



Product:	Orchard Housing
Module:	Responsive Repairs
Document Name:	Keyfax System Administration Guide
Primary Author:	Justine Lea/Helen Franks
Version:	v1.0
Last Updated:	19 October 2011

Version Control

Version	Date	Author	Changes
0.1	26/11/2010	Justine Lea/Helen Franks	New Document
1.0			Formatting and Proofing

NO PART OF THIS DOCUMENT MAY BE REPRODUCED, TRANSLATED INTO ANY LANGUAGE OR TRANSMITTED IN ANY FORM WHATSOEVER WITHOUT PRIOR CONSENT OF ORCHARD INFORMATION SYSTEMS LTD.

FOR FURTHER INFORMATION PLEASE CONTACT:

Orchard Information Systems Ltd Newcastle Technopole Kings Manor Newcastle upon Tyne NE1 6PA

Phone:	(0191) 203 2500
Fax:	(0191) 203 2515

Some of the following screen shots may vary due to different licensing, software versions and client configurations.

Copyright Notice

arcCentre[™], arcFile[™], arcHouse[™], arcHouse Plus[™], arcIndex[™] and arcSuite[™] are registered trademarks of Orchard Information Systems Ltd. All other company, product or brand names mentioned herein, indicated or otherwise, are registered trademarks of their respective owners.

Orchard Information Systems Ltd does not warrant that the documentation available is error free. Documents and related graphics could include technical inaccuracies or typographical errors.

In no event shall Orchard Information Systems Ltd and/or its respective suppliers be liable for any indirect or consequential damages or any damages whatsoever resulting from loss of use, data or profits, arising out of or in connection with the use of documents or information provided by Orchard Information Systems Ltd, even if advised of such damages.

Contents are subject to change without notification.

Copyright © Orchard Information Systems Ltd 2010

Contents

Introduction	4
Pre-requisites	4
Licence Codes	4
Release Version	4
Keyfax Product	4
Further Considerations	4
Installation Considerations	5
Entity Pre-requisites	5
Responsive Repair Entity Pre-requisites	5
Java Version	5
Check the Java Version	5
Running the Script	7
Regenerating the Database	٩
Regenerating the Database minimum	
Starting the Application Server	10
Starting the Application Server Configuring Entity Data	10 11
Starting the Application Server Configuring Entity Data Integration Type	10 11 14
Starting the Application Server Configuring Entity Data Integration Type XML File Integration	 10 11 14 14
Starting the Application Server Configuring Entity Data Integration Type XML File Integration Integration Exe Details	 10 11 14 14 14
Starting the Application Server Configuring Entity Data Integration Type XML File Integration Integration Exe Details Exe Parameters	10 11 14 14 14 14 14 14
Starting the Application Server Configuring Entity Data Integration Type XML File Integration Integration Exe Details Exe Parameters Header Details	10 11 14 14 14 14 14 14 14
Starting the Application Server Configuring Entity Data Integration Type XML File Integration Integration Exe Details Exe Parameters Header Details Job Event To Add	10 11 14 14 14 14 14 14 14
Starting the Application Server Configuring Entity Data Integration Type XML File Integration Integration Exe Details Exe Parameters Header Details Job Event To Add	10 11 14 14 14 14 14 14 14 14 14
Starting the Application Server Configuring Entity Data Integration Type XML File Integration Integration Exe Details Exe Parameters Header Details Job Event To Add Job Events Class Job Events Code	10 11 14 14 14 14 14 14 14 14 14
Starting the Application Server Configuring Entity Data Integration Type XML File Integration Integration Exe Details Exe Parameters Header Details Job Event To Add Job Events Class Using the Integration	10 11 14 14 14 14 14 14 14 14 14

Introduction

The Keyfax integration is an interface between the Orchard Housing Responsive Repairs product and Omfax's Keyfax diagnostic product. It allows you to add a repair to Orchard Housing using an XML file produced by an external system.

The Keyfax integration requires a number of elements to be imported into Orchard Housing. The import process involves running a script which imports numerous XML files. Once the files have been imported the solution can be configured.

Note: Before loading any of the integration components check if server side caching is switched on. Switching server side cache on and off and loading components should be done when nobody is on the system.

Pre-requisites

Licence Codes

The Keyfax is an optional extra. A licence code should be obtained for additional product L02017 (Jobfax Interface) from the Orchard Service Desk.

Licence Codes for additional products are entered from the following Housing Function Menu Admin: Housing Function Menu Admin > Common > System Administration > Miscellaneous > Optional Extras

Release Version

This integration is available from release 2010A01.

Keyfax Product

The Keyfax product should be available and installed prior to this interface being configured.

There is a setting within Keyfax (<SetStartupFlagReturnAfterTicks>) that determines how Keyfax integrates with Orchard Housing and this needs to be configured by Omfax to ensure that job details are returned to Orchard Housing.

Keyfax contains the history of repairs which have been raised using Keyfax.

Further Considerations

- Priority Codes within Keyfax should match those within Orchard Housing.
- Schedule of Rates items within Keyfax should match those within Orchard Housing.
- Consideration should be given as to how pre inspections are to be raised if these are to be raised in Keyfax a unique schedule of rates item would need to be created which exists within both systems.

• User Id's within both systems must matched and maintained independently.

Installation Considerations

- The person responsible for installing the files should be familiar with the procedure for Application Server restarts (JBOSS, SJSAS and Glass Fish).
- The person responsible for installing the files should be familiar with the procedure for regenerating the local EDR database.
- The Java bin directory has been appended to the server's system PATH variable.
- The import files have been installed on the D:\ of the Orchard Housing server.

Note: There is currently not an install script for customers using UNIX.

Entity Pre-requisites

There is an Entity Type which is imported as part of the install which will need to be modified to reflect the customer's specific configuration.

- Priority Precedence If there are multiple schedule of rates selected in Keyfax which priority would be applied to the repair in Orchard Housing. A list determining the order of the priorities can be determined using this entity.
- Inspection SOR Code If inspections are to be raised in Keyfax then a pre inspection schedule of rate must be specified.
- Default SOR Volume Code The schedule of rate volume being used.

Responsive Repair Entity Pre-requisites

The schedule of rate duplicate check functionality must be inactive if using the Keyfax integration.

Java Version

Check the Java Version

Before running the script ensure the Java bin directory has been appended to the server's PATH environment variable.

Carrying out the following test will establish whether or not this has been done:

Click the Windows Start button:
 Click the Run command:

Click the Run command:
Click the Run command:
Click the Run command:

3. When the Run window opens enter 'cmd' and press the OK button.



- 4. A command window will then be displayed
- 5. Type in **java –version** and press enter
- 6. If the output of this command details a java version, the script will run.



If the output states that **java is not a recognised as an internal or external command, operable program or batch file** the following procedure needs to be done:

- 1. Right click "My Computer" icon
- 2. Choose "Properties" from context menu
- 3. Click the "Advanced" tab
- 4. Click the Environment Variables buttons, under System Variables, find **PATH**, and click the Edit button.

Edit System Varia	ble 🔹 💽
Variable name:	Path
Variable value:	b;d:\oe102b\bin;D:\MSSQL\90\Tools\binn\
	OK Cancel

5. In the Edit windows, modify the Variable value by appending a <u>semi colon</u> and then the location of the java bin directory. See the table below for example:

Current	Amended
%SystemRoot%\system32;%SystemRoot%;%Syste mRoot%\system32\WBEM;C:\Program Files\Intel\WiFi\bin\;d:\I\bin;d:\I\bin\utils;d:\oe1 02b;d:\oe102b\bin;D:\MSSQL\90\Tools\binn\	%SystemRoot%\system32;%SystemRoot%;%Syste mRoot%\system32\WBEM;C:\Program Files\Intel\WiFi\bin\;d:\I\bin;d:\I\bin\utils;d:\oe1 02b;d:\oe102b\bin;D:\MSSQL\90\Tools\binn\ ;D:\Java\idk1.6.0 20\bin

- 6. Click OK on all the System Property windows
- Carry out steps 1 5 to establish the script will run (Ensure a new command window is opened)

Running the Script

The scripts are located in the following directory for Orchard Implementer to download:

S:\WorkflowDevelopmentGroup\Omfax\Version 2.0\orchardHousing

- 1. Ensure the import files folder has been copied onto the D:\ of the Orchard Housing server.
- 2. Ensure the Orchard Housing environment is running.
- 3. Open up a command prompt window and navigate to the import folder using the relevant **cd /d** command

Example:



4. Run the installation script **install.bat**, specifying the install Orchard Housing environment's port number as a script argument, looking for any unexpected errors.

Use the environment table below as a reference for the port numbers:

Application Server	Orchard Housing Live Port Number	Orchard Housing Test Port Number	Orchard Housing Demo Port Number	Orchard Housing Training Port Number
JBOSS	8100	8200	8300	8400
SJSAS	38100	38200	38300	38400
GLASSFISH	38100	38200	38300	38400

For example Installing against an JBOSS Orchard Housing Test environment the command would be:



This script automatically installs Entity Types, Views, Library Functions, Workflow Packages and Case Types **for each** import, the message **SUCCESS** should be seen in the log.

Ignore the **log4j.WARN** messages.

🗪 Command Prompt - install 8200	- 🗆	×
SUCCESS !!!!!!importing 12 ENTITY VIEW DEFINITIONS!!!!!!! ******************************		-
log4j:WARN No appenders could be found for logger (uk.co.orchardsystems.impo .security.ServerInfoHolder). log4j:WARN Please initialize the log4j system properly. Deployment / Environment Information: Host = localhost Transport Type = RMI Server Type = JBOSS Enviroment Type = TEST Spring RMI Port = 8250 Spring RMI Port Override = null	rter	
Importer Config User = orchard Password = charlotte SUCCESS **********************************		•

5. When the script has completed the following text will be displayed:

SUCCESS		

Import Complete - Regenerate database and manually im	mport the o	data.
Press any key to continue		

6. If there are errors contact OIS Service Desk, otherwise log into Orchard Housing and regenerate the database.

Regenerating the Database

Login to Orchard Housing using a user that has the admin role:

Home Page > Ctrl + Alt F7 > System > Data Access Service > Highlight Local progress > Regenerate database

Note: Once this has completed you will need to stop and start the app server for the changes to be picked up (see stopping and starting app server section above).

Until these procedures have been carried out the Omfax Integration Solution installation will not be complete. Once complete the solution requires various configuration within the application.

Starting the Application Server

In order for the change to take effect the Application Server will need to be stopped and restarted.

This is done within the Server Console.

Navigate to Clusters > Localhost-cluster1 > Localhost-cluster1-instance1.

To stop the server click the stop button (it should take about 1 minute to stop) you will know when it has stopped successfully because the status will change to stopped and the start button will become available.



Once it has successfully stopped click start.

This will take a couple of minutes to start. The status will change to running when it has successfully started

Then log out of the Admin console using the logout button and open up Orchard Housing.

Note: As part of the start app server script server side caching might get switched back on. If this is the case, once back in Orchard Housing go to the server side cache button on the launchpad and switch off server side cache

Until these procedures have been carried out the Omfax Integration Solution installation will not be complete. Once complete the solution requires further configuration within the application.

Configuring Entity Data

Launchpad Menu > Maintenance > Entity Data > Entity Type

- Select All Entity Types.
- Highlight the Add Repair XML System.

Select Entity Type:			
Categories	Entity Type		
Accommodation Type			
Account Household Income a			
Action Menu Options			
Add Job Using Locator Plus	Code:	SEN_ADDREFAML_STSTEM	
- Add Repair XML System	Name:	Add Repair XML System	
Add Repair XML Types			
Address		✓ Allow Create	Allow Delete
Advice & Assistance			
Agency		Allow Search	Allow Update
- Appeal Reason		Audit	Show DAS Entity Alerte
Appeal Type			onow brid Entry Pion
Applic Choice	Override Alerts List Screen:	Q	
Applic Choice Area Exception			
Applic Choice Department	Data Source Name:	OISEN_ADDREPXML_SYSTEM	
Applic Choice Dwelling Area I	Data Access Service:	I PROGRESS D Local EDR Lieing Progress DataBase	
Applic Choice Dwelling Street	Data Access Service.	LE NOUNESS BY EDGALEDIN USING HUGIESS Database	
Applic Choice Except Str Upt		Auto Create Primary Key	
Applic Choice Street Dept			
Applic Letter Method Applicast Medical Nates		Inactive	
Application	Defense Leekse Deles		
Application Age Group Limit	Definition Locking Role:		
Application Amendment Type			
Application Amendments			
Application Appointment			
	<		>
	<u>o</u> k	Cancel	

• Click OK.

The following form will be displayed.



• Click Search.

The following form will be displayed:

Entity Data Maintenance						
Entity Maintenance Search	Search result	s:				
	PK	Integration Name	Description	Active	Default	
	10	Wordpad Demons	Proves the concept using a	 		
Search Screen	20	Keytax Link	Omfax Keyfax Integration	 		-
View Id Repair XML System View Q						_
Screen Repair XML System Search Q						
Add Repair XML System Search						
PK:						_
						_
						-
						-
						_
						-
						-
						-
	 					_
Search Reset	Add Up	date Enquiry	Delete Refresh			
		Clos <u>e</u>				

Orchard Information Systems Ltd

- Highlight Keyfax Link Integration Name record.
- Click Update.

The following form will be displayed:

Integration Type FK * Integration Name: Software: Description: Onfrax Keyfax Integration Integration Type EVFAX Active: The Active Integration - Stould only be one for each integration type Default: Only this Active Integration - Stould only be one for each integration type Default: Only this Active Integration Type is available - No selection can be made Debug: Write details to Java Console when na XML File Configuration The details to Java Console when na Meder Tag: Fault: SOR Une Tag: Header Tag: Fault: SOR Une Tag: SOR Une Tag: Fault: SOR Une Tag: Header Tag: Fault: SOR Une Tag: Header Tag: Fault: SOR Une Tag: Pault: Sort Code Tag: Contractor Betex XML File Deletex Wull. File: Deletex Wull. File: Soft File: Soft F	🗿 Modify Keyfax Link								×
PK: 20 * Integration Name: Strike Its Description: Onliax Keyfax Integration Integration: The Active Integration Type is available - No selection can be made Description: Write details to Java Console when not XML File Configuration Header Tag: Header: Description: SOR User Tag: RepairCode SOR Quantity Tag: UnitOfMeasureQuantity Header: Delate: Header: Sort Quantity Tag: Header: Delate: Delate: Only Trade Tag: Pault: Only Trade Tag: Pault: Delate: Delate: Null. File: Delate: Sort Trade Tag: Delate: Null. File: Delate: Null. File: Delate: Null. File: Delate: Null. Delate: Null. Proportion: Delate: Proportion: Delate: Delate: Null. Delate: Null. Delate: Null. Proport: Delate:									~
	Integration Type								
Integration Name: GottenLed Description: Onfex Keyfax Integration Integration Type: KEYFAX Active: Or The Active Integration Should only be one for each integration type Default: Only this Active Integration Type is available - No selection can be made Debug: Write details to Java Console when run XML File Configuration Header Tag: Fault SOR Line Tag: Fault/Repair SOR User Code Tag: RepartCode SOR User Code Tag: RepartCode SOR Router Tag: Contractor SOR User Code Tag: RepartCode SOR Number Tag: Fault Exceedent Text SOR Trade Tag: Contractor SoR Priority Tag: Priority Delete XML File: Deletes the Integration XML File after use Header Excense Code Tag: Expenditure_Code SoR Priority Tag: Priority Delete XML File: Deletes the Integration XML File after use Header Science Scient Device are exce. Ever File Location: C:-Program Files Veryfax Ever File Location: C:-Program Files Netter Mile Message: Returning Details From Keyfax Ever File Location: C:-Program Files View of a code Scient Details View of a code Scient Detail ProceDATA I (1/UC: Code Scient Details From Keyfax/ View of a code Scient Details View of a code Scient Detail Code Code Scient Details View of a code Scient Detail Code Code Scient Details View of a code Scient Detail Code Code Scient Details View of Code Marker Or Code Scient Details View of Code Marker Or Code Scient Details Code Code Scient Details View of Code Code Scient Details Code Scient Details View of Code Code Scient Details Code Scient Details View of Code Scient Details Code Scient Details Code Scient Details View of Code Scient Details Code Scient Details View of Code Scient Details Code Scient Details Vi	PK: 20					_			
Lescholan. Type: EXFFAX Image and the sector of the should only be one for each integration type Default: Only this Active Integration Type is available - No selection can be made Default: Only this Active Integration Type is available - No selection can be made Debug: Write details to Java Console when run XML File Configuration Header Tag: Header Description 1 Tag: Fault/Bescription1 SOR User Code Tag: ReparCode Header Expense Code Tag: Fault/Bescription2 Header Expense Code Tag: Fault/Bescription2 Delete XML File: Deletes the Integration XML File after use Network Tag: Fault/Repair Delete XML File: Deletes the Integration XML File after use Network Tag: Code Sor R Tade Tag: Fault/Repair Delete XML File: Deletes the Integration XML File after use Network Tag: Deletes ML File: Vergation Exe Details Exe File Location: Exe File Location: C: Program Files Vergatx Exe File Location: End Delm Active PROCDATA Image: PROCDATA Sor RBARC PROCDATA	* Integration Name: Ke	ytax Link							
Integration Type: EYFAX Active: The Active Integration - Should only be one for each integration type Default: Only this Active Integration Type is available - No selection can be made Debug: Wite details to Java Console when run XML File Configuration Header Tag: Fault Header Description 1 Tag: Fault/Becomption 2 SOR User Code Tag: RepariCode Header Description 2 Tag: Fault/Becomption 2 SOR Quantity Tag: Unit/OfMessureQuantity Delete XML File: Deletes the Integration XML File after use Integration Exp Details Exp File Location: C/Program Files/Keyfax/ Exp File Manage: • Exe Vorking Dir: C/Program Files/Keyfax/ • Exe Vorking Dir: C/Program Files/Keyfax/ • Exe Vorking Dir: C/Program Files • Exe Vorking Dir: C/Program Files • Exe Vorking Dir: C/Program Files/Keyfax/ • Exe Vorking Dir: ProcO	Description: On	nrax Keyrax Inte	gration						
Active: The Active Integration Type is available - No selection can be made Debug: With extrive Integration Type is available - No selection can be made Debug: With extrive Integration Type is available - No selection can be made Debug: With extrive Integration Type is available - No selection can be made Debug: With extrive Integration Type is available - No selection can be made Debug: With extrive Integration Type is available - No selection can be made Media: Debug: With extrive Integration Type is available - No selection can be made Multice: Debug: With extrive Integration Type is available - No selection can be made Multice: Debug: With extrive Integration Type is available - No selection can be made Multice: Debug: With extrive Integration Type is available - No selection can be made Multice: Debug: Debug: Debug: With extrive Integration 2 Tag: Fault/Repair SOR Drantity Tag: Notation: Chine Tag: Fault/Repair SOR Priority Tag: Delete: Start Delim Value - Either Fixed Value or PROCDATA End Delim Active * Exe File Location: Cocie Value - Either Fixed Value or PROCDATA Molta	Integration Type: KE	YFAX	Q						
Default: Only this Active Integration Type is available - No selection can be made Debug: Write details to Java Console when run XML Fie Configuration Header Tag: Fault Header Description 1 Tag: Fault/Description1 Header Description 1 Tag: Fault/Description1 Header Description 2 Tag: Fault/Description2 SOR Quantity Tag: UnitOfMessureQuantity Header Extended Text Tag: Fault/ExtendedText Begin: Detex XML File: Detex the Integration XML File after use Integration Exe Details • Exe File Location: • Exe Rine Name: KF_archouse exe • • Exe Working Dir: Cole Stat Delim Value - Ether Fixed Value or PROCDATA End Delim Active 1: // UC: export, archouse xal Ø Ø Ø 3: // CO: Ø Ø Ø Ø Ø 3: // CO: Ø Ø Ø Ø Ø </td <td>Active:</td> <td>The Active Int</td> <td>egration - Shou</td> <td>ild only be</td> <td>e one for each integration</td> <td>type</td> <td></td> <td></td> <td></td>	Active:	The Active Int	egration - Shou	ild only be	e one for each integration	type			
Debug: Write details to Java Console when run XML File Configuration Header Tag: Fault Description 1 Header Description 1 Tag: Fault Description 1 Tag: Header Description 1 Tag: Fault Description 1 Tag: Header Description 1 Tag: Fault Description 2 Tag: Header Excense Code Tag: Fault Description 2 Delete XML File: Deletes the Integration XML File after use Integration Exc Details • • Exe File Location: C:Program Files • Exe Norking Dir: C:Program Files • Exe Norking Dir: C:Program Files • Return File Message: Returning Details From Keyfax • Exe Vorking Dir: C:Program Files • Return File Message: Returning Details From Keyfax • ZixS: ORDATA • ZixS: ORDATA • Code Value - Either Fixed Value or PROCDATA • ZixS: ORDATA • Code Value - Either Fixed Value or PROCDATA • ZixS: ORDATA • Code Value - Either Fixed Value or PROCDATA	Default:	Only this Activ	e Integration Ty	ype is ava	ailable - No selection can l	be made			
XML File Configuration Header Tag: Fault Header Description 1 Tag: Fault/Description1 Header Description 1 Tag: Fault/Description2 Header Excended Text Tag: Fault/Description2 Header Excended Text Tag: Fault/Description2 Header Description 2 Tag: Fault/Description2 Header Description 2 Tag: Fault/Description2 Delete XML File: Deletes the Integration XML File after use Integration Exc Details Exc File Name: * Exe Re Name: FG archouse exe • Exe Working Dir C: Program Files • Return File Message: Returning Details From Keyfax * Exe Ple Name: FG archouse exe * Exe Ple Name: FG archouse exe • Exe Working Dir C: Program Files • Return File Message: Returning Details From Keyfax * Exe Plerameter Odd 1 //UC: PROCDATA 2 /XS: ORBARC 7 //TT: PROCDATA 8 //DE: PROCDATA 9 //DE: PROCDATA 9 //DE: PROCDA	Debug:	Write details to	Java Console	when rur	ı				
And Line Colligitation Header Description 1 Tag; Fault/Description1 Header Description 2 Tag; Fault/Description2 Header Description 2 Tag; Fault/Description2 Header Extended Text Tag; Fault/Extended Text Header Extended Text Tag; Fault/Becription2 Delete XML File Deletes the Integration XML File after use Negration Exe Details SOR Dime Tag: • Exe File Location: C/Program Files/Keyfax/ • Exe File Name: KF_archouse .exe • Exe Working Dir C/Program Files • Return File Message: Returning Details from Keyfax • Exe Vorking Dir C/Program Files • Return File Message: Returning Details from Keyfax • Exe Vorking Dir C/Program Files • Return File Message: Returning Details from Keyfax • Exe Vorking Dir C/Program Files • Return File Message: Returning Details from Keyfax • Sort Delm Value - Ether Fixed Value or PROCDATA End Delm 1 //UC: PROCDATA Vie ProcDATA 2 /XS: PROCDATA Vie ProcDATA 3 //DB:									
Header Tag: Fault Header Description 1 Tag: FaultDescription1 Header Description 2 Tag: FaultDescription2 No User Code SOR Quantity Tag: Header Extended Text Tag: FaultExtendedText Header Extended Text Tag: FaultExtendedText Header Extended Text Tag: FaultExtendedText Delete XML File: Deletes the Integration XML File after use Integration Exe Details • Exe File Location: C:VProgram Files • Exe File Name: KF_archouse exe • Exe File Name: KF_archouse exe • Exe File Name: Sant Deline Yation Sant Deline Ville: Ville: Sant Deline Ville: Ville: Sant Deline Ville: Nille: Ville: Nille: <td>XIVIL File Configuration</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	XIVIL File Configuration								
Header Description 1 Tag: FaultDescription 2 Header Description 2 Tag: FaultExtendedText Header Extended Text Tag: FaultExtendedText Header Extended Text Tag: FaultExtendedText Beader Extended Text Tag: FaultExtendedText Delets XML Flie: Delets VKyfax/ • Exe Flie Location: C:\Program Flies \Keyfax/ • Exe Flie Location: C:\Program Flies • Exe Flie Name: KF_archouse.exe • Exe Parameters Code Image: Code Stat Delim Value - Either Fixed Value or PROCDATA End Delim Active Y Image: Code Stat Delim Value - Either Fixed Value or PROCDATA End Delim Active Y Image: Code Stat Delim Value - Either Fixed Value or PROCDATA End Delim Image: Code Stat Delim Y Y Image: Code Stat Delim Y Y PROCDATA Y Image: Code Y Image: Code Y Image: Code Y Image:	Head	er Tag: Fault			SOR Line Tag:	Fault/Repair			
Header Description 2 Tag: FaultDescription 2 Header Extended Text Tag: FaultExtended Text Header Expense Code Tag: Expenditure_Code SOR Priority Tag: Priority Priority Delete XML File: ProcDaTA Exe Parameters Code 1: YXS: 9: 7: 7: 1: 9: 7: 7: 7: 9: 7: 7: 7: 9: 7: 7: 7: 7: 7: 7: 7: 8:	Header Description	1 Tag: FaultDe	escription 1		SOR User Code Tag:	RepairCode			
Header Extended Text Tag: FaultExtendedText SOR Trade Tag: Contractor Header Expense Code Tag: Expenditure_Code SOR Priority Tag: Priority Delete XML File: Deletes the Integration XML File after use Integration Exe Details Exe File Location: C:\Program Files\Keyfax\ Exe File Name: KF_archouse.exe Exe Working Dir C:\Program Files Return File Message: Return File Message: Returning Details From Keyfax Exe Parameters Code Stat Delm Yalue - Either Fixed Value or PROCDATA Exe Parameters Code Stat Delm Value - Either Fixed Value or PROCDATA PROCDATA PROCDATA<	Header Description	2 Tag: FaultDe	escription2		SOR Quantity Tag:	UnitOfMeasure(Quantity		
Header Expense Code Tag: Expenditure_Code SOR Priority Tag: Priority Delete XML File: Deletes the Integration XML File after use Integration Exe Details • Exe File Location: • Exe File Location: C:\Program Files\Keyfax\ • Exe File Name: KF_archouse.exe • Exe Working Dir: C:\Program Files • Return File Message: Returning Details From Keyfax Exe Parameters Code 1: //UC: 2: /XS: 3: /CO: 4: /TD " PROCDATA expont_archouse.xsl V 0RBARC " Y PROCDATA expont_archouse.xsl V 0RBARC " Y PROCDATA * PROCDATA * PROCDATA * Vile-print/KeyFaxXML\ * PROCDATA	Header Extended Te	ext Tag: FaultEx	tendedText		SOR Trade Tag:	Contractor			≡
Delete XML File: Deletes the Integration XML File after use Integration Exe Details • Exe File Location: C:\Program Files\Keyfax\ • Exe File Name: KF_archouse.exe • • Exe Working Dir: C:\Program Files • Return File Message: Returning Details From Keyfax Exe Parameters Code 1: //UC: 2: /XS: 0 PROCDATA export_archouse.xsl V 0: // TD 1: //UC: 2: /XS: 0 ORBARC " Vile-print/KeyFaxXML\ Vile-print/KeyFaxXML\ V 9: //DB: 10: PROCDATA " PROCDATA " Vile-print/KeyFaxXML\ Vile-print/KeyFaxXML\ " 9: //DB: 10: Vile-print/KeyFaxXML\ Weater Details If Empty uses Client Dept Controls Variation Number: Usually 0	Header Expense Cod	de Tag: Expend	liture_Code		SOR Priority Tag:	Priority			
Integration Exe Details * Exe File Location: C:\Program Files\Keyfax\ * Exe Working Dir: C:\Program Files Return File Message: Return File Message: Return File Message: Code Start Delim Value - Either Fixed Value or PROCDATA Exe Parameters Code 1 //UC: 2 //XS: 3 //CD: PROCDATA export_archouse.xsl Ø PROCDATA # V S: /FN: PROCDATA * Y S: /FN: PROCDATA * Y PROCDATA * Y <td>Delete XI</td> <td>ML File: Del</td> <td>etes the Integra</td> <td>ation XML</td> <td>. File after use</td> <td></td> <td></td> <td></td> <td></td>	Delete XI	ML File: Del	etes the Integra	ation XML	. File after use				
* Exe File Location: C:\Program Files\Keyfax\ * Exe File Name: KF_archouse.exe * Exe Working Dir: C:\Program Files * Return File Message: Returning Details From Keyfax Exe Parameters Code Start Delim Value - Either Fixed Value or PROCDATA End Delim Active 1: //UC: PROCDATA Y 2: /XS: PROCDATA Y 3: /CO: ORBARC Y 4: /TD " PROCDATA Y 9: /FN: " Ville-print/KeyFaxXML\ Y 9: /PROCDATA " Y 9: /DB: I I 10: I I I	Integration Exe Details								
* Exe File Name: KF_archouse.exe * Exe Working Dir: C:\Program Files * Retum File Message: Returning Details From Keyfax	* Exe File Location: (C:\Program Files	s\Keyfax\						
* Exe Working Dir. C:\Program Files * Return File Message: Returning Details From Keyfax Exe Parameters Code Start Delim Value - Either Fixed Value or PROCDATA End Delim Active 1; /UC: PROCDATA PROCDATA V v	* Exe File Name:	KF_archouse.ex	æ						
* Retum File Message: Returning Details From Keyfax Exe Parameters Code Start Delim Value - Either Fixed Value or PROCDATA End Delim Active 1: /UC: PROCDATA Image: Code Image: Code Image: Code Image: Code Image: Code 2: /XS: ORBARC PROCDATA Image: Code Image: Code Image: Code Image: Code Image: Code 3: /CO: PROCDATA Image: Code Image: Code Image: Code Image: Code Image: Code Image: Code 4: /TD Image: Code 4: /TD Image: Code 4: /TD Image: Code Image: Code Image: Code Image: Code Image: Code Image: Code 4: /TD Image: Code Image: Code Image: Code Image: Code Image: Code 4: /TD Image: Code Image: Code Image: Code Image: Code Image: Code 4: /TD Image: Code Image: Code Image: Code Image: Code Image: Code 4: /TD Image: Code Image: Code Image: Code Image: Code Image: Code 4: /TD Image: Code Image: Code Image: Code Image: Code Image: Code 4: /TD Image: Code Image: Code Image	* Exe Working Dir: (C:\Program File:	3						
Exe Parameters Code Start Delm Value - Either Fixed Value or PROCDATA End Delm Active 1: /UC: PROCDATA PROCDATA V V 2: /XS: ORBARC V V V 3: /CO: ORBARC V V V 4: /TD " PROCDATA V V 5: /FN: " V/lie print/KeyFaxXML\ V V 6: PROCDATA " V V V 8: /AI: " AssetID " Image: Controls 9: /DB: Image: Controls If Empty uses Client Dept Controls Image: Controls Image: Controls * Variation Number: Image: Control Image: Controls Image: Controls<	* Return File Message: F	Retuming Detai	ls From Keyfax						
Code Start Delim Value - Either Fixed Value or PROCDATA End Delim Active 1: /UC: PROCDATA export_archouse.xsl Image: Control Image: Cont	Exe Parameters								
1: /UC: PROCDATA 2: /XS: export_archouse.xsl 3: /CO: ORBARC 4: /TD " 5: /FN: PROCDATA 6: PROCDATA 7: /TT: " 8: /Al: " 9: /DB: Image: Controls 10: If Empty uses Client Dept Controls * Variation Number: 0 If Empty uses Client Dept Controls	C C	Code	Start Delim	Value - E	Either Fixed Value or PRO	CDATA	End Delim	Active	
2: /XS: export_archouse.xsl 3: /CO: ORBARC 4: /TD " 7: /FN: " 7: /TT: " 9: /DB: - 10: - - Variation Number: 0 - 10: - <td>1:</td> <td>/UC:</td> <td></td> <td>PROCD</td> <td>ATA</td> <td></td> <td></td> <td></td> <td></td>	1:	/UC:		PROCD	ATA				
3: /CO: ORBARC 4: /TD " 5: /FN: " 6: PROCDATA " 7: /TT: " 8: /AI: " 9: /DB: Image: Controls 10: If Empty uses Client Dept Controls * Variation Number: 0	2:	/XS:		export_a	archouse.xsl				
4: /TD " PROCDATA " Vile-print\KeyFaxXML\ 5: /FN: " Vile-print\KeyFaxXML\ Vile-print\KeyFaxXML\ 6: PROCDATA " V 7: /TT: " PROCDATA 8: /AI: " AssetID " 9: /DB: I I I 10: I If Empty uses Client Dept Controls Usually 0 Variation Number: 0 Usually 0 V	3:	/CO:		ORBAR	C				
5: /FN: " \Vile-print/KeyFaxXML\ 6: PROCDATA " 7: /TT: " 8: /AI: " 9: /DB: " 10: Image: Controls If Empty uses Client Dept Controls * Variation Number: 0 Usually 0	4:	/TD		PROCD	ATA		-		
6: 7: 7: PROCDATA 7: 7: PROCDATA 8: /AI: " 9: /DB: 10: 9: Dept Code: If Empty uses Client Dept Controls * Variation Number: 0	5:	/FN:	<u> </u>	\\file-pri	nt\KeyFaxXML\				
PROCDATA 8: 71: 9: 7DB: 10: Header Details Dept Code: * Variation Number: 0 If Empty uses Client Dept Controls Usually 0	b: 7.	77		PROCD					
Assetio Assetio 9: /DB: 10: Header Details Dept Code: * Variation Number: 0 Usually 0 If Empty uses Client Dept Controls Usually 0	7:	/11:		PROCD	ATA				
Header Details Header Details	o. Q.	/AI:		AssettD					
Header Details Dept Code: * Variation Number: 0 Usually 0	J. / 10:	UD.							
Header Details Dept Code: * Variation Number: 0 Usually 0									
Dept Code: If Empty uses Client Dept Controls * Variation Number: Usually 0	Header Details								
* Variation Number: 0 Usually 0	Dept Co	de:			If Empty uses Client	Dept Controls			
	* Variation Numb	per: 0			Usually 0				~
	<								>
OK Cancel Apply				ĸ	Cancel App	ly			

Integration Type

This sets the integration to use and indicates if the integration is active. The Debug flag shows or hides all the system form fields on the workitem and the writing of all actions to the Java Console.

XML File Integration

These detail the particulars of the XML file construction.

Integration Exe Details

This sets the details of the .exe file that starts Keyfax.

Exe Parameters

Parameters sets all the elements passed in on the command line of the .exe.

Header Details

This determines how the Job Header will be added in Orchard Housing.

Job Event To Add

This determines whether a Job Event is added after the Job has been added.

Job Events Class

Housing Function Menu Admin > Responsive Repairs > System Administration > Job Parameters > Job Event Class

The following Job Event Class needs to be created:

Event Class Code x(3)	Job Event Class Description x(30)	System yes/no	Active? yes/no
JOB	Keyfax Integration	no	yes

Job Events Code

Housing Function Menu Admin > Responsive Repairs > System Administration > Job Parameters > Job Event Code

The following Job Event Class needs to be created:

Event Event Code x(3)	Job Event Code Description x(30)	Event Class x(3)
010	Job Added using Keyfax	JOB

Using the Integration

Launchpad Menu > Main > New Case

The following form will be displayed:

ক New Case Orchard Housing	
New Case	Logged on: Justine Lea 26/11/2010 10:39
Search Case ID Case type O No default seaches defined Case type Case type Case	Ceach reads: Orchard Housing
History	Hido 🖻

• Select the Case Type EDR Prompt.

ক Select Case Type:	×
Case Types	
Case Types	
🗄 🖓 🛅 Orchard's "Plus" Case Types do NOT amend or delete	

• Select OMFAX.

n New Case	
Orchard Housing	1
New Case	Logged on: Justine Lea 26/11/201
Search	Search results:
Case ID Case I	Orchard Housing
Search Besel	-

A Person record or Property record will need to be selected before being able to create a Case.

Person Search:

T New Case											
Orchard Housing											1
New Case									Logged on: Jus	tine Lea 26/	11/2010 10:39
Search			Search results:								
Case ID			Sumame	Forename	Initials	Date of Birth	Last Know	n Address	Status	User Code	a Al
Case type OMFAX	Q		Statham	Geoff	G	06/08/1942	1 Willowbank, Fazeley, N 1 Willowback, Fazeley, N	lear Tamworth, Staffords.	Current Lead Ten	6508	Curr
			Statilan	Margaroc	141	23/03/1342	T Wildwodrik, Tazoloy, I	ioar rainworth, staroida.	Content contententa	0000	Can
Person Search - Full Details All Property Lookup Search											
Sumame: statham	Sounds Like?:	User Code:									
Forename:	Sounds Like?:	Person Number:									
Date of Birth: / /		NI Number:									
Email:]	Telephone Number:									
Centre Oliver Ottob Official											
Gender. () Ignore () Male () Pemale											
(x)		>	<								>
Search Reset		Create Case	Person Details	Add Undate	Refresh	ר					Select
											20000
History											Hide 🖽
Mr Geoff Statham 1 Wilowhank											
Case Contact											Bemove
Person Details											Towney
Name: Mr.G. Statham	H	me Tel: 0182763636	From Date	26/10/2010 🗸	To Date	26/11/2010 🗸	Search				
		310210000	Case id	Started	Тур	e Status	User Defined	Created	Created by U	dated	Updated by
Language: English	Dayt	ime Tel:	760	26/11/2010 11:	. OMFAX	Completed	Job Added - Job	26/11/2010 11:08 JL	EA 26/11/	2010 11:20	JLEA
Date of Birth: 06/08/1942 Age:	68 Mo	bile Tel:									
			-								
			<				Ш				>
			Add Rel	ated Case Case Er	iquiry	Refresh					

Property Search:

new Case						
Orchard Housing						1
New Case					Logged on: Justine L	ea 26/11/2010 10:3
Search	Search results:					
Case ID	Current Tenant	House Number	Suffix	Street	Postcode	Property Type
	Mr G Statham	1	V	Vilowbank	B78 3LN	House
Case type OMFAX Q	Ms C Bradshaw	2	V	Vilowbank	B78 3LN	House
Den al Caro e Al Presetul selue Search	VOID	3	V	filowbank	B78 3LN	House
Person Search - Full Details Air Property Lookup Search	Mrs J Lewis	4	V	Vilowbank	B78 3LN	House
House Number	Mr P Hollason	5	V	Vilowbank	B/8 3LN	House
	VOID	7	V	Vilowbank	B78 3LN	House
Select Street: Q	VOID	8	v	Vilowbank	B78 3SL	House
	VOID	9	v	Vilowbank	B78 3LP	House
Street Name: willowbank	VOID	10	V	Vilowbank	B78 3LP	House
Property Name:						
Postcode:						
Uhar Carla						
User code:						
< >	<					>
Search Resel	Refresh					Select
History						Hide 🗷
Mr Geoff Statham 1 Willowbank						
Case U Contact						Hemove
Person Details	From Date 26/10	/2010 V To Date	26/11/2010	Search		
Name: Mr G Statham Home Tel: 0182763636	County	Owned T. T.		User Defined Create 1	Created by U. 1. 1	the desired it
Lana una Entrit	Case Id	S/11/2010 11: OMEAX	Completed	Job Added Job 26/11/2010 11:08 JI	EA 26/11/2010 1	1:20 JI FA
Language. English Dayune rel:			Compicted		20/11/20101	
Date of Birth: 06/08/1942 Age: 68 Mobile Tel:						
	<					>
	Add Balated Ca	ise Case Enquier	Refresh			
	Edd Holdtod od	Core Enquity				

- Once the appropriate Person or Property record has been highlighted click the Search button. This will enable to Create Case button.
- Click Create Case

🗿 Block Repair Or Normal						_ @ 🛛
Orchard Housing						1
Case ID: 761				Logge	d on: Justine Le	a 26/11/2010 10:39
Tools						
Person:	Property:					<u>^</u>
	Addr1: 1 Willowbank					
Contact Address Willowbank, Pazeley, Near Tamworth, Statfordshire, B/8 Heigion:	Addr2: Fazeley					~
Instructions	Script					Show王
Besponses Preylous Responses Workitem History Case / Contact History Related Cases Case Audt Notes Documents						
Communal Repair						
* Is this a Communal Repair?: Choose Yes No * Integration Type: MEAX KEYFAX						
		Save	Send Letter Tran	er Terminate	Process Info	Suspend Next

The opportunity to choose a block property to add the repair to (a person may be ringing to add a repair to a block property not their own) is shown on the first form.

- Select Yes or No as appropriate
- Click Next

The integration subflow opens the integration workitem.

	1 Add Repair Via Integration						_ 2 🛛
Case Dr. Zeit Logged core. Justice Lea. 26/11/2010 10:20 Process: Alse: Sale Sing Nationality Sin Case Zie Sing Sale Sing Sale Sing Version: Sale Sing Sale Sing Version: Sale Sing Sale Sing Case Zie Sing Sale Sing Sale Sing Particular Sing Sale Sing Sale Sing Case Zie Sing Sing Case Sing Sale Sing Sale Sing Cases Zie Sing Case Sing Sale Sing Sale Sin	Orchard Housing						1
Total	Case ID: 761					Logged on: Justine L	ea 26/11/2010 10:39
Presson: Nationality [B] Report Add 1 [Wineberk, Faster, New Tennoch, Sationahm, B7] Report Add 2 [Record Report Scrit Scrit	Tools						
	Person: Allas: Bad Boy Contact Address 1 Willowbark, Fazeley, Near Tarworth, Stalfordshire, B78	Nationalty: BR Q British Religion: Q V	Property: Addr1: 1 Wilowbank Addr2: Fazeley				
Besontes Pregue Reporte Worksem Hatary Case / Cartac Hatary Replace Case Case Audit Notes Decomption 1 Concern Reports for Repar TiWorker: Repark Hatary Concern Reports Date And Time School Report Contraction Report Hatary Concern Report Date And Time School Report Date And Time School Reports Date And Time School Report Party Reputed Report Hatary Concern Report Date And Time School Report Date And Time School Report Repute Report Hatary Repo	instructions		script				Show
Seve Send Letter Transfer Teminate Process (vio Superd Net	I'Wilowberk, Facely, Neer Tamworth, Staffordshire, 878 3LN Repair Hator Add Status 1 Reported Date And Time Job Description 1 2480 JOB CAR26/11/01 26/11/2016 11/01 26/11/2016 11/01 2333 GAVATING CONT 07/09/2016 13:9 TRE OR HEATER SERVIC: 2333 GAVATING CONT 07/09/2016 13:9 TRE OR HEATER SERVIC: 2333 GAVATING CONT 0/09/2016 13:9 TRE OR HEATER SERVIC: 2333 GAