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Network Administration Library

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Purpose The 850/860 Gateway Service booklet describes all that you need to know to set up and maintain your Gateway Service (GWS). This booklet explains all the service commands and shows how these commands are used to perform service-related tasks. In addition, this booklet lists all the messages that can be generated while running this service and tells you what to do when a message is displayed.

Intended audience This publication is intended for System Administrators who are responsible for starting up and keeping the Gateway Service running efficiently.

Before you read this booklet There is some general information about services that you will need to be familiar with before you can understand this booklet. Read the "Services Executive" section in the *Server Operation and Maintenance* booklet, and the *Introduction to Network Administration* booklet. All of these publications can be found in the *Network Basic Services* volume.

Before you can use this service As part of the preparation for setting up the Gateway Service, you need to perform the procedures described in the *Server Software Installation* booklet. This booklet is also part of the *Network Basic Services* volume.

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The 850/860 Gateway Service (GWS) allows users of remote communicating Xerox 850 or 860 workstations to access the Mail Service on the Xerox Network System (XNS). By dialing a telephone connection with the 850/860 Gateway Service, an 850 or 860 user can send documents as electronic mail to other users, and request delivery of documents sent from other users.

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This chapter lists all the Gateway Service commands. The commands below are listed in alphabetical order, followed by a brief explanation. To address the Gateway Service commands, you must be in the Gateway Service context.

- | | |
|-----------------------------|--|
| Add Configuration | Adds configuration data for a new 850/860 Gateway Service. |
| Change Configuration | Modifies configuration data for an 850/860 Gateway Service. After changing configuration data, you must stop and then restart the 850/860 Gateway Service before the new configuration takes effect. |
| Delete Configuration | Removes configuration data for an 850/860 Gateway Service. |
| List Configuration | Lists the configuration data and statistics, and determines the state of the RS-232C line used by the 850/860 Gateway Service. |
| Start | Starts the Gateway Service. |
| Stop | Stops the Gateway Service. |

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3. Setting up your Gateway Service

All 850/860 Gateway Service configuration data is retained on the server's rigid disk. The data is always available to the Gateway Service at startup time.

You should perform these procedures to set up the Gateway Service:

- Initialize the 850/860 Gateway Service
- Add a mail clerk for the Gateway Service
- Configure a local 8000 port for the Gateway Service

Initializing the 850/860 Gateway Service

You will see these messages when the Gateway Service is run for the first time.

```
Running Gateway Service.  
Gateway Service is starting.  
Service name and description unknown.  
Enter service name:
```

Procedure

This is the procedure for initializing the Gateway Service. Use GWS Form 1, Directory of Services on a Specific Server, in the Appendix, to help you respond to the prompts.

1. Type the name of the Gateway Service (from Form 1) and press <RETURN>.
2. Type the Gateway Service description and press <RETURN>.
3. Type **Y** to confirm your information and press <RETURN>. At this point the software registers the service in the correct Clearinghouse domain.

```
Service name and description unknown.  
Enter service name: OurGWSRETURN  
Enter service description: Answers all incoming calls to 777-1221RETURN  
Confirm? (Y/N): YRETURN  
Validating Clearinghouse entry for OurGWS:OurDomain:OurOrg  
A new Clearinghouse entry was created.  
Done  
No configuration data exists.  
Gateway Service is started.  
Gateway Service run
```

Adding a mail clerk for the Gateway Service

To use the Gateway Service, you must have an assigned mail clerk, someone who checks the gateway mailbox and forwards 850/860 mail to network users.

Note: If you are using a unique user entry for the mail clerk, perform the following procedure. If you aren't adding a unique user, skip to the next section, "Configuring a local 8000 port for the Gateway Service."

Use Procedure A to add your mail clerk to the Clearinghouse Service as a user. Use Procedure B to give your mail clerk a mailbox at the Mail Service.

