

Accelerator – External Data Form Oracle

User Guide

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1.0 Introduction

The Front Office External Data Form Oracle accelerator can be configured to generate multiple External List Boxes from Oracle database data sources (versions 9.2+).

This version supports External List Boxes for Front Office versions 7.1 upwards. They are a more powerful version of External List Boxes found in previous versions that offer searching, filters and paging functionality.

2.0 Installation

2.1 Accelerator 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, and that the application pool selected has "Enable 32-Bit Applications" set to true.

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 AcceleratorExternalDataForm71)
- 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

2.2 Oracle Components Installation

On the same server as the accelerator is installed, Install 32-bit Oracle Data Access Components (ODAC) version 11.2, download from here:

<http://www.oracle.com/technetwork/topics/dotnet/utilsoft-086879.html>

You may get a warning saying that Visual Studio is required, ignore and carry on.

3.0 Configuration

3.1 Edit the xml configuration file

Using an XML editor open up the configuration file found in \inetpub\wwwroot\<selected virtual directory>\xml\elbconfig.xml.

Repeat (and edit) the following block of xml for each external list box required:

```
<ExternalListBoxConfig>
  <Code>USERS</Code>
  <SQLStatement> Select UserId,UserName from users where useraccountstatus='A' and
userName like '%[SEARCH]%' and AccessProfileID like '%[AccessProfile]%' and CultureCode
like '%[Culture]%'</SQLStatement>
  <SQLConnectionString>Data
Source=(DESCRIPTION=(ADDRESS=(PROTOCOL=TCP)(HOST=[HOST])(PORT=[PORT]))(CONNECT_DATA=(SERV
ICE_NAME=[SERVICENAME])));User Id=[USER];Password=[PASSWORD];</SQLConnectionString>
  <PagingEnabled>true</PagingEnabled>
  <SearchingEnabled>true</SearchingEnabled>
  <UserFilteringEnabled>true</UserFilteringEnabled>
  <UserFilters>
    <Filter id="AccessProfile" label="Access Profile" defaultValue="">
      <Option displayName="All">%</Option>
      <Option displayName="Default">DEF</Option>
      <Option displayName="Supervisor">SUP</Option>
    </Filter>
    <Filter id="Culture" label="Culture" defaultValue="">
      <Option displayName="All">%</Option>
      <Option displayName="English">en-GB</Option>
      <Option displayName="Italian">it-IT</Option>
    </Filter>
  </UserFilters>
  <KeyColumnName>UserId</KeyColumnName>
  <Columns>
    <Column>
      <Name>UserId</Name>
      <Heading>User ID</Heading>
      <Width>100</Width>
      <Type>String</Type>
      <ColumnDataSource>UserId</ColumnDataSource>
    </Column>
    <Column>
      <Name>UserName</Name>
      <Heading>User Name</Heading>
      <Width>300</Width>
      <Type>String</Type>
      <ColumnDataSource>UserName</ColumnDataSource>
    </Column>
  </Columns>
</ExternalListBoxConfig>
```

```

        </Column>
    </Columns>
</ExternalListBoxConfig>

```

Element	Description
<Code>	A unique code for the external list box
<InsertSQLStatement>	Optional SQL insert statement
<SQLStatement>	The SQL statement to run for the list box (see below)
<SQLConnectionString>	The Oracle connection string, replace items in square brackets with appropriate values for connectivity to your Oracle database
<PagingEnabled>	Set to true if paging required, false if not
<SearchingEnabled>	Set to true if search box is required, false if not
<UserFilteringEnabled>	Set to true if filtering is required, false if not
<UserFilters>	Include this element if filtering is enabled
<Filter id="AccessProfile" label="Access Profile" defaultValue="">	Repeat for each filter required. Set the id and display name (label) and default value of the filter. The id of the filter should be used in the SQL statement (contained within square brackets)
<Option displayName="All">	Repeat for each filter option required, set the display name and the actual value of the filter that will be passed to the SQL statement.
<KeyColumnName>	The name of the column to use as the ID
<Columns>	Container for multiple column elements
<Column>	Container for column elements
<Name>	The name of the column
<Heading>	The heading of the column
<Width>	The width of the column (in pixels)
<Type>	The type of the column (String or Image)
<ColumnDataSource>	The data source of the column (must match a field name returned from the SQL statement)

