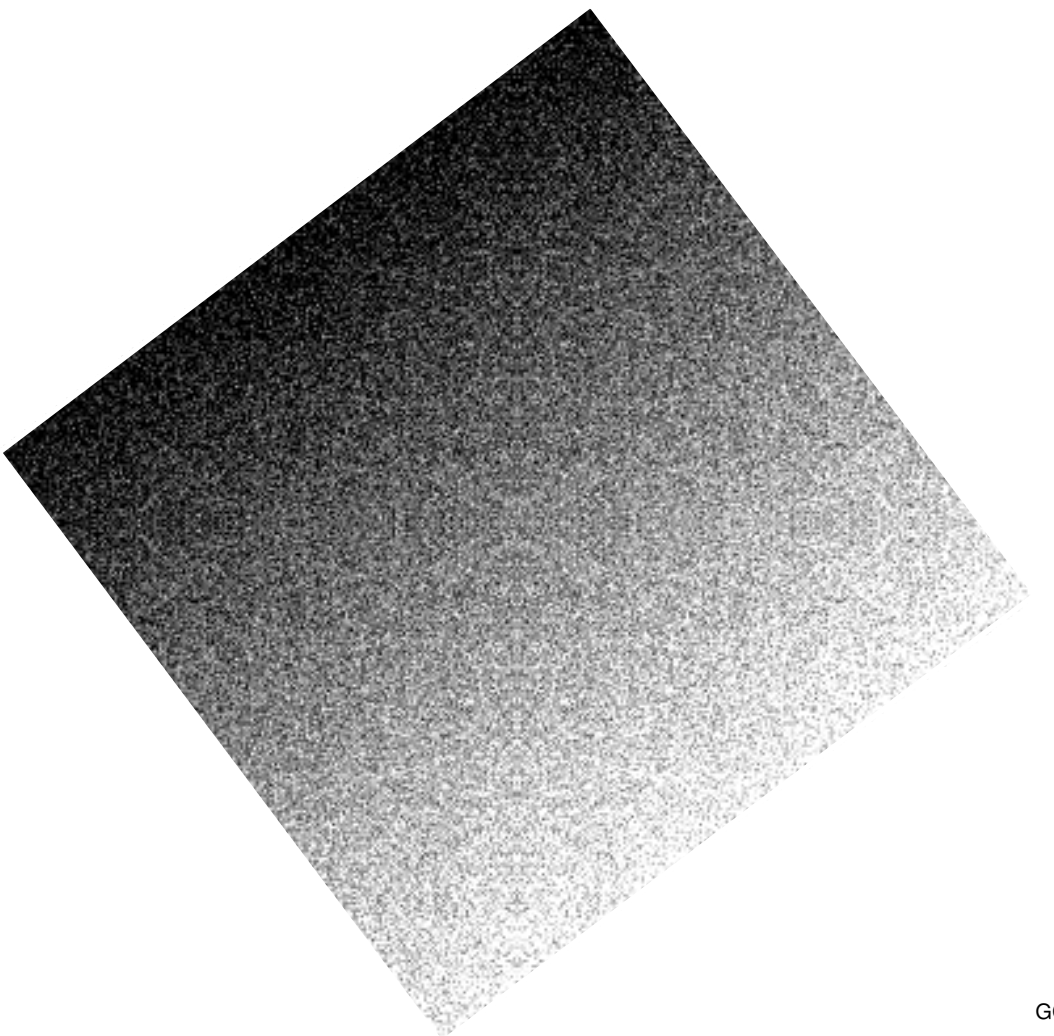
Intelligent Decision Server

IBM

Configuring and Administering Mail Gateway Services

Version 1



GC26-8923-00

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Note

Before using this information and the product it supports, be sure to read the general information under “Notices” on page v.

First Edition (October 1996)

This edition applies to Version 1 of Intelligent Decision Server, 5639–IDS, and to any subsequent releases until otherwise indicated in new editions or technical newsletters. Make sure you are using the correct edition for the level of the product.

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About This Book

This book describes how to configure and administer the IBM Intelligent Decision Server (IDS) remote mail gateway service.

This book also describes the mail processing function and tasks typically performed by a system administrator to configure and administer the IDS mail gateway service.

The mail gateway service runs on a workstation capable of running IBM Operating System/2 (OS/2) and it communicates with IDS workstations on the IDS local area network (LAN) and with remote workstations.

IDS provides several ways to directly access and analyze relational data for a variety of system environments and communicate through electronic mail. The data access capabilities are based on a client/server architecture, which allows the distribution of data on a variety of platforms that can be located remotely or attached directly to IDS networks. The client/server architecture enables multiple users to work from the same data.

Who Should Read This Book

This book describes tasks performed by an IDS system administrator or an IDS LAN administrator. It is intended for system administrators who are responsible for configuring or administering the IDS remote mail gateway services on an IDS LAN. You should have a working knowledge of the basic operation of IDS tools, especially the System Administration (SA) tool, and various mail tools.

Prerequisite Reading

For information about installing mail gateway services, see *Installing IDS LAN Components* (GC26-8877). This book describes installing, starting, and verifying various components of an IDS LAN, including mail gateway services.

Access to all administrative functions for the IDS Mail Gateway Service is provided through the IDS SA tool. For instructions on the general use of the SA tool and the system administration functions that it provides, see the *System Administration Guide and Reference* (SC26-8890). This book describes general use of the SA tool and administration of various IDS services through the SA tool. It also provides detailed reference information about administration interfaces for selected IDS services.

Before you use the mail gateway service, you should be familiar with elementary IDS functions, especially electronic mail. For information about using the IDS Mail Tray and Envelope tools to send and receive mail, see *Working with the Intelligent Decision Server* (SC26-8893). This book provides detailed reference information about administration interfaces for selected IDS services.

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Chapter 1. The Remote Mail Gateway Service

The Remote Mail Gateway Service transports mail and acts as a format-conversion processor for mail and enclosures sent between a cc:Mail post office and an IDS post office. The Remote Mail Gateway Service converts messages from cc:Mail into a format that IDS workstation tools can use; it also converts messages from IDS workstation tools into a format that the cc:Mail system can use.

Understanding the Remote Mail Gateway Service Topology and Data Flow

The Remote Mail Gateway Service can run on any computer that is connected to a token-ring or Ethernet LAN. The mail gateway service provides mail and protocol conversion between the IDS LAN-based mail system and cc:Mail.

The mail gateway service makes any operational differences among its supported mail systems transparent to users; it enables you to use the same procedures regardless of which mail system you are sending mail to, or receiving mail from. Figure 1 illustrates the IDS mail topology, showing the IDS mail gateway service's interactions with other components in an IDS environment and a cc:Mail post office.

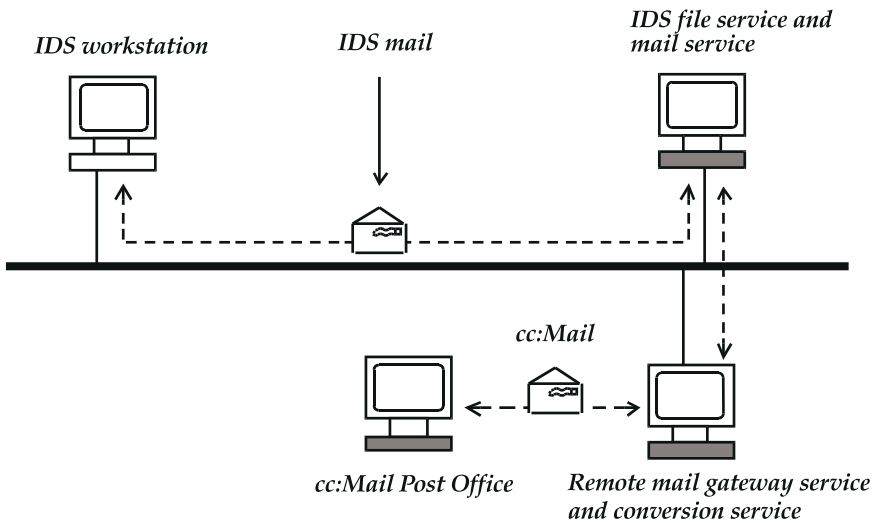

Figure 1. IDS Remote Mail gateway service topology

The mail gateway service communicates with the cc:Mail Post Office through whatever networking software you are using to remote mount the directories on the cc:Mail Post Office.

The mail gateway service uses the IDS Conversion Service and the cc:Mail Import/Export utilities to perform mail and format conversions for both incoming and outgoing mail. IBM recommends that you run the IDS mail gateway service and conversion service together in a computer dedicated to processing mail. Although you can run it

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along with other OS/2 and IDS services, such as a database gateway service, combining services in a single computer can affect overall performance of the machine and its installed services. Where you place the mail gateway service depends on its expected usage, the usage of other services, and the performance you require for your particular installation.

Understanding Mail Processing

The IDS Mail Service handles local mail delivery within an IDS LAN and between connected IDS LANs. The mail service operates independent of any of the IDS mail gateway services.

Mail that is intended for a destination on a remote post office and accessible only through a gateway service is queued in the IDS Post Office for the gateway to process. The gateway service, responsible for the remote destination, periodically looks through its IDS Post Office folders, and processes any mail that it finds. The mail service can also route mail through industry-standard internetwork routers for other destinations in the internetwork.

The mail gateway service converts mail headers and envelopes into formats expected by the destination mail system. If the destination is determined to be cc:Mail it builds the appropriate type of envelope, then delivers it to the cc:Mail post office in cc:Mail format using the cc:Mail Import/Export utilities. Similarly, when the mail gateway service receives an envelope from the connected cc:Mail post office, it converts the envelope and enclosures into an IDS Envelope, then routes it into the IDS Post Office for final delivery.

When an envelope is copied or moved to an IDS Mail Tray icon, it is automatically sent to the IDS Post Office file drawer. The IDS mail service sorts all envelopes in the Post Office file drawer and immediately delivers those that are addressed to local users.

The Post Office file drawer includes a folder for each remote mail system. Any message whose address includes a remote system name, such as *smith:CCM1*, is queued in the corresponding Post Office folder. The mail gateway service then scans the appropriate folder, converts mail messages bound for the cc:Mail post office, and copies the file to the remotely mounted cc:Mail Post office directory. For incoming mail, the mail service periodically checks the cc:Mail Post office, converting and forwarding any inbound mail it finds, as needed.

If a message is addressed to several users on one remote system, the mail gateway service sends one envelope to that system; when the remote mail service receives the envelope, it delivers a copy to each recipient.

The mail gateway service converts spreadsheet and graphics enclosures to standard formats and passes them to the cc:Mail post office as binary attachments.

When the mail gateway service converts IDS mail into cc:Mail format, it lists any enclosures that could not be converted at the end of the cover note. Enclosures such as Capsule applications do not have any meaning in the cc:Mail environment and cannot

be converted. However, the unconverted files and applications are listed for completeness.

The path used for remote mail processing and delivery is shown in Figure 2.

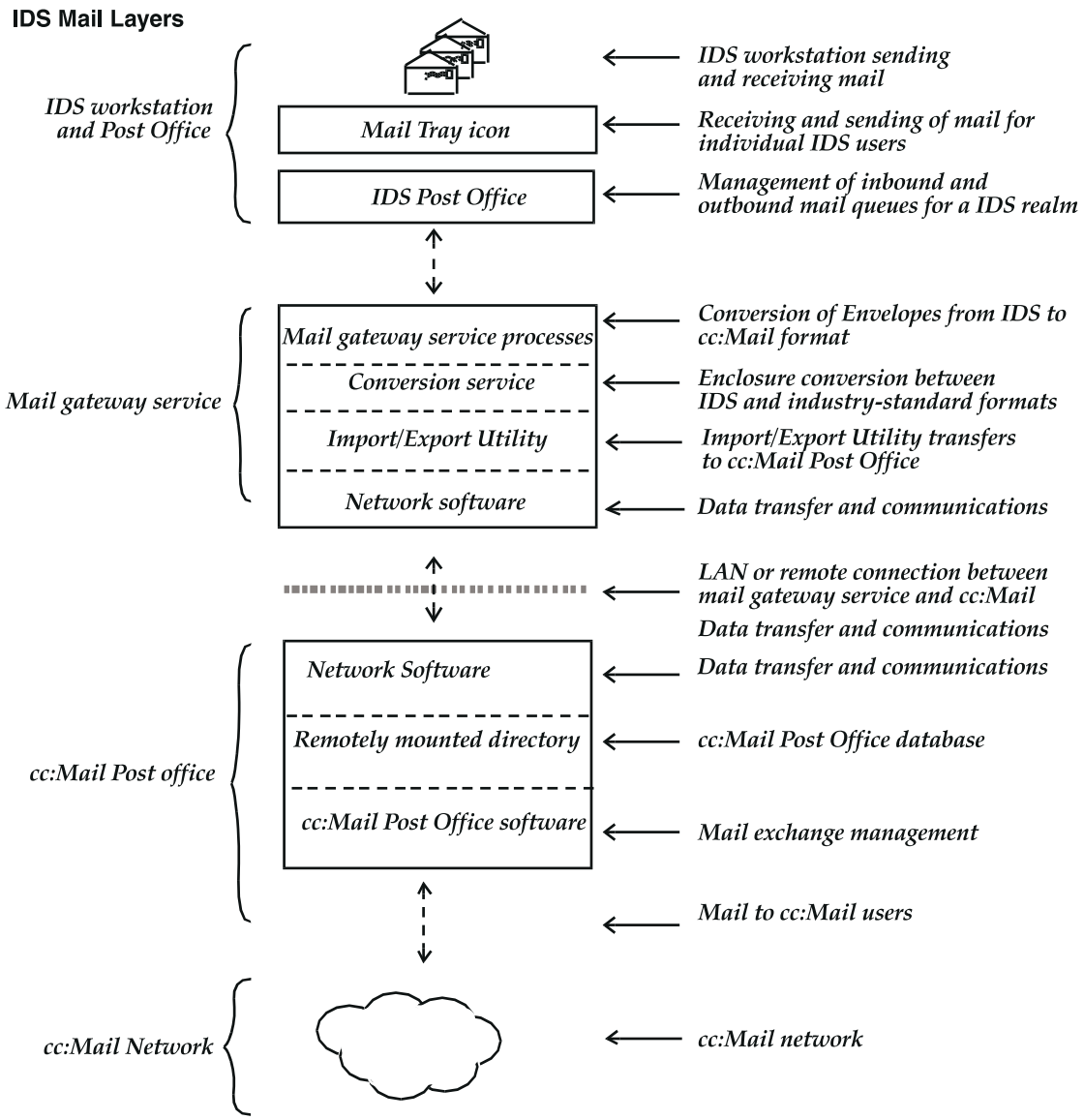

Figure 2. Path used for remote mail processing and delivery

The processing layers shown in Figure 2 are described in the following table.

Mail Tray icon	Every IDS desktop contains a mail tray icon for sending and receiving mail.
IDS Post Office	The IDS Post Office manages incoming and outgoing mail to its IDS realm. The IDS Post Office queries mail for delivery by the gateway service. In IDS networks, a realm is a collection of IDS resources that are maintained as a logical group (that is, a group that is determined not by physical boundaries, but rather by virtue of being associated with one another). A realm must contain at least a primary file service and a directory service. Other components such as workstations, internetwork routing services, and database gateway services can be added.
Mail gateway service	The mail gateway service processes perform a variety of internal functions, including converting IDS Envelopes to and from cc:Mail format with the aid of the Import/Export utility.
Conversion service	The conversion service converts mail enclosures between IDS and industry-standard formats. Conversion formats can be specified by IDS users in the Conversion Controls window of the IDS Envelope icon.
Import/Export Utilities	The cc:Mail-supplied utilities used to import and export mail to and from a cc:Mail post office. These utilities must be installed on the Remote Gateway Service system. See Chapter 2, “Administering the Remote Mail Gateway Service” on page 9 for more information.
Network Software	The Network software that allows the administrator to remote mount the cc:Mail post office to which the Remote Mail Gateway will connect (independent of IDS). This software is required by the cc:Mail post offices and cc:Mail users for exchange and delivery of mail. See Chapter 2, “Administering the Remote Mail Gateway Service” on page 9 for more information.
cc:Mail Post Office	The software that manages the cc:Mail Post Office.

The mail gateway service converts envelopes, but it uses the IDS conversion service to convert enclosures. When the mail gateway service receives a mail envelope that contains one or more enclosures, it passes each enclosure to the conversion service where it is converted to industry-standard formats, returned to the mail gateway service, then routed with its envelope to its external destination. The conversion service involvement in converting mail is illustrated in Figure 3 on page 5.

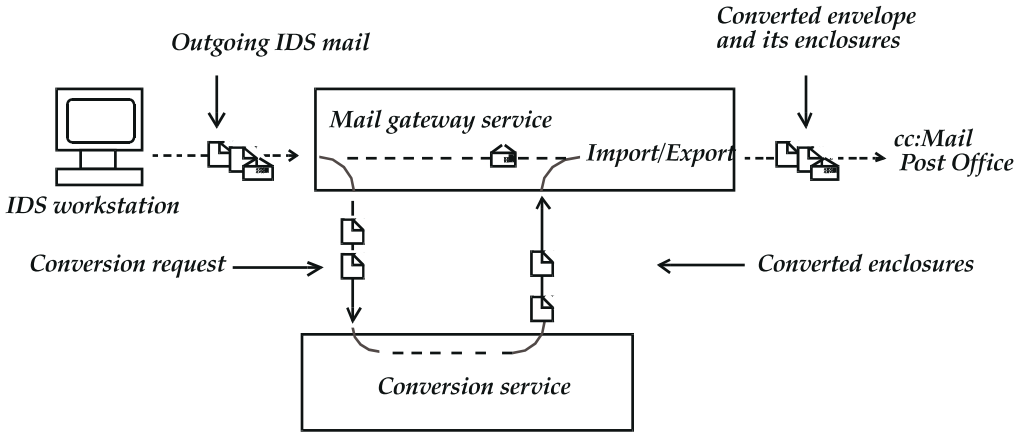

Figure 3. Conversion service and its role in remote mail processing

IDS mail enclosures can include TXT, RFT-DCA, RTF, and binary formats (see Table 1 on page 8). The conversion service comprises a main service access point (the Service Master) and an array of conversion engines that may be distributed throughout an IDS realm. Although the conversion service is installed separately from the mail gateway service, IBM recommends that you install it in the same computer as the mail gateway service. The mail gateway service requires that a specific naming convention be followed for its conversion service.

