TRACELINK UNIVERSITY

View B2B messages

Application Administrators and members with standard access can filter and view the B2B messages for AS2 and SFTP . Owners can also download the B2B message and functional acknowledgment details.

Owners can view failed messages and understand the reason for the failure. For example, when a sender application sends an X12 message (e.g. `B2B_EDI_X12_850_PurchaseOrder_IB_V1`) over the AS2 B2B connection, the message fails because the selected choreography type while creating an AS2 B2B connection was EDIFACT. In Track & Trace Services, there was no easy way to catch the failed messages and troubleshoot them. With Extensible TraceLink Transfer, the message is captured before the sender's canonical format is applied.

Owners can view the status of sent messages only. To check whether the message successfully reached the corresponding recipient, go to the network that the message was sent within (e.g. the specific Multienterprise Information Network Tower network). See the Multienterprise Information Network Tower Help Center for more information about this example.

View a list of B2B messages

1. Select the Main Menu icon.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

2. Select Extensible Tracelink Transfer.
3. Select B2B Messages in the side menu.
4. Select the 

button.
5. Fill in one or more of the following fields to filter the results:
    - Application Transaction Identifier – A unique business reference, such as a purchase order number, invoice number, or shipment number, that provides a more intuitive way to locate transactions.
    - Choreography Type drop-down – The status of the message. The values are:
        - OTHER (default) – The choreography is based on neither the X12 nor the EDIFACT standard.
        - X12 – The choreography is based on the X12 standard.
        - EDIFACT – The choreography is based on the EDIFACT standard.
6. Connection Name – The name of the AS2 or SFTP connection.
7. Connection Type drop-down – The type of the connection. E.g. SFTP, AS2.
8. Direction drop-down – To identify whether the message is inbound or outbound. The values are:
    - Inbound - The message delivered to Extensible TraceLink Transfer.
    - Outbound - The message sent from Extensible TraceLink Transfer
9. Error Code – The error indicating the reason for failure.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

10. Error Message – The error indicating the reason for failure.

11. Status drop-down – The status of the message. The values are:

    - Failure (default) – To see the messages that failed to deliver.
    - Processing – To see the messages that are still in-progress.
    - Success – To see the messages that are successfully delivered to the recipient.

12. Last Updated drop-down – The list of messages populated in the selected time period:

    - Last week (default) – The messages populated in the last 7 days, from the current day.
    - Last 14 days – The messages populated in the last 14 days, from the current day.
    - Last month – The messages populated in the last 30 days, from the current day.
    - Last 3 months – The messages populated in the last 90 days, from the current day.
    - Last 6 months – The messages populated in the last 180 days, from the current day.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

13. Select Apply.

The results display in the table.

See the information that displays for each B2B message

- Message Type – The type of message e.g. Purchase order.
- Original Message Type – The type of message received from the inbound EDI message. For example, when an inbound X12 850 is transformed to MPC_Purchase_Order, the screen shows X12 850 as the Original Message Type and MPC_Purchase_Order as the Message Type.
- Application Transaction Identifier – A unique business reference, such as a purchase order number, invoice number, or shipment number, that provides a more intuitive way to locate transactions.
- Direction - To identify whether the message is inbound or outbound. The values are:
  - Inbound - The message delivered to Extensible TraceLink Transfer.
  - Outbound - The message sent from Extensible TraceLink Transfer.
- Status – The status of the message. For more information about how to reprocess a failed message or a message that is in processing state for a prolonged period, see **Tips**.
- Sender – The name of the entity and application sending the message.
- Receiver – The name of the entity and application receiving the message.
- Start Time – For inbound messages, the time when the file arrived via AS2 or SFTP connection. For outbound messages, the time at which the application initiated the message and the file was received the B2B Transaction Processor.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

Tips

- Select the Reprocess button to reprocess failed or in progress B2B messages and select Apply to confirm your changes.
    - The Reprocess button will appear enabled for messages with Failed or In progress status, and disabled for messages with Success status.
    - In Progress transactions can only be reprocessed 6 hours after they were first initiated. Do not select the Reprocess button multiple times in a row, as this may cause unexpected behavior.
    - Administrators can make multiple reprocess attempts, including for messages that were already reprocessed but failed again.
    - If a reprocessing attempt fails, XTT treats it as a new failed execution while preserving the original failure details.
    - A new Reprocessing Message Details section is added for a reprocessed message on the B2B Message Details screen, that displays detailed information of the reprocessed message.
    - The status is changed to Success.

