

engDAX

User Manuel

Version 3.0



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1. General Guidelines for the handling of engDAX

The handling of engDAX is carried out via HTML based interfaces. You can use all functions of the software from your web browser.

You can start engDAX from almost every network computer.

The only condition is that the client computer has access to the engDAX computer on network level. With an active firewall the ports 80, 1433 and 2710 must be open on the engDAX server.

To be able to use correctly all engDAX functions the **Flash Plugins** and **Microsoft Silverlight** should be installed on the client computers. You find them in the folder "ISSetupPrerequisites" of the set up routine.

You access engDAX with your web browser. There fore please start the browser on your computer. Fill in "http://server/IP/engDAX" in the address bar of your browser.

For example:



Your administrator provides you with the exact address (IP Adress/DNS name of the DAXware computer)..

1.1 The engDAX window

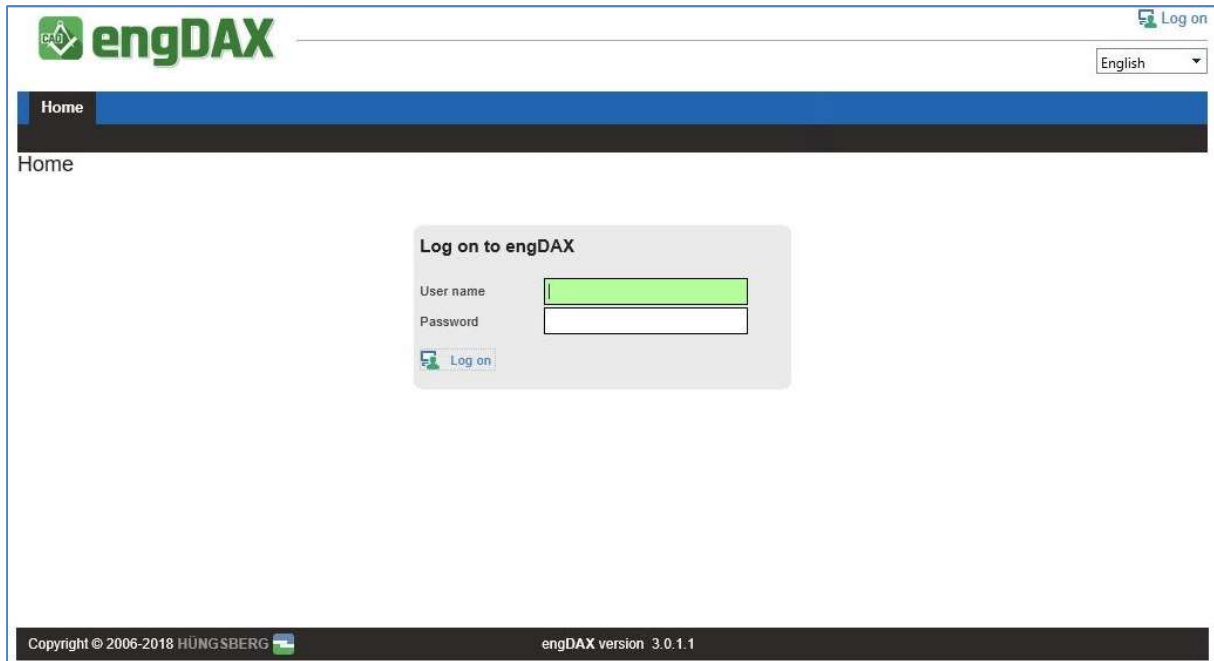
The screenshot shows the engDAX web interface. The top header includes the engDAX logo, the company name 'Mustermann AG', the user name 'Frank Mustermann', and a language selector set to 'Deutsch'. A navigation menu bar contains links for 'Auftragserstellung', 'Eingehende Aufträge', 'Ausgehende Aufträge', 'Benutzerprofil', 'Administration', 'Monitoring', and 'Archiv'. A central message box says 'Welcome Frank Mustermann' and 'You have successfully logged in to engDAX'. The footer shows 'Copyright © 2006-2018 HÜNGSBERG' and 'engDAX Version 3.0.1.1'. Red callout boxes with arrows point to the following elements:


- Menu bar
- Company and Name of the logged in user
- Logout Button and language selector
- Version status

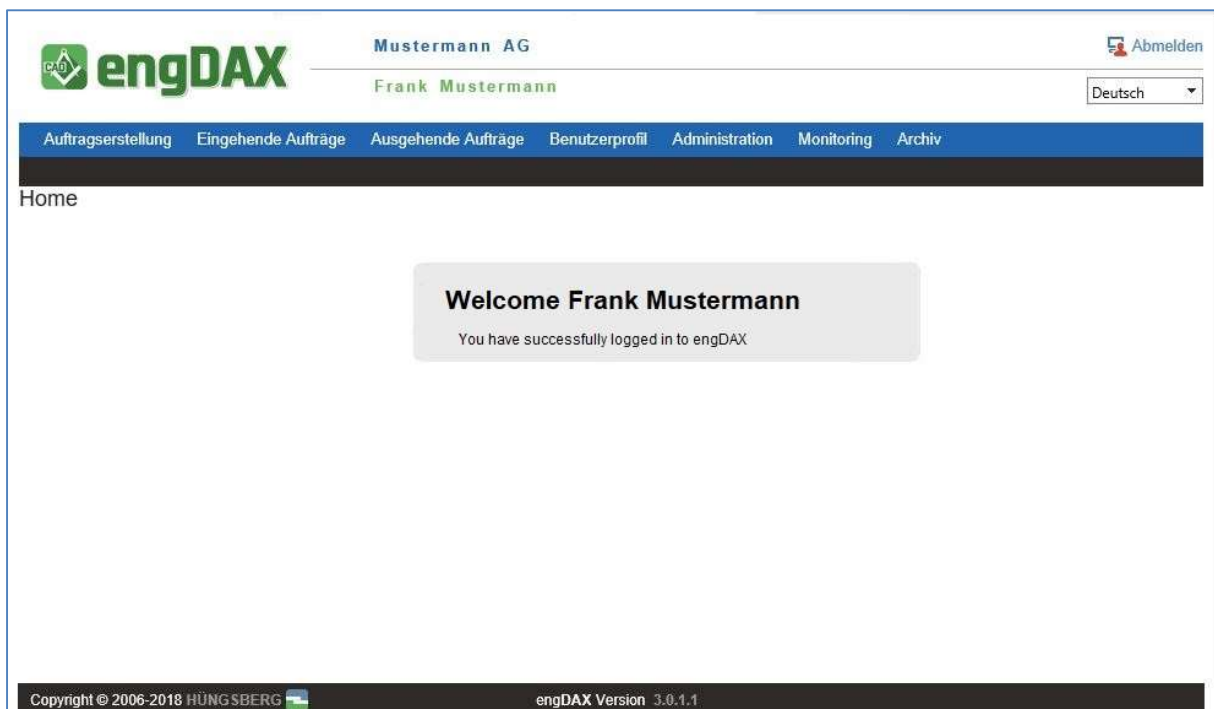
2. Log on to engDAX

To log in on the system you need user name and password. Ask your engDAX system administrator for them.

Now enter them into the according fields of the interface.



Then click on .
If your entries were correct you are passed on to your personal welcome page.



2.1 Error messages during logon

In case of an incorrect login you will receive this message



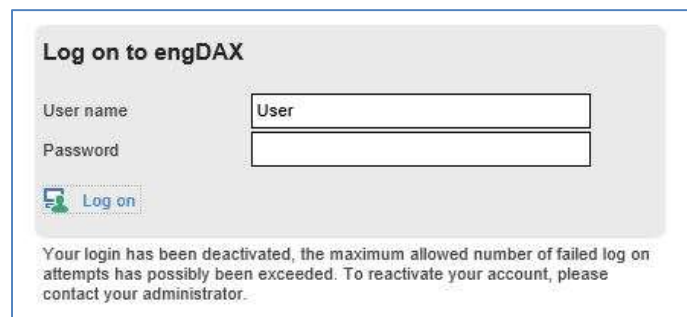
The screenshot shows a login window titled "Log on to engDAX". It contains two input fields: "User name" with the text "User" and "Password" which is empty. Below the fields is a "Log on" button with a person icon. At the bottom of the window, a message reads: "The logon failed. Please verify your user name and password."



The logon is case-sensitive, this means that upper and lower case of the password are checked. Please check first if you mistyped or if the caps lock is active. If the log in has failed despite the correct entry of your login data, you should consult your engDAX system administrator who can check your entries in engDAX and overwrite them if necessary.

Please note definitely the message, which engDAX communicates you under the login window. If you receive a message which you cannot interpret, please contact your engDAX system administrator at first!

After 5 times wrong password this message appears



The screenshot shows the same login window as above. The "Log on" button is disabled. At the bottom, a message reads: "Your login has been deactivated, the maximum allowed number of failed log on attempts has possibly been exceeded. To reactivate your account, please contact your administrator."

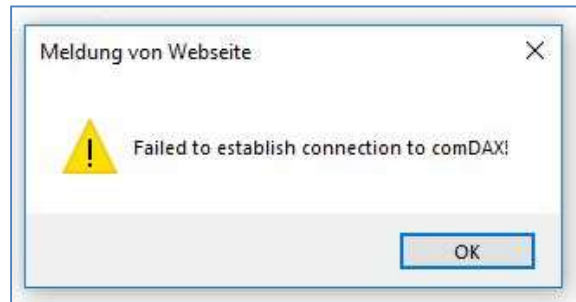


Your account has been deactivated due to too many incorrect attempts. Your system administrator has the possibility to reactivate your account and reset your password.

The following error messages will appear in case of problems directly on the system

Please always pay attention to the message engDAX gives you. If you receive a message that you do not know, please contact your engDAX system administrator first.

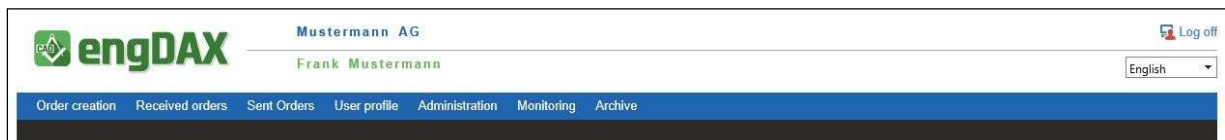
An example of this would be the messages:



Your system administrator can check the system directly and restart engDAX services.

3. Log out from engDAX

If you want to log out click the button  on the top right corner of the user interface..



3.1 Automatic Log out from engDAX

If you do not carry out any activities on the system for 20 minutes you are automatically logged out.

If you want to carry on you have to log in again with your access data. In this case engDAX memorizes the most recently performed action.

If you close the explorer window without a correct logout, the session stays active for further 20 minutes. If a Floating Licence is used no other user can use the licence for this period.

4. Change password

Every user can change his own password in the system.

To do this, go to the Password tab under User Profile.



Enter your current password and your new password, including confirmation request. Save the changes.

The new password must be used the next time you log in.

5. Out of office assistant

If other engDAX users (e. g. in case of temporary absence) want to see their own orders and possibly be notified about inputs and/or outputs, so-called substitutes can be assigned via the Out of Office Assistant ([user profile](#)).


No substitutes are created/activated by default.

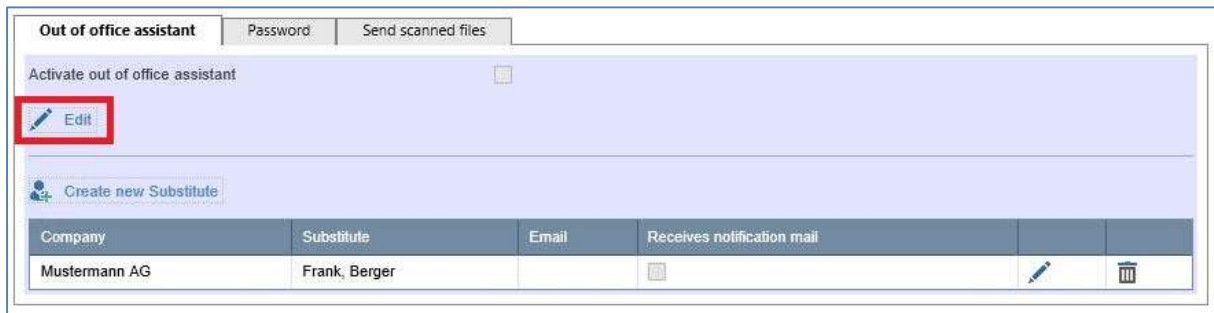
Create a new substitute using the button



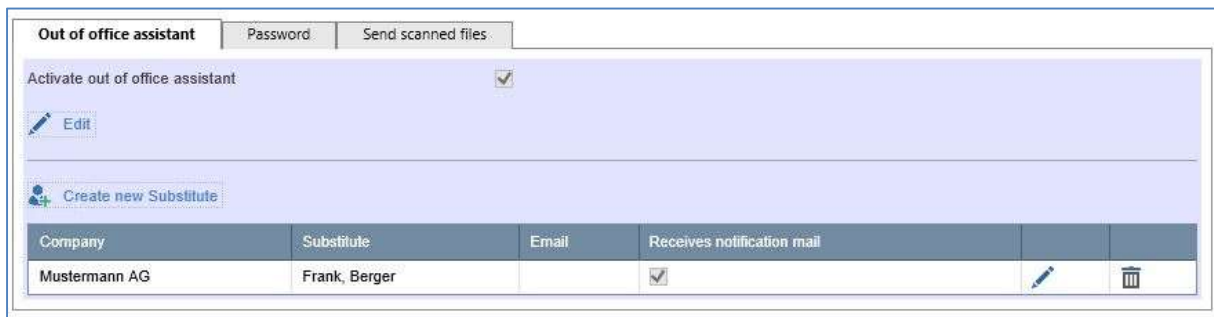
Select the required employee of your company by selecting the selection field. Save the selection.




The selected substitute can now be activated. To do this, simply activate the absence assistant by clicking the button 




Activate the Out of Office assistant and save the setting.



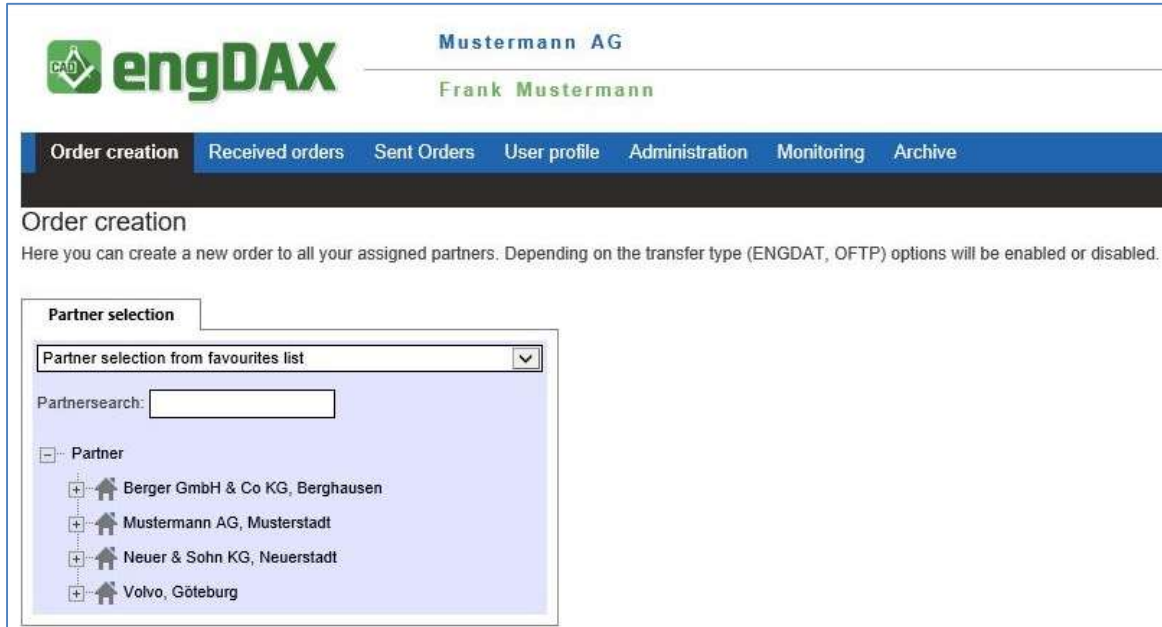
If you select more than one substitute, all selected substitutes in the list are activated when you activate the Out of Office Assistant! An individual selection is not possible.

A deputy can be removed with this button  .

This button  can be used to activate or deactivate the notification mail for the deputy.button.

6. Sendig Data Files

To send files to your partners, you need to switch to the tab **Order creation**.



By selecting the recipient, you determine whether you want to send files by pure **ODETTE** (company to company) or by **ENGDAT** (employee to employee).

When you select an user (employee) created by the engDAX system administrator, an ENGDAT package is automatically created.

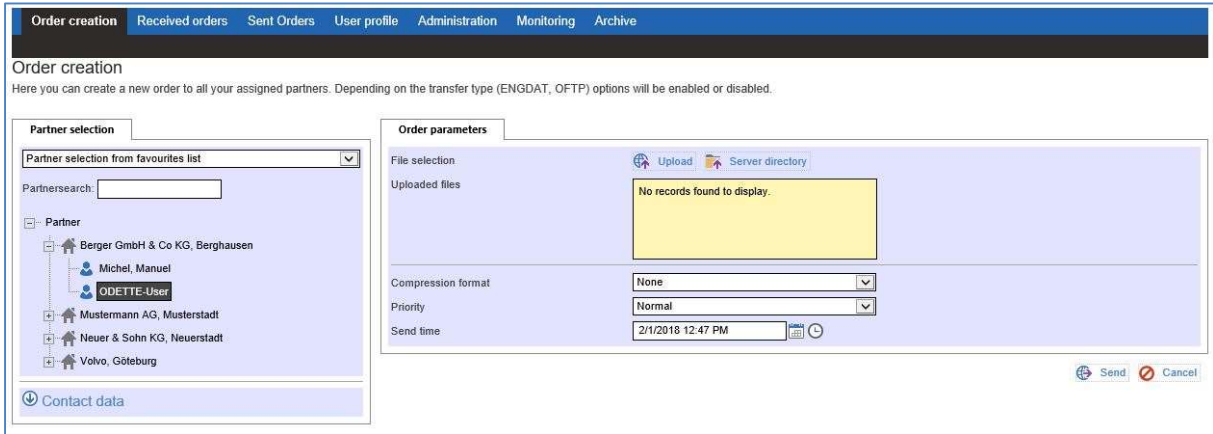
If you select the "**ODETTE** user" instead, the order is sent via ODETTE and without **ENGDAT** support.




If you miss a data exchange partner or employee, your engDAX system administrator has either not entered the corresponding partner or you have not yet received a data exchange agreement with this partner. In this case, please contact your engDAX system administrator who can provide you with the appropriate settings.

6.1. Sending to companies – ODETTE

First select the partner you want to send to from the partner list. Now select the employee "ODETTE-User".




On the right side of the main window appears an area where you can select files.

Load the files to be sent into the system via the button  .

Clicking this button displays the file selection list:



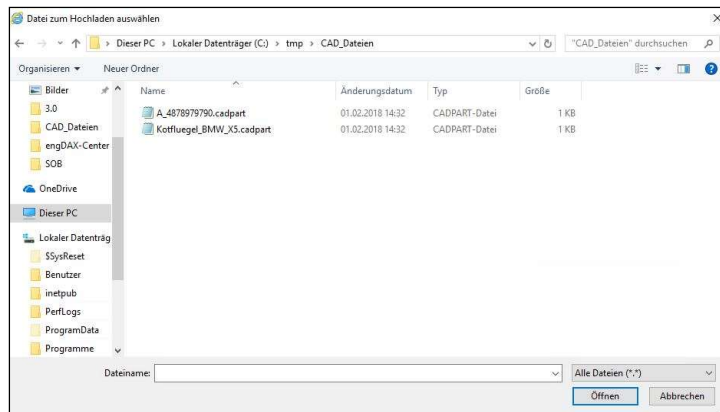
Click here on the button  .



Alternatively, if enabled by your administrator, you can also access a server directory directly. This is handy in that you can immediately and directly access a file drive on which all files to be sent are stored.

To do this, select the button  .

You can now select the location of your file in your browser. Select one or more files.




Select the files you want to send and confirm with **open**.

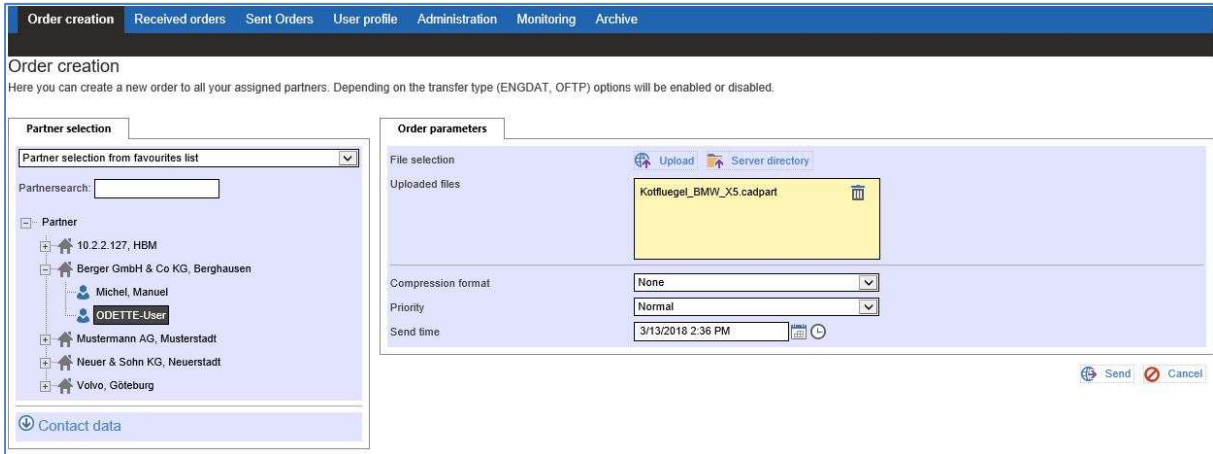
The files now appear in the list of uploaded files:



Load the files to the system by clicking  to be able to send them.

Close the window after the successful uploading with .

Now the files are displayed in the list.






If a specific file name is to be used for the transfer, you can now specify it. You can find more information under point [Virtual filename](#).

Now create a send request by clicking on the button  .

A summary of the job with all its information, parameters and files appears.


Summary of the sent files


  

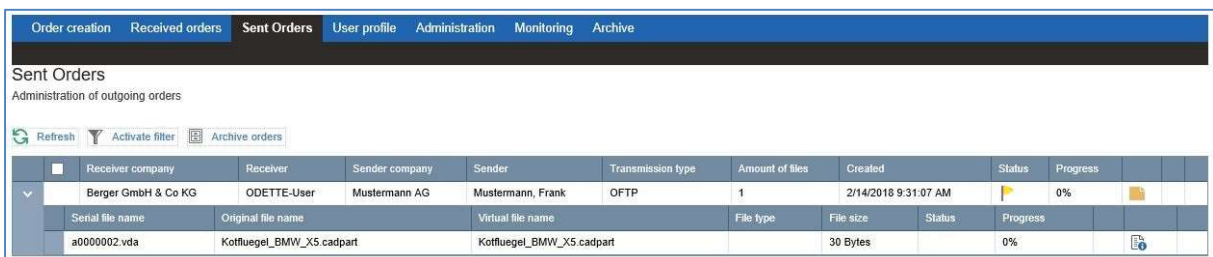
Sender	Mustermann, Frank - Mustermann AG, Musterstadt
Receiver	ODETTE-User - Berger GmbH & Co KG, Berghausen
Transfer type	OFTP
Priority	Normal
Send time	2/14/2018 9:25:22 AM
Compression format	None

	File name	Size
1	Kotfluegel_BMW_X5.cadpart	30 Bytes

If you want to send the same files to another partner, too, click .

The order is created in the background and is now visible in  the Outgoing Orders tab.


The order status and progress indicator (monitoring) show you how far the file already been sent.  has






Receiver company	Receiver	Sender company	Sender	Transmission type	Amount of files	Created	Status	Progress
Berger GmbH & Co KG	ODETTE-User	Mustermann AG	Mustermann, Frank	OFTP	1	2/14/2018 9:31:07 AM	0%	0%

Serial file name	Original file name	Virtual file name	File type	File size	Status	Progress
a0000002.vda	Kotfluegel_BMW_X5.cadpart	Kotfluegel_BMW_X5.cadpart		30 Bytes	0%	0%

Monitoring

Order creation Received orders Sent Orders User profile Administration Monitoring Archive											
Transfer status Network status Error management Sessions System log Statistic											
Transfer status View of incoming and outgoing file transfers.											
⌂ Receive											
Sender company	Receiver company	File name	Protocol	Status	Last message	Start time	Attempts	Already transferred	Speed	Progress	
No records found to display.											
⌂ Send											
Sender company	Receiver company	File name	Protocol	Status	Last message	Start time	Attempts	Already transferred	Speed	Progress	
Mustermann AG	Berger GmbH & Co KG	KOTFLUEGEL_BMW_X5.CADPART	OFTP	Transmitting		2/14/2018 9:31:07 AM	1 / 1	30 Bytes / 30 Bytes	30 kb/s	100 %	

The file is sent. After successful shipping, this is displayed in the tab  with the status .

Sent Orders											
Administration of outgoing orders											
Refresh Activate filter Archive orders											
Receiver company	Receiver	Sender company	Sender	Transmission type	Amount of files	Created	Status	Progress			
Berger GmbH & Co KG	ODETTE-User	Mustermann AG	Mustermann, Frank	OFTP	1	2/14/2018 9:31:07 AM		100%			
Serial file name	Original file name	Virtual file name	File type	File size	Status	Progress					
a0000002.vda	Kotfluegel_BMW_X5.cadpart	Kotfluegel_BMW_X5.cadpart		30 Bytes	Successful	100%					

The order disappears from monitoring.

6.2. Virtual filename

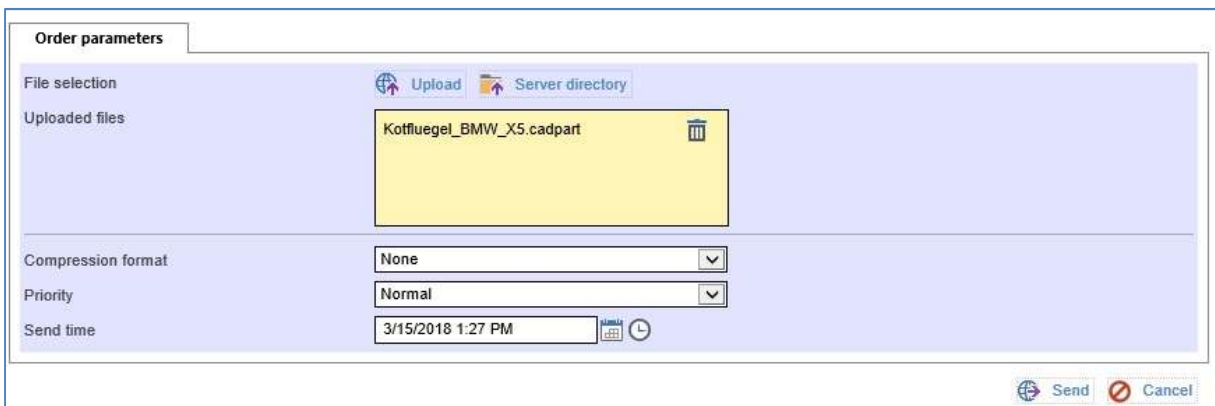
Files sent by pure ODETTE (company to company) are always transferred to the recipient with the original file name.



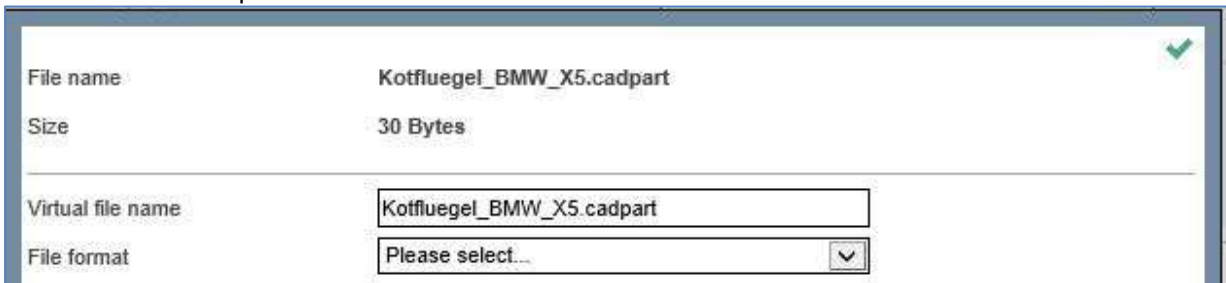
The file name size is limited to 26 characters per protocol. All characters greater than 26 are truncated by the system for shipping!

If a partner requires a certain file name, a virtual file name can be specified for the transfer only.

To do this, click on the file in the file list:



A new window will open



In the "Virtual filename" field, enter the file name required by the partner.



Confirm the changes by clicking on .

6.3. Sendign to users (employees) - ENGDAT

The ENGDAT standard was introduced to send files directly and automatically to certain employees of a company. It is therefore no longer necessary for the recipient to transfer the received files manually to an employee. This is done by the system itself.

ENGDAT jobs always consist of at least 2 files. This is the actual (useful) file and an information file, the so-called abstract file. The abstract file contains all information important for the receiving system to be able to transfer (route) the received user files to the desired recipient.

For ENGDAT requests, the system names all the files contained in them in an ENGDAT-specific virtual file name. It is therefore not possible to specify your own file name for the transfer (virtual file name) manually.

The structure of an ENGDAT file name is fixed.

ENGDate**Timestamp**ENG**Code**Number of files**File number of the order**

Bsp:

ENG180206115826**PART**1002001

To send files directly to an employee, proceed as follows:

First select the partner you want to send to from the partner selection list. Now select the employee you want to send to.



If you miss a partner employee, your engDAX system administrator has either not entered the corresponding employee or you have not yet received a data exchange agreement with this partner. In this case please contact your engDAX system administrator, who can provide you with the corresponding settings.

The file selection area now appears in the right part of the main window.



If the following message appears when the employee is clicked, mandatory values for sending ENGDAT orders are missing in the master data.



contact your engDAX system administrator, who will add these values.

Upload the files to be sent using the Button



. With a click on this button the file selection list appears:



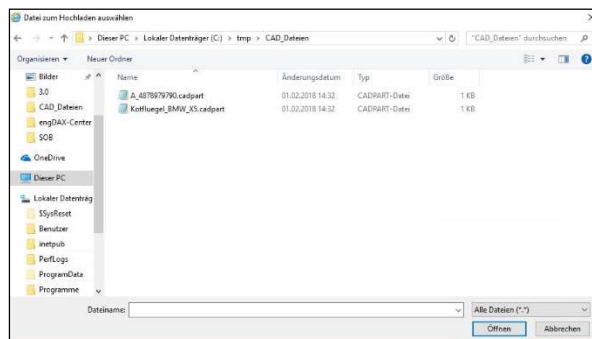
Click here on the button



. You can now select the location of your file in your browser. Select one or more files.



Alternatively, if activated by your administrator, you can also access a server directory directly. This is convenient in that you can immediately and directly access a file drive on which all files to be sent are stored. To do this, select the button




Select the files you want to send and confirm with "Open" .

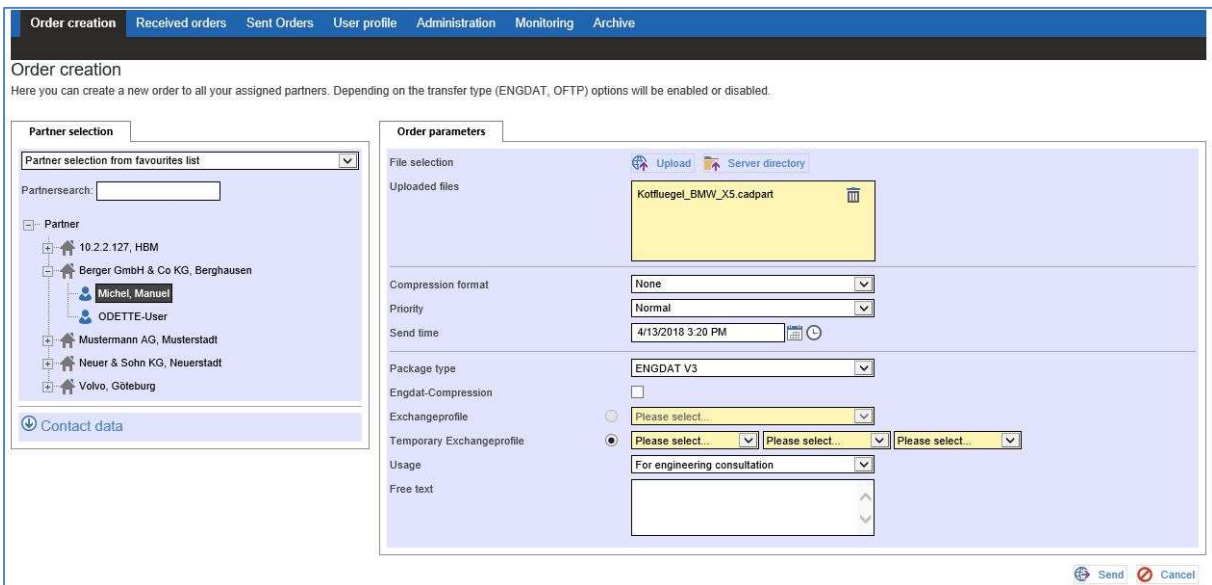
The files now appear in the list of uploaded files:



Load the files into the system with  to be able to send them.

Close the window after the successful uploading with .

The files are now visible in the list. ENGDAT specific parameters must now be specified.





ENGDAT specific information:

Pakettyp
-> Obligatory

The package type indicates the ENGDAT protocol version with which files should be sent. There are the versions V1, V2 and V3 available. At the moment the standard version is V2, which can be processed by any ENGDAT system. If your partner requires another version he will inform you separately..

ENGDAT Compression
-> Optional

The ENGDAT protocol includes the compression of user data with the format gzip. When you activate the compression for an order, all files of this order are separately packed for the transmission. Therewith the data volume of this order is reduced. The compression is carried out in the background and not visible for the user. Each system which is able to process ENGDAT orders can decompress incoming ENGDAT files, compressed with ENGDAT compression independently automatically and without effort of the user. This is carried out in the background and not visible for the user.
The automatic decompressing applies not for transferred zip, tar, or rar formats.

Exchange Profile
-> Optional

see: Temporary Exchange Profile
Your engDAX system administrator can summarize the information from the temp. exchange profile in a so-called exchange profile and store it for the communication partner. This eliminates the need for manual selection for each shipment. Contact your engDAX system administrator if you would like to have this stored.

Tempoary Exchange Profile
-> Obligatory

ENGDAT requests must specify which files are in the package. The parameters for the "generation system", the "file format" and the "character set" must be specified. This information is required. The values to be selected can be adjusted and supplemented by your engDAX system administrator.

Usage
-> Optional

For the purpose of use of the files of an ENGDAT package there are predefined values which can be selected in the pull-down menu. This is an optional value that does not need to be selected. The selection parameters cannot be adjusted because they are permanently stored in the ENGDAT protocol.

Free Text
-> Optional

In order to be able to provide the recipient with comments, there is the "Free text" field. This field is optional and does not have to be filled.

After you have specified or selected all necessary parameters, you can now start the order with the button



Order creation Received orders Sent Orders User profile Administration Monitoring Archive

Order creation
Here you can create a new order to all your assigned partners. Depending on the transfer type (ENGDAT, OFTP) options will be enabled or disabled.

Partner selection

Partner selection from favourites list

Partners search:

- Partner
 - 10.2.2.127, HBM
 - Berger GmbH & Co KG, Berghausen
 - Michel, Manuel
 - ODETTE-User
 - Mustermann AG, Musterstadt
 - Neuer & Sohn KG, Neuerstadt
 - Volvo, Göteborg

[Contact data](#)

Order parameters

File selection Upload Server directory

Uploaded files
No records found to display.

Compression format:

Priority:

Send time:

Package type:

Engdat-Compression:

Exchange profile:

Temporary Exchange profile:

Usage:

Free text:

Send Cancel

A summary page appears:

Summary of the sent files

[New order](#) [Send order again](#) [Print order](#)

Sender	Mustermann, Frank - Mustermann AG, Musterstadt
Receiver	Michel, Manuel - Berger GmbH & Co KG, Berghausen
Transfer type	OFTP
Priority	Normal
Send time	13.04.2018 15:45:43

Package type	ENGDAT V3
Engdat-Compression	<input type="checkbox"/>
Data code	ASCII, 7-bit
File format	STEP
Generating system	CATIA V5R3
Usage	For engineering consultation
Free text	

Compression format	None
--------------------	------

	File name	Size
1	Kotfluegel_BMW_X5.cadpart	30 Bytes

If you want to send the same files again to another partner, you can do this here by clicking on the button



The job is created in the background and is now visible in the tab **Sent Orders**. engDAX automatically creates the abstract file belonging to the ENGDAT package with all information about the user files of the order.

The order status and the progress bar (monitoring) show you how far the files have already been sent.

Order creation Received orders Sent Orders User profile Administration Monitoring Archive										
Sent Orders Administration of outgoing orders										
Refresh Activate filter Archive orders										
<input type="checkbox"/>	Receiver company	Receiver	Sender company	Sender	Transmission type	Amount of files	Created	Status	Progress	
<input checked="" type="checkbox"/>	Berger GmbH & Co KG	Michel, Manuel	Mustermann AG	Mustermann, Frank	OFTP-ENGDATV3	2	4/13/2018 3:46:14 PM		0%	
	Serial file name	Original file name	Virtual file name	File type	File size	Status	Progress			
	a0000043.vda	Kotfluegel_BMW_X5.cadpart	EN38103154615BE00300020002		30 Bytes		0%			
	a0000044.vda	[abstract]	EN38103154615BE00300020001	EDIFACT ENGDAT-ABSTRACT	2.58 KB		0%			

Monitoring:

Send										
Sender company	Receiver company	File name	Protocol	Status	Last message	Start time	Attempts	Already transferred	Speed	Progress
Mustermann AG	Berger GmbH & Co KG	EN38100165734BE00300020001	OFTP	Transmitting		4/13/2018 3:46:14	1 / 10	938 Bytes / 938 Bytes	---	
Mustermann AG	Berger GmbH & Co KG	EN38100165734BE00300020002	OFTP	Idle		---	0 / 10	0 Bytes / 106 Bytes	---	

The files are sent. After successful transmission, this is displayed in the tab **Sent Orders** with the status .

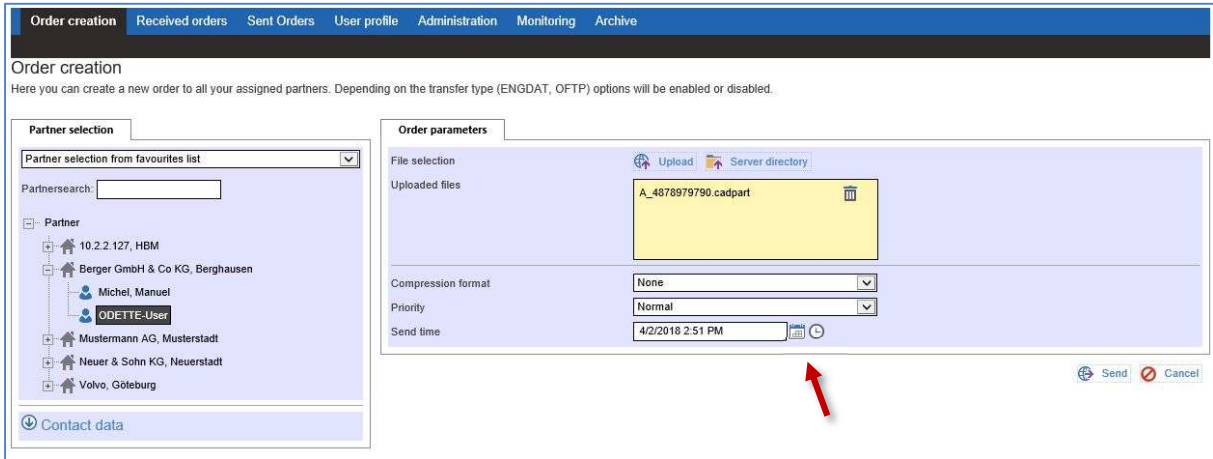
Order creation Received orders Sent Orders User profile Administration Monitoring Archive										
Sent Orders Administration of outgoing orders										
Refresh Activate filter Archive orders										
<input type="checkbox"/>	Receiver company	Receiver	Sender company	Sender	Transmission type	Amount of files	Created	Status	Progress	
<input checked="" type="checkbox"/>	Berger GmbH & Co KG	Michel, Manuel	Mustermann AG	Mustermann, Frank	OFTP-ENGDATV3	2	4/13/2018 3:46:14 PM		100%	
	Serial file name	Original file name	Virtual file name	File type	File size	Status	Progress			
	a0000043.vda	Kotfluegel_BMW_X5.cadpart	EN38103154615BE00300020002		30 Bytes	Finished	100%			
	a0000044.vda	[abstract]	EN38103154615BE00300020001		2.58 KB	Finished	100%			

The order is removed from monitoring.

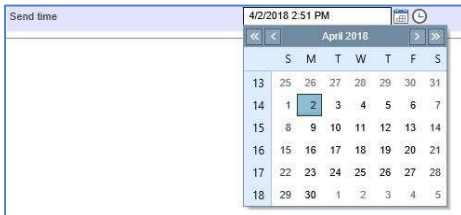
6. 4. Planned Send


It is possible to create orders in engDAX which are not taken up and sent immediately by the system. This is particularly advantageous if files are expected by the partner at a certain time or if the number of channels is limited and large files are to be sent at a time when the data volume is low (e.g. at night).

When creating the order, the "dispatch time" can be specified.



Select a date and/or time:



Select  as usual to create the job.

The order is displayed with the status  and is only picked up at the selected time.





6. 5. Pausing orders

It is possible to pause jobs after creation to check the file content before sending it to the recipient. This scenario occurs primarily in logistical data exchange.

The user of engDAX cannot initiate the pause of orders. This is reserved for the engDAX system administrator, who creates the rule for pausing orders.

If the system pauses orders as specified, this is indicated by their status .

 If you have questions why an order is paused, please contact your engDAX system administrator.

The order can be continued after checking the file using the button .



	Empfängerfirma	Empfänger	Absenderfirma	Absender	Übertragungsart	Dateianzahl	Erstellungsdatum	Status	Fortschritt		
>	Partner A	ODETTE-User	eigene Firma	Mustermann, Karin	OFTP	1	06.02.2017 12:48:12		0%		
>	Partner A	ODETTE-	eigene Firma	Mustermann,	OFTP	1	06.02.2017				

The order is now processed:



	Empfängerfirma	Empfänger	Absenderfirma	Absender	Übertragungsart	Dateianzahl	Erstellungsdatum	Status	Fortschritt		
>	Partner A	ODETTE-User	eigene Firma	Mustermann, Karin	OFTP	1	06.02.2017 12:48:12		0%		

6. 6. Resending files from a job

Files that have been successfully sent can be imported from the outbox without having to upload the files again.

This is possible using the button  at the end of the outgoing order line.

Order creation Received orders Sent Orders User profile Administration Monitoring Archive										
Sent Orders										
Administration of outgoing orders										
Refresh Activate filter Archive orders										
<input type="checkbox"/>	Receiver company	Receiver	Sender company	Sender	Transmission type	Amount of files	Created	Status	Progress	
>	Berger GmbH & Co KG	ODETTE-User	Mustermann AG	Grüner, Frank	OFTP	1	5/18/2018 8:58:08 AM		100%	
>	Berger GmbH & Co KG	ODETTE-User	Mustermann AG	Grüner, Frank	OFTP	1	5/18/2018 8:56:57 AM		100%	
>	Berger GmbH & Co KG	Schmid, Conrad	Mustermann AG	Grüner, Frank	OFTP-ENGDATV2	2	5/15/2018 4:19:08 PM		100%	

The receiving partner can be selected again.

Partner selection

Partner selection from favourites list

Partnersearch:

Partner

- Berger GmbH & Co KG, Berghausen
 - ODETTE-User
 - Schmid, Conrad
- Hüingsberg AG, Hallbergmoos
- Mustermann AG, Musterstadt

[Contact data](#)

Order parameters

File selection Upload Server directory

Uploaded files

Kotfluegel_BMW_X5 cadpart

Compression format:

Priority:

Send time:

Package type:

Engdat-Compression:

Exchangeprofile:

Temporary Exchangeprofile:

Usage:

Free text:

The job is reset.

Order creation Received orders Sent Orders User profile Administration Monitoring Archive										
Sent Orders										
Administration of outgoing orders										
Refresh Activate filter Archive orders										
<input type="checkbox"/>	Receiver company	Receiver	Sender company	Sender	Transmission type	Amount of files	Created	Status	Progress	
✓	Berger GmbH & Co KG	Schmid, Conrad	Mustermann AG	Grüner, Frank	OFTP-ENGDATV2	2	6/5/2018 12:52:55 PM		100%	
	Serial file name	Original file name	Virtual file name	File type	File size	Status	Progress			
	a0000006.vda	Kotfluegel_BMW_X5 cadpart	ENG180605125256B0001002002		30 Bytes	Finished	100%			
	a0000007.vda	[abstract]	ENG180605125256B0001002001	EDIFACT ENGDAT-ABSTRACT	454 Bytes	Finished	100%			
>	Berger GmbH & Co KG	ODETTE-User	Mustermann AG	Grüner, Frank	OFTP	1	5/18/2018 8:58:08 AM		100%	
>	Berger GmbH & Co KG	ODETTE-User	Mustermann AG	Grüner, Frank	OFTP	1	5/18/2018 8:56:57 AM		100%	
>	Berger GmbH & Co KG	Schmid, Conrad	Mustermann AG	Grüner, Frank	OFTP-ENGDATV2	2	5/15/2018 4:19:08 PM		100%	

7. Receiving files

Received files, are in the tab **Received orders** viewable.

By default, you will see specific and general ODETTE inputs.

Your engDAX system administrator has the possibility to give you the right to also have access to orders in this list which are not assigned to you.

Sender company	Sender	Receiver company	Receiver	Transmission type	Amount of files	Created	Status	Downloaded
Berger GmbH & Co KG	ENGDAT-User	Mustermann AG	Grüner, Frank	OFTP-ENGDATV12	2	6/5/2018 1:23:42 PM	▶	
Berger GmbH & Co KG	ODETTE-User	Mustermann AG	ODETTE-User	OFTP	1	6/5/2018 1:20:20 PM	▶	
Berger GmbH & Co KG	ODETTE-User	Mustermann AG	ODETTE-User	OFTP	1	6/5/2018 1:19:59 PM	▶	
Berger GmbH & Co KG	ODETTE-User	Mustermann AG	ODETTE-User	OFTP	1	6/5/2018 1:09:09 PM	▶	

The list grows to a maximum of 20 entries per page. If there are more transmissions, new pages are generated, which can be selected via the page number in the lower area of the list.

The overview list shows the most important information such as **sender**, **recipient** (employee or ODETTE user), **time of receipt** and **status of the order**. See also [Status of an order](#)

7. 1. Locate a storage location







If incoming files are automatically stored by the system in a directory specified by the engDAX system administrator (For more information, see [Saving files](#)), the file location can be read in the ProcessCard (For more information, see [ProcessCard of a file](#)).

To do this, open the ProcessCard of the file and search for the area **Attached Files**

Keyword	RoutedFile
FileLocator	C:\ProgramData\HÜNGSBERG AG\engDAX\Directories\Default Routing\DATEI3_20180605_013417_530.VDA
WorkflowStepName	Basic-Routing
WorkflowStepIndex	1005
DeleteOnCleanup	false
DeleteOnProcessCardDelete	false
Timestamp	2018-06-05T13:34:17.530628+02:00

8. Status of an order

An order can have different statuses during processing.

-  The order is currently being sent. If the status does not change, although the transfer 100%, the partner does not acknowledge the files. This can be an error on the partner side or an incorrect file (content or encryption). See also [error handling](#)
-  All files of an order have been successfully sent and acknowledged by the recipient.
-  The job was manually cancelled by a user.
It is not possible to make the order more reactive. The files must be entered in a new request.
-  The order has run on error. See [error handling](#)
-  Sending the order is planned. See [planned transmission](#)
-  The mission has been paused. See also [Pause orders](#)

9. Details of an order

The details of a job show which files were sent at what time. It can also be checked whether all files were sent successfully.

In the event of an error, the so-called "ProcessCard" can be used to check exactly where the problem with the order lies.

The details can be opened using the arrow at the beginning of an order line:

Receiver company	Receiver	Sender company	Sender	Transmission type	Amount of files	Created	Status	Progress			
Berger GmbH & Co KG	Schmid, Conrad	Mustermann AG	Grüner, Frank	OFTP-ENGDATV2	2	6/5/2018 12:52:55 PM		100%			
Berger GmbH & Co KG	ODETTE-User	Mustermann AG	Grüner, Frank	OFTP	1	5/18/2018 8:58:08 AM		100%			
Berger GmbH & Co KG	ODETTE-User	Mustermann AG	Grüner, Frank	OFTP	1	5/18/2018 8:56:57 AM		100%			
Berger GmbH & Co KG	Schmid, Conrad	Mustermann AG	Grüner, Frank	OFTP-ENGDATV2	2	5/15/2018 4:19:08 PM		100%			

The structure is as follows:

Virtual file name The file arrives at the partner with this name

Status The current transfer status of the file. See also [Status of an order](#)



If this function has been activated by your engDAX system administrator, you can download and save your original file again.