For more information on the conversion service, see the *System Administration Guide and Reference*. See "Establishing a Dedicated Conversion Service" on page 19 for details on coordinating the appropriate naming convention with the conversion service configuration. More details about format conversion are presented in the sections that follow.

Exchanging Mail with Other Systems

Mail processing in IDS begins at an IDS workstation when a user opens an Envelope icon, writes a message in it, and perhaps copies some other objects as enclosures.

A user may enclose any IDS icon in an Envelope icon for transmission to anywhere in the internetwork. If the destination is not an IDS desktop, nontextual enclosures such as Capsule applications are removed before delivery; their titles will be listed with the message to show that they were in the original message but omitted. Plot enclosures are converted to the user-specified graphics format.

To address mail to someone on another IDS realm, users must append a colon and the remote network name to the addressee's name, such as in *Smith:LAN1*. Mail destined for a facility on cc:Mail uses a similar address format, appending a colon and the name of the cc:Mail Post Office. For example, mail for user John Smith on the *CCMNY* system would be addressed as *John Smith:CCMNY*.

IDS users exchange mail with other systems through a mail gateway service. For example, the Remote Mail Gateway Service enables mail exchange between IDS workstations and users of cc:Mail.

Users sending mail to recipients on other systems must know the appropriate cc:Mail Post Office name (*userid:cc:MailPostOffice*). When an Envelope is sent through a mail gateway service, the Envelope's address and message information and any textual enclosures (in the form of Envelope or Text icons) are converted to a format expected by the destination mail system.

The mail gateway service can be configured to treat nontextual enclosures in one of the following ways:

Remove all nontextual enclosures except binary icons.

Remove all nontextual enclosures except graphics, spreadsheet, and binary enclosures, convert graphics and spreadsheet enclosures to the appropriate format (as specified in the Envelope's Conversion Options window), and tag them as binary files. The cc:Mail recipient can identify the type of file enclosed because the file type is appended to the icon name. When files arrive on the cc:Mail system the name appears in this format:

icon_name.XXX

where:

XXX	Is DIF, OS2, PCX, RFT, RTF, TIF, TXT, BMP, or WK1 to indicate the file conversion format. For format descriptions, see “Specifying Format Conversions from IDS Systems” on page 7.
icon_name	consists of a maximum of 8 characters.

If mail is undeliverable due to missing or inactive connections, the mail gateway service retries sending it at regular intervals until a specified timeout limit is reached. The default resending interval is one hour, with a default timeout limit of three days. When the timeout limit is reached, or if mail is undeliverable due to incorrect addressing, the mail gateway service returns the mail to its sender. The retry and timeout periods are specified during mail gateway service configuration.

When enclosures cannot be converted, the mail gateway service appends a message informing the recipient that additional enclosures were omitted from the message because they could not be converted.

When a backup of the primary file service is being performed, no mail can be received or sent by the mail gateway service. Any mail sent by users during a backup is queued until the backup is finished and is then processed for delivery by the mail gateway service.

Some additional points to consider when exchanging mail between IDS and other systems include the following:

When IDS icons are sent to a cc:Mail system, they arrive with the file type indicator that reflects the format to which the icon has been converted. IDS binary icons, for instance, are sent with the file type extension DISBIN.

cc:Mail has a limitation of only 20 enclosures. If more than 20 are sent, only 20 will be delivered.

cc:Mail supports bcc (blind carbon copy) recipients. If IDS users are bcc recipients, the mail they receive will have a working message indicating they were a bcc recipient.

Understanding Incoming Format Conversions

IDS converts formats and addresses for a variety of source and destination mail node types. Conversion is performed by examining the filename suffix. For example:

name.XXX

where:

XXX — Is WK1, WKS, PCX, RFT, RTF, TIF, TXT, BMP, or WK1 to indicate the file conversion format. The mail gateway service performs the conversion when it recognizes the suffix. Otherwise, it assumes the file is in text format.

Specifying Format Conversions from IDS Systems

When IDS users send an icon to a non-IDS destination, they can specify the appropriate file format in which the icon should arrive at the destination. If they are sending a spreadsheet or graphics icon through a mail gateway service to a non-IDS destination, the enclosures are identified to the recipient according to the conversion type specified for the icon, indicating the kind of file that is enclosed (for example, a spreadsheet in the WK1 format).

Depending on how the mail gateway service is configured, IDS users may not be able to send non-text enclosures except binary icons to non-IDS recipients.

Users specify a file format by selecting **Show Conversion Controls** in the Envelope's special menu. A controls window opens in which they specify the conversion format.

Possible conversion formats are defined in Table 1 on page 8.

Table 1. Mail conversion formats

Format	Description
DIF	Data Interchange Format, a spreadsheet file format.
OS2-BMP	A bitmap file format supported by the OS/2 operating system.
PCX	A bitmap file format supported by some graphics applications.
RFT-DCA	IBM Revisable Form Text Document Content Architecture, a text file format.
RTF	Rich Text format, a PC file format that supports formatted text and graphics.
TIF	The IDS abbreviation for TIFF (Tag Image File Format), a bitmap file format supported by some desktop-publishing and graphics applications.
TXT	A type of file that stores unformatted text (sometimes referred to as an ASCII file).
WIN-BMP	A bitmap file format supported by some Windows applications.
WK1	A spreadsheet file format.

Users on each mail node address mail just as they would if the addressee were on the same kind of system as the sender. For example, a cc:Mail user sending mail to an IDS workstation uses the standard cc:Mail addressing method. Mail is converted when it enters the mail gateway service.

Chapter 2. Administering the Remote Mail Gateway Service

This chapter describes administering the IDS Remote Mail Gateway Service through the SA tool. The SA tool administration interface provides a way for system administrators to perform routine administrative tasks, such as checking status, configuring the mail gateway service, and changing passwords. It also includes functions used for monitoring network connections and isolating problems. Topics covered in this chapter include:

- Accessing mail administration functions through the SA tool
- Monitoring and managing the mail gateway service
- Monitoring and managing links to cc:Mail post office
- Isolating problems
- Configuring a mail gateway service
- Changing the service password

Accessing Remote Mail Administration Functions

Access to all administrative functions for the IDS Remote Mail Gateway Service is provided through the SA tool. You perform all administrative tasks by clicking on buttons in the various windows of the administration interface. Performing some tasks requires that you supply information about the mail gateway service and its cc:Mail connections in the entry fields of the windows. The SA tool can be started by the system administrator or other IDS user with SA tool privileges from any IDS workstation configured with the appropriate assigned assets. Managing assets through the SA tool is a process by which purchased IDS features, services, and tools licensed for use are identified and distributed by the system administrator.

This chapter and Chapter 3, “Remote Mail Gateway Service Administration Reference” on page 31 describe the Remote Mail Gateway Service interface of the SA tool. For instructions on general use of the SA tool, see the *System Administration Guide and Reference*.

Selecting and Connecting to the Remote Mail Gateway Service

Configuring and administering a mail gateway service is performed through the SA tool. You use the SA tool to select the service and make a connection between the SA tool and the selected service. The first window you see when you open the SA Tool icon is the SA Tool window, shown in Figure 4 on page 10.

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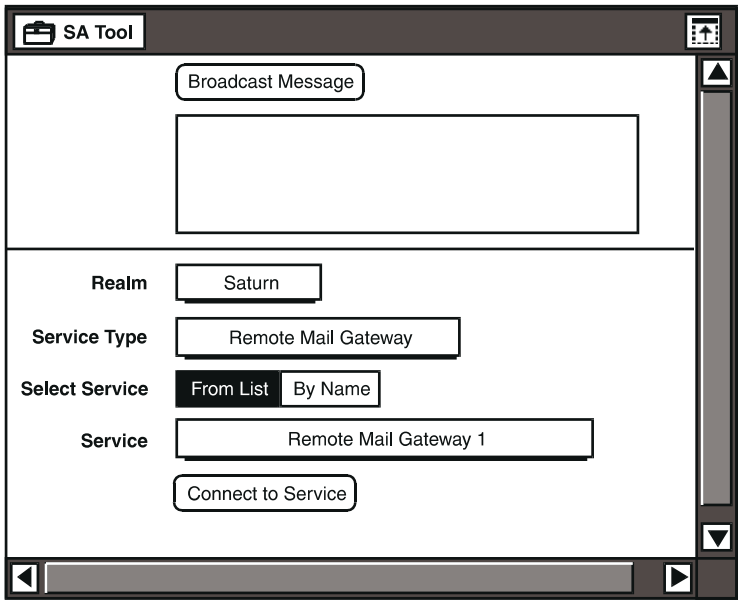


Figure 4. SA Tool window

Some fields in the SA Tool window provides service information in the form of menus. To make a menu selection, you press and hold the left mouse button while the pointer is positioned in the appropriate field: this displays the menu. Next, you drag the pointer to the appropriate menu choice and release the left mouse button. Your choice will be entered into the field.

For example, when you select the **Realm** field, a menu appears showing all defined realms.

To specify the service you want to access, you first select a Realm name and Service Type from menus; next, you either select the service name from a menu or type it in the **Service** field.

To make a selection:

1. Select the field for **Realm**. As you drag the pointer down the menu, each choice is highlighted in the field. Drag the pointer down the menu until the desired choice is highlighted. When you release the mouse button, the highlighted choice appears in the box.
2. Select the **Service Type**.

   The **Service Type** menu contains an entry for each type of installed service (such as Directory Service, Mail Service, or Data Access) belonging to the realm you selected previously. Select **Remote Mail Gateway** from the menu.
3. Select the Service name.

You can select the service name by choosing it from a menu, or you can enter the name yourself by typing it into the entry field.

To select the service name from a menu, click on **From List** in the **Select Service** field. When you use the **From List** choice, a menu, which contains an entry for the name of each mail gateway service defined within the realm you specified previously, appears in the **Service** field.

Select the appropriate entry from the **Service** menu.

To specify the service by typing its name, click on **By Name** in the **Select Service** choice field. When you click on **By Name**, the Service field label changes to Name and an entry field appears. Enter the name of the service in the **Name** field.

4. Once all of the appropriate choices appear in the entry fields, click on **Connect to Service**. The Remote Mail Gateway window appears.

The functions contained in this window allow you to monitor mail links and look at statistics information for the mail gateway service. The status display area always appears in the bottom part of the Remote Mail Gateway window when the window is open.

Accessing Password-Protected Functions

The administrative functions that allow you to configure the mail gateway service, run traces, and manipulate the connections to locally connected cc:Mail Post Office and other IDS realms are protected by the mail gateway service password. To access the password-protected functions, click on **System Administration**. The password prompt appears.

Type the service password in the entry field and press Enter. The password does not appear as you type. Once you have entered the correct password, the password-protected functions appear in the Remote Mail Gateway window, as shown in Figure 5 on page 12.

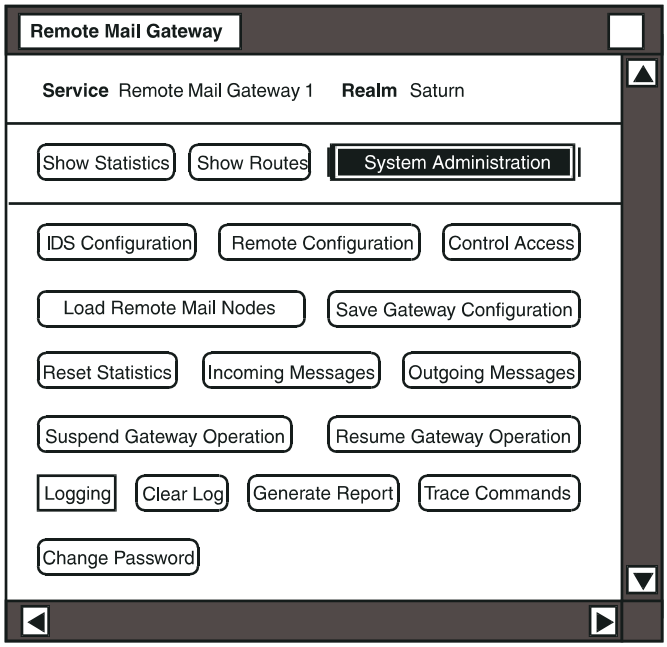


Figure 5. Password-protected functions

After installation, you can use the following password when you display the password prompt for the first time:

original

This password is valid until you change it through the Change Password function (see "Changing the Service Password"). You should, of course, change the original password as soon as possible following installation.

With the password-protected functions you can configure mail connections, run traces, change the service password, and manipulate the configured links. Each of the buttons contained in the Remote Mail Gateway window is described in Chapter 3, "Remote Mail Gateway Service Administration Reference" on page 31. You will also find the buttons described throughout this chapter to illustrate how they are used to perform administrative tasks.

Changing the Service Password

The administrative functions that allow you to configure a mail gateway service or alter its environment are protected by password access. You can change the password used to access those functions by clicking on the **Change Password** button in the Remote Mail Gateway window. Clicking on **Change Password** opens the Change Password window.

To change the current password, perform the following steps:

1. In the **Current password** field, enter the currently valid password that you want to change.
2. In the **New password** field, enter the new password that you want to use in the future.
3. In the **Confirm new password** field, enter the new password a second time to verify that you entered it correctly the first time.
4. Click on the **Change Password** button in the window header to set the new password.

After you perform this procedure, you will have to enter the new password to access the protected functions within the service interface. See “Change Password” on page 36 for more information about this function.

Displaying Information About the Service Environment

You can request status displays that show information about configured mail nodes and mail processing activity. The buttons that produce these displays are **Show Routes** and **Show Statistics** and are located in the Remote Mail Gateway window.

Looking at the Remote Mail Gateway Service Routing Table

To display the routing table for the mail gateway service, click on **Show Routes** in the Remote Mail Gateway window.

The routing table shows all mail nodes accessible from the mail gateway service, including any mail nodes accessible through the cc:Mail Post Office. Part of the mail gateway service configuration process might include loading the cc:Mail node address from the cc:Mail Post Office.

During the load process, the cc:Mail node table entries are added to the routing table for the mail gateway service. The download occurs automatically when the mail gateway service is started. If any changes are made on the cc:Mail Post Office, the updated nodes need to be downloaded to the mail gateway service. The changes can be incorporated into the mail gateway service's routing table without stopping and restarting the gateway service. See “Loading the cc:Mail Post Office Addresses” on page 23 for more information.

The Routes Information status display shows the following information:

Realm Name	Indicates the name of the realm or Remote mail node accessible through the mail gateway service.
Type	Indicates whether the mail node is an IDS mail node or a non-IDS mail node.
Ownership	Indicates the source of the entry into the routing table for the mail gateway service. If the entry is Non-IDS, then its source is the host node table.
Access	Shows whether the mail node is enabled or disabled for receiving and sending mail.
Capability	Indicates the version of IDS. This value is used with Level to determine how conversion occurs.
Level	Indicates the version of IDS. This value is used with Capability to determine how conversion occurs.

Determining the Source of Entries in the Routing Table

All entries that appear in the routing table represent mail nodes accessible through the IDS mail gateway service. The combination of **Non-IDS** for the Type value and **Non-IDS** for the Ownership value indicates that the mail node is a cc:Mail Post Office connected to the cc:Mail Post Office with which this mail gateway service communicates. Icons that can be sent to this node type are determined by the format conversion specified on the mail gateway service and in the Envelope container. The source of this entry is the cc:Mail Post Office Mailer node table.

Looking at Mail Processing Activity

You can display mail processing statistics by clicking on **Show Statistics** in the Remote Mail Gateway window.

When you click on **Show Statistics**, the Remote - Statistics window appears, as shown in Figure 6 on page 15.

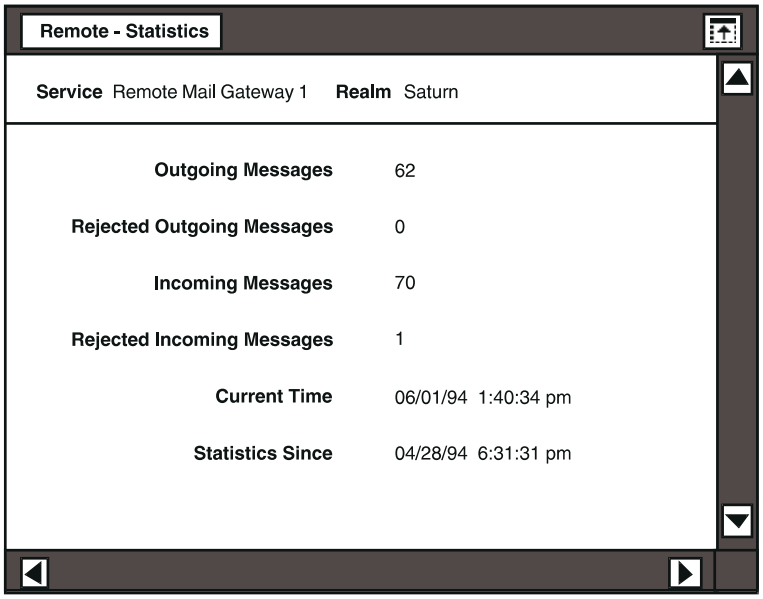


Figure 6. Remote - Statistics window

The statistics displayed in this window show the total number of mail messages passing through the mail gateway service during a specific period of time. The display fields are:

Outgoing Messages	Indicates the number of outgoing messages processed since the collection of statistics began.
Rejected Outgoing Messages	Indicates the number of outgoing messages not delivered since the collection of statistics began.
Incoming Messages	Indicates the number of incoming messages processed since the collection of statistics began.
Rejected Incoming Messages	Indicates the number of incoming messages not accepted since the collection of statistics began.
Current Time	Indicates the time this display was requested.
Statistics Since	Indicates the time collection of statistics began.

