

Front Office Request Field HTML Generator

User Guide

Contents

1.0	Introduction.....	3
2.0	Installation.....	3
3.0	Configuration	3
3.1	Front Office Configuration.....	3
3.1.1	Create External System Definitions (Adapters on V7.3+).....	3
3.1.2	Configure Integration Settings	4
3.1.3	Configure Field / Request Types.....	5

1.0 Introduction

The Front Office Request Field HTML Generator is a request fulfilment adapter that is used to generate an HTML table containing all of a request's fields which is then attached to the request as a File type field.

2.0 Installation

The application is a Microsoft .NET Web application (Version 4), requiring IIS 5.1+, .Net 4 can be downloaded here if required: <http://www.microsoft.com/download/en/details.aspx?id=17718>

Note: If installing on IIS7 ensure that Role Services for 'IIS 6 Management Compatibility' is checked in Server Manager.

To install:

- log in on the target installation server with administrator privileges
- Extract the files from the zip file into a temporary folder
- Using Windows explorer open the temporary folder, then run setup.exe
- Click the next button
- Set the virtual directory (default FrontOfficeReqFieldHTMLGenerator)
- Set the target application pool (ASP.NET v4 on IIS7). Create a new app pool on server 2003/XP.
- Click the next button, then again to start the installation
 - Grant the NETWORK SERVICE account (or account that the selected application pool runs under) "Full Control" rights to: \inetpub\wwwroot\<selected virtual directory>\logs

3.0 Configuration

3.1 Front Office Configuration

3.1.1 Create External System Definitions (Adapters on V7.3+)

Create a new external system definition for the fulfilment hook:



Edit Adapter

OK

Cancel

Details

ID 41

System Type Request Fulfillment Hook 6.10

Adapter Display Name HTMLAdapter *

Web Service URI http://localhost/FrontOfficeReqFieldHTMLGenerator/FrontOfficeReqFieldHTMLGenerator.asmx *

Timeout (seconds) 60 *





Client Identifier

Active ☒

Replace the server addresses/names and Virtual Folders with the appropriate values.

3.1.2 Configure Integration Settings

From Admin / Settings / More / Integration Settings, create a new section called **HTMLProcessor**, then add the following settings (make sure the name of each setting is exactly as it appears below):

Name	Value	
<u>SQLConnectionString</u>	Data Source=SERVER;Initial Catalog=FODBNAME;Integrated Security=False;User Id=USERID;Password=PASSWORD	
<u>AttachmentField</u>	SNATTACH	
<u>FileNamePrefix</u>	HTML	
<u>FileComment</u>	Auto generated HTML	

Update the SQLConnectionString with the credentials required to connect to the target FrontOffice database

Set AttachmentField to the field code of the File type field to be used on all requests to hold the HTML attachment

Set FileNamePrefix to a value that will be prefixed to the request id to form the name of the HTML file

Set FileComment to the desired comment that will be stored against the attachment

3.1.3 Configure Field / Request Types

Create a new field of type “File” with a code that matches the one set in 3.1.2

On each request type where an HTML file is required add the new field, then add the HTML adapter to its fulfilment workflow:

