


Integrator 10.0

User Guide





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When contacting Customer Support, please provide:

- Product version and program/module name.
- Functional and technical description of the problem (include business impact).
- Detailed step by step instructions to recreate.
- Exact error message received.
- Screen shots of each step you take.

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Chapter 1 – Introduction

Overview

Retek's Integrator provides the ability to integrate existing merchandising systems with Retek e-services and e-markets. It does this through Internet document and data sharing and the ability to transfer data to and from Retek's e-services. Data and documents are imported into Integrator, stored in a repository, and exported from Integrator.

Specific application documents may be transferred using eXtensible Markup Language (XML). For information about the XML schemas, contact [Customer Support](#).

You can also use File Transfer Protocol (FTP) to import and export files to Integrator.

FTP

In the File Transfer Protocol method of transferring data, Integrator imports and exports via "trigger" files. These trigger files are validated both on the customer (FTP server) and application (e-service) side before FTP processing will continue.

There are two trigger validations that occur:

- Imports - customer trigger must exist and application trigger must NOT exist.
- Export - application trigger must exist and the customer trigger must NOT exist.

To ensure file integrity, Integrator governs the trigger validation to prevent more than one job running at a time.

When the FTP data transfer process has finished, one of three e-mail messages can be sent to the enterprise users who need to know file status. These e-mail messages can be turned on or off for each file type. The messages are:

- Failure: There was an error in the processing action.
- Incomplete: The file did not pass trigger validation.
- Successful: the file transfer is complete and without error.

XML

Integrator utilizes eXtensible Markup Language (XML) files and business-to-business (B2B) server technology to import data from existing merchandising systems into retail.com.

Note: For more information about using XML with Integrator, contact [Customer Support](#).

Using Integrator, you can import and export files manually or automatically. This user guide contains the information necessary to process files manually. The automatic processing of files must be set up within the e-service in question, and can only be reviewed in Integrator.

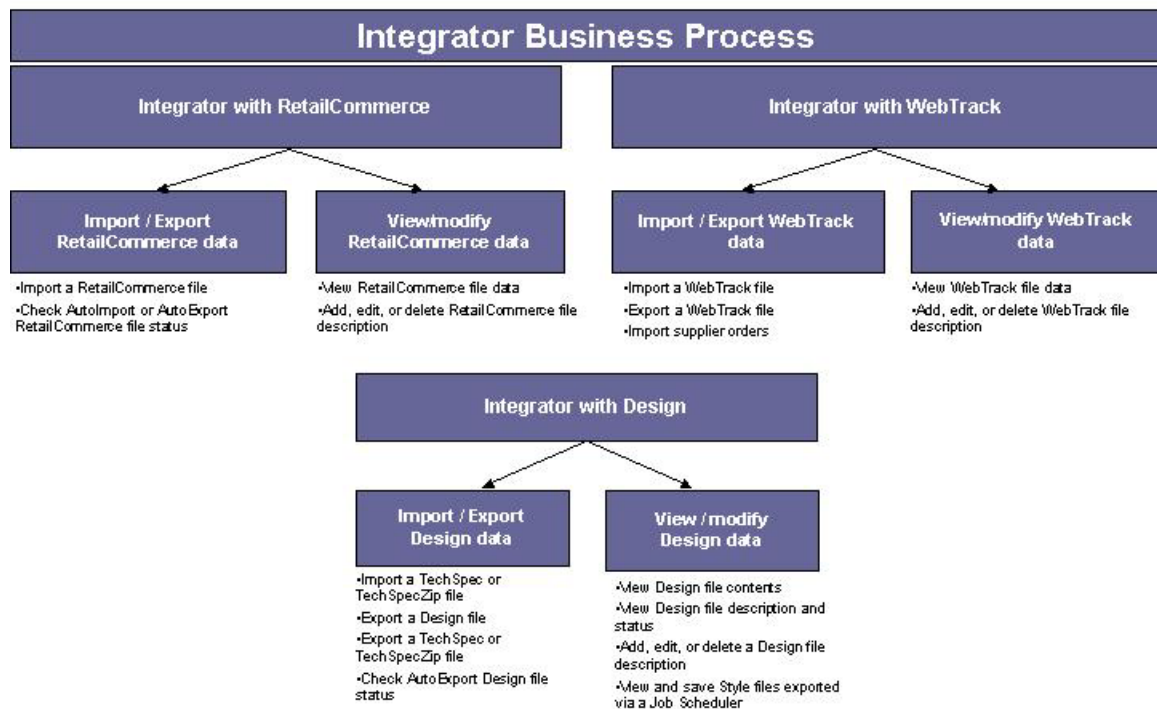
Since Integrator is capable of accepting and producing files in many formats and from different delivery protocols, processing procedures may vary from enterprise to enterprise.

Integrator can work with the following e-services provided through retail.com:

- RetailCommerce
- WebTrack
- Foundation Data
- Design

The interaction between each of these e-services and Integrator is covered in a separate chapter of this user guide. You will want to familiarize yourself with Chapter 1, the chapter about the e-service you are working with, and Chapters 2 and 3 as needed.

Business process



Chapter 2— How to use Integrator

Overview

This chapter discusses how to import and export files manually or automatically. The automatic processing of files must be set up within the e-service in question, and can only be reviewed in Integrator.

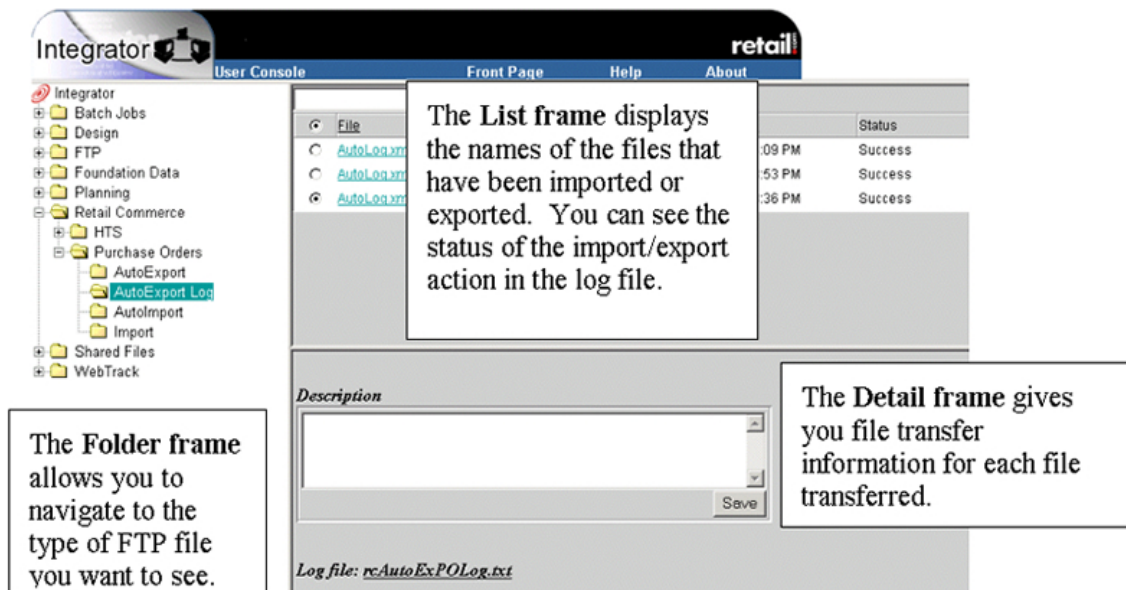
Because Integrator is capable of accepting and producing files in many formats and from different delivery protocols, processing procedures may vary from enterprise to enterprise. Contact [Customer Support](#) for the XML schemas.

Procedures

- View e-service data
- Import a file
- Export a file

View e-service data

This procedure uses a RetailCommerce file for illustration. As you view the user console for another e-service, the information you see may vary. Three frames are displayed on the user console: the Folder frame (vertical), the List frame (top horizontal), and the Detail frame (bottom horizontal).



Integrator User Console

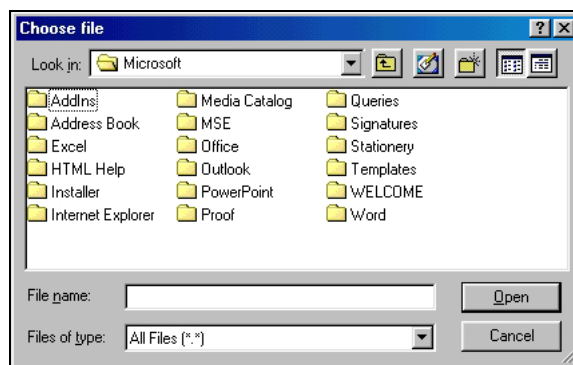
See the [Frame descriptions](#) table at the end of this chapter for more information on the different frames.

- 1 From the Folder Frame of the Integrator user console, select the folder that represents your desired e-service.
- 2 Continue opening folders in the e-service file path until you see three buttons displayed in the List frame: **Browse**, **Upload**, and **Refresh**.
- 3 If file names are displayed in the List frame, select a file's radio button. Data specific to the e-service and file is displayed in the Detail frame. This data differs from e-service to e-service. Refer to the specific e-service chapter for further information on the contents and procedures for this frame.
- 4 In the List frame, click on a file hyperlink. The contents of the file are displayed in the Detail frame.

Import a file

Note: It may be necessary to format or validate a file before importing it. See the specific e-service chapter for further information on formatting or validating files.

- 1 In the Folder frame of the Integrator [user console](#), select the folder that represents your desired e-service.
- 2 Continue opening folders in the e-service file path until you see three buttons displayed in the List frame: **Browse**, **Upload**, and **Refresh**.
- 3 Click **Browse**. The Choose File dialog box is displayed, with files from your computer or network.



Choose File Dialog Box

- 4 In the Choose File dialog box, navigate to the file to be imported and select the file.

Note: If the file you are importing is larger than 5242880k, it will not be accepted by retail.com. You will receive an error message indicating that the file size exceeds the retail.com limit.

- 5 Click **Open**. The file name is displayed in the field next to the **Browse** button.

- Click **Upload**. A hyperlink for the file is displayed in the List frame, along with the status message of the file processing.

			Browse...	Upload	Refresh
File	Date		Status		
po_2619554.xml	09/15/00 09:08 PM		Success		
po_20015987.xml	09/15/00 09:01 PM		Processed with Errors		
po_43592.xml	09/15/00 08:44 PM		Processed with Errors		
po_39313.xml	09/15/00 08:36 PM		Processed with Errors		
po_56532.xml	09/15/00 08:32 PM		Processed with Errors		
po_12499.xml	09/14/00 10:50 PM		Processed with Errors		
po_56674.xml	09/14/00 10:47 PM		Processed with Errors		
po_1897.xml	09/14/00 10:27 PM		Processing File ...		

List Frame

- Click **Refresh**. The status message may change to reflect the final results of the file processing. See the Status field under [Field Descriptions](#) for status message explanations.

Exporta file

- From the Folder frame of the Integrator user console, select the folder that represents your desired e-service.
- Continue opening folders in the e-service file path until you see three buttons displayed in the List frame: **Browse**, **Upload**, and **Refresh**.
- In the List frame, right-click on a file hyperlink. The file Options menu is displayed.
- Select **Save Target As** to save this file to your local file system.

Frame descriptions

Frame Name	Frame Description
Folder frame	<p>The Folder frame is your entry point to the power of Integrator. Retek establishes the hierarchy of folders and the number of folders found in the Folder frame. There are two types of folders in this frame, path folders and file folders.</p> <p>A path folder is identified by the name of the e-service it represents. For example, if you see a path folder for WebTrack, then your company has a subscription for the WebTrack e-service. Integrator acknowledges your access to this e-service as defined by the permissions set by your password and user ID.</p> <p>File folders are displayed at the base level of a path folder. File folders hold e-service specific data and file definitions. The file folder hierarchy, data structure, and transmission mode for files within the folder are defined by the e-service.</p>
List frame	<p>The List frame allows you to select and import files. You can monitor the status of the import from this frame. The List frame displays the files of a specific e-service when you click on that e-service path. If files for this e-service reside on retail.com, a list of file names is displayed in the List frame.</p>
Detail frame	<p>The Detail frame differs in functionality from e-service to e-service. File specific information is displayed in this frame, such as:</p> <ul style="list-style-type: none">• Error data• File contents• A graphic image or photo <p>Refer to your e-service documentation for further information or procedures.</p>

Field descriptions

Field Name	Field Description
File	Displays the names of the files.
Date	Displays the time and date when the file was saved to retail.com MM/DD/YYYY HH:MM:SS
Status	<p>Displays one of five messages. The message describes the result of the file processing.</p> <p><i>Error: Processing failed.</i> Something occurred to block the file import. Try the import again or contact your site administrator.</p> <p><i>Processing File ...</i> File has been imported, but processing is not complete. When this message is displayed, click Refresh to update the status. The significance of this status depends on the e-service. Refer to e-service specific procedures for further information.</p> <p><i>Success.</i> The operation was successfully completed and all records found were imported.</p> <p><i>Processed with Errors.</i> The file processing partially succeeded. Save the file to your desktop and fix any errors. Try the import again.</p> <p><i>Error: Processing Failed.</i> A major problem occurred while processing the file. This could be the result of invalid XML formatting, missing required seed data, or some retail.com resource that is not available. More information is available in the Detail frame's error message field. Check file formatting and/or contact your site administrator.</p>
Detail	Displays detailed file information. This content differs for each e-service.

Button descriptions

Button Name	Button Description
File	Displays details specific to that file in the Files frame.
Browse	Selects a file to import.
Upload	Starts processing the file.
Refresh	Updates the displayed file status information.

Chapter 3 — Using FTP

Overview

Using File Transfer Protocol (FTP), Integrator imports and exports files as directed by specific protocol messages in each file. For example, a file transfer might be programmed to run at a specific time, or as a batch of files that runs when all files are updated.

The protocol includes trigger files that are validated both at the FTP server and at the e-service application (e-service) side. The trigger files must be present and sequenced correctly before FTP file transfer is successful.

When a file is imported, Integrator validates that the FTP trigger exists and the application trigger does not exist. These conditions must be present for successful file import.



Customer trigger exists for FTP import process

When a file is exported, Integrator validates that the application trigger exists and the FTP trigger does *not* exist. These conditions must be present for successful file export.



Application trigger exists for FTP export process

To ensure file integrity, Integrator governs the trigger validation to prevent more than one job running at a time.

E-mail alerts and log information

When an FTP file transfer has finished, one of three e-mail messages can be sent to the user who started the file transfer or the recipient. Your administrator has set these e-mail messages to be turned on or off for any file transfer. The messages are:

- Failure: There was an error in the processing action.
- Incomplete: The file did not pass trigger validation.
- Successful: The file transfer is complete and without error.

File transfer status is also displayed on the [user console](#). The status messages are described in the *View FTP Log Files* procedure.

Procedures

- View an FTP log files
- Print an FTP log file
- Save an FTP log file

View an FTP Log File

You view FTP file transfer status from the Integrator [user console](#). The user console is divided into three frames. The Folder frame allows you to navigate to the type of FTP file you want to see. The List frame displays the names of the files that have been imported or exported. You can see the status of the import/export action in the log file. The Detail frame gives you file transfer information for each file transferred. Refer to the Frames description at the end of this section for additional information.

- 1 From the Folder frame, select the FTP folder. Import and export folders are displayed.
- 2 Select the FTP Export or FTP Import log folder. Files that have been imported or exported are displayed in the List frame.
- 3 In the List frame, click on a file hyperlink. The file transfer details are displayed in the Detail frame.
- 4 View the Detail frame contents. This data is file specific and differs for each file transferred. Review the information. You can print or save the data if needed.
- 5 Contact the FTP administrator to discuss any file processing failures. Your enterprise will have a process to fix errors and resend unsuccessful transfers.

Print an FTP log file

- 1 Select a file in the List frame. FTP file transfer information is displayed in the Detail frame.
- 2 Right-click in the Detail frame.
- 3 Select **Print** on the pop-up menu. The Print window is displayed.
- 4 Click **OK** to print the file.

Save an FTP log file

- 1 Select a file in the List frame. FTP file transfer information is displayed in the Detail frame.
- 2 Right-click in the Detail frame.
- 3 Click **Save-all** in the pop-up menu. All file transfer data is highlighted.
- 4 Right-click on the highlighted data.
- 5 Click **Copy** in the popup menu.
- 6 Paste the data into an open Notepad or Word file.
- 7 Name the file and save it.

Field descriptions

Field Name	Field Description
File	Displays the names of the files.
Date	Displays the time and date when the file was saved to retail.com MM/DD/YYYY HH:MM:SS
Status	<p>Displays one of three status messages. The message describes the result of the file processing.</p> <p><i>Processing File ...</i> File transfer has begun but is not complete. When this message is displayed, click Refresh to update the status as needed.</p> <p><i>Success.</i> The operation was successfully completed and all records were transferred.</p> <p><i>Error: Processing Failed.</i> This message can mean one of two things:</p> <ul style="list-style-type: none"> • Trigger validation failed. • Failure: Something occurred to block the file transfer. Try the transfer again or contact your site administrator.

Button descriptions

Button Name	Button Description
File	Displays details specific to that file in the Files frame.
Browse	Selects a file to transfer.
Upload	Not used in FTP file transfer.
Refresh	Updates the displayed file status information.

Chapter 4 – Integrator with RetailCommerce

Overview

This chapter contains instructions for importing and exporting RetailCommerce data into and out of retail.com, and viewing and modifying the data while it is in retail.com.

Integrator provides a simple, manual solution through the retail.com Web site, and a more automated solution through the installation of the customer side Integrator components.

Procedures

Import/export RetailCommerce data









- Import a RetailCommerce file
- Export a RetailCommerce file
- Check AutoImport or AutoExport RetailCommerce file status

View/modify RetailCommerce data

- View RetailCommerce file data
- Add, edit, or delete RetailCommerce file description

Import a RetailCommerce file

- 1 From the Folder frame on the Integrator [user console](#), select RetailCommerce, then the appropriate folder: Purchase Orders.
- 2 Select the Import folder. The List frame is displayed with a list of the files that have been manually imported.

File			Date	Status
	po_2619554.xml		09/15/00 09:08 PM	Success
	po_20015987.xml		09/15/00 09:01 PM	Processed with Errors
	po_43592.xml		09/15/00 08:44 PM	Processed with Errors
	po_39313.xml		09/15/00 08:36 PM	Processed with Errors
	po_56532.xml		09/15/00 08:32 PM	Processed with Errors
	po_12499.xml		09/14/00 10:50 PM	Processed with Errors
	po_56674.xml		09/14/00 10:47 PM	Processed with Errors
	po_1897.xml		09/14/00 10:27 PM	Processing File ...

