

# **Oracle Data Loader On Demand Guide**

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# 1

## What's New in This Release

### What's New in Oracle Data Loader On Demand Guide, Release 20

[Table 1](#) lists changes made in this version of the documentation to support Oracle® CRM On Demand Release 20 of the software.

Table 1. What's New in Oracle Data Loader On Demand Guide, Release 20

Topic	Description
<a href="#">Software Requirements for Installing Oracle Data Loader On Demand on page 8</a>	Modified topic. Updated information on Java Runtime Environment (JRE).
<a href="#">Insert and Update Parameters on page 23</a>	Modified topic. Clarified the duplicatecheckoption parameter usage.
<a href="#">Troubleshooting Oracle Data Loader On Demand on page 32</a>	Modified topic. Added information on "String out of range" error.



# 2

## Overview of Oracle Data Loader On Demand

This chapter provides an overview of Oracle Data Loader On Demand, and it describes how to install Oracle Data Loader On Demand. It includes the following topics:

- [Introduction to Oracle Data Loader On Demand on page 7](#)
- [Getting Started with Oracle Data Loader On Demand on page 8](#)
- [Software Requirements for Installing Oracle Data Loader On Demand on page 8](#)
- [Installing Oracle Data Loader On Demand on page 9](#)
- [Which Method Should You Use to Import Records? on page 9](#)
- [Optimizing Load Size on page 12](#)

## Introduction to Oracle Data Loader On Demand

The Oracle Data Loader On Demand client provides a means of importing data into Oracle CRM On Demand from external data sources. It has two supported functions:

- **Insert function.** This function takes records from a file and adds them to Oracle CRM On Demand.
- **Update function.** This function modifies existing records in Oracle CRM On Demand, using records from an external data source. The external records must provide a value that uniquely identifies a record in Oracle CRM On Demand, such as External System ID or Row ID. Because External System ID and Row ID are used to identify the target record, those fields cannot be modified using Oracle Data Loader On Demand.

**NOTE:** Row ID support is not available for all objects. To determine if an object supports Row ID, see [“Determining Row ID Support” on page 7](#).

Oracle Data Loader On Demand can be used for both small and large loads. However, larger loads (millions of records) require further sizing considerations. There are many factors to consider when inserting or modifying a large amount of data. Contact Customer Care if you plan to do large data loads or if the characteristics of your company's data load change dramatically. For example, contact Customer Care if you have been inserting one million records weekly and then suddenly need to increase to four million records.

## Determining Row ID Support

To determine if an object supports Row ID, complete the following procedure.

*To determine if an object supports Row ID*

- 1 Navigate to Admin, then Import and Export Tools.
- 2 Select an object under Import Data.

If the option On Demand Row ID is listed as an import method, that indicates that the chosen object supports Row ID.

## Getting Started with Oracle Data Loader On Demand

Oracle Data Loader On Demand is a command-line utility, and it runs separately from Oracle CRM On Demand. The following summary explains how you use Oracle Data Loader On Demand.

- 1 You prepare an external data file in a comma-separated value (CSV) file.
- 2 You create a map file and a properties file that contains parameters for Oracle Data Loader On Demand for processing the data file. Because properties files are sets of instructions, you can reuse them on multiple data files. You can create a library of properties files and map files for actions that you use routinely.
- 3 From a command-line prompt you run the Oracle Data Loader On Demand providing the names of the files to process on the command-line.

## Software Requirements for Installing Oracle Data Loader On Demand

Oracle Data Loader On Demand is a Java-based client which can run on any operating system. However, only Microsoft Windows is currently officially supported. Oracle Data Loader On Demand has the following software requirements:

- Java Runtime Environment (JRE) 1.6 or later
- A ZIP utility to extract the files

To check whether you have Java Runtime Environment installed, and have the correct version, perform the following procedure.

*To check if the appropriate Java Runtime Environment is installed*

- 1 In Windows, open the Control Panel:
  - a In Classic View, double-click the Java icon.
  - b In Category View, select the Other Control Panel Options, and then click the Java icon.

**NOTE:** If the Java icon is not present, then you do not have Java Runtime Environment installed.

- 2 In the Java Control Panel window, click the Java tab, and then click View.



- 3 In the Platform column, make sure that version 1.6 or later exists and that it is enabled.

To get the latest version of Java Runtime Environment, navigate to:

<http://www.java.com>

# Installing Oracle Data Loader On Demand

To access the download page, you must have the Admin Import privilege. To run Oracle Data Loader On Demand, you must have the Enable Web Services Access privilege. To assign both privileges, you edit your role in step 4 of the Role Management wizard. For more information on the Role Management wizard, see *Oracle CRM On Demand Online Help*.

### *To download Oracle Data Loader On Demand*

- 1 In Oracle CRM On Demand, navigate to Admin, then Import and Export Tools.
- 2 Click Oracle Data Loader On Demand.
- 3 When prompted by the browser, choose the option to save the file to your hard disk.
- 4 Extract the Oracle\_DataLoader\_OnDemand.zip file to a directory on your computer.

**NOTE:** The contents of the ZIP file include files within folders. Make sure to maintain the folder structure by using the extraction feature from the menu bar of your compression application. Do not drag the files from that application and drop them into a folder on your hard drive because the folder structure will not be maintained.

- 5 Review the readme file for any updates that might not be included in this guide.

The readme file contains information about Oracle Data Loader On Demand and is included in the Oracle\_DataLoader\_OnDemand.zip file.

## Which Method Should You Use to Import Records?

You can import records using the Import function, Oracle Data Loader On Demand, or Web services. The following information can help you choose the method that best suits your needs:

- **Import Assistant.** Use the Import Assistant if the following conditions apply:
  - You want to process records sequentially, where record 1 is processed before record 2, and so on.
  - You are a new user, or you want to use a user interface that guides you through the process.
  - You want to associate records using Predefined Fields in Oracle CRM On Demand, as opposed to associating records using External System ID.
  - You want detailed error messages, which is important if you are performing a small test before a large data load.

- You do not have a map file and want to create a map file using the Mapping Wizard page of the Import Assistant.

For information on the Import Assistant, see *Oracle CRM On Demand Online Help*.

- **Oracle Data Loader On Demand.** Use Oracle Data Loader On Demand if the following conditions apply:

- You want to automate your data loads.
- You can allow your data to be processed in any order.
- You have files that are larger than the allowable limits in Oracle CRM On Demand Import. The limits for each record type can be found in *Oracle CRM On Demand Online Help*.
- You want to schedule an insert or update operation.
- Your data has no errors and does not require much validation.

- **Web services.** Use Web services if the following conditions apply:

- You require operations that are not supported by the Import function or Oracle Data Loader On Demand.
- You require multiple actions for each record. For example, you read a record, merge it with another record, associate it with a third record, and then delete a few of its child records.
- You require operations performed directly on child records. For such operations, see Web Services 2.0 API.

For information on Web services, see *Oracle Web Services On Demand Guide*. This guide is available from Oracle Technology Network and from within Oracle CRM On Demand (see ["Downloading Oracle Web Services On Demand Guide" on page 10](#)).

## Downloading *Oracle Web Services On Demand Guide*

*To download Oracle Web Services On Demand Guide from Oracle CRM On Demand*

- 1 Navigate to Admin and then to Web Services Administration.
- 2 Click Download Documentation, and choose *Oracle Web Services On Demand Guide*.

## Differences Between Using the Import Function of Oracle CRM On Demand and Oracle Data Loader On Demand

Table 2 compares and contrasts the differences between using the Import function of Oracle CRM On Demand and Oracle Data Loader On Demand.

Table 2. Differences Between the Import Function of Oracle CRM On Demand and Oracle Data Loader On Demand

Import Function of Oracle CRM On Demand	Oracle Data Loader On Demand
Data can be processed sequentially or in any order (optional).	Data is processed in any order.
User log file is attached to the email.	User log file is not attached to the email.
CSV data file submission cannot be interrupted.	CSV data file submission can be halted and resumed.

## What Factors Affect the Processing Speed?

The queuing mechanism and the throughput rate affect the processing speed and consequently the time it takes to process records.

### About the Enhanced Queuing Mechanism

The queuing mechanism allows the server to distribute the resources more efficiently for all users. Thus, a user with a smaller import or data load no longer has to wait for a large import or data load to finish until the small import is processed.

When Oracle Data Loader On Demand submits a request to Oracle CRM On Demand, the file is divided into smaller segments that are processed in parallel by all available tasks on the server. For example, when you submit a file with 4,000 accounts and there are four tasks available on the server, each task processes a data file of 1,000 records. Because of this separation, the server can process the records in any order. For example, records 1001 to 2000 can be processed before records 1 to 1000.

If there are more CSV data segments than available tasks, the CSV data segments are queued. This is true for all users who submit data using Oracle Data Loader On Demand.

### About Throughput Rates

The *throughput rate* is the number of records processed during a specific period, such as 1 second. You calculate the throughput rate by dividing the total amount of time it takes to process the data by the number of records processed.

## What Factors Affect the Throughput Rates?

The following factors directly or indirectly affect the throughput rate of Oracle Data Loader On Demand:

- **Type of object (record type).** When a record in Oracle CRM On Demand is processed, many records might have to be created or updated. Depending on the complexity of the record type, the number of underlying database records might differ substantially. As a result, the throughput rates differ. The difference is based on the record type that is selected.
- **Type of operation (insert or update).** Throughput rates vary by operation. Update operations are usually faster than insert operations, because insert operations might have to write many records and update indexes.
- **Type of fields (picklist, date, description).** Some fields require more processing time for validation than others. Picklists, description fields, and dates might process more slowly than Boolean and text fields.
- **The number of fields mapped.** The more fields you map, the slower the processing of the records. For best results, remove the unnecessary fields.
- **Data quality.** The more errors in the data file, the more data validation must occur, and more log messages must be written to the log file.
- **Log Level.** The higher the level of the log file, the more processing time is required, which slows the throughput rate.
- **Submission time.** Data loads performed during peak hours when other users are also using the server's resources are slower than loads submitted during off-peak hours.
- **Associations.** When a record is associated with other records, additional processing and validation might be required.
- **Background processes.** Many background processes are not visible and might affect the throughput rate. These background processes include: log file generation, email notification, and other processes.

## Optimizing Load Size

When performing a large load, keep in mind that the entire environment might need to be sized appropriately for the load that you plan to perform. There are many factors to take into consideration to ensure optimal results.

### *To ensure optimal load size*

- 1 Check the client configuration to ensure data is sent at an optimal speed.
- 2 Inspect the data to avoid errors.

You might want to load your data in a particular sequence because one record might depend on another record's existence. For example, if you want to import your users, and your data has a Reports To field, you might want to import users in hierarchical order so the executives are already in the database before their subordinates. These records cannot be imported randomly, but require sequential processing.

- 3 Check for other data quality issues, such as the required fields and pick list values are valid.

- 4 Make sure that the log level is tailored to the specific load.  
There is no need for unnecessary logging.
- 5 Some recurring data loads might need to be suspended by Oracle CRM On Demand Hosting Operations personnel, and they might need to restrict the use of the environment.
- 6 Perform test runs and collect metrics for each test run. Scale or reconfigure the environment iteratively to achieve the required throughput rate.
- 7 Optimizing typically requires a few weeks as it is an iterative process of plan, test, analyze, adjust, repeat.

### Factors That Affect Performance When Performing a Large Load

The following information relates to performance and sizing concerns:

- Throughput characteristics between different record types and scenarios vary widely, therefore it is not possible to predict the throughput rate for a given load.
- Optimization is an iterative process which builds from a single session test to large scale concurrency testing.
- It is your responsibility to act on your data. Oracle does not update, delete, or otherwise alter customer data.
- Staging and production environments are not identical, therefore throughput can differ between these two environments.
- Oracle Data Loader On Demand uses nonsequential processing. This provides for maximum throughput by using all available resources to import your data. For example, if your server has four tasks available and you submitted a 4000-record import, and no one else was importing then Oracle Data Loader On Demand would use all four tasks to import the 4000 records (each task importing 1000 records). If this job was processed using a sequential process, then only one task would be used and the other three would be idle.
- For better performance when importing, consider inactivating any workflows that can be postponed for later.



# 3

## Files, Record Types, and Parameters for Oracle Data Loader On Demand

This chapter provides information about the files, record types, and command-line parameters for Oracle Data Loader On Demand. It includes the following topics:

- [Command-Line Parameters for Oracle Data Loader On Demand](#)
- [Supported Record Types for Oracle Data Loader On Demand on page 18](#)
- [Data File for Oracle Data Loader On Demand on page 20](#)
- [Properties File for Oracle Data Loader On Demand on page 21](#)
- [Map File for Oracle Data Loader On Demand on page 21](#)

### Command-Line Parameters for Oracle Data Loader On Demand

Oracle Data Loader On Demand has a command-line interface. The syntax for running Oracle Data Loader On Demand is:

```
java -jar OracleDataLoader_OnDemand.jar parameters
```

Option names and values are case sensitive and must be in lower case. Parameters with spaces must be enclosed in double quotes. Data files and map files must be UTF-8 encoded.

The parameters are listed in [Table 3](#).

Table 3. Command-Line Parameters for Oracle\_DataLoader\_OnDemand.jar

Parameters	Required or Optional	Description
-username <i>value</i>	Required	Your User Sign In ID for Oracle CRM On Demand.
-operation <i>value</i>	Required	<p>Operation type. The value must be one of the following:</p> <ul style="list-style-type: none"> <li>■ <b>insert</b>. The insert operation creates new records in the database. If a record already exists, then the import fails. Uniqueness is determined by the values of the database user key. Uniqueness is determined by the values of the required fields. To determine uniqueness for a record and which fields are required, see <a href="#">Table 7 on page 27</a>.</li> <li>■ <b>update</b>. The update operation updates only records that already exist in the database. The record can be found by matching the External System ID.</li> <li>■ <b>resume</b>. The resume operation is used only to restart an operation that was previously interrupted by a user.</li> </ul>
-propertyfilepath <i>value</i>	Optional	Specifies the path and file name of a properties file. If you do not specify a properties file, then you must specify all the parameters for the input, update, or resume operations.
-clientloglevel <i>value</i>	Optional	<p>Specifies the level of detail for the log file. It must be one of the following:</p> <ul style="list-style-type: none"> <li>■ <b>basic</b>. Provides high-level errors. This is the default value.</li> <li>■ <b>detailed</b>. Provides more detailed error messages for troubleshooting.</li> <li>■ <b>all</b>. Provides all error messages, including any third party error messages generated from any libraries used by the client. Use this option only when instructed by Customer Care to troubleshoot an issue.</li> </ul> <p><b>NOTE:</b> If you set -clientloglevel to all or detailed, then the command-line parameters are copied to the log file.</p>



Table 3. Command-Line Parameters for Oracle\_DataLoader\_OnDemand.jar

Parameters	Required or Optional	Description
-clientlogfiledir <i>value</i>	Optional	Specifies the directory in which to save the OracleDataLoaderOnDemand log file. This log file stores errors and warnings related to the submission of an insert or update job. Errors in an insert or update operation are stored in a server log, which is accessible by Customer Care.  If you do not use -clientlogfiledir to specify a directory, then the OracleDataLoaderOnDemand log file is stored in the same directory as the Oracle_DataLoader_OnDemand.jar file.
-disableimportaudit	Optional	Disables the auditing of record creation and update during an import request. This setting takes effect if you have the Manage Record Auditing for Imports privilege. By default, auditing is turned on for each request.  Import performance for some objects improves when auditing is turned off.
-help	Optional	Displays a list of available parameters.
-proxyserver <i>value</i>	Optional	Specifies the name of a proxy server.
-proxyserverport <i>value</i>	Optional	Specifies a port on the proxy server.
-proxyauthusername <i>value</i>	Optional	Proxy server authentication name. If this parameter is specified, Oracle Data Loader On Demand prompts for the proxy server authentication user password.
-hosturl <i>value</i>	Optional	Specifies the Oracle CRM On Demand host URL.

When you run Oracle Data Loader On Demand from the command-line you are prompted to enter your password. This is a security feature to prevent unauthorized people from gaining access to your password. If you are not concerned with password security, then you can put your password in a text file, and specify the file name on the command-line. For security reasons, this method is not recommended. For example:

```
java -jar Oracle_DataLoader_OnDemand.jar -username "AcmeRental s/j brown" -
propertyfilepath "D:\dataload\propfiles\insert_leads.txt" < password.txt
```

Where password.txt is the name of the file that contains your password.

## Command-Line and Properties File

You can specify the parameters for any operation (insert, update, or resume) on the command-line, or use a properties file. If you use a properties file (recommended), the command-line must contain the following parameters:

- username
- propertyfilepath

If you specify all possible parameters in the properties file, the resulting command-line resembles the following:

```
java -jar OracleDataLoader_OnDemand.jar -username "AcmeRentals/jbrown" -  
propertyfilepath "D:\dataload\propfiles\insert_leads.txt"
```

If the same parameter is specified in both the properties file and the command-line, the command-line value overrides the value in the properties file.

**NOTE:** Do not specify your user name in the properties file. This parameter must be specified on the command-line.

## Example of Oracle Data Loader On Demand Command-Line

The following is an example of a command-line to run Oracle Data Loader On Demand for the following conditions:

- Inserting records.
- User ID is AcmeRentals/jbrown.
- The log file is stored in:  
D:\dataload\logs
- The log detail level is basic.
- The properties file is in the following directory:  
D:\dataload\propfiles\insert\_leads.txt

The resulting command-line is:

```
java -jar OracleDataLoader_OnDemand.jar -operation "insert" -username  
"AcmeRentals/jbrown" -clientlogfile "D:\dataload\logs" -clientloglevel "basic"  
-propertyfilepath "D:\dataload\propfiles\insert_leads.txt"
```

# Supported Record Types for Oracle Data Loader On Demand

The record types named in this topic are the supported record types you use with Oracle Data Loader On Demand. When you specify a record type you must use the name exactly as specified. For example, for the Campaign object you cannot use *Campaigns* instead. If you have customized an object name in the Oracle CRM On Demand user interface, that customization does not apply to Oracle Data Loader On Demand. For example, if you have changed *Account* to *Customer* in the user interface, you must specify *Account* in Oracle Data Loader On Demand.

Support for record types can change over time. To determine if a record type is supported for importing, see ["Determining Which Record Types Can Be Imported" on page 20](#).

You can insert (but not update) the following record types using Oracle Data Loader On Demand:

- Appointment
- Appointment Contact
- Appointment User
- Note
- Task
- Task Contact
- Task User

You can insert and update the following record types using Oracle Data Loader On Demand:

- Account
- Account Team
- Asset
- Campaign
- Campaign Recipient
- Claim
- Contact
- Contact Team
- Coverage
- Custom Object 1-15
- Damage
- Dealer
- Financial Account
- Financial Account Holder
- Financial Account Holding
- Financial Plan
- Financial Product
- Financial Transaction
- Insurance Property
- Involved Party
- Lead
- Opportunity
- Opportunity Contact Role
- Opportunity Product
- Policy

- Policy Holder
- Portfolio
- Product
- Product Category
- Service Request
- Solution
- User
- Vehicle
- Vehicle Contact

## Determining Which Record Types Can Be Imported

To determine which record types can be imported, complete the following procedure.

### *To determine which record types can be imported*

- 1 In Oracle CRM On Demand, navigate to Admin, and then Import and Export Tools.
- 2 Under the Import Data section, click the menu and check which records appear on the menu.

## Data File for Oracle Data Loader On Demand

The *data file* contains the records from your external application to be imported or updated into Oracle Data Loader On Demand. The data file is a text file and can be created using any means you prefer (such as exporting data from your application, using a data extraction utility on the external application's database, and so on). The data file must meet the following criteria:

- The data file must use UTF-8 encoding.
- The fields must be separated by either commas (,) or semicolons (;) used consistently. Make sure the properties file specifies which delimiter you use.
- The first line of the data file (the header record) must list the field names to process.
- For each field listed in the header record, there must be an entry in the map file.
- Every record in the data file must have the same number of fields as the header record.