Procedure A. Adding your mail clerk as a user

1. Go to the server supporting the Clearinghouse Service.
2. Log on and enable in the Clearinghouse Service context.
3. Type **Add User** and press <RETURN>.
4. Enter the First Name of the mail clerk and press <RETURN>.
5. Enter the Last Name of the mail clerk and press <RETURN>.
6. Enter your Password and press <RETURN>.
7. Enter a description of the User Entry and press <RETURN>.
8. Enter the name of the "Home" File Service and press <RETURN>.
9. Enter 1 or 2 aliases for the mail clerk and press <RETURN>.
10. Type **Y** to confirm your information and press <RETURN>. At this point, the software registers the mail clerk.
11. Enter **N** to the prompt "Add another user?" and press <RETURN>.

```

>LogonRETURN
  User's Name: MWBRETURN
  Password: ****RETURN
>EnableRETURN
!Clearinghouse ServiceRETURN
CHS!Add UserRETURN
  First Name (and middle name, if desired): GWSRETURN
  Last Name: ClerkRETURN
  Password: ****RETURN
  Description: User entry for 850/860 Mail ClerkRETURN
  "Home" File Service: Our FSRETURN
  Alias: GWS MCRETURN
  Alias:
  Confirm this User Information? (Y/N): YRETURN
  GWSClerk (user) added.
  Add another User? (Y/N): NRETURN
CHS!

```

12. Log off from the Clearinghouse Service context.

Procedure B. Giving your mail clerk a mailbox

1. Go to the server supporting the Mail Service.
2. Log on and enable in the Mail Service context.
3. Type **Add Mailbox** and press <RETURN>.
4. Enter the mail clerk's name and press <RETURN>.

```

CHS!Mail ServiceRETURN
MS!Add MailboxRETURN
  Name: GWS ClerkRETURN
  Adding mail box GWS Clerk:OurDomain:OurOrg
  Confirm (Y/N): YRETURN
Done
MS!

```

5. Enter a **Y** to confirm the information and press <RETURN>.
6. Log off from the Mail Service context.

Configuring a local 8000 port for the Gateway Service

After adding your mail clerk to the Clearinghouse Service and adding a mailbox at the Mail Service, you will need to enter this configuration information at the Gateway Service.

Complete GWS Form 2, Registering a GWS/8000 Port, which is in the Appendix, and use it to help answer the prompts.

Note: The Gateway Service only supports the local RS-232C port of an 8000 server. If another service has already acquired the local port, the 850/860 Gateway Service will display the following message during the **Add Configuration** command:

“There is already an active entry assigned to this RS-232C port.”

You, as the System Administrator, can locate the source of the conflict by using the **List All RS-232C Ports** command to examine all of the ports, noting the use of the local port (indicated by Local Port: 0). Then decide which of the two services is to use the local port.

If it is the Gateway Service that will be using the local port, delete the port with the appropriate delete command on the service that is using the port and then use the Gateway Service **Add Configuration** command again.

Procedure

1. Log on and enable in the Gateway Service context.

```
>LogonRETURN
  User's Name: MWBRETURN
  Password: ****RETURN
>EnableRETURN
!Gateway ServiceRETURN
GWS!
```

2. Type **Add Configuration** and press <RETURN>.
3. Respond to the prompts, according to the information you have on your completed GWS Form 2. Press <RETURN> after each response.

```
GWS!Add ConfigurationRETURN
Enter mail clerk name: GWS ClerkRETURN
Enter mail clerk domain: OurDomainRETURN
Enter mail clerk organization: OurOrgRETURN
The equipment connected to this port is
1 full duplex
2 half duplex
Enter choice number: 2RETURN
Select line speed
1 300 bps
2 600 bps
3 1200 bps
4 2400 bps
5 3600 bps
6 4800 bps
7 7200 bps
8 9600 bps
Enter choice number: 2RETURN
Done
```

4. Type **Stop** and press <RETURN>.
5. Type **Y** to disconnect active users and press <RETURN>.
6. Type **Start** and press <RETURN>. You must restart the Gateway Service in order for the new configuration to be used by the Gateway Service.

```
GWS!StopRETURN
Disconnect active users? (Y/N): YRETURN
Gateway Service is stopped.
GWS!StartRETURN
...Start messages...
```

7. Log off from the Gateway Service context.

4. **Maintaining your Gateway Service**

This chapter describes the following procedures that you will use to maintain your Gateway Service.

- Checking that the mail clerk delivers the Gateway mail
- Changing the mail clerk's name
- Listing the Gateway Service configuration
- Deleting the Gateway Service configuration
- Removing the Gateway Service from a server

These procedures are performed on an as-needed basis.