- 3 Click **Browse**. The Choose File dialog box is displayed, with files from your computer or network.
- 4 In the Choose File dialog box, navigate to the XML file to be imported and select it.

- 5 Click **Open**. The file name is displayed in the field next to the Browse button.

Note: retail.com does not accept files larger than 5242880k. An error message indicating that the file size exceeds the retail.com limit is displayed if your file is too large.

- 6 Click **Upload**. A hyperlink for the file is now displayed in the List frame, along with the status message of the file processing.
- 7 Click **Refresh**. The status message may change to reflect the final results of the file processing. See the Status field description under *Field Descriptions* for more information.

Check AutoImport or AutoExport RetailCommerce file status

- 1 From the Folder frame on the Integrator [user console](#), select RetailCommerce, then the appropriate folder: Purchase Orders.
- 2 To check the status of AutoImported files, click on the AutoImport folder. The List frame is displayed with a list of the files that have been automatically imported.
- 3 To check the status of AutoExported files, click on the AutoExport folder. The List frame is displayed with a list of the files that have been automatically exported.
- 4 Review the status of the files. See the Status information in the *Field descriptions* section, if necessary.





View RetailCommerce file data

In RetailCommerce, the Detail frame displays two kinds of file-specific information:

- A description of the file, the file name, and any error messages associated with it.
- The content of the file itself.

- 1 From the Folder frame on the Integrator [user console](#), select RetailCommerce, then the appropriate folder: Purchase Orders.
- 2 In the Folder frame, select the Import folder. A list of files is displayed in the List frame.
- 3 In the List frame, click on a file hyperlink. The contents of the file are displayed in the Detail frame.
- 4 Select a file's radio button. A file description stored with the file is displayed in the Detail frame. Depending on the Status description for the file, the Detail frame will display one of the following windows.

If Status is: Success

 newRetail1PO.xml	02/20/01 01:39 PM	Success
 PO_10106.xml	02/20/01 11:11 AM	Success
 PO_10106.xml	02/20/01 10:40 AM	Processed with Errors
 PO_10106.xml	02/20/01 10:31 AM	Error: Processing Failed

Description

Save

Successful PO's




1

Total Processed

1

Error Message

If Status is: Error: Processing Failed

 PO_XML_98000_APPROVED.xml	02/21/01 09:50 PM	Error: Processing Failed
 PO_XML_98000_APPROVED.xml	02/21/01 09:48 PM	Error: Processing Failed
 PO_XML_98000_APPROVED.xml	02/21/01 09:47 PM	Error: Processing Failed

Description

Save






Successful PO's

Total Processed

Error Message

File is not a valid XML File. Please validate it against the XML Schema.

If Status is: Processed with Errors

 PO_10106.xml	02/20/01 10:40 AM	Processed with Errors
 PO_10106.xml	02/20/01 10:21 AM	Error: Processing Failed
 PO_10106.xml	02/20/01 10:03 AM	Error: Processing Failed
 PO_10106.xml	02/20/01 08:15 AM	Error: Processing Failed
 PO_10106.xml	02/19/01 05:27 PM	Error: Processing Failed


Successful PO's

Total Processed

Errors.xml

Error Message
 Your import finished with errors. Please View Error file for details.

Note: The Errors.xml hyperlink is displayed in this detail window. Select the hyperlink to display the data that needs repair in the detail window.

<ul style="list-style-type: none"> Planning Retail Commerce <ul style="list-style-type: none"> ASNs HTS Invoice Purchase Orders <ul style="list-style-type: none"> AutoExport AutoExport Log AutoImport Import XML Schemas WebTrack 	 Po10252.xml	05/03/01 08:38 AM	Processed with Errors
	 Po10252.xml	05/02/01 08:07 AM	Success
	 Po10252.xml	05/02/01 08:02 AM	Success
	 Po10252.xml	05/02/01 08:01 AM	Processed with Errors
	 Po10252.xml	05/02/01 07:58 AM	Success
	 Po10252.xml	05/02/01 07:57 AM	Processed with Errors

```

<MessageCode>999</MessageCode>
<Type>2</Type>
</Message>
</Messages>
<StatusTypeCode>2</StatusTypeCode>
</Status>
</PurchaseOrder>
- <Status>
- <Messages>
- <Message>
  <MessageText>Transaction for purchase order sc102524 was not
  successful.</MessageText>
  <MessageCode>999</MessageCode>
  <Type>2</Type>

```

Note: For a description of error messages, refer to the Field descriptions.

Add, edit, or delete RetailCommerce file description

- 1 From the Folder frame on the Integrator [user console](#), select RetailCommerce, then the appropriate folder: Purchase Orders.
- 2 In the Folder frame, select the Import folder. A list of files is displayed in the List frame.
- 3 Select a file's radio button.
- 4 In the Description field of the Detail frame, enter a new file description, or change or delete the existing description.
- 5 Click **Save**. The file description is saved.

Folder descriptions

Folder Name	Description
HTS	Contains harmonized tariff schedule documents
Purchase Orders	Contains Purchase Order documents.
AutoExport	Contains a list of automatically exported information.
AutoExport Log	Contains a record of AutoExport events.
AutoImport	Contains a list of automatically imported information.
Import	Contains a list of manually imported information that is available for manual export.

Field descriptions

Field Name	Field Description
File	Displays the names of the files.
Date	Displays the time and date when the file was saved to retail.com MM/DD/YYYY HH:MM:SS
Status	<p>Displays one of five messages. The message describes the result of the file processing.</p> <p><i>Error: NOT Processed.</i> Something occurred to block the file import. Try the import again or contact your site administrator.</p> <p><i>Processing File ...</i> File has been imported, but processing is not complete. When this message is displayed, click Refresh to update the status.</p> <p><i>Success.</i> The operation was successfully completed and all records found were imported.</p> <p><i>Processed with Errors.</i> The file processing partially succeeded. Save the file to your desktop and fix any errors. Try the import again.</p> <p><i>Error: Processing Failed.</i> A major problem occurred while processing the file. This could be the result of invalid XML formatting, missing required seed data, or some retail.com resource that is not available. More information is available in the Detail frame's error message field. Check file formatting and/or contact your site administrator.</p>
Detail	Displays detailed file information.
Description	A description of the file.
Error Message	If any error messages were associated with the import, informs you of the type of error.

