FileNET
Inbound Document Linker

Operations Manual

Version 3.0

FileNET Corporation

Contents

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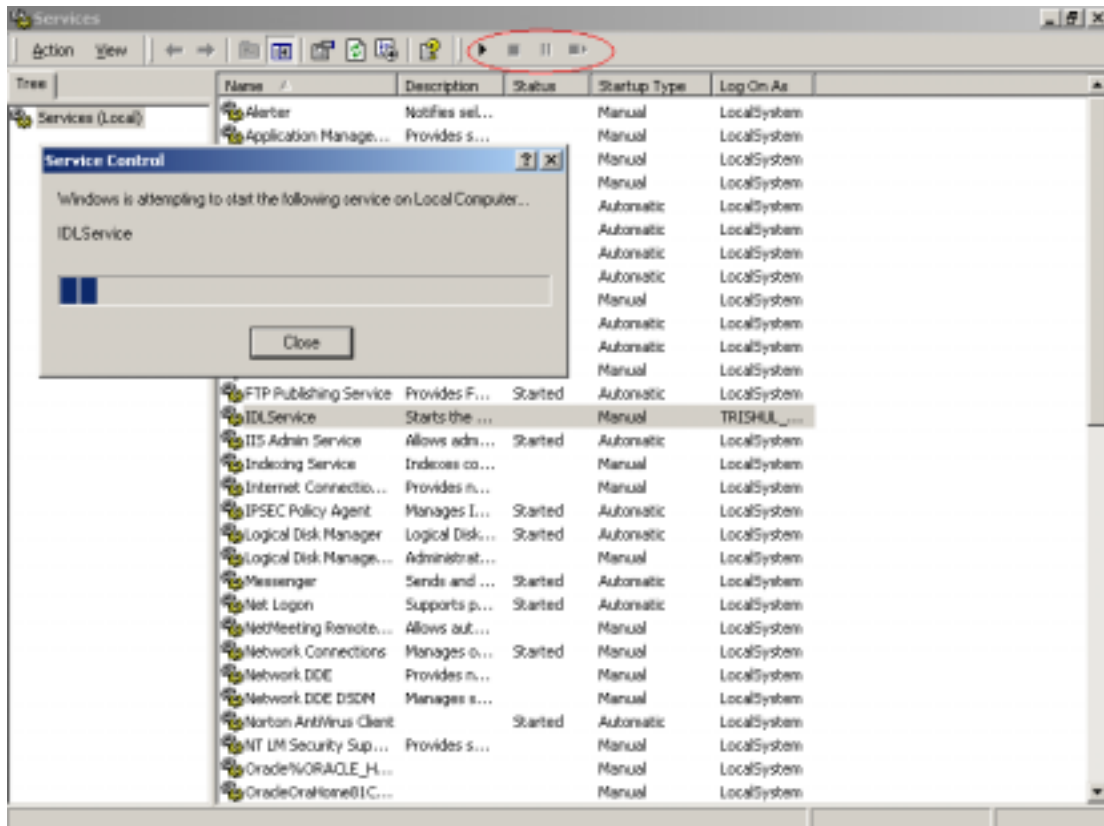
IDL 3.0 an Overview

Inbound Document Linker enables batch linking of FileNET documents with Siebel records. Rules are defined to specify the match criteria. Based on matching rules defined in the Link Rules table of the CIS database, the Inbound Document Linker matches the properties of a FileNET document to the properties of Siebel records. If a FileNET document and a Siebel record match, a link record is inserted into the Document Link Table.

As input to the Inbound Document Linker, a FileNET Queue or a flat file containing FileNET document identifiers can be used. The FileNET Queue can be a FileNET Distributor queue for new FileNET documents or an existing queue that is pre-filled with value by another application.

IDL runs as Windows Service on the machine in unattended mode. Inbound Document Linker Service periodically starts batch linking process based on configurable *'Run IDL Every … minute'* parameter. IDL Service can process multiple queues in parallel, if multiple queues are configured using 'IDL Configuration Tool'. Link activity may be logged, along with any warning or error conditions to local Event and error log files. For each input Source (in case of queue, it can be multiple), one Event log file is created.

Running IDL Service

The Inbound Document Linker is executed as a Windows service and can be set up to periodically start linking process. To run the service click on Start ->Settings->Control Panel->Administrative Tools->Services. Select the service from the list of services and start it.

Viewing IDL Event and Error Logs

To view the Event log and Error logs open the directory specified in the Event Log Path and Error Log Path of IDL 3.0 configuration tool. Open the required log file.

In order to enable logging of all activities, warnings and errors, Event Log and Error Log parameters should always be set to true in IDL 3.0 Configuration Tool; for each run, a new Event log, with timestamp, is created. The error log file is created only if an error occurs. Event logs are named in the following format IDL_Instance_*n*_Event_Log_*yyyymmdd_hhmmss*.log where *yyyymmdd_hhmmss* is the timestamp.

Error log files are named as IDL_Error_Log_*yyyymmdd_hhmmss*.log. Sample Event Log and Error log files are given in Appendix A.

It is the responsibility of the system administrator to clear out obsolete event and error log files. No automatic deletion is provided.

User Exit Application

User Exit application can be a Windows DLL or COM DLL. User Exit application needs to support an entry function of name *'Process'* as follows.

For VB based User Exit application, following is signature of 'Process' method:

Function Signature

Public Function Process(
        ByVal p_conIDLDB As ADODB.Connection,
        ByVal p_strDatabaseType As String,
        ByVal p_conSiebel As SiebelDataServer.SiebelApplication,
        ByVal p_strFnLibrary As String,
        ByVal p_strDocClass As String,
        ByVal p_strDocID As String,
        ByVal p_strBusComp As String,
        ByVal p_strRowIDs As String,
        ByVal p_strUserExitData As String) As Boolean

For VC++ based User Exit application, following is signature of 'Process' method.

bool Process (ADODB::_ConnectionPtr pDBConnecton,
                char* sDatabaseType,
                SiebelDataServer::SiebelApplicationPtr pSiebelConnection ,
                char* FnLibary,
                char* sDocClass,
                long lDocID,
                char* sBusComp,
                char* sRowID,
                char* sUserExitData)

Configuring User Exit Application:

1. Open IDL Configuration Tool.

2. Click 'User Exit Setting' to enable User Exit configuration section

3. Select 'User Exit DLL Type':
        a. If User Exit DLL is normal Windows DLL then select 'Normal DLL' option
        b. If User Exit DLL is COM DLL then select 'COM DLL' option

4. Enter name of User Exit DLL.
        a. If 'Normal' DLL then enter fully qualified name of User Exit DLL.
        b. If 'COM DLL' enter Program ID of Class containing 'Process' entry function.
            Format of Program ID: User Exit DLL name. Class Name

5. If User Exit DLL is 'COM DLL' then register User Exit DLL.

Creating a Link Record

IDL3.0 provides a helper ActiveX DLL **InsertDLTRecord** to create a link record in Document Link table of CIS database. This DLL should be used if there is a need to create link record by any third party application. This DLL insulates third party application from IDL database schema. Following are details of this DLL:

Class name: clsInsertDLT

Function Signature: Public Function InsertDLTRecord (
        ByVal p_IDLDBConnection As ADODB.Connection,
        ByVal p_strDatabaseType As String,
        ByVal p_strBusComp As String,
        ByVal p_strRowID As String,
        ByVal p_strLibrary As String,
        ByVal p_strDocClass As String,
        ByVal p_strDocID As String,
        ByVal p_strCreatedBy As String) As Boolean

Input Parameters:

Sr. No.	Parameter	Type	Description
1	p_IDLDBConnection	ADODB. Connection	An active connection to IDL database.
2	p_strDatabaseType	String	Type of RDBMS used for IDL database. Valid values are: 'O': Oracle 'S': SQL Server
3	p_strBusComp	String	Siebel Business Component
4	p_strRowID	String	Siebel Row ID to be linked
5	p_strLibrary	String	FileNET library
6	p_strDocClass	String	Document Class of the DocID
7	p_strDocID	String	Document ID
8	p_strCreatedBy	String	Application, which is creating link record.

Output Parameter:

Sr. No.	Type	Description
1	Boolean	If link record creation is successful then the function returns 'True' else returns 'False'.

Appendix A

Sample format of Event Log File

2002/09/16 10:13:41,IDL Instance starting Doc ID Processing
2002/09/16 10:13:44,Log on to FileNET Library succesful
2002/09/16 10:13:44,Log on to Siebel Application Server succesful
2002/09/16 10:13:46,Log on to IDL Database succesful
2002/09/16 10:13:46,File Name = "C:\FileNet\IDL\DocIDS.txt",Document Source File Opened
2002/09/16 10:13:46,Before Fetching DocID from Source File
2002/09/16 10:13:46,After Fetching DocID from Source File
2002/09/16 10:13:46,Before fetching Document class
2002/09/16 10:13:49,After fetching Document class
2002/09/16 10:13:49,Before Fetching Link Rules
2002/09/16 10:13:49,After Fetching Link Rules
2002/09/16 10:13:49,Before Processing Link Rule
2002/09/16 10:13:49,Before Fetching Field Value
2002/09/16 10:13:50,After Fetching Field Value
2002/09/16 10:13:50,Before Executing query to Siebel
2002/09/16 10:13:51,DocID = 196212, Business Component = "Account", Siebel Field Name = "Name",Matching Siebel Row ID Not Found
2002/09/16 10:13:51,After Executing query to Siebel
2002/09/16 10:13:51,After Processing Link Rule
2002/09/16 10:13:51,Before Processing Link Rule
2002/09/16 10:13:51,Before Fetching Field Value
2002/09/16 10:13:51,After Fetching Field Value
2002/09/16 10:13:51,Before Executing query to Siebel
2002/09/16 10:13:51,DocID = 196212, Business Component = "Account", Siebel Field Name = "Location",Matching Siebel Row ID Not Found
2002/09/16 10:13:51,After Executing query to Siebel
2002/09/16 10:13:51,After Processing Link Rule
2002/09/16 10:13:51,Before Fetching DocID from Source File
2002/09/16 10:13:51,No More Document ID found in Source File
2002/09/16 10:13:51,Document Source File Closed
2002/09/16 10:13:51,IDL Instance completed Doc ID Processing

Sample format of Error Log File

Time: 2002/09/25 10:24:09
Error Description: Error occurred while fetching link rules from 'LinkRulesTable'
Error Code: 3127
Error Message: IDispatch error #3127