Checking that the mail clerk delivers the Gateway mail

The Gateway Service lets the operator of a remote 850 or 860 to send mail to other users via a mail clerk's mailbox. It is the mail clerk's job to forward the mail to the mailboxes of the specified users.

Establish a procedure with the assigned mail clerk to ensure that the Gateway Service mailbox is regularly checked. You should also record the names of the remote 850 or 860 workstation users who have mailboxes, and note the time the mail clerk should check for mail each day.

There are two procedures for checking that the mail has been delivered. The mail clerk using an 860 workstation on the network should follow Procedure A. The mail clerk using a 6085/8010 ViewPoint workstation should follow Procedure B.

Procedure A. Checking for mail via the 860

1. At the established daily time, open the mailbox and move all the documents to the local disk.
2. Inspect each document to determine the recipient names.
3. Select each document title, press <REPLACE>, and retitle the document with the name of the recipient (for example, "Jones1").
4. Mail all documents to the appropriate recipients after inspecting and renaming them.

Procedure B. Checking for mail via the 6085/8010

1. Open the in-basket at set times, or whenever the in-basket shows an envelope in it.
2. Convert the document(s) from 860 to 6085/8010 format.
3. Inspect each document to determine recipient names.
4. Close each document.
5. Forward all documents to the appropriate recipients after inspecting them.

If a recipient requests their mail via an 850 workstation, the Gateway Service automatically converts the mail document from 860 to 850 format during transmission. If the mail clerk is using an 6085/8010 workstation, he or she can forward it in 6085/8010 format only to other 6085/8010 workstation users. To forward it to 860, 850, or Interactive Terminal Service users, he or she must first convert it back to 860 format.

Changing Gateway Service information

Use the **Change Configuration** command to change the mail clerk's name, duplexity, or line speed. The prompts for this procedure are similar to those of the **Add Configuration** command, except that for each configuration item, the current value is displayed as the default. You can leave an item unchanged by pressing <RETURN>, or you can change an item by typing in the new value.

Procedure

1. Log on and enable in the Gateway Service context.
2. Perform the procedure described in the "Adding a mail clerk for the Gateway Service" section if your new mail clerk has not been added as a user and does not have a mailbox.
3. Type **Change Configuration** and press <RETURN>.
4. Respond to the prompts with your new configuration information.

```
GWS!Change ConfigurationRETURN
Mail Clerk's Name: Matthew BennettRETURN
Mail Clerk's Domain: OurDomainRETURN
Mail Clerk's Organization: OurOrgRETURN
The equipment connected to this port is
1 full duplex
2 half duplex
Enter choice number: 2RETURN
Select line speed
1 1200 bps
2 2400 bps
3 3600 bps
4 4800 bps
5 7200 bps
6 9600 bps
Enter choice number: 2RETURN
Done
```

In order for this change to take effect, you must restart the Gateway Service with these steps:

5. Type **Stop** and press <RETURN>.
6. Type **Y** to the "Disconnect active users?" prompt and press <RETURN>.
7. Type **Start** and press <RETURN>.
8. Log off from the Gateway Service context.

Listing the Gateway Service configuration

The **List Configuration** command is used to display configuration information, list statistics, and determine the state of the RS-232C line.

The first line displayed lists the current configuration data for the Gateway Service. The configuration data includes the local RS-232C port line number, the line speed in bits per second, and the RS-232C port duplex information (half duplex or full duplex).

The second line lists the fully-qualified name of the mail clerk used by the Gateway Service as the common mailbox for all incoming mail.

The third line lists one of the three states of the RS-232C line.

- If the RS-232C port is awaiting incoming calls, there is no active user of the Gateway Service at this time and the Gateway Service is initialized and awaiting the next dial-in user.
- If the RS-232C port is active, someone is using the Gateway Service.
- If the RS-232C port is idle, the RS-232C line is not being used and is not awaiting the next dial-in user. If this condition persists, the System Administrator can reactivate the line by restarting the Gateway Service.

