Agency Express 3 Inbound Sync Failure Notification

Purpose

Data traffic between Ceres and Agency Express3 is processed in part by the Agency Express NAV Application Server (AE NAS). The Synchronization Server is the machine running the AE NAS. When the AE NAS is unable to process a Web Order (aka PO file), food bank leads are not made aware. The Sync Failure Notifications provides functionality to notify one or more email recipients when an inbound PO file fails to process. There is no notification at this time for outbound file failures; nor for any failures when files are importing into Agency Express once they are passed over by the Sync Server.

Ceres Object release 5.00.00 is required for the functionality described in this document.

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As of Ceres Object release 4.00.05 the functionality described in this document is no longer applicable.
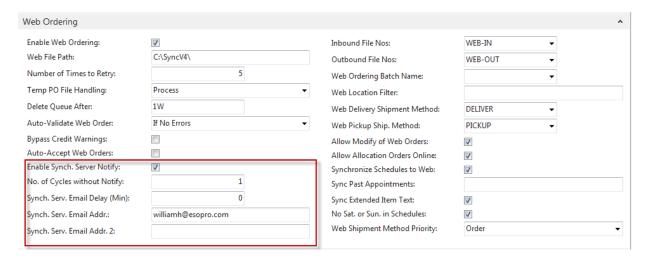
Meaning of Notifications

The term "Sync Failure" should be understood. It does not mean that the AE NAS itself has encountered a failure. In fact the AE NAS must be still be running in order for the notifications to process properly. A "Sync Failure" means that the AE NAS failed to properly process a PO file due most likely to bad data in the file itself.

Any error condition that is not handled by Ceres can trigger a notification. The notifications described here do not report the reason for the error condition and should be interpreted to mean simply that there was an unaccounted for error and the manual intervention is required. Most often the PO file that fails should show in the Web Exception Queue for Agency Express Orders.

The reasons for notifications are wide and varied it is not within the scope of this document to provide resolution steps. When a notification is received, a user should review the in inbound queue and the Web Order Exception List view and attempt to process and/or validate Web Orders manually while correcting any data indicated by these tools. The notification is simply to direct the food bank lead to take these necessary steps so the Agency Order does not hang in limbo.

Setup

1. Navigate: Departments → Agencies & Receivables → Administration → Setup → Agencies & Receivables Setup.
2. One the Web Ordering FastTab, locate the controls indicated below.

a. **Enable Synch. Server Notify** – Place a check mark here if you wish to enable Inbound PO failure notifications.
b. **No. of Cycles without Notify** – A cycle represents an instance of the AE NAS' execution; the frequency of which is controlled by the Processing Interval (Min.) which is also located on the Web Ordering FastTab. Specify an integer value here to configure how many cycles may elapsed before an unprocessed PO file it to trigger a notification. Normally this should be specified as 1 cycle. Allowable values are any whole number from 1 to 10 that is less than the value specified for Number of Times to Retry (located on the Web Ordering FastTab).
c. **Synch. Serv. Email Delay (Min)** – Specify and integer (any whole number including 0 and any number from 2 to 10). This setting controls the frequency of notifications. For example, assume a notification was sent at 10:00 AM. With a value of 2 for this setting, any additional notifications that occur before 10:02 AM will not be sent, with a value of 5 for this setting, any additional notifications that occur before 10:05 AM will not be sent, etc.
d. **Synch. Serv. Email Addr.** – Specify the email address for the primary notification recipient.

e. **Synch. Serv. Email Addr2. –** Specify the email address for the secondary notification recipient. Note, the Synch. Serv. Email Addr. (Primary) email address must be specified in order for email to be sent to the secondary email recipient.

NOTE: The AE NAS must be restarted after configuration of Synch. Server Failure Notifications. If you are hosted, this must be completed by the Service Desk.

NOTE: Ensure that the Debug flag is NOT checked unless instructed by your Ceres solution provider.

Related Topics:

1. Agency Express Managing Web Orders
2. Agency Express Overview of File Structure and Data Syncing
3. Agency Express Diagram
4. Agency Express Item Validate and Reservation Revisions