



# empath-e

MAKING CRM MAKE SENSE

## Infor CRM Enhancements **Synchronisation Report**

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**Version:** 1.1

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# 1.0 OVERVIEW

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## ***Provision***

- Provides an email report detailing remote users who have transaction exchange files pending within outfiles folder. User's highlighted in red have not synchronised in over 7 days.

## ***Bundle Contents***

The following plugins are supplied or updated in this bundle.

<b>Plugin Type</b>	<b>Item</b>
Table	Sync_Report

**Updated:**  
(None)

## ***Impact Analysis***

None of the additions will alter the system in any way and can be easily removed without issue.

## ***Installation***

Login to SQL Server as the `sysdba` user and run the following SQL statement to create the required table:

```
CREATE TABLE SYNC_REPORT (  
    SITECODE varchar (4) NULL ,  
    FILESIZE float NULL ,  
    FILEDATE datetime NULL )
```

Copy the `SendMail.dll`, `mswinsck.ocx` and `WeeklySyncReport.vbs` files to a new folder. Registering the `SendMail.dll` (*you are only required to register the OCX if the send fails*)

Edit the `WeeklySyncReport.vbs` file and modify the following:

### **Modify the header:**

```
strReport = strReport & "<body><center><font size=+3 color=#000099>Infor CRM Sync Report for  
<Enter Company Name Here> </font><br><font size=-1 color=#0000CC>" & Now() & "</font></center>"
```

### **Modify the CONVERT() option (only required outside the UK):**

If you are using the Sync Report outside of the UK you will need either to modify or remove the convert date type on lines 39 & 52

```
dbConn.Execute "INSERT INTO SYNC_REPORT VALUES ('" & left(f.Type,4) & "', " & toMB(f.size) & ",  
convert(datetime, '" & f.DateLastModified & "',103))"
```



### Modify the location to outfiles

```
Set fOutfiles = FSO.GetFolder("\\empath-e\SLXLogs\Outfiles")
```

### Modify the connection:

```
Source = Your SQL Server machine name  
Catalog = Database Name
```

```
dbConn.open "Provider=sqloledb;Data Source=empath-e;Initial Catalog=SLXLive;User  
Id=sysdba;Password=masterkey"
```

### Modify the email properties:

```
' Set the message properties
```

```
msg.RecipientEmail = "adam.travers@empath-e.com" '  
msg.SenderName = "Infor CRM Sync Report"  
msg.SenderEmail = "support@empath-e.com"  
msg.Subject = "Weekly Infor CRM Sync Report"
```

```
' add the report to the message body  
msg.MessageHTML = strReport
```

```
' send the message  
msg.Send "10.0.0.4" ' <- enter the name/IP address of your SMTP server here
```

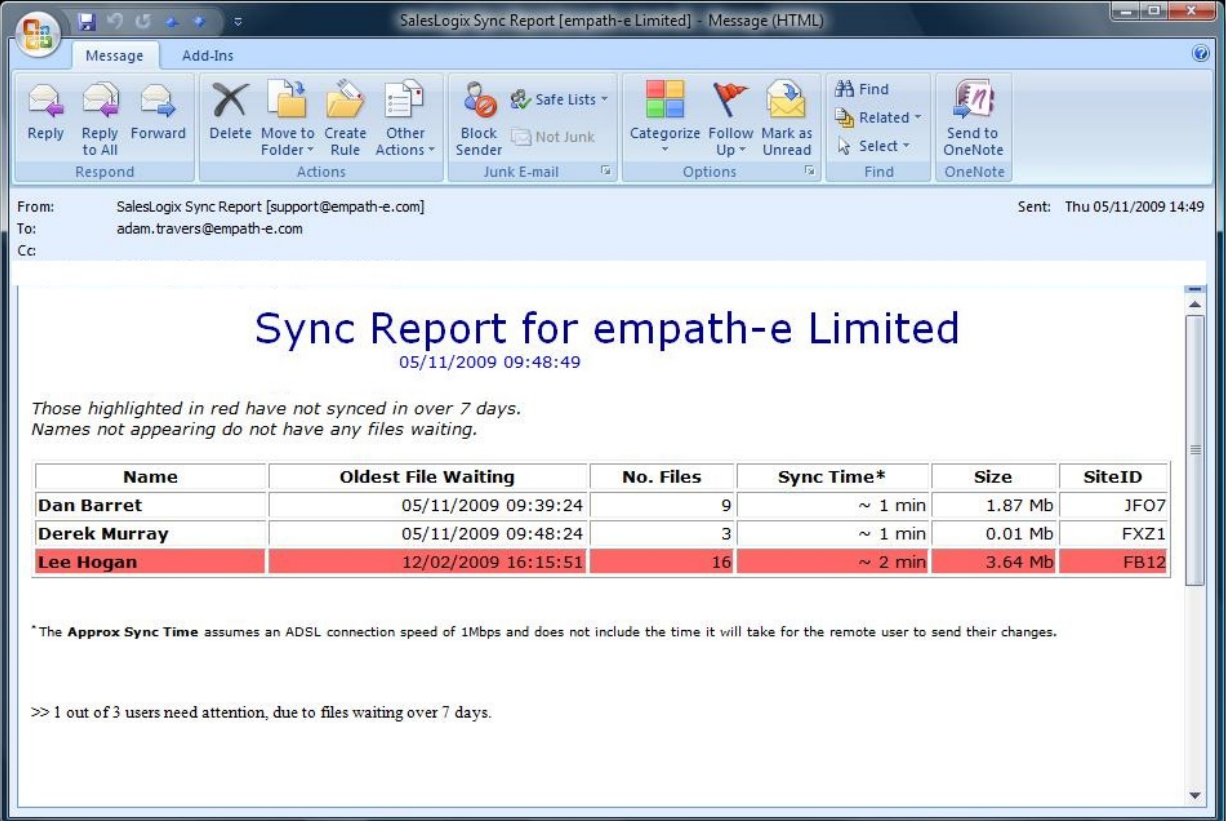
Save and close the **WeeklySyncReport.vbs** - then simply double-click the file to execute a test. Once you have received your email correctly, you should then create a Windows Scheduled task to run the vbs script on a schedule to suit your requirements. We recommend a daily schedule to ensure you are kept up to date with the synchronisation process.



## 2.0 SYNC REPORT

You will see within the SyncReport email a list of all the active remote users who have TEF files waiting within the \OUTFILES folder. Also, from the report you will see detailed information on the oldest file waiting, number of files; sync time, total file size and users site code.

Users highlighted in red have not synchronised in over 7 days, this indicates there is an issue with the Synchronisation process or the user is not synchronising on a regular basis.



SalesLogix Sync Report [empath-e Limited] - Message (HTML)

From: SalesLogix Sync Report [support@empath-e.com] Sent: Thu 05/11/2009 14:49  
To: adam.travers@empath-e.com  
Cc:

### Sync Report for empath-e Limited

05/11/2009 09:48:49

Those highlighted in red have not synced in over 7 days.  
Names not appearing do not have any files waiting.

Name	Oldest File Waiting	No. Files	Sync Time*	Size	SiteID
Dan Barret	05/11/2009 09:39:24	9	~ 1 min	1.87 Mb	JFO7
Derek Murray	05/11/2009 09:48:24	3	~ 1 min	0.01 Mb	FXZ1
Lee Hogan	12/02/2009 16:15:51	16	~ 2 min	3.64 Mb	FB12

\* The Approx Sync Time assumes an ADSL connection speed of 1Mbps and does not include the time it will take for the remote user to send their changes.

>> 1 out of 3 users need attention, due to files waiting over 7 days.

