

Document Flow Manager

SYSPRO 8

Reference Guide

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Document Flow Manager

Exploring

Where it fits in?

SYSPRO's **Document Flow Manager** facilitates collaborative commerce by providing a means of automating document processing from within or outside the organization. These can be incoming and outgoing documents, such as sales orders, purchase orders, etc.



When using the **Document Flow Manager**, you are licensed to use all business objects via the DFM.

The **Document Flow Manager** uses two services:

- **SYSPRO 8 Document Flow Manager Folder Poller**

This service monitors specified folders and uses the contract details to determine if the files in the folders should be sent to the DFM queue.

- **SYSPRO 8 Document Flow Manager Queue Poller**

This service monitors and processes files in the DFM queue.

Terminology

Contract (DFM)

A contract defines the folders which **Document Flow Manager** must monitor, the type of document to look for, what to do with the document once it's located, which business object to call, and what to do with the response from the business object (e.g. transform the document using XSLT before and/or after processing by the business object).

Starting

Prerequisites

- Microsoft SQL Server
- You must be licensed to use *Document Flow Manager*.
- The following *Document Flow Manager* services must be running:
 - SYSPRO 8 Document Flow Manager Folder Poller
 - SYSPRO 8 Document Flow Manager Queue Poller



These services are installed using the **SYSPRO Installer Application**.

Solving

Error messages

Document Flow Manager Executable error

Synopsis

The DFM services abort with messages indicating that the *Document Flow Manager* executable encountered a problem and needs to close.

Cause

This is typically as a result of the **SYSPRO 8 Document Flow Manager Folder Poller** or **SYSPRO 8 Document Flow Manager Queue Poller** services starting before the SQL service has finished loading.

In a SQL server environment the SQL service must be running before the *Document Flow Manager* services are started.

Solution

You need to add MSSQL to the **DependOnService** list in the registry for all DFM services. This will force the SQL service to finish loading before the *Document Flow Manager* services start.

1. Open the **Registry Editor** (*Start > Run*).
2. Navigate to the folder containing the local machine system services (*HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services*).
3. Locate the DFM service and add a new **Multi-String Value** to the data pane.
 - a. Right-click the pane and select **New**.
 - b. Enter **DependOnService** at the **Value name** field.
 - c. Right-click the **DependOnService** entry and select **Modify**.
 - d. Enter **MSSQL** at the **Value data** field.
 - e. Select **OK**.
4. Exit the **Registry Editor**.

Warning messages

Spurious failures during document processing

Synopsis

Although **Document Flow Manager** doesn't typically try to retrieve a file until processing is complete, it can happen that an incomplete file is retrieved and an attempt is made to process the file.

Usually, even if you placed a large file in a folder that is being polled, **Document Flow Manager** won't try to retrieve the file because the operating system retains a lock on the file until the writing process is finished.

However, if a large file is transmitted to a folder that is being polled using infrared (e.g. in a demonstration environment) it is possible that the first part of the file is retrieved and an attempt is made to process it before the document is completely written to the folder.

Cause

This occurs because infrared writes the file in pieces and the lock is removed from the file after writing each piece. The lock is reapplied when the next part of the document arrives. If the folder is polled during the time that the lock is released (but before the file is complete) then the file is retrieved and an attempt is made to process it.

Similarly, it is possible that a file which is being written to by a third-party application incrementally, is retrieved in a partial state if the lock is released by the application. An attempt will be made to process this partial document.

Solution

We recommend that you build the file in a folder that is not being polled by **Document Flow Manager** and then move the completed file to the polled folder.

FAQs

General

Why do XML documents need to be transformed?

Incoming and outgoing files that aren't in the required format must be transformed using XSLT.

You can define the transformation detail at the **Transform XML document** section of the **Document Flow Manager Setup** program.

You can specify the XSLT file that must be used to transform the file before it passes to the business object.

You can also specify that the outgoing file from the business object must be transformed before it is saved to the **Outgoing** folder.

DFM Services

Where should the DFM folder poller service be installed?

The **SYSPRO 8 Document Flow Manager Folder Poller** service can be installed on any server(s) and/or machine(s).

The service communicates to the queues using the **SYSPRO 8 e.net Communications Load Balancer** service and business objects. Therefore, installing on various machines reduces the load on the SYSPRO application server.

In earlier versions (e.g. SYSPRO 7 Update 1) this service could only be installed on the SYSPRO Application server.

Why should I install multiple DFM folder poller services?

Installing multiple **SYSPRO 8 Document Flow Manager Folder Poller** services lets you spread the load over multiple servers, ensuring that the polling of folders runs more efficiently.

In earlier versions (e.g. SYSPRO 7 Update 1) you could only install one DFM poller service.

Where can I set the polling type for DFM services?

Although the following flags can't be maintained in the **DFM Service Maintenance** program, you can edit them in the `SYSPRODFMQueuePoller.exe.config` and `SYSPRODFMFolderPoller.exe.config` configuration files:

- ZeroFileSizeDeleteTime
- ConfigPollType (defaults to `ss` - seconds)
- FolderPollType (defaults to `ss` - seconds)
- PollType (defaults to `ss` - seconds)

Why don't the DFM Services start?

The password held against the operator used to start the services may have changed. This could occur automatically by the operating system, depending on the password policy setup.

Solution

- Review the password settings defined against the operator who is starting the services.
- Review the message logs within the **Event Viewer**.

Why don't the DFM Services start on installation?

This is most likely due to an invalid operator/password combination or the operator doesn't have sufficient permission to access the folder contents.

Solution

Review the message logs within the **Event Viewer**.

How do I add SQL Server as a dependency for DFM services

The following steps describe how to add SQL Server as a dependency for the **SYSPRO 8 Document Flow Manager Folder Poller** and **SYSPRO 8 Document Flow Manager Queue Poller** services.

This will force SQL Server to finish loading before the services start.

1. Open the **Registry Editor** (*Start > Run*).
2. Navigate to the folder containing the local machine system services (*HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services*).
3. Locate the DFM service and add a new **Multi-String Value** to the data pane.
 - a. Right-click the pane and select **New**.
 - b. Enter **DependOnService** at the **Value name** field.
 - c. Right-click the **DependOnService** entry and select **Modify**.
 - d. Enter **MSSQL** at the **Value data** field.
 - e. Select **OK**.
4. Exit the **Registry Editor**.

Where do I define the 'file size delete time' for the DFM folder poller service?

Although you can't currently maintain the `FileSizeDeleteTime` in the **DFM Service Maintenance** program, you can edit this in the following configuration file:

- `SYSPRODFMFolderPoller.exe.config`

You can define the `FileSizeDeleteTime` at the **File delete interval** column of the **DFM Service Maintenance** program.

Configuration

Why are the changes I made not implemented immediately?

Any configuration changes made using the **DFM Service Maintenance** program only takes effect when next the service polls for a change in configuration information.

This interval can be specified at the **Config Interval** column of the **DFM Service Maintenance** program.

How do I configure the processing of XML documents?

You can configure how SYSPRO processes incoming, outgoing and failed XML files using the **XML Document Control** program (*Program List > Business-to-Business Trading*).