Button descriptions

Button Name	Button Description
File radio buttons	Displays details specific to that file in the Files frame.
Browse	Selects a file to import.
Upload	Starts processing the file.
Refresh	Updates the displayed file status information.
Save	Saves the description.

Chapter 5 – Integrator with WebTrack

Overview

This chapter contains instructions for importing and exporting WebTrack data into and out of retail.com, and viewing and modifying the data while it is in retail.com.

Integrator provides a simple, manual solution through the retail.com Web site, and a more automated solution through the installation of the customer side Integrator components.

Procedures

Import/export WebTrack data

- Import supplier orders
- Import a WebTrack file
- Export a WebTrack file

View/modify WebTrack data

- View WebTrack file data
- Add, edit, or delete a WebTrack file description
- Edit WebTrack file description
- Delete WebTrack file description

Import supplier orders

To import a supplier order using Integrator, the following must be done in the WebTrack e-service.

Note: To accomplish this, you must be logged in as an administrator.

- 1 Verify that a new enterprise has been set up for the supplier by retail.com.
- 2 Set up Account Managers for the supplier's enterprise. Use a fictitious user (such as Integrator, Integrator).

Note: Contact retail.com for support to accomplish this.

- 3 Within Trading Partners Administration fill in the Partner Code for this supplier. This number identifies this trading partner, and will be the number within the XML file for this supplier.
- 4 Select a default contact for this supplier.

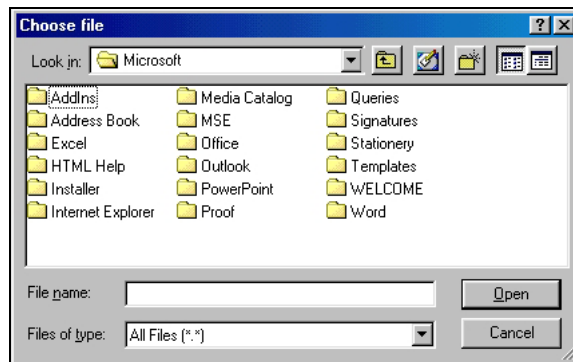
Note: All orders for this supplier will initially be assigned to this user. This assignment can then be changed during the track creation process.

Import a WebTrack file

- 1 From the Folder frame of the Integrator [user console](#), click on the WebTrack folder.
- 2 Continue opening folders in the e-service file path until you see three buttons displayed in the List frame: **Browse**, **Upload**, and **Refresh**.

See the [Frame descriptions](#) table in Chapter 2 for more information on the different frames.

- 3 Click **Browse**. The Choose File dialog box is displayed, with files from your computer or network.



- 4 In the Choose File dialog box, navigate to the file to be imported and select the file.
- 5 Click **Open**. The file name is displayed in the field next to the **Browse** button.

Note: If the file you are importing is larger than 5242880k, it will not be accepted by retail.com. You will receive an error message indicating that the file size exceeds the retail.com limit.

- 6 Click **Upload**. A hyperlink for the file is now displayed in the List frame. The status message should say “processing file”.

			Browse...	Upload	Refresh
File	Date	Status			
po_2619554.xml	09/15/00 09:08 PM	Success			
po_20015987.xml	09/15/00 09:01 PM	Processed with Errors			
po_43592.xml	09/15/00 08:44 PM	Processed with Errors			
po_39313.xml	09/15/00 08:36 PM	Processed with Errors			
po_56532.xml	09/15/00 08:32 PM	Processed with Errors			
po_12499.xml	09/14/00 10:50 PM	Processed with Errors			
po_56674.xml	09/14/00 10:47 PM	Processed with Errors			
po_1897.xml	09/14/00 10:27 PM	Processing File ...			

- 7 Click **Refresh**. The status message may change to reflect the final results of the file processing. See the Status field under [Field Descriptions](#) for status message explanations.

Export a WebTrack file

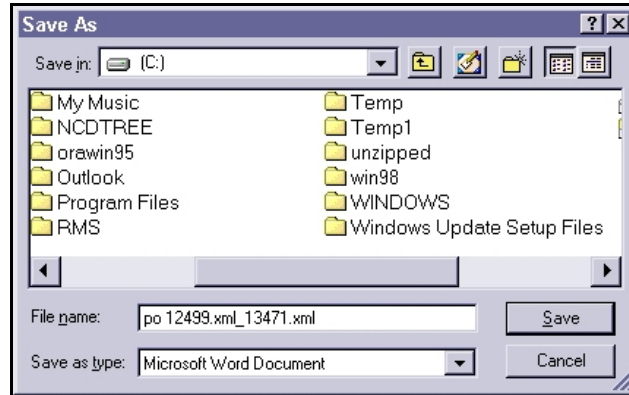
This section details the procedure to use when you would like to copy a file that is on retail.com to your local computer or network manually.

- 1 From the Folder frame of the Integrator [user console](#), click on the WebTrack folder.
- 2 Continue opening folders in the e-service file path until you see three buttons displayed in the List frame: **Browse**, **Upload**, and **Refresh**.

See the [Frame descriptions](#) table in Chapter 2 for more information on the different frames.

Browse... Upload Refresh			
File	Date	Status	
po_2619554.xml	09/15/00 09:08 PM	Success	
po_20015987.xml	09/15/00 09:01 PM	Processed with Errors	
po_43592.xml	09/15/00 08:44 PM	Processed with Errors	
po_39313.xml	09/15/00 08:36 PM	Processed with Errors	
po_56532.xml	09/15/00 08:32 PM	Processed with Errors	
po_12499.xml	09/14/00 10:50 PM	Processed with Errors	
po_56674.xml	09/14/00 10:47 PM	Processed with Errors	
po_1897.xml	09/14/00 10:27 PM	Processing File ...	

- 3 In the List frame, right-click on a file hyperlink, or in the Detail frame, right-click on the document link. The file Options menu is displayed.
- 4 Select **Save Target As** to save this file to your local file system. The Save As dialog box is displayed.