For an example of a data file, see [Sample Data File on page 39](#).

## Properties File for Oracle Data Loader On Demand

The *properties file* is a text file that contains name-value pairs of configuration parameters for Oracle Data Loader On Demand. Parameters must be specified in the following format, one for each line:

```
optionName=optionValue
```

When specifying file paths in a properties file you must use double backslashes between directory levels. Note that this is different than entering file paths on the command-line where single backslashes are required. For example, when you specify the file path for log file you would use `-cli entlogfile dir "D:\data\oad\logs"` when you enter it on a command-line, but `-cli entlogfile dir "D:\\data\\oad\\logs"` when you enter it in a properties file.

Boolean parameters can have a value of either True or False. For information on the parameters, see the following:

- [Table 3 on page 16](#) has a list of parameters that applies to all operations.
- [Table 4 on page 23](#) has a list of parameters that applies to the Insert and Update operations.
- [Table 5 on page 26](#) has a list of parameters that applies to the Resume operation.

## Map File for Oracle Data Loader On Demand

A *map file* contains the field mappings between Oracle CRM On Demand and the fields from an external data source. You specify the path and the name of the map file in the properties file or in the command-line. The map file must be in CSV format. The first line of the map file must contain the following header:

```
"Oracle CRM On Demand Field", "Import File Field"
```

All remaining lines in the map file must contain a pair of mappings where the first item is a field in Oracle CRM On Demand and the second item is a field in your data file. Only mapped fields are processed. If the map file is not a valid CSV format, a mapping validation error occurs. For example, if you have a data file that contains two columns, and the names of those two columns are *My Acct Name* and *My Acct Loc*, then the map file contains the following:

```
"Oracle CRM On Demand Field", "Import File Field"  
"Name", "My Acct Name"  
"Location", "My Acct Loc"
```

Map files are interchangeable between the Import function in Oracle CRM On Demand and Oracle Data Loader On Demand. To save time, you can perform a small import (with at least one record), which generates a map file. The Import Assistant allows easy mapping of your data files with Oracle CRM On Demand fields. When the import finishes, the map file for the import becomes available in Oracle CRM On Demand. You can download the map file and use it with Oracle Data Loader On Demand. Note that the mapping file has the extension MAP. You need to keep that extension for the mapping file to be recognized by Oracle Data Loader On Demand.

The double quotation marks are optional when you create a map file manually. If you create the map file using the Import Assistant, it surrounds all values with double quotation marks. For an example of a map file, see [Sample Map File on page 37](#).

# 4

## Using Oracle Data Loader On Demand

This chapter provides information about the tasks supported by Oracle Data Loader On Demand. It includes the following topics:

- [Insert and Update Parameters](#)
- [Resuming or Halting Operations in Oracle Data Loader On Demand on page 25](#)
- [Displaying Information About the Job Status on page 26](#)
- [Status Messages from Oracle Data Loader On Demand on page 27](#)
- [Guidelines for Using Oracle Data Loader On Demand on page 27](#)

### Insert and Update Parameters

To insert or update records in Oracle CRM On Demand, you must prepare your data file and a corresponding map file. For information on preparing a data file, see [Data File for Oracle Data Loader On Demand on page 20](#). For information on creating a map file, see [Map File for Oracle Data Loader On Demand on page 21](#).

You can also create a properties file. For information on the format of a properties file, see [Properties File for Oracle Data Loader On Demand on page 21](#).

[Table 4](#) lists the insert and update parameters that you set in the properties file. Note that all parameters are in lower case. The values used with the parameters can be case sensitive (such as path names). If an optional parameter (such as `-csvdelimiter`) is not specified, its default value is used.

Table 4. Insert and Update Parameters in the Properties File

Parameter	Required or Optional	Description
<code>-datafilepath</code> <i>value</i>	Required	The full path (including the file name) of the data file that you want to import.
<code>-mapfilepath</code> <i>value</i>	Required	The full path (including the file name) of the map file.
<code>-recordtype</code> <i>value</i>	Required	Record type of the data that you want to import. For a list of supported record types, see <a href="#">Supported Record Types for Oracle Data Loader On Demand on page 18</a> .

Table 4. Insert and Update Parameters in the Properties File

Parameter	Required or Optional	Description
-duplicatecheckoption <i>value</i>	Optional	<p>Duplicate check option. Use this parameter only for update operations. Use this parameter to specify which field Oracle Data Loader On Demand uses to check records to determine if the record is a duplicate. The value must be one of the following:</p> <ul style="list-style-type: none"> <li>■ <b>externalid</b>. This is the default value.</li> <li>■ <b>rowid</b></li> </ul> <p>If you specify this parameter for an insert operation, it is ignored. No duplicate checking occurs and it does not cause an error or warning.</p>
-datetimeformat <i>value</i>	Optional	Date and time format. The date and time formats for this selection are listed in <a href="#">Table 8 on page 29</a> .
-csvdelimiter <i>value</i>	Optional	<p>CSV delimiter used in the data file. The value must be one of the following:</p> <ul style="list-style-type: none"> <li>■ <b>,</b> (comma). This is the default value. This delimiter applies to the data file only; it is not used for the map file or properties file.</li> <li>■ <b>;</b> (semicolon)</li> </ul>
-importloglevel <i>value</i>	Optional	<p>Specify the error level of the log file. The value must be one of the following:</p> <ul style="list-style-type: none"> <li>■ <b>all</b>. Lists all error messages.</li> <li>■ <b>errorswarnings</b>. Lists error and warning messages only.</li> <li>■ <b>errors</b>. Lists error messages only. This is the default value. This setting is for insert and update operations on the server.</li> </ul> <p>For troubleshooting tasks, you can increase the log level to <i>all</i>, which records all detailed error messages. However, the <i>all</i> error level slows down an operation.</p>
-waitforcompletion	Optional	<p>When specified, you get a prompt if:</p> <ul style="list-style-type: none"> <li>■ The processing of the request is complete with a status of Completed.</li> <li>■ You press CTRL+C.</li> </ul>



## Resuming or Halting Operations in Oracle Data Loader On Demand

This topic describes how to halt or resume operations in Oracle Data Loader On Demand.

You can halt Oracle Data Loader On Demand by pressing CTRL+C. This halts the process of submission of the remaining records in the data file. All records that have been submitted continue to be processed by the server. To resume processing, create a properties file using the parameters specified in [Table 5 on page 26](#). To stop requests on the server, log in to Oracle CRM On Demand, navigate to the Import Queue and cancel the request.