The following configuration can be defined:

- Queue type for which you want to keep history
- Number of days to retain historic documents
- Number of days to retain failed documents (actioned and unactioned)
- History path for all documents
- Destination paths where historic customer and supplier documents are stored
- Destination path of failed documents

Problem Solving

Where can I find the DFM event log?

The event log is created when DFM is installed. The log is output to the following folder, which you can review for diagnosing any problems you may encounter:

Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs

You can open each entry in the log to view the error or warning details.

The event log is only available if you have selected **Yes** at the **Log required** option in the list view of the **DFM Service Maintenance** program.

Why do documents remain in the polling folder?

Likely causes are that the document is not being picked up at all, or is being picked up but the **Document Flow Manager** user doesn't have permission to delete the original document from the folder.

If the document is not being processed, then there are a number of possible causes:

- The contract is configured to poll a different folder.
Check the relative pathing from which the service is run.
If the folder is on a remote workstation, ensure that the machine is running and that the SYSPRO application server can see both the machine and the share/mapped drive.
- The file does not match the file type defined against the contract.
- The contract is disabled.
- The **SYSPRO 8 Document Flow Manager Folder Poller** service doesn't have permission to access the folder.
- The file is defined as read-only.
Review the properties against the file.
- The **SYSPRO 8 Document Flow Manager Folder Poller** service is not running.

Why are there no results for documents in the polling folder?

The **SYSPRO 8 Document Flow Manager Queue Poller** service is not running, or the contract is not configured to output the results from the business object.

Solution

- Review the contract to ensure that it is configured to output the results from the business object and that the correct folder is specified.
- Check that the operating system user who is starting the **SYSPRO 8 e.net Communications Load Balancer** service has been granted write-access to the folder.
- Check that the user for the **SYSPRO 8 e.net Communications Load Balancer** service has been granted write-access to the `Failed` folder.

Why is the Security tab missing from the folder properties?

This typically occurs on demonstration machines and prevents you from setting folder access permissions.

Solution

- Ensure that your operating system is supported by **e.net Solutions** and **Document Flow Manager**.
- Review the file system type being used by the operating system.
FAT or FAT32 file systems don't allow you to set folder permissions, which could explain why the **Security** tab isn't visible.



- Although you can change the file system type using the `convert` command line utility, this should only be done after considering the effects on other applications already running on this machine.

Why are 3 error messages written to the 'Failed' folder for every failed process?

Error message files are written to the `Failed` folder in triplicate for you to establish where the error occurred.

The message file names are the same, except for the last character (e.g. `00000008e.xml`, `00000008s.xml` or `00000008t.xml`):

- Files ending in `e` contain the error message.
- Files ending in `s` contain the original incoming document.
- Files ending in `t` contain the details after transformation.

This allows you to view the actual error message and compare the original incoming document to the transformed document.

Document Flow Manager Setup

Exploring

Where it fits in?

This program lets you add, configure and delete contracts for the **Document Flow Manager**.

Things you can do in this program include:

- Add new contracts
- Maintain and delete existing contracts
- Disable contracts
- Disable all contracts for a company
- Configure SMTP settings for email notifications

Navigation

This program is accessed from the **Program List** pane of the SYSPRO menu:

- *Program List > Administration > Document Flow Manager*

Starting

Prerequisites

The following **Document Flow Manager** services must be running:

- SYSPRO 8 Document Flow Manager Folder Poller
- SYSPRO 8 Document Flow Manager Queue Poller



These services are installed using the **SYSPRO Installer Application**.

Other considerations

Licensing

- Ensure that **e.net Solutions** licensing has been configured for your SYSPRO installation.

This can be established using the **Configure e.net License** function from within the **System Setup** program.



If you are licensed to use **e.net Solutions** then a window is displayed enabling you to apportion licenses to the required operators. Otherwise you will be required to import the `license.xml` file.

- Ensure that your SYSPRO installation is licensed to use **e.net System Manager** and the **Document Flow Manager**

Document Flow Manager is typically licensed by the number of concurrent SYSPRO users.

The license includes DFM access to any business object. If you're only going to use business objects from DFM, then you only need to license the **e.net System Manager** and **Document Flow Manager**).



This doesn't mean that you can merely license the **e.net System Manager** and **Document Flow Manager** and access all the business objects from your own custom development, or from the **Web-based Applications**. These would still need to be licensed in the normal way.

Restrictions and Limits

- If the **Document Flow Manager** is required to poll a folder on another machine on the network (not a mapped drive environment) then the DFM services user must have permission to access that folder (i.e. read and write).

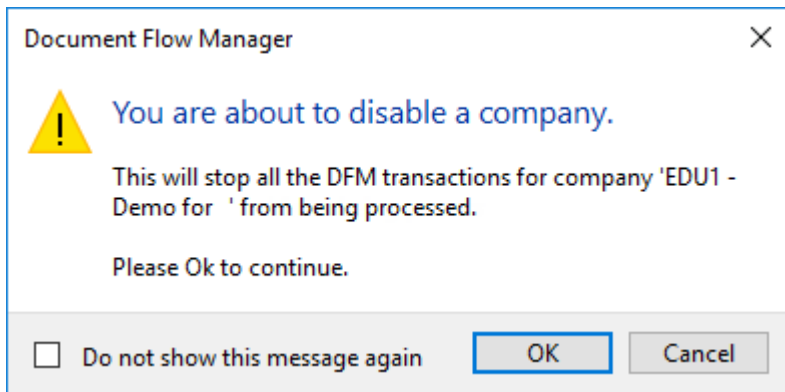
- Although **Document Flow Manager** can process contracts for any company id (regardless of the company used to create the service) a contract created within one SYSPRO company is, however, specific to that company.

All companies with active contracts must be licensed to use the DFM. If you have more than one SYSPRO company and are licensed to use **Document Flow Manager**, you must import the `License.xml` file for each company.

Solving

Warning messages

You are about to disable a company



Synopsis

This message is displayed when you select the **Company disabled** option from the **Document Flow Manager Setup** program.

Solution

Select **OK** to disable all contracts for the selected company, or alternatively select **Cancel** to keep the contracts as enabled.

FAQs

Configuration

How do I configure the processing of XML documents?

You can configure how SYSPRO processes incoming, outgoing and failed XML files using the **XML Document Control** program (*Program List > Business-to-Business Trading*).

The following configuration can be defined:

- Queue type for which you want to keep history
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- History path for all documents
- Destination paths where historic customer and supplier documents are stored
- Destination path of failed documents

General

Why do XML documents need to be transformed?

Incoming and outgoing files that aren't in the required format must be transformed using XSLT.

You can define the transformation detail at the **Transform XML document** section of the **Document Flow Manager Setup** program.

You can specify the XSLT file that must be used to transform the file before it passes to the business object.

You can also specify that the outgoing file from the business object must be transformed before it is saved to the **Outgoing** folder.

How do I query XML documents?

1. Open the **XML Document Control** program (*Program List > Business-to-Business Trading*).
2. Select the type of document, operator and date range for which you want to conduct a search.
3. Select **Start Processing** to start the search process.

Depending on your selections, a list of documents is displayed in the list view.

Using

Hints and Tips


- Create the DFM folder structure before adding new contracts.
- Columns in a list view are sometimes hidden by default. You can reinstate them using the **Field Chooser** option from the context-sensitive menu (displayed by right-clicking a header column header in the list view). Select and drag the required column to a position in the list view header.
- Press **CTRL+F1** within a list view or form to view a complete list of functions available.