The remaining lines of the display list various statistical data about the Gateway Service. All statistics are reset whenever the Gateway Service is booted or restarted. Unless otherwise noted, a statistic is only listed when its value is not equal to zero. Explanations of the statistical data are as follows:

Total sessions	The number of dial-in sessions since last boot or restart. This statistic is always displayed.
Total blocks sent	The number of data blocks sent by this Gateway Service. Sent data is data retrieved by a Xerox 860. This statistic is always displayed.
Total send blocks NAK'd by remote	The total number of data blocks that were negatively acknowledged (NAK'd) by the Xerox 860. A large number may indicate a problem with the modems or communication link.
Good data blocks received	The number of good data blocks received. Received data is data sent to the Gateway Service from the Xerox 860. This statistic is always displayed.
WAKs sent	The number of wait acknowledges (WAKs) sent. WAKs are sent by the Gateway Service when it has received some data from the Xerox 860, but cannot transfer it to the Mail Service because it is waiting for a response from the Mail Service. Under normal circumstances this number will be fairly large.
ENQs sent	The number of inquiries (ENQs) sent to the Xerox 860 or Xerox 850. ENQs are sent by the Gateway Service to request that the

	Xerox 860 repeat the previous block. A large number may indicate a problem with the modems or communication link.
Received checksum errors	The number of data blocks received that contained errors when the checksum was calculated. Received data is data sent to the Gateway Service. A large number may indicate a problem with the modems or communication link.
Garbled data errors	The number of incomplete blocks received. When the modem disconnects, one or more incomplete blocks are generally received. This statistic should be considered an error only when it is much larger than the number of sessions. A large number of garbled data errors may indicate a problem with the modems or communication link.
Audible signals received	The number of audible signals (BELs) received by the Gateway Service. Normally, the Xerox 860 does not send BELs to the Gateway Service because there is no operator present there.
Invalid terminal IDs received	The number of times a session ended before the dial-in terminal identified itself as a Xerox 860 or Xerox 850. This can happen if other terminals or people dial-in to the Gateway Service, or if there are other failures at either the Xerox 860 or the Gateway Service.
Open mail folder failures	The number of times the user's mail folder could not be opened. The failure may have happened because the user specified an invalid user name/password, or because of a Mail Service failure.
Delete mail failure	After the Gateway Service transfers a piece of mail to the Xerox 860, it deletes that message from the user's mailbox. This statistic shows the number of times the delete operation failed. A large number of failures could indicate a problem with the Mail Service or an access control problem.
Deliver mail failures	This statistic represents the number of times that the Gateway Service was unable to complete the delivery of a piece of received mail. A large number of failures could indicate a problem with the Mail Service or an access control problem.
850 to 860 translation logic failure	When the Gateway Service is communicating with a Xerox 850, it must translate mail between 850 and 860 format. This statistic shows the number of translation failures due to bugs in the translation routines.
850 format errors	When the Gateway Service is communicating with a Xerox 850, it must translate the mail received from 850 to 860 format. This statistic shows the number of translation failures caused by Xerox 850 documents. These failures occur when documents contain invalid formats.
860 format errors	When the Gateway Service is communicating with a Xerox 850, it must translate the mail sent from 860 to 850 format. This statistic counts the number of translation failures caused by Xerox 860 documents. These failures occur because these documents contain invalid formats.
Gets aborted	The number of times a transfer from the Xerox 860 to the Gateway Service was aborted before it completed.
Get timeouts	If the Gateway Service does not receive any data or poll requests from the Xerox 860 within two minutes, the Gateway