### *To halt operations in Oracle Data Loader On Demand*

- Press CTRL+C.

This halts the process of submission of the remaining records in the data file. All records that have been submitted continue to be processed by the server.

The following procedure describes how to obtain the request ID of a previously interrupted request.

### *To obtain a request ID*

- 1 Navigate to the folder where the log files were stored.

The log files are saved at the location specified with the `-clientlogfiledir` parameter.

- 2 Open the last log file and navigate to the bottom of the file.

A message displays the request ID similar to the following:

To resubmit ... please re-execute ... using the RESUME option while providing the following Request ID

The following procedure describes how to resume operations in Oracle Data Loader On Demand.

### *To resume operations in Oracle Data Loader On Demand*

- Create a properties file using the required or optional parameters.

For more information on the required or optional parameters, see [Table 5](#).

Table 5 lists the resume parameters for Oracle Data Loader On Demand.

Table 5. Resume Parameters for Oracle Data Loader On Demand

Parameter	Required or Optional	Description
-resumerequest <i>value</i>	Required	Request ID of the import request that you want to resume.
-waitforcompletion	Optional	When specified, you get a prompt if: <ul style="list-style-type: none"><li>■ The processing of the request is complete with a status of Completed.</li><li>■ You press CTRL+C.</li></ul>

## Displaying Information About the Job Status

You can display the details about the progress of your request in Oracle CRM On Demand. The Import queue displays information, such as the number of records processed, the status of your request, and other information.

### *To display information about the job status*

- 1 Log in to Oracle CRM On Demand.
- 2 Navigate to the import queue: Admin, Import Export tools, and then Import Queue.
- 3 To display further details about a request, drill down on a request by clicking the record type link to navigate to the detail page for the request.

When your request is complete, your map file and log file appear as attachments under the Request Detail page.

# Status Messages from Oracle Data Loader On Demand

Table 6 lists the status messages in the import queue that Oracle Data Loader On Demand returns after processing a data file.

Table 6. Status Messages in the Import Queue

Status	Description
Cancelled	The request was cancelled before or during processing.
Cancelling	The request is being cancelled by the user.
Completed	The request completed without any errors during the insert or update process.
Completed with Errors	The request completed, but some records failed to be inserted or updated.
Error	The request was not processed due to one or more errors. Records might or might not have been processed.
In Progress	The request is being processed by Oracle CRM On Demand.
Queued	The request has been submitted, but it has not been processed yet.
Re-queued	The request has been submitted again by Oracle CRM On Demand Customer Care.

# Guidelines for Using Oracle Data Loader On Demand

Follow these guidelines when using Oracle Data Loader On Demand. Adhering to these guidelines helps you to avoid errors.

## Required Field Mappings

Every record type has a list of fields that is required. If you omit a required field, Oracle Data Loader On Demand returns an error. Table 7 lists the preconfigured required fields for each record type. You can also mark other fields as required by changing their properties under the Field Management section of the Admin screen.

Table 7. Required Fields for Record Types

Record Type	Required Field
Account	Account Name
Account Team	Account, User, Account Access

Table 7. Required Fields for Record Types

Record Type	Required Field
Appointment	Subject, Start Time, End Time, Owner
Appointment Contact	Appointment External Id, Contact
Appointment User	Appointment External Id, User
Assets	Product, Account
Campaign	Campaign Name, Source Code
Campaign Recipient	Campaign, Source Code, Contact
Contact Team	Contact, User, Contact Access
Contacts	First Name, Last Name
Custom Object 1	External Unique Id
Custom Object 2	External Unique Id
Custom Object 3	External Unique Id
Dealer	Name
Leads	First Name, Last Name
Note	Not applicable
Opportunity	Opportunity Name, Sales Stage, Close Date
Opportunity Contact Role	Opportunity, Contact, Buying Role
Opportunity Product	Product, Opportunity
Portfolio	Account Number
Product Category	Category Name
Products	Product Name
Service Request	SR Number
Solution	Title
Task	Subject, Due Date, Priority, Owner
Task Contact	Task External Id, Contact
Task User	Task External Id, User
User	First Name, Last Name, Role, Work Phone #, Email, Status, Alias, User Id
Vehicle	VIN, Vehicle Currency, Product Name
Vehicle Contact	Vehicle, Contact

## Supported Date and Time Formats

Make sure your date and time formats conform to the formats in [Table 8](#).

Table 8. Supported Date and Time Formats

Option	Geographic Location	Date and Time Format
can	Canada	DD/MM/YYYY hh:mm:ss PM
eur	Europe	DD.MM.YYYY 24:mm:ss
other	All other geographic locations not specifically covered by other options.	YYYY-MM-DD 24:mm:ss
uk	United Kingdom	DD/MM/YYYY 24:mm:ss
usa	United States of America This is the default option.	MM/DD/YYYY hh:mm:ss PM

## Supported File Formats

The data files and map files must be formatted correctly:

- **Data file.** The data file must use UTF-8 encoding and be a comma or semicolon-delimited text file.
- **Map file.** The map file must use UTF-8 encoding and be a comma-delimited text file, with the following header:  
"Oracle CRM On Demand Field", "Import File Field"

## Make Sure Data Files Are Correct

The following mistakes can make a data file unreadable:

- **Blank column header.** The first line of the data file must list the field names to process.
- **Mismatch between data file header and the map file.** For each field listed in the data file header, there must be an entry in the map file.
- **Missing field in a record.** The first line of the data file must list the field names (the file must have a header), which are also referenced by the map file. Make sure that every record in the data file has the same number of fields.
- **Empty data file.** Make sure there is data in the data file.
- **Invalid delimiter value.** The only supported delimiters are the comma (,) and the semicolon (;). Make sure the properties file specifies which delimiter you use.
- **Each record must have an owner.** Each record must have an owner as specified by the User Sign In ID in Oracle CRM On Demand. If the record has no owner specified in the data file, then the record is assigned to the user who submits the request.
- **Associated records must exist.** Make sure any associated records specified in the data file exist in Oracle CRM On Demand prior to importing.

- **Picklist values must be an exact match.** Make sure picklist values are an exact match. Values are case sensitive. Leading or trailing blank characters are not allowed. Blank characters are not allowed at the end of the file.
- **Cascading picklist values must be correct.** Make sure cascading picklist values are correct.
- **Oracle CRM On Demand fields must be mapped only once.** Make sure you have not mapped an Oracle CRM On Demand field more than once.

# 5

## Troubleshooting Oracle Data Loader On Demand

This chapter provides troubleshooting information for Oracle Data Loader On Demand. It includes the following topics:

- [Log Files for Oracle Data Loader On Demand](#)
- [Troubleshooting Oracle Data Loader On Demand on page 32](#)

### Log Files for Oracle Data Loader On Demand

Oracle Data Loader On Demand creates a directory named `manifest` while it is running. The files it places in that directory are temporary and are used only by Oracle Data Loader On Demand while the application is running. These files are not normally used for troubleshooting.