Referencing

Menu and Toolbar

Field	Description
File	
Exit	This exits the program.
View	
SMTP Options Setup	This configures the SYSPRO settings required if you want to use email for Document Flow Manager .
Display	<p><i>Structured view</i></p> <p>Select this to view a list of contracts in a tree view style.</p> <p>The list is sorted by:</p> <ul style="list-style-type: none"> ■ Company ■ Business object class ■ Method name ■ Invoked business object <p><i>Flat view</i></p> <p>Select this to view a list of contracts in a list view style.</p>
Refresh view	This refreshes the list of contracts in the Documents pane.
Add	<p>This adds a new data record.</p> <p>The Add New Contract wizard is displayed and takes you through the steps to create a new contract.</p>
Change	This lets you change details for the highlighted data record.
Delete	This deletes the data record currently displayed.
Company disabled	This disables the DFM functionality for the company, which stops all DFM transactions from being processed.

Documents

Column	Description
Documents	This indicates the document name. In Structured view mode, the company, business object class, method name and invoked business object is also displayed.
Program	This indicates the business object that is invoked.
Action	This lets you enable or disable a contract.
Contract disabled	This indicates whether the contract is disabled.
Company disabled	This indicates whether the company is disabled. <div style="border: 1px solid #0070c0; border-radius: 10px; padding: 10px; margin-top: 10px;">  When you enable or disable a company, all contracts for that company are automatically enabled or disabled accordingly. </div>
Operator	This indicates the code of the operator defined against the DFM contract.
Folder to poll	This indicates the folder used for polling documents.

Document Flow Manager Control Setup

This is displayed when you select the **SMTP Options Setup** from the **View** menu.



Certain fields may be pre-populated depending on the e.net business object class.

Field	Description
Save	This saves the details you entered or changed.
SMTP server IP address	<p>Enter the IP address of the SMTP server from which you want to forward outgoing email.</p> <p>This only applies if you selected to send response emails on the contract.</p>
Default Email address	<p>This is the default email address to which messages are sent.</p> <p>This email address is used when a contract stipulates that an email should be sent, but no email address has been specified on the contract.</p> <p>This address is used if emails are being sent from an SMTP server. Alternatively, you can use this address to identify the smart host through which all outgoing messages for remote domains must be routed (instead of sending them directly to the domain).</p> <p>This allows messages to be routed over a connection that may be more direct or less costly than other routes.</p> <p>Enclose the IP address in brackets [] to increase system performance. The brackets identify the value as an IP address and because Microsoft SMTP service checks for a name before checking for an IP address, the DNS look-up is bypassed.</p> <p>The smart host is similar to the route domain option for remote domains. The difference is that once a smart host is designated, all outgoing messages are routed to that server. With a route domain, only messages for the remote domain are routed to a specific server. If a smart host has been configured, then you can still designate a different route for a remote domain. The route domain setting overrides the smart host setting.</p>
Username	Enter the domain username (used to authenticate the SMTP server).
Password	Enter the password for the domain username.
Server port	Enter the SMTP server port.


Field	Description
Use SSL	Enable this to specify that communication with the SMTP server requires SSL encryption, i.e. send email via an SSL connection.
User company SMTP details	Enable this to enforce the company SMTP details.

Add New Contract Wizard

This wizard is launched when you select to add a new contract and helps you create a new contract between a document type and the **Document Flow Manager**.

The contract is saved in the **DfmQueueDetail** table with a unique **QueueID**.

Field	Description
Contract details	
Contract name	Enter the contract name that will be used to identify the contract.
Business Object class	Indicate the type of business object that is used for this contract.
	<p><i>Build</i></p> <p>Adds a business object to the contract that is used to perform builds.</p>
	<p><i>Query</i></p> <p>Adds a business object to the contract that is used to perform queries.</p>
	<p><i>Setup</i></p> <p>Adds a business object to the contract that is used for creating, changing and deleting semi-static information.</p> <p>You can select the method at the Method name field.</p>
	<p><i>Transaction</i></p> <p>Adds a business object to the contract that is used to change transactions that occur against the items created using the Setup class.</p> <p>You can select the method at the Method name field.</p>
Business Object name	Select the business object you want to use for this contract.
Business Object to invoke	<p>This displays the description of the business object invoked for this contract.</p> <p>This depends on the business object selected and can't be edited.</p>


Field	Description
Method name	Select the method you want to use when invoking the business object. The following methods are only available for Setup and Transaction business object classes:
	<i>Add</i> This adds information to the relevant tables using the selected business object.
	<i>Update</i> This updates existing information on the relevant tables using the selected business object.
	<i>Delete</i> This deletes information from the relevant tables using the selected business object.
	 You can't select the method for the Build and Query business object classes, as these are configured by default and can't be changed.
Operator to log in as details	
Operator code	Enter the SYSPRO operator code to use when the contract is run. This can be any operator (with or without specific securities applied) and doesn't need to be the same operator code used by the DFM services. The operator code entered here is displayed against the transaction in the XML Document Query program.
Disable this contract	
Disable contract	This disables the contract (i.e. the files and folders are no longer monitored).
Polling folder	


Field	Description
Folder to poll	<p>Indicate the folder that must be monitored and require polling. A valid folder or file must be entered before you can continue. The folder can reside on the SYSPRO application server or a different server.</p> <div style="border: 1px solid #0070C0; border-radius: 10px; padding: 10px; margin-top: 10px;">  The SYSPRO 8 Document Flow Manager Folder Poller service must have permission to read and delete the file in the specified folder. </div>
File type	Indicate the type of file that must be polled for this contract.
Please enter the XML parameters for Business Object	<p>This lets you enter XML parameters that indicate how the document should be processed.</p> <p>The XML parameters are applied to each document that arrives in the queue.</p> <p><i>Load File</i></p> <p>Select Load File to load a sample file with XML parameters.</p> <p><i>View Schema</i></p> <p>Select View Schema to display the scheme document which specifies the parameters that can be used.</p> <div style="border: 1px solid #0070C0; border-radius: 10px; padding: 10px; margin-top: 10px;">  This screen is only displayed for Setup and Transaction business object classes. </div>
Notify operator when transaction occurs	
Inbox message required	Enable this option to specify that a message should be sent to an operator's Inbox within SYSPRO.
Operator to notify	Indicate the code of the SYSPRO operator to whom you want to send the message.
Program to call	Optionally enter the program to run when the operator opens the message.
Inbox message	Enter the message you want to send to the operator.
Set up response Email messages	

Field	Description
Send response Email	Enable this option to indicate that a response email message should be sent to an operator's inbox, notifying them of the status of the process.
	<i>None</i> No response email message is sent.
	<i>Failed</i> A response email message is sent for every failed contract.
	<i>Success</i> A response email message is sent for every successfully completed contract.
	<i>Both</i> A response email message is sent for both completed and failed contracts.
Add success message	Select Configure to enter the message you want to send to the operator, indicating that the process completed successfully.
	<i>Email priority</i> This lets you select the priority rating for the email message.
	<i>Address from</i> Enter the email address of the sender.
	<i>Address to</i> Enter the email address of the person who will receive the success message. Multiple email addresses can be entered if separated by a semi-colon (;) as a delimiter.
	<i>Subject</i> Enter an appropriate subject line for the email message.

Field	Description
	<p><i>Body</i></p> <p>Create an appropriate message for the email.</p> <p>A document resulting from the business object will be attached to the email.</p>
Add fail message	Select Configure to enter the message you want to send to the operator, indicating that the process failed.
	<p><i>Email priority</i></p> <p>This lets you select the priority rating for the email message.</p>
	<p><i>Address from</i></p> <p>Enter the email address of the sender.</p>
	<p><i>Address to</i></p> <p>Enter the email address of the person who will receive the success message.</p> <p>Multiple email addresses can be entered if separated by a semi-colon (;) as a delimiter.</p>
	<p><i>Subject</i></p> <p>Enter an appropriate subject line for the email message.</p>
	<p><i>Body</i></p> <p>Create an appropriate message for the email.</p> <p>A document resulting from the business object will be attached to the email.</p>
Keep history of XML documents	
XML history required	<p>This lets you specify which historical XML documents must be retained.</p> <p>You can specify the location of historic XML documents in the XML Document Control program.</p>

Field	Description
	<p><i>None</i></p> <p>No historical XML documents are retained.</p>
	<p><i>Incoming</i></p> <p>All incoming XML documents are retained.</p>
	<p><i>Outgoing</i></p> <p>Only outgoing XML documents are retained.</p>
	<p><i>Both</i></p> <p>Both incoming and outgoing XML documents are retained.</p>
Save Business Object output XML	
Save documents	<p>This lets you indicate whether the results from the business object should be written out to a folder where it can be accessed by another application such as Microsoft's BizTalk server.</p> <p>The name allocated to the output file depends on whether you are retaining history.</p> <p>If you are retaining history, the file name is constructed of the company id followed by DO (i.e. Document Out) and then the next number to use. The suffix is <code>.XML</code> unless you are performing an XSLT transformation on the file.</p>
Outgoing folder	Enter the folder to which the document must be saved.
Transform XML documents	This section applies to documents that aren't in the format required by the business object and need to be transformed using XSLT. Incoming and/or outgoing files can be transformed.
XSL transform required	Enable this option to indicate that the XML documents must be transformed.
	<p><i>None</i></p> <p>No file transformation is required.</p>
	<p><i>Incoming</i></p> <p>All incoming files must be transformed.</p>

Field	Description
	<i>Outgoing</i> All outgoing files must be transformed.
	<i>Both</i> Both incoming and outgoing files must be transformed.
Incoming XSL filename	Select this to perform the transformation of the incoming document before it's processed by the business object.
Outgoing XSL filename	Select this to perform the transformation of the outgoing document (i.e. the result from the business object).
Outgoing file extension	This lets you indicate the extension of the outgoing XSL file.
Test XSL transform	Select the Test XSL transform hyperlink to test the transform process against the XSL.
Folder poller service	
Service name	As more than one poller can be installed, this lets you indicate the specific poller service that monitors the folder.
Server name	This is the name of the server where the folder is located (i.e. the folder can reside on the SYSPRO application server or a different server).
Contract type	This lets you select the order in which the contracts are processed.
Queue type	<p><i>Dependent</i></p> <p>This polls files in chronological order (i.e. the previous contract must be successfully processed before the next one is started).</p> <div style="border: 1px solid #0070c0; border-radius: 10px; padding: 10px; margin-top: 10px;">  <p>The dependent queue information is saved in the DfmQueueDetail and DfmQueueDep table using the same QueueID in both tables.</p> </div>

Field	Description
	<p><i>Non-dependent</i></p> <p>This polls files in any order (i.e. the next contract is started even if the previous one has failed).</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;">  The non-dependent queue information is saved in the DfmQueueDetail and DfmQueueDep table using the same QueueID in both tables. </div>

Test XSL Transform

This window is displayed when you select the **Test XSL transform** hyperlink.

Field	Description
File name	This lets you select the XML file.
Text box	This displays the contents of the selected file.
Test incoming	This lets you test the incoming transform.
Test outgoing	This lets you test the outgoing transform.

Add New Contract



This is displayed when you add or edit a contract for the **Document Flow Manager**.


The contract is saved in the [DfmQueueDetail](#) table with a unique [QueueID](#).



Contract details

Field	Description
Contract details	
Contract name	Enter the contract name that will be used to identify the contract.
Business Object class	Indicate the type of business object that is required for this contract.
	<p><i>Build</i></p> <p>This adds a business object to the contract that is used to perform builds.</p>

Field	Description
	<p><i>Query</i></p> <p>This adds a business object to the contract that is used to perform queries.</p>
	<p><i>Setup</i></p> <p>This adds a business object to the contract that is used for creating, changing and deleting semi-static information.</p> <p>You can select the method at the Method name field.</p>
	<p><i>Transaction</i></p> <p>This adds a business object to the contract that is used to change transactions that occur against the items created using the setup class.</p> <p>You can select the method at the Method name field.</p>
Business Object name	Indicate the business object you want to use for this contract.
Business Object to invoke	<p>This displays the description of the business object invoked for this contract.</p> <p>This depends on the business object selected and can't be edited.</p>
Method name	<p>Select the method you want to use when invoking the business object.</p> <p>The following methods are only available for Setup and Transaction business object classes:</p>
	<p><i>Add</i></p> <p>This adds information to the relevant tables using the selected business object.</p>
	<p><i>Update</i></p> <p>This updates existing information on the relevant tables using the selected business object.</p>
	<p><i>Delete</i></p> <p>This deletes information from the relevant tables using the selected business object.</p>

Field	Description
	 You can't select the method for the Build and Query business object classes, as these are configured by default and can't be changed.
XML parameters	<p>The XML parameters are applied to each document that arrives in the queue.</p> <p>Select the Configure XML parameters hyperlink to set up and maintain XML parameters that indicate how the document should be processed.</p> <p>You can enter the XML parameters or select Load File to load a sample file with XML parameters. You can then maintain and save the file.</p>  XML parameters can only be configured for Setup and Transaction business object classes.
Operator to log in as details	
Operator code	<p>Enter the SYSPRO operator code to use when the contract is run. This can be any operator (with or without specific securities applied) and doesn't need to be the same operator code used by the DFM services.</p> <p>The operator code entered here is displayed against the transaction in the XML Document Query program.</p>
Disable this contract	
Disable contract	Select this to disable the contract (i.e. the files and folders are no longer monitored).
Polling folder	

Field	Description
Folder to poll	<p>Indicate the folder that must be monitored and require polling. A valid folder or file must be entered before you can continue.</p> <p>The folder can reside on the SYSPRO application server or a different server.</p> <div style="border: 1px solid #0070C0; border-radius: 10px; padding: 10px; margin-top: 10px;">  The SYSPRO 8 Document Flow Manager Folder Poller service must have permission to read and delete the file in the specified folder. </div>
File type	Indicate the type of file that must be polled for this contract.
Keep history of XML documents	
XML history required	<p>This lets you specify which historical XML documents must be retained.</p> <p>You can specify the location of historic XML documents in the XML Document Control program.</p>
	<p><i>None</i></p> <p>No historical XML documents are retained.</p>
	<p><i>Incoming</i></p> <p>All incoming XML documents are retained.</p>
	<p><i>Outgoing</i></p> <p>Only outgoing XML documents are retained.</p>
	<p><i>Both</i></p> <p>Both incoming and outgoing XML documents are retained.</p>
Folder poller service	
Service name	As more than one poller can be installed, this lets you indicate the specific poller service that monitors the folder.
Server name	This is the name of the server where the folder is located (i.e. the folder can reside on the SYSPRO application server or a different server).

Field	Description
Contract type	This lets you select the order in which the contracts are processed.
Queue type	<p><i>Dependent</i></p> <p>This polls files in chronological order (i.e. the previous contract must be successfully processed before the next one is started).</p> <div style="border: 1px solid #0070c0; border-radius: 10px; padding: 10px; margin-top: 10px;">  The dependent queue information is saved in the DfmQueueDetail and DfmQueueDep tables using the same QueueID in both tables. </div>
	<p><i>Non-dependent</i></p> <p>This polls files in any order (i.e. the next contract is started even if the previous one has failed).</p> <div style="border: 1px solid #0070c0; border-radius: 10px; padding: 10px; margin-top: 10px;">  The non-dependent queue information is saved in the DfmQueueDetail and DfmQueueDep tables using the same QueueID in both tables. </div>

Notification options

Field	Description
Notify operator when transaction occurs	
Inbox message required	Enable this option to specify that a message should be sent to an operator's Inbox within SYSPRO.
Operator to notify	Indicate the code of the SYSPRO operator to whom you want to send the message.
Program to call	Optionally enter the program to run when the operator opens the message.
Inbox message	Enter the message you want to send to the operator.
Set up response Email messages	
Send response Email	Enable this option to indicate that a response email message must be sent to an operator's inbox, notifying them on the status of the process.

Field	Description
	<p><i>None</i></p> <p>No response email message is sent.</p>
	<p><i>Failed</i></p> <p>A response email message is sent for every failed contract.</p>
	<p><i>Success</i></p> <p>A response email message is sent for every successfully completed contract.</p>
	<p><i>Both</i></p> <p>A response email message is sent for both completed and failed contracts.</p>
	<p><i>Both</i></p> <p>A response email message is sent for both completed and failed contracts.</p>
Add success message	Select Configure to enter the message you want to send to the operator, indicating that the process completed successfully.
	<p><i>Email priority</i></p> <p>This lets you select the priority rating for the email message.</p>
	<p><i>Address from</i></p> <p>Enter the email address of the sender.</p>
	<p><i>Address to</i></p> <p>Enter the email address of the person who will receive the success message.</p> <p>Multiple email addresses can be entered if separated by a semi-colon (;) as a delimiter.</p>
	<p><i>Subject</i></p> <p>Enter an appropriate subject line for the email message.</p>

Field	Description
	<p><i>Body</i></p> <p>Create an appropriate message for the email.</p> <p>A document resulting from the business object will be attached to the email.</p>
Add fail message	Select Configure to enter the message you want to send to the operator, indicating that the process failed.
	<p><i>Email priority</i></p> <p>This lets you select the priority rating for the email message.</p>
	<p><i>Address from</i></p> <p>Enter the email address of the sender.</p>
	<p><i>Address to</i></p> <p>Enter the email address of the person who will receive the success message.</p> <p>Multiple email addresses can be entered if separated by a semi-colon (;) as a delimiter.</p>
	<p><i>Subject</i></p> <p>Enter an appropriate subject line for the email message.</p>
	<p><i>Body</i></p> <p>Create an appropriate message for the email.</p> <p>A document resulting from the business object will be attached to the email.</p>
Save Business Object output XML	

Field	Description
Save documents	<p>This lets you indicate whether the results from the business object should be written out to a folder where it can be accessed by another application such as Microsoft's BizTalk server.</p> <p>The name allocated to the output file depends on whether you are retaining history.</p> <p>If you are retaining history, the file name is constructed of the company id followed by DO (i.e. Document Out) and then the next number to use.</p> <p>The suffix is <code>.XML</code> unless you are performing an XSLT transformation on the file.</p>
Outgoing folder	Enter the folder to which the document must be saved.
Transform XML documents	This section applies to documents that aren't in the format required by the business object and need to be transformed using XSLT. Incoming and/or outgoing files can be transformed.
XSL transform required	Enable this option to indicate that the XML documents must be transformed.
	<p><i>None</i></p> <p>No file transformation is required.</p>
	<p><i>Incoming</i></p> <p>All incoming files must be transformed.</p>
	<p><i>Outgoing</i></p> <p>All outgoing files must be transformed.</p>
	<p><i>Both</i></p> <p>Both incoming and outgoing files must be transformed.</p>
Incoming XSL filename	Select this to perform the transformation of the incoming document before it's processed by the business object.
Outgoing XSL filename	Select this to perform the transformation of the outgoing document (i.e. the result from the business object).
Outgoing file extension	This lets you indicate the extension of the outgoing XSL file.

Field	Description
Test XSL transform	Select the Test XSL transform hyperlink to test the transform process against the XSL.

Test XSL Transform

This window is displayed when you select the **Test XSL transform** hyperlink.

Field	Description
Test incoming	This lets you test the incoming transform.
Test outgoing	This lets you test the outgoing transform.
File name	This lets you select the XML file.
Text box	This displays the contents of the selected file.

DFM Document Queue Query

Exploring

Where it fits in?

This program lets you view and edit the documents that were retrieved by the **SYSPRO 8 Document Flow Manager Folder Poller** service and placed in the queue.

Things you can do in this program include:

- View queue contents.
- View failed XML documents and determine the cause.
- Edit the input XML, if this caused the failure.
- Resubmit the failed XML document, if the system allows this.

Navigation

This program is accessed from the **Program List** pane of the SYSPRO menu:

- *Program List > Administration > Document Flow Manager*



Starting

Security Groups

You can restrict operator access to *programs* by assigning them to groups and applying access control against the group (configured using the **Operator Groups** program).

Using

Status Codes

DFM status codes

The following outlines the DFM status codes and when they are applied:



With the exception of status code **00** and **90**, the DFM Business object (DFMTQP) processes the transaction.



Status Code	Description
00	In the queue awaiting processing. The SYSPRO 8 Document Flow Manager Folder Poller calls DFMTQU to add the transaction to the queue.
90	Picked up by the queue poller and passed to the business object to process. The SYSPRO 8 Document Flow Manager Queue Poller polls the AQL queues
01	Reading the queue detail table for given transaction ID.
02	Reading the DFM Master table for the associated contract.
03	Performing XSL transform on input XML.
04	Calling business object defined against the contract (calls it using operator specified against contract).
05	Performing XSL transform on the output XML.
06	Saving relevant files to the history folders.
07	Sending message to the SYSPRO Inbox.
08	Saving output XML.
09	Sending relevant email messages.
96	Pre-processing of the transaction failed (failure in status 01, 02 or 03).
97	Post-processing of the transaction failed (failure in status 05 through 09).
98	Processing of the transaction failed (failure in status 04).
99	Transaction is complete.

Referencing

Menu and Toolbar

Field	Description
File	
Exit	This exits the program.
Options	
Show all records	Select this to view all records.
Record limit	This lets you limit the number of records you see in the list. This defaults to 1000.
Functions	
Purge	Select this to purge the records displayed in the DFM Queue Messages pane.
Time filter	This lets you select a time reference to filter the list of queue messages.
Edit Input XML	This lets you edit the input XML of the selected file, typically if the transformation of the document fails.
Edit Parameter XML	This lets you edit the parameter XML of the selected file, typically if the transformation of the document fails.

DFM Queue Messages

Field	Description
Date	This indicates the date the file was placed in the queue.
Date and time	This indicates the date and time the file was placed in the queue.
Status	<p>This indicates the status code and current position of the document in the queue.</p> <div style="border: 1px solid #ffc107; padding: 5px; margin-top: 10px;">  If processing fails, you can view the error details by selecting the hyperlink provided. </div>
Contract name	This indicates the name of the DFM contract that was specified when the contract was created.
Action	<p>Select the Resubmit link to resubmit a failed queue item.</p> <p>This link is only available if the queue item failed and the system allows you to resubmit it.</p> <div style="border: 1px solid #17a2b8; padding: 5px; margin-top: 10px;">  When resubmitting an item, the queue status on the queue and detail tables is reset to zero so that the item can be processed the next time the folder poller scans the folders. </div>
Delete	Select this to delete the queue message.
Company Company code	This indicates the SYSPRO company for which this document was polled and transformed.
Body length Input XML length	This indicates the length of the body of the file in the queue.
Input XML path	This indicates the path of the input XML.
Time	This indicates the time the file was placed in the queue.
Workflow path	<p>This indicates the workflow of the DFM business object when processing a transaction.</p> <p>There are various status codes listed against each transaction that indicate the workflow path of each document in the queue. The last code in the list matches the code in the Status field.</p>
Status code	This indicates the status code of the XML document.

XML Document Query

Exploring

Where it fits in?

This program lets you view details of XML documents that are being retained on file. You configure the history settings and the retention period of these documents using the **XML Document Control** program.

Transactions you can view in this program include documents processed by the **Document Flow Manager** as well as those created using the **Electronic Data Interchange** or **Business-to-Business Trading** systems.

Things you can do in this program include:

- View details of incoming and outgoing XML documents.
- View the transformation and processing details.
- View details of failed XML documents.

Navigation

- This program is accessed from the **Program List** pane of the SYSPRO menu:
Program List > Business-to-Business Trading



Starting

Security Groups

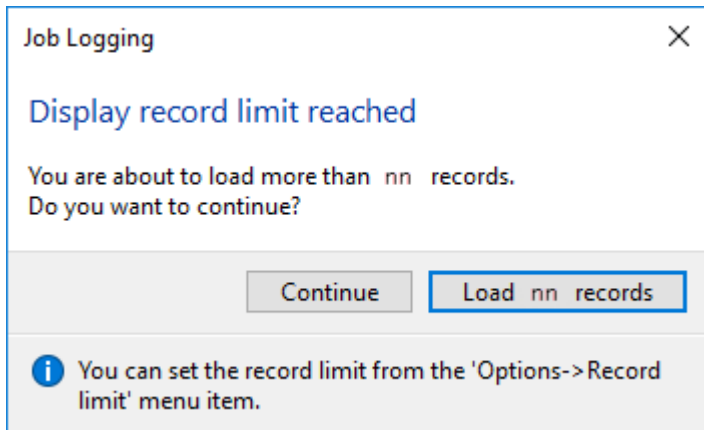
You can restrict operator access to *programs* by assigning them to groups and applying access control against the group (configured using the **Operator Groups** program).

Using

Hints and Tips

- You can set a limit to the number of records displayed in the **Log Details** pane by making an entry at the **Record limit** field of the **Options** menu.

If the number of records reaches this threshold value an information message is displayed and you can choose to ignore the limit, or only display the number of records up to this limit.



- Columns in a list view are sometimes hidden by default. You can reinstate them using the **Field Chooser** option from the context-sensitive menu (displayed by right-clicking a header column header in the list view). Select and drag the required column to a position in the list view header.
- Fields on a pane are sometimes removed by default. You can reinstate them using the **Field Selector** option from the context-sensitive menu (displayed by right-clicking any field in the pane). Select and drag the required fields onto the pane. The captions for fields are also sometimes hidden. You can select the **Show Captions** option from the context-sensitive menu to see a list of them. Click on the relevant caption to reinstate it to the form. If the **Show Captions** option is grayed out, it means no captions are hidden for that form.
- Press **CTRL+F1** within a list view or form to view a complete list of functions available.

Referencing

Menu and Toolbar


Field	Description
Exit	This exits the program.
Show all records	Select this to view all records.
Record limit	This lets you limit the number of records you see in the list. This defaults to 1000.
Purge	This lets you purge the records displayed in the Log Details pane.
Time filter	This lets you select the time frame for filtering the data records displayed in the Log Details pane.
Refresh view	This lets you refresh the list of contracts in the Log Details pane.
Show Custom Filter	This displays the Filter Options pane, from which you can indicate filtering options.


Log Details

Column	Description
Print	This prints the information currently displayed in the list view, Report or output pane.
Export to Excel	This lets you export the list view content to Microsoft Excel .
Reference	This indicates the document reference number.
In/Out	This indicates whether the document processed was incoming or outgoing.
Date and time	This indicates the date and time that the document was processed.
Operator name	This indicates the name of the operator who processed the document.
History document	This indicates the document name.
Document type	This indicates the type of document that was processed (e.g. history or failed).
Date	This indicates the date that the document was processed.

Column	Description
Time	This indicates the time that the document was processed.
History document file	This lets you view a copy of the original incoming or outgoing XML document. This only applies if you selected this at the XML history required field when creating the contract in the Document Flow Manager Setup program.
Operator	This indicates the operator who processed the document.

Filter Options

Field	Description
Apply Custom Filter	This applies the your selected filter criteria against the archived records in the Log Details pane.
Reset	This resets the form to its default selections.
Date selection	This lets you indicate a range of dates according to which you want to view documents. This indicates the time filter selected from the toolbar. If you select Range or Single at the Date selection type field then you can enter start and end date according to which you want to display information.
Date selection type	This lets you indicate the type of date selection you want to use.
Contract selection	This lets you select the type of contract you want to include (e.g. Query, Setup, Posting, Build, B2B, Other).
Operator selection	This lets you indicate the operator(s) for whom you want to select documents. <div style="border: 1px solid #ccc; border-radius: 10px; padding: 10px; margin-top: 10px;">  If you created an <code>__DFM</code> operator code, then you can enter it here to only display the documents related to Document Flow Manager. </div>

Field	Description
Document type	<p>This lets you view history or failed documents in the Log Details pane.</p> <div><ul style="list-style-type: none">■ If you enabled the Keep copy of XML documents and Keep history of incoming document options (XML Document Control) then you can view a copy of the original incoming XML document.■ Documents with a name that ends with <code>' s.xml</code> indicate failed.</div>
Document flow	<p>This lets you specify if you want to view incoming or outgoing XML documents.</p>

DFM Service Maintenance

Exploring

Where it fits in?

This program lets you view the status of the DFM services and change configuration values without having to access the configuration files.



Any configuration changes made using the **DFM Service Maintenance** program only takes effect when next the service polls for a change in configuration information.

