
White Paper Automation AIS-Message Tracking v2.1



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Contents

1	Infrastructure & technology	3
1.1	Implementation Examples	5
1.2	Administration and Monitoring	6
2	System requirements	7
3	Compatibility matrix	8
4	Limitations	9
5	GDPR compliance	10
6	Contact	12

1 Infrastructure & technology

Addovation Message Tracking is built on the recommended integration component delivered by IFS World called IFS .NET Access Provider normally found within the add-on section for a typical IFS installation:

- To create and update data in IFS Applications using Microsoft Excel you need to install the [IFS Data Migration Excel](#). As a prerequisite you need to install [Visual Studio 2010 Tools for Office Runtime](#).
- To run IFS Time Clock client you need to install the [Time Clock client](#).
- To run and develop .NET based add-ins for IFS you need to install the [IFS .NET Access Provider](#).
- KPI Services requires the SQL Server ADOMD and AMO providers based on the system type of the client computer
 - ADOMD Provider for SQL Server - [for 32 bit OS](#), [for 64 bit OS](#)
 - AMO Provider for SQL Server - [for 32 bit OS](#), [for 64 bit OS](#)
 If you would like to install these providers via Microsoft web site, download SQL_AS_ADOMD.msi, SQL_AS_AMO.msi

Figure 1 - IFS .NET Access Provider

The IFS Access Provider allows clients to communicate in the same way as IFS Enterprise Explorer in terms of:

- Authentication, users are managed by and in IFS Applications.
- Security, by using IFS Applications to determine access to data and database objects such as API's or so-called business logic.

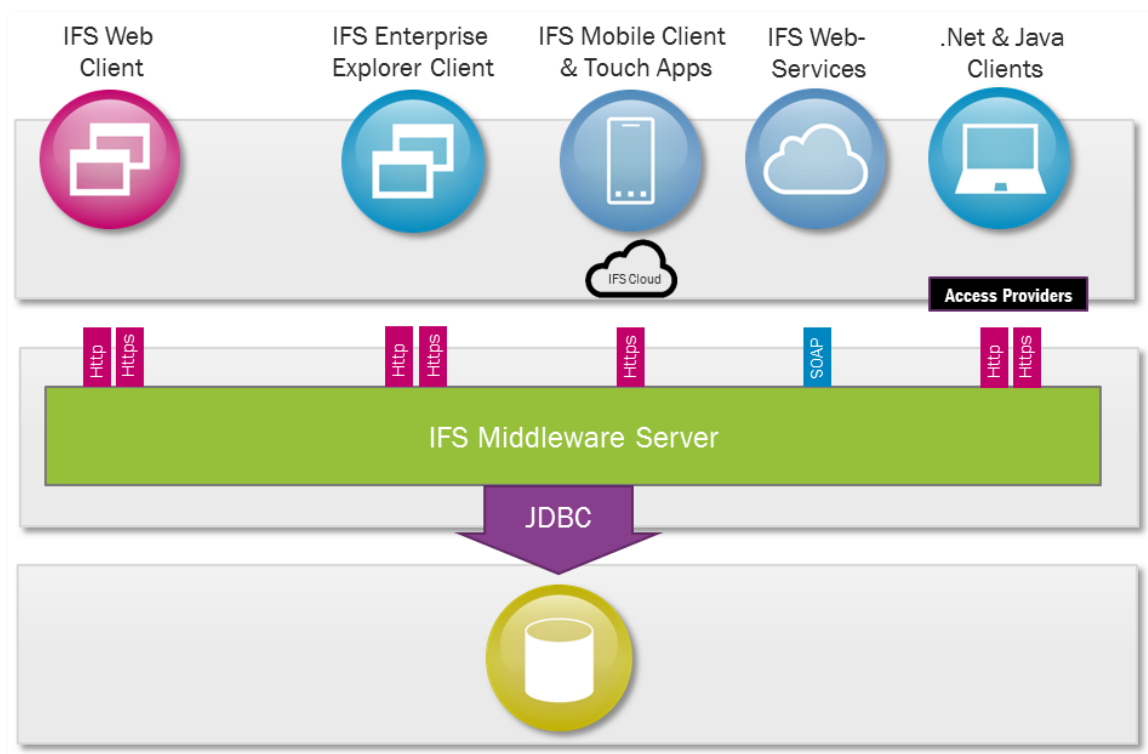


Figure 2 - IFS Application Architecture

More information about this can be found in documentation included with your local IFS Applications installation. Replace the server name (<yourIFSinstallation>) with your installation's path to read the following file:

http://<yourIFSinstallation>/ifsdoc/f1doc/foundation1/010_overview/400_core_server/005_access_provider/default.htm.