	Service terminates the session. This statistic is the number of times a session was terminated due to that timeout.
Security IDs received	The number of security identifications received. The Xerox 860 and Xerox 850 do not send security identifications.
Invalid file polls received	To request that a particular user's mail be retrieved, the Xerox 860 polls the Gateway Service, passing the user's name and password. This statistic counts the number of times the poll was invalid. Invalid file polls occur when the format differs from this: name/password.
Mail folder search failures	The number of times the Gateway Service could not locate the user's mailbox. This occurs when the user polled with an invalid name/password or the user did not have a mailbox.
Clearinghouse down	The number of times an operation failed because the Clearinghouse Service was inoperative.
Puts aborted	The number of times a data transfer to the Xerox 860 was aborted before it was completed.
Put timeouts	If the Gateway Service is sending data and the Xerox 860 does not accept that data within two minutes, the Gateway Service terminates the session. This statistic counts the number of times a session was terminated due to that timeout.
Remote disconnects	The Xerox 860 may request that the Gateway Service disconnect. This statistic shows the number of disconnect requests received.
Control send timeouts	If the Gateway Service is sending control information and the Xerox 860 does not accept it within two minutes, the Gateway Service terminates the connection. This statistic counts the number of times a session was terminated due to that type of timeout.
Create failures	This statistic shows the number of times the Gateway Service was unable to obtain the use of the RS-232C line. A large number of create failures may indicate a problem with the server configuration.
Create timeouts	If this statistic is not zero, there is a problem with the configuration of the server. Delete the Gateway Service configuration and reenter it.
Unexpected controls received	This statistic indicates that the Gateway Service received an unexpected control from the Binary Synchronous Communications (BSC) driver. A large number may indicate a problem with the BSC driver.
Unexpected remote behavior	The BSC driver reported that the Xerox 860 was acting in an unexpected manner. A large number may indicate a problem with the Xerox 860 or a problem with the BSC driver.

Procedure

1. Log on and enable in the Gateway Service context.
2. Type **List Configuration** and press **<RETURN>**.

```
GWS!List ConfigurationRETURN
Local port: 0, Line speed: 2400 Bps, Port duplex: half duplex.
This Gateway Service is using Mail Clerk Matthew Bennett: OurDomain:OurOrg.
The RS232C port is awaiting incoming calls:
 3 total sessions
 1 total blocks sent
 1 total send blocks NAK'd by remote
 3 TTDs sent
19 good data blocks received
38 WAKs sent
 1 ENQs received
 1 received checksum errors
 4 garbled data errors
 1 audible signals received2
invalid terminal IDs received
 1 open mail folder failures
 1 delete mail failures
 1 deliver mail failures
 1 850 to 860 translation filter logic failures
 1 850 format errors
 1 860 format errors
 1 gets aborted
 1 get timeout
 1 security IDs received
 1 invalid file polls received
 1 mail folder search failures
 1 clearinghouse down
 1 put aborted
 1 put timeouts
 1 remote disconnects
 1 control send timeouts
 1 create failures
 1 create timeouts
 3 unexpected controls received
 1 unexpected remote behavior
GWS!LogoffRETURN
```

3. Log off from the Gateway Service context.

Deleting the Gateway Service configuration

The **Delete Configuration** command is used to remove configuration information from the Gateway Service.

Procedure

1. Log on and enable in the Gateway Service context.
2. Type **Delete Configuration** and press <RETURN>.

```
GWS!Delete ConfigurationRETURN
Deleting Clearinghouse entry for: OurGWS:OurDomain:OurOrg
Done.
```

3. Log off from the Gateway Service context.

Note: When the **Delete Configuration** command is used, it does not cause the CHS entry for the 850/860 Gateway Service to be deleted. Rather, it causes the local data about the GWS to be deleted. This is a necessary preparation for changing the configuration. The next step is the **Add Configuration** command. Completion of this step causes the CHS entry to be updated appropriately.

Removing the Gateway Service from a server

If you need to permanently remove the Gateway Service from a server, use the **Expunge Service** command. This command returns any server resources (such as disk space) acquired by the Gateway Service. For example, your Gateway Service may currently be sharing a server's resources with another service. If you acquire a new server to support only the Gateway Service, you would expunge the Gateway Service from its current server.

Procedure

1. Perform the procedure described in the "Deleting the Gateway Service configuration" section.
2. Boot the server supporting the Gateway Service by pressing the B RESET button.
3. Type N to the "Normal Startup?" prompt and press <RETURN>.
4. Type the number corresponding to the "Interrupt before running services" option and press <RETURN>.
5. Log on and enable in the Gateway Service context if you are not in Genesis Mode.
6. Type **Expunge Service** and press <RETURN>.
7. Type the number corresponding to the Gateway Service and press <RETURN>.
8. Type Y to the "Normal Startup?" prompt and press <RETURN>.

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This section contains error or informational messages that can occur during the operation of the Gateway service. Each message is followed by a brief explanation of the probable cause, and if applicable, an action that may be taken to resolve the situation.

