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Manual

USPS
USPS Provisioning Services

**USPS Provisioning Services Partner
Frequently Asked Questions**

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MAY 2, 2014

Summary

1. Introduction	3
2. Navigating Your Provisioning Service	3
3. Frequently asked questions	4

1. Introduction

This FAQ guide provides an answer to frequently asked questions around the AS2 interface.

2. Navigating Your Provisioning Service

To connect to the user interface of the endpoint AS2 interface, point your browser to the URL: <http://<hostname>:6080>. Replace the <hostname> by the hostname or IP-address of the machine on which the endpoint is installed. The default username is *admin*, with the password *Secret1*.

When successfully logged in you will see a menu bar at the top that looks like:



1.  **Home**, takes you to the application home page for a dashboard view of system activity.
2.  **Message Tracker Search**, where you can display and search for files exchanged with USPS.
3.  **Reports**, here you can configure user-defined reports and view the alert activity report.
4.  or  **Alerts**, the blinking icon indicates alerts requiring user attention. When there are no alerts, the icon changes to the alerts icon.
5.  **System management**, to manage nodes and miscellaneous system configurations.
6.  **Trading configuration**, represents your organization as a trading community with its settings.
7.  **Partners**, here USPS is configured to be your trading partner
8.  **Users and roles**, here you can configure users and their permissions.
9.  **Help**, open the online help for more product information and user documentation.

Important: please do not make any changes to the **System Management**, **Trading Configuration** and **Partners**, unless otherwise instructed by the Provisioning Administrator.

3. Frequently asked questions

1. I cannot log on to the AS2 interface.

Answer: Open your browser and go to the following URL: <http://<hostname>:6080>. Replace the <hostname> by the hostname or IP-address of the machine on which the endpoint is installed. The default username is *admin*, with the password *Secret1*.

2. Ok, I logged on, but now what? What am I looking for? How do I navigate?

Answer: All configurations needed for trading with USPS are preconfigured. There are no additional actions needed to make this work. **Please do not change the existing configuration!**

Please refer to the section 'Navigating Your Provisioning Service' to get familiar with the basics of the user interface.

3. Where should I put my file to be sent out?

Answer: All files placed in <installation_directory>\common\data\out will be automatically picked up and sent out to USPS.

4. Where can I expect the files sent to me to show up?

Answer: All files received from USPS are stored in the folder <installation_directory>\common\data\in.

5. I changed my default password and now I am locked out of the system. How do I reset my password?

Answer: If you have the ability to launch a GUI interface then there are steps that can be taken to reset the password. Please contact the Provisioning Administrator for details. Otherwise, for many LINUX installs, a new installation will be required.

6. I accidentally deleted my in/out directory, what should I do?

Answer: Recreate the in/out directory under <installation_directory>\common\data.

7. I want to install the AS2 interface on a different computer.

Answer: A new software download must be generated. Please contact the Provisioning Administrator.

8. Amazing what you can do with these menus! But now I need to go back to my original settings.

Answer: A new software download must be generated to go back to the original settings. Please contact the Provisioning Administrator. **The original configuration should not be modified!**

9. What is an MDN?

Answer: MDNs stands for Message Disposition Notification. It is a specific message format that provides information about successful disposition of a file exchanges between you and USPS. Upon the receipt of a

MAY 2, 2014

message and its successful decryption and signature validation, a "success" MDN will be sent back to the original sender. This way the sender can be certain that the message has been successfully delivered to the receiver (which provides non-repudiation). If there are any problems receiving or interpreting the original AS2 message, a failed MDN may be sent back. However, the lack of an MDN must be treated as a failure as well.

10. I am not getting my MDN back?

Answer: Something went wrong with the file transfer to USPS. Please contact the Provisioning Administrator to see what went wrong.

11. What do you mean; you are not getting an MDN back from me?

Answer: USPS has sent you a file, but has not received a Message Disposition Notification that indicates successful arrival of the message at your endpoint. Check the Message Tracker for additional error information on the message. Additionally, check the server log file under `<installation_directory>\Gateway_Interchange\logs\server or server.log`

12. Why are these transactions failing?

Answer: Go to the Message Tracker and select the failed message to obtain detailed information about the reason of failure.

13. Where can I find error messages?

Answer: Error messages related to specific messages can be found when selecting that message in question in the Message Tracker. Detailed log information and errors related to the software itself can be found in `<installation_directory>\Gateway_Interchange\logs\server or server.log`

14. If the message fails how do I reprocess the message?

Answer: By default a message will retry 3 times...and fail with a status of retries exhausted. Using Message Tracker you can look at the message and get detail log information to find out more info on why the message fail. Common Failures are listed at the end of this documentation. Typically a message can be manually retried a few minutes to an hour after failure. Otherwise contact the Provisioning Administrator to investigate.

15. How do I "manually retry" a failed message?

Answer: To reprocess a failed message go to Message Tracker and use the default search "Failed messages-last 1 days" `Showing 1 - 46 of 46 messages` as the past 24 hours both inbound and outbound that have a status of failed. `Select an action...` at failed outbound. These can be selected under the select action drop down choose the option to reprocess. You can check on the

MAY 2, 2014

details of the message under the “message processing details” tab and confirm that it processed successfully.

16. I see failed inbounds what do I do with those?

Answer: The failed inbound messages SHOULD produce a Negative MDN that is sent to the original sender of the data. If this is USPS for example they would receive the Negative MDN and need to take action, the same way the partner would have to take action on a Negative MDN they receive from USPS with a reason in the details as to why the original message failed.

17. Can I do some sort of failover or High Availability setup with this server?

Answer: This solution is a simple end point and was not meant for high availability. The Activator tool does not support a dual, active configuration. If you would like to setup an active/passive environment, we recommend you use a “cold” passive configuration where the back up server is not active and the entire environment is being copied over regularly from the active server or where the configuration and settings are moved over from the active to the passive server at a moment’s notice. The active/passive solution could also be using a package like Veritas which moves the mount points and IPs to the passive system.

18. How do I start my Provisioning Service?

Answer: This solution is simple. For Window installs go to: Services (located in the Admin Tools section of Control Panel) highlight Axway Synchrony Activator and click start. For Linux open a terminal and navigate to: /axway/<build_number>/Gateway_Interchange/bin/ and execute ./startServer