View a B2B message

1. Select the Main Menu icon.
2. Select Extensible Tracelink Transfer.
3. Select B2B Messages in the side menu.
4. Select the link for the Message Identifier from the results table. Select Apply.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

5. The B2B Message Details screen displays.

General

- Message ID – The ID of the message.

  If the parent message's Message Type is set to XTT_BATCH, each child message is assigned a unique Message ID derived from the parent.

- Status – The status of the message.
- Application Transaction Identifier – A unique business reference, such as a purchase order number, invoice number, or shipment number, that provides a more intuitive way to locate transactions.
- Message Type – The type of message e.g. Purchase order.
- Error code – The error indicating the reason for failure. It has no value when the status of the message is Success or Processing. The list of errors are:
  - B2B_CREATE_TOKEN_ERROR – An error occurred while configuring B2B message. Contact TraceLink Support for further assistance.
  - B2B_COULD_NOT_GET_EDI_COUNTER – An error occurred while configuring B2B message. Contact TraceLink Support for further assistance.
  - B2B_COULD_NOT_GET_PARTNER_CONFIGURATION – Internal B2B message error. Contact TraceLink Support for further assistance.
  - B2B_COULD_NOT_GET_TRANSFORM_ENTRY – An error occurred while configuring the transform. Contact TraceLink Support for further assistance.
  - B2B_COULD_NOT_GET_TRANSFORM_VERSION – An error occurred while configuring the transform. Contact TraceLink Support for further assistance.
  - B2B_COULD_NOT_RESOLVE_B2B_CONNECTION – An error occurred while configuring B2B connection. Contact TraceLink Support for further assistance.
  - B2B_COULD_NOT_RESOLVE_LINKIDENTIFIER – Internal B2B message

© TraceLink Inc. 2009 - 2025 All Rights Reserved

error. Contact TraceLink Support for further assistance.

- B2B_COULD_NOT_RESOLVE_PROCESS_NETWORK – Internal B2B message error. Contact TraceLink Support for further assistance.
- B2B_EDI_COUNTER_NOT_UNIQUE – An error occurred while configuring B2B message. Contact TraceLink Support for further assistance.
- B2B_EMPTY_LINK_IDENTIFIER – Internal B2B message error. Contact TraceLink Support for further assistance.
- B2B_NO_CANONICAL_FOUND – Internal B2B message error. Contact TraceLink Support for further assistance.
- B2B_NO_CONTROL_FILE_HEADER – Internal B2B message error. Contact TraceLink Support for further assistance.
- B2B_NO_INTEGRATION_PRINCIPAL – Internal B2B message error. Contact TraceLink Support for further assistance.
- B2B_NO_REGION_FOUND – An error occurred while configuring the entity receiving the message. Contact TraceLink Support for further assistance.
- B2B_NO_ROUTE_FOUND – Internal B2Bmessage error. Contact TraceLink Support for further assistance.
- B2B_PROCESSING_EXCEPTION – An error in message processing. Contact TraceLink Support for further assistance.
- B2B_TRANSACTION_TYPE_NAME_NOT_REGISTERED – For an SFTP connection, the file path or folder name is incorrect. For an AS2 connection, the AS2 subject is empty or invalid. If the issue persists, contact TraceLink Support.
- B2B_TRANSACTION_TYPE_VERSION_NOT_FOUND – Internal B2B message error. Contact TraceLink Support for further assistance.
- B2B_TRANSFORM_FAILED – The message failed while executing the transform. Contact TraceLink Support for further assistance.
- XTT_AS2_FAILED_INBOUND – Internal Extensible TraceLink Transfer error. Contact TraceLink Support for further assistance.
- XTT_CHOREOGRAPHY_CANNOT_PROCESS_FILE – The message failed

© TraceLink Inc. 2009 - 2025 All Rights Reserved

because the file type did not match the choreography. The supported choreography by TraceLink are:

- EDIFACT – For EDIFACT files
- X12 – For X12 files
- OTHER – For Serialized shipment

  - XTT_FAILED_AV_SCAN – The message failed due an infected file.
  - XTT_INTERNAL_ERROR – Internal Extensible TraceLink Transfer error. Contact TraceLink Support for further assistance.
  - XTT_INVALID_DATA_SPACE – Internal Extensible TraceLink Transfer error. Contact TraceLink Support for further assistance.
  - XTT_INVALID_FILEPATH_WITHIN_INBOX – An incorrect SFTP file path is used. The correct file paths are: `INBOX/(transaction_type)/(inbound_document)`, `INBOX/transaction_type/(transform_name)/(inbound_document)`. If the issue persists, contact TraceLink Support.
  - XTT_RECIPIENT_NOT_FOUND – The message failed because the recipient was not configured correctly. Contact TraceLink Support for further assistance.
  - XTT_RECIPIENT_NOT_UNIQUE – The message failed because the same recipient was configured more than once. Contact TraceLink Support for further assistance.
  - XTT_UNSUPPORTED_TRANSACTION_TYPE – The message failed because TraceLink does support the message type. Contact TraceLink Support for further assistance.