If errors or problems occur, the cause can be found in the ProcessCard.



All files of a job can be sent again. You can select another recipient. There is no need to upload the files again.

ODETTE orders:

Receiver company	Receiver	Sender company	Sender	Transmission type	Amount of files	Created	Status	Progress			
Berger GmbH & Co KG	ODETTE-User	Mustermann AG	Grüner, Frank	OFTP	1	6/5/2018 2:54:57 PM		100%			
Serial file name	Original file name	Virtual file name	File type	File size	Status	Progress					
a0000008.vda	Kotfluegel_BMW_X5.cadpart	KOTFLUEGEL_BMW_X5.CADPART		30 Bytes	Finished	100%					

ENGDAT orders:


Receiver company	Receiver	Sender company	Sender	Transmission type	Amount of files	Created	Status	Progress			
Berger GmbH & Co KG	Schmid, Conrad	Mustermann AG	Grüner, Frank	OFTP-ENGDATV2	2	6/5/2018 12:52:55 PM		100%			
Serial file name	Original file name	Virtual file name	File type	File size	Status	Progress					
a0000006.vda	Kotfluegel_BMW_X5.cadpart	ENG180605125256B0001002002		30 Bytes	Finished	100%					
a0000007.vda	[abstract]	ENG180605125256B0001002001	EDIFACT ENGDAT-ABSTRACT	454 Bytes	Finished	100%					

10. ProcessCard of a file

The ProcessCard is the so-called routing slip of a file. This contains all the information and workflow steps that the file has gone through in the send or receive process.

The ProcessCard is mainly used for automatic process mapping (reading out individual ProcessCard attributes) and for troubleshooting (jobs running red).

You can find the ProcessCard via the button  in the details of an order at the end of the file line

Serial file name	Original file name	Virtual file name	File type	File size	Status	Progress		
a0000008.vda	Kotfluegel_BMW_X5.cadpart	KOTFLUEGEL_BMW_X5.CADPART		30 Bytes	Finished	100%		

View of a ProcessCard:

Processcard-View Save

ProcessCardParameter

ID	9d597b72-57ce-4cc0-add1-c90c63712e9d
TransferDirection	Send
Type	Container
PackageReferenceID	09f2d711-2245-44cc-bdcb-082fdbd2923c
ParentID	00000000-0000-0000-0000-000000000000

Timestamps

ProcessCardModified	2018-06-05T14:55:05.2756391+02:00
ProcessCardCreated	2018-06-05T14:54:56.8972782+02:00
SendTime	2018-06-05T14:54:14.9627033+02:00
VirtualDateTime	2018-06-05T14:54:57

ProcessCardAttributes

SenderID	8
ReceiverID	10
TransferType	COMDAXOFTP
Origin	Webgui
OrderPriority	5
PackageType	NONE
SenderParentID	5
SenderMailboxCompanyID	5
SenderComDaxID	5

11. Saving a file

11. 1. Automatic file storage - routing

In principle, all incoming files are automatically stored by engDAX in a previously defined directory, so that the user only has to look into this directory to be able to use the files.



The directory is specified in the administration by your engDAX system administrator. If you have any questions, please contact them.
This function can be deactivated by your engDAX system administrator.

11. 2. Saving files manually


Alternatively it is possible to download both incoming and outgoing files manually to the local computer or a server directory via the engDAX interface.



This function can be deactivated by your engDAX system administrator. Then a manual download is not possible.

There are 2 different ways to download files.

Single Download:

In [Details from the order](#) you can download and save all files individually using the button . All directories and drives that you have also connected in your Windows Explorer are available to you.

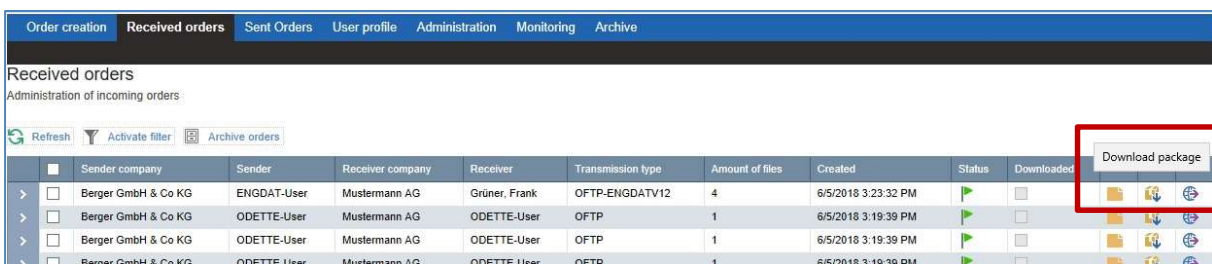


Sender company	Sender	Receiver company	Receiver	Transmission type	Amount of files	Created	Status	Downloaded	
Berger GmbH & Co KG	ENGDAT-User	Mustermann AG	Grüner, Frank	OFTP-ENGDATV12	4	6/5/2018 3:23:32 PM		<input type="checkbox"/>	
Berger GmbH & Co KG	ODETTE-User	Mustermann AG	ODETTE-User	OFTP	1	6/5/2018 3:19:39 PM		<input type="checkbox"/>	
Serial file name		Original file name		Virtual file name		File type	File size	Status	Downloaded
e0000028.vda		DATEI2.VDA		DATEI2.VDA			13 Bytes	Finished	<input type="checkbox"/>
Berger GmbH & Co KG	ODETTE-User	Mustermann AG	ODETTE-User	OFTP	1	6/5/2018 3:19:39 PM		<input type="checkbox"/>	

Container Download:

If you want to download all files of a package (useful for ENGDAT packages with a large number of user files) at once, you can use the container download.


This is located directly in the overview line of each order. Click on the button .



Sender company	Sender	Receiver company	Receiver	Transmission type	Amount of files	Created	Status	Downloaded	
Berger GmbH & Co KG	ENGDAT-User	Mustermann AG	Grüner, Frank	OFTP-ENGDATV12	4	6/5/2018 3:23:32 PM		<input type="checkbox"/>	
Berger GmbH & Co KG	ODETTE-User	Mustermann AG	ODETTE-User	OFTP	1	6/5/2018 3:19:39 PM		<input type="checkbox"/>	
Berger GmbH & Co KG	ODETTE-User	Mustermann AG	ODETTE-User	OFTP	1	6/5/2018 3:19:39 PM		<input type="checkbox"/>	
Berger GmbH & Co KG	ODETTE-User	Mustermann AG	ODETTE-User	OFTP	1	6/5/2018 3:19:39 PM		<input type="checkbox"/>	

In the background, all files of the package are packed into a zip package.



12. Canceling an order




An order can generally be canceled as long as the order does not have the status . A job can only be aborted manually by a user. The system does not cancel any orders.



In principle, it is only possible for users to cancel their own orders. Orders from other users cannot be cancelled.

12. 1. Canceling a current order


Orders that have the status , can be cancelled in the order lists using the button  at the end of the order line.

	Receiver company	Receiver	Sender company	Sender	Transmission type	Amount of files	Created	Status	Progress		
>	Berger GmbH & Co KG	ODETTE-User	Mustermann AG	Grüner, Frank	OFTP	1	6/11/2018 11:09:53 AM		0%		

Canceling is also possible on the Transfer Status (Monitoring) tab.

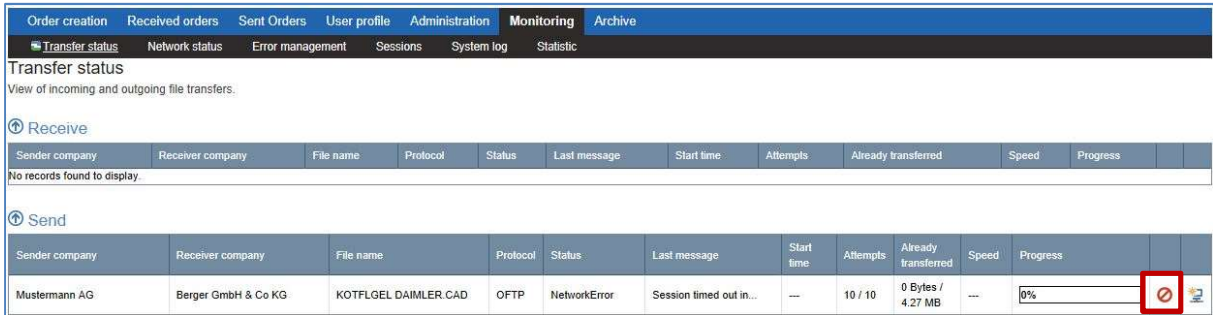
Order creation Received orders Sent Orders User profile Administration Monitoring Archive											
Transfer status Network status Error management Sessions System log Statistic											
Transfer status											
View of incoming and outgoing file transfers.											
Receive											
Sender company	Receiver company	File name	Protocol	Status	Last message	Start time	Attempts	Already transferred	Speed	Progress	
No records found to display.											
Send											
Sender company	Receiver company	File name	Protocol	Status	Last message	Start time	Attempts	Already transferred	Speed	Progress	
Mustermann AG	Berger GmbH & Co KG	KOTFLGEL DAIMLER.CAD	OFTP	Idle			0 / 10	0 Bytes / 8.11 MB		0%	

12. 2. Cancel an order that has been processed due to errors

Orders that have run to  are canceled using [error handling](#) (monitoring) after the cause of the error has been checked.

Order creation Received orders Sent Orders User profile Administration Monitoring Archive											
Transfer status Network status Error management Sessions System log Statistic											
Error management											
Error handling of failed orders and file transactions.											
Refresh											
Timestamp created	Workflow step	Sender	Receiver	Error message							
6/11/2018 1:28:13 PM	ComDAX.OutboundWait	Mustermann AG	Berger GmbH & Co KG	ProcessCard status was set to Error because...							

Canceling is also possible on the tab **Transfer Status** (Monitoring) if a transfer error is involved.



Transfer status
View of incoming and outgoing file transfers.

Receive

Sender company	Receiver company	File name	Protocol	Status	Last message	Start time	Attempts	Already transferred	Speed	Progress
No records found to display.										

Send

Sender company	Receiver company	File name	Protocol	Status	Last message	Start time	Attempts	Already transferred	Speed	Progress
Mustermann AG	Berger GmbH & Co KG	KOTFLGEL DAIMLER.CAD	OFTP	NetworkError	Session timed out in...	--	10 / 10	0 Bytes / 4.27 MB	---	0%




It is not possible to reactivate an order once it has been cancelled!

13. Reactivating an order

An order that has run on errors can normally be reactivated after the cause of the error has been eliminated. Exceptions are communication-specific errors in which, for example, incorrect file encryption has already been performed.



For more information on identifying the cause of an error, see [Error messages & their meaning](#).


After the error has been corrected (in the example: incorrectly entered routing directory), the workflow step previously run to error can be restarted in the Error Handling area using the button .



The screenshot shows the 'Error management' section of a software interface. It includes a navigation bar with tabs like 'Order creation', 'Received orders', 'Sent Orders', 'User profile', 'Administration', 'Monitoring', and 'Archive'. Below the navigation bar, there are sub-tabs: 'Transfer status', 'Network status', 'Error management', 'Sessions', 'System log', and 'Statistic'. The main content area is titled 'Error management' and contains the text 'Error handling of failed orders and file transactions.' Below this text is a 'Refresh' button. A table displays the following data:



Timestamp created	Workflow step	Sender	Receiver	Error message				
6/11/2018 1:28:13 PM	ComDAX OutboundWait	Mustermann AG	Berger GmbH & Co KG	ProcessCard status was set to Error because...				






Processing of the request is now continued (repeat the last workflow step that ran on error).

If no further errors occur, the order can be successfully completed .




14. Monitoring

14. 1. Transmission status


In the tab **transmission status** all running connections and open channels are displayed. Transfers can be aborted  and retrigged  (reset network).

Order creation Received orders Sent Orders User profile Administration Monitoring Archive											
Transfer status Network status Error management Sessions System log Statistic											
Receive											
View of incoming and outgoing file transfers.											
No records found to display.											
Send											
Sender company	Receiver company	File name	Protocol	Status	Last message	Start time	Attempts	Already transferred	Speed	Progress	
Mustermann AG	Berger GmbH & Co KG	ENG180612152822B0001002002	OFTP	Error	File denied by remote...	---	0 / 10	0 Bytes / 4.27 MB	---	0%	
Mustermann AG	Berger GmbH & Co KG	ENG180612152822B0001002001	OFTP	Error	File denied by remote...	---	0 / 10	0 Bytes / 372 Bytes	---	0%	
Mustermann AG	Berger GmbH & Co KG	ENG180612153109B0001002002	OFTP	Transmitting		6/12/2018 3:31:17 PM	1 / 10	4.31 MB / 4.31 MB	168.33 kb/s	100%	
Mustermann AG	Berger GmbH & Co KG	ENG180612153109B0001002001	OFTP	Idle		---	0 / 10	0 Bytes / 1.34 KB	---	0%	
Mustermann AG	Konstrukt	A_4878979790.CADPART	OFTP	Idle	Connection failed.	---	9 / 10	0 Bytes / 106 Bytes	---	0%	


Errors can be viewed in summary form in the "Last message" column. For more information on transmission errors, see [Error Handling](#).

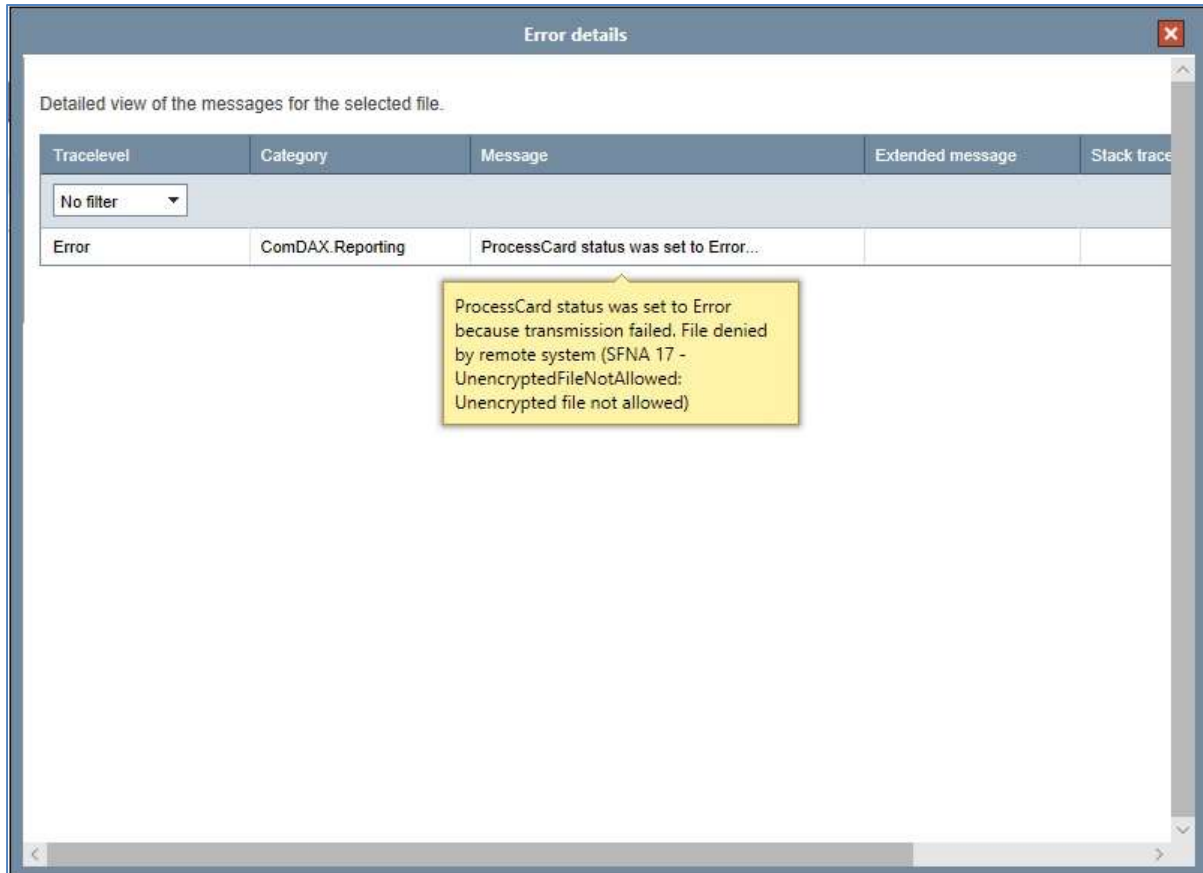
Sender company	Receiver company	File name	Protocol	Status	Last message	Start time	Attempts	Already transferred	Speed	Progress	
Mustermann AG	Berger GmbH & Co KG	ENG180612152822B0001002002	OFTP	Error	File denied by remote...	---	0 / 10	0 Bytes / 4.27 MB	---	0%	
Mustermann AG	Berger GmbH & Co KG	ENG180612152822B0001002001	OFTP	Error	File denied by remote...	---	0 / 10	0 Bytes / 372 Bytes	---	0%	
Mustermann AG	Konstrukt	A_4878979790.CADPART	OFTP	Error	File denied by remote system (SFNA 17 - UnencryptedFileNotAllowed: Unencrypted file not allowed)	---	9 / 10	0 Bytes / 106 Bytes	---	0%	



14. 2. Error management

If orders in the order lists run in , the errors can be checked both in the [ProcessCard](#), and in the [Error management](#) tab. The workflow step and the error message are displayed in a list..

Order creation Received orders Sent Orders User profile Administration Monitoring Archive										
Transfer status Network status Error management Sessions System log Statistic										
Error management										
Error handling of failed orders and file transactions.										
										
Timestamp created	Workflow step	Sender	Receiver	Error message						
6/12/2018 3:29:21 PM	ComDAX.OutboundWait	Mustermann AG	Konstrukt	ProcessCard status was set to Error because...						
6/12/2018 3:28:22 PM	ComDAX.OutboundWait	Mustermann AG	Berger GmbH & Co KG	ProcessCard status was set to Error because...						
6/12/2018 3:28:21 PM	ComDAX.OutboundWait	Mustermann AG	Berger GmbH & Co KG	ProcessCard status was set to Error because...						

The complete error message can be viewed via the button  .



After the error has been corrected, (im Bsp: fehlerhaft eingetragenes Routingverzeichnis) the workflow step previously run to error can be restarted using the button  . Processing of the order is now continued. If no further errors occur, the job can be completed successfully  .

Alternatively, unknown error messages can be sent directly to the HÜNGSBERG Service by e-mail.



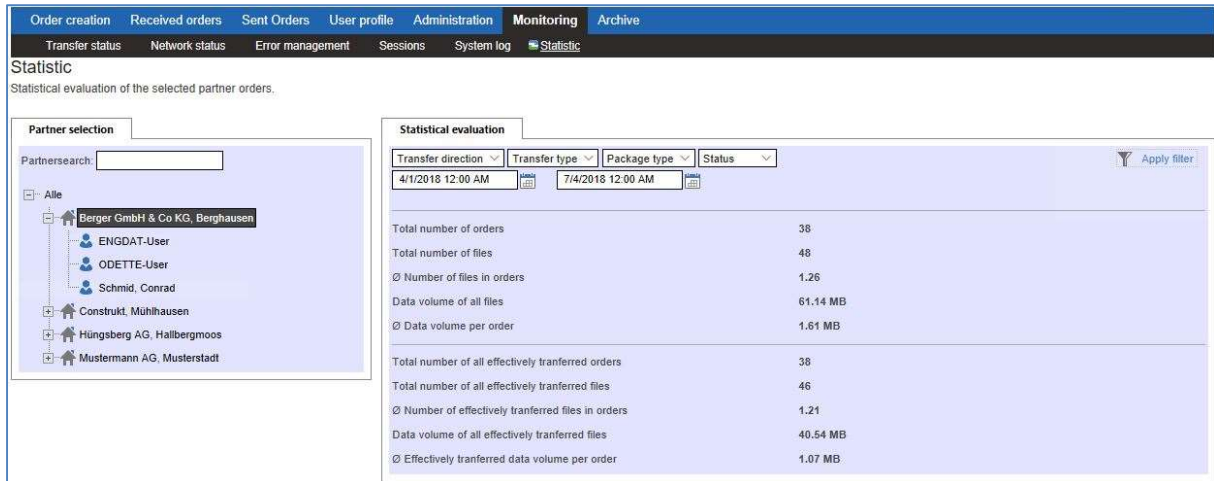
Prerequisite for this is a configured e-mail server in the administration of engDAX. Please contact your engDAX system administrator for this.

Your request will be booked and processed in the HÜNGSBERG AG Service Ticket System.

14. 1. Statistik

In the Statistics tab you can check your sent and received orders, files and data volumes.

Numerous filter settings are available for this purpose.



Order creation Received orders Sent Orders User profile Administration Monitoring Archive

Transfer status Network status Error management Sessions System log **Statistic**

Statistic

Statistical evaluation of the selected partner orders.

Partner selection

Partnersearch:

Alle

- Berger GmbH & Co KG, Berghausen
- ENGDAT-User
- ODETTE-User
- Schmid, Conrad
- Construkt, Mühlhausen
- Hüingsberg AG, Hallbergmoos
- Mustermann AG, Musterstadt

Statistical evaluation

Transfer direction Transfer type Package type Status

4/1/2018 12:00 AM 7/4/2018 12:00 AM

Total number of orders	38
Total number of files	48
Ø Number of files in orders	1.26
Data volume of all files	61.14 MB
Ø Data volume per order	1.61 MB
Total number of all effectively transferred orders	38
Total number of all effectively transferred files	46
Ø Number of effectively transferred files in orders	1.21
Data volume of all effectively transferred files	40.54 MB
Ø Effectively transferred data volume per order	1.07 MB



Note that only the requests assigned to you are displayed. The engDAX administrator/system administrator has an overview of all orders.

15. Archiving of an order

To keep track of all incoming and outgoing orders, you can use the order archiving function.








The engDAX administrator can deactivate these rights for users. Then this function is not available to you as a user!

In the order lists, data can be selected that is no longer to be displayed in the respective overview.



It is not possible to archive orders of other users!

Only successfully processed  or manually canceled orders  can be archived! Orders that have run on errors  or have not been completely processed    cannot be archived. For more information, see [Status of an order](#).

To archive an order, select it in the selection field at the beginning of the order line.

Order creation Received orders Sent Orders User profile Administration Monitoring Archive													
Received orders													
Administration of incoming orders													
Refresh Activate filter Archive orders													
	Sender company	Sender	Receiver company	Receiver	Transmission type	Amount of files	Created	Status	Downloaded				
>	<input type="checkbox"/>	Berger GmbH & Co KG	ENGDAT-User	Mustermann AG	Grüner, Frank	OFTP-ENGDATV12	4	6/5/2018 3:23:32 PM		<input type="checkbox"/>			
>	<input type="checkbox"/>	Berger GmbH & Co KG	ODETTE-User	Mustermann AG	ODETTE-User	OFTP	1	6/5/2018 3:19:39 PM		<input type="checkbox"/>			
>	<input checked="" type="checkbox"/>	Berger GmbH & Co KG	ODETTE-User	Mustermann AG	ODETTE-User	OFTP	1	6/5/2018 3:19:39 PM		<input type="checkbox"/>			
>	<input checked="" type="checkbox"/>	Berger GmbH & Co KG	ODETTE-User	Mustermann AG	ODETTE-User	OFTP	1	6/5/2018 3:19:39 PM		<input type="checkbox"/>			
>	<input checked="" type="checkbox"/>	Berger GmbH & Co KG	ODETTE-User	Mustermann AG	ODETTE-User	OFTP	1	6/5/2018 1:34:17 PM		<input type="checkbox"/>			
>	<input type="checkbox"/>	Berger GmbH & Co KG	ODETTE-User	Mustermann AG	ODETTE-User	OFTP	1	6/5/2018 1:33:59 PM		<input type="checkbox"/>			

All selected orders are now displayed using the button



from the order list and moved to the archive list.

Meldung der Website...

Do you really want to archive this order?