Addovation Message Tracking is one common platform for all supervision and all message logging in an organization. The main business value is that the support organization can use the same screens and the same alarm system independent of the system or application.

Message tracking is more than plain logging, it's designed to log a message flow or a process, and it offers features like:

- Possibility to track and search for business keys. Example: InvoiceNo, ProjectNo, WorkOrderNo
- Alarms when errors or warnings occurs
- History and error statistics. Possibility to analyze trends over time.

The solution consists of the following parts:

- Web Site – The GUI for displaying messages.
- Web Service – A web service mainly used for reprocessing, but it also offers the possibility to log messages to the database. This component is not mandatory
- MessageTrackingService – A windows service that handles periodical operations such as cleanup of old messages and sending error alerts. This component is mandatory.
- Data Collection Interface – API which should be used in .Net applications for sending messages to the database.
- SQL Server database – The database where the messages are stored

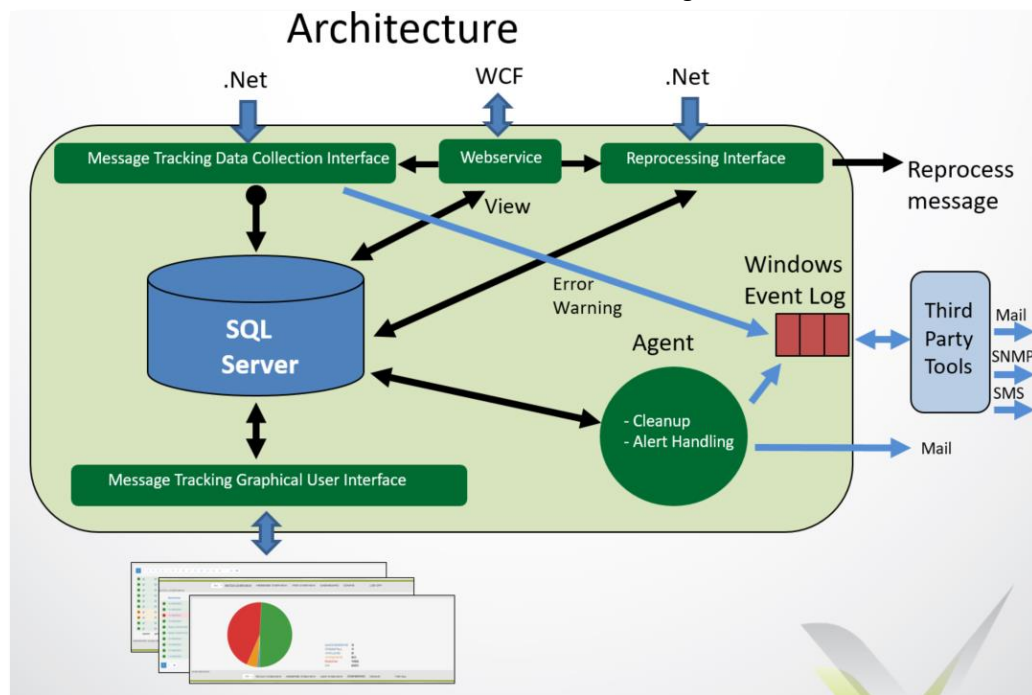


Figure 3 – Message Tracking Solution Architecture

1.1 Implementation Examples

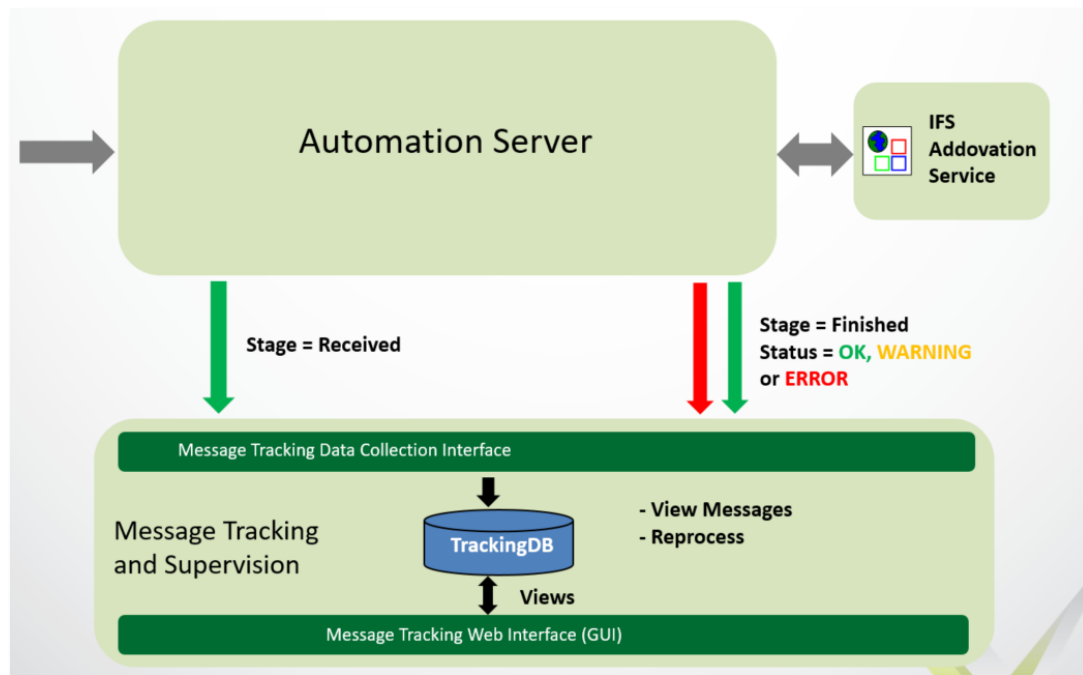


Figure 4 - Simple Example

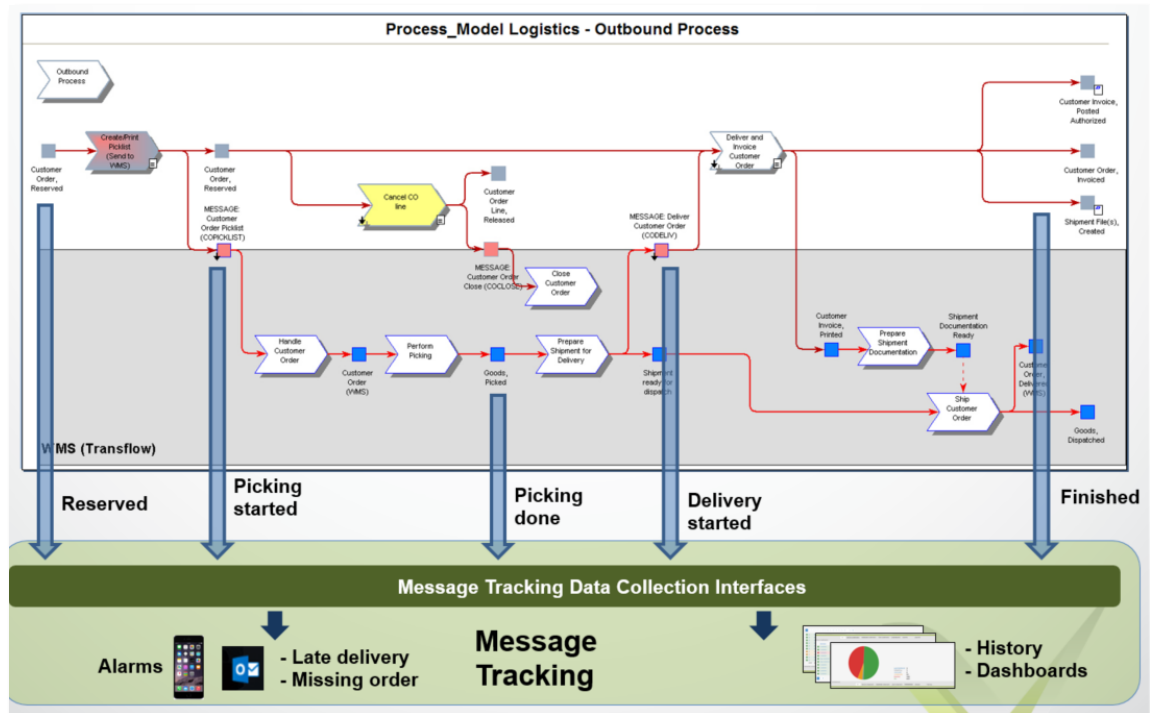
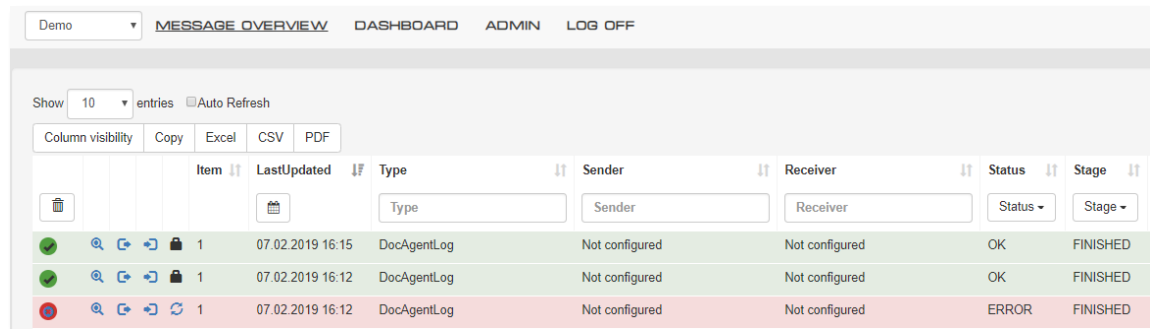


Figure 5 - Advanced Example

1.2 Administration and Monitoring

Message Tracking can be monitored and administrated from the Message Tracking Web Site application.



Item	LastUpdated	Type	Sender	Receiver	Status	Stage
1	07.02.2019 16:15	DocAgentLog	Not configured	Not configured	OK	FINISHED
1	07.02.2019 16:12	DocAgentLog	Not configured	Not configured	OK	FINISHED
1	07.02.2019 16:12	DocAgentLog	Not configured	Not configured	ERROR	FINISHED

Figure 6 - Message Overview

2 System requirements

The table below describes the system requirements for client machines.

System Requirements for Addovation Message Tracking	
Operating System	Windows 10 (32-bit or 64-bit) and above Windows Server 2019 (32-bit or 64-bit) and above
Memory	8 GB RAM or more