Transferring Status Information to Other IDS Tools

You can transfer information from the status displays to other IDS tools, such as Spreadsheet and Text. Each function that produces a status display for the mail gateway service contains a **Select All** button, which you use to select all the items in the status display.

To copy status display information to another tool click on the Select All button to highlight the entries in the status display. Using either the Copy key or the copy function in the pop-up function pad, copy the highlighted entries to an open spreadsheet or Text icon.

Sorting Entries in Status Displays

A **Sort Controls** button appears in each window that shows a status display. The Sort Controls window contains fields that allow you to specify the order in which individual entries appear in the associated status display.

The exact appearance of the Sort Controls window differs depending on the number of columns in the corresponding status display. For instance, Figure 7 shows status display that appears when you open the Remote - Access window (reached by selecting Control Access in the Remote Mail Gateway window).

The Sort Controls window, also shown in Figure 7, appears when you click on the **Sort Controls** button in the Remote - Access window.

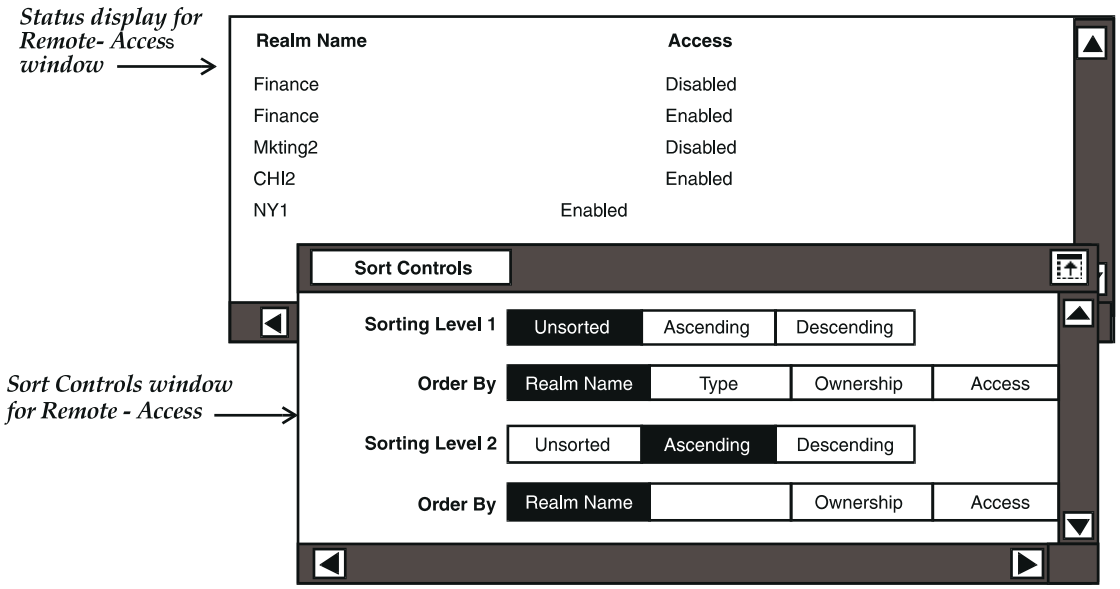


Figure 7. Sort Controls window

The fields in the Sort Controls window are described in the following table.

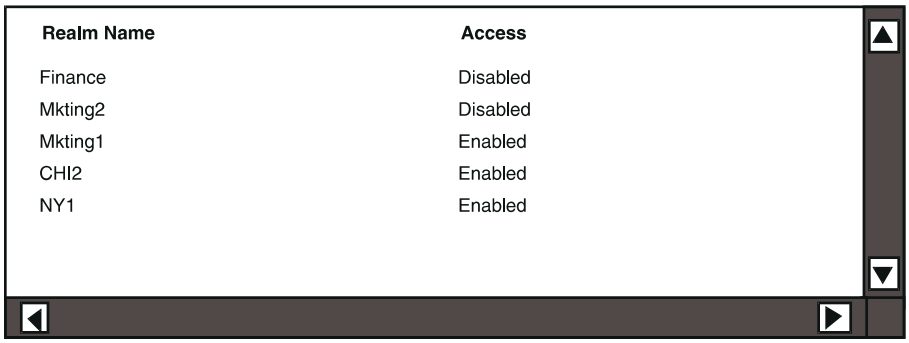
Use this field:	To do this:
Sorting Level *n*	Specify the order in which the column is to be sorted. The Sort Controls window contains one **Sorting Level n** field for each column of information in the status display.
Order By	Specify the column to be sorted. The **Order By** field contains one choice for each column of information in the status display.

The number of **Sorting Level n** and **Order By** fields in the Sort Controls window directly corresponds to the number of columns in the status display. The status display for realm access contains two columns labeled Realm Name and Access.

Since there are two columns of information in the realm access status display, there are two sorting levels. For each column in the display, you set the sorting order by selecting a choice in the **Sorting Level n** field. You can leave the field unsorted, sort it in ascending order, or sort it in descending order. This example shows that the Realm Name column is the first sorting level and is to remain unsorted. Realm Name will not be used as a sort key for ordering the status entries.

The Access column of the status display is used as the second sorting level, and is to be sorted in ascending order.

Since access to a realm can be either enabled or disabled, all disabled realms will appear before the enabled realms in the display. The resulting status display would look like this:



Many Sort Controls windows contain several sorting levels. You can apply each sorting level to any sort key, or column name, in the status display to help you order the status entries to meet your needs for a particular purpose.

Updating Status Displays

When status displays are produced, they reflect a snapshot view of the service at the time the display is requested. Status displays are not dynamically updated as the service runs. In windows where you can manipulate the mail gateway service environment, or make changes that affect a status display, you need to be able to refresh status displays with current information. Each of those windows contains an **Update** button.

In the Remote - Outgoing Messages window, shown in Figure 8 on page 18, you can delete a specified message from the status display or delete all messages that appear in the display. When you delete messages from the display, the changes are not reflected until you click on **Update**.

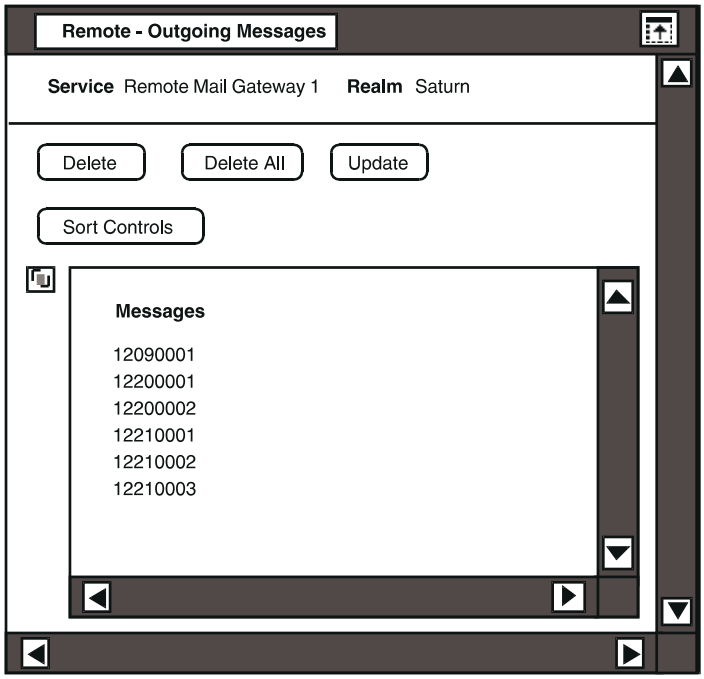


Figure 8. Using the Update button

The appearance of the **Update** button does not change when you click on it, but the change is reflected in the status display.

An **Update** button appears in each of the following windows:

Remote - Access

Remote - IDS Configuration

Remote - Incoming Messages

Configuring the Remote Mail Gateway Service

To configure a mail gateway service, you use the Remote Mail Gateway interface to provide information about the mail gateway service environment and the cc:Mail environment.

The mail gateway service relies on the network operating system for connecting to the cc:Mail Post Office. Before you begin the configuration process through the Remote Mail Gateway interface, you must configure the cc:Mail Post Office. The instructions provided for configuring the mail gateway service are written based on the assumption that the cc:Mail Post Office is configured and active.

Establishing a Dedicated Conversion Service

Each mail gateway service requires a dedicated conversion service which, in turn, must provide two execution engines. An execution engine is a process used by certain services to execute specific actions under the control of a service manager through a cluster manager. A service manager is a process used by certain services to control one or more sets of execution engines through one or more cluster managers. A cluster is a set of execution engines. A conversion service can have several clusters in different PCs, but each cluster is in a single PC. A cluster manager is a process used by certain services to control one cluster, under direction from a service manager; the service manager can control several cluster managers in different PCs. For more information on conversion services, execution engines, and cluster management, see the *System Administration Guide and Reference*.

Although the conversion service is installed separately from the mail gateway service, IBM recommends that you install it in the same computer as the mail gateway service. The conversion service must be configured and operational before the mail gateway service will start. If the conversion service is not available, the mail gateway service cannot initialize. An error message indicating that the mail gateway service cannot access its conversion service is written to the mail gateway service's log file.

The conversion service associated with the mail gateway service must use the default naming convention assumed by the gateway service. The conversion service for the mail gateway service is named in this format:

XXXOcs

where:

XXX	Is the three-character gateway ID, such as GWA, GWB, or GWC.
Ocs	Is a constant in the name of the conversion service.

You can override the default name by entering a different name in the **Parameter Values #5** field of the Asset Mgmt - Service Details window when you perform asset management for the mail gateway service. See *Installing IDS LAN Components* for information about performing asset management for the mail gateway service.

Defining the IDS Mail Environment

To define the IDS mail environment, click on **IDS Configuration** in the Remote Mail Gateway window. The Remote - IDS Configuration window appears, as shown in Figure 9 on page 20.

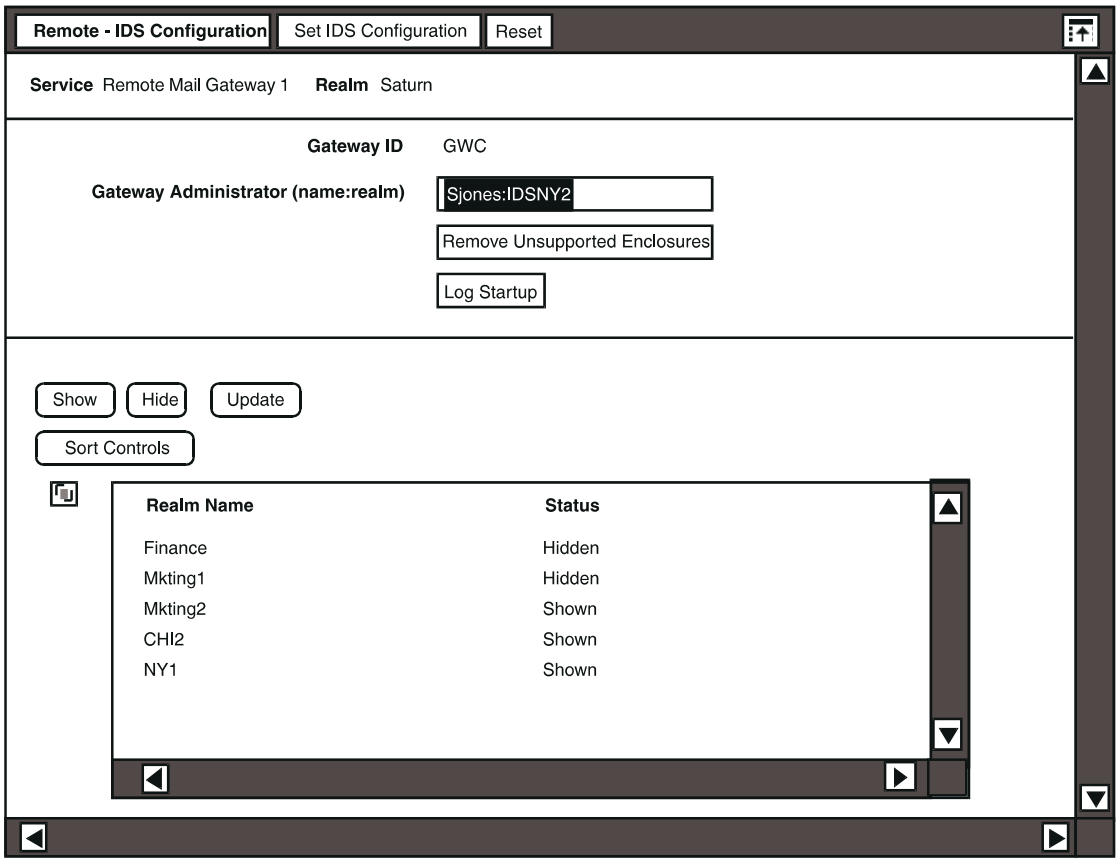


Figure 9. Remote - IDS Configuration window

The parameters set in the Remote - IDS Configuration window define the IDS mail environment for the mail gateway service and its mail nodes. The settings you select depend on the role that this mail gateway service plays in your IDS internetwork.

Identifying the Mail Gateway Service Administrator

Supply the user ID for the administrator responsible for managing the mail gateway service. Include the realm name along with the user ID in this format:

user_ID:realm_name

The administrator's user ID is used by the mail gateway service when a routing table report is requested. When you click on **Generate Report** in the Remote Mail Gateway window, a copy of the routing table is sent to the administrator's desktop. The routing table report shows all mail nodes accessible from the mail gateway service. For more information about the routing table, see “Looking at the Remote Mail Gateway Service Routing Table” on page 13.

The system administrator also receives notification when a problem is detected with a particular piece of mail.

Removing Unsupported Enclosures from Outgoing IDS Mail Envelopes

IDS internal formats for text, spreadsheets, and graphics can be converted to other formats for use outside the IDS environment. IDS icons that have no significance outside IDS cannot be converted to a format which would enable them to be used outside IDS. If those icons, such as Query icon or Capsule icon, are included in an IDS mail Envelope and sent to a user on a non-IDS node, the recipient cannot open the icons.

You can configure the mail gateway service to remove unsupported icons from outgoing IDS envelopes by selecting the **Remove Unsupported Enclosures** button in the Remote - IDS Configuration window, as shown below. When this button is selected, the mail gateway service will only send the following enclosures: text icon and binary icons.

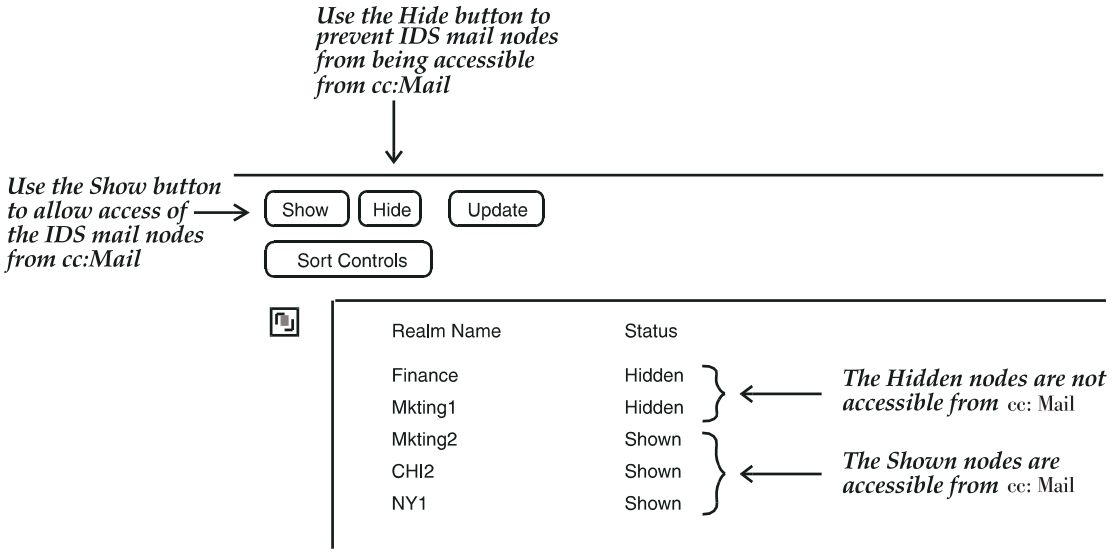
Creating a Log File at Gateway Service Startup

When you configure the mail gateway service, you can specify that you want the logging function activated when the service begins running. To activate logging at startup time, select the **Log Startup** button in the Remote - IDS Configuration window.

The Log Startup function is useful in problem isolation. If you experience trouble with the mail gateway service and suspect that the problem is associated with the boot process or establishment of the communications link to the host, logging startup events might help you find the source of the problem.

Defining cc:Mail Access to IDS Mail Nodes

You might not want all IDS mail nodes to be accessible from the cc:Mail Post Office. When you configure the mail gateway service, you can specify which IDS mail nodes can receive mail from the cc:Mail Post Office and which cannot. The following illustration shows a status display that lists both hidden and visible IDS mail nodes.



To hide a mail node from cc:Mail, select its entry in the status display, then click on **Hide** in the Remote - IDS Configuration window. To make a mail node visible to cc:Mail, select the node's entry in the status display and click on **Show**. As with other status displays, changes are not reflected in the status display until you update the display with current information. Click on **Update** to refresh the display.

You can sort the entries in this display by opening the Sort Controls window and specifying the sort order. See "Sorting Entries in Status Displays" on page 16 for guidelines on using the Sort Controls window.

Once the correct settings appear in the window, select **Set IDS Configuration** in the window header to save these settings. The settings are not finalized until they are written to the file service with the **Save Gateway Configuration** button (described in "Saving the Completed Mail Gateway Service Configuration" on page 24).

Describing the Remote Environment

In addition to defining the mail gateway service environment, you must describe the cc:Mail environment. You must complete the cc:Mail Post Office configuration before you begin this portion of the mail gateway service configuration. Some of the parameter values specified in the cc:Mail Post Office configuration are required when you describe the cc:Mail environment. The fields for describing the cc:Mail environment are contained in the Remote - Host Configuration window shown in Figure 10 on page 23. You display the Remote - Host Configuration window by clicking on the **Remote Configuration** button displayed on the Remote Mail Gateway window, shown in Figure 5 on page 12.

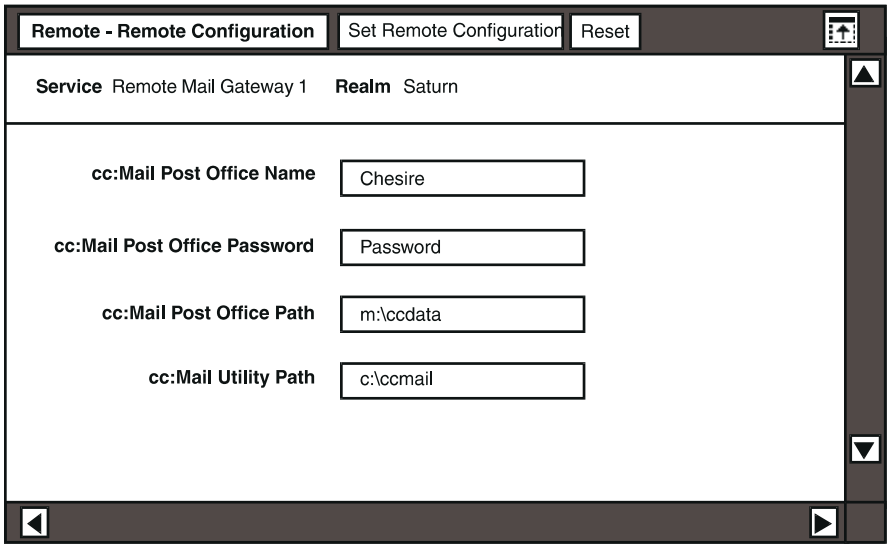


Figure 10. Remote host configuration description

The descriptions in following table will help you assign parameter values for the Remote environment description.

cc:Mail Post Office Name	Specifies the locally attached cc:Mail Post Office.
cc:Mail Post Office Password	The cc:Mail password required when using the Import/Export utility.
cc:Mail Post Office Path	The full path name for the remote mounted cc:Mail Post Office, indicating where the cc:Mail Post Office is located on that machine. For example, M:\CCMAIL. This path indicates that the cc:Mail Post Office is mounted as drive M: and located in the CCMAIL directory.
cc:Mail Utility Path	The full path name that indicates where the cc:Mail Import/Export utility is installed on the gateway.

Once you have provided the appropriate values in this window, click on **Set Remote Configuration** in the window header to save the host environment description.

As with the Remote - IDS Configuration window, the settings are not finalized until they are written to the file service with the **Save Gateway Configuration** button, found in the Remote Mail Gateway window. See “Saving the Completed Mail Gateway Service Configuration” on page 24.

Loading the cc:Mail Post Office Addresses

Part of the mail gateway service configuration might require that you download a copy of the mail node table from the cc:Mail Post Office directory. To download the host mail node table, click on **Load Remote Mailer Nodes** in the Remote Mail Gateway window.

The appearance of the button does not change, but the following message appears in the system message area:

Remote download command has been issued.

The entries in the cc:Mail node table are added to the routing table of the mail gateway service as mail nodes accessible from the IDS LANs supported by the gateway service. You can look at the routing table through the Remote - Routes Information window or you can have a copy of it sent to your desktop in the form of a report. To create the report, click on **Generate Report** in the Remote Mail Gateway window.

If a problem prevents the remote node table from being downloaded, the following message appears in the system message area:

Remote download command failed. Refer to log file.

The mail gateway service must be up and running for the host download command to be issued successfully.

When the download is successful, the following message appears in the system message area:

Remote download complete.

Saving the Completed Mail Gateway Service Configuration

Once you have completed the mail gateway service configuration by supplying the necessary parameters and settings in the Remote - IDS Configuration and Remote - Host Configuration windows, you need to save the configuration. When you click on **Save Gateway Configuration** in the Remote Mail Gateway window, the configuration is written to the primary file service.

Until you save the completed configuration, you can change values or settings in either of the configuration windows without affecting mail processing if the mail gateway service is active. You do not have to shut down the mail gateway service to change its configuration. After you have saved the completed gateway service configuration, you need to restart the mail gateway service through the SA tool Core Service interface for the new configuration of the mail gateway service node to take effect. See the *System Administration Guide and Reference* for information on working in the Core Service console.

Monitoring Mail Processing and Locating Problems

Several administrative functions are provided to help you monitor performance of the mail gateway service and isolate problems when they occur. To recognize problems readily, you should understand normal mail gateway service performance and activity. By checking status displays on a regular basis, you can become familiar with the level of performance of the mail gateway service under normal operating conditions. Except for Show Statistics, the functions described in this section are all password-protected functions.

Checking Status Displays

The status displays you will probably look at most often are:

Show Statistics

Incoming Messages

Outgoing Messages

You will find all of these displays useful when you are trying to isolate a problem.

To monitor the rate at which mail is processed, look at the Remote Statistics display by clicking on **Show Statistics** in the Remote Mail Gateway window.

The Remote - Statistics window shows the total number of incoming messages (those coming from cc:Mail) and outgoing messages (those being sent to the host from IDS mail nodes) processed since the collection of statistics began. It also shows the total number of incoming and outgoing messages that were not processed (rejected) during the same length of time.

Messages might be rejected if a node is no longer accessible. Rejected messages are retuned to the sender. The system administrator for the mail gateway service (as specified in the Remote - IDS Configuration window) also receives notification of rejected messages in cases where something is wrong with the message itself. For instance, if the internal message is corrupted, the system administrator is notified.

If you want to reset the statistics and start the count from zero, click on the **Reset Statistics** button in the Remote Mail Gateway window. Resetting the counter also changes the **Statistics Since** field in the Remote - Statistics window to indicate the time the new statistics collection period began.

If the mail gateway service appears to be processing mail slowly or not at all, check the incoming and outgoing message displays. As mail messages are processed for delivery by the mail gateway service, they might temporarily appear in the incoming or outgoing message displays. If the mail gateway service is working properly, the messages should not appear in either of these windows for more than a few seconds, indicating that the gateway service has processed them.

As messages pass through the mail gateway service they are identified by the date and a dynamically assigned incremental number. The counter that tracks and assigns the message number is automatically reset each day to start counting again from one. The message format is:

mmddnnnn

where:

mm	Is the numerical representation of the month.
dd	Indicates the day of the month.
nnnn	Is the incremental number assigned to the message.

Click on the **Update** button every few seconds to verify that messages are moving through the mail gateway service. If messages appear in the window and do not disappear in a short time, you should check the log file for a recorded event that might indicate the reason for mail not being processed for delivery.

If you determine that messages appearing in either the incoming or outgoing message windows should be deleted, you can delete a selected message or delete all of them with the buttons in the Remote Incoming Messages window or the Remote Outgoing Messages window. The Remote Incoming Messages window is shown in Figure 11. The Remote - Incoming Messages and Remote - Outgoing Messages windows contain the same buttons and identical status display window.

Figure 11. Remote - Incoming Messages window

To delete a specific message, select it in the status display then click on the **Delete** button. To delete all messages in the window, click on the **Delete All** button. After you use either of the buttons to delete messages, you need to update the display to show the current list of messages. Click on **Update** to refresh the display.

You can sort the messages listed in the status display so that they appear in ascending or descending order. See “Sorting Entries in Status Displays” on page 16 for guidelines on sorting status displays.

Troubleshooting the Mail Gateway Service

In addition to looking at status displays, these administrative functions are provided to facilitate problem isolation:

Suspend Gateway Operation

Resume Gateway Operation

Trace Commands

Logging and Log Startup

Control Access

Suspending Remote Mail Processing

When you are trying to locate a problem you might want to temporarily prevent the mail gateway service from processing mail, yet keep the gateway service active while you run traces.

Click on the **Suspend Gateway Operation** button in the Remote Mail Gateway window to temporarily stop the mail gateway service from processing both incoming and outgoing mail. When you use the suspend function, mail currently being processed is delivered to its destination, but no new mail is processed by the mail gateway service. Any mail sent during the suspension period is queued by the mail gateway service and is delivered when you again resume mail processing. Click on **Resume Gateway Operation** when you want the mail gateway service to begin processing mail again.

Creating Log Files

Recording activities and significant events that occur during gateway service operation is one way to help you isolate problems, tune the network, observe the general system load of the mail flow. The mail gateway service uses the IDS Logging icon to record activities and significant events. Log files for the mail gateway service are created and stored in the Log Information file drawer on the System desktop. The name of the log file includes the three-character gateway identifier (ID) (such as GWA, GWB, or GWC) assigned to the mail gateway service in the Asset Management configuration for the Remote Mail Gateway Service. The path to the mail gateway service log file is:

|System|File Drawers|Error Logs|Mail Gateway GWX

where GWX is the three-character gateway ID specified during asset manager configuration

For more information about the Logging icon, see *Working with the Intelligent Decision Server*.

You can initiate the logging function at startup of the gateway service or you can turn logging on and off from the Remote Mail Gateway window.

Initiating Logging at Startup: To initiate the logging function at startup of the mail gateway service, select the **Log Startup** button in the Remote - IDS Configuration window, as shown in this excerpt of the Remote - IDS Configuration window. The entire Remote - IDS Configuration window is shown in Figure 9 on page 20.

When you use the Log Startup function, the **Logging** button appears as selected when you open the Remote Mail Gateway window. You can turn off the logging activity at any time by clicking on the selected **Logging** button. Even though you might turn off the logging function while the mail gateway service is active, logging still occurs at startup time until you change the configuration setting.

Creating a Log File During Active Mail Processing: You can start and stop the logging function at any time while the mail gateway service is active. To start the logging process, click on the **Logging** button in the Remote Mail Gateway window. To stop logging, click on the **Logging** button to deselect it.

Clearing a Current Log File: To clear the current log file, click on the **Clear Log** button in the Remote Mail Gateway window. Clear Log copies the current log file to a backup log file called Mail Gateway ABC.BAK, where ABC is the gateway ID. If a backup log file already exists, it is overwritten by this process. If you want to save your old backup log file for any reason, make sure to rename it before you clear the current log.

Running Traces

If you are unable to resolve a problem on your own and call IBM's Central Support group for assistance, you might be asked to run a trace on the mail gateway service. To access the tracing functions, click on **Trace Commands** in the Remote Mail Gateway window. The Remote - Trace Commands window is shown in Figure 12.

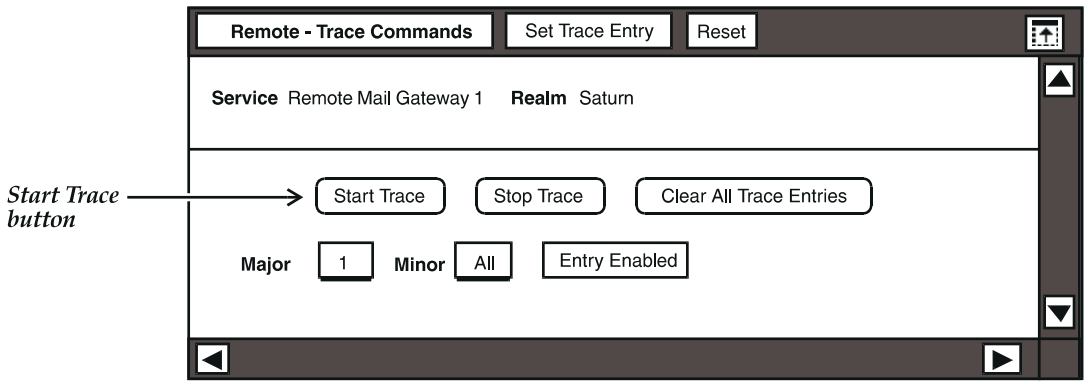


Figure 12. Remote - Trace Commands window

When you run a trace on the mail gateway service, various classes of information are recorded in a single file, which is stored on the mail gateway service's local disk. Through the Remote - Trace Commands window, you specify which classes of events are to be recorded. The trace events are recorded in the trace file in chronological order of occurrence.

You might be asked to suspend mail processing while you run the trace. To do so, click on **Suspend Gateway Operation** in the Remote Mail Gateway window. Mail being

processed at the time will be delivered, but the mail gateway service will not accept any new mail messages.

You should not run traces unless requested to do so by IBM's Central Support personnel, who will tell you which events to trace. Tracing some events impacts the performance of the mail gateway service and increases network traffic. You might also be asked to print the trace file, copy it to a diskette, or send it by electronic mail for diagnosis.

Managing Mail Resources

In controlling access to connected mail nodes and managing mail gateway service resources, you have the ability to enable and disable mail nodes. You can also prevent specified realms from being accessible for mail exchange with host nodes. You can perform any of these functions at any time while the mail gateway service is running.

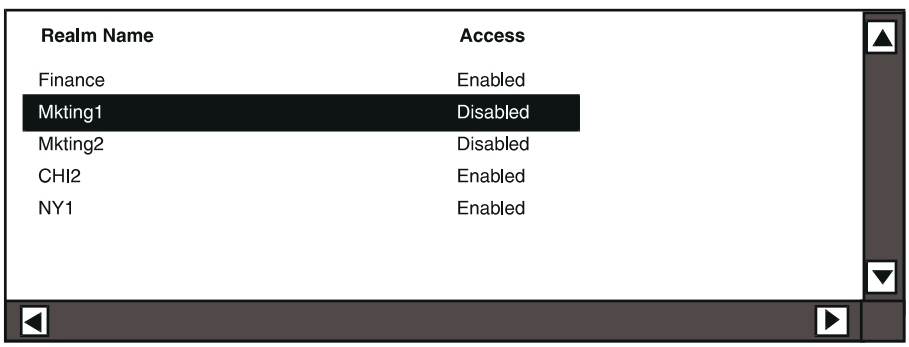
Enabling and Disabling Access to Internetwork Mail Nodes

The mail gateway service gives you the capability to regulate whether a particular mail node can send and receive mail. Controlling a node's sending and receiving of messages is done by enabling and disabling access for the node's realm.

For example, a common reason for disabling a particular mail node is to prevent outgoing mail from getting lost if the destination node will be unavailable for some time because of a scheduled maintenance.

To access the functions used to enable or disable mail nodes, open the Remote - Access window by clicking on the **Control Access** button in the Remote Mail Gateway window. This window displays only those realms that have a Shown status as displayed in the Remote - IDS Configuration window (see Figure 10 on page 23).

Using the buttons in this window, you can enable and disable specific realms, or enable and disable all realms listed in the display. To enable or disable a specific realm, select the realm's entry in the status display.



With the correct entry highlighted, select **Enable Access** or **Disable Access** as appropriate.

To enable or disable all realms listed, select **Enable All Access** or **Disable All Access** as appropriate.

After using any of the enable or disable functions, click on **Update** to display the current status.

You can also sort the entries in the status display. See “Sorting Entries in Status Displays” on page 16 for information on the Sort Controls window.

Hiding and Showing Mail Nodes

If you have mail nodes in your IDS internetwork that should not be accessible from a connected cc:Mail Post Office or any of its mail nodes, you can hide those nodes from the host mail system. Likewise, you can make visible any nodes which do not require access restrictions. The Hide and Show functions are contained in the Remote - IDS Configuration window, accessible from the Remote Mail Gateway window.

Although the Hide and Show settings are normally defined during mail gateway service configuration, you can change the configuration at any time without shutting down the gateway service. To hide or show a particular mail node, select its entry in the status window.

With the entry highlighted, click on the **Hide** or **Show** button, as appropriate. For the change to be reflected in the status display, click on **Update**.

Any time you change the mail gateway service configuration, select **Set IDS Configuration** in the window header, then click on **Save Gateway Configuration** in the Remote Mail Gateway window. See “Configuring the Remote Mail Gateway Service” on page 18 for more information on configuration.

Chapter 3. Remote Mail Gateway Service Administration Reference

This chapter contains descriptions of each of the buttons, choices, and windows in the IDS Remote Mail Gateway Service administration interface of the SA tool. Reference sections for each function are arranged in alphabetical order by button label.

The Administration Windows

All administrative functions for the mail gateway service are available from the Remote Mail Gateway window or from one of its subordinate administration windows. You can choose functions for:

- Monitoring mail processing
- Managing mail gateway service resources
- Configuring the mail gateway service
- Running traces for problem determination by request from the IBM Support Center

The buttons that allow you to request informational displays are located in the Remote Mail Gateway window.

The Show Statistics and Show Routes functions contained in the Remote Mail Gateway window allow you to look at the environment defined for the mail gateway service. Also contained in this window is the **System Administration** button used to gain access to the password-protected administrative functions of the mail gateway service interface.

Access to functions used to alter the service are controlled through the Remote Mail Gateway window when the **System Administration** button is selected (ON). You must supply the service password to gain access to those functions. Once you supply the service password, the functions that allow you to configure the mail gateway service, monitor and manipulate links, and initiate traces appear in the Remote Mail Gateway window as shown below.