Order creation Received orders Sent Orders User profile Administration Monitoring Archive													
Archive													
Archive of incoming and outgoing files													
Delete orders Older than 3 months Delete orders													
Activate filter Restore orders Delete selected orders													
	Direction	Receiver company	Receiver	Sender company	Sender	Transmission type	Amount of files	Created	Status				
>	<input type="checkbox"/>	Send	Construkt	ODETTE-User	Mustermann AG	Grüner, Frank	OFTP	1	6/11/2018 1:17:18 PM				
>	<input type="checkbox"/>	Receive	Mustermann AG	ODETTE-User	Berger GmbH & Co KG	ODETTE-User	OFTP	1	6/5/2018 3:19:39 PM				
>	<input type="checkbox"/>	Receive	Mustermann AG	ODETTE-User	Berger GmbH & Co KG	ODETTE-User	OFTP	1	6/5/2018 3:19:39 PM				
>	<input type="checkbox"/>	Receive	Mustermann AG	ODETTE-User	Berger GmbH & Co KG	ODETTE-User	OFTP	1	6/5/2018 1:34:17 PM				

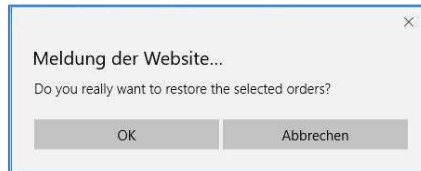
16. Restore an archived job

It is possible to move archived orders back to the order lists.

To restore an order, it must be selected in the selection field at the beginning of the order line.

	Direction	Receiver company	Receiver	Sender company	Sender	Transmission type	Amount of files	Created	Status
<input type="checkbox"/>	Send	Construkt	ODETTE-User	Mustermann AG	Grüner, Frank	OFTP	1	6/11/2018 1:17:18 PM	
<input checked="" type="checkbox"/>	Receive	Mustermann AG	ODETTE-User	Berger GmbH & Co KG	ODETTE-User	OFTP	1	6/5/2018 3:19:39 PM	
<input type="checkbox"/>	Receive	Mustermann AG	ODETTE-User	Berger GmbH & Co KG	ODETTE-User	OFTP	1	6/5/2018 3:19:39 PM	

The previously selected orders can now be moved to the order list using the button Restore orders.



The order disappears from the archive list

	Direction	Receiver company	Receiver	Sender company	Sender	Transmission type	Amount of files	Created	Status
<input type="checkbox"/>	Send	Construkt	ODETTE-User	Mustermann AG	Grüner, Frank	OFTP	1	6/11/2018 1:17:18 PM	

and is then displayed again in the order list.

	Sender company	Sender	Receiver company	Receiver	Transmission type	Amount of files	Created	Status	Downloaded
<input type="checkbox"/>	Berger GmbH & Co KG	ENGDAT-User	Mustermann AG	Grüner, Frank	OFTP:ENGDATV12	4	6/5/2018 3:23:32 PM		
<input checked="" type="checkbox"/>	Berger GmbH & Co KG	ODETTE-User	Mustermann AG	ODETTE-User	OFTP	1	6/5/2018 3:19:39 PM		
<input type="checkbox"/>	Berger GmbH & Co KG	ODETTE-User	Mustermann AG	ODETTE-User	OFTP	1	6/5/2018 3:19:39 PM		
<input type="checkbox"/>	Berger GmbH & Co KG	ODETTE-User	Mustermann AG	ODETTE-User	OFTP	1	6/5/2018 1:33:59 PM		

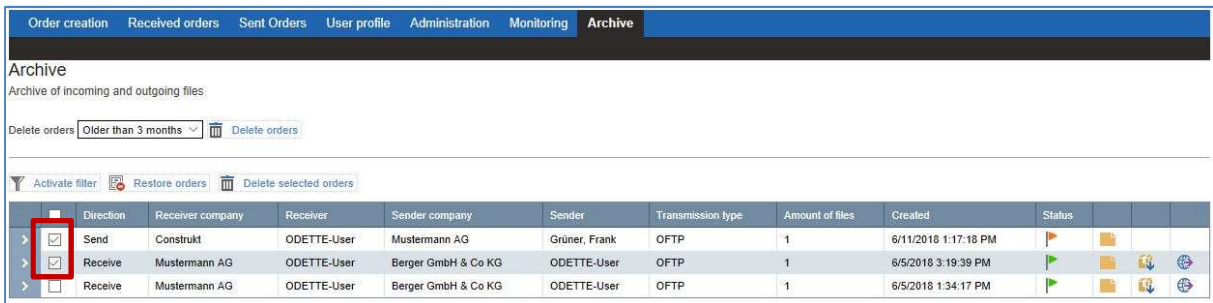
17. Deleting an order

The deletion of orders is possible via the archive list of engDAX. Orders must therefore first be archived from the order lists before they can be completely removed from the system. For more information, see [Archiving an Order](#).



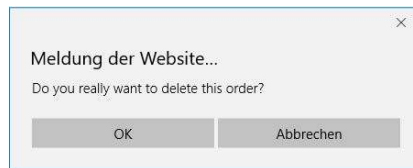
The engDAX administrator can deactivate these rights for users. Then this function is not available to you as a user!

To delete an order, select it in the selection field at the beginning of the order line.



Direction	Receiver company	Receiver	Sender company	Sender	Transmission type	Amount of files	Created	Status			
<input checked="" type="checkbox"/>	Send	Konstrukt	ODETTE-User	Mustermann AG	Grüner, Frank	OFTP	1	6/11/2018 1:17:18 PM			
<input checked="" type="checkbox"/>	Receive	Mustermann AG	ODETTE-User	Berger GmbH & Co KG	ODETTE-User	OFTP	1	6/5/2018 3:19:39 PM			
<input type="checkbox"/>	Receive	Mustermann AG	ODETTE-User	Berger GmbH & Co KG	ODETTE-User	OFTP	1	6/5/2018 1:34:17 PM			

The previously selected orders can now be removed from the system using the button



The physical files of the deleted job will be removed from the file download directory! If you have not activated automatic routing of files, the files in the job are permanently removed.

The different storage options are explained under [Saving files](#).

After removing the desired orders, they are no longer visible in the archive.



Direction	Receiver company	Receiver	Sender company	Sender	Transmission type	Amount of files	Created	Status			
<input type="checkbox"/>	Receive	Mustermann AG	ODETTE-User	Berger GmbH & Co KG	ODETTE-User	OFTP	1	6/5/2018 1:34:17 PM			

18. Error

18. 1. Error messages & their meaning

Errors can generally be sorted into order and communication errors.

In case of [order errors](#), the communication is OK (receipt 100%) or could not yet be initiated (no transmission attempt of the order), but the creation/processing of the files cannot be carried out before sending or after receipt.

Files do not appear in the monitoring.

Examples:

after receipt:

- File cannot be stored in target directory, as there is not enough storage space there.

before sending:

- The conversion of the EDI data into the target format of the customer runs on error.
- For ENGDAT orders, no routing code is assigned to the recipient employee in the master data.

[Communication errors](#) cause terminations before, during or after the connection.

Examples:

before connection:

- ISDN partner is busy (user busy)
- Partner system is not reachable/not responding partnersystem

during connection:

- The partner system does not return any activity commands (CDT) (timeout)
- the OFTP2 security settings of both systems do not cooperate
- The OFTP settings are incorrect (the VDA identification of the partner is not known)

after the transfer:

- Partner does not send back an acknowledgement (EERP) of the files. (File remains on processing with the status "Transmitted" at 100% in monitoring)
- E Received file cannot be decrypted

18. 2. Order error

Order errors can be found in the [ProcessCard](#) of the file concerned.
Expand an order that has failed and open the ProcessCard at the end of the file line:

Order creation Received orders Sent Orders User profile Administration Monitoring Archive										
Sent Orders										
Administration of outgoing orders										
Refresh Activate filter Archive orders										
	Receiver company	Receiver	Sender company	Sender	Transmission type	Amount of files	Created	Status	Progress	
>	Berger GmbH & Co KG	Schmid, Conrad	Mustermann AG	Grüner, Frank	OFTP-ENGDATV2	2	6/12/2018 3:31:09 PM		100%	
▼	Construkt	ODETTE-User	Mustermann AG	Grüner, Frank	OFTP	1	6/12/2018 3:29:22 PM		0%	
	Serial file name	Original file name	Virtual file name	File type	File size	Status	Progress			
	a0000019 vda	A_4878979790.cadpart	A_4878979790.cadpart		30 Bytes	Error	0%			

The cause of the error is described in detail in the ProcessCard.

Processcard-View									
Currentstep									
TimestampModified	2018-06-12T15:29:22.5345895+02:00								
Status	Error								
FileLocator	C:\ProgramData\HUENGSBERG AG\engDAX\Directories\Working Directory\4ff060ec-a8ca-476b-b3cd-fe3efc3a733a.1001.dat								
Name	ComDAX_OutboundWait								
Index	3003								
IsActivated	true								
IsLastStep	false								
Parameters									
Success									
Warning									
Error	<table border="1"> <tr> <td>Message</td> <td></td> </tr> <tr> <td>Source</td> <td>ComDAX_Reporting</td> </tr> <tr> <td>Text</td> <td>Connection failed.</td> </tr> <tr> <td>TimestampCreated</td> <td>2018-06-12T15:32:35.3509631+02:00</td> </tr> </table>	Message		Source	ComDAX_Reporting	Text	Connection failed.	TimestampCreated	2018-06-12T15:32:35.3509631+02:00
Message									
Source	ComDAX_Reporting								
Text	Connection failed.								
TimestampCreated	2018-06-12T15:32:35.3509631+02:00								
PreviousStep									
TimestampModified	2018-06-12T15:29:22.4564466+02:00								
Status	Completed								
FileLocator	C:\ProgramData\HUENGSBERG AG\engDAX\Directories\Working Directory\4ff060ec-a8ca-476b-b3cd-fe3efc3a733a.1001.dat								
Name	ComDAX_Outbound								
Index	3002								
IsActivated	true								

If the cause of the error is eliminated, the user can reactivate the request using [error handling](#).

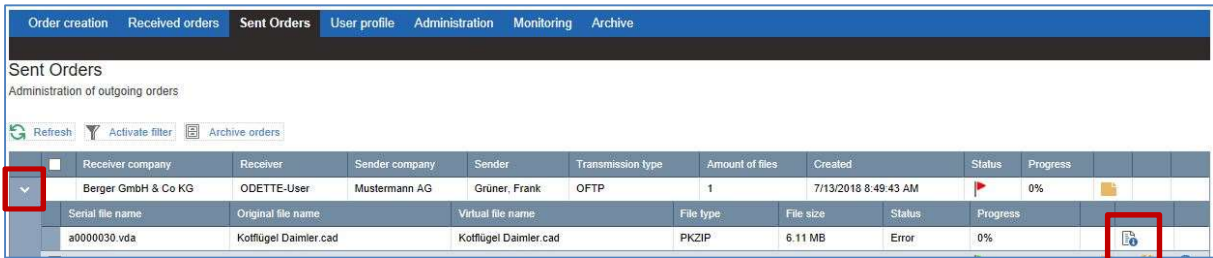
If you cannot interpret the error text or have questions, please send us the corresponding ProcessCard by e-mail to service@huengsberg.com with a description of the problem.

18. 3. Communication errors

A distinction is made between file-related errors and session-related errors.

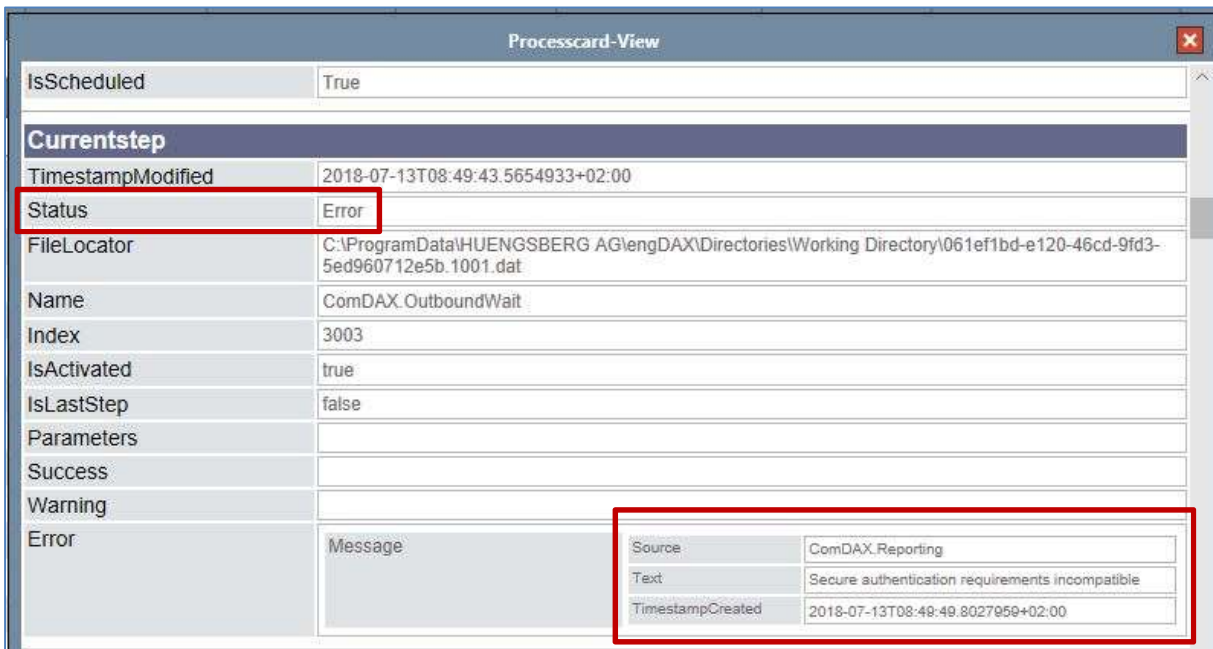
Communication errors can also be found in principle in the [ProcessCard](#) of the file concerned.

Expand an order that has failed and open the ProcessCard at the end of the file line: Fran



Receiver company	Receiver	Sender company	Sender	Transmission type	Amount of files	Created	Status	Progress	
Berger GmbH & Co KG	ODETTE-User	Mustermann AG	Grüner, Frank	OFTP	1	7/13/2018 8:49:43 AM		0%	
Serial file name	Original file name	Virtual file name	File type	File size	Status	Progress			
a0000030 vda	Kotflügel Daimler.cad	Kotflügel Daimler.cad	PKZIP	6.11 MB	Error	0%			

The cause of the error is described in detail in the ProcessCard.



IsScheduled	True						
Currentstep							
TimestampModified	2018-07-13T08:49:43.5654933+02:00						
Status	Error						
FileLocator	C:\ProgramData\HUENGSBERG AG\engDAX\Directories\Working Directory\061ef1bd-e120-46cd-9fd3-5ed960712e5b.1001.dat						
Name	ComDAX.OutboundWait						
Index	3003						
IsActivated	true						
IsLastStep	false						
Parameters							
Success							
Warning							
Error	<table border="1"> <tr> <td>Source</td> <td>ComDAX.Reporting</td> </tr> <tr> <td>Text</td> <td>Secure authentication requirements incompatible</td> </tr> <tr> <td>TimestampCreated</td> <td>2018-07-13T08:49:49.8027959+02:00</td> </tr> </table>	Source	ComDAX.Reporting	Text	Secure authentication requirements incompatible	TimestampCreated	2018-07-13T08:49:49.8027959+02:00
Source	ComDAX.Reporting						
Text	Secure authentication requirements incompatible						
TimestampCreated	2018-07-13T08:49:49.8027959+02:00						



In contrast to order-related errors, it is not always possible to reactivate the order once the cause of the error has been corrected. For example, if the cause was an incorrect security setting, the file cannot be sent again after the settings have been corrected. The reason for this is that the encryption step has already been successfully carried out. The file is already encrypted/is still unencrypted at the communication core. In this case, you can only terminate and regenerate the order.

Error messages concerning the transmission are also described in the logbook of the OFTP kernel.

Path to the communication logs:

communication server: C:\ProgramData\HUENGSBERG AG\comDAX\Directories\Log



Locate the log file that was created at the time of the error/transfer. Before sending the log file(s) to service@huengsberg.com, please include the following information:

- Partner company
- Date & time of transmission
- File name

This will allow us to search the logs for the error.

ODETTE Error in Command Code ESID (End Session ID) - Session-Specific

The errors can always be reported by both the sending and receiving systems. The reporting system can only be determined via the log file.

'00' Normal session termination	
'01' Command not recognized - An Exchange Buffer contains an invalid command for the current state of the receiver.	Command unknown. An NSDU has been received whose friendly code (1st byte of the NSDU) is unactivated.
'02' Protocol violation - An Exchange Buffer contains an invalid command for the current state of the receiver.	Violation of protocol. An NSDU (Network Service Data Unit) has been received whose friendly code indicates a function that is invalid in the current status of the receiver.
'03' User code not known	The SSID of the sender or receiver is incorrect. Typing error or not yet set up.
'04' Invalid password	The ODETTE password of the sender or receiver is incorrect. Typing error.
'05' Local site emergency close down	The receiving system
'06' Command contained invalid data	command contained invalid characters. A field in the NSDU contains invalid data.
'07' Exchange Buffer size error	Received NSDU with correct friendly code but incorrect length.
'08' Resources not available	OFTP2: Receiving system has imported wrong certificate.
'09' Time out	Timeout in the ODETTE protocol. The receiving system has not responded for a certain time. The sitting is closed.
'10' Mode or capabilities incompatible	OFTP2: Receiving system is not switched to OFTP2.
'11' Invalid challenge response	OFTP2: Receiving system has not yet imported certificate
'12' Secure authentication requirements incompatible	Security settings are not compatible. The systems are set differently.

ODETTE Error in command code EFNA (End File Negative Answer) - File-related

The errors can always be reported by both the sending and receiving systems. The reporting system can only be determined via the log file

'01' Invalid filename.	The receiving system denies the file because only files with specific file names (or ENGDAT names in the CAD area) are allowed.
'02' Invalid destination.	The SFID identifier of the recipient is rejected
'03' Invalid origin.	The SFID identifier of the sender is rejected
'04' Storage record format not supported.	File format is not supported (F, U, V)
'05' Maximum record length not supported.	Specified record length is not supported (128.80)
'06' File size is too big.	File too large for receiving system
'10' Invalid record count.	Invalid block counter
'11' Invalid byte count.	Invalid byte counter
'12' Access method failure.	Invalid access method
'13' Duplicate file.	File already received (file name & timestamp in SFID were already used for another file)
'14' File direction refused.	Receiving system does not allow receiving files
'15' Cipher suite not supported.	OFTP2: Encryption method not accepted
'16' Encrypted file not allowed.	OFTP2: System requires unencrypted files
'17' Unencrypted file not allowed.	OFTP2: System requires encrypted files
'18' Compression not allowed.	OFTP2: System requires uncompressed files
'19' Signed file not allowed.	OFTP2: System requires unsigned files
'20' Unsigned file not allowed.	OFTP2: System requires signed files
'21' Invalid file signature.	OFTP2: Files were signed with wrong certificate, or receiving system uses wrong partner certificate
'22' File decryption failure.	OFTP2: System cannot decrypt data
'23' File decompression failure.	OFTP2: System cannot decompress data
'99' Unspecified reason.	Unspecified error that does not correspond to one of the other causes

Werte zum Fehlercode E16 ISDN

/*— informative values (corresponding message was processed) —*/

0001: "NCPI not supported by current protocol, NCPI ignored";
0002: "Flags not supported by current protocol, flags ignored";
0003: "Alert already sent by another application";

/*— error information concerning CAPI_REGISTER —*/

1001: "Too many applications";
1002: "Logical block size too small, must be at least 128 Bytes";
1003: "Buffer exceeds 64 kByte";
1004: "Message buffer size too small, must be at least 1024 Bytes";
1005: "Max. number of logical connections not supported";
1006: "Reserved";
1007: "The message could not be accepted because of an internal busy condition";
1008: "OS resource error (no memory ?)";
1009: "CAPI not installed";
100A: "Controller does not support external equipment";
100B: "Controller does only support external equipment";

/*— error information concerning message exchange functions —*/

1101: "Illegal application number";
1102: "Illegal command or subcommand or message length less than 12 bytes";
1103: "The message could not be accepted because of a queue full condition !! The error code does not imply that CAPI cannot receive messages directed to another controller, PLCI or NCCI";
1104: "Queue is empty";
1105: "Queue overflow, a message was lost !! This indicates a configuration error. The only recovery from this error is to perform a CAPI_RELEASE";
1106: "Unknown notification parameter";
1107: "The Message could not be accepted because of an internal busy condition";
1108: "OS Resource error (no memory ?)";
1109: "CAPI not installed";
110A: "Controller does not support external equipment";
110B: "Controller does only support external equipment";

/*— error information concerning resource / coding problems —*/

2001: "Message not supported in current state";
2002: "Illegal Controller / PLCI / NCCI";
2003: "Out of PLCI"; **-> Rechner und Router durchstarten**
2004: "Out of NCCI";
2005: "Out of LISTEN";
2006: "Out of FAX resources (protocol T.30)";
2007: "Illegal message parameter coding";

/*— error information concerning requested services —*/

3001: "B1 protocol not supported";
3002: "B2 protocol not supported";
3003: "B3 protocol not supported";
3004: "B1 protocol parameter not supported";
3005: "B2 protocol parameter not supported";
3006: "B3 protocol parameter not supported";

3007: "B protocol combination not supported";

3008: "NCPI not supported"; 3009: "CIP Value unknown";

300A: "Flags not supported (reserved bits)";
300B: "Facility not supported";
300C: "Data length not supported by current protocol";

300D: "Reset procedure not supported by current protocol";
/*— informations about the clearing of a physical connection —*/
3301: "Protocol error layer 1 (broken line)"; -> **Hardware Fehler! (Kabel überprüfen)**
3302: "Protocol error layer 2";
3303: "Protocol error layer 3";
3304: "Another application got that call";

/*— T.30 specific reasons —*/

3311: "Connecting not successful (remote station is no FAX G3 machine)";
3312: "Connecting not successful (training error)";
3313: "Disconnected before transfer (remote station does not support transfer mode, e.g. resolution)",
3314: "Disconnected during transfer (remote abort)";
3315: "Disconnected during transfer (remote procedure error, e.g. unsuccessful repetition of T.30 commands)";
3316: "Disconnected during transfer (local tx data underrun)";
3317: "Disconnected during transfer (local rx data overflow)";
3318: "Disconnected during transfer (local abort)";
3319: "Illegal parameter coding (e.g. SFF coding error)";

/*— disconnect causes from the network according to ETS 300 102-1/Q.931 —*/

3481: "Unallocated (unassigned) number"; -> **Ursache i. d. Rufnummer zu suchen**
3482: "No route to specified transit network"; -> **Ursache i. d. Rufnummer zu suchen**
3483: "No route to destination";
3486: "Channel unacceptable";
3487: "Call awarded and being delivered in an established channel";
3490: "Normal call clearing";
3491: "User busy"; -> **Gegenstelle besetzt**
3492: "No user responding"; -> **Gegenstelle antwortet nicht - Partner benachrichtigen**
3493: "No answer from user (user alerted)";
3495: "Call rejected"; -> **Gegenstelle lehnt Ruf ab - Partner benachrichtigen**
3496: "Number changed";
349A: "Non-selected user clearing";
349B: "Destination out of order"; -> **Gegenstelle antwortet nicht/außer Betrieb**
349C: "Invalid number format"; -> **Nummer falsch hinterlegt**
349D: "Facility rejected";
349E: "Response to STATUS ENQUIRY";
349F: "Normal, unspecified";
34A2: "No circuit / channel available"; -> **physikalisch alle B-Kanäle besetzt - warten**
34A6: "Network out of order";
34A9: "Temporary failure";
34AA: "Switching equipment congestion"; (Datenstau)
34AB: "Access information discarded";
34AC: "Requested circuit / channel not available";
34AF: "Resources unavailable, unspecified";
34B1: "Quality of service unavailable";
34B2: "Requested facility not subscribed";
34B9: "Bearer capability not authorized";
34BA: "Bearer capability not presently available";
34BF: "Service or option not available, unspecified";
 -> **Datendienst nicht frei geschaltet -> Provider anfragen/TK Anlage prüfen**
34C1: "Bearer capability not implemented";
34C2: "Channel type not implemented";
34C5: "Requested facility not implemented";
34C6: "Only restricted digital information bearer capability is available";
34CF: "Service or option not implemented, unspecified";
 -> **Datendienst nicht frei geschaltet -> Provider anfragen/TK Anlage prüfen**
34D1: "Invalid call reference value";
34D2: "Identified channel does not exist";
34D3: "A suspended call exists, but this call identity does not";

34D4: "Call identity in use";
34D5: "No call suspended";
34D6: "Call having the requested call identity has been cleared";
34D8: "Incompatible destination"; (Eine andere Anwendung beantwortet den Ruf, z. B. ein Fax)
34DB: "Invalid transit network selection";
34DF: "Invalid message, unspecified";
34E0: "Mandatory information element is missing";
34E1: "Message type non-existent or not implemented";
34E2: "Message not compatible with call state or message type non-existent or not implemented";
34E3: "Information element non-existent or not implemented";
34E4: "Invalid information element contents";
34E5: "Message not compatible with call state";
34E6: "Recovery on timer expiry";
34EF: "Protocol error, unspecified";
34FF: "Interworking, unspecified";