CPU	Intel/AMD (Dual core or more recommended)
.NET Framework	Full 4.6.2 or newer
IIS	10.0 and above
Microsoft SQL Server	2017 Standard (14.0) or above

*) Other versions of Microsoft Windows and/or IIS might work, but they are not supported.

3 Compatibility matrix

Addovation Message Tracking module is compatible with/requires the following operating systems, frameworks and applications:

SUPPORTS / REQUIRES	VERSION / BITNESS	MESSAGE TRACKING
WINDOWS SERVER 2012	32 and 64	✗
WINDOWS SERVER 2016	32 and 64	✓
WINDOWS SERVER 2019	32 and 64	✓
WINDOWS 7	32 and 64	✗
WINDOWS 8	32 and 64	✗
WINDOWS 10	32 and 64	✓
IFS APPLICATIONS	7	✗
IFS APPLICATIONS	8	✗
IFS APPLICATIONS	9 Upd 15	✓
IFS APPLICATIONS	10 Upd 9	✓

4 Limitations

- Non-standard configurations in terms of authentication towards IFS Applications is not supported. Also, customizations that might affect standard API:s being used is not supported, for full list of used queries and API:s please contact Addovation if in doubt.
- Installation of software requires writing to registry in local machine hive.
- Addovation does not install any special views or packages in the database.