- 5 Browse to the location in which you want to save the file.
- 6 Delete the underscore, fileID, and document extension that Integrator has appended to the file name:

File name:

- 7 Click **Save**. The file is saved to the specified location.

View WebTrack file data

In WebTrack, the Detail frame displays two kinds of file-specific information:

- The description of the file, records imported, records loaded, and the error message information for the file.
- The content of the file itself.

- 1 From the Folder frame of the Integrator [user console](#), click on the WebTrack folder.
- 2 Continue opening folders in the e-service file path until you see three buttons displayed in the List frame: **Browse**, **Upload**, and **Refresh**.

See the [Frame descriptions](#) table in Chapter 2 for more information on the different frames.

- 3 If file names are displayed in the List frame, select a file's radio button. Data specific to the e-service and file is displayed in the Detail frame, including:
 - Description
 - Records Imported
 - Records Loaded
 - Errors.xml (link)

Note: The Errors.xml link is visible only for files that had errors in their imports.

- Error Message

The screenshot shows a web application interface with a gray background. It contains several sections:

- Description:** A large text area with a vertical scrollbar on the right. Below it is a "Save" button.
- Records Imported:** A text input field.
- Records Loaded:** A text input field.
- Error Message:** A text area containing the following text:


```
LoadXMLFile Service Exception: Error Invoking service
LoadXMLFile: Element <II> is missing end tag
```


- 4 In the List frame click on a file hyperlink. The contents of the file are displayed in the Detail frame.

Note: If a file does not display, there is an error in the file text. The suggestion for a file fix is displayed. Repair the file and re-import.

Add, edit, or delete WebTrack file description

- 1 From the Folder frame of the Integrator [user console](#), click on the WebTrack folder.
- 2 Continue opening folders in the e-service file path until you see three buttons displayed in the List frame: **Browse**, **Upload**, and **Refresh**.
See the [Frame descriptions](#) table in Chapter 2 for more information on the different frames.
- 3 If file names are displayed in the List frame, select a file's radio button. The Description field is displayed in the Detail frame.
- 4 In the Description field of the Detail frame, enter a new file description, or change or delete the existing description.
- 5 Click **Save**. The description is saved.

Folder descriptions

The table below lists the possible folder types available in Integrator for the WebTrack e-service. However, not all folders may be available for your usage, as this is dependent on your specific Integrator configuration.

Folder Name	Folder Description
Palette Colors	Contains import and export folders for palette colors.
Items	Contains import and export folders for items.
Organization	Contains import and export folders for organizations.
Projects	Contains import and export folders for projects.
Orders	Contains import and export folders for orders.
AutoImport	Contains a list of automatically imported information.
Import	Contains a list of manually imported information that is available for manual export.

Field descriptions

Field Name	Field Description
File	Displays the names of the files.
Date	Displays the time and date that the file was sent to retail.com Displayed in GMT format: MM/DD/YY HH:MM:SS
Status	<p>Displays one of five messages. The message describes the result of the file processing.</p> <p><i>Success.</i> The operation successfully completed and no errors were encountered.</p> <p><i>Error: NOT Processed.</i> Something occurred to block the file import. Try the import again or contact your site administrator.</p> <p><i>Processing File ...</i> File has been imported, but processing is not complete. When this message is displayed, click Refresh to update the status.</p> <p><i>Processed with Errors.</i> The import partially succeeded. An error file containing those records that were NOT imported should have been created and a link to it displayed in the Errors.xml field in the Detail frame. Save the error file to your desktop and fix any errors. Try the import again.</p> <p><i>Error: Processing Failed.</i> A major problem occurred while processing the file. This could be the result of invalid XML formatting, missing required seed data, or some retail.com resource that is not available. More information is available in the Detail frame's error message field. Check file formatting and/or contact your site administrator.</p>
Description	Contains a description of the file.
Records Imported	Displays the number of records imported to the WebTrack database tables from the Integrator staging tables during the file import process. This number should not be zero and should be equal to the total number of records loaded. If this is not true then an error occurred during the process.
Records Loaded	Displays the number of records loaded directly from the XML file to the Integrator staging tables during the file import process. This number should not be zero and should be equal to the total number of records imported. If this is not true then an error occurred during the process.

Field Name	Field Description
Errors.xml	Contains a link to an Errors.xml file containing records that could not be imported. This is seen only if the file status in the List frame is “Imported with errors”. When the link is clicked on, the current Detail frame is replaced with the contents of the error file. Each record or sub-record that could not be imported will contain a non-empty <error_text>...</error_text> element that describes the error that was encountered.
Error Message	Displays any error message or messages about the file import process.

Button descriptions

Button Name	Button Description
Browse	Selects a file to import.
Upload	Starts processing the file.
Refresh	Updates the displayed file status information.
Save	Saves changes made to the details of a file.

Chapter 6 – Integrator with Design

Overview

This chapter contains instructions for importing and exporting Design data into and out of retail.com, and viewing and modifying the data while it is in retail.com.

Style file data exchange

Integrator manages the import and export of Style file data and technical specifications for the Retek Design e-service.

Retek Design produces Style files containing data used in the design of a new product. The Style file may contain attached technical specifications (in PDF format) or product images (in JPG format).

When the status of the information changes, Design automatically imports the Style File data in the form of a Tech Spec or TechSpecZip file to retail.com. Associated trading partners are notified that the Style file has changed. Trading Partners can then view and export the new TechSpecZip.

The **Tech Spec** file is an XML-format file that contains the Style file data. Style file data may include fields defining product technical specification documents, which are identified by the <TechSpecName> tag, and product images, identified by the <StyleImage> tag. However, actual product technical specifications are stored in PDF format, and product images are stored in JPG format.

The **TechSpecZip** file is a ZIP-format file that contains:

- The Tech Spec XML-file.
- PDF files containing product technical specifications.
- JPG files containing product images.

File names are associated with the Design Style file ID, for example, [styleID].XML, [styleID].ZIP, [styleID]_TS.PDF, [styleID].JPG, etc.

Technical specifications from other product design software can be imported to Design through Integrator, provided the data is imported to retail.com in the TechSpec Zip format. Integrator uses the XML file to populate the fields in the Style file, which is identified by the <StyleID> tag in the XML file. It also attaches PDF files as a document and JPG files as images within the Style file.