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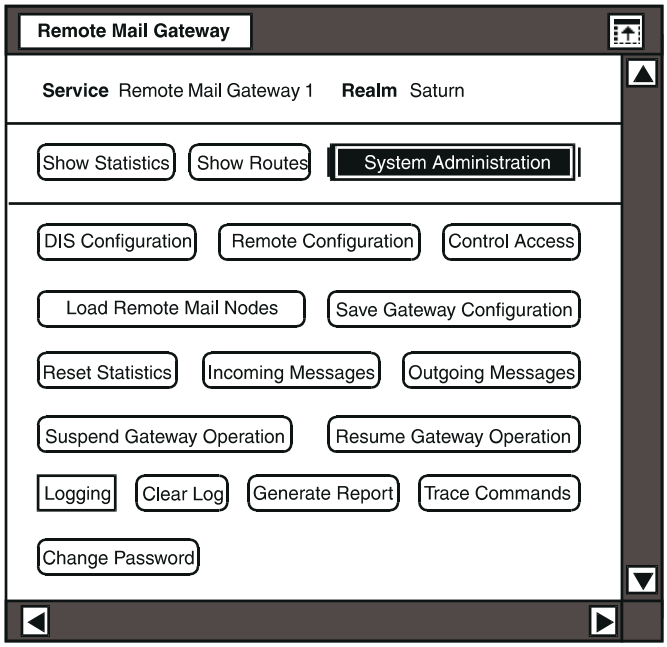


Summary List of Administrative Functions

Table 2 lists the administrative functions of the Remote Mail Gateway Service, sorted in alphabetical order. Each function is accessed or activated through a button displayed in the Remote Mail Gateway window or one of its subordinate windows.

Table 2 (Page 1 of 3). Remote mail gateway service administrative functions

Button	Description
Change Password	Displays the Change Password window, which lets you change the password for the mail gateway service interface.
Clear Log	Copies the contents of the current log file into a backup file to allow new messages to be written to the current log file.
Clear All Trace Entries	Clears all trace events previously set.
Control Access	Displays the Remote - Access window containing the buttons for enabling and disabling mail nodes.
IDS Configuration	Displays the Remote - IDS Configuration window containing several fields for which you must supply information about the mail gateway service environment.
Disable Access	Allows you to disable mail node addresses from the Remote - Access window by selecting a realm name from a status display.

Table 2 (Page 2 of 3). Remote mail gateway service administrative functions

Button	Description
Disable All Access	Disables all mail node addresses for all realms listed in the status display.
Enable Access	Allows you to enable mail node addresses from the Remote - Access window by selecting a realm name.
Enable All Access	Enables all mail node addresses for realms listed in the status display of the Remote - Access window.
Generate Report	Sends a copy of the current routing table to the mail gateway service administrator's desktop as specified in the Remote - IDS Configuration window. The routing table identifies addressable mail nodes for the gateway service.
Hide	Keeps the names of IDS mail nodes from being visible to the remote mail nodes.
Remote Configuration	Displays the Remote - Remote Configuration window containing entry fields in which you must supply information about the cc:Mail environment with which this service exchanges mail.
Incoming Messages	Displays the Remote - Incoming Messages window in which you can sort and delete messages from a list.
Load Remote Mail Nodes	Sends a command, which forces the cc:Mail Post Office directory to be synchronized with the IDS Monitor table.
Logging	Initiates the recording of significant events in a log file.
Log Startup	Activates the logging function upon startup of the service.
Outgoing Messages	Displays the Remote - Outgoing Messages window in which you can sort and delete messages from a list.
Remove Unsupported Enclosures	Removes unsupported enclosures from outgoing IDS mail envelopes.
Reset Statistics	Allows you to reset the mail gateway service statistics counter to zero for a specified gateway service.
Resume Gateway Operation	Begins mail processing again after it was previously interrupted by the **Suspend Gateway Operation** button.
Save Gateway Configuration	Writes the completed mail gateway service configuration to the primary file service.
Show	Found in the Remote - IDS Configuration window, makes the names of the IDS nodes visible to the remote mail nodes.
Show Routes	From the Remote Mail Gateway window, displays the current address table for the mail gateway service.
Sort Controls	Allows you to specify the sort order for items included in a status display.
Show Statistics	From the Remote Mail Gateway window, displays statistics for the gateway service.

Table 2 (Page 3 of 3). Remote mail gateway service administrative functions

Button	Description
Suspend Gateway Operation	Holds mail in a processing queue without stopping the mail gateway service. Mail being processed at the time the button is used continues processing until it is delivered.
System Administration	Prompts for a password before allowing access to password-protected functions.
Start Trace	Initiates the recording of specified trace events.
Stop Trace	Terminates the recording of trace events.
Trace Commands	Displays the Remote - Trace Commands window in which you specify trace events, initiate traces, and stop traces. This is a password-protected function in the Remote Mail Gateway window.
Update	Refreshes the status display with current information.

Figure 13 on page 35 shows the windows and buttons that you can access directly from the Remote Mail Gateway window.

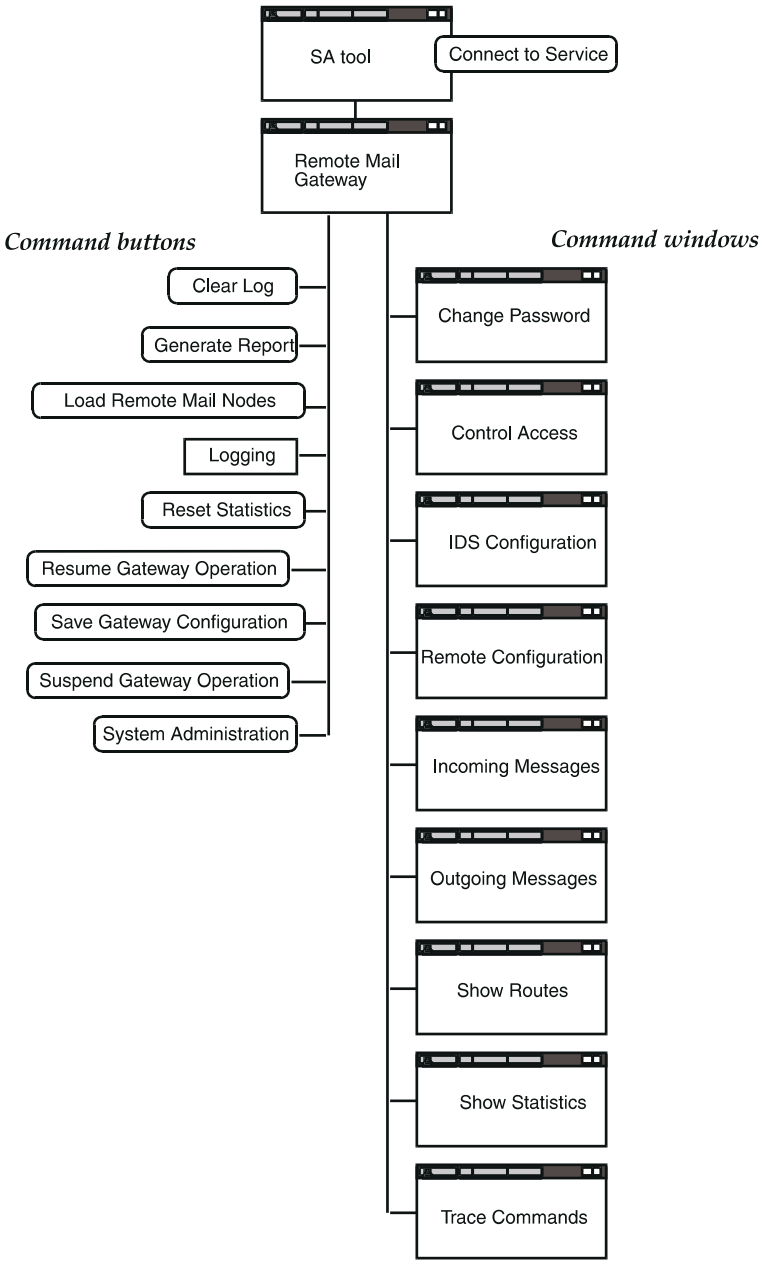


Figure 13. Remote Mail Gateway Service windows and command buttons

The remainder of this chapter contains illustrations showing the windows contained in the mail gateway service interface and describes each of the mail gateway service administration buttons in detail. The buttons are presented in alphabetical order.

Command Reference Section

Selecting the **System Administration** button (turning it ON) will always result in the system's prompting you for the appropriate mail gateway service interface password before allowing you to access any mail gateway service administration functions. While this step is not explicitly shown in each access path, its presence should be inferred.

Change Password

The **Change Password** button displays a window that allows you to change the password for access to password-protected functions within the mail gateway service interface.

The **Change Password** button appears in Remote Mail Gateway window.

Clicking on **Change Password** opens the Change Password window where you can change the password for access to the password-protected functions of the mail gateway service.

Use the controls in the Change Password window as described in the following table:

Button	Function
Change Password button	Effects the actual change.
Reset button	Clears the entries from all three password fields and restores the most recently configured values.
Service field	Identifies the computer whose service you have selected.
Realm field	Is the name of the realm containing that service.
Current password field	Is the password you logged on with.
New password field	Is the password you want to become effective. The maximum password length is 31 characters.
Confirm new password field	Is the same as the new password, re-entered to protect against mis-typed entries.

Clear Log

The **Clear Log** button clears the current logging icon of any existing entries.

The **Clear Log** button is located in Remote Mail Gateway window.

Clicking on **Clear Log** copies the current logging icon to a backup logging icon called Mail Gateway ABC.BAK, where ABC is the gateway ID as specified during Asset Manager configuration. If a backup file already exists, it is overwritten when this button is used.

Copying the contents of the current log file to a backup file allows new messages to be written to the current log file.

Clear All Trace Entries

The **Clear All Trace Entries** button clears any trace events set previously in the trace matrix. Use this function only at the request of the IBM Support Center.

Tracing is the recording of various classes of information, or significant events, as the mail gateway service does its processing. Tracing is used as a tool by the IBM Support Center to diagnose system problems. If you are unable to resolve a problem on your own and call the IBM Support Center for assistance, you might be asked to run a trace through the mail gateway service.

You should not run traces unless requested to do so by the IBM Support Center, who will tell you which events to trace. You might also be asked to print the trace file, copy it to a diskette, or send it by electronic mail for diagnosis. Note that tracing some events impacts the performance of the mail gateway service and increases network traffic.

The **Clear All Trace Entries** button clears any trace events set previously through the Remote - Trace Commands window. To use the **Clear All Trace Entries** button, find the **Trace Commands** button in Remote Mail Gateway window.

Clicking on **Trace Commands** displays the Remote - Trace Commands window, shown in Figure 14.

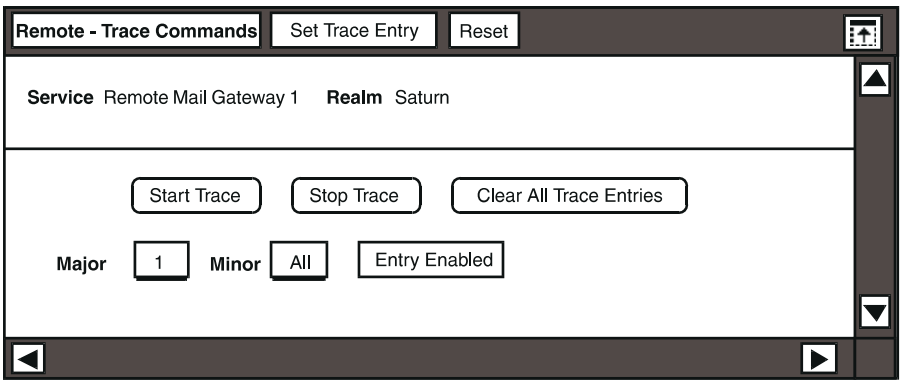


Figure 14. Remote - Trace Commands window

You can set major and minor trace events in the Remote - Trace Commands window. Click on **Clear All Trace Entries** if you want to clear trace events set previously.

When you clear trace entries, the values of the major and minor trace events fields return to the default values of 1 and All, respectively, with all traces disabled. See "Trace Commands" on page 61 for information on running traces.

Control Access

The **Control Access** button opens the Remote - Access window, which allows you to enable and disable mail nodes.

You can use the Control Access function to control mail coming from and going to specified realms. You can enable or disable access to and from a specified realm or all realms accessible from the mail gateway service node.

To use the Control Access function, find the **Control Access** button in Remote Mail Gateway window.

Clicking on **Control Access** displays the Remote - Access window as shown in Figure 15.

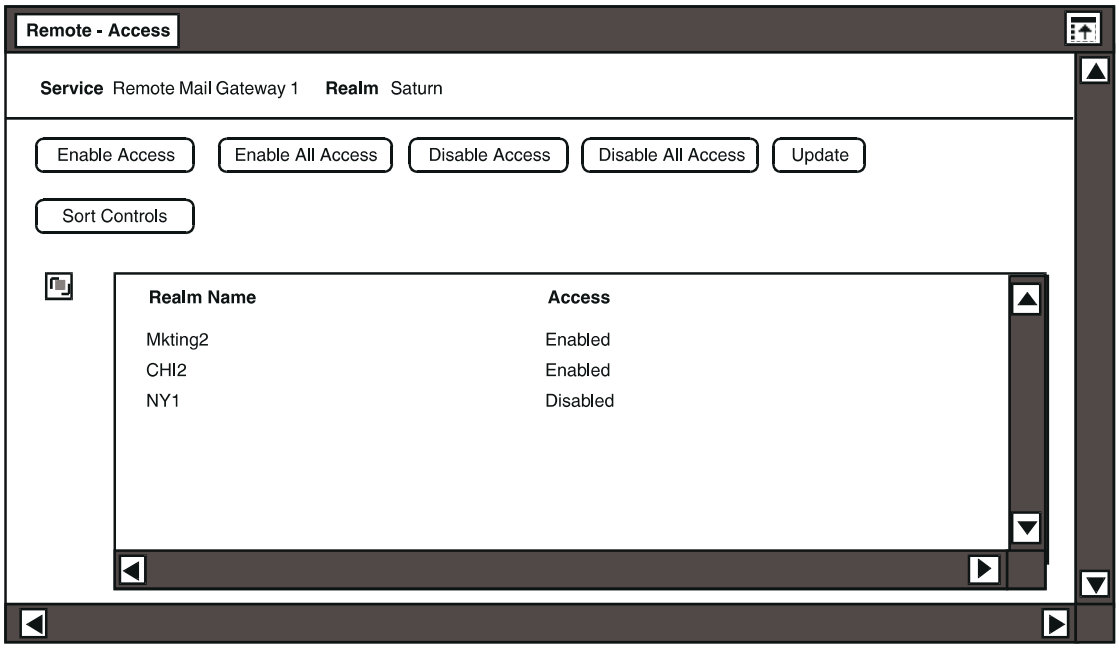


Figure 15. Remote - Access window

The Remote - Access window contains the buttons used to control mail coming from and going to specified realms. This window displays only those realms that have a *Shown* status as displayed in the Remote - IDS Configuration window, shown in Figure 16 on page 43.

You can enable or disable access to and from a specified realm or all realms accessible from the mail gateway service node. Each of the buttons in the Remote - Access window is described in detail in its own reference section. The button functions are described briefly in the following table.

Button	Function
Disable Access	Disallows access to and from a selected realm.
Disable All Access	Disallows access to and from all realms.
Enable Access	Allows access to and from a selected realm.
Enable All Access	Allows access to and from all realms.
Sort Controls	Allows you to specify the order in which the realm entries appear in the status display.
Update	Refreshes the status display with the most current information.

For detailed descriptions of these buttons, see the following pages:

"Disable Access"

"Disable All Access" on page 40

"Enable Access" on page 40

"Enable All Access" on page 41

"Sort Controls" on page 56

"Update" on page 62

Disable Access

The **Disable Access** button disallows access to and from all nodes in a specified realm from the local mail gateway service.

The mail gateway service will not process mail for any disabled realm. The Post Office will still send outbound mail to the mail gateway service, but the gateway service will queue the mail in the Post Office until access to the disabled realm is once again enabled.

To use the Disable Access function, first find the **Control Access** button in Remote Mail Gateway window.

Clicking on **Control Access** displays the Remote - Access window.

The Remote - Access window displays only those realms that have a *Shown* status as displayed in the Remote - IDS Configuration window, shown in Figure 16 on page 43.

To disable mail access for a realm, select its entry in the status display of the Remote - Access window. With the realm entry selected, click on **Disable Access**. The change in status is not reflected in the status display until you click on **Update**. See "Update" on page 62.

To activate the node again, use the **Enable Access** button. See "Enable Access" on page 40.

Disable All Access

The **Disable All Access** button disallows access to and from all nodes in all realms defined to the mail gateway service.

The mail gateway service will not process mail for any disabled realm. The Post Office will continue to send outbound mail to the mail gateway service, but the gateway service will queue the mail in the Post Office until the disabled realm is once again enabled.

To use the Disable All Access function, first find the **Control Access** button in Remote Mail Gateway window as shown below.

Clicking on **Control Access** displays the Remote - Access window.

The Remote - Access window displays only those realms that have a *Shown* status as displayed in the Remote - IDS Configuration window, shown in Figure 16 on page 43.

To disable mail access for all realms defined to the mail gateway service, click on **Disable All Access**. The change in status is not reflected in the status display until you click on **Update**. See "Update" on page 62.

To activate nodes again, use the **Enable Access** or **Enable All Access** buttons. See "Enable Access" and "Enable All Access" on page 41 for more information.

Enable Access

The **Enable Access** button allows access to and from mail nodes in a specified realm from the local mail gateway service.

Use the **Enable Access** button to activate a realm that was previously disabled. When a realm is enabled, the mail gateway service releases any queued mail and resumes processing mail for all mail nodes in the specified realm.

To use the Enable Access function, first find the **Control Access** button in the Remote Mail Gateway window.

Clicking on **Control Access** displays the Remote - Access window.

The Remote - Access window displays only those realms that have a Shown status as displayed in the Remote - IDS Configuration window, shown in Figure 16 on page 43.

To enable mail access for a realm, select its entry in the status display of the Remote - Access window. With the realm entry selected, click on **Enable Access**. The change in status is not reflected in the status display until you click on **Update**. See "Update" on page 62.

To deactivate nodes, use the **Disable Access** or **Disable All Access** buttons. See "Disable Access" on page 39 or "Disable All Access."

Enable All Access

The **Enable All Access** button allows access to and from all nodes from the local mail gateway service.

Use **Enable All Access** to activate all node that were previously disabled. When a realm is enabled, the mail gateway service releases any queued mail and resumes processing mail for specified nodes.

To use the Enable All Access function, first find the **Control Access** button in the Remote Mail Gateway window.

Clicking on **Control Access** displays the Remote - Access window.

The Remote - Access window displays only those realms that have a *Shown* status as displayed in the Remote - IDS Configuration window, shown in Figure 16 on page 43.

To enable mail access for all realms defined to the mail gateway service, click on **Enable All Access**. The change in status is not reflected in the status display until you click on **Update**. See “Update” on page 62.

To deactivate nodes, use the **Disable Access** or **Disable All Access** buttons. See “Disable Access” on page 39 or “Disable All Access” on page 40.

Generate Report

The **Generate Report** button mails a copy of the routing table for the mail gateway service to the mail gateway service administrator's desktop.

The Generate Report function mails a Route Table Entries report showing the routing table, or list of addressable mail nodes in the IDS internetwork, to the mail gateway service administrator's desktop. The gateway administrator's user name is entered as a parameter value in the Remote - IDS Configuration window during the mail gateway service configuration. Note that the report is sent to the gateway administrator's desktop as defined in the Remote - IDS Configuration window; the report is not sent to the IDS system administrator's System desktop.

From the Remote Mail Gateway window, select **System Administration**. The **Generate Report** button appears in the Remote Mail Gateway window. When you click on **Generate Report**, the button and window do not change in appearance. The following message appears in the system message area:

Report created.

The system sends a Route Table Entries report to the gateway administrator's desktop. The Route Table Entries report shows the realm name and type for each node that is addressable from the local mail gateway service.

All entries that appear in the routing table represent mail nodes accessible through the IDS mail gateway service. The possible combination of **Non-IDS** for the Type value and

Non-IDS for the Ownership value indicates that the mail node is a cc:Mail Post Office connected to the cc:Mail Post Office with which this mail gateway service communicates. Icons that can be sent to this node type are determined by the format conversion specified on the mail gateway service and in the Envelope container. The source of this entry is the cc:Mail Post Office Mailer node table.

Hide

The **Hide** button prevents an IDS mail node from being accessed by remote nodes.

To use the Hide function, first find the **IDS Configuration** button in the Remote Mail Gateway window.

Clicking on **IDS Configuration** displays the Remote - IDS Configuration window.

To prevent remote nodes from having access to IDS mail nodes in a specified realm, first select the realm entries in the status display of the Remote - IDS Configuration window.

With the realms selected in the status display, click on the **Hide** button in the Remote - IDS Configuration window. The change in status is not reflected in the status display until you click on **Update**. See “Update” on page 62.

Use the **Show** button to allow a remote node to have access to the specified IDS mail node. The Remote - Access window (see “Control Access” on page 38) displays only those realms that have a *Shown* status as displayed in the Remote - IDS Configuration window.

IDS Configuration

The **IDS Configuration** button gives you access to the Remote - IDS Configuration window.

The Remote - IDS Configuration window contains fields and buttons that define the mail gateway service environment. To use the IDS Configuration function, find the **IDS Configuration** button in the Remote Mail Gateway window.

Clicking on **IDS Configuration** displays the Remote - IDS Configuration window shown in Figure 16 on page 43.

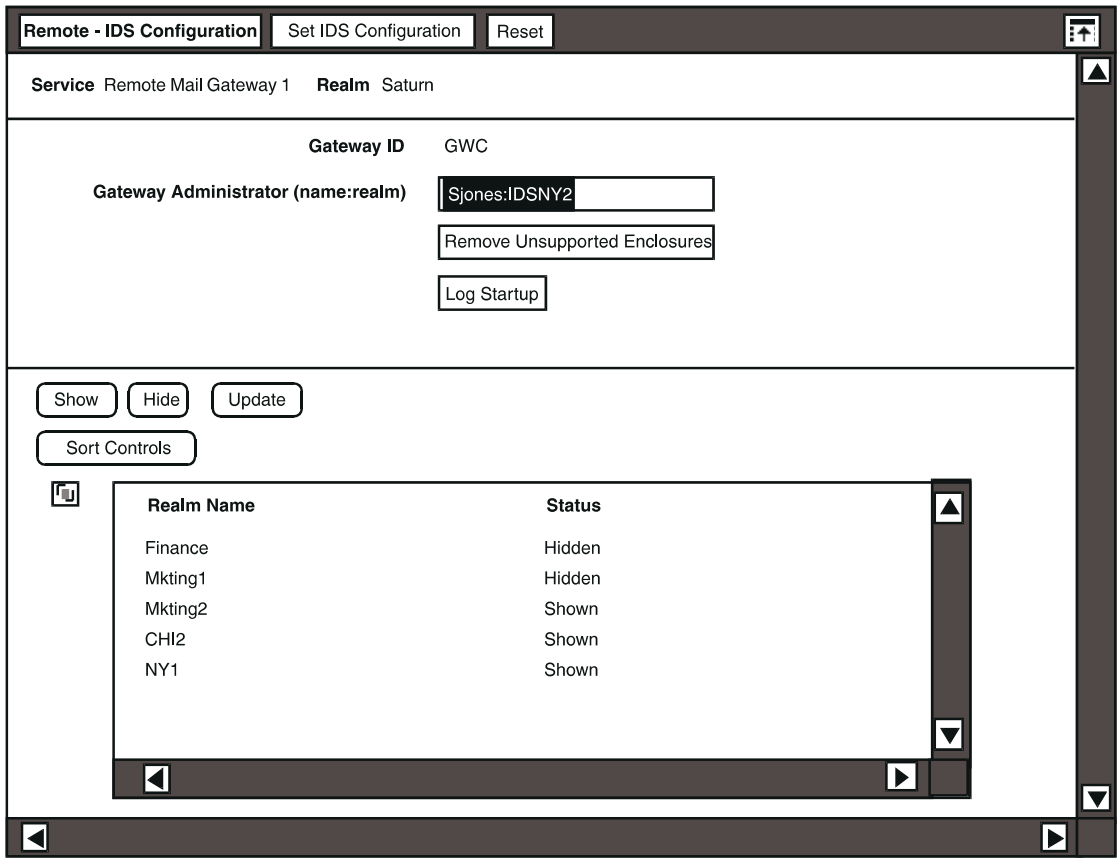


Figure 16. Remote - IDS Configuration window

The Remote - IDS Configuration window contains the following fields and buttons:

Button	Function
Gateway ID	This field displays the mail gateway ID, a unique 3-character string, such as GWA, GWB, or GWC, that identifies a mail gateway service as used in various configuration parameters. The value in this field is displayed from the asset manager.
Gateway Administrator (name:realm)	This field indicates the user ID for the mail gateway service administrator. Reports can be generated and sent to the administrator's desktop.
Remove Unsupported Enclosures	The ON or selected state of this button indicates that enclosures of types not supported outside the IDS environment will be removed from outgoing mail. See “Remove Unsupported Enclosures” on page 51.
Log Startup	The ON or selected state of this button indicates that logging is activated when the service starts running. See “Log Startup” on page 47.
Update	Clicking on this button refreshes status displays with current information. See “Update” on page 62.
Hide	Clicking on this button prevents IDS mail nodes from accessing a specified mail node defined to the mail gateway service. See “Hide” on page 42.
Show	Clicking on this button allows IDS mail nodes to send mail to a specified mail node defined to the mail gateway service. See “Show” on page 54.
Sort Controls	Clicking on this button allows you to specify the order in which entries appear in status displays. See “Sort Controls” on page 56.

Once you have provided the necessary information and are satisfied with the environment settings, click on the **Set IDS Configuration** button in the Remote - IDS Configuration window header.

As with the Remote - Remote Configuration window, the settings are not finalized until they are written to the file service with the **Save Gateway Configuration** button, found in the Remote Mail Gateway window. See “Save Gateway Configuration” on page 54.

Until you save the completed configuration, you can change values or settings in either of the configuration windows without affecting mail processing if the mail gateway service is active. You do not have to shut down the mail gateway service to change its configuration. After you have saved the completed gateway service configuration, you need to restart the mail gateway service through the SA tool Core Service interface for the new configuration of the mail gateway service node to take effect. See the *System Administration Guide and Reference* for information on working in the Core Service interface.

Incoming Messages

The **Incoming Messages** button displays the Remote - Incoming Messages window, in which you can monitor, sort, and delete incoming messages from a displayed list. Incoming messages are those being sent from the cc:Mail system to the mail gateway service.

Use the Incoming Messages function when you suspect a problem associated with mail delivery. To use the Incoming Messages function, first find the **Incoming Messages** button in the Remote Mail Gateway window.

Clicking on **Incoming Messages** displays a list of messages in the status display of the Remote - Incoming Messages window, shown in Figure 17.

Figure 17. Remote - Incoming Messages window

The Remote - Incoming Messages window contains a status display that lists messages received from the cc:Mail system, but which are not yet forwarded to the IDS Post Office. Each incoming message is dynamically assigned a number as it enters the mail gateway service, and each message is identified in the status display by this number.

The buttons that appear in this window are:

Button	Function
Delete	Permanently removes the message selected in the status window.
Delete All	Permanently removes all messages in the status window.
Update	Refreshes the status display and shows the current list of undelivered messages. See “Update” on page 62.
Sort Controls	Allows you to specify the order in which the messages appear in the window. You can leave the messages unsorted, or sort them in ascending or descending order. See “Sort Controls” on page 56.

To watch for changes in the list of incoming messages, click on the *Update* button periodically. If the list does not change after a few minutes, there may be a problem with mail delivery.

When messages pass through the mail gateway service they are identified by the date and a dynamically assigned number. The counter that tracks and assigns the message numbers is automatically reset each day to start counting again from one, as shown in Figure 17 on page 45.

Messages appear in the status window in the following format:

mmddnnnn

where:

mm	Is the numerical representation of the month.
dd	Indicates the day of the month.
nnnn	Is the incremental number assigned to the message.

If the mail gateway service is working properly, messages should not appear for very long in the Remote - Incoming Messages window. If any messages do appear, they should disappear in a few minutes, indicating that the mail gateway service has processed them. If messages appear in the window and do not disappear in a short time, you should check the log file for a recorded event that might indicate the reason for mail not being processed for delivery. See “Logging” on page 47 for information on checking the log file.

Load Remote Mail Nodes

The **Load Remote Mail Nodes** button sends a command to download a copy of the cc:Mail node table to the mail gateway service. The mail gateway service automatically downloads the node table when it is started. If the cc:Mail node table is changed, you can use this function to keep the node table versions in balance on the cc:Mail and on the LAN without restarting the mail gateway service.

To use the Load Remote Mail Nodes function, find the **Load Remote Mail Nodes** button in the Remote Mail Gateway window.

When you click on the **Load Remote Mail Nodes** button, a copy of the cc:Mail mail node table is downloaded from cc:Mail to the mail gateway service. The entries from the cc:Mail node table are added to the routing table for the mail gateway service. The mail gateway service routing table is shown in Figure 14 on page 37. You can display the routing table by clicking on the **Show Routes** button shown in the Remote Mail Gateway window. See "Show Routes" on page 56.

When you click on **Load Remote Configuration**, the appearance of the button does not change, but the following message appears in the system message area of the Remote Mail Gateway window:

Load Remote Nodes command has been issued.

If a problem prevents the download from occurring, the following message appears in the system message area:

Load Remote Nodes command failed. Refer to log file.

When the download is successful, the following message appears in the system message area:

Load Remote Nodes successful.

The download process can take a while to complete. If an error is encountered, an error message appears a few seconds after the command is issued. The mail gateway service does not wait while the download is in progress. You can continue with other administrative activities.

Logging

The **Logging** button activates the recording of significant events in a log file. See "Log Startup" for more information on logging.

To use the Logging function, find the **Logging** button in the Remote Mail Gateway window. Select the **Logging** button to activate the recording of significant events in the mail gateway service log file. When the **Logging** button is selected, the logging process is active. The log file is stored in:

|system|filedrawers|LogInformation|Mail Gateway ABC

Logging can be initiated at startup of the mail gateway service through the Log Startup function. (See "Log Startup.") If you configure the mail gateway service to use the Log Startup function, the **Logging** button appears selected when the password-protected functions are displayed. To turn off the logging function, click on the **Logging** button to deselect it.

Log Startup

The **Log Startup** button initiates logging upon startup of the mail gateway service. See "Logging" for more information on logging.

The Log Startup function is useful in problem isolation. When you are experiencing trouble with the mail gateway service and suspect the problem to be associated with the boot process or establishment of the communications link to the host system, logging startup events might help you to find the source of the problem.

When the Logging function is activated, the system records significant events in a log file stored in:

|system|filedrawers|LogInformation|Mail Gateway ABC

Logging can be initiated at startup of the mail gateway service by selecting the **Log Startup** field in the Remote - IDS Configuration window as shown below. Clicking on **IDS Configuration** displays the Remote - IDS Configuration window shown in Figure 18.

Figure 18. Remote - IDS Configuration window

To activate logging at startup of the mail gateway service, select the **Log Startup** button.

If you configure the mail gateway service to use the Log Startup function, the **Logging** button appears selected when the password-protected functions are displayed in the Remote Mail Gateway window.

To turn off the logging function, click on the **Log Startup** button to de-select it.

Outgoing Messages

The **Outgoing Messages** button displays the Remote - Outgoing Messages window.

Use the Outgoing Messages function when you suspect a problem associated with mail delivery. The **Outgoing Messages** button displays the Remote - Outgoing Messages window, through which you can monitor, sort, and delete outgoing messages from a displayed list. Outgoing messages are those being sent from the mail gateway service to the cc:Mail system.

To use the Outgoing Messages function, first find the **Outgoing Messages** button in the Remote Mail Gateway window.

Clicking on **Outgoing Messages** displays the Remote - Outgoing Messages window as shown in Figure 19 on page 50. The Remote - Outgoing Messages window contains a status display that lists messages going from the mail gateway service to the cc:Mail system. Messages that appear in the status window have entered the mail gateway service, but their delivery is delayed or they are not yet processed for delivery to the remote node.

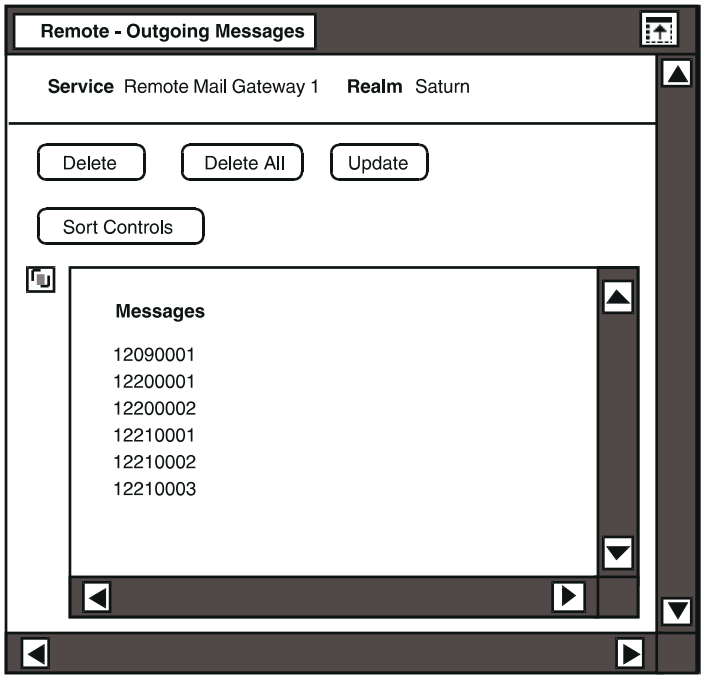


Figure 19. Remote - Outgoing Messages window and status display

The buttons that appear in the Remote - Outgoing Messages window are:

Button	Function
Delete	Deletes the message selected in the status window.
Delete All	Deletes all messages in the status window.
Update	Refreshes the status display and shows the current list of undelivered messages.
Sort Controls	Allows you to specify the order in which the messages appear in the window. You can leave the messages unsorted, or sort them in ascending or descending order.

When messages pass through the mail gateway service they are identified by the date and a dynamically assigned number. The counter that tracks and assigns the message numbers is automatically reset each day to start counting again from one.

Messages appear in the status window in the following format:

mmddnnnn

where:

mm	Is the numerical representation of the month.
dd	Indicates the day of the month.
nnnn	Is the incremental number assigned to the message.

If the mail gateway service is working properly, no messages should appear for very long in the Remote - Outgoing Messages window. If any messages do appear, they should disappear in a few minutes, indicating that the mail gateway service has processed them. If messages appear in the window and do not disappear in a short time, you should check the log file for a recorded event that might indicate the reason for mail not being processed for delivery. See “Logging” on page 47 for information on logging. See “Incoming Messages” on page 45 for information on incoming messages.

Remote Configuration

The **Remote Configuration** button opens the Remote - Remote Configuration window.

The Remote - Remote Configuration window contains entry fields that allow you to supply information about the cc:Mail environment with which the mail gateway service communicates.

To use the Remote Configuration function, first find the **Remote Configuration** button in the Remote Mail Gateway window.

Clicking on **Remote Configuration** displays the Remote - Remote Configuration window

Remove Unsupported Enclosures

The **Remove Unsupported Enclosures** button removes from outgoing Envelope enclosures that are not supported outside the IDS environment.

Certain icons, such as Capsule icons, are not supported outside the IDS environment. You can configure the mail gateway service to remove unsupported icons before passing the Envelopes to cc:Mail.

To remove unsupported enclosures from outgoing Envelopes, first find the **IDS Configuration** button in the Remote - IDS Configuration window.

Clicking on **IDS Configuration** displays the Remote - IDS Configuration window.

To configure the mail gateway service to remove unsupported enclosures, select the **Remove Unsupported Enclosures** button. When this button is selected, the mail gateway service sends only those enclosures that are text icons or binary icons.

When the **Remove Unsupported Enclosures** button is in a state that is not selected, the mail gateway service attempts to deliver all enclosures. When enclosures cannot be delivered, the mail gateway service appends a message informing the recipient that enclosures were omitted from the message because they could not be converted. If

conversion of an enclosure fails, the recipient receives a messages indicating that an enclosure has been omitted because the conversion has failed. You should leave this button in the unselected state for normal mail processing.

Reset Statistics

The **Reset Statistics** button sets the statistics counter to zero for the mail gateway service.

The mail gateway service maintains statistics on the following items:

Outgoing messages

Rejected outgoing messages

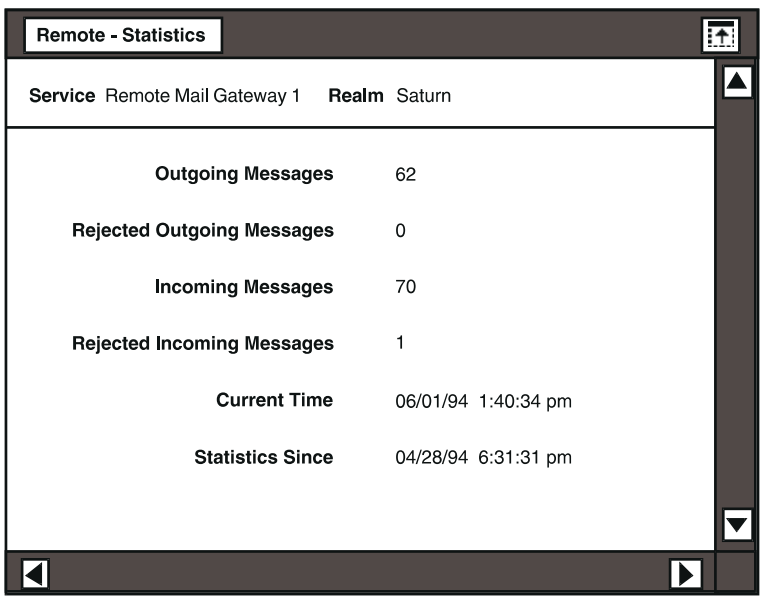
Incoming messages

Rejected incoming messages

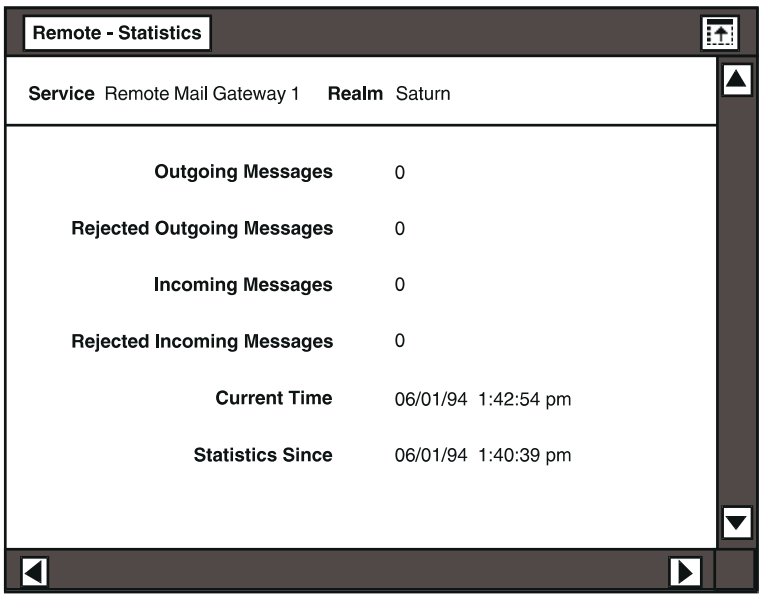
Locate the **Reset Statistics** button in the Remote Mail Gateway window.

To clear the statistics counter in the mail gateway service and start collecting statistics from zero, click on the **Reset Statistics** button.

You can view mail gateway statistics in the Remote - Statistics window by selecting the **Show Statistics** button in the Remote Mail Gateway window. (See “Show Statistics” on page 56.)



When you use the **Reset Statistics** button, the message counters shown in the Remote - Statistics window roll back to zero and the time shown in the **Statistics Since** field changes to the time the statistics were reset.



Resume Gateway Operation

The **Resume Gateway Operation** button sets the mail gateway service to accept mail delivery after mail delivery has been suspended through the **Suspend Gateway Operation** button.

Use the **Resume Gateway Operation** button when you want the mail gateway service to begin accepting mail after delivery has been suspended. To use the Resume Gateway Operation function, find the **Resume Gateway Operation** button in the Remote Mail Gateway window.

To start mail delivery, click on the **Resume Gateway Operation** button.

You use the **Resume Gateway Operation** button after you have used **Suspend Gateway Operation** to interrupt mail processing. The mail gateway service continues to run while mail processing is suspended. See “Suspend Gateway Operation” on page 60 for more information.

Save Gateway Configuration

The **Save Gateway Configuration** button writes the completed mail gateway service configuration to the primary file service.

You define configuration parameters for the mail gateway service by entering appropriate information in the Remote - IDS Configuration and Remote - Remote Configuration windows. Until you save the completed configuration by clicking on **Save Gateway Configuration**, you can change parameter values in either of the configuration windows without affecting operation of the mail gateway service. See “IDS Configuration” on page 42 and “Remote Configuration” on page 51 for more information about configuring the mail gateway service.

Once all configuration parameter values have been defined for the local mail gateway service, you need to write the configuration to the primary file service. From the Remote Mail Gateway window, select **System Administration**. The **Save Gateway Configuration** button appears in the Remote Mail Gateway window.

Click on the **Save Gateway Configuration** button to store the new configuration parameter values.

After you change and save a configuration, you must restart the mail gateway service from the core service interface for the change to take effect. See the *System Administration Guide and Reference* for information on running the core service.

Show

The **Show** button makes a specified mail node accessible to mail nodes.

To use the Show function, find the **IDS Configuration** button in the Remote Mail Gateway window.

Clicking on **IDS Configuration** displays the Remote - IDS Configuration window as shown in Figure 20 on page 55.

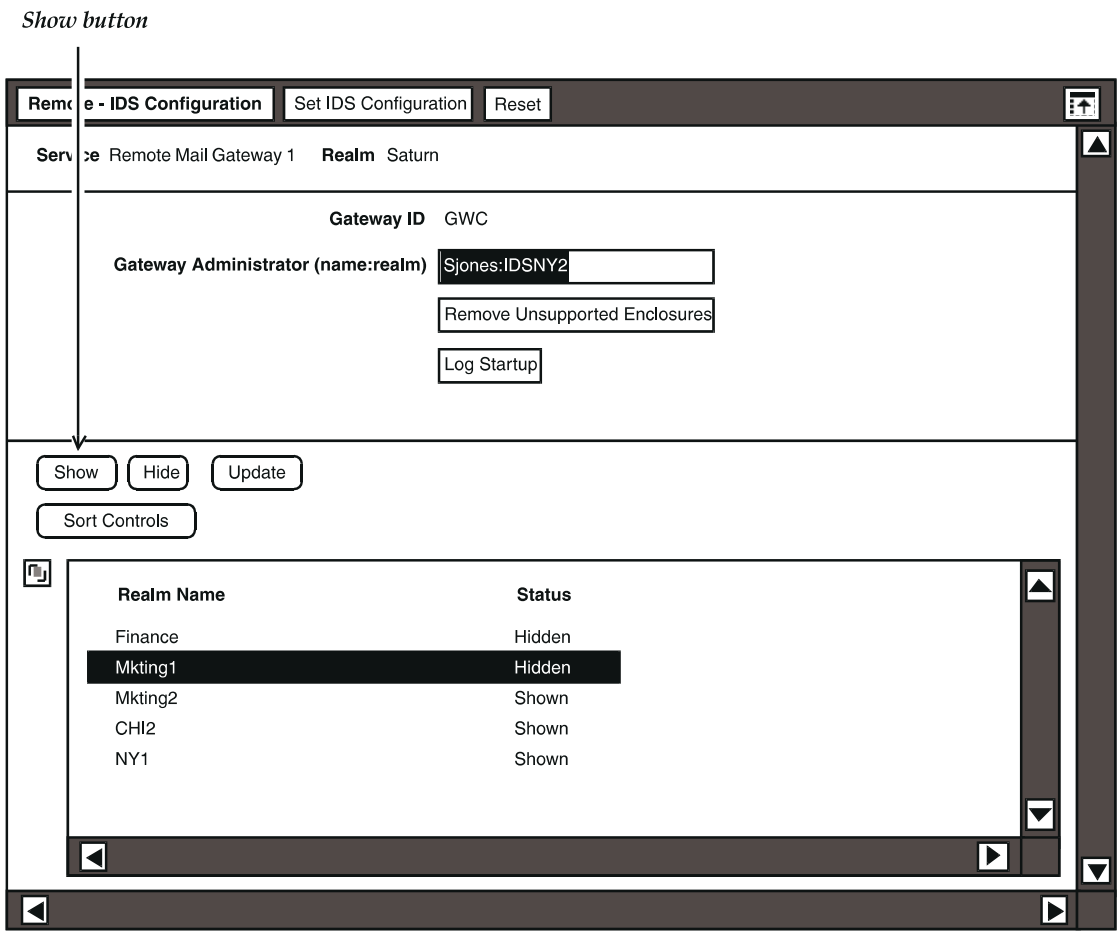


Figure 20. Remote - IDS Configuration window

To allow remote nodes to have access to IDS mail nodes in a specified realm, first select the realm entry in the status display of the Remote - IDS Configuration window.

With the realm selected in the status display, click on the **Show** button in the Remote - IDS Configuration window. The change in status is not reflected in the status display until you click on **Update**. See “Update” on page 62.

Use the **Hide** button to prevent remote nodes from having access to a particular mail node. (See “Hide” on page 42.)

The Remote - Access window (see “Control Access” on page 38), which allows you to enable and disable mail nodes, displays only those realms that have a *Shown* status as displayed in the Remote - IDS Configuration window.

Show Routes

The **Show Routes** button displays the node table for the local mail gateway service.

Use the **Show Routes** button to display the routing table for all realms defined to this mail gateway service. The routing table shows a list of addressable mail nodes in the internetwork. To display the routing table, find the **Show Routes** button in the Remote Mail Gateway window. You may display the routing table without having to enter a password.

Click on the **Show Routes** button to display the Remote - Routes Information window.

You can mail a copy of the route table to the mail gateway service administrator's desktop through the **Generate Report** button. See “Generate Report” on page 41.

Show Statistics

The **Show Statistics** button displays current operational statistics for the mail gateway service.

To display operational statistics for the mail gateway service, find the **Show Statistics** button in the Remote Mail Gateway window as shown below. While the sample window shows the password-protected System Administration functions, you may display performance statistics without having to enter a password.

Click on the **Show Statistics** button to display the Remote - Statistics window, which shows current performance information for the mail gateway service.

You can clear the statistics counter in the mail gateway service and start collecting statistics from zero by clicking on the **Reset Statistics** button shown in the Remote Mail Gateway window when **System Administration** is selected. See “Reset Statistics” on page 52.

Sort Controls

The **Sort Controls** button allows you to specify the order of entries in a display.

You can display a Sort Controls window in each window associated with a status display. The Sort Controls window contains fields that allow you to specify the order in which individual entries appear in the associated status display. Figure 21 on page 57 shows the Sort Controls window displayed for the Remote - Routes Information window.

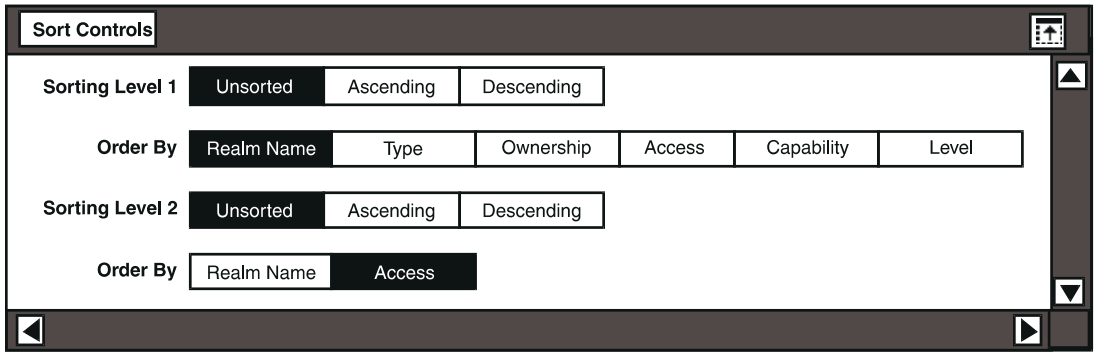


Figure 21. Sort Controls window

The fields in the Sort Controls window are:

Field	Function
Sorting Level *n*	Specifies the order in which the column is to be sorted. The Sort Controls window contains one **Sorting Level n** field for each column of information in the status display. Columns are sorted in numerical order of sorting level with **Sorting Level 1** being the first.
Order By	Specifies the column to be sorted. The *Order By* field contains one choice for each column of information in the status display.

The exact appearance of the Sort Controls window differs depending on the number of columns in the corresponding status display. The number of **Sorting Level n** and **Order By** fields in the Sort Controls window directly corresponds to the number of columns in the status display.

For instance, the Sort Controls window shown in Figure 21 appears when you select the **Sort Controls** button in the Remote - Access window. The status display for realm access contains two columns labeled Realm Name and Access, as shown in Figure 22.

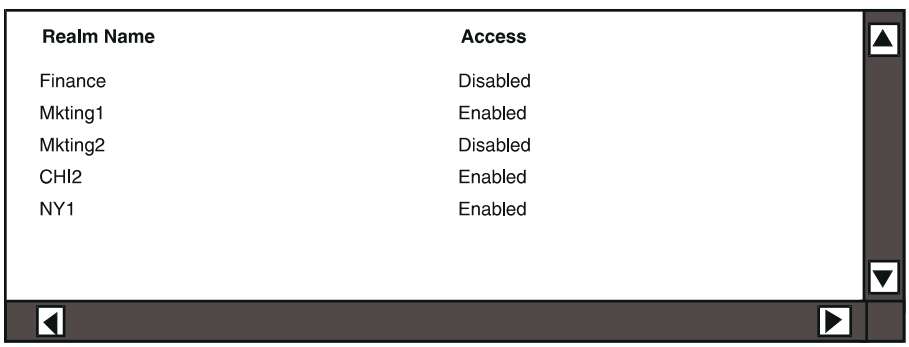
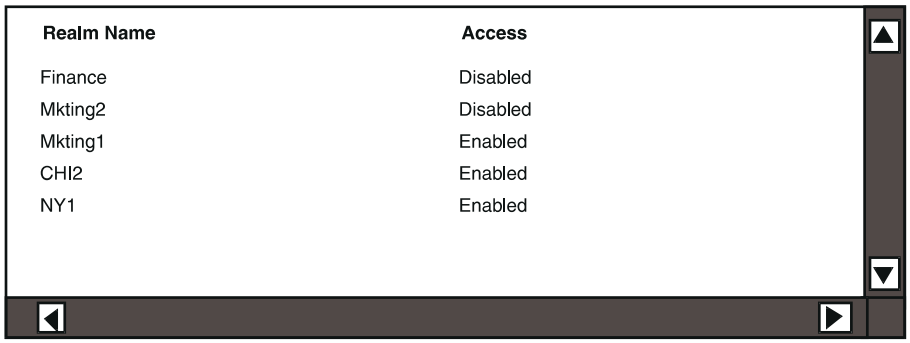


Figure 22. Status display for realm access

Since there are two columns of information in the realm access status display, there are two **Order By** fields in the Sort Controls window. For each column in the display, you set the sorting order by selecting a choice in the **Sorting Level n** field. You can leave the field unsorted, sort it in ascending order, or sort it in descending order. This example shows that the Realm Name column is the first sorting level and is to remain unsorted. The realm name will not be used as a sort key for ordering the status entries.

The Access column of the status display is used as the second sorting level, and is to be sorted in ascending order.

Since access to a realm can be either enabled or disabled, all disabled realms appear before the enabled realms in the display. The resulting status display would look like this:



Realm Name	Access
Finance	Disabled
Mkting2	Disabled
Mkting1	Enabled
CHI2	Enabled
NY1	Enabled

Start Trace

The **Start Trace** button initiates the running of a trace in the mail gateway service. This feature should be used only when requested by the IBM Support Center to help locate a problem.

Tracing is the recording of various classes of information, or significant events, as the mail gateway service does its processing. Tracing is used as a tool by the IBM Support Center for troubleshooting system problems that are difficult to diagnose. If you are unable to resolve a problem on your own and call the IBM Support Center for assistance, you might be asked to run a trace through the mail gateway service.

You should not run traces unless requested to do so by the IBM Support Center, who will tell you which events to trace. You might also be asked to print the trace file, copy it to a diskette, or send it by electronic mail for diagnosis. Note that tracing some events impacts the performance of the mail gateway service and increases network traffic.

The **Start Trace** button initiates the running of a trace in the mail gateway service. To start a trace, first find the **Trace Commands** button in Remote Mail Gateway window.

Clicking on **Trace Commands** displays the Remote - Trace Commands window as shown in Figure 23 on page 59.

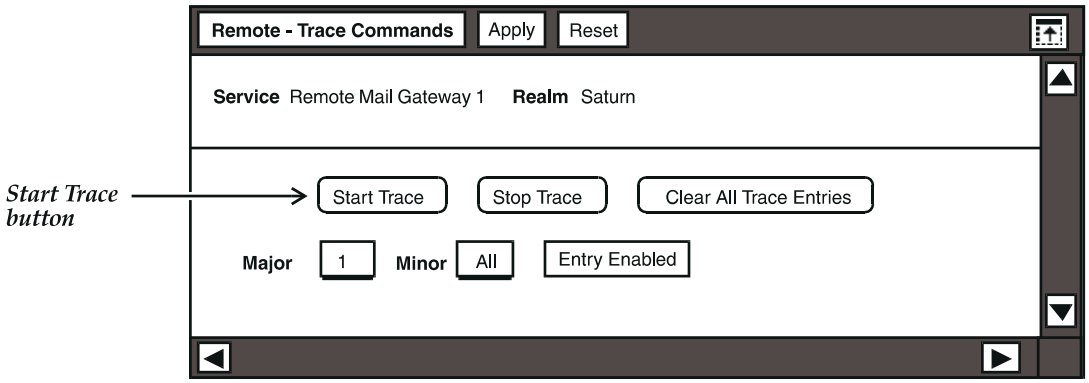


Figure 23. Remote - Trace Commands window

In the Remote - Trace Commands window, click on the **Start Trace** button to initiate a trace. When you click on **Start Trace**, the appearance of the button does not change. Use the **Stop Trace** button to stop the recording of trace events. For additional information on running traces, see “Stop Trace” and “Clear All Trace Entries” on page 37.

Stop Trace

The **Stop Trace** button ends the recording of trace events in the mail gateway service. The trace facility should be used only when requested by the IBM Support Center to help locate a problem.

Tracing is the recording of various classes of information, or significant events, as the mail gateway service does its processing. Tracing is used as a tool by the IBM Support Center for troubleshooting system problems that are difficult to diagnose. If you are unable to resolve a problem on your own and call the IBM Support Center for assistance, you might be asked to run a trace through the mail gateway service.

You should not run traces unless requested to do so by the IBM Support Center, who will tell you which events to trace. You might also be asked to print the trace file, copy it to a diskette, or send it by electronic mail for diagnosis. Note that tracing some events impacts the performance of the mail gateway service and increases network traffic.

The **Stop Trace** button ends the running of a trace in the mail gateway service. To stop a trace, first find the **Trace Commands** button in Remote Mail Gateway window.

Clicking on **Trace Commands** displays the Remote - Trace Commands window.

In the Remote - Trace Commands window, click on the **Stop Trace** button to end the trace. When you click on **Stop Trace**, the appearance of the button does not change.

Use the **Start Trace** button to initiate the recording of trace events. For additional information on running traces, see “Trace Commands” on page 61, “Start Trace” on page 58, and “Clear All Trace Entries” on page 37.

Suspend Gateway Operation

The **Suspend Gateway Operation** button allows you to stop the processing of all incoming and outgoing mail while leaving the gateway service active.

The Suspend Gateway Operation function is useful in helping to isolate problems with mail delivery. When you suspend mail gateway service operation, the gateway service remains active to allow you to monitor incoming and outgoing messages and run traces. To stop the processing of all incoming and outgoing mail, use the **Suspend Gateway Operation** button in the Remote Mail Gateway window.

Click on the **Suspend Gateway Operation** button to stop the mail gateway service from receiving incoming mail without stopping the gateway service. Mail being processed at the time the button is used continues processing until it is delivered. The appearance of the button does not change, but the following message appears in the desktop message bar:

Gateway Operation Suspended

Use the **Resume Gateway Operation** button to begin receiving mail again. See “Resume Gateway Operation” on page 53 for more information.

System Administration

The **System Administration** button gives you access to the password-protected functions of the mail gateway service interface.

The mail gateway service's password-protected functions allow you to perform the following system administration activities:

Configure the mail gateway service

Alter the environment of the mail gateway service

Create log files

Run traces

To access the password-protected functions of the mail gateway service interface, first select the **System Administration** button in the Remote Mail Gateway window to gain access to password-protected functions.

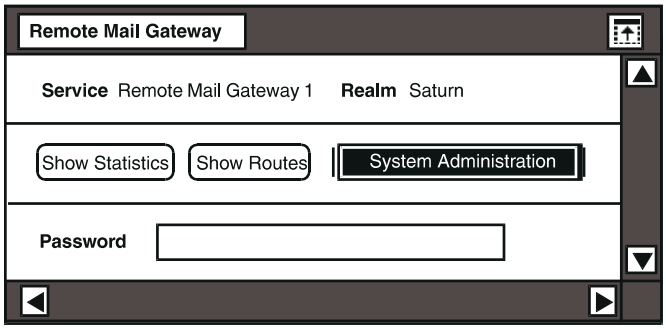


Figure 24. Mail gateway service password prompt

When you select **System Administration**, the system prompts you for the mail gateway service administration password. Enter the password in the **Password** field that appears, as shown in Figure 24. After you enter the service password, the password-protected functions appear in the Remote Mail Gateway window.

Each of the buttons in the Remote Mail Gateway window is described in this chapter.

Trace Commands

The **Trace Commands** button gives you access to the Remote - Trace Commands window, where you can set levels of trace events, start traces, and stop traces. This feature should be used only when requested by the IBM Support Center to help locate a problem.

Tracing is the recording of various classes of information, or significant events, as the mail gateway service does its processing. Tracing is used as a tool by the IBM Support Center to diagnose problems. If you are unable to resolve a problem on your own and call the IBM Support Center for assistance, you might be asked to run a trace through the mail gateway service.

You should not run traces unless requested to do so by the IBM Support Center, who will tell you which events to trace. You might also be asked to print the trace file, copy it to a diskette, or send it by electronic mail for diagnosis. Note that tracing some events impacts the performance of the mail gateway service and increases network traffic.

To use the tracing facility, first find the**Trace Commands** button in Remote Mail Gateway window. Clicking on **Trace Commands** displays the Remote - Trace Commands window.

The buttons contained in the Remote - Trace Commands window are:

Button	Function
Start Trace	Initiates the recording of enabled trace events.
Stop Trace	Ends the recording of trace events.
Clear All Trace Entries	Removes all previous entries from the trace matrix.
Major	Displays in a menu the values for the major trace events. Contact the IBM Support Center for information concerning this setting.
Minor	Displays in a menu the values for the minor trace events. Contact the IBM Support Center for information concerning this setting.
Entry Enabled	Enables the values selected for the major and minor events. If highlighted, this button indicates that trace events are set. If this button is not highlighted, no trace events have been set.

Tracing may be started and stopped independently of setting trace events. The trace facility is designed to record trace information in one file, which is stored on the local disk. The recorded trace events appear in the file in chronological order.

Update

The **Update** button refreshes the status display with current information.

The **Update** button appears in every window associated with a status display. Status displays are not updated dynamically as the service runs. Status displays reflect a snapshot view of the service at the time the display is requested or produced. Use the **Update** button periodically to see current information, or to see any changes reflected in a status display after you have manipulated the service in any way.

Glossary

asset management. Identification and distribution of purchased IDS features, services, and tools licensed for use.

BIN. A file-name extension indicating that the file is stored in a binary format.

binary file. A file that contains machine-readable data that is unintelligible to humans.

bitmap. An image stored as an arrangement of bits on a grid.

button. An object, in a window or window header, that contains graphics or text and is used to open other windows, open a menu, perform an action, or set a condition.

Capsule tool. A tool for building an automated processing sequence using icons that represent IDS tools and PC applications.

Capsule Service. A service that allows scheduled, batch execution of Capsule applications as an alternative to running the application directly on the desktop.

client. A process, such as a program, that requests a service from another program.

cluster. A set of execution engines. A service such as conversion service can have several clusters in different computers, but each cluster is in a single computer. See also execution engine.

cluster manager. A process used by certain services, such as conversion service, to control one cluster, under direction from a service manager; the service manager can control several cluster managers in different computers. See also cluster, service manager, execution engine.

column. A vertical field in a table or spreadsheet. Columns may be identified by letters or text strings at the top of the display area.

container. An icon, such as the Folder and File Drawer icons, that can hold other icons.

Conversion Controls. The window in which the user can choose the appropriate file format for a file or icon that is enclosed in an Envelope or that is being transferred between IDS and the local file system.

Conversion Service. An IDS service that performs conversion of mail objects (envelopes and enclosures) to and from external and IDS formats within a distributed computing environment.

default. Synonym for default value.

default value. A value that is assumed when no value has been specified.

desktop. The screen space occupied by IDS.

DIF. (1) Data Interchange Format, a spreadsheet file format. (2) A file-name extension indicating that the file is stored in DIF format.

distribution list. A Text document that is stored in the Distribution List file drawer and that contains a list of user IDs or the names of other distribution lists. The name of a distribution list can be used in place of individual names to address an envelope. For example, if a distribution list called Marketing includes ten user IDs, the user can address an envelope to all ten employees by typing Marketing on the To line.

enclosure. An icon that is enclosed in an Envelope icon.

Envelope. A tool used to create messages and to send messages and icons to other users.

Ethernet. A type of local area network used for IDS connections. An Ethernet network uses a bus topology (that is, all devices are connected to a single cable). An Ethernet network can include any of several kinds of physical transmission media.

execution engine. A process used by certain services, such as conversion service, to execute specific actions under the control of a service manager through a cluster manager. See also service manager, cluster manager.

field. (1) A specified area used for a particular class of data. (2) In a window, an identifiable area where the user can enter information (entry field), select a choice (field of choices), or view information.

file drawer. A container, created or renamed by the system administrator, that may be shared among desktops. A file drawer typically contains folders.

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file-name extension. Three letters at the end of a file name. A file-name extension is preceded by a period and usually identifies the kind of information in the file. For example, in the file name AUTOEXEC.BAT, the extension is BAT, which indicates that the file is a batch file.

file server. The computer on which the file service runs.

file service. In IDS, a software process that manages disk storage of the system software and user data.

folder. An organizing container that resides on a single desktop and is used to store icons and other folders. Folders are represented on the IDS desktop by the Folder icon, on which a file folder is depicted.

front-end processor. In a computer network, a processor that relieves a host computer of processing tasks such as line control, message handling, code conversion, and error control.

gateway identifier. A unique 3-character string, such as GWA or GWB, that identifies a gateway service as used in various configuration parameters.

gateway service. A software process that translates protocols and access methods between two dissimilar systems.

gateway service name. The name by which a gateway service is known to other components on an IDS realm.

icon. A graphic representation of a tool or service. An icon usually consists of a picture (called the icon graphic) and a label on a rectangular background.

IDS. The IBM Intelligent Decision Server.

LAN. Local area network.

local area network. A data communications network, spanning a limited geographical area, in which serial transmission is used for direct communication among computers or other devices. See also serial transmission.

log. A collection of messages or other information that is stored for data collection or troubleshooting purposes.

mail gateway service. A service that controls the exchange of messages between IDS and an external mail system.

mail service. A service that controls the exchange of Envelopes within IDS.

Mail Tray. An IDS container icon that sends and receives mail by relaying it through the mail service.

message area. The bottom part of the Envelope window, where the user can enter and format text.

network. A set of workstations, servers, and other devices connected together for the interchange of information. See also local area network.

node. In communications, an end point of a communications link or a junction common to two or more links in a network. Nodes can be processors, workstations, or other devices. Nodes can vary in routing and other functional capabilities.

Options. A function key used to open an options window or, if an options window is already open, to close it.

options window. Any window that the user can open by using the Options function key or the options function on the pop-up function pad. Options windows enable the user to view and modify the properties of the selected object.

OS/2. Operating System/2. A single-user, multitasking, IBM operating system that runs on microcomputers with an Intel 80286 or later microprocessor.

parameter. Data passed by a user to a program in order to direct or limit processing in some way.

password. A unique string of characters known to a computer system and to a user, who must specify the character string to gain access to a desktop, gateway, database, system, or service within a system.

password-protected commands. Gateway service commands that require prior entry of the SA command and password.

path name. A designation for the location of a file or icon.

PC. Personal computer.

personal computer. A microcomputer designed primarily for use by a single user.

Plot. A tool used to create line, bar, text, and pie graphs.

pop-up function pad. An image that appears on the desktop when the user presses both mouse buttons at the same time and that is used to delete, move, or copy icons, or to open or close an options window.

Post Office. A file drawer to which mail is sent for automatic sorting and processing.

Query. A tool used to retrieve data from a database, based on specified conditions.

query. A request for data from a database, based on specified conditions.

queue. A list of items or jobs waiting to be processed.

realm. In IDS networks, a collection of IDS resources that are maintained as a logical group (a group that is determined not by physical boundaries, but rather by virtue of being associated with one another). A realm must contain at least a primary file service and a directory service. Other components such as workstations, internetwork routing services, and database gateway services can be added to form a functional IDS LAN.

remote network. A network other than the local network, but which is accessible to the local network by some means. See also local network.

RFT. (1) IBM Revisable Form Text, a text file format. (2) A file-name extension indicating that the file is stored in IBM Revisable Form Text format.

RFT-DCA. (1) IBM Revisable Form Text Document Content Architecture, a text file format. (2) A file-name extension indicating that the file is stored in IBM Revisable Form Text Document Content Architecture format.

RTF. (1) Rich Text Format, a PC file format that supports formatted text and graphics. (2) A file-name extension indicating that the file is stored in Rich Text Format.

satellite system. An IDS realm that does not include a gateway service. Such a system must be connected to a fully configured realm and use that realm's gateway services to have access to relational databases or mail interchange services.

server. The computer on which a service runs.

service. A software process that provides facilities to other parts of IDS, such as a file service, a mail service, a mail gateway service, and a database gateway service.

service manager. A process used by certain services, such as conversion service, to control one or more sets of execution engines through one or more cluster managers. See also execution engine, cluster manager.

Spreadsheet. A tool used to perform calculations and analyses, schedule projects, and perform iteration in embedded Capsule icons.

system administrator. In IDS, the person who is responsible for maintaining and configuring IDS, including its workstations, servers, and network.

Text. A tool used to write and format text documents, format the results of data access tools, and receive data and images from other tools and PC applications.

token. In a local area network, the symbol of authority passed successively from one data station to another to indicate the station temporarily in control of the transmission medium. Each data station has an opportunity to acquire and use the token to control the medium. A token is a particular message or bit pattern that signifies permission to transmit.

token-ring network. A network that uses a ring topology, in which tokens are passed in a circuit from node to node. A node that is ready to send can capture the token and insert data for transmission.

tool. An IDS workstation program, such as Text, Reporter, or Query. Every tool is represented by an icon.

TXT. (1) A type of file that stores unformatted text (sometimes referred to as an ASCII file). (2) A file-name extension indicating that the file is stored in TXT file format.

user ID. A name used to access a desktop, system, gateway, or database service.

window header. The area at the top of a window that contains the title block, command buttons, and other buttons.

WK1. A file-name extension indicating that a file is stored in WK1 format.

IDS Publications

This section lists IDS publications, including order numbers. To order copies of the books listed here, or to get more information about a book, see your IBM representative.

General Publications

Getting Started with the Intelligent Decision Server (SC26-8892)

Working with the Intelligent Decision Server (SC26-8893)

Installation, Configuration, and Administration Publications

Installing IDS LAN Components (GC26-8877)

System Administration Guide and Reference (SC26-8890)

Messages and Codes (GC26-8878)

Database Gateway Services Publications

Installing Database Gateway Services for UNIX Environments (GC26-8884)

Configuring and Administering Database Gateway Services (GC26-8885)

Administering Databases with IDS (SC26-8891)

Host Services Publications

Planning MVS Host-to-LAN Connectivity (GC26-8880)

Installing Host Services and Configuring Host-to-LAN Communications for MVS (GC26-8881)

Administering Host Services for MVS: DB2 and Cooperative Application Services (GC26-8882)

Developing Applications with Cooperative Application Services (GC26-8883)

Configuring and Administering Mail Gateway Services (GC26-8923)

Open Data Access Service Publications

Developing Applications with Open Data Access Service (SC26-8888)

Data Access Tools Publications

Browser User's Guide (SC26-8900)

Data Entry User's Guide (SC26-8897)

DBA Tool User's Guide (SC26-8894)

SQL Entry User's Guide (SC26-8898)

Data Analysis Tools Publications

BASIC Tool User's Guide (SC26-8908)

Query User's Guide (SC26-8901)

Spreadsheet User's Guide (SC26-8904)

Presentation Tools Publications

Layout User's Guide (SC26-8902)

Plot User's Guide (SC26-8905)

Reporter User's Guide (SC26-8903)

Text User's Guide (SC26-8896)

Application Development Tools Publications

Transformers Guide (SC26-8907)

Capsule User's Guide (SC26-8906)

Forms Design User's Guide (SC26-8899)

Interacting with PC Applications (SC26-8895)

Installing and Configuring IDS Open Clients (GC26-8889)

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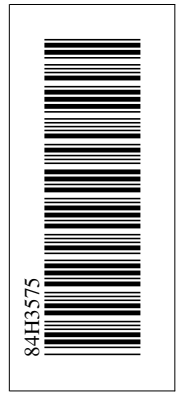

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