5 GDPR compliance

Addovation Message Tracking from Addovation obeys regulations controlled by GDPR and communicates in the same way as IFS Applications Enterprise Explorer 8, 9 and 10.

The information that is being stored is locally on the machine that are settings in the configuration files:

Config file:

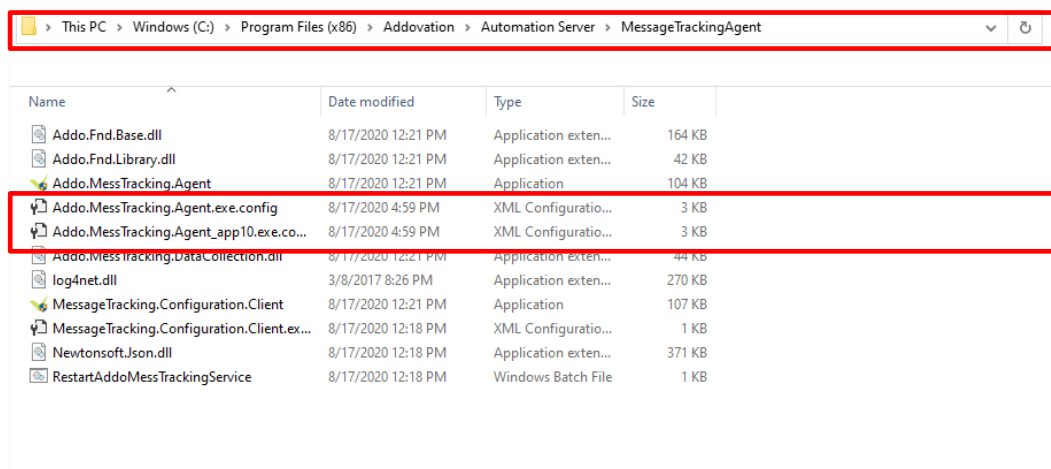
```
<appSettings>
  <add key="dbConnection" value="Data Source=CHP2\SQLEXPRESS;Integrated Security=False;database=MT10;User
  ID=sal23;Password=sal234;Connect Timeout=30;Encrypt=False;TrustServerCertificate=False" />
  <add key="logFolder" value="C:\Addovation\Logs\MessageTrackingAgent" />
  <add key="timeForCleanup" value="01:00" />
  <add key="toOldAlertsInMinutes" value="60" />
  <add key="smtpHost" value="addovation.com" />
  <add key="smtpPort" value="2525" />
  <add key="smtpUser" value="t_issa@addovation.com" />
  <add key="smtpPassword" value="xNFRLZdfsdgDYSN8r6oferfefef" />
  <add key="alertMailTo" value="t_issa@addovation.com" />
  <add key="alertMailFrom" value="t_issa@addovation.com" />
  <add key="environmentText" value="DEV" />
  <add key="enableDefaultAlert" value="true" />
  <add key="serviceId" value="app10" />
  <add key="useSsl" value="True" />
  <!-- Reprocess -->
  <add key="enableReprocess" value="false" />
  <add key="maxAttempts" value="3" />
  <add key="reprocessEveryMillisec" value="10000" />
  <add key="pauseMillisec" value="100" />
  <add key="shortInfoSize" value="102" />
</appSettings>
```

Figure 7 - Config File

DB Connection: To communicate with the SQL Server which is used to deploy the message tracking database.

smtp Password: To allow an email user to access an SMTP server to communicate with instances of IFS applications and Message Tracking service. There will be one config file for one instance.

Located Folder:



Name	Date modified	Type	Size
Addo.Fnd.Base.dll	8/17/2020 12:21 PM	Application exten...	164 KB
Addo.Fnd.Library.dll	8/17/2020 12:21 PM	Application exten...	42 KB
Addo.MessTracking.Agent	8/17/2020 12:21 PM	Application	104 KB
Addo.MessTracking.Agent.exe.config	8/17/2020 4:59 PM	XML Configuratio...	3 KB
Addo.MessTracking.Agent_app10.exe.co...	8/17/2020 4:59 PM	XML Configuratio...	3 KB
Addo.MessTracking.DataCollection.dll	8/17/2020 12:21 PM	Application exten...	44 KB
log4net.dll	3/8/2017 8:26 PM	Application exten...	270 KB
MessageTracking.Configuration.Client	8/17/2020 12:21 PM	Application	107 KB
MessageTracking.Configuration.Client.ex...	8/17/2020 12:18 PM	XML Configuratio...	1 KB
Newtonsoft.Json.dll	8/17/2020 12:18 PM	Application exten...	371 KB
RestartAddoMessTrackingService	8/17/2020 12:18 PM	Windows Batch File	1 KB

Figure 8 - Located Folder

Web Config file:

```
<connectionStrings>
  <add name="messageTrackingEntities" providerName="System.Data.EntityClient"
    connectionString="metadata=
    res://*/DataModel.DataModel.csdl|res://*/DataModel.DataModel.ssdl|res://*/DataModel.D
    ataModel.msl;provider=System.Data.SqlClient;provider connection string="data
    source=CHP2\SQLEXPRESS;initial catalog=MT10;user
    id=sa123;password=wer123;multipleactiveresultsets=True;application
    name=EntityFramework";" />
</connectionStrings>
```

Figure 9 - Web Config File

Purpose is to deploy and run the Message Tracking web site to view and operate the transactions (Ex: M365 CRM Sync transactions).

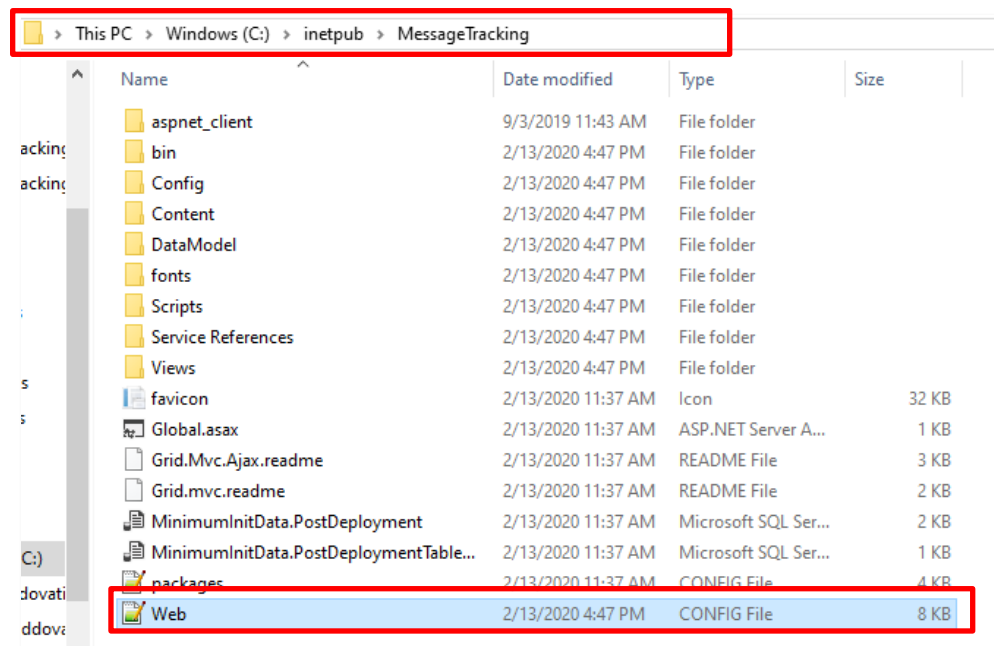


Figure 10 - Located Folder

Log file

If the end-user has enabled log on information, all the logged information will be stored in the file.

Purpose is to ease debugging for support personnel. Log file can easily be deleted. No passwords are being stored in log file.

6 Contact

For further inquiries, please contact your nearest Addovation office:

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For existing customers, please use <http://support.addovation.com>

For further inquiries, please have a look at www.addovation.com for contact information.