All changes are saved to and read from the database. If no information is found on the database, the **DFM Service Maintenance** program reads the configuration file.



Although you can amend values by changing the service configuration file (e.g. for debugging purposes) you should rather maintain these values using this program as the saved values defined here are the ones used by the service.

Things you can do in this program include:

- Pause the services.
- Specify that logging is required.
- Change the polling interval that defaults to 30 seconds.
- Change the time interval to determine if there is a change to the configuration.
- Change the file delete interval.

Navigation

This program is accessed from the **Program List** pane of the SYSPRO menu:

- *Program List > Administration > Document Flow Manager*

Starting

Security Groups

You can restrict operator access to *programs* by assigning them to groups and applying access control against the group (configured using the **Operator Groups** program).

Restrictions and Limits

- The following flags can't be maintained in this program, but can be edited in the `SYSPRODFMQueuePoller.exe.config` and `SYSPRODFMFolderPoller.exe.config` configuration files.
 - `zeroFileSizeDeleteTime`
 - `ConfigPollType` (defaults to ss - seconds)
 - `FolderPollType` (defaults to ss - seconds)
 - `PollType` (defaults to ss - seconds)

Solving

FAQs

DFM Services

Where can I set the polling type for DFM services?

Although the following flags can't be maintained in the **DFM Service Maintenance** program, you can edit them in the `SYSPRODFMQueuePoller.exe.config` and `SYSPRODFMFolderPoller.exe.config` configuration files:

- `ZeroFileSizeDeleteTime`
- `ConfigPollType` (defaults to `ss` - seconds)
- `FolderPollType` (defaults to `ss` - seconds)
- `PollType` (defaults to `ss` - seconds)

Why don't the DFM Services start?

The password held against the operator used to start the services may have changed. This could occur automatically by the operating system, depending on the password policy setup.

Solution

- Review the password settings defined against the operator who is starting the services.
- Review the message logs within the **Event Viewer**.

Why don't the DFM Services start on installation?

This is most likely due to an invalid operator/password combination or the operator doesn't have sufficient permission to access the folder contents.

Solution

Review the message logs within the **Event Viewer**.

Where do I define the 'file size delete time' for the DFM folder poller service?

Although you can't currently maintain the `FileSizeDeleteTime` in the **DFM Service Maintenance** program, you can edit this in the following configuration file:

- `SYSPRODFMFolderPoller.exe.config`

You can define the `FileSizeDeleteTime` at the **File delete interval** column of the **DFM Service Maintenance** program.

Configuration

Why are the changes I made not implemented immediately?

Any configuration changes made using the **DFM Service Maintenance** program only takes effect when next the service polls for a change in configuration information.

This interval can be specified at the **Config Interval** column of the **DFM Service Maintenance** program.

Problem Solving

Where can I find the DFM event log?

The event log is created when DFM is installed. The log is output to the following folder, which you can review for diagnosing any problems you may encounter:

Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs

You can open each entry in the log to view the error or warning details.

The event log is only available if you have selected **Yes** at the **Log required** option in the list view of the **DFM Service Maintenance** program.

Why do documents remain in the polling folder?

Likely causes are that the document is not being picked up at all, or is being picked up but the **Document Flow Manager** user doesn't have permission to delete the original document from the folder.

If the document is not being processed, then there are a number of possible causes:

- The contract is configured to poll a different folder.
Check the relative pathing from which the service is run.
If the folder is on a remote workstation, ensure that the machine is running and that the SYSPRO application server can see both the machine and the share/mapped drive.
- The file does not match the file type defined against the contract.
- The contract is disabled.
- The **SYSPRO 8 Document Flow Manager Folder Poller** service doesn't have permission to access the folder.
- The file is defined as read-only.
Review the properties against the file.
- The **SYSPRO 8 Document Flow Manager Folder Poller** service is not running.

Why are there no results for documents in the polling folder?

The **SYSPRO 8 Document Flow Manager Queue Poller** service is not running, or the contract is not configured to output the results from the business object.

Solution

- Review the contract to ensure that it is configured to output the results from the business object and that the correct folder is specified.
- Check that the operating system user who is starting the **SYSPRO 8 e.net Communications Load Balancer** service has been granted write-access to the folder.
- Check that the user for the **SYSPRO 8 e.net Communications Load Balancer** service has been granted write-access to the `Failed` folder.

Using

Hints and Tips

- Any configuration changes made using the **DFM Service Maintenance** program only takes effect when next the service polls for a change in configuration information.

This interval can be specified at the **Config Interval** column of the **DFM Service Maintenance** program.

- Columns in a list view are sometimes hidden by default. You can reinstate them using the **Field Chooser** option from the context-sensitive menu (displayed by right-clicking a header column header in the list view). Select and drag the required column to a position in the list view header.
- Press **CTRL+F1** within a list view or form to view a complete list of functions available.

Referencing

Toolbar and Menu

Field	Description
File	
Save	This saves the details you entered or changed.
Save and Close	This saves the details you entered or changed and returns to the previous screen.
Exit	This exits the program.
Refresh	This refreshes the pane information.

DFM Services

Field	Description
Server name	This indicates the DFM service you are maintaining.
Service type Type	This indicates whether the service relates to the Folder poller or Queue poller.
Service instance Instance	This is an internal flag.
Service description Description	This indicates a description of the service for identification purposes.
Status	This indicates the current status of the service (e.g. paused, running, etc).
Paused flag	This indicates whether the service is currently paused (Yes or No).
Log required	This indicates whether a diagnostic trace log is required for the service (Yes or No).
Poller interval Poll interval	This indicates how often the service will poll for new files in configured contract folders and is measured in the unit of time specified at the <code>PollType</code> flag. This defaults to 30 seconds, but can be changed here.

Field	Description
Config interval Configuration interval	This indicates how often (in seconds) the service will poll for changes made to the configuration information. If the service can't reach the SYSPRO 8 e.net Communications Load Balancer or business object, it will retry once this interval has lapsed.
Started date Service started date	This indicates the date the service was last started.
Service started time	This indicates the time the service was last started.
Updated date Last updated date	This indicates the last date the configuration of the service was changed.
Last updated time	This indicates the time the configuration of the service was last updated.
File delete interval	This lets you define the intervals in which 0KB files will be deleted from the polling folder.

DFM Folder Poller service

Exploring

Where it fits in?

This service monitors specified folders and uses the contract details to determine if the files in the folders should be sent to the DFM queue.

This service is used by:

- Document Flow Manager

Navigation

- The default location for this service is:

Program Files > SYSPRO > Document Flow Manager Folder Poller

Starting

Prerequisites

- Microsoft .NET Framework 4.6
- SYSPRO 8 e.net Communications Load Balancer
 - A valid endpoint must be configured in the **System Setup** program of **SYSPRO 8**.
- The **Document Flow Manager** folders that are configured against DFM contracts must be accessible to this service.

Installation considerations

- This service is installed using the **SYSPRO Installer**.
- The service can be installed multiple times, as determined by the workload.

Restrictions and Limits

- If you require files to be processed in a certain sequence then you need to add them to the queue in the correct order.
 - The **Document Flow Manager** processes files as they appear and as the data is available.
- Processing speed may be affected by the number of contracts and folders in use.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `SYSPRODFMFolderPoller.exe.config` file is located in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPRODocumentFlowManager` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

Referencing

Configuration file



You should only edit this file for debugging purposes.

Don't use this as a method to update values for the service. This is because a wizard installation updates the system registry, which is what is read when using the service. A fresh installation overwrites these values, which may cause problems when you next run the service.









Any configuration changes made using the **DFM Service Maintenance** program only takes effect when next the service polls for a change in configuration information.

The following settings can be maintained using the **DFM Service Maintenance** program within SYSPRO:

- Configuration polling interval
- Polling interval
- Pause polling

Key	Description
WCFAAddress	This indicates the URL for the SYSPRO 8 e.net Communications Load Balancer service.
InstanceKey	This indicates the <code>base_dir</code> instance on the SYSPRO application server.
LanguageCode	This indicates the SYSPRO language code.
ConfigPollInterval	<p>This indicates how often the service will poll for changes made to the configuration information.</p> <p>If the service can't reach the SYSPRO 8 e.net Communications Load Balancer or business object, it will retry once this interval has lapsed.</p> <p>This is measured in the unit of time specified at the <code>ConfigPollType</code> flag.</p>

Key	Description
ConfigPollType	<p>This lets you indicate the unit of time (i.e. <code>ss</code> - seconds, <code>mm</code> - minutes and <code>hh</code> - hours) the service will use to poll for changes in the configuration information.</p> <div style="border: 1px solid #0070c0; border-radius: 5px; padding: 10px; margin-top: 10px;">  You can't use the DFM Service Maintenance program to maintain this flag. </div>
FolderPollInterval	<p>This indicates how often the service will poll for new files in configured contract folders.</p> <p>This is measured in the unit of time specified at the <code>FolderPollType</code> flag.</p> <div style="border: 1px solid #0070c0; border-radius: 5px; padding: 10px; margin-top: 10px;">  This defaults to 30 seconds. </div>
FolderPollType	<p>This lets you specify the unit of time (i.e. <code>ss</code> - seconds, <code>mm</code> - minutes and <code>hh</code> - hours) the service will use to poll for new files in configured contract folders.</p> <div style="border: 1px solid #0070c0; border-radius: 5px; padding: 10px; margin-top: 10px;">  This can only be changed in the configuration file and defaults to seconds in the DFM Service Maintenance program. </div>
zeroFileSizeDeleteTime	<p>Specifies the length of time (in seconds) that a <i>zero</i> sized file will remain in a polling folder, before it is deleted.</p> <div style="border: 1px solid #0070c0; border-radius: 5px; padding: 10px; margin-top: 10px;">  This can only be set in the configuration file and not in the DFM Service Maintenance program. </div>
DebugService	<p>This enables service debug logging.</p> <p>This outputs the debug messages to the active trace log, which can be viewed using an application like DbgView.</p> <p>Although debug messages are not written to file anywhere, exception messages are shown in the debug stream, as well as in the event log.</p> <div style="border: 1px solid #ffc000; border-radius: 5px; padding: 10px; margin-top: 10px;">  We recommend you set this to <code>true</code> before starting the service. </div>

Key	Description
PausePolling	<p>This enables or pauses folder polling.</p> <div data-bbox="528 344 1430 501"> Before starting the service you can set this to <code>false</code> to start the service but pause folder polling.</div>

DFM Queue Poller service

Exploring

Where it fits in?

This service monitors and processes files in the DFM queue.

This service is used by:

- Document Flow Manager

Navigation

- The default location for this service is:

Program Files > SYSPRO > Document Flow Manager Queue Poller

Starting

Prerequisites

- Microsoft .NET Framework 4.6
- SYSPRO 8 e.net Communications Load Balancer
 - A valid endpoint must be configured in the **System Setup** program of **SYSPRO 8**.
- Microsoft SQL Server
- The **Document Flow Manager** folders that are configured against DFM contracts must be accessible to this service.

Installation considerations

- This service is installed using the **SYSPRO Installer**.
- The service can be installed multiple times, as determined by the workload.

Restrictions and Limits

- If you require files to be processed in a certain sequence then you need to add them to the queue in the correct order.
 - The **Document Flow Manager** processes files as they appear and as the data is available.
- Processing speed may be affected by the number of contracts and folders in use.

Solving

Debugging and Diagnostics

Service Config.exe file

You can debug this service by editing the associated `config` file in elevated mode (i.e. with administrator privileges).

The `SYSPRODFMQueuePoller.exe.config` file is located in the folder to which you installed the service.

Windows Event Viewer function

You can view monitoring and troubleshooting messages about this service using the **Event Viewer** function in Windows:

(Control Panel > System and Security Administrative Tools > Event Viewer > Applications and Service Logs)

This service outputs an event log to the `SYSPRODocumentFlowManager` file.

Windows Services function

You can start, stop, restart and configure this service using the **Services** function in Windows:

(Control Panel > System and Security Administrative Tools > Services)

Referencing

Configuration file



You should only edit this file for debugging purposes.

Don't use this as a method to update values for the service. This is because a wizard installation updates the system registry, which is what is read when using the service. A fresh installation overwrites these values, which may cause problems when you next run the service.







Any configuration changes made using the **DFM Service Maintenance** program only takes effect when next the service polls for a change in configuration information.

The following settings can be maintained using the **DFM Service Maintenance** program within SYSPRO:

- Configuration polling interval
- Polling interval
- Pause polling

Key	Description
WCFAAddress	Specifies the URL for the SYSPRO 8 e.net Communications Load Balancer service.
InstanceKey	Specifies the base dir instance on the SYSPRO application server.
LanguageCode	Specifies the SYSPRO language code.
ConfigPollInterval	<p>This specifies how often the service will poll for changes made to the configuration information.</p> <p>If the service can't reach the SYSPRO 8 e.net Communications Load Balancer or business object, it will try again once this interval has lapsed.</p> <p>This is measured in the unit of time specified at the ConfigPollType flag.</p>

Key	Description
ConfigPollType	<p>This lets you indicate the unit of time (i.e. <code>ss</code> - seconds, <code>mm</code> - minutes and <code>hh</code> - hours) the service will use to poll for changes in the configuration information.</p> <div style="border: 1px solid #0070c0; border-radius: 5px; padding: 10px; margin-top: 10px;">  You can't use the DFM Service Maintenance program to maintain this flag. </div>
PollInterval	<p>This indicates how often the service will poll for new files in configured contract folders.</p> <p>This is measured in the unit of time specified at the <code>PollType</code> flag.</p> <div style="border: 1px solid #0070c0; border-radius: 5px; padding: 10px; margin-top: 10px;">  This defaults to 30 seconds. </div>
PollType	<p>This lets you specify the unit of time (i.e. <code>ss</code> - seconds, <code>mm</code> - minutes and <code>hh</code> - hours) the service will use to poll for new files in configured contract folders.</p>
DebugService	<p>This enables service debug logging.</p> <div style="border: 1px solid #ffc000; border-radius: 5px; padding: 10px; margin-top: 10px;">  We recommend you set this to <code>true</code> before starting the service. </div>
PausePolling	<p>This enables or pauses folder polling.</p> <div style="border: 1px solid #ffc000; border-radius: 5px; padding: 10px; margin-top: 10px;">  Before starting the service you can set this to <code>false</code> to start the service but pause folder polling. </div>



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