Depending on the functionality configured the SQL statement needs to contain the search string and filters, e.g:

Select UserId,UserName from users where useraccountstatus='A' and userName like '%[SEARCH]%' and AccessProfileID like '%[AccessProfile]%' and CultureCode like '%[Culture]%'

[SEARCH] will be replaced with the search string passed from Front Office

[AccessProfile] will be replaced with the value of the filter with id of AccessProfile

[Culture] will be replaced with the value of the filter with an id of Culture

The SQL statement (and insert SQL statement) can also contain xpath statements that run over the xml that is passed to the list box by Front Office (xsd schema is here: \inetpub\wwwroot\<selected virtual directory>\schemas\Flexifield.xsd), for example:

Select UserId, UserName from Users where userid like

```
'%{n:bXML/n:Parameters/n:Request/n:RequestHeader/n:UserFields/n:UserField[n:FieldCode='USERFILTER']/n:SingleValueType/n:Value}%'
```

This will return users that have a user id containing the value of the USERFILTER form field. Each XML element must use a namespace prefix of "n:".

The xpath statement needs to be contained within curly brackets { }. Multiple xpath statements per SQL statement are supported.

3.2 Front Office Configuration

3.2.1 Create External System Definition / Field(s)

Create a new external system definition as below (adjusting server / virtual directory as per install):

Details

ID 2

System Type External Listbox 7.1

Adapter Display OracleELB *

Name

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

Timeout (seconds) 60 *

Client Identifier

Active ☒

For each external list box configured create a new request field:

Visual Configuration Help Copy Delete

Field Code RF00000002 * Cancel

External Listbox Adapter OracleELB * Get Configuration

Parameters

CUSTOMERS

Multi-select ☐

Enabled Features Paging, Searching, User Filtering

Download Schema External Listbox RF00000002.xsd

Download Value Schema External Picklist Value RF00000002.xsd

Key Column CustId

Display Column CustId

Important: Set the Parameters field to the code specified in the configuration xml

3.2.2 Assign Request Field(s) To Request Type(s)

Build the new request fields into the desired request types. In use the field will look something like this:

Front Office - Industry leading request management software.

User ID	User Name	
ADMIN	System Administrator	Remove

Access Profile: Culture: Search: [Go](#)

User ID	User Name	
aasset	Adrian Asset	Select
ADMIN	System Administrator	
Administrator	Admin	Select
amanager	Andrew Manager	Select
bblackberry	Barry BlackBerry	Select
bdemo	Brian Democratis	Select
biomtosh016\timadmin	timadmin with domain	Select
chrisconsultant	Chris Consultant	Select
consultant	Claire Consultant	Select
DATALOADER	Dataloader User - Do not delete	Select
development	David Development	Select
DPOMROY	David Pomroy	Select
email	Emma Email	Select
Facilities	Fred Facilities	Select

[OK](#) [Cancel](#)

When the request is viewed, fields will be displayed like this:

Users	User ID	User Name
	ADMIN	System Administrator
	amanager	Andrew Manager

3.2.3 Fulfilment Data Format

When the request is sent for fulfilment the xml for the user field(s) will be constructed like this:

```
<UserField>
  <FieldCode>PICKUSER</FieldCode>
  <FieldLabel>Users</FieldLabel>
  <FieldValue>
    &lt;Rows XsdVersion="5" KeyColumnName="UserId" DisplayColumnName="UserId"&gt;
      &lt;Row&gt;
        &lt;UserId&gt;ADMIN&lt;/UserId&gt;
        &lt;UserName&gt;System Administrator&lt;/UserName&gt;
      &lt;/Row&gt;
      &lt;Row&gt;
        &lt;UserId&gt;amanager&lt;/UserId&gt;
        &lt;UserName&gt;Andrew Manager&lt;/UserName&gt;
      &lt;/Row&gt;
    &lt;/Rows&gt;
  </FieldValue>
</UserField>
```