- Direction - To identify whether the message is inbound or outbound. The values are:
  - Inbound - The message delivered to Extensible TraceLink Transfer.

© TraceLink Inc. 2009 - 2025 All Rights Reserved

    - Outbound - The message sent from Extensible TraceLink Transfer.
- Error Message - The reason the message failed (e.g. The EDIFACT document could not be read from the incoming file).
- B2B Connection Name – The name of the entity creating the B2B connection.
- Sender – The entity sending the message.
- Receiver – The entity receiving the message.
- Sender Application – The name of the application sending the message.
- Receiving Application – The name of the application receiving the message.
- Connection Type – The type of the B2B connection e.g. SFTP.
- Choreography Type – The sequence of events that occurs when a B2B message is transmitted:
    - OTHER – The choreography is based on neither the X12 nor the EDIFACT standard.
    - X12 – The choreography is based on the X12 standard.
    - EDIFACT – The choreography is based on the EDIFACT standard.
- Start Time – The inbound message timestamp indicates when the message was received by TraceLink, while the outbound message timestamp reflects when the business application (e.g. MINT) triggered the outbound message.
- Transform Name – The name of the transform used in the connection. For more information about transforms, see **Integration Catalog help center**.
- End Time – The time the transaction is completed.
- Transform version number – The size of the message file in KB. For more information about transforms, see **Integration Catalog help center**.
- Duration – The time between start and end time of a transaction.
- License plate – For internal use. The value is used to track a transaction.
- External File – For inbound messages, the external file is the file received by TraceLink from an external system. For outbound messages, it is the file sent from TraceLink to the external system after transformation.
- Canonical File – A standardized internal message format used by TraceLink to

© TraceLink Inc. 2009 - 2025 All Rights Reserved

represent business transactions consistently across applications and integrations. For Inbound, messages are transformed into the canonical format before being processed, and for outbound, messages are generated from the canonical format to match the destination system's requirements. For detailed information about the canonical structure and mapping guidelines, see Canonical Guidelines.

Message Details

- Inbound Details:
  - Delivery option - The method of delivery for the message from the sender to the receiver. For more information, see the **Administer help center**.
- Message Timeline:
  - File Arrived – The time the file arrived in the OPUS system.
  - File Received BY XTT – The time the file is received by the XTT application.
  - Sent To Message Processor – The time when XTT sends the message to the B2B message processor.
  - Received By Message Processor – The time the B2B message processor received the message.
  - Sent For Canonical Transformation – The time the message processor sends the file to the transform service, which converts it into the canonical format.
  - Received After Canonical Transformation – The time the message processor receives the file from the transform service.
  - Response sent to XTT – The time the message processor sends the response back to XTT.
  - Sent to Business Application – The time the message processor sends the message to the business application.
  - Processing Completed – The time the processing of the transaction is

© TraceLink Inc. 2009 - 2025 All Rights Reserved

complete.

- Reprocessing Start Time – The time when the message starts reprocessing the message.
- Reprocessing End Date/Time – The time the processing of the transaction is complete.
- Original Error Code – The time the processing of the transaction is complete.
- Original Error Message – The time the processing of the transaction is complete.

Message Reprocessing Details

Select the Reprocess button to reprocess a failed or in progress message.

- Reprocessing Start Time – The start date and time when the reprocessing initiated.
- Reprocessing End Date/Time – The end date and time when the reprocessing got completed.
- Original Error Code – The original error code for failure.
- Original Error Message – The original error message.

Functional Acknowledgment

Select the link of the functional acknowledgment name to download the file.

Related Content



Modify your account

Modify your profile, define app settings, and enable inbox messages and notifications.
View More



© TraceLink Inc. 2009 - 2025 All Rights Reserved

Switch companies or environments

The OPUS Ensemble user experience allows you to switch between companies or environments that you have access to with the same user account (identified by an email) without logging into a separate URL.

View More



Navigate to help documentation and support

Select the Help Center icon in the header to access the one-stop-shop help center for everything related to the network you are currently within (e.g.

View More

© TraceLink Inc. 2009 - 2025 All Rights Reserved