Two different log files are generated as part of your data load:

- **Client log file.** This file is specified as part of the command-line or the properties file, by specifying its path using the following parameter: `-clientlogfiledir`. The client log file captures error messages related to the client connecting to the server. No error messages are generated for processing of data. The amount of information in this log level can be controlled by the following parameter: `-clientloglevel`. The naming convention for the log file is a concatenation of the application name (`OracleDataLoaderOnDemand`) and a date timestamp, for example:

`OracleDataLoaderOnDemand_20090928.154115.log`

If you set `-clientloglevel` to `all` or `detailed` then the command-line parameters are copied to the log file. For a sample log file, see [Sample Log File on page 41](#).

- **User log file.** This file is attached to the request record in Oracle CRM On Demand. It is a comma-separated value (CSV) text file and contains details about failed records. The user can open the log file in a text editor or a CSV editor. This file can be accessed during the processing of data loads by navigating to the detail page of the request record in Oracle CRM On Demand. You can control the amount of information in this log file by using the following parameter:  
`- importloglevel`.

# Troubleshooting Oracle Data Loader On Demand

Table 9 provides guidelines for helping you to resolve problems using Oracle Data Loader On Demand.

Table 9. Troubleshooting Oracle Data Loader On Demand

Symptom	Cause	Solution
Authentication Error	Your account does not have the right privileges.	<p>Check the following conditions, and resolve them if necessary:</p> <ul style="list-style-type: none"><li>■ Make sure that your login name and password are specified correctly.</li><li>■ Make sure your account has the Admin Import privilege.</li><li>■ Make sure your account has the Enable Web Services Access privilege and that you are impersonating an administrator.</li></ul>
Import fails	The import process cannot find the owner of a record.	<p>Check the following conditions, and resolve them if necessary:</p> <ul style="list-style-type: none"><li>■ Make sure that the owner record exists in Oracle CRM On Demand.</li><li>■ Make sure that the data file contains the user sign-in ID for owners.</li></ul>



Table 9. Troubleshooting Oracle Data Loader On Demand

Symptom	Cause	Solution
Picklist not populated	Picklist values are not found.	<p>Check the following conditions, and resolve them if necessary:</p> <ul style="list-style-type: none"> <li>■ Make sure the picklist values exist in Oracle CRM On Demand.</li> <li>■ Make sure the picklist values match exactly the values in Oracle CRM On Demand.</li> <li>■ Check the case of the picklist values. Picklist values are case sensitive.</li> <li>■ Make sure picklist values in Oracle CRM On Demand have neither leading nor trailing blank spaces.</li> <li>■ Check if cascading picklists rules are affecting the picklist values available.</li> </ul>
Records not imported	The import process cannot find your associated records.	<p>Check the following conditions, and resolve them if necessary:</p> <ul style="list-style-type: none"> <li>■ Make sure that associated records exist in Oracle CRM On Demand before the import process starts.</li> <li>■ Make sure that associated record values match exactly the value in Oracle CRM On Demand.</li> <li>■ Check all entries for proper case. Entries are case sensitive.</li> <li>■ Make sure the associated record names in Oracle CRM On Demand have neither leading nor trailing blank spaces.</li> </ul>

Table 9. Troubleshooting Oracle Data Loader On Demand

Symptom	Cause	Solution
The downloaded ZIP file for Oracle Data Loader On Demand is unusable	Corrupted or damaged ZIP file.	<p>Either restart your browser, or try a different supported browser such as FireFox.</p> <p>If you are using Internet Explorer, change the following setting: Internet Options, Advanced tab, clear the check box for Use HTTP 1.1.</p>
Validation failed error	The operating system cannot create a required file.	<p>Check the following conditions, and resolve them if necessary:</p> <ul style="list-style-type: none"> <li>■ Do not use forward slashes (/) in path names. For example, use d: \temp instead of d: / temp.</li> <li>■ Use either the full path with backslashes (\) or put the CSV and map files in the same folder as the JAR file.</li> <li>■ If you have the CSV and map files in a subdirectory, then include the name of subdirectory as well. For example, if your JAR file is in d: \dl and your data and map files are in a subdirectory called data, then specify the path to be data\myFile.csv or d: \dl \data\myFile.csv.</li> </ul>

Table 9. Troubleshooting Oracle Data Loader On Demand

Symptom	Cause	Solution
<p>You receive the following message when submitting an import job:</p> <p>"Processing this request will exceed your current storage allotment, therefore your request cannot be processed. Please reduce the number of records and try again or contact your Company Administrator."</p>	<p>Your storage allotment is almost full.</p>	<p>To reduce the allotment usage you can delete data you no longer need. To purchase additional capacity or licenses, contact your sales representative.</p>
<p>You receive the following message:</p> <p>"String index out of range: -1"</p>	<p>A required field is blank, possibly the first field in a record.</p>	<p>Make sure all required fields have valid data. If there legitimately is no data for a field, enter a blank by using a pair of quotation marks.</p>



# A

## Sample Files

This appendix provides sample files that you can use as a basis for creating your own files.

- [Sample Map File](#)
- [Sample Data File on page 39](#)
- [Sample Log File on page 41](#)

## Sample Map File

The following sample map file is for account objects.

```
"Oracle CRM On Demand Field", "Import File Field"
"ZText_33", "Owner_Full_Name"
"Indexed Boolean 0", "IndexedBoolean0"
"Public Company", "PublicCompany"
"Account Industry - Translation", "Industry"
"ZText_32", "Row_Id"
"Annual Revenues", "Annual Revenues"
"Account Status", "Status"
"Indexed Number 0", "IndexedNumbr0"
"ZPhone_0", "Custom_Phone_0"
"Indexed Long Text 0", "IndexedLongText0"
"ZText_30", "Primary_Contact"
"ZText_0", "Custom_Text_Long_0"
"Bill To City", "Bill City"
"Main Phone Number", "Main Phone #"
"ZNum_20", "Custom_Percent_0"
"ZNum_0", "Custom_Number_0"
"ZDate_25", "Custom_Date_0"
"Currency Code", "Account Currency"
```

