Information See also [Appendix A, “ECXpert Error Message Reference”](#) - Error 521, which can be related to this problem.

See your Oracle documentation for more information about Oracle Database Administration tasks.

Error. NL-00280 — error creating log stream
/export/oracle7/network/log/tcp_listener.log

Causes

- a. The permissions on the log file are wrong.
- b. The directory location where the log file is to be written does not exist.

Actions

- a. Verify that the file cited in the error (in this case, `/export/oracle7/network/log/tcp_listener.log`) is not owned by root, with permissions only for that userid to modify it. This is common on a new installation of Oracle7 Workgroup Server on Solaris.
- b. Check the SQL*Net or Net8 Listener configuration file to make sure the path is valid/correct for:

LOG_DIRECTORY_TCP_LISTENER=/export/oracle7/network/log

- This file is typically located in one of the following locations:
 - /var/opt/oracle/listener.ora
 - \$ORACLE_HOME/network/admin/listener.ora
 - \$TNS_ADMIN/listener.ora

Related Information See your Oracle7 documentation for more information about Oracle7 Database Administration tasks.

Other errors associated with this one are:

- NL-00278: cannot open log file
- SNL-00016: snlfohd: error opening file
- Solaris Error: 2: No such file or directory

Error ORA-00600 — internal error code, arguments: [%s], [%s], [%s], [%s], [%s], [%s], [%s], [%s]

Causes This is a generic Oracle error message. The specific error information is found in the arguments that follow in brackets. For example, if you saw the error message:

```
ORA-00600: internal error code, arguments: [12700],[402653407],[9],
[[],[],[],[],[[
```

the error message of concern is actually ORA-12700, not ORA-00600.

Actions Troubleshoot the error listed as the first or second argument.

Related Information See your Oracle documentation for more information about Oracle Database Administration tasks.

Actual Oracle Error Text

```
00600, 00000, "internal error code, arguments: [%s], [%s], [%s],
[%s], [%s], [%s], [%s], [%s]"
// *Cause: This is the generic internal error number for Oracle
program
//      exceptions. This indicates that a process has encountered
an
//      exceptional condition.
// *Action: Report as a bug - the first argument is the internal
error number
```

Error# ORA-00932 — inconsistent datatypes

Causes If you use the same import data file that you used to insert a Partnership, and change only the operation from “insert” to “delete”, the Partnership is not deleted and, instead, you see the following errors:

```
RW error 5: [SERVERERROR] Error from Server:
ORA-00932: inconsistent datatypes
```

The following error appears in the .dsc file for the import:

```
** ERROR ** EcxPartnership.Delete()Failed for user: ECX
Errnum: 521
Errmsg: BDGPView::Get( flags ): [NOREADER]
This object cannot support readers
```

Actions Redo the Partnership delete using only the following fields in your data file control structure:

```
SenderName
ReceiverName
DocType
StandardVersion
StandardRelease
```

For example:

```
[object = partnership; field_delim = ","; operation = delete;
fields = SenderName, ReceiverName, DocType, StandardVersion,
StandardRelease
]
```

```
test1, kmem2, 850, 003020, 0
```

Note that for all X12 Partnerships, the StandardRelease value is “0” (numeric zero).

Error# ORA-00933 — SQL command not properly ended

Causes This error can result from many different problems, but it is sometimes seen in an ECXpert installation when the character set specific to the installation is different from the character set used to create the Oracle database.

Actions Verify that you are specifying the correct character set to the ECXpert installation.

To check for the character set in the Oracle database:

1. Connect as system/manager.
2. Issue the following SQL statements:

```
select * from V$NLS_PARAMETERS where parameter = 'NLS_LANGUAGE';
```

```
select * from V$NLS_PARAMETERS where parameter = 'NLS_TERRITORY';
select * from V$NLS_PARAMETERS where parameter = 'NLS_CHARACTERSET';
```

Examples of characters sets are:

```
american_america.US7ASCII
american_america.WE8ISO8859P9
```

and others. Note that this environment setting is case-sensitive.

Related Information See your Oracle documentation for more information about Oracle Database Administration tasks.

Actual Oracle Error Text

```
00933, 00000, "SQL command not properly ended"
// *Cause:
// *Action:
```

Error# ORA-00942: Table or view does not exist

Causes

- a. This error is often purely informational and can largely be ignored, but sometimes it is significant. For example, if you were installing ECXpert for the first time and you instructed the ECXpert installer to drop the tables (which do not yet exist) from the Oracle database, you would see this message.
- b. If you are trying to do an insert/query/update or other command to a table you know exists, this message could alert you to the fact that you are either logged in with an incorrect userid, or something has happened to your table or view.

Actions

- a. Ignore the error if you are sure that it is information only.
- b. Use a different login to try to find the table/view that you specified. Try "system/manager" or some userid with DBA privileges.

Related Information See your Oracle documentation for more information about Oracle Database Administration tasks.

Actual Oracle Error Text

```
00942, 00000, "table or view does not exist"
// *Cause:
// *Action:
```

Error# ORA-01001 — invalid cursor

Causes This generally occurs when ECXpert is installed on one machine and Oracle is installed on another, remote machine. Three Oracle errors are triggered in sequence:

```
Error from Server: ORA-03113: end-of-file on communication channel
Error from Server: ORA-03114: not connected to ORACLE
Error from Server: ORA-01001: invalid cursor
```

Actions See [“ORA-03114 — not connected to ORACLE” on page 529](#).

Error# ORA-01017 — invalid username/password

Causes The password for the userid who owns the ECXpert tables in the DB is missing from the `ecx.ini` (or `bdg.ini`, if it is an earlier version of ECXpert).

This value is normally found in the section:

```
[DB_SECTION]
...
...
...
DB_PASSWORD =
```

It is an encrypted value that is inserted in the `ecx.ini` file by the `bdgsetpasswd` utility.

Actions Run the `bdgsetpasswd` utility as described in [“Command Line” on page 48](#), in the section for [“Changing the Password for the ECX UserID”](#).

Actual Oracle Error Text

```
01017, 00000, "invalid username/password; logon denied"
// *Cause:
// *Action:
```

Error# ORA-01019 — unable to allocate memory in the user side

Causes

- a. The file permissions on `$(NSBASE)/NS-apps/ECXpert/config/ecx.ini` do not allow userid `actraadm` to write to the file.
- b. The `$NLS_LANG`, `$ORA_NLS`, `$LD_LIBRARY_PATH`, and `$TNS_ADMIN` environment variables are not properly set, and an OCI call is being made to the Oracle database.

Actions

- a. Verify that userid `actraadm` has permission to read and write to this file.

Solaris:

Enter the commands:

```
# cd $NSBASE/NS-apps/ECXpert/config
# ls -la ecx.ini
```

You should see a directory/file listing like this one:

```
-rw-r--r--  1 actraadm actra      48646 Aug 23 00:09 ecx.ini
```

The first set of permissions, in this case it is “rw-” are for the owner of the file, the second set is for the group that owns the file, and the third set is for any user who is neither the owner nor a member of the group ownership of the file. In this case, user *actraadm* owns the file and has “read” and “write” permissions on it.

Windows NT:

- I. Choose Start > Programs > Windows NT Explorer.
 - II. Expand folders and navigate to the *\$NSBASE\NS-apps\ECXpert\config* folder.
 - III. Right-click the *ecx.ini* file, and select Properties.
 - IV. Verify that “Read Only” is not selected and click OK.
- b. This issue seldom occurs with the current required versions of the Oracle database but the above environment variables should always be set for userid *actraadm*.

See the Overview section of this appendix for more information on setting environment variables for Oracle database connectivity.

Related Information See your Oracle documentation for more information about Oracle Database Administration tasks.

Actual Oracle Error Text

```
01019, 00000, "unable to allocate memory in the user side"
// *Cause: The user side memory allocator returned error.
// *Action: Increase the processes heap size or switch to the old set
of calls.
```

Error# ORA-01031: insufficient privileges

Causes You are trying to startup or shutdown the Oracle database but the userid is not part of the dba group in */etc/groups*.

Actions Either login as a userid who is part of this group, or add your userid to this group and login again.

Related Information See your Oracle documentation for more information about Oracle Database Administration tasks.

Actual Oracle Error Text

```
01031, 00000, "insufficient privileges"
// *Cause: An attempt was made to change the current username or
password
//         without the appropriate privilege. This error also occurs
if
//         attempting to install a database without the necessary
operating
//         system privileges.
//         When Trusted Oracle is configure in DBMS MAC, this error
may occur
//         if the user was granted the necessary privilege at a
higher label
//         than the current login.
// *Action: Ask the database administrator to perform the operation
or grant
//         the required privileges.
//         For Trusted Oracle users getting this error although
granted the
//         the appropriate privilege at a higher label, ask the
database
//         administrator to regrant the privilege at the appropriate
label.
```

Error# ORA-01041 — internal error. hostdef extension does not exist

Actions Log in to your Oracle database as the owner of the tables (usually ECX). Run the SQL command:

```
analyze table Tracking compute statistics;
```

Then edit the ECXpert configuration file (`ecx.ini`) to include the following parameter:

```
[DB_SECTION]
DB_DO_MULTIPART = 0
```

where "0" is the number 0, not the letter O.

Related Information See your Oracle documentation for more information about Oracle Database Administration tasks.

See also *iPlanet ECXpert Installation Guide*, Chapter 1, “Preinstallation Tasks” for more information on installing Oracle patches.

Actual Oracle Error Text

```
01041, 00000, "internal error. hstdef extension does not exist"
// MERGE: 1095 RENUMBERED TO 1096
// *Cause: Pointer to hstdef extension in hstdef is null.
// *Action: Report as a bug
```

Error# ORA-01096 — program version (%s) incompatible with instance (%s)

Causes This error usually only occurs when applying a patch to an Oracle database. Typically, the relinking process failed in some way. For example, in our case, we need the OCI client executables to be relinked.

Actions Reapply the Oracle patch, if possible.

Related Information See your Oracle documentation for more information about Oracle Database Administration tasks.

See also *iPlanet ECXpert Installation Guide*, Chapter 1, “Preinstallation Tasks” for more information on installing Oracle patches.

Actual Oracle Error Text

```
01096, 00000, "program version (%s) incompatible with instance (%s)"
// MERGE: 1095 RENUMBERED TO 1096
// *Cause: A program is trying to connect to an instance using a
different
//          version of code than the database was started with. This
is
//          not allowed.
// *Action: Either relink the program with the same version as the
database or
//          restart the database using the old version of code.
```

Error# ORA-01653 — unable to extend table %s.%s by %s in tablespace %s

Causes

- a. You have run out of tablespace.
- b. You have run out of rollback segment space.

Actions

- a. Add another datafile.
- b. Add more rollback segments or another datafile for the existing rollback segments.

Related Information See your Oracle documentation for more information about Oracle Database Administration tasks.

See also [Chapter 1, “iPlanet ECXpert Operations”](#), [“Managing Tablespace and File System Space”](#) on page 36.

Actual Oracle Error Text

```
01653, 00000, "unable to extend table %s.%s by %s in tablespace %s"
// *Cause: Failed to allocate an extent for table segment in
tablespace.
// *Action: Use ALTER TABLESPACE ADD DATAFILE statement to add one
or more
//files to the tablespace indicated.
```

Error# ORA-01658 — Unable to create initial extent for segment in tablespace USERS

Causes

- a. The tablespace has become corrupted, usually by enlarging it or adding datafiles, or by changing the initial, min, max extent settings away from the default settings. This affects ECXpert during installation. It is possible for ECXpert’s very small initial footprint (less than 10 MB for the entire ECXpert schema, indices, views, etc.) to appear to be over 300 MB. This can cause the ECXpert installation to halt unless you have an extremely large tablespace.
- b. The tablespace is too small.

Actions Export your database to back it up, remove and recreate the tablespace. Then either reinstall ECXpert, or re-import the database.

- a. Since the tablespace is probably corrupted or fragmented, even if the ECXpert installation completed correctly, you should recreate the tablespace.
- b. Increase the tablespace by adding a datafile. (See ECXpert Getting Started for instructions on how to do this.)

Actual Oracle Error Text

```
01658, 00000, "unable to create INITIAL extent for segment in
tablespace %s"
// *Cause: Failed to find sufficient contiguous space to allocate
INITIAL
//          extent for segment being created.
// *Action: Use ALTER TABLESPACE ADD DATAFILE to add additional
space to the
//          tablespace or retry with a smaller value for INITIAL
```

Error# ORA-03113 — end-of-file on communication channel

Causes This is a generic error message from Oracle which says that the connection to the DB is not possible for some reason. The following is an ECXpert-specific reason why this error has occurred.

- `ECXpert.map` is missing from `$NSHOME/NS-apps/ECXpert/data/log` directory. This file normally gets created when ECXpert is started. It gets deleted when ECXpert is shutdown.

Actions Verify that the permissions on this directory are not preventing ECXpert from creating this file on startup.

Related Information See also “Error ORA-03114 — not connected to ORACLE on [page 529](#)”

Actual Oracle Error Text

```
03113, 00000, "end-of-file on communication channel"
// *Cause:
// *Action:
```

Error# ORA-03114 — not connected to ORACLE

Causes This generally occurs when ECXpert is installed on one machine and Oracle is installed on another, remote machine. Three Oracle errors are triggered in sequence:

```
Error from Server: ORA-03113: end-of-file on communication channel
Error from Server: ORA-03114: not connected to ORACLE
Error from Server: ORA-01001: invalid cursor
```

There are two likely causes:

- The SQL*Net protocol is Bequeath (beq). The Bequeath protocol can only be used in configurations where ECXpert and Oracle are on the same machine. Bequeath is an IPC (Inter-Process Communication) mechanism. It can connect two processes on the same machine (for example an ECXpert process and an Oracle process) so that they can exchange information. It cannot connect processes on different machines.
- Another instance of Oracle is installed on the same machine as ECXpert and the SQL*Net configuration is incorrect.

Actions

- Configure SQL*Net to use TCP/IP to connect ECXpert to the Oracle instance on the remote machine.

- b. Make sure that SQL*Net files under `/var/opt/oracle` and `$ORACLE_HOME/network/admin` are in sync and that they use TCP/IP to connect to the Oracle instance on the remote machine.

Error# ORA-03121 — no interface driver connected - function not performed

Causes

- a. The `$ORACLE_HOME` environment variable is not set, or the `$ORACLE_HOME` directory is not part of the `$PATH`.
- b. The Oracle TCP/IP Protocol Adapter for SQL*Net V2 or Net8 is not installed.

Actions

- a. Verify the environment settings are correct:

Solaris: As userid 'actraadm', enter the `env` command to see the current settings.

Windows NT:

- I. Choose Start>Settings>Control Panel and double-click the System icon.
- II. Verify that the SQL*Net V2 or Net8 protocol adapter is installed:

Solaris: Enter the `cat` command to see the contents of the text file `$ORACLE_HOME/orainst/unix.rgs`.

Windows NT: Edit the text file `$ORACLE_HOME/orainst/nt.rgs`.

Related Information See your Oracle documentation for more information about Oracle Database Administration tasks.

Actual Oracle Error Text

```
03121, 00000, "no interface driver connected - function not
performed"
// *Cause:
// *Action:
```

Error# ORA-04031 — unable to allocate 33972 bytes of shared memory ("unknown object", "session heap","kgich")

Causes Your `shared_pool_size` setting in `initxxx.ora` is wrong.

Actions

- a. The Oracle default is 3.5MB, which is drastically too low for use with ECXpert. ECXpert uses stored packages/procedures, which requires a minimum *shared_pool_size* setting of 10MB. At the *very least* you must set this to either 10MB or to the "LARGE" setting in the *initxxx.ora* file, whichever is greater.
- b. The *shared_pool_size* setting should be tuned even higher if you are using the Multi-Threaded Server (MTS) feature of Oracle Networking. If you use MTS, *shared_pool_size* should be *doubled* from its non-MTS setting.
- c. You may need to tune the *shared_pool_size* setting higher still for your system if you have multiple concurrent users.
- d. Setting your *shared_pool_size* too high can also cause a problem. The Oracle shared memory and semaphore values in */etc/system* determine the total possible shared global area size.

If your */etc/system* settings are too low for the *shared_pool_size* that you set, your database will not mount when you try to start it after you have increased the *shared_pool_size* value. Make sure your */etc/system* settings are correct for the version of the Oracle database you are using, and for the amount of RAM, disk space you have in the machine. See your *Oracle Installation Guide* for these settings.

Actual Oracle Error Text

```
RW error 5: [SERVERERROR]Error from Server: ORA-04031: unable to
allocate 33972 bytes of shared memory ("unknown object", "session
heap", "kgich")
```

Error# ORA-06401 — NETCMN: invalid driver designator

Related Information See your Oracle documentation for information about Oracle Database Administration tasks.

Actual Oracle Error Text

```
06401, 00000, "NETCMN: invalid driver designator"
// *Cause: The login (connect) string contains an invalid driver
designator.
// *Action: Correct the string and re-submit.
```

Error# ORA-06502 — PL/SQL: numeric or value error: character string buffer too small

Causes There is a value that, when it has been encrypted, is too large to fit in the PL/SQL array during the Parse insert operation. Later, when Translate needs to do a select to find the map name, it is unsuccessful because the insert was unsuccessful.

The most likely source of the problem is the combined size of all the Protocol information (the Outbound Dir, Outbound Pattern, FTP username, FTP password, etc.). All of the Protocol information is concatenated together, then encrypted. This error occurs when the concatenated, encrypted information is too large to fit in the allocated memory.

Actions Increase the memory allocated to store the concatenated, encrypted Protocol information:

1. Shutdown ECXpert.
2. Go to the `$BDGHOME/dbadmin/oracle` directory.
3. Save a backup copy of the `ora_pkgbody.sql` file.
4. Edit the `ora_pkgbody.sql` file. Change the following line from 256 to 512:

```
new_xportparam varchar(256)
```
5. Connect to the Oracle DB as the same user who owns the ECXpert tables. For example:

```
sqlplus ECX20/ECX20@my_database
```
6. Reload the PL/SQL package by giving this command:

```
@ora_pkgbody.sql
```
7. Exit SQL*Plus.
8. Restart ECXpert.
9. Try submitting your file again.

Error# ORA-07310 — smscre: unable to create sga

Causes Solaris only: This error may be caused by mismatched parameters between the `/etc/system` file and the `initSID.ora` file.

For example, if the `initSID.ora` file has:

```
db_block_buffers = 320000
```

but the `/etc/system` file has a low value for:

```
set shmsys: shminfo_shmmax = 209715200
```

you may get this error and the Oracle database may not start.

Actions

1. Set the `initSID.ora` values down to the “SMALL” settings and try again to start the Oracle database.
2. If Step 1 is successful, shut down the database and increment each parameter back up to its normal setting.
3. Look at the `/etc/system` parameters and compare them with the recommended values listed in the Oracle installation documentation. If you change any of these parameters, you must reboot your machine.

Related Information See also your Oracle installation documentation and your Solaris system administration documentation.

Actual Oracle Error Text

```
07310, 00000, "smscre: unable to create sga"
// *Cause: All SGA allocation models have been tried, but none
succeeded.
// *Action: Possible oracle system error. Try reconfiguring the UNIX
kernel to fit the entire SGA into one segment.
```

Error# ORA-07429—`smmsgsg: shmget()` failed to get segment.

Cause A shared memory segment used for all or part of the SGA could not be retrieved

Action Use the system error number in the error message to determine why the segment could not be retrieved. If it does not exist, shut down the database using the “abort” option, and then restart it. If the `get` failed because the permissions are incorrect, make sure that the ownership of the Oracle executable is the same as that on the shared memory segment.

Related Information See your Oracle documentation for more information about Oracle Database Administration tasks.

Error# ORA-09352

Related Information See your Oracle documentation for information about Oracle Database Administration tasks.

Error# ORA-12154 — TNS:could not resolve service name

Causes ECXpert cannot make a connection to the Oracle database where its tables are located.

- a. The file `TNSNAMES.ORA` (on Solaris, `tnsnames.ora`) cannot be found.
- b. There is no matching entry in the `TNSNAMES.ORA` file for the value listed in the `ecx.ini` file for:

```
[DB_SECTION]
DB_SERVER = <hostname_tcp_WG73>
```

- c. A correct match between the entry in `NSBASE/NS-apps/ECXpert/config/ecx.ini` for:

```
[DB_SECTION]
DB_SERVER
```

and the connect string in `TNSNAMES.ORA` could not be made because the `SQLNET.ORA` file caused ".world" to be appended to the the `DB_SERVER` string.

Actions By default, the file `TNSNAMES.ORA` (on Solaris, `tnsnames.ora`) is found in the following locations:

Solaris: the home directory for userid `Oracle` -- usually `/var/opt/oracle`

Both Windows NT and Solaris: `$ORACLE_HOME/network/admin`

- a. Locate this text file. If you cannot find one, you may need to create one.
- b. Verify that there is a listing for the server to which you are trying to connect. The values in the file are listed in this format:

keyword = value

where the keyword is the left-most character of the file. For example, your `TNSNAMES.ORA` file might contain an entry like the following:

```
hostname_tcp_WG73 =
  (DESCRIPTION =
    (ADDRESS_LIST =
      (ADDRESS =
        (PROTOCOL = TCP)
        (Host = myhost)
        (Port = 1521)))
    (CONNECT_DATA = (SID = WG73)))
```

The keyword, in this example, would be "hostname_tcp_WG73" since it is the information to the left of the main equals sign. For this example, the entry in `ecx.ini` would be:

```
[DB_SECTION]
DB_SERVER = <hostname_tcp_WG73>
```

When Oracle's SQL*Net or Net8 software makes an exact string comparison and finds "hostname_tcp_WG73" in the TNSNAMES.ORA file, all the information in the parentheses pairs to the right of the main equals sign is substituted for the "hostname_tcp_WG73."

c. If the connect string in TNSNAMES.ORA is:

```
my_machine =
  (DESCRIPTION =
    (ADDRESS_LIST =
      (ADDRESS =
        (PROTOCOL = TCP)
        (Host = my_host)
        (Port = 1521)))
    (CONNECT_DATA = (SID = WG73)))
```

but the SQLNET.ORA file has the keyword-value pairs:

```
names.default_domain = world
name.default_zone = world
```

the string that SQL*Net or Net8 uses to access the database will be "my_machine.world" because it appends on the ".world."

Comment out the two lines in SQLNET.ORA by using a "#" character at the beginning of the lines:

```
#names.default_domain = world
#name.default_zone = world
```

Related Information See also ECXpert Error 502 ([page 298](#)), Oracle Error ORA-09352 ([page 533](#)), and your Oracle documentation, or consult an Oracle DBA.

For more information on creating/editing a TNSNAMES.ORA file, see also *iPlanet ECXpert Installation Guide*, "Setting Up and Testing Database Connectivity" section. See your Oracle documentation for more information about Oracle Database Administration tasks.

Actual Oracle Error Text

```
12154, 00000, "TNS:could not resolve service name"
// *Cause: The service name specified is not defined correctly in
the
// TNSNAMES.ORA file.
// *Action: Make the following checks and correct the error:
//           - Verify that a TNSNAMES.ORA file exists and is in the
proper
//           place and accessible. See the operating system
specific manual
//           for details on the required name and location.
```

```
//          - Check to see that the service name exists in one of the
//            TNSNAMES.ORA files and add it if necessary.
//          - Make sure there are no syntax errors anywhere in the
//            file.
//            Particularly look for unmatched parentheses or stray
//            characters.
//          Any error in a TNSNAMES.ORA file makes it unusable. See
//            Chapter 4 in the SQL*Net V2 Administrator's Guide. If
//            possible, regenerate the configuration files using the
//            Oracle
//            Network Manager.
```

Error# ORA-12203

Causes

- a. The SQL*Net or Net8 Listener is not running.
- b. The SQL*Net or Net8 Listener service that is running is different from the one specified in the `tnsnames.ora` file of the client.
- c. You are trying to connect through a firewall to an Oracle database, but SQL*Net or Net8 packet traffic is not allowed through the firewall.

Actions

- a. Start the SQL*Net or Net8 Listener, following the steps in the Ch. 4 - Troubleshooting Third-Party Products, "How to tell if the SQL*Net Listener is Running".
- b. Check which Service is running by comparing the keyword-value pairs in the `listener.ora` file to the `tnsnames.ora` file. Particularly important are the values for '(Host=machine_name)' and '(SID=WG73)'.
- c. Verify with your firewall Systems Administrator that SQL*Net or Net8 packets are allowed through the firewall.

Related Information See [Chapter 4 - Troubleshooting Third-party Products](#) for more troubleshooting information. See also the user documentation for the Oracle Server.

Actual Oracle Error Text

```
12203, 00000, "TNS:unable to connect to destination"
// *Cause: Invalid TNS address supplied or destination is not
// listening.
// This error can also occur because of underlying network transport
// problems.
```

```
// *Action: Verify that the service name you entered on the command
line
// was correct. Ensure that the listener is running at the remote
node and
// that the ADDRESS parameters specified in TNSNAMES.ORA are
correct.
// Finally, check that all Interchanges needed to make the
connection are
// up and running.
```

Error# ORA-12224 — TNS: no listener

Causes This error happens when the SQL*Net Listener has not been started before you attempt to connect using a SQL*Net connection.

Actions Start the SQL*Net Listener, then try again to connect using a SQL*Net connection.

Actual Oracle Error Text

```
12224, 00000, "TNS:no listener"
// *Cause: The connection request could not be completed because the
listener
// is not running.
// *Action: Ensure that the supplied destination address matches one
of
// the addresses used by the listener - compare the TNSNAMES.ORA
entry with
// the appropriate LISTENER.ORA file (or TNSNAV.ORA if the
connection is to
// go by way of an Interchange). Start the listener on the remote
machine.
```

Error# ORA-12700 — Invalid NLS parameter value (%s)

Causes

- a. The \$NLS_LANG parameter is not set.
- b. The \$NLS_LANG parameter is set incorrectly.
- c. The \$ORA_NLS parameter is not set.
- d. The \$ORA_NLS parameter is set incorrectly.
- e. The version of Oracle you are using has not been patched to the proper revision level.

Actions

- a. Set the parameter. For example, if you were using a C shell on Solaris, you could give the command:

```
setenv NLS_LANG american_america.US7ASCII
```

- b. Verify that the value for \$NLS_LANG matches the language and character set that was used when the database was created. To check for the character set in the Oracle database, log in to the database as "system/manager" and give the following SQL statements:

```
select * from V$NLS_PARAMETERS where parameter = 'NLS_LANGUAGE';
select * from V$NLS_PARAMETERS where parameter = 'NLS_TERRITORY';
select * from V$NLS_PARAMETERS where parameter = 'NLS_CHARACTERSET';
```

- c. Set the ORA_NLS parameter. For example, if you were using a C shell on Solaris, you could enter the command:

```
# setenv ORA_NLS $ORACLE_HOME/ocommon/nls/admin/data
```

- d. Go to the \$ORA_NLS parameter's directory and look for files with the *.nlb file extension.
- e. Verify that the version of Oracle you are using has been patched to the proper revision level. For example, ECXpert requires a minimum Oracle7 version of 7.3.3.5.

Related Information See also ECXpert Error 521 ([page 301](#)), and your Oracle documentation.

Error# ORA-12705 — Invalid or unknown NLS parameter specified

Causes If you set a National Language Support (NLS) parameter to an invalid value, you can get this error. For example, if you set the environment variable:

```
ORA_NLS = $ORACLE_HOME/ocommon/nls/admin/data
```

but the specified directory does not exist, you will get this error.

Actions Make sure that your environment variables are set correctly, that any specified directories exist, and that you have permission to read files from those directories.

Actual Oracle Error Text

```
12705, 00000, "invalid or unknown NLS parameter value specified"
// *Cause: The NLS parameter value specified in an alter session
statement is not valid or not implemented.
// *Action:
```

Error# ORA-35072: (no error text available)

Causes This error occurs if you try to run a Custom Service from within ECXpert which requires but cannot find an Oracle shared library.

Actions Verify that the \$ORACLE_HOME/lib directory is included in the \$LD_LIBRARY_PATH environment setting for userid 'actraadm'

Related Information See your Oracle documentation for more information about Oracle Database Administration tasks.

Error# TNS-12154 — TNS: could not resolve service name

Causes

- a. ECXpert cannot make a connection to the Oracle database where its tables are located.
- b. The file TNSNAMES.ORA (on Solaris, tnsnames.ora) cannot be found.
- c. There is no matching entry in the TNSNAMES.ORA file for the value listed in the ecx.ini file for:

```
[DB_SECTION]
DB_SERVER = <hostname_tcp_WG73>
```

A correct match between the entry in
\$NSBASE/NS-apps/ECXpert/config/ecx.ini for:

```
[DB_SECTION]
DB_SERVER
```

and the connect string in TNSNAMES.ORA could not be made because the SQLNET.ORA file caused ".world" to be appended to the the DB_SERVER string.

Actions By default, the file TNSNAMES.ORA (on Solaris, tnsnames.ora) is found in the following default locations:

Solaris: the home directory for userid *Oracle* -- usually */var/opt/oracle*

Both Windows NT and Solaris: *\$ORACLE_HOME/network/admin*

- a. Locate this text file. If you cannot find one, you might need to create one.
- b. Verify that there is a listing for the server to which you are trying to connect. The values in the file are listed in this format:

keyword = value

where the keyword is the left-most character of the file. For example, your TNSNAMES.ORA file may contain an entry like the following:

```
hostname_tcp_WG73 =
  (DESCRIPTION =
    (ADDRESS_LIST =
      (ADDRESS =
        (PROTOCOL = TCP)
        (Host = myhost)
        (Port = 1521)))
    (CONNECT_DATA = (SID = WG73)))
```

The keyword, in this example, would be "hostname_tcp_WG73" since it is the information to the left of the main equals sign. For this example, the entry in `excx.ini` would be:

```
[DB_SECTION]
DB_SERVER = <hostname_tcp_WG73>
```

When Oracle's SQL*Net or Net8 software makes an exact string comparison and finds "hostname_tcp_WG73" in the `TNSNAMES.ORA` file, all the information in the parentheses pairs to the right of the main equals sign is substituted for the "hostname_tcp_WG73."

c. If the connect string in `TNSNAMES.ORA` is:

```
my_machine =
  (DESCRIPTION =
    (ADDRESS_LIST =
      (ADDRESS =
        (PROTOCOL = TCP)
        (Host = my_host)
        (Port = 1521)))
    (CONNECT_DATA = (SID = WG73)))
```

but the `SQLNET.ORA` file has the keyword-value pairs:

```
names.default_domain = world
name.default_zone = world
```

the string that SQL*Net or Net8 will use to get to the database will be "my_machine.world" because it appends on the ".world."

Comment out the two lines in `SQLNET.ORA` by using a "#" character at the beginning of the lines:

```
#names.default_domain = world
#name.default_zone = world
```

Related Information See also ECXpert Error 502 ([page 298](#)), Oracle Error ORA-09352 ([page 533](#)), and your Oracle documentation, or consult an Oracle DBA.

For more information on creating/editing a TNSNAMES.ORA file, see also *iPlanet ECXpert Installation Guide*, "Setting Up and Testing Database Connectivity" section. See your Oracle documentation for more information about Oracle Database Administration tasks.

Actual Oracle Error Text

```
12154, 00000, "TNS:could not resolve service name"
// *Cause: The service name specified is not defined correctly in
the
// TNSNAMES.ORA file.
// *Action: Make the following checks and correct the error:
//           - Verify that a TNSNAMES.ORA file exists and is in the
proper
//           place and accessible. See the operating system
specific manual
//           for details on the required name and location.
//           - Check to see that the service name exists in one of the
//           TNSNAMES.ORA files and add it if necessary.
//           - Make sure there are no syntax errors anywhere in the
file.
//           Particularly look for unmatched parentheses or stray
characters.
//           Any error in a TNSNAMES.ORA file makes it unusable. See
//           Chapter 4 in the SQL*Net V2 Administrator's Guide. If
//           possible, regenerate the configuration files using the
Oracle
//           Network Manager.
```


Common Mercator Errors/Messages

This appendix documents the error messages that are generated by the Mercator mapping software. The following topics are covered:

- [Overview](#)
- [Numeric Index](#)
- [Error/Message Listing](#)

Overview

You might encounter errors when mapping files submitted to ECXpert. If the error originated in the Mercator Execution Engine, it is passed to ECXpert's Event Log table and Activity Tracking Java user interface in one of two ways:

- The Mercator error/message itself is displayed
- An ECXpert error/message that is the equivalent of the Mercator error/message is displayed

If the ECXpert error/message is used, it has the same number as the Mercator error, but is prepended with "99" or "990".

See also [Appendix A, "ECXpert Error Message Reference,"](#) particularly the range 9901-9930.

Numeric Index

Table C-1 lists Mercator runtime error messages in numeric order.

Table C-1 Mercator runtime error messages in numeric order

Error #	Description	Page #
1	User aborted map	page 545
2	Not enough memory to execute map	page 545
3	Could not open map	page 545
4	Could not read map	page 545
5	Could not read inputs	page 545
6	Bad map number	page 546
7	An invalid card number was specified in a command line option	page 546
8	One or more inputs were invalid	page 546
9	Destination not available	page 546
10	Internal error	page 546
11	Could not build one or more outputs	page 546
12	Source not available	page 546
13	Could not open work files	page 546
14	One or more inputs were invalid	page 547
15	Map must be recompiled	page 547
16	Disk write error	page 547
17	Disk read error	page 547
18	Page usage count error	page 547
19	Internal calling error	page 547
20	Reopen file failed	page 548
21	Input valid but unknown data found	page 548
22	Page size too small	page 548
23	Unable to reuse work file	page 548
24	Database error	page 548
25	File attribute error	page 548

Table C-1 Mercator runtime error messages in numeric order (*Continued*)

Error #	Description	Page #
26	Output type in error.	page 548
27	Output type contains errors	page 549
28	Error 28 performing Parse mapping	page 549
29	Output valid, but unknown data found.	page 549

Error/Message Listing

Error# 1—User aborted map

Related Information See ECXpert Error 9901 ([page 444](#)), and the *Mercator Map Editor Reference Guide*.

Error# 2—Not enough memory to execute map

Action Close other applications that are currently open.

Related Information See also ECXpert Error 9902 ([page 444](#)), and the *Mercator Map Editor Reference Guide*.

Error# 3—Could not open map

Cause The .mmc file exists, but it is not valid.

Action Recompile the map.

Related Information See also ECXpert Error 9903 ([page 444](#)), and the *Mercator Map Editor Reference Guide*.

Error# 4—Could not read map

Cause The .mmc file exists, but it is not valid.

Action Recompile the map.

Related Information See also ECXpert Error 9904 ([page 445](#)), and the *Mercator Map Editor Reference Guide*.

Error# 5—Could not read inputs

Related Information See also ECXpert Error 9905 ([page 446](#)), and the *Mercator Map Editor Reference Guide*.

Error# 6—Bad map number

Related Information See ECXpert Error 9906 (page 446), and the *Mercator Map Editor Reference Guide*.

Error# 7—An invalid card number was specified in a command line option

Action Check the map in the Map Editor to see what number the card has.

Related Information See also ECXpert Error 9907 (page 446), and the *Mercator Map Editor Reference Guide*.

Error# 8—One or more inputs were invalid

Action Read the trace file to find the invalid input.

Related Information See also ECXpert Error 9908 (page 446), and the *Mercator Map Editor Reference Guide*.

Error# 9—Destination not available

Related Information See ECXpert Error 9909 (page 447), ECXpert Error 15312 (page 499), and the *Mercator Map Editor Reference Guide*.

Error# 10—Internal error

Related Information See ECXpert Error 9910 (page 447), and the *Mercator Map Editor Reference Guide*.

Error# 11—Could not build one or more outputs

Cause You might be out of disk space, or Mercator could be trying to write to a read-only directory, or an output file directory is missing.

Related Information See also ECXpert Error 9911 (page 447), and the *Mercator Map Editor Reference Guide*.

Error# 12—Source not available

Related Information See ECXpert Error 9912 (page 448), and the *Mercator Map Editor Reference Guide*.

Error# 13—Could not open work files

Cause In Run Options, you may have specified an invalid path for work files.

Action Make sure the path for work files is correct.

Related Information See also ECXpert Error 9913 ([page 448](#)), and the *Mercator Map Editor Reference Guide*.

Error# 14—One or more inputs were invalid

Action Read the trace file.

Related Information See also ECXpert Error 9914 ([page 448](#)), and the *Mercator Map Editor Reference Guide*.

Error# 15—Map must be recompiled

Cause You might be trying to run a map with an engine that has a different version from the Map Editor version used to compile the map.

Action Make sure the Map Editor and the Engine versions match.

Related Information See also ECXpert Error 9915 ([page 448](#)), and the *Mercator Map Editor Reference Guide*.

Error# 16—Disk write error

Action Make sure Mercator is not trying to write to a read-only directory, or file. Also, check your disk space.

Related Information See also ECXpert Error 9916 ([page 448](#)), and the *Mercator Map Editor Reference Guide*.

Error# 17—Disk read error

Action Make sure Mercator is not trying to access a file on a shared resource that is not accessible. Also, check your disk space.

Related Information See also ECXpert Error 9917 ([page 449](#)), and the *Mercator Map Editor Reference Guide*.

Error# 18—Page usage count error

NOTE: Your data probably mapped correctly. This error indicates an internal paging problem in Mercator. If you get this error, call TSI at 800-215-9633.

Related Information See also ECXpert Error 9918 ([page 449](#)), and the *Mercator Map Editor Reference Guide*.

Error# 19—Internal calling error

Related Information See also ECXpert Error 9919 ([page 450](#)), and the *Mercator Map Editor Reference Guide*.

Error# 20—Reopen file failed

NOTE Your map did not run correctly. If you get this error, please call TSI at 800-215-9633.

Related Information See also ECXpert Error 9920 ([page 450](#)), and the *Mercator Map Editor Reference Guide*.

Error# 21—Input valid but unknown data found

Cause Mercator recognized enough of the input data to conform to the card definition, but there was more data at the end of the file.

Action Turn on the Trace Input option, re-run the map, and read the trace file.

Related Information See also ECXpert Error 9921 ([page 450](#)), and the *Mercator Map Editor Reference Guide*.

Error# 22—Page size too small

Action Increase the page size, or decrease the number of types used to define the input.

Related Information See also ECXpert Error 9922 ([page 451](#)), and the *Mercator Map Editor Reference Guide*.

Error# 23—Unable to reuse work file

Action Apply the same page settings that were used when you created the existing work file.

Related Information See also ECXpert Error 9923 ([page 451](#)), and the *Mercator Map Editor Reference Guide*.

Error# 24—Database error

Related Information See also ECXpert Error 9924 ([page 451](#)), and the *Mercator Map Editor Reference Guide*.

Error# 25—File attribute error

Related Information See also ECXpert Error 9925 ([page 451](#)), and the *Mercator Map Editor Reference Guide*.

Error# 26—Output type in error

Related Information See also the *Mercator Map Editor Reference Guide*.

Error# 27—Output type contains errors.

Related Information See also the *Mercator Map Editor Reference Guide*.

Error# 28—Error 28 performing Parse mapping. An unknown mercator error has occurred

Causes Mercator doesn't know what to do with the input data. In the case of the date "000229," Mercator needs to know how to resolve the year portion of the date. To do this, you would need to pass a value to the Mercator engine. Mercator 1.4.2 has the `-d` switch, which is used to tell it how to resolve dates. By using the `ecx.ini` parameter below, we have a value to pass to the `-d` switch.

Actions Add the new `ecx.ini` parameter:

```
dateResolutionYear = 1950
```

This parameter needs to go in the `[parse]` and `[translate]` sections.

Error# 29—Output valid, but unknown data found.

Related Information See the *Mercator Map Editor Reference Guide*.

Error# 30—An unknown Mercator error has occurred

Severity 20  Warning

Component mercator

Related Information See ECXpert Error 9930 ([page 452](#)), and the *Mercator Map Editor Reference Guide*.

Common Solaris Errors/Messages

This appendix documents the error messages that are generated by the Solaris operating system. The following topics are covered:

- [Overview](#)
- [Error/Message Listing](#)

Overview

Occasionally as you use ECXpert you might encounter operating system error messages. Most often this happens during the ECXpert installation, or as Custom Service is being executed. The error messages themselves, as well as the situations that trigger them, are specific to the operating system under which ECXpert is running. This appendix covers the more common messages you might encounter under the Solaris operating system.

Error/Message Listing

Error# —Device is busy

Causes If this happens at the end of the iPlanet ECXpert installation, it is likely that the web server and web browser launched by the iPlanet ECXpert installer are still running.

Actions

4. Shut down the iPlanet Web Server.
5. Enter the command:

```
# eject -f
```

6. If this doesn't work, enter the command:

```
# cd /
```

to move out of the directory, and then repeat step 2.

7. Restart the iPlanet Web Server.

Related Information For more information, see

- [“Starting the iPlanet Web Server” on page 97](#)
- *iPlanet ECXpert Installation Guide*, Chapter 2, “Installing iPlanet ECXpert”

Error# 42—

Causes

- d. Not enough disk space.
- e. Incorrect permissions for the file itself or the directory where the file will be created.
- f. No available space in the inode table.
- g. Can't find the ECXpert config file, *ecx.ini*, so ECXpert can't read its own configuration to know where to write its temporary files.

Actions

- a. Free up disk space.
- b. Check and correct file/directory permissions.
- c. Free up inodes by deleting files that aren't needed (particularly zero-byte files). If absolutely necessary, investigate setting up a new filesystem using a smaller inode size so more files will fit in the same inode table. See your Solaris SysAdmin for help on this.
- d. Make sure that you aren't using a relative path when starting ECXpert (if you ustart ECXpert using a script), or if you call a Custom Service or a script as part of a User-Defined Comm, make sure it uses either a fully-qualified path or uses the \$BDGHOME env variable.

Error# 256—

Causes

- a. This error occurs when you attempt to use a script or executable as a Custom Service but the permissions on the script or executable being called don't allow you to execute that program.
- b. This error can also occur if a script or executable is run as a Custom Service but does not pass back the return value '0' to iPlanet ECXpert.
- c. This error also occurs if the script or executable is not located in the directory that iPlanet ECXpert expects.
- d. The script you are trying to execute contains incorrect paths within it.

Actions

- a. Verify that userid 'actraadm' can mightexecute the script or executable *outside* of iPlanet ECXpert before attempting to use it within iPlanet ECXpert as part of a Custom Service.
- b. Verify that the script or executable contains a return statement, such as the following:

```
exit 0
```

- c. Verify that the script or executable being called by the Custom Service is located in the directory specified for that Custom Service in the *NSBASE/NS-apps/ECXpert/config/ecx.ini* file.
- d. Verify that the script contains appropriate paths for the machine where it has been installed. This error is common when a script has been created on one machine and copied to a different machine, yet the paths within the script have not been adjusted. For example, on Machine #1 the path might be:

```
/export/user/myscripts/foo.sh
```

On Machine #2, those directories might not exist. Instead, it might have been copied to some other location such as:

```
/disk1/scripts/foo.shx
```

Related Information See your Operating System documentation or consult a Systems Administrator for more information about programming or file system errors.

Error# 512—

Causes This error occurs when you attempt to use a script or executable as a Custom Service but it cannot be executed as written.

An example of this would be to include incorrect syntax in the script itself, such as attempting to run a perl program as a Bourne shell script.

Actions Verify that the script or executable will run properly *outside* of iPlanet ECXpert before using it as a Custom Service within iPlanet ECXpert.

Related Information Please see your Operating System documentation or consult a Systems Administrator for further information about programming or file system errors.

Error# 8192 —

Causes Custom script is written for perl5, but it is being executed using perl 4.x.

Actions Run the script outside of ECXpert to make sure it runs successfully before trying it inside ECXpert.

Also verify that the perl directive `#!/usr/local/tools/bin/perl` (substitute the correct path for your system) points to the correct version of perl for the script.

Common Windows NT Errors/Messages

This appendix documents the error messages that are generated by the Windows NT operating system. The following topics are covered:

- [Overview](#)
- [Error/Message Listing](#)

Overview

Occasionally as you use ECXpert you might encounter operating system error messages. Most often this happens during the ECXpert installation, or as Custom Service is being executed. The error messages themselves, as well as the situations that trigger them, are specific to the operating system under which ECXpert is running. This appendix covers the more common messages you might encounter under the Windows NT operating system.

Error/Message Listing

Error# —Failed in call to get_machine_info - Code 1

Actions Verify your network configuration as follows:

1. From the Windows taskbar choose Start>Settings>Control Panel.
2. Double-click Network.
3. Click the Protocols tab.

4. Select TCP/IP and click Properties.
5. Click the DNS tab.
6. In the window Microsoft TCP/IP Properties, make sure the Host Name and Domain fields contain correct entries.
7. Click OK.

Error# —httpd-<*machine_name*> is not found in the NT Registry

Causes You have just installed the iPlanet Web Server, but have not restarted your machine.

Actions If you are still in the iPlanet ECXpert install process, click Cancel to stop the iPlanet ECXpert Installer, and reboot your machine. After Windows NT has restarted, restart the iPlanet ECXpert Installer.

Errors/Return Codes for FTP and GEIS FTP

This appendix documents the error messages that are generated by FTP. The following topics are covered:

- [Overview](#)
- [FTP Errors/Return Codes Listing](#)

Errors/Return Codes for FTP

This section covers the FTP protocol.

Overview

ECXpert passes the 3-digit FTP Errors/Return Codes back to the User Interface without changing the meaning of those errors. However, the numeral “3” is prepended to the FTP Error/Return Code.

For example, ECXpert Error 3501 is really FTP Error 501 - Syntax error in parameters or arguments, as can be seen in this excerpt from an ECXpert log file:

```
660.:BDGftp::Put lf=C:\Netscape\NS-apps\ECXpert\data\bundle\bndl9
660.:BDGftp::trace ### FTP put
C:\Netscape\NS-apps\ECXpert\data\bundle\bndl9 cadds.cnty10.9 ###
660.:BDGftp::chkStatus _status=501
660.:BDGftp::chkStatus Errnum()=3501
660.:BDGftp::trace ### FTP status: 501 ###
660.:BDGftp::Put-END
660.:BDGLocal::doSend Errnum = 3501 at line 181
660.:BDGftpP::doStuff Errnum = 3501 at line 215
```

For the Internet RFC on this communications protocol, please see *File Transfer Protocol (FTP)* by J. Postel, and J.Reynolds, available for download at:

`ftp://ds.internic.net/rfc/rfc959.txt`

To understand how FTP errors work, here is an excerpt from the above RFC (page 37):

The following function groupings are encoded in the second digit:

x0z Syntax - These replies refer to syntax errors, syntactically correct commands that don't fit any functional category, unimplemented or superfluous commands.

x1z Information - These are replies to requests for information, such as status or help.

x2z Connections - Replies referring to the control and data connections.

x3z Authentication and accounting - Replies for the login process and accounting procedures.

x4z Unspecified as yet.

x5z File system - These replies indicate the status of the Server file system vis-a-vis the requested transfer or other file system action.

The third digit gives a finer gradation of meaning in each of the function categories, specified by the second digit. --

FTP Errors/Return Codes Listing

Table F-1 lists FTP errors/ return codes in order.

Table F-1 FTP errors and return codes in numeric order

Error #	Description
110	Restart marker reply. In this case, the text is exact and not left to the particular implementation; it must read: MARK yyyy = mmmm Where yyyy is User-process data stream marker, and mmmm server's equivalent marker (note the spaces between markers and "=").
120	Service ready in nnn minutes.
125	Data connection already open; transfer starting.

Table F-1 FTP errors and return codes in numeric order (*Continued*)

Error #	Description
150	File status okay; about to open data connection.
200	Command okay.
202	Command not implemented, superfluous at this site.
211	System status, or system help reply.
212	Directory status.
213	File status.
2	Help message. On how to use the server or the meaning of a particular non-standard command. This reply is useful only to the human user.
215	NAME system type. Where NAME is an official system name from the list in the Assigned Numbers document.
220	Service ready for new user.
221	Service closing control connection. Logged out if appropriate.
225	Data connection open; no transfer in progress.
226	Closing data connection. Requested file action successful (for example, file transfer or file abort).
227	Entering Passive Mode (h1,h2,h3,h4,p1,p2).
230	User logged in, proceed.
250	Requested file action okay, completed.
257	"PATHNAME" created.
331	User name okay, need password.
332	Need account for login.
350	Requested file action pending further information.
421	Service not available, closing control connection. This may be a reply to any command if the service knows it must shut down.
425	Can't open data connection.
426	Connection closed; transfer aborted.

Table F-1 FTP errors and return codes in numeric order (*Continued*)

Error #	Description
450	Requested file action not taken. File unavailable (e.g., file busy).
451	Requested action aborted: local error in processing.
452	Requested action not taken. Insufficient storage space in system.
500	Syntax error, command unrecognized. This may include errors such as command line too long.
501	Syntax error in parameters or arguments.
502	Command not implemented.
503	Bad sequence of commands.
504	Command not implemented for that parameter.
530	Not logged in.
532	Need account for storing files.
550	Requested action not taken. File unavailable (e.g., file not found, no access).
551	Requested action aborted: page type unknown.
552	Requested file action aborted. Exceeded storage allocation (for current directory or dataset).
553	Requested action not taken. File name not allowed.

Errors/Return Codes for GEIS FTP

This section covers the GEIS FTP protocol.

Error# 3114— Error listing working directory

Causes One of the FTP ls commands failed. The commands that the ECXpert Gateway uses for the FTP put are:

```
cdo /send  
| site parm=MC=A  
| ls BYPARAM  
| put  
| ls
```

Actions

- a. Determine why one of these *ls* command is failing and correct the problem.
- b. Some customers have been able to work around this error by deleting *BYPARAM* from the first *ls* command above.

Error# 3120— Error %d opening restrictions file.

Causes One of the FTP commands in the GEIS FTP section of your *ecx.ini* file is incorrect, for example, spelled incorrectly.

Actions Carefully check all the FTP commands in the GEIS FTP section of your *ecx.ini* file. Correct any errors you find.

SMTP Errors/Return Codes

This appendix documents the error messages that are generated by SMTP. The following topics are covered:

- [Overview](#)
- [Error/Return Codes Listing](#)

Overview

ECXpert passes the 3-digit SMTP Errors/Return Codes back to the User Interface without changing the meaning of those errors. However, the numeral “7” is prepended to the SMTP Error/Return Code.

Please see these (and other) Internet RFCs on this communications protocol:

- *RFC 821—Simple Mail Transfer Protocol* by Jonathan B. Postel, available for download at:
`ftp://ds.internic.net/rfc/rfc821.txt`
- *RFC 822—Standard for the Format of ARPA Internet Text Messages* by David H. Crocker, available for download at:
`ftp://ds.internic.net/rfc/rfc822.txt`
- *RFC 1521—MIME (Multipurpose Internet Mail Extensions) Part One: Mechanisms for Specifying and Describing the Format of Internet Message Bodies* by N. Borenstein and N. Freed, available for download at:
`ftp://ds.internic.net/rfc/rfc1521.txt`
- *RFC 1522—MIME (Multipurpose Internet Mail Extensions) Part Two: Message Header Extensions for Non-ASCII Text* by K. Moore, available for download at:
`ftp://ds.internic.net/rfc/rfc1522.txt`

To understand how SMTP errors work, here is an excerpt from RFC 821, Appendix E:

Theory of Reply Codes

The three digits of the reply each have a special significance.

The first digit denotes whether the response is good, bad or incomplete. An unsophisticated sender-SMTP will be able to determine its next action (proceed as planned, redo, retrench, etc.) by simply examining this first digit. A sender-SMTP that wants to know approximately what kind of error occurred (e.g., mail system error, command syntax error) may examine the second digit, reserving the third digit for the finest gradation of information.

There are five values for the first digit of the reply code:

1yz Positive Preliminary reply

The command has been accepted, but the requested action is being held in abeyance, pending confirmation of the information in this reply. The sender-SMTP should send another command specifying whether to continue or abort the action.

[Note: SMTP does not have any commands that allow this type of reply, and so does not have the continue or abort commands.]

2yz Positive Completion reply

The requested action has been successfully completed. A new request may be initiated.

3yz Positive Intermediate reply

The command has been accepted, but the requested action is being held in abeyance, pending receipt of further information. The sender-SMTP should send another command specifying this information. This reply is used in command sequence groups.

4yz Transient Negative Completion reply

The command was not accepted and the requested action did not occur. However, the error condition is temporary and the action may be requested again. The sender should return to the beginning of the command sequence (if any). It is difficult to assign a meaning to "transient" when two different sites (receiver- and sender- SMTPs) must agree on the interpretation. Each reply in this category might have a different time value, but the sender-SMTP is encouraged to try again. A rule of thumb to determine if a reply fits into the

4yz or the 5yz category (see below) is that replies are 4yz if they can be repeated without any change in command form or in properties of the sender or receiver. (E.g., the command is repeated identically and the receiver does not put up a new implementation.)

5yz Permanent Negative Completion reply

The command was not accepted and the requested action did not occur. The sender-SMTP is discouraged from repeating the exact request (in the same sequence). Even some "permanent" error conditions can be corrected, so the human user may want to direct the sender-SMTP to reinitiate the command sequence by direct action at some point in the future (e.g., after the spelling has been changed, or the user has altered the account status).

The second digit encodes responses in specific categories:

x0z Syntax -- These replies refer to syntax errors, syntactically correct commands that don't fit any functional category, and unimplemented or superfluous commands.

x1z Information -- These are replies to requests for information, such as status or help.

x2z Connections -- These are replies referring to the transmission channel.

x3z Unspecified as yet.

x4z Unspecified as yet.

x5z Mail system -- These replies indicate the status of the receiver mail system vis-a-vis the requested transfer or other mail system action.

The third digit gives a finer gradation of meaning in each reply illustrates this. Each reply text is recommended rather than mandatory, and may even change according to the command with which it is associated. On the other hand, the reply codes must strictly follow the specifications in this section.

Receiver implementations should not invent new codes for slightly different situations from the ones described here, but rather adapt codes already defined.

For example, a command such as NOOP whose successful execution does not offer the sender-SMTP any new information will return a 250 reply. The response is 502 when the command requests an unimplemented non-site-specific action. A refinement of that is the 504 reply for a command that is implemented, but that requests an unimplemented parameter.

Error/Return Codes Listing

Table G-1 lists SMTP errors and return codes in numeric order.

Table G-1 SMTP errors and return codes in numeric order

Error #	Description
—	"SMTPReceive_P::copyMailFolder Mail folder lock failed" appears in smtp-receive log file See "Problem: Incoming SMTP Files are Being Ignored" on page 145.
211	System Status, or system help reply
214	Help message [Information on how to use the receiver or the meaning of a particular non-standard command; this reply is useful only to the human user]
220	<domain> Service ready
221	<domain> Service closing transmission channel
250	Requested mail action okay, completed
251	User not local; will forward to <forward-path>
354	Start mail input; end with <CRLF>.<CRLF>
421	<domain> Service not available, closing transmission channel [This may be a reply to any command if the service knows it must shut down]
450	Requested mail action not taken: mailbox unavailable [e.g., mailbox busy]
451	Requested action aborted: local error in processing
452	Requested action not taken: insufficient system storage
500	Syntax error, command unrecognized [This may include errors such as command line too long]
501	Syntax error in parameters or arguments
502	Command not implemented
503	Bad sequence of commands
504	Command parameter not implemented
550	Requested action not taken: mailbox unavailable [e.g., mailbox not found, no access]
551	User not local; please try <forward-path>

Table G-1 SMTP errors and return codes in numeric order (*Continued*)

Error #	Description
552	Requested mail action aborted: exceeded storage allocation
553	Requested action not taken: mailbox name not allowed [e.g., mailbox syntax incorrect]
554	Transaction failed

Sample SQL Scripts

This appendix documents the SQL scripts provided with ECXpert to perform various queries on the Oracle database. The following topics are covered:

- [Overview](#)
- [Scripts to Query ECXpert Tables](#)
- [Scripts to Archive, Back Up, and Clear the ECXpert Tablespace](#)

Overview

This appendix provides a description, sample output and SQL code for each SQL script provided with ECXpert 2.0.

Scripts to Query ECXpert Tables

The SQL scripts documented in this section are provided as part of the ECXpert 2.0 installation, for the convenience of the DBA or Site Administrator.

- The files can be found in the `$NSBASE/NS-apps/ECXpert/dbadmin/oracle` directory.
- To run these scripts, you will need to be able to use SQL*Plus and must be able to connect to the Oracle7 or Oracle8 database where ECXpert's tables are located. You will need to login as the owner of the ECXpert tables. Typically, this is `userid/password "ECX/ECX."`

- Once connected, to execute the script, simply type an “@” sign and the fully-qualified name of the script. If you are already in the directory, *\$NSBASE/NS-apps/ECXpert/dbadmin/oracle*, when you login to the Oracle7 or Oracle8 database, you can type just the script name—for example, **@sel_td.sql**.

The following SQL scripts are available and are documented in this section:

Table H-1 Available SQL Scripts

SQL Script	What the script does
sel_dt.sql	Queries the DTServices table and returns information for all rows.
sel_el.sql	Queries the EventLog table for the rows associated with the Tracking ID you specify.
sel_ma.sql	Queries the MAddresses table and returns information for all rows.
sel_mb.sql	Queries the Members table and returns information for all rows.
sel_mf.sql	Queries the MsgFormats table by the keyword or error number you specify.
sel_pc.sql	Queries the PNCARD table and returns information for all rows.
sel_pd.sql	Queries the PNDocs table and returns information for all rows.
sel_pg.sql	Queries the PNGroup table and returns information for all rows.
sel_pn.sql	Queries the Partnerships table and returns information for all rows.
sel_ps.sql	Queries the PNStd table and returns information for all rows.
sel_pv.sql	This script uses a join statement to query the Partnerships, PNStd, PNGroup, and PNDocs tables to return information for all rows, but in a condensed format.
sel_st.sql	Queries the Tracking table to determine how many documents in a given Tracking ID are in each state. This script is convenient when you submit a large EDI file with many interchanges, groups, documents and you wish to find out how far it has progressed in the system.
sel_sv.sql	Queries the Services table and returns information for all rows.

Table H-1 Available SQL Scripts (*Continued*)

SQL Script	What the script does
sel_td.sql	Queries the TrkDoc table for a given Tracking ID. The script has four parts. To progress to the next part of the script, hit the [Return] key. Part One returns the document-level information (document-level internal tracking ID, Sender's address info, Receiver's address info). Part Two lists the document-level EDI standard information as well as the name of the map used (if any), and the acknowledgment information. Part Three lists the document-level information regarding the outbound transport type. Part Four lists the document-level Control Number information, current or most recent Service executed, and the status/error information for the current or most recent Service, the Parse Service and the Translate Service.
sel_tdd.sql	Queries the TrkDocDetails table and returns document-level information for all rows.
sel_tg.sql	Queries the TrkGroup table and returns group-level information for all rows.
sel_ti.sql	Queries the TrkIntchg table and returns interchange-level information for a given Tracking ID.
sel_tk.sql	Queries the Tracking table and returns file-level information for a given Tracking ID.
sel_lg.sql	Obsolete; shipped with early versions of ECXpert but never used.

sel_dt.sql

Description This script queries the DTServices table and returns information for all rows.

Sample Output

```
SQL> @sel_dt.sql
```

List	Sender	Receiver	Type	Seq	Id	Service	Param
MemA-MemB-SL	MemberA	MemberB	850	1	201	parse	
	MemberA	MemberB	850	2	203	translate	
	MemberA	MemberB	850	3	205	FAGen	
	MemberA	MemberB	850	4	704	gateway	
Inbound	*	*	EDI	1	201	parse	
	*	*	EDI	2	203	translate	
	*	*	EDI	3	205	FAGen	
	*	*	EDI	4	704	gateway	
Outbound	*	*	outbound	1	201	parse	
	*	*	outbound	2	203	translate	
	*	*	outbound	3	704	gateway	

11 rows selected.

SQL Code

```
set pagesize 40
column DTSServiceListName heading 'List' format a20
column DTSTypeName heading 'Type' format a4
column DTSSeqNum heading 'Seq' format 99
column DTSSndrMBName heading 'Sender' format a8
column DTSRcvrMBName heading 'Receiver' format a8
column DTSSVRId heading 'Id' format 9999
column DTSSVRName heading 'Service' format a16
column SVRName heading 'Service' format a15
column DTSServiceParams heading 'Parameters' format a5

break on DTSServiceListName nodup
select DTSServiceListName, DTSSndrMBName, DTSRcvrMBName,
       DTSTypeName, DTSSeqNum,
       DTSSVRId, SVRName, DTSServiceParams
from DTSServices, Services
where DTSSVRId = SVRId
order by DTSSndrMBName desc, DTSRcvrMBName desc, DTSTypeName, DTSSeqNum;
```

sel_el.sql

Description This script queries the EventLog table for the rows associated with the Tracking ID you specify.

1

Sample Output

```
SQL> @sel_el.sql
TRKID = 28
old 3: where ELTrkId = &trkid
new 3: where ELTrkId = 28
```

TRK	Owner	Pl	Sv	Message	ELID
28	tcpip	0	10	Registered file - /tmp/input850s.txt.	415
28	dispa	0	10	Executing Service list - MemA-MemB-SL.	416
28	dispa	0	10	Executing Parse service.	417
28	Parse	0	0	Beginning Parse	418
28	Parse	0	0	1 Interchanges Parsed and Recorded	419
28	Parse	0	0	1 Groups Parsed and Recorded	420
28	Parse	0	0	8 EDI Documents Parsed and Recorded	421
28	Parse	0	0	Parse complete	422
28	dispa	0	10	Executing Translate service.	423
28	Trans	0	0	Beginning translation thread	424
28	Trans	0	0	Mapping docid 0000000028-000001-001-00000001	425
28	Trans	0	0	Mapping docid 0000000028-000001-001-00000002	426
28	Trans	0	0	Mapping docid 0000000028-000001-001-00000003	427
28	Trans	0	0	Mapping docid 0000000028-000001-001-00000004	428
28	Trans	0	0	Mapping docid 0000000028-000001-001-00000005	429
28	Trans	0	0	Mapping docid 0000000028-000001-001-00000006	430
28	Trans	0	0	Mapping docid 0000000028-000001-001-00000007	431
28	Trans	0	0	Mapping docid 0000000028-000001-001-00000008	432
28	Trans	0	0	Terminating translation thread	433
28	dispa	0	10	Executing Functional-Acknowledgment service.	434
28	Ack	0	0	Beginning acknowledgement generation	435
28	Ack	0	0	Producing 997 for PO Group, Ctrl 6056	436
28	Ack	0	0	Terminating acknowledgement generation	437
28	dispa	0	10	Executing Comms-Gateway service.	438
28	Bundl	0	0	Beginning bundle for ftp-local-application	439
28	Bundl	0	0	Bundle generated tracking id 29	440
28	gatew	0	10	Creating and running comm agent for ftp-local-application	449
28	ftp-l	0	30	Error during login to remote host.	450
28	gatew	0	30	ftp-local-application failed:	451
28	Bundl	0	0	Terminating bundle for ftp-local-application	452
28	dispa	1	10	Service list execution completed successfully.	453

31 rows selected.

SQL Code

```
set pagesize 40
column ELId heading 'ELID' format 99999
column ELEventId heading 'MsgId' format 99999
column ELCategory heading 'Catg' format a5
column ELSeverity heading 'Sv' format 99
column ELTrkId heading 'TRK' format 9999
column ELTDId heading 'Doc' format a30
column ELObjPerm heading 'Pl' format 99
column ELModByUser heading 'Owner' format a5
column substr(ELModByUser,1,5) heading 'Owner' format a5
column ELModDt heading 'Time'
column ELEventShortMsg heading 'Message' format a50

accept trkid prompt 'TRKID = '
select ELTrkId, substr(ELModByUser, 1, 5), ELObjPerm, ELSeverity,
ELEventShortMsg, ELId
from EventLog
where ELTrkId = &trkid
order by ELTrkId, ELId;
```

sel_ma.sql

Description This script queries the MBAddresses table and returns returns information for all rows.

Sample Output

```
SQL> @sel_ma.sql
```

Name	QF	QFId
ECX	NONE	ECX
ecx-test1	NONE	ecx-test1
ecx-test1	ZZ	4083775368
ecx-test1	EM	ecx-test1@netscape.com
ecx-test2	NONE	ecx-test2
ecx-test2	ZZ	4085423277
ecx-test2	EM	ecx-test2@netscape.com
GEIS	NONE	GEIS
ftp-local	NONE	ftp-local
MemberA	NONE	MemberA
MemberA	12	4085423277
MemberA	EM	actraadm@netscape.com
MemberB	NONE	MemberB
MemberB	12	4083775368
MemberB	EM	ecx-test@netscape.com

```
15 rows selected.
```

SQL Code

```
set pagesize 40
column MBAName heading 'Name' format a20;
column MBAQual heading 'QF' format a4
column MBAQualId heading 'QFId' format a23;

select MBAName, MBAQual, MBAQualId
from MBAddresses;
```

sel_mb.sql

Description This script queries the Members table and returns information for all rows.

Sample Output

```
SQL> @sel_mb.sql
```

Name	Trust	Type	Parent	IsG	Active
rootgroup	1	1	rootgroup	1	1
ECX	1	1	rootgroup	0	1
bdgadmin	1	1	rootgroup	0	1
ecx-test1	0	1	rootgroup	0	1
ecx-test2	0	1	rootgroup	0	1
GEIS	1	1	rootgroup	0	1
ftp-local	1	1	rootgroup	0	1
*	1	1	rootgroup	0	1
MemberA	1	0	rootgroup	0	1
MemberB	0	0	rootgroup	0	1

```
10 rows selected.
```

SQL Code

```
set pagesize 40
column MBName heading 'Name' format a30
column MBType heading 'Type' format 99
column MBParentName heading 'Parent' format a20
column MBIsGroup heading 'IsG' format 99
column MBActive heading 'Active' format 9
column MBTrusted heading 'Trust' format 9
select MBName, MBTrusted, MBType, MBParentName, MBIsGroup,
MBActive
from Members;
```

sel_mf.sql

Description This script queries the MsgFormats table by the keyword or error number you specify.

Sample Output

```
SQL> @sel_mf.sql
msgid = 6012
old 3: where MFid = &msgid
new 3: where MFid = 6012

      ID Short Message
-----
Long Message
-----
6012 Error: Failed to connect to TCP/IP connector server.

keyword = connect
old 3: where MFShortMsgFmt like '%&keyword%'
new 3: where MFShortMsgFmt like '%connect%'
      ID Short Message
-----
502 %s: Cannot connect to database %s on server %s as user %s
3109 FTP connect failed, check host and port.
3115 FTP failed to connect to host, check host name.
6012 Error: Failed to connect to TCP/IP connector server.
6013 Error: Failed to send data to TCP/IP connector server.
6014 Error: Failed to receive response from TCP/IP connector server.
6015 Error: Failed to connect to database server.
6023 Error: Failed to connect to the Dispatcher server.
7031 Failed to connect to SMTP port(25) on mail host
7035 Error occurred in POP connection to mail host when retrieving mails
9001 Error %d trying to make DB connection
9107 Error %d trying to make DB connection
9207 Error %d trying to make DB connection
9301 Error %d establishing datastore connection
9400 Error %d trying to make DB connection
9501 Error %d trying to make DB connection
9602 Error %d trying to make DB connection
12003 Could not connect to HTTPS server
12110 SSL connection closed gracefully error
12111 SSL connection closed error
20 rows selected.
```

SQL Code

```
set pagesize 40
set long 2000
column MFid heading 'ID' format 99999
column MFShortMsgFmt heading 'Short Message' format a70
column MFLongMsgFmt heading 'Long Message' format a70

accept msgid prompt 'msgid = '
select MFid, MFShortMsgFmt, MFLongMsgFmt
from MsgFormats
where MFid = &msgid;

accept keyword prompt 'keyword = '
select MFid, MFShortMsgFmt
from MsgFormats
where MFShortMsgFmt like '%&keyword%';
```

sel_pc.sql

Description This script queries the PNCARD table and returns information for all rows.

Sample Output

```
SQL> @sel_pc.sql  
no rows selected
```

SQL Code

```
column PDDPSId heading 'PSId'format 9999  
column PDDDocTypeheading 'DocTyp'format a6  
column PDDCardNumheading '#'format 99  
column PDDSnrMBNameheading 'Snr'format a10  
column PDDRcvrMBNameheading 'Rcvr'format a10  
column PDDCardDocTypeheading 'CardTyp'format a6  
  
set pagesize 40  
  
select PDDPSId, PDDDocType, PDDCardNum, PDDSnrMBName,  
PDDRcvrMBName,  
PDDCardDocType  
from PNCARD  
order by 1, 2, 3;
```

sel_pd.sql

Description This script queries the PNDocs table and returns information for all rows.

Sample Output

```
SQL> @sel_pd.sql
```

PNDocs (Part 1 - Types and Map)				
PSId	DocType	GType	DOT	Map
1	820	RA	app820	RemitsTo.sun
5	997	FA		
6	850	PO		SamplePO.sun

PNDocs (Part 2 - Others)							
PSId	DocType	XType1	SUBSTR(PD1STXPORTPAR ST PE IO FA)				
1	820	commsmtp-send	PR 0;MA 28;MR 0;MT ;	1	2	2	1
5	997	ftp-local-application	YvT/KQJecZh+rsKszsVR	1	2	2	0
6	850	ftp-local-application	YvT/KQJecZh+rsKszsVR	1	2	1	0

SQL Code

```
set pagesize 40
column PDPSId heading 'PSId' format 999;
column PDDocType heading 'DocType' format a8;
column PDGroupType heading 'GType' format a10;
column PDActive heading 'AC' format 9
column PDPriority heading 'P' format 99
column PDAppDOTName heading 'DOT' format a6
column PDMapName heading 'Map' format a30
column PDXlatType heading 'IO' format 9
column PDAckExpected heading 'FA' format 9
column PDLastCtrlNum heading 'CtrlNum' format a10;
column PDLock heading 'LC' format 9
column PD1stXportType heading 'XType1' format a25
column PD1stXportParam heading 'XParam1' format a20
column PD2ndXportType heading 'XType2' format a20
column PD2ndXportParam heading 'XParam2' format a20
column PDSendType heading 'ST' format 9
column PDDeleteWait heading 'DW' format 9
column PDArchiveWait heading 'AW' format 9
column PDPreEnveloped heading 'PE' format 9
column PDDesc heading 'Desc' format a10
```

SQL Code (*Continued*)

```
column PDObjPerm heading 'Perm' format 999;
column PModByGroup heading 'Group' format a8;
column PModByUser heading 'User' format a10;

ttitle center 'PNDocs (Part 1 - Types and Map)'
select PDPSId, PDDocType, PDGroupType, PDAppDOTName,
       PMapName
from PNDocs
order by PDPSId;

ttitle center 'PNDocs (Part 2 - Others)'
select PDPSId, PDDocType, PD1stXportType, substr(PD1stXportParam,
1, 20),
       PDSendType, PDPreEnveloped, PDXlatType, PDackExpected
from PNDocs
order by PDPSId;
```

sel_pg.sql

Description This script queries the PNGroup table and returns information for all rows.

Sample Output

```
SQL> @sel_pg.sql
```

PSId	Type	CtrlNum	PNDOcs (Part 2 - Others)				User	PGMODDT
			Lock	Ack	AckWait	Perm Group		
1	RA	000001	0	1	1	644 bdgdev	userAdmin	31-MAR-98
5	FA	1	0	0	5259600			06-APR-98
6	PO	1	0	##	5259600			06-APR-98

SQL Code

```
set pagesize 40
column PGPSId heading 'PSId' format 999;
column PGGroupType heading 'Type' format a10;
column PGLastGroupCtrlNum heading 'CtrlNum' format a10;
column PGLockGroup heading 'Lock' format 9
column PGenDocAck heading 'Ack' format 9
column PGrpAckWait heading 'AckWait' format 9999999
column PGObjPerm heading 'Perm' format 999;
column PModByGroup heading 'Group' format a8;
column PModByUser heading 'User' format a10;
select *
from PNGroup
order by PGPSId;
```

sel_pn.sql

Description This script queries the Partnerships table and returns information for all rows.

Sample Output

```
SQL> @sel_pn.sql
```

PNID	Sender	QF	PNDocs (Part 2 - Others)			Active	SCT	RCT	
			QualId	Receiver	QF				QualId
1	ecx-test1	ZZ	4083775368	ecx-test2	ZZ	4085423277	1	1	1
5	MemberB	12	4083775368	MemberA	12	4085423277	1	0	0
6	MemberA	12	4085423277	MemberB	12	4083775368	1	0	0

SQL Code

```
set pagesize 40
column PNID format 999;
column PNSndrMBName heading 'Sender' format a10
column PNSndrQual heading 'QF' format a4
column PNSndrQualId heading 'QualId' format a12
column PNRcvrMBName heading 'Receiver' format a10
column PNRcvrQual heading 'QF' format a4
column PNRcvrQualId heading 'QualId' format a12
column PNAActive heading 'Active' format 9
column PNSndrCertType heading 'SCT' format 9
column PNRcvrCertType heading 'RCT' format 9
column PNDesc heading 'Desc' format a6
column PNObjPerm heading 'Perm' format 999
column PNModByGroup heading 'Group' format a8
column PNModByUser heading 'User' format a8
select PNID,
       PNSndrMBName, PNSndrQual, PNSndrQualId,
       PNRcvrMBName, PNRcvrQual, PNRcvrQualId,
       PNAActive, PNSndrCertType, PNRcvrCertType
from partnerships;
```

sel_ps.sql

Description This script queries the PNStd table and returns information for all rows.

Sample Output

```
SQL> @sel_ps.sql
```

PSID	PNid	Std	Ver	PNDocs (Part 2 - Others)								
				Rel	CtrlNum	FA	TF	SegT	ElmT	SubE	Dc	RC
1	1	X	003020	0	000000123	1	0	0D0A	2A	3A	.	?
5	5	X	003020	0	1	0	1	0D0A	2A	3E		
6	6	X	003020	0	1	0	1	0D0A	2A	3E		

SQL Code

```
set pagesize 40
column PSID format 999;
column PSPNID heading 'PNid' format 999;
column PSStandard heading 'Std' format a7;
column PSVersion heading 'Ver' format a10;
column PSRelease heading 'Rel' format a4;
column PSLastIntgCtrlNum heading 'CtrlNum' format a10;
column PSLockIntg heading 'LC' format 9
column PSGenIntgAckFlags heading 'FA' format 999
column PSTestProdFlag heading 'TF' format 9
column PSSegTerm heading 'SegTerm' format a4;
column PSElmtSep heading 'ElmTerm' format a4;
column PSSubElmtSep heading 'SubElmt' format a4;
column PSDecPtChar heading 'Dcm' format a2;
column PSRelChar heading 'RChar' format a2;
column PSObjPerm heading 'Perm' format 999;
column PSMoByGroup heading 'Group' format a8;
column PSMoByUser heading 'User' format a8;
select PSID, PSPNID, PSStandard, PSVersion, PSRelease,
PSLastIntgCtrlNum,
        PSGenIntgAckFlags, PSTestProdFlag,
        PSSegTerm, PSElmtSep, PSSubElmtSep, PSDecPtChar, PSRelChar
from PNStd;
```

sel_pv.sql

Description This script uses a join statement to query the Partnerships, PNStd, PNGroup, and PNDocs tables to return information for all rows, but in a condensed format.

Sample Output

```
SQL> @sel_pv.sql
```

PN	QualId	QualId	PNDocs (Part 2 - Others)									
			PS	Std	Ver	R	IFA	GTyp	GFA	DocType	DFA	Env
1	4083775368	4085423277	1	X	003020	0	1	RA	1	820	1	2
5	4083775368	4085423277	5	X	003020	0	0	FA	0	997	0	2
6	4085423277	4083775368	6	X	003020	0	0	PO	12	850	0	2

SQL Code

```
set pagesize 40
column PNIId heading 'PN' format 999;
column PNSndrQualId heading 'QualId' format a10
column PNRcvrQualId heading 'QualId' format a10

column PSId heading 'PS' format 999;
column PSStandard heading 'Std' format a4;
column PSVersion heading 'Ver' format a6;
column PSRelease heading 'R' format a3;
column PSGenIntgAckFlags heading 'IFA' format 999;

column PGGroupType heading 'GType' format a4;
column PGGenDocAck heading 'GFA' format 99;

column PDGroupType heading 'DGType' format a6;
column PDDocType heading 'DocType' format a8;
column PDAckExpected heading 'DFA' format 99;
column PDPreEnveloped heading 'Env' format 99;

select PNIId,
       PNSndrQualId,
       PNRcvrQualId,
       PSId, PSStandard, PSVersion, PSRelease, PSGenIntgAckFlags,
       PGGroupType, PGGenDocAck,
       PDDocType, PDAckExpected, PDPreEnveloped
from pview
order by 1, 4;
```

sel_st.sql

Description This script queries the Tracking table to determine how many documents in a given Tracking ID are in each state. This script is convenient when you submit a large EDI file with many interchanges, groups, documents and you wish to find out how far it has progressed in the system.

Sample Output

```
SQL> @sel_st.sql
Select tracking with tracking id >= 28
old 4: where TRKId >= &tracking_id
new 4: where TRKId >= 28
```

Summary Of Tracking State				
COUNT(*)	State	Service	Severity	Representative
1	4	bundle	0	29
1	5	dispatcher	30	28

SQL Code

```
set pagesize 40
column TRKId heading 'ID' format 999
column TRKCurServiceIdx heading 'Idx' format 99
column TRKCurServiceName heading 'Service' format a20
column TRKState heading 'State' format 9999
column TRKErrnum heading 'Severity' format 999999

accept tracking_id prompt 'Select tracking with tracking id >= '

ttitle center 'Summary Of Tracking State'
select count(*), TRKState, TRKCurServiceName, TRKErrnum,
       min(TRKId) "Representative"
from Tracking
where TRKId >= &tracking_id
group by TRKState, TRKCurServiceName, TRKErrnum
order by 2
;
```

sel_sv.sql

Description This script queries the Services table and returns information for all rows.

Sample Output

```
SQL> @sel_sv.sql
```

```

                                Summary Of Tracking State
SVRID Service                    Thread Type Path
-----
 201 parse                        1      1 parse
 203 translate                    1      1 Translator
 205 FAGen                       1      1 FAGen
 207 OutPrep                     1      1 OutPrep
 209 OutParse                    1      1 OutParse
 211 Routing                     1      1 Routing
 704 gateway                     1      1 Comm-Gateway

```

```
7 rows selected.
```

SQL Code

```

set pagesize 40
column SVRId format 9999
column SVRName heading 'Service' format a15
column SVRMaxThread heading 'Thread' format 99999
column SVRType heading 'Type' format 999
column SVRPathName heading 'Path' format a30

select SVRId, SVRName, SvrMaxThread, SVRType, SVRPathName
from Services;

```

sel_td.sql

Description This script queries the TrkDoc table for a given Tracking ID. The script has four parts. To progress to the next part of the script, hit the [Return] key. Part One returns the document-level information (document-level internal tracking ID, Sender's address info, Receiver's address info). Part Two lists the document-level EDI standard information as well as the name of the map used (if any), and the acknowledgment information. Part Three lists the document-level information regarding the outbound transport type. Part Four lists the document-level Control Number information, current or most recent Service executed, and the status/error information for the current or most recent Service, the Parse Service and the Translate Service.

Sample Output—Parts 1 and 2

```
SQL> @sel_td.sql
Select documents with tracking id = 28
old 5: where TDTrkId = &trkid
new 5: where TDTrkId = 28

          Document (Part 1 - Partnership)
TDID          SName    RName    SQF    SQualId    RQF    RQualId
-----
0000000028-000001-001-00000001 MemberA  MemberB  12    4085423277 12
4083775368
0000000028-000001-001-00000002          MemberB  12    4085423277 12    4083775368
0000000028-000001-001-00000003          MemberB  12    4085423277 12    4083775368
0000000028-000001-001-00000004          MemberB  12    4085423277 12    4083775368
0000000028-000001-001-00000005          MemberB  12    4085423277 12    4083775368
0000000028-000001-001-00000006          MemberB  12    4085423277 12    4083775368
0000000028-000001-001-00000007          MemberB  12    4085423277 12    4083775368
0000000028-000001-001-00000008          MemberB  12    4085423277 12    4083775368
0000000028-000001-998-00000001 MemberB  MemberA  12    4083775368 12
4085423277

9 rows selected.

<press Enter>
old 4: where TDTrkId = &trkid
new 4: where TDTrkId = 28
```

Sample Output—Parts 3 and 4

...

```
old 5: where TDTrkId = &trkid
new 5: where TDTrkId = 28
```

TDId	ST	Xpt	Document (Part 3 - Bundling)	SUBSTR(TD1STXPORTPAR	PE	BS	Btk
00000002	1	ftp-local-application	YvT/KQJecZh+rsKszsVR	1	2	29	
00000001	1	ftp-local-application	YvT/KQJecZh+rsKszsVR	1	2	29	
00000003	1	ftp-local-application	YvT/KQJecZh+rsKszsVR	1	2	29	
00000004	1	ftp-local-application	YvT/KQJecZh+rsKszsVR	1	2	29	
00000005	1	ftp-local-application	YvT/KQJecZh+rsKszsVR	1	2	29	
00000006	1	ftp-local-application	YvT/KQJecZh+rsKszsVR	1	2	29	
00000007	1	ftp-local-application	YvT/KQJecZh+rsKszsVR	1	2	29	
00000008	1	ftp-local-application	YvT/KQJecZh+rsKszsVR	1	2	29	
00000001	1	ftp-local-application	YvT/KQJecZh+rsKszsVR	2	1	0	

9 rows selected.

<press Enter>

```
old 5: where TDTrkId = &trkid
new 5: where TDTrkId = 28
```

TDId	CtrlNum	Idx	SVName	St	Err	PEr	TSt	TEr	Lock
00000002	355218	5	gateway	4		0	3	0	0
00000001	355217	5	gateway	4		0	3	0	0
00000003	355219	5	gateway	4		0	3	0	0
00000004	355220	5	gateway	4		0	3	0	0
00000005	355221	5	gateway	4		0	3	0	0
00000006	355222	5	gateway	4		0	3	0	0
00000007	355223	5	gateway	4		0	3	0	0
00000008	355224	5	gateway	4		0	3	0	0
00000001		4	ack	1		0	0	0	0

9 rows selected.

SQL Code

```

set pagesize 40
column TDId format a30;
column TDTrkId heading 'TRK' format 999
column TDIntgId heading 'TI' format 99
column TDGrpId heading 'TG' format 99
column TDDocId heading 'TD' format 99
column TDCurServiceIdx heading 'Idx' format 99
column TDCurServiceName heading 'SVName' format a10
column TDState heading 'St' format 9
column TDErrnum heading 'Err' format 999
column TDParseErrnum heading 'PEr' format 99
column TDXlatState heading 'TSt' format 99
column TDXlatErrnum heading 'TEr' format 99
column TDPriority heading 'P' format 99
column TDPSId heading 'PSId' format 999
column TDDocType heading 'Type' format a8
column TDTestProdFlag heading 'Tst' format 99
column TDSndrMBName heading 'SName' format a8
column TDSndrQual heading 'SQF' format a4
column TDSndrQualId heading 'SQualId' format a10
column TDRcvrMBName heading 'RName' format a8
column TDRcvrQual heading 'RQF' format a4
column TDRcvrQualId heading 'RQualId' format a10
column TDMapName heading 'Map' format a15
column TDStandard heading 'Std' format a6
column TDVersion heading 'Version' format a7
column TDRelease heading 'Rl' format a3
column TDXlatType heading 'IO' format 9
column TD1stXportType heading 'Xpt' format a25
column TD1stXportParam heading 'XptParam' format a20
column TDSendType heading 'ST' format 9
column TDSourceDocId format a30
column TDAckDocId format a30
column TDAckState heading 'Ack' format 999
column TDCtrlNum heading 'CtrlNum' format a8
column TDMapRestrictFlags heading 'Flg' format 99
column TDFileName format a10
column TDPreEnveloped heading 'PE' format 9
column TDBundleState heading 'BS' format 9
column TDBundleTrkId heading 'BTK' format 999
column TDLock heading 'Lock' format 99
column substr(TDId,23,30) heading 'TDId'
column to_char(TDAckOverDueDt,'MM/DD/YYYY') heading 'AckOverDue'
format a10

accept trkid prompt 'Select documents with tracking id = '

REM select PN related columns
tttitle center 'Document (Part 1 - Partnership)'
break on TDSndrMBName nodup
select TDId, TDSndrMBName, TDRcvrMBName,
       TDSndrQual, TDSndrQualId,
       TDRcvrQual, TDRcvrQualId

```

SQL Code (Continued)

```

from TrkDoc
where TDTrkId = &trkid
group by TDSndrMBName, TDSndrQual, TDSndrQualId,
        TDRcvrMBName, TDRcvrQual, TDRcvrQualId, TDId;

accept continue

REM select Std related columns
tttitle center 'Document (Part 2 - Standard)'
break on TDPSId nodup
select substr( TDId, 23, 30 ), TDPSId, TDStandard, TDVersion,
        TDRRelease,
        TDDocType, TDMapName, TDAckState, to_char(TDAckOverDueDt,
        'MM/DD/YYYY')
from TrkDoc
where TDTrkId = &trkid
order by TDPSId, TDStandard, TDDocType;

accept continue

REM REM select bundle related columns
tttitle center 'Document (Part 3 - Bundling)'
break on TDTrkId nodup
select substr( TDId, 23, 30 ),
        TDSendType, TDlstXportType, substr(TDlstXportParam, 1, 20),
        TDPreEnveloped, TDBundleState, TDBundleTrkId
from TrkDoc
where TDTrkId = &trkid
order by TDTrkId, TDSendType, TDlstXportType;

accept continue

REM REM select state related columns
tttitle center 'Document (Part 4 - Status)'
break on TDTrkId nodup
select substr( TDId, 23, 30 ), TDctrlNum,
        TDCurServiceIdx, TDCurServiceName, TDState, TDErrnum,
        TDParseErrnum, TDXlatState, TDXlatErrnum, TDLock
from TrkDoc
where TDTrkId = &trkid
order by TDTrkId, TDIntgId, TDGrpId;

```

sel_tdd.sql

Description This script queries the TrkDocDetails table and returns document-level information for all rows.

Sample Output—Part 1, page 1

```
SQL> @sel_tdd.sql
unknown BREAK option "nohup"
```

DocId	TrkDocDetails (Part 1 - General Info) # Path	IO	Xla	St	Err
0000000001-000001-999-00000001	1 /export2/actraadm/NS-a pps/ECXpert/data/work/trk /trk1	0	1	0	0
0000000002-000001-999-00000001	1 /export2/actraadm/Actra-a pps/ECXpert/data/work/trk /trk2	0	1	0	0
0000000003-000001-999-00000001	1 /export2/actraadm/NS-a pps/ECXpert/data/work/trk /trk3	0	1	0	0
0000000004-000001-999-00000001	1 /export2/actraadm/NS-a pps/ECXpert/data/work/trk /trk4	0	1	0	0
0000000005-000001-999-00000001	1 /export2/actraadm/NS-a pps/ECXpert/data/work/trk /trk5	0	1	0	0
0000000006-000001-001-00000001	1 /export2/actraadm/NS-a pps/ECXpert/data/work/trk /trk6	0	1	0	0
0000000007-000001-001-00000001	1 /export2/actraadm/NS-a pps/ECXpert/data/work/trk /trk7	0	1	0	0
0000000011-000001-999-00000001	1 /export2/actraadm/NS-a pps/ECXpert/data/work/trk /trk11	0	1	0	0
0000000012-000001-999-00000001	1 /export2/actraadm/NS-a pps/ECXpert/data/work/trk /trk12	0	1	0	0

<Continued>

Sample Output—Part 2, page 1

```

...
TrkDocDetails (Part 2 - Multi-Output Info)
DocId          # Sndr          Rcvr          DocTyp SbmtTrk
-----
0000000001-000001-999-00000001  1          0
0000000002-000001-999-00000001  1          0
0000000003-000001-999-00000001  1          0
0000000004-000001-999-00000001  1          0
0000000005-000001-999-00000001  1          0
0000000006-000001-001-00000001  1          0
0000000007-000001-001-00000001  1          0
0000000011-000001-999-00000001  1          0
0000000012-000001-999-00000001  1          0
0000000013-000001-999-00000001  1          0
0000000014-000001-999-00000001  1          0
0000000015-000001-999-00000001  1          0
0000000018-000001-999-00000001  1          0
0000000019-000001-999-00000001  1          0
0000000020-000001-999-00000001  1          0
0000000021-000001-999-00000001  1          0
0000000022-000001-999-00000001  1          0
0000000023-000001-999-00000001  1          0
0000000024-000001-999-00000001  1          0
0000000025-000001-999-00000001  1          0
0000000026-000001-999-00000001  1          0
0000000027-000001-999-00000001  1          0
0000000028-000001-001-00000005  3          0
0000000028-000001-001-00000006  1          0
0000000028-000001-001-00000006  2          0
0000000028-000001-001-00000006  3          0
0000000028-000001-001-00000007  1          0
0000000028-000001-001-00000007  2          0
0000000028-000001-001-00000007  3          0
0000000028-000001-001-00000008  1          0
0000000028-000001-001-00000008  2          0
0000000028-000001-001-00000008  3          0
0000000028-000001-998-00000001  1          0

47 rows selected.

SQL>

```

SQL Code

```

set pagesize 40
column TDDId heading 'DocId'format a30;
column TDDCardNum heading '#'format 9
column TDDTrkIdheading 'TrkId'format 99999
column TDDIntgIdheading 'Intg'format 999
column TDDGrpIdheading 'Grp'format 999
column TDDFullPathNameheading 'Path'format a25
column TDDIOTypeheading 'IO'format 999
column TDDXlatFlagsheading 'Xla'format 999
column TDDStateheading 'St'format 99
column TDEErrnumheading 'Err'format 999
column TDDSnrMBNameheading 'Snr'format a15
column TDDRcvrMBNameheading 'Rcvr'format a15
column TDDDocTypeheading 'DocType'format a6
column TDDSubmittedTRKIdheading 'SbmtTrk'format 999999

ttitle center 'TrkDocDetails (Part 1 - General Info)'
break on DocId nohup;
select TDDId, TDDCardNum, TDDFullPathName, TDDIOType,
       TDDXlatFlags,
       TDDState, TDEErrnum
from TrkDocDetails
order by 1, 2;

ttitle center 'TrkDocDetails (Part 2 - Multi-Output Info)'
select TDDId, TDDCardNum, TDDSnrMBName, TDDRcvrMBName,
       TDDDocType,
       TDDSubmittedTRKId
from TrkDocDetails
order by 1, 2;

```

sel_tg.sql

Description This script queries the TrkGroup table and returns group-level information for all rows.

Sample Output

```

SQL> @sel_tg.sql
Select tracking with tracking id >= 28
old   6: where TGTrkId >= &trkid
new   6: where TGTrkId >= 28

              TrkGroup
TRK  TI  TG Std  Version Type CtrlNum  Idx St  Err PEr  TGSIZE

```

Sample Output (Continued)

```

-----
 28  1  1 X  003020 PO  6056          5 1  0  0          5016
    1 ###          4 1  0  0          0
SQL>

```

SQL Code

```

set pagesize 40
column TGTrkId heading 'TRK' format 999
column TGIntgId heading 'TI' format 99;
column TGId heading 'TG' format 99;
column TGType heading 'Type' format a4
column TGCurServiceIdx heading 'Idx' format 99
column TGState heading 'St' format 9
column TGErrnum heading 'Err' format 999
column TGParseErrnum heading 'PER' format 99
column TGPriority heading 'Pri' format 99
column TGStandard heading 'Std' format a4
column TGVersion heading 'Version' format a7
column TGCtrlNum heading 'CtrlNum' format a8

accept trkid prompt 'Select tracking with tracking id >= '

ttitle center 'TrkGroup'
break on TGTrkId nodup
select TGTrkId, TGIntgId, TGId,
       TGStandard, TGVersion, TGType,
       TGCtrlNum, TGCurServiceIdx, TGState, TGErrnum,
       TGParseErrnum,
       TGSize
from TrkGroup
where TGTrkId >= &trkid
order by 1, 2, 3;

```

sel_ti.sql

Description This script queries the TrkIntchg table and returns interchange-level information for a given Tracking ID.

Sample Output

```
SQL> @sel_ti.sql
Select tracking with tracking id = 28
old 6: where TITrkId = &trkid
new 6: where TITrkId = 28
```

Interchange (Part 1 - Partnership and Status)										
TRK	TIID	SQF	SQualId	RQF	RQualId	CtrlNum	Idx	St	Severity	ParseEr
28	1	12	4085423277	12	4083775368	0000056	5	1	0	0

```

old 5: where TITrkId = &trkid
new 5: where TITrkId = 28
```

Interchange (Part 2 - Standard)												
TRK	TIID	PSId	Std	Version	Rl	AckS	AckF	SegT	Elmt	SubE	Deci	RelC
28	1	6	X	003020	0	0	0	0A	2A	2A	2E	0

```
SQL>
```

SQL Code

```
set pagesize 40
column TITrkId heading 'TRK' format 999
column TIId format 999;
column TICurServiceIdx heading 'Idx' format 9
column TIState heading 'St' format 9
column TIErrnum heading 'Severity' format 99999
column TIParseErrnum heading 'ParseEr' format 9
column TIPriority heading 'P' format 99
column TITestProdFlag heading 'Tst' format 9
column TISndrQual heading 'SQF' format a4
column TISndrQualId heading 'SQualId' format a10
column TIRcvrQual heading 'RQF' format a4
column TIRcvrQualId heading 'RQualId' format a10
column TIStandard heading 'Std' format a7
column TIVersion heading 'Version' format a8
column TIRelease heading 'Rl' format a3
```

SQL Code (Continued)

```

column TIPSId heading 'PSId' format 999
column TIAckState heading 'AckS' format 999
column TIGenIntgAckFlags heading 'AckF' format 999
column TICtrlNum heading 'CtrlNum' format a7
column TIFileName format a10
column TISegTerm heading 'SegT' format a4
column TIElmtSep heading 'Elmt' format a4
column TISubElmtSep heading 'SubE' format a4
column TIDecPtChar heading 'Deci' format a4
column TIRelChar heading 'RelC' format a4

accept trkid prompt 'Select tracking with tracking id = '

REM select PN related columns
ttitle center 'Interchange (Part 1 - Partnership and Status)'
break on TITrkId nodup
select TITrkId, TIId,
       TISndrQual, TISndrQualId,
       TIRcvrQual, TIRcvrQualId,
       TICtrlNum, TICurServiceIdx, TIState, TIErrnum,
       TIParseErrnum
from TrkIntchg
where TITrkId = &trkid
order by 1, 2;

REM select Std related columns
ttitle center 'Interchange (Part 2 - Standard)'
select TITrkId, TIId, TIPSId, TISTandard, TIVersion, TIRelease,
       TIAckState, TIGenIntgAckFlags,
       TISegTerm, TIElmtSep, TISubElmtSep, TIDecPtChar, TIRelChar
from TrkIntchg
where TITrkId = &trkid
order by 1, 2;

```

sel_tk.sql

Description This script queries the Tracking table and returns file-level information for a given Tracking ID.

Sample Output

```
SQL> @sel_tk.sql
Select tracking with tracking id >= 28
old 4: where TRKId >= &tracking_id
new 4: where TRKId >= 28
```

Tracking (Part 1)						
ID SList	Sender	Receiver	DOT	Path	ExtPath	
28	MemberA	MemberB	850	/export2/actraadm/NS	/tmp/input850s.txt	
	-apps/ECXpert/dat			a/work/trk/trk28		
29	MemberA	MemberB	850	/export2/actraadm/NS		
	-apps/ECXpert/dat			a/bundle/bnd11		

```
old 7: where TRKId >= &tracking_id
new 7: where TRKId >= 28
```

Tracking (Part 2)												
ID	Type	ExtReferen	Total	Num	IO	Pri	Idx	SVName	St	Err	MDN	Misc
28	0	Ref28	1	1	0	0	5	dispatcher	5	30	0	
29	1		1	1	0	1	0	bundle	4	0	0	

```
SQL>
```

SQL Code

```

set pagesize 40
column TRKID heading 'ID' format 999
column TRKServiceListName heading 'SList' format a10
column TRKDOTName heading 'DOT' format a3
column TRKSndrMBName heading 'Sender' format a8
column TRKRcvrMBName heading 'Receiver' format a8
column TRKCurServiceIdx heading 'Idx' format 99
column TRKCurServiceName heading 'SVName' format a10
column TRKState heading 'St' format 9
column TRKErrnum heading 'Err' format 999
column TRKPriority heading 'Pri' format 99
column TRKXlatType heading 'IO' format 9
column TRKMNDNState heading 'MDN' format 9
column TRKExtReference heading 'ExtReferenc' format a10
column TRKExtPathName heading 'ExtPath' format a20
column TRKPartNum heading 'Num' format 9
column TRKPartTotal heading 'Total' format 999
column TRKPartType heading 'Type' format 9
column TRKMisc heading 'Misc' format a15
column TRKFullPathName heading 'Path' format a20

accept tracking_id prompt 'Select tracking with tracking id >= '

ttitle center 'Tracking (Part 1)'
select TRKID, TRKServiceListName, TRKSndrMBName, TRKRcvrMBName,
       TRKDOTName,
       TRKFullPathName, TRKExtPathName
from Tracking
where TRKID >= &tracking_id
order by 1;

ttitle center 'Tracking (Part 2)'
select TRKID,
       TRKPartType, TRKExtReference, TRKPartTotal, TRKPartNum,
       TRKXlatType, TRKPriority,
       TRKCurServiceIdx, TRKCurServiceName, TRKState, TRKErrnum,
       TRKMNDNState, TRKMisc
from Tracking
where TRKID >= &tracking_id
order by 1;

```

Scripts to Archive, Back Up, and Clear the ECXpert Tablespace

The scripts documented in this section are provided for the convenience of the DBA or Site Administrator.

exp_ecx_tables.sh

Description This is an example of a Unix shell script which calls the Oracle utility "exp" to export the ECXpert tables to an Oracle export file format. This shell script must be modified before use, to replace the following parameters:

name/password@dbAlias

with the correct values for your installation.

Script Code

```
$ORACLE_HOME/bin/exp name/password@dbAlias FILE=./ecx.dmp  
TABLES="Members MAddresses Partnerships PNStd PNGroup KeyPairs  
SubjectInfo Certificates Tracking TrkIntchg Services MsgFormats  
EventLog UniqueKeys DTServices ScheduleInfo TrkGroup TrkDoc  
PNDocs TrkDocDetails CRL PNCARD MDNInfo BlobInfo CertTypeInfo"
```

imp_ecx_tables.sh

Description This is an example of a Unix shell script which calls the Oracle utility "imp" to import the ECXpert tables from an Oracle export file format. This shell script must be modified before use, to replace the following parameters:

name/password@dbAlias

with the correct values for your installation.

Script Code

```
$ORACLE_HOME/bin/imp name/password@dbAlias FILE=./ecx.dmp FULL=Y  
IGNORE=Y COMMIT=Y
```

clean.sql

Description This script deletes all rows from Tracking and EventLog tables, and resets the value in the UniqueKeys table back to "0" so that the Tracking ID assigned to next submitted file is "1". This script does not remove files from the file system.

This script should be used with extreme caution and should only be used after the ECXpert tables have been backed up appropriately (using a tape backup system or exporting the tablespace to an export file).

Script Code

```
delete from Tracking where TRKId > 0;
commit;
delete from EventLog;
update uniquekeys set uklastvalue=0
where ukname in ('TRKId', 'BUNDLEId', 'ELId');
commit;
```


ASCII Reference Table

This appendix documents the ASCII character set to reference how to work with EDI delimiter characters in ECXpert. The following topics are covered:

ASCII Reference Table

Whenever you are working with EDI standard document types in ECXpert, you must specify special characters to delimit various pieces of data. [Table I-1](#) lists the ASCII character codes that you must use to specify these characters.

NOTE Please consult the X12, EDIFACT, or UCS standards documentation to find out what character set is supported by the standard you wish to use. When entering the Hex value into the ECXpert Partnership Control page, you must omit the “0x” prefix. For example, to specify the greater-than sign, “0x3E”, enter only “3E” for the value.

Table I-1 ASCII Reference

Character	Description	Numeric Code	
		Decimal	Hexidecimal
^@	Null (NUL)	0	0x00
^A	Start of heading (SOH)	1	0x01
^B	Start of text (STX)	2	0x02
^C	End of text (ETX)	3	0x03
^D	End of tansmission (EOT)	4	0x04
^E	Enquiry (ENQ)	5	0x05
^F	Acknowledge (ACK)	6	0x06

Table I-1 ASCII Reference (*Continued*)

Character	Description	Numeric Code	
		Decimal	Hexidecimal
^G	Bell (BEL)	7	0x07
^H	Backspace (BS)	8	0x08
^I	Character (horizontal) tab (HT)	9	0x09
^J	Linefeed (LF)	10	0x0A
^K	Line (vertical) tab (VT)	11	0x0B
^L	Formfeed (FF)	12	0x0C
^M	Carriage Return (CR)	13	0x0D
^N	Shift out (SO)	14	0x0E
^O	Shif in (SI)	15	0x0F
^P	Datalink escape (DLE)	16	0x10
^Q	Device control one (DC1)	17	0x11
^R	Device control two (DC2)	18	0x12
^S	Device control three (DC3)	19	0x13
^T	Device control four (DC4)	20	0x14
^U	Negative acknowledge (NAK)	21	0x15
^V	Synchronous idle (SYN)	22	0x16
^W	End of transmission block (ETB)	23	0x17
^X	Cancel (CAN)	24	0x18
^Y	End of medium (EM)	25	0x19
^Z	Substitute (SUB)	26	0x1A
^[Escape (ESC)	27	0x1B
^\	File separator (FS, IS4)	28	0x1C
^]	Group separator (GS, IS3)	29	0x1D
^^	Record separator (RS, IS2)	30	0x1E
^_	Unit separator (US, IS1)	31	0x1F
	Space	32	0x20
!	Exclamation point	33	0x21
"	Double quote	34	0x22

Table I-1 ASCII Reference (*Continued*)

Character	Description	Numeric Code	
		Decimal	Hexidecimal
#	Number sign	35	0x23
\$	Dollar sign	36	0x24
%	Percent sign	37	0x25
&	Ampersand	38	0x26
'	Single quote	39	0x27
(Open parenthesis	40	0x28
)	Close parenthesis	41	0x29
*	Asterisk	42	0x2A
+	Plus sign	43	0x2B
,	Comma	44	0x2C
-	Hyphen, dash, minus sign	45	0x2D
.	Period	46	0x2E
/	Forward slash (solidus)	47	0x2F
0		48	0x30
1		49	0x31
2		50	0x32
3		51	0x33
4		52	0x34
5		53	0x35
6		54	0x36
7		55	0x37
8		56	0x38
9		57	0x39
:	Colon	58	0x3A
;	Semicolon	59	0x3B
<	Less-than	60	0x3C
=	Equal sign	61	0x3D
>	Greater than	62	0x3E

Table I-1 ASCII Reference (*Continued*)

Character	Description	Numeric Code	
		Decimal	Hexidecimal
?	Question mark	63	0x3F
@	At sign	64	0x40
A		65	0x41
B		66	0x42
C		67	0x43
D		68	0x44
E		69	0x45
F		70	0x46
G		71	0x47
H		72	0x48
I		73	0x49
J		74	0x4A
K		75	0x4B
L		76	0x4C
M		77	0x4D
N		78	0x4E
O		79	0x4F
P		80	0x50
Q		81	0x51
R		82	0x52
S		83	0x53
T		84	0x54
U		85	0x55
V		86	0x56
W		87	0x57
X		88	0x58
Y		89	0x59
Z		90	0x5A

Table I-1 ASCII Reference (*Continued*)

Character	Description	Numeric Code	
		Decimal	Hexidecimal
[Open square bracket	91	0x5B
\	Backslash (reverse solidus)	92	0x5C
]	Close square bracket	93	0x5D
^	Caret, grave accent	94	0x5E
_	Underscore	95	0x5F
'	Apostrophe	96	0x60
a		97	0x61
b		98	0x62
c		99	0x63
d		100	0x64
e		101	0x65
f		102	0x66
g		103	0x67
h		104	0x68
i		105	0x69
j		106	0x6A
k		107	0x6B
l		108	0x6C
m		109	0x6D
n		110	0x6E
o		111	0x6F
p		112	0x70
q		113	0x71
r		114	0x72
s		115	0x73
t		116	0x74
u		117	0x75
v		118	0x76

Table I-1 ASCII Reference (*Continued*)

Character	Description	Numeric Code	
		Decimal	Hexidecimal
w		119	0x77
x		120	0x78
y		121	0x79
z		122	0x7A
{	Open curly bracket	123	0x7B
	Piping symbol, vertical line	124	0x7C
}	Close curly bracket	125	0x7D
~	Tilde	126	0x7E
^?	Delete (DEL)	127	0x7F
M-^@		128	0x80
M-^A		129	0x81
M-^B		130	0x82
M-^C		131	0x83
M-^D		132	0x84
M-^E		133	0x85
M-^F		134	0x86
M-^G		135	0x87
M-^H		136	0x88
M-^I		137	0x89
M-^J		138	0x8A
M-^K		139	0x8B
M-^L		140	0x8C
M-^M		141	0x8D
M-^N		142	0x8E
M-^O		143	0x8F
M-^P		144	0x90
M-^Q		145	0x91
M-^R		146	0x92

Table I-1 ASCII Reference (*Continued*)

Character	Description	Numeric Code	
		Decimal	Hexidecimal
M-^S		147	0x93
M-^T		148	0x94
M-^U		149	0x95
M-^V		150	0x96
M-^W		151	0x97
M-^X		152	0x98
M-^Y		153	0x99
M-^Z		154	0x9A
M-^[155	0x9B
M-^\ M-^]		156	0x9C
M-^^		157	0x9D
M-^_		158	0x9E
		159	0x9F
		160	0xA0
i		161	0xA1
¢		162	0xA2
£		163	0xA3
¤		164	0xA4
¥		165	0xA5
		166	0xA6
§		167	0xA7
¨		168	0xA8
©		169	0xA9
ª		170	0xAA
«		171	0xAB
¬		172	0xAC
-		173	0xAD
®		174	0xAE

Table I-1 ASCII Reference (*Continued*)

Character	Description	Numeric Code	
		Decimal	Hexidecimal
-		175	0xAF
°		176	0xB0
		177	0xB1
		178	0xB2
		179	0xB3
'		180	0xB4
		181	0xB5
¶		182	0xB6
.		183	0xB7
,		184	0xB8
		185	0xB9
		186	0xBA
»		187	0xBB
		188	0xBC
		189	0xBD
		190	0xBE
¿		191	0xBF
À		192	0xC0
Á		193	0xC1
Â		194	0xC2
Ã		195	0xC3
Ä		196	0xC4
Å		197	0xC5
Æ		198	0xC6
Ç		199	0xC7
È		200	0xC8
É		201	0xC9
Ê		202	0xCA

Table I-1 ASCII Reference (*Continued*)

Character	Description	Numeric Code	
		Decimal	Hexidecimal
Ë		203	0xCB
Ì		204	0xCC
Í		205	0xCD
Î		206	0xCE
Ï		207	0xCF
		208	0xD0
Ñ		209	0xD1
ò		210	0xD2
ó		211	0xD3
ô		212	0xD4
õ		213	0xD5
ö		214	0xD6
x		215	0xD7
Ø		216	0xD8
Ù		217	0xD9
Ú		218	0xDA
Û		219	0xDB
Ü		220	0xDC
		221	0xDD
		222	0xDE
ß		223	0xDF
à		224	0xE0
á		225	0xE1
â		226	0xE2
ã		227	0xE3
ä		228	0xE4
å		229	0xE5
æ		230	0xE6

Table I-1 ASCII Reference (*Continued*)

Character	Description	Numeric Code	
		Decimal	Hexidecimal
ç		231	0xE7
è		232	0xE8
é		233	0xE9
ê		234	0xEA
ë		235	0xEB
ì		236	0xEC
í		237	0xED
î		238	0xEE
ï		239	0xEF
		240	0xF0
ñ		241	0xF1
ò		242	0xF2
ó		243	0xF3
ô		244	0xF4
õ		245	0xF5
ö		246	0xF6
		247	0xF7
ø		248	0xF8
ù		249	0xF9
ú		250	0xFA
û		251	0xFB
ü		252	0xFC
		253	0xFD
		254	0xFE
ÿ		255	0xFF

Glossary

Acceptance/Rejection Advice In the *UCS* standard, a message sent to the sender of a UCS message, acknowledging that a particular *interchange* has been received and compliance checked. An Acceptance/Rejection Advice indicates the syntactical correctness of the business *documents* that have been received, informing the sender of any problems encountered. An Acceptance/Rejection Advice does not deal with data content, which is application-specific. ECXpert supports Acceptance/Rejection Advice at both the *functional group* and document levels. In *ANSI X12*, the document type that is comparable to a UCS Acceptance/Rejection Advice is called a *Functional Acknowledgement*. In *EDIFACT*, the comparable document is called a *CONTRL message*.

Administrative Interface The component of the *iPlanet ECXpert* that provides access to the ECXpert's administrative functions. The Administrative Interface consists of forms where users enter data to update the ECXpert *Data Store*. In ECXpert Version 3.6, the Administrative Interface is divided into two separate interfaces, the *Product Administrative Interface* and the *System Administration Interface*.

AIAG HTTP Automotive Industry Action Groups (AIAG) industry-specific implementation of *HTTP*.

ANSI X12 The ANSI (American National Standards Institute) ASC (Accredited Standards Committee) standard for *EDI*. X12 is used widely in North America. The *EDIFACT* EDI standard is used more widely internationally.

archive To remove data from the ECXpert *Data Store* and store it in another location. Such archived data can be restored to the ECXpert Data Store if necessary

authentication A process in which the recipient of an electronic transmission can verify that the sender's identity is as it is represented and the data received is as it was sent.

batch processing Business data processing in which transaction data is accumulated until some time interval has passed or some trigger volume is exceeded. The accumulated transactions are then processed in a batch. The opposite end of the processing spectrum from *real-time transaction processing*.

bundling Combining multiple documents for transmission as a unit. Generally synonymous with *enveloping*. Functionally the reverse of *parsing*.

card (Mercator) A logical unit in the *Mercator* software that specifies the details of the *EDI translation* between a *data element* in an input format (EDI or non-EDI) and the corresponding data element in an output format (EDI or non-EDI), or vice versa.

certificate A digital document that supports a *trading partner's* claim to ownership of a *public key*. A certificate aids in verification of a trading partner's claim that a given public key does in fact belong to that trading partner, thus making it more difficult for a fraudulent third party to impersonate a trading partner.

Communications Agent A subcomponent of the *Communications* component. A separate Communications Agent exists for each *communications protocol* that ECXpert supports. A Communications Agent simply receives data and materializes a file on the iPlanet ECXpert.

Communications Controller A subcomponent of the *Communications* component. The Communications Controller is a multi-threaded server, started at ECXpert startup, that is responsible for all communications between ECXpert and other systems.

Communications The component of the *iPlanet ECXpert* that handles all incoming and outgoing communications sessions for your ECXpert installation. In *inbound processing*, when the *submission unit* originates outside of the domain of your iPlanet ECXpert, the Communications component receives the submission unit and writes it to a disk file. In *outbound processing*, when the submission unit originates within the domain of your ECXpert, the Transport component sends the submission unit.

communications protocol A standard set of rules that the systems on both the sending and receiving end follow in a communications session.

compliance Being in agreement with the syntax rules of an EDI standard.

compliance check Examining a *submission unit* to ensure that it is in agreement with requirements of the standard used to create it.

compression The process of compacting data so that it is represented by fewer bytes, thereby reducing the size of the file that has to be stored on disk or transmitted over communications lines. The reverse of *decompression* or expansion.

CONTRL message (EDIFACT) In the *EDIFACT* standard, a message sent to the sender of an EDIFACT message, acknowledging that a particular *interchange* has been received and compliance checked. A CONTRL message indicates the syntactical correctness of the business *documents* that have been received, informing the sender of any problems encountered. A CONTRL message does not deal with data content, which is application-specific. ECXpert supports CONTRL message at the *interchange, functional group*, and document levels. In *ANSI X12*, the document type that is comparable to an EDIFACT CONTRL message is called a *Functional Acknowledgement*. In UCS, the comparable document is called an *Acceptance/Rejection Advice*.

data delimiters (EDI) Special characters in *EDI* that mark the boundary between data elements or sub-elements. In the *ANSI X12* standard, delimiters cannot appear anywhere in the data within an interchange. In the EDIFACT standard, delimiters appearing in the data must be preceded by a *release character*.

data element (EDI) The basic unit of *EDI* data, roughly corresponding to a field in a database setting. Typical examples of data elements are unit price, quantity, and product code.

data element separator (EDI) See *data delimiters*.

data segment (EDI) In *EDI*, a structured sequence of *data elements*, separated by *data element separators*. A data segment is comparable to a record in a database. A data segment may also be comparable to a line item on a printed form, when similar data segments repeat within a *document*.

Data Store The database containing all the data being processed by ECXpert. Separate disk files are used to store each incoming *submission unit* from a *trading partner* that has been received and each outgoing submission unit to a trading partner that is ready to be sent. Audit information is also stored separately. All other data in the ECXpert is maintained in the Data Store. All access to the Data Store is handled through application calls to the *ECXpert Data Store API*. The Data Store is similar in concept to what is commonly called a “mailbox.”

decompression The process of restoring compacted data to its original format so that it can be read and processed. The reverse of *compression*.

decryption The process of decoding data that has been encrypted, or encoded, in such a way that it is only readable by someone who possesses a decoding key. The reverse, encoding process is called *encryption*. See also *public key encryption*.

Dispatcher The component of the *iPlanet ECXpert* that acts as the “traffic cop”. Except for receipt of incoming data by the *Communications* component, most of the processing that occurs within ECXpert is initiated by the Dispatcher. A separate instance of the Dispatcher manages the processing of each *submission unit*. The total number of Dispatchers that are permitted to be active at one time can be set by the ECXpert site administrator.

document (EDI) A collection of *data segments* with a defined structure that carries all the information necessary to complete a specified part of a business transaction. Invoices and purchase orders are some of the most common types of documents. A document can also be referred to as a *message*, or a *transaction set*.

document type (EDI) A specific *EDI standard document* definition. Each EDI document type has a document type number (*ANSI X12*) or name (*EDIFACT*). Many document type numbers also have version numbers.

ECXpert Abbreviation for *iPlanet ECXpert*.

ECXpert Data Store API The API that moves data back and forth between the ECXpert *Data Store* and the forms of the *Administrative Interface*.

EDI Electronic data interchange. A set of standardized formats for different types of business *documents* that allow otherwise incompatible business data processing systems to exchange documents without manual intervention.

encryption Encoding data in such a way that it is only readable by someone who possesses a key for decoding the data. The reverse, decoding process is called *decryption*. See also *public key encryption*.

expansion See *decompression*.

EDI translation The conversion of data in application-specific, or *proprietary formats*, to and from *EDI standard formats*.

EDI Translator/Mapper The component of the *iPlanet ECXpert* that handles the translation of business *documents* between different *proprietary formats* and *standard EDI formats*.

EDIFACT Electronic Data Interchange For Administration, Commerce, and Transportation. An international implementation of *EDI* sponsored by the United Nations and the European Union. The syntax rules are identified as ISO 9735. EDIFACT is widely used internationally, while *ANSI X12* is more widely used in North America.

envelope (EDI) The structural and communications data added onto the basic *document(s)* that are sent as a unit in *EDI* communications. Envelope information is added at the *interchange*, *functional group* (optional in *EDIFACT*), and *document* levels.

enveloping The *EDI* process of adding the *envelope* data, including *delimiter characters*, to basic *documents* that are sent as a unit. Usually used synonymously with *bundling*. Functionally the reverse of *parsing*.

external member An *ECXpert member* that operates outside your *ECXpert* data processing domain. External members are usually other independent business entities outside of your organization. External members are often customers of or vendors to your organization.

format, proprietary See *proprietary format*.

format, standard EDI See *standard EDI format*.

FTP File transfer protocol. A data communications *protocol* for transferring files directly between servers and clients over the Internet, without use of electronic mail. See also *TCP/IP*.

functional acknowledgment (ANSI X12) In the *ANSI X12* standard (*document type 997*), a message sent to the sender of submission unit acknowledging that a particular *functional group* has been received and compliance checked. A functional acknowledgment indicates the syntactical correctness of the business *documents* that have been received, informing the sender of any problems encountered. A functional acknowledgment does not deal with data content, which is application-specific. *ECXpert* supports functional acknowledgment at both the functional group and *document* levels. In *EDIFACT*, the document type that is comparable to an *ANSI X12* functional acknowledgement is called a *CONTRL message*.

functional group (EDI) A collection of one or more *documents* that is being sent to the same *trading partner* that share a logical correlation. One or more functional groups compose an *interchange*. In *ANSI X12*, functional groups are required and each functional group must consist of documents of the same *document type* and of the same *group type* as defined by the standard (e.g., PO, IN). In *EDIFACT*, functional groups are optional and, if present, must consist of documents of the same document type.

GEIS FTP A *protocol* for accessing the General Electric Information Systems (GEIS) EDI*EXPRESS service using *FTP*.

GISB HTTP Gas Industry Standards Board (GISB) industry-specific implementation of *HTTP*.

group type

(ANSI X12) In the *ANSI X12* standard, a family of related *document types*. Most group types contain only one document type, but a few contain as many as ten or twenty.

HTTP Hypertext transfer protocol. A set of rules for exchanging web pages on the World Wide Web. A web page may be composed of multiple files, containing both text and graphics. See also *TCP/IP*.

inbound processing The flow of processing that occurs when ECXpert is receiving a *submission unit*. The reverse of *outbound processing*.

interchange (EDI) The highest level of *enveloping* in *EDI*. An *ANSI X12* interchange is composed of one or more *functional groups*. In an *EDIFACT* interchange, functional groups are optional. A ECXpert *submission unit* can contain multiple interchanges. Transport via *SMTP* requires one interchange per message file. *ANSI X12* specifies that a new interchange be created whenever any of the following changes:

- either sender ID (From) or recipient ID (To)
- *EDI standard format*
- test/production flag
- delimiter or terminator

EDIFACT specifies that a new interchange be created, in addition to the above situations, whenever the detailed routing information changes within the same recipient.

internal member An ECXpert *member* that operates within your ECXpert data processing domain. Internal members are usually departments or other administrative units within your organization.

ISO 9735 See *EDIFACT*.

LDAP Lightweight directory access protocol. An internet standard protocol for interfacing with directories.

legacy system A business data processing system that existed before your ECXpert was implemented and which may require data translation by ECXpert.

manifest The list of documents contained in a *submission unit*.

map A specification of the way in which *data* in one format, such as an *EDI standard format*, must be transformed into another format, such as a *proprietary format*.

map, ECXpert-cooperative In *outbound processing*, a *map* that allows the outbound submission unit to be constructed *document* by *document* in separate files. The documents can then be bundled by recipient and transmitted directly to their respective recipients. This feature requires the application producing the outbound submission unit to place a header and trailer around each logical document.

Map Definition Tool The ECXpert program used to create a *map file* that the *Map Execution Engine* can use. *Maps* from other sources, such as maps that have been in use by *legacy systems*, have to be reconstructed through the Map Definition Tool in order to be used by ECXpert.

Map Execution Engine The ECXpert program that uses a map file created by the *Map Definition Tool* to translate documents from a *proprietary format* to a *standard EDI format*, or from a standard EDI format to a proprietary format.

map file A file supplied by the user that contains *map* information.

mapping The process of specifying the way in which *data* in one format, such as an *EDI standard format*, must be transformed into another format, such as a *proprietary format*.

MD5 Message digest (MD) hashing algorithm. Hashing algorithms are a key component of *public key encryption*. MD5 is a revision earlier of versions that improves the level of security. The MD5 algorithm is slightly faster than *SHA-1*, but it is less secure.

MDN See *message disposition notification*.

member A participant in your ECXpert system that is fully defined via the *Administrative Interface*. A member is a data processing system and/or an individual that sends or receives business documents through your iPlanet ECXpert. *Internal members* operate within your ECXpert data processing domain. *External members* operate outside your ECXpert data processing domain. *Trusted members* act as agents for others and handle data validation for those they represent. Specific *trading address* are assigned to individual members, and may only be assigned to a single member. Mercator

The *Map Definition Tool* that is bundled with ECXpert, developed by Mercator Inc. It can produce *map files* that translate from any supported format to any other supported format: EDI to proprietary, proprietary to EDI, EDI to EDI, and proprietary to proprietary.

message (EDI) See *document*.

message disposition notification (MDN) In *SMTP* transport, a process that provides a series of notifications to the sender of a *submission unit* about its current status as it is being received by the *Communications Controller*. The *Communications* component provides MDN to reliably track delivery of a submission unit via Internet mail. MDN supplements the *functional acknowledgment* of EDI, or the *CONTRL message* of EDIFACT, but does not replace either.

MIB Management Information Base. The MIB defines information about the actual objects being managed or monitored. For example, the MIB might store the list of ECXpert servers.

MIME Multi-purpose internet mail extensions. The standard Internet protocol that lets users exchange application-specific file formats via Internet email. Web servers and clients use the data type specified in the MIME header that is inserted at the beginning of any Web transmission with an appropriate receiver application. The MIME specification is an amendment to the original SMTP mail protocol. The *S/MIME* specification adds security functions to MIME.

multiple body parts The ECXpert feature that allows structured business documents to be accompanied by attached application-specific data files of any defined format. For example, an EDI request for quote might be accompanied by a CAD file containing related engineering drawings and a spreadsheet file that can be used as a worksheet in generating the quote. ECXpert treats each "body part" as a separate *submission unit* with its own *tracking ID* and *service list*. ECXpert cross-references all related body parts and none are sent until all have completed

processing. Currently *SMTP* is the only protocol that can support this feature. The `multi_part` parameter in the `commsmtp-send` section of the system settings must be set to true to enable ECXpert to send multiple body parts. No special settings are required for ECXpert to be able to receive them.

OID Object Identifier Definition. The sequence of integers used to locate the position on the Internet Management Information Base Tree. ECXpert's OID is 1.3.6.1.4.1.1450.4, where the first four segments (1.3.6.1) represent the internet branch of the SMI tree, the second two segments (4.1) represent the private branch of the SMI tree, and the third two segments (1450.4) represent the company—Netscape. After that, there may be additional segments added to further subdivide the company's objects.

outbound processing The flow of processing that occurs when ECXpert is sending a *submission unit*. The reverse of *inbound processing*.

parsing The process of breaking out all the data components of a submission unit. Functionally the reverse of *bundling* or *enveloping*.

poll command The ECXpert utility that polls a specified port or file location for the presence of data. When found, it initiates ECXpert processing of a *submission unit* by ECXpert.

primary service A *service* that is internal to the iPlanet ECXpert, available as soon as the software is installed. Primary services process all *documents* within a *submission unit* the same way. Examples of primary ECXpert services are *parsing*, *translation*, and *functional acknowledgment* generation. You may create *user-defined services* to supplement ECXpert's primary services.

private key The key belonging to an intended message recipient that is never published. The message sender uses the intended recipient's *public key* to encrypt the message. A message encrypted using the intended recipient's public key can only be decrypted using the intended recipient's private key.

Product Administrative Interface In ECXpert, the portion of the *Administrative Interface* that handles normal system functions involving maintenance of the information infrastructure that supports the automated processing of business documents in ECXpert. Setting up users, trading partnerships, and EDI parameters are typical routine administrative functions. System administration functions are handled by the *System Administration Interface* portion of the Administrative Interface.

proprietary format An application-specific data format for *documents*.

protocol A special pre-defined set of communication rules that both the sender and receiver in a telecommunication connection agree to use in a communication. The Internet is supported by the *TCP/IP* family of protocols.

public key The published key belonging to an intended message recipient. The message sender uses the intended recipient's public key to encrypt the message. A message encrypted using the intended recipient's public key can only be decrypted using the intended recipient's *private key*.

public key encryption An *encryption* method in which sender and receiver each have two keys, one public and one private. The *public key* is published as widely as necessary so that anyone can determine with certainty the correct public key for a given trading partner. The relationship between a trading partner's public and private keys is such that a message encrypted by the public key can only be correctly decrypted using the *private key*.

qualifier (EDI) In EDI, a code at the beginning of a *data element* that specifies how the data in the remainder of the field is to be interpreted. The *trading address qualifier* is the one you encounter most frequently in the *ECXpert Administrative Interface*.

real-time transaction processing Business data processing in which data for a transaction is processed as soon as it is received. The opposite end of the processing spectrum from batch processing.

release character (EDIFACT) A character that is used to restore a character to its original meaning when it has been specified as a *data delimiter*. In the *EDIFACT* standard, a release character allows a data element separator to appear within the data.

Scheduler The component of the *iPlanet ECXpert* that manages scheduling of time-based processing.

segment (EDI) See *data segment*.

segment terminator (EDI) A special character that is used to mark the end of a *data segment* in *EDI*.

service A specific action that can be performed on a *submission unit*, or a subset of *documents* in the submission unit, which changes, moves, or copies the data. A service is an external executable file. The *iPlanet ECXpert* provides internal, or *primary services*, and supports external, or *user-defined services*.

service list A list of *services* that are to be performed in sequence on a *submission unit*. Service list processing is managed by the *Dispatcher*.

service, primary See *primary service*.

service, user-defined See *user-defined service*.

session The entire sequence of ECXpert processing of a *submission unit*, including the communications session in which it is received or sent.

SHA-1 Secure hashing algorithm (SHA). Hashing algorithms are a key component of *public key encryption*. SHA-1 is a revision of SHA that corrects a flaw in the original algorithm. The SHA-1 algorithm is slightly slower than *MD5*, but it is more secure.

site administrator The person with primary responsibility for ongoing operation of the *iPlanet ECXpert*. This person may also be referred to as the system administrator.

S/MIME Secure multi-purpose internet mail extensions. An extension to the *MIME* protocol that adds encryption, decryption, and authentication to prevent unauthorized recipients from being able to make use of the information.

SMI Structure of Management Information. A conceptual tree which is used to organize the objects being managed. The SMI is based on ISO Abstract Syntax Notation - 1 (ASN.1)[7-14]. Contained within the SMI is a hierarchy of objects representing the organization of the internetwork.

SMTP Simple mail transport protocol. The standard Internet protocol under which electronic mail is transmitted.

SNMP Simple network management protocol. A set of rules governing the management of networks and the monitoring of network devices and functions. SNMP is used in conjunction with *TCP/IP*, although it has evolved independently.

SSL Secure sockets layer. Netscape Communications Corporation's public key encryption and authentication software that can be used with *HTTP*.

standard EDI format A specific standard format for *documents* defined under *EDI*.

Submission Agent The *Communications Controller* calls a Submission Agent and passes it the output of the *Communications Agent*. The Submission Agent writes the file to a disk, and submits the file to the ECXpert *Dispatcher* for processing.

submission unit A collection of one or more business *documents* that is processed as a unit by the *iPlanet ECXpert*. In *inbound processing* a submission unit is received from an *external member* and passed on to an *internal member*. In *outbound processing* a submission unit from an internal member is sent to an external member. ECXpert allows a submission unit to be composed of whatever combination of data is required by the internal and external members that are involved. With *SMTP* transport, the *EDI* component of a submission unit must be composed of a single *interchange* sent to a single *trading partner*.

submit command An ECXpert command line utility that can be used to present a *submission unit* to the iPlanet ECXpert for processing.

syntax (EDI) The rules governing structure of documents transmitted under EDI, including the following:

- valid data types and relationships within a *data segment*
- valid order, position, and frequency of repetition of data segments in a document
- organization of documents composing *functional groups* and *interchanges*

System Administration Interface In ECXpert Version 3.6, the portion of the *Administrative Interface* that handles the critical system administration processes that should only be accessed by the ECXpert site administrator. These include starting and stopping the system, activating and deactivating subsystems, and selecting the encryption options to use for data storage. Routine maintenance administrative functions are handled by the *Product Administrative Interface* portion of the Administrative Interface.

TCP/IP Transmission Control Protocol/Internet Protocol. The primary Internet *protocols* which govern the exchange of messages between Internet points at the information packet level and the Internet address level.

tracking ID The unique identifier that ECXpert generates and assigns to all *documents* in a *submission unit* so that all pieces of the submission unit can be tracked to completion of processing.

trading address A unique identifier for a *trading partner*. A trading address *data element* consists of a *trading address qualifier* and the actual ID.

trading address qualifier The first characters of a trading address *data element*, the value of which specifies how the remainder of the trading address is to be interpreted. For example, in *ANSI X12* '12' indicates a phone number, while '01' indicates a Duns number, and 'ZZ' indicates a unique, mutually agreed upon ID established in a *trading partner agreement*.

trading partner Either one of the two *members* involved in a *trading partnership*.

trading partner agreement A contractual agreement between two business parties that specifies all legal and business requirements that are to be met when exchanging *EDI* transmissions.

trading partnership The set of data defining a relationship between an external trading partner and an internal trading partner on your ECXpert.

transaction set (EDI) See *document*.

trusted member A *member*, such as a *VAN*, who acts as an agent for other *trading partners*, sending *documents* on their behalf. A trusted member assumes the responsibility for validation of *trading addresses* referenced in documents sent on behalf of others.

UCS Uniform communications standard. An industry-specific *EDI* standard for the grocery industry. ECXpert looks for the BG-EG enveloping structure and the 999 ARA acknowledgment when the UCS standard is specified.

user-defined service A *service* that a ECXpert user defines to perform processing that is not provided by a *primary service*. User-defined services are defined by creating an executable program that uses the *ECXpert Data Store API* to access the *Data Store*. Examples of user-defined services are encryption/decryption, compression/decompression, and data moving/copying.

VAN Value-added network. A third-party communications service that handles large volumes of *EDI* transmissions for its clients.

X12 See *ANSI X12*.

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