When Integrator receives a Tech Spec XML-format file, it places the file in the Design/TechSpec/Import folder. Integrator places the ZIP files in the Design/TechSpecZip/Import folder, and also parses and distributes the ZIP file:

- XML files are placed in the Design/Tech Spec/Import folder
- PDF files are placed in the SharedFiles > TechSpecPDF folder
- JPG files are placed int the SharedFiles > StyleImages folder

For information about the XML schemas, contact [Customer Support](#).

Other Style file export methods

Within Retek Design, users can manually export Style file data, which in turn can be exported from retail.com through Integrator, and then imported to other software products.

Style file data can also be exported from Design via a Job Scheduler. This method produces a comma-delimited (CSV) file.

List of procedures

- Import a Tech Spec or TechSpecZip file
- Export a Tech Spec or TechSpecZip file
- View Design file contents
- View Design file description and status
- Check Design AutoExport file status
- Add, edit, or delete a Design file description
- Export a Design file
- View and save Style files exported via a Job Scheduler

Procedures

Import a Design Tech Spec or TechSpecZip file

This procedure explains how to import a technical specification to retail.com.

- 1 From the Folder frame on the Integrator [user console](#), select Design, then the appropriate folder: Tech Spec or TechSpecZip.

Note: A technical specification is contained in either an XML file or a ZIP file (if the technical specification has attached PDF or JPG file). Import XML files to the Design/Tech Spec/Import folder. Import ZIP files to the Design/TechSpecZip folder.

- 2 Select the Import folder.
- 3 Click **Browse**. The Choose File dialog box is displayed with files from your computer or network.
- 4 In the Choose File dialog box, navigate to the XML or ZIP file to be imported and select it.
- 5 Click **Open**. The file name is displayed in the field next to the Browse button.

Note: retail.com does not accept files larger than 5242880k. An error message indicating that the file size exceeds the retail.com limit is displayed if your file is too large.

- 6 Click **Upload**. A hyperlink for the file is now displayed in the List frame, along with the status message of the file processing.
- 7 Click **Refresh**. The status message may change to reflect the final results of the file processing. See the Status field description under *Field Descriptions* for more information.

Export a Design Tech Spec or TechSpecZip a file

- 1 From the Folder frame on the Integrator [user console](#), select Design, then the appropriate folder: Tech Spec or TechSpecZip.

Note: A technical specification is contained in either an XML file or a ZIP file (if the technical specification has attached PDF or JPG file). Export XML files from the Design/Tech Spec/Import folder. From ZIP files from the Design/TechSpecZip folder.

- 2 In the List frame, right-click on a file hyperlink. The file Options menu is displayed.
- 3 Select **Save Target As** to save this file to your local file system.

View Design file contents

- 1 Navigate to the folder that contains the file you want:
 - For Tech Spec (XML) files, select Design > Tech Spec > Import
 - For TechSpecZip (ZIP) files, select Design > Tech Spec > Import
 - For Design files exported manually from Design, select Design > Products > Export
 - For Design files exported via Job Scheduler, select Batch Jobs > Reports > Design
 - For technical specifications (PDF) files, select SharedFiles > TechSpecPDF
 - For product images (JPG) files, select SharedFiles > StyleImages

The List frame is displayed with a list of the files

- 2 To view the contents of an XML, PDF, or JPG, click on a file hyperlink in the List frame. The contents of the file are displayed in the Detail frame.

To view the contents of a ZIP or CSV, click on a file hyperlink in the List frame. The File Export dialog box is displayed.

- a Select **Open this file from its current location**.
- b Click **OK**.
- c View the file.

View Design file description and status

- 1 Navigate to the folder that contains the file you want:
 - For Tech Spec (XML) files, select Design > Tech Spec > Import
 - For TechSpecZip (ZIP) files, select Design > Tech Spec > Import
 - For Design files exported manually from Design, select Design > Products > Export
 - For Design files exported via Job Scheduler, select Batch Jobs > Reports > Design
 - For technical specifications (PDF) files, select SharedFiles > TechSpecPDF
 - For product images (JPG) files, select SharedFiles > StyleImages

The List frame is displayed with a list of the files.

- 2 Select a file's radio button. File and Status descriptions stored with the file are displayed in the Detail frame.

Note: The Errors.xml hyperlink may be displayed in this detail window. Select the hyperlink to display the data that needs repair in the detail window. For a description of error messages, refer to the Field descriptions.

Check Design AutoImport or AutoExport file status

- 1 From the Folder frame on the Integrator [user console](#), select Design, then the appropriate folder: Products, Tech Spec, TechSpecZip.
- 2 To check the status of AutoImported files, select the AutoImport folder. The List frame is displayed with a list of the files that have been automatically imported.
- 3 To check the status of AutoExported files, select the AutoExport folder. The List frame is displayed with a list of the files that have been automatically exported.
- 4 Review the status of the files.

Add, edit, or delete a Design file description

- 1 Navigate to the folder that contains the file you want:
 - For Tech Spec (XML) files, select Design > Tech Spec > Import
 - For TechSpecZip (ZIP) files, select Design > Tech Spec > Import
 - For Design files exported manually from Design, select Design > Products > Export
 - For Design files exported via Job Scheduler, select Batch Jobs > Reports > Design
 - For technical specifications (PDF) files, select SharedFiles > TechSpecPDF
 - For product images (JPG) files, select SharedFiles > StyleImages

The List frame is displayed with a list of the files.

- 2 In the List frame, select a file's radio button. A file description stored with the file is displayed in the Detail frame.
- 3 In the Description field of the Detail frame, enter a new file description, or change or delete the existing description.
- 4 To save the file description, click **Save**.

Export a Design file

After data has been exported from Retek's Design e-service, it is sent to Integrator for further processing. The data can be transmitted to a remote computer or may stay within retail.com and need to be manually transferred to your local system.

This procedure describes the non-automated export process. You can also use this process to re-transmit data from Integrator to your local system.

- 1 From the Folders frame, select Design > Product > Export. You see three buttons in the List frame: **Browse**, **Upload**, and **Refresh**.
- 2 In the List frame, right-click on a file hyperlink, or in the Detail frame, right-click on the document link. The file Options menu is displayed.
- 3 To save this file to your local file system, select **Save Target As**. The Save As dialog box is displayed.
- 4 Browse to the location where you want to save the file.
- 5 Delete the underscore, fileID, and document extension that Integrator has appended to the file name.
- 6 Click **Save**. The file is saved to the specified location.

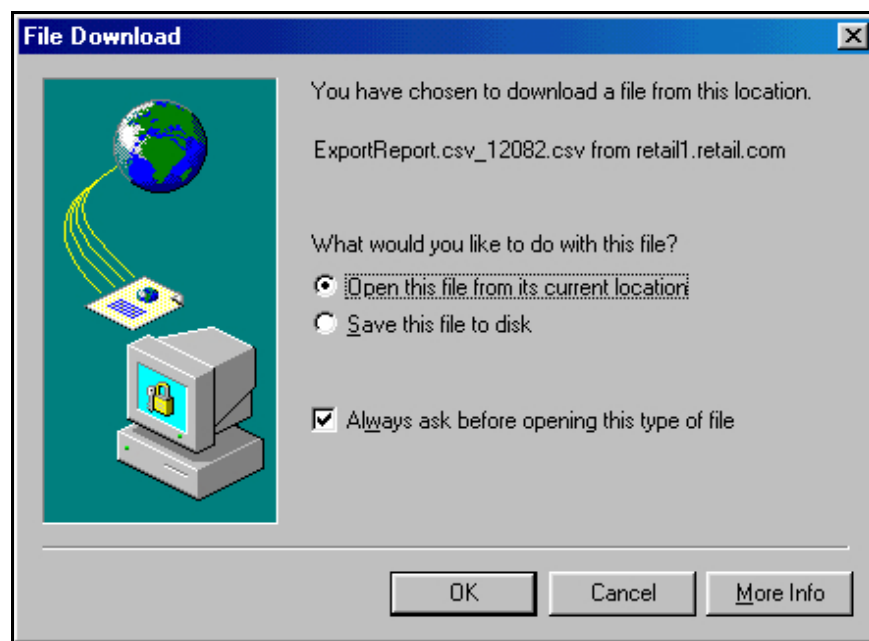
View and save Style files exported via a Job Scheduler

Style files are imported to Integrator via a Job Scheduler. You can routinely schedule a program to extract data and produce reports. Each report contains the Style file attributes in comma-delimited format.

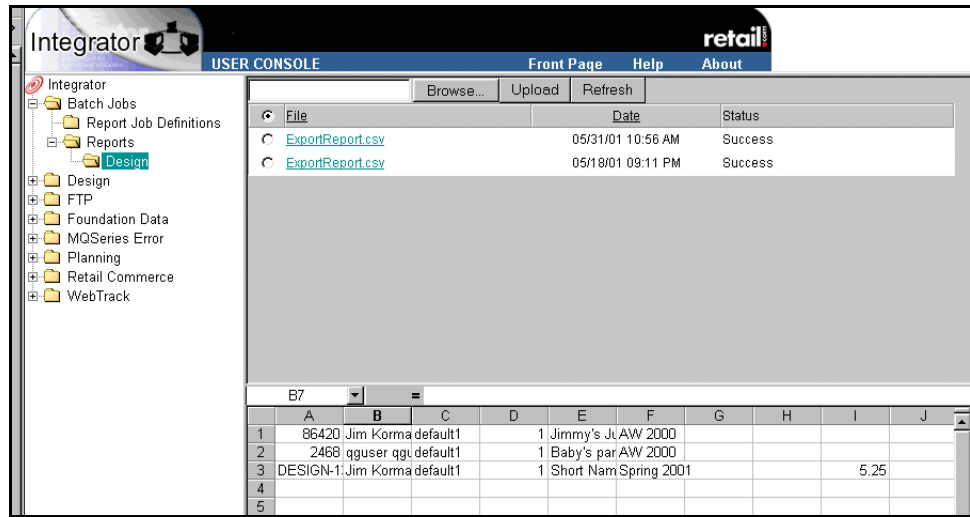
Integrator uses Microsoft's Excel to deliver style file data. Trading partners can view them or transfer them to a PC.

Your enterprise administrator will have instructions for transferring files to Integrator. Use this procedure to view and save the Style files to your PC.

- 1 Select Batch Jobs > Reports > Design.
- 2 Select the Summary CSV file. The File Download dialog box is displayed.



- 3 To view the data, select **Open this file from its current location**.
- 4 Click **OK**. A spreadsheet is displayed in the Detail frame. The Style file data, separated by commas, is displayed in separate cells in the spreadsheet.



- 5 View the file and close the window.
- 6 To save the file:
 - a Click **Save to disk** on the File Download dialog box. The Save As dialog box is displayed. Integrator automatically names the file and suggests saving it to your desktop.
 - b Click **Save**.
- 7 Open the file in Excel and view the file contents.

Field descriptions

Field Name	Field Description
File	Displays the names of the files.
Date	Displays the time and date when the file was saved to retail.com MM/DD/YYYY HH:MM:SS
Status	<p>Displays one of three messages. The message describes the result of the file processing.</p> <p><i>Success.</i> If configured for automatic file transmission, the file was successfully exported out of the retail.com environment. If Integrator was configured only to create the file, then this status means that the file is ready to be exported manually.</p> <p><i>Processing File ...</i> File processing is not complete. When this message is displayed, click Refresh to update the status.</p> <p><i>Error: Processing Failed.</i> A major problem occurred while exporting the data. This may be due to system connection or other problems. The data file can be exported manually.</p>
Detail	Displays detailed file information.
Description	Contains a description of the file.
Export File Status	<p><i>FILE SENT SUCCESSFULLY:</i> The file was exported from retail.com to its destination host. (In some cases, this may be a staging host where client specific software pulls the data into your local system.)</p> <p><i>FAILURE DURING SEND:</i> The file was created from the Design data, but could not be sent due to some transmission problem. Try the export again or manually export the file.</p> <p><i>FILE CREATED:</i> The file was created, but Integrator was not configured to transfer the file automatically out of the retail.com environment. Export the file manually.</p>
Error Message	If any error messages were associated with the file processing, informs you of the type of error.

Button descriptions

Button Name	Button Description
Browse	Selects a file to import. Note: Integrator will not import to Design export folders.
Upload	In the Design folder, causes the following message to display: “You can not import files to the folder.”
Refresh	Updates the displayed file status information.

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