"ZText\_1", "Modified\_by\_Email\_Address"  
"Bill To Country", "Bill Country"  
"ZDate\_0", "Custom\_DateTime\_0"  
"ZText\_31", "Indexed\_Short\_Text\_1"  
"Ship To Postal Code", "Ship Postal Code"  
"ZCur\_0", "Custom\_Currency\_0"  
"External System Id", "Unique External ID"  
"Indexed Currency 0", "IndexedCurrency0"  
"ZMSPick\_0", "Custom\_MultiSelect\_Picklist\_0"  
"Indexed Pick 0", "IndexedPick0"  
"Ship To Street Address 2", "Ship StreetAddress2"  
"Type", "Account Type"  
"Ship To Country", "Ship Country"  
"Bill To Street Address", "Bill StreetAddress"  
"Number of Employees", "Number of Employees"  
"Home Page", "Web Site"  
"Ship To Street Address", "Ship StreetAddress"  
"Bill To Postal Code", "Bill Postal Code"  
"Source Code", "Custom\_Integer\_0"  
"Number of Physicians", "NumberOfPhysicians"  
"Main Fax Number", "Main Fax #"  
"ZText\_34", "Custom\_Text\_Short\_0"  
"Bill To Street Address 2", "Bill StreetAddress2"  
"Priority", "Priority"  
"Location", "Location"  
"ZPick\_0", "Custom\_Picklist\_0"  
"Description", "Description"  
"Region", "Region"  
"Name", "Account Name"  
"ZBool\_0", "Custom\_Checkbox\_0"

"Ship To City", "Ship City"

## Sample Data File

The following sample comma-separated value (CSV) data file is for account objects.

Account Name, Location, Main Phone #, Main Fax #, Web Site, Account Currency, Account Type, Priority, Industry, Public Company, Region, Annual Revenues, Number of Employees, Primary Contact, Description, Billing Address, Shipping Address, Indexed Short Text 1, Indexed Long Text, Indexed Picklist 1, Custom Checkbox 0, Custom Currency 0, Custom Date 0, Custom Date/Time 0, Custom Integer 0, Custom Multi-Select Picklist 0, Custom Number 0, Custom Percent 0, Custom Phone 0, Custom Picklist 0, Custom Text (Long) 0, Custom Text (Short) 0, # Physicians, Indexed Checkbox, Indexed Currency, Indexed Number, Modified by Email Address, Owner\_Full\_Name, Row Id, Status

Accnt\_1000001, Toronto, 416-123-4567, 905-123-4567, http://  
crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
, 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
12:00, 1, "High, Low", 1, 1, 416-555-1234, High, C Long Text, C Short  
Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000001, Active

Accnt\_1000002, Toronto, 416-123-4568, 905-123-4568, http://  
crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
, 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
12:00, 1, "High, Low", 1, 1, 416-555-1235, High, C Long Text, C Short  
Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000002, Active

Accnt\_1000003, Toronto, 416-123-4569, 905-123-4569, http://  
crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
, 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
12:00, 1, "High, Low", 1, 1, 416-555-1236, High, C Long Text, C Short  
Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000003, Active

Accnt\_1000004, Toronto, 416-123-4570, 905-123-4570, http://  
crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
, 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
12:00, 1, "High, Low", 1, 1, 416-555-1237, High, C Long Text, C Short  
Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000004, Active

Accnt\_1000005, Toronto, 416-123-4571, 905-123-4571, http://  
crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
, 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
12:00, 1, "High, Low", 1, 1, 416-555-1238, High, C Long Text, C Short  
Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000005, Active

Accnt\_1000006, Toronto, 416-123-4572, 905-123-4572, http://  
crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
, 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
12:00, 1, "High, Low", 1, 1, 416-555-1239, High, C Long Text, C Short  
Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000006, Active

Accnt\_1000007, Toronto, 416-123-4573, 905-123-4573, http://  
crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
, 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
12:00, 1, "High, Low", 1, 1, 416-555-1240, High, C Long Text, C Short  
Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000007, Active

Accnt\_1000008, Toronto, 416-123-4574, 905-123-4574, http://  
crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
, 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
12:00, 1, "High, Low", 1, 1, 416-555-1241, High, C Long Text, C Short  
Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000008, Active

Accnt\_1000009, Toronto, 416-123-4575, 905-123-4575, http://  
crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
, 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
12:00, 1, "High, Low", 1, 1, 416-555-1242, High, C Long Text, C Short  
Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000009, Active

Accnt\_1000010, Toronto, 416-123-4576, 905-123-4576, http://  
crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
, 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
12:00, 1, "High, Low", 1, 1, 416-555-1243, High, C Long Text, C Short  
Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000010, Active

Accnt\_1000011, Toronto, 416-123-4577, 905-123-4577, http://  
crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
, 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
12:00, 1, "High, Low", 1, 1, 416-555-1244, High, C Long Text, C Short  
Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000011, Active

Accnt\_1000012, Toronto, 416-123-4578, 905-123-4578, http://  
crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
, 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
12:00, 1, "High, Low", 1, 1, 416-555-1245, High, C Long Text, C Short  
Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000012, Active

Accnt\_1000013, Toronto, 416-123-4579, 905-123-4579, http://  
crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
, 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
12:00, 1, "High, Low", 1, 1, 416-555-1246, High, C Long Text, C Short  
Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000013, Active

Accnt\_1000014, Toronto, 416-123-4580, 905-123-4580, http://  
crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
, 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
12:00, 1, "High, Low", 1, 1, 416-555-1247, High, C Long Text, C Short  
Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000014, Active

Accnt\_1000015, Toronto, 416-123-4581, 905-123-4581, http://  
crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
, 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
12:00, 1, "High, Low", 1, 1, 416-555-1248, High, C Long Text, C Short  
Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000015, Active



Accnt\_1000016, Toronto, 416-123-4582, 905-123-4582, http://  
 crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
 , 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
 12:00, 1, "High, Low", 1, 1, 416-555-1249, High, C Long Text, C Short  
 Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000016, Active

Accnt\_1000017, Toronto, 416-123-4583, 905-123-4583, http://  
 crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
 , 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
 12:00, 1, "High, Low", 1, 1, 416-555-1250, High, C Long Text, C Short  
 Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000017, Active

Accnt\_1000018, Toronto, 416-123-4584, 905-123-4584, http://  
 crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
 , 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
 12:00, 1, "High, Low", 1, 1, 416-555-1251, High, C Long Text, C Short  
 Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000018, Active

Accnt\_1000019, Toronto, 416-123-4585, 905-123-4585, http://  
 crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
 , 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
 12:00, 1, "High, Low", 1, 1, 416-555-1252, High, C Long Text, C Short  
 Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000019, Active

Accnt\_1000020, Toronto, 416-123-4586, 905-123-4586, http://  
 crmondemand.com, USD, Customer, Medium, Energy, Y, East, "10,000.00", 100, Mass, description  
 , 123 Ontario St, 123 Ontario St, Short Text, Long Text, High, Y, 100, 11/14/08, 5/30/08  
 12:00, 1, "High, Low", 1, 1, 416-555-1253, High, C Long Text, C Short  
 Text, 10, Y, 150, 111, first.last@company.com, company/user\_sign\_in, AAA\_21000020, Active

## Sample Log File

The following sample log file was created with the `clientloglevel` parameter set to *detailed*:

```
[2010-04-24 07:51:54,393] DEBUG - [main] BulkOpsClient.main(): Execution begin.

[2010-04-24 07:51:54,393] DEBUG - [main] BulkOpsClient.main(): List of all
configurations loaded: {numofthreads=1, impstatchkinterval=30, maxloginattempts=1,
manifestfiledir=. \Manifest\, sessionkeepchkinterval=300, routingurl=https://
sso.crmondemand.com, hosturl=http://sdchs20n263.us.oracle.com, testmode=debug,
maxthreadfailure=1, logintimeoutms=180000, csvblocksize=1000, maxsoapsize=10240}

[2010-04-24 07:51:54,393] DEBUG - [main] BulkOpsClient.main(): List of all options
loaded: {password=*****, clientloglevel=detailed, waitforcompletion=False,
datetimeformat=usa, importloglevel=errors, datafilepath=. \data\account1.csv,
operation=insert, help=False, mapfilepath=. \data\account1.map,
clientlogfiledir=., recordtype=account, duplicatecheckoption=externalid,
username=oracle/oracle, csvdelimiter=,}

[2010-04-24 07:51:54,393] INFO - [main] Attempting to login...

[2010-04-24 07:51:55,081] INFO - [main] Successfully logged in as: wchung/eric

[2010-04-24 07:51:55,081] DEBUG - [main] BulkOpsClient.dolimport(): Execution begin.
```

```
[2010-04-24 07:51:55,081] INFO - [main] Validating Oracle Data Loader On Demand
Import request...

[2010-04-24 07:51:55,081] DEBUG - [main] FieldMappingManager.parseMappings():
Execution begin.

[2010-04-24 07:51:55,097] DEBUG - [main] FieldMappingManager.parseMappings():
Execution complete.

[2010-04-24 07:51:55,331] DEBUG - [Thread-1] ODWSSessionKeeperThread.Run():
Submitting BulkOplmportGetRequestDetail WS call

[2010-04-24 07:51:55,331] INFO - [main] A SOAP request was sent to the server to
create the import request.

[2010-04-24 07:51:55,862] DEBUG - [Thread-1]
SOAPImpRequestManager.sendImportGetRequestDetail(): SOAP request sent successfully
and a response was received

[2010-04-24 07:51:55,862] DEBUG - [Thread-1] ODWSSessionKeeperThread.Run():
BulkOplmportGetRequestDetail WS call finished

[2010-04-24 07:51:55,862] DEBUG - [Thread-1] ODWSSessionKeeperThread.Run(): SOAP
response status code=OK

[2010-04-24 07:51:55,862] DEBUG - [Thread-1] ODWSSessionKeeperThread.Run(): Going
to sleep for 300 seconds.

[2010-04-24 07:51:55,862] DEBUG - [main]
SOAPImpRequestManager.handleSoapFaultException(): Handling SoapFaultException.

[2010-04-24 07:51:55,862] DEBUG - [main] There was an error sending the SOAP request
to web service: SBL-ODU-01005

[2010-04-24 07:51:55,862] DEBUG - [main] BulkOpsClient.sendValidationRequest():
Experienced SOAP Request Rate Limit error while sending the validation request. Will
try to send again in 1 sec.

[2010-04-24 07:51:56,862] INFO - [main] A SOAP request was sent to the server to
create the import request.

[2010-04-24 07:52:01,268] INFO - [main] A response to the SOAP request sent to
create the import request on the server has been received.

[2010-04-24 07:52:01,268] DEBUG - [main]
SOAPImpRequestManager.sendImportCreateRequest(): SOAP request sent successfully and
a response was received

[2010-04-24 07:52:01,268] INFO - [main] Oracle Data Loader On Demand Import
validation PASSED.

[2010-04-24 07:52:01,268] DEBUG - [main] BulkOpsClient.sendValidationRequest():
Execution complete.

[2010-04-24 07:52:01,268] DEBUG - [main] BulkOpsClient.submitImportRequest():
Execution begin.
```

[2010-04-24 07:52:01,268] DEBUG - [main] BulkOpsClient.submitImportRequest(): Sending CSV Data Segments.

[2010-04-24 07:52:01,268] DEBUG - [main] CSVDataSender.CSVDataSender(): CSVDataSender will use 1 threads.

[2010-04-24 07:52:01,268] INFO - [main] Submitting Oracle Data Loader On Demand Import request with the following Request Id: 1QA2-Q5NU1...

[2010-04-24 07:52:01,268] DEBUG - [main] CSVDataSender.sendCSVData(): Creating thread 0

[2010-04-24 07:52:01,284] INFO - [main] Import Request Submission Status: Started

[2010-04-24 07:52:01,284] DEBUG - [main] CSVDataSender.sendCSVData(): Starting thread 0

[2010-04-24 07:52:01,284] DEBUG - [main] CSVDataSender.sendCSVData(): There are pending requests. Going to sleep.

[2010-04-24 07:52:01,284] DEBUG - [Thread-3] CSVDataSenderThread.run(): Thread 0 submitting CSV Data Segment: 1 of 1

[2010-04-24 07:52:02,487] INFO - [Thread-3] A response to the import data SOAP request sent to the server has been received.

[2010-04-24 07:52:02,487] DEBUG - [Thread-3] SOAPImpRequestManager.sendImportDataRequest(): SOAP request sent successfully and a response was received

[2010-04-24 07:52:02,487] INFO - [Thread-3] A SOAP request containing import data was sent to the server: 1 of 1

[2010-04-24 07:52:02,487] DEBUG - [Thread-3] CSVDataSenderThread.run(): There is no more pending request to be picked up by Thread 0.

[2010-04-24 07:52:02,487] DEBUG - [Thread-3] CSVDataSenderThread.run(): Thread 0 terminating now.

[2010-04-24 07:52:06,284] INFO - [main] Import Request Submission Status: 100.00%

[2010-04-24 07:52:07,284] INFO - [main] Oracle Data Loader On Demand Import submission completed successfully.

[2010-04-24 07:52:07,284] DEBUG - [main] BulkOpsClient.submitImportRequest(): Execution complete.

[2010-04-24 07:52:07,300] DEBUG - [main] BulkOpsClient.doImport(): Execution complete.

[2010-04-24 07:52:07,300] INFO - [main] Attempting to log out...

[2010-04-24 07:52:09,487] INFO - [main] oracle/oracle is now logged out.

[2010-04-24 07:52:09,487] DEBUG - [Thread-1] ODWSSessionKeeperThread.Run(): Interrupted.

[2010-04-24 07:52:09,487] DEBUG - [main] BulkOpsClient.main(): Execution complete.

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