When you see an error or informational message that you do not understand or want additional information about, write it down. Then look it up in the following Gateway message listing. If the listing does not provide the information you are looking for, contact the Network Support Center (NSC).

GWS: Can't post mail. User disconnected.

This message indicates a temporary Clearinghouse Service or Mail Service overload, or a communication problem that prevents new users from calling in until the problem is corrected.

GWS: Can't retrieve mail. User <name> disconnected.

Probable cause: This message indicates a temporary Clearinghouse Service or Mail Service overload, or a communication problem that prevents new users from calling in until the problem is corrected.

Action: Have the System Administrator check the status of the Clearinghouse and the Mail Service. If the problem continues, call the Network Support Center.

GWS: Clearinghouse Service is busy. Try later.

Probable cause: This message indicates a temporary Clearinghouse Service or Mail Service overload, or a communication problem that prevents new users from calling in until the problem is corrected.

Action: Have the System Administrator check the status of the Clearinghouse and the Mail Service. If the problem continues, call the Network Support Center.

GWS: Clearinghouse Service not responding. Try later.

Probable cause: This message indicates a temporary Clearinghouse Service or Mail Service overload, or a communication problem that prevents new users from calling in until the problem is corrected.

Action: Have the System Administrator check the status of the Clearinghouse and the Mail Service. If the problem continues, call the Network Support Center.

GWS: Clearinghouse Service reports problem: <problem>. Correct problem, try again.

Probable cause: The <problem> in this case is an idle communication line. It could have been caused by one of the following conditions:

- bad protocol
- Courier error
- illegal domain name
- illegal local name
- illegal org name
- no such domain
- no such local
- no such org
- Property ID not found
- unexpected
- wrong Property type

Action: Try to resolve the problem, then restart the Gateway Service. If this does not work, call the Network Support Center.

GWS: Communication port has been idled.

Probable cause: This error message occurs in conjunction with other error messages when the Gateway Service has detected an error that it believes will prevent any users from successfully sending mail. The communication line is idled as a precaution.

Action: Correct the errors described in the messages listed above. The communication line will then be reactivated.

GWS: Configuration data already exists.

Probable cause: The System Administrator tried to enter configuration data which already existed on the server's local disk using the **Add Configuration** command.

Action: Use the **Change Configuration** command to change the existing data, or remove it using the **Delete Configuration** command.

GWS: Connection inactive too long for local port. User disconnected.

Informative message. No action is required.

GWS: Gateway Service is started.

Informative message. No action is required.

GWS: Gateway Service is starting.

Informative message. No action is required.

GWS: Gateway Service is stopped.

Informative message. No action is required.

GWS: Gateway Service not started.

Informative message. No action is required.

GWS: Mail Clerk <name> is not registered in the Clearinghouse.

Probable cause: The mail clerk name that was entered was not registered in the Clearinghouse database.

Action: Reenter the correct name or enter another name.

GWS: Mail Folder does not exist for Mail Clerk <Mail Clerk Name>.

Probable cause: The mail clerk name that was entered did not have a mailbox, or the name was entered incorrectly.

Action: Add a mailbox for the mail clerk or check the mail clerk entry for correct spelling.

GWS: Mail Folder does not exist for User <name>.

Probable cause: No mailbox exists for the remote user, or the name was entered incorrectly.

Action: Check to make sure the user has a mailbox. If the user does not, contact the person in charge of setting up mail accounts. If the user has a mailbox, send the mail again, being careful when entering the user's name.

GWS: Mail Folder empty for User <name>.

Probable cause: Informative message explaining to the user why they received the message "Request not found" (860), or "Not found" (850) at their communicating word processor. No action is required on your part.

GWS: Mail not retrieved. Reason: no <what> supplied.

Probable cause: The <what> is either the user's name or password.

Action: Remind the user that both their name and password must be entered before they can get their mail.

GWS: Mail not retrieved. Reason: <what> for user name.

Probable cause: The <what> is either an incorrect password or no Clearinghouse entry.

Action: Ask the user to enter their password again, or verify their Clearinghouse entry.

GWS: Mail Service is busy. Try later.

Probable cause: This message indicates a temporary Clearinghouse Service or Mail Service overload, or a communication problem that prevents users from calling.

Action: If the problem does not correct itself, call the Network Support Center.

GWS: Mail Service not responding. Try later.

Probable cause: This message indicates a temporary Clearinghouse Service or Mail Service overload, or a communication problem that prevents new users from calling.

Action: If the problem does not correct itself, call the Network Support Center.

GWS: Mail Service reports no more space. Try later.

Probable cause: This message indicates that the database is full.

Action: Contact the System Administrator to expand the database or have users retrieve their mail. If the problem continues, call the Network Support Center.

GWS: Mail Service reports problem: <problem>. Correct problem, try again.

Probable cause: The <problem> in this case is an idle communication line. It could have been caused by one of the following conditions:

- access
- authentication
- communication medium
- connection
- location
- server configuration
- service
- software error
- transfer
- undefined
- unexpected

Action: Try to resolve the problem, then restart the Gateway Service. If this does not work, call the Network Support Center.

GWS: No configuration data found.

Probable cause: This message occurs for one of two reasons:

1. During startup, the 860 Gateway Service could not locate its configuration data.
2. The System Administrator attempted to modify or remove existing configuration data using the **Change** or **Delete Configuration** command, but no existing configuration data could be found.

Action: The System Administrator should enter the configuration data using the **Add Configuration** command, as described in the "Configuring a local 8000 port for the Gateway Service" section.

GWS: System error initializing communication port.

Probable cause: This error message occurs most frequently when the 8000 server RS-232C port is already being used by another service.

Action: Use the **List All RS-232C Ports** command to determine which other service is using the 8000 server's RS-232C port. Delete the port configuration information for the other service.

GWS: There is already an active entry assigned to this RS232C port.

Probable cause: The 8000 server's RS-232C port is already assigned to another service on the local server.

Action: Use the **List All RS232C Ports** command to determine which other service is using the RS-232C port.

GWS: Untranslatable document <document name> left in Mail Folder <name>.

Probable cause: While sending a document to a Xerox 850 user, the Gateway Service was unable to translate from 860 to 850 document format. The untranslatable document remains in the user's mailbox.

Action: The intended recipient must retrieve the document using a Xerox 860 or an 6085/8010 workstation, modify it appropriately, and then re-mail it before it can be retrieved by the Xerox 850.

GWS: Untranslatable document received. User disconnected.

Probable cause: This message is displayed when a Xerox 850 operator tries to send an incorrectly formatted document (one prepared, for example, on a European 850).

Action: The user must modify the document before resending it.

GWS: User <alias> is not registered in the Clearinghouse.

Probable cause: The alias entered by the user isn't registered in the Clearinghouse.

Action: Instruct the user to enter their fully-qualified name until their alias can be registered in the Clearinghouse.

GWS: User connection broken for local port.

Informative message. No action is required.

GWS: User connection established for local port.

Informative message. No action is required.

- Asynchronous Communication Protocol*** Optional software running with the External Communication Service (ECS) that allows compatible information exchange between workstations using emulation software and a TTY-oriented host.
- Clearinghouse database*** The specialized database held by the Clearinghouse System serving as a global directory for the entire internetwork. It is not to be confused with general purpose databases designed to support management information systems.
- Clearinghouse Service*** (*CHS*) A lookup directory service that maintains a database of all users, services, and servers in a network. The Clearinghouse Service cooperates to provide a single unified database system among other Clearinghouse Services.
- Clearinghouse System*** The portion of each Clearinghouse Service database intended to be identical to that of all other Clearinghouse Services existing within the same internet. It contains the names of all Clearinghouse Services and the addresses of the servers that house them, the minimum information that any two database instances must have in common.
- 850/860 Gateway Service*** (*GWS*) Allows non-networked 850 and 860 Information Processing Systems to exchange information (using the Mail Service) with other workstations on the network.
- Mail clerk*** A user who checks the gateway mailbox and forwards 850/860 mail to network users.

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This section contains the forms for setting up your 850/860 Gateway Service. You may make a copy of these forms and fill them out by hand. It is important to update the forms with service or network configuration changes as they occur.

GWS Form 1. Directory of Services on a Specific Server

GWS Form 2. Registering a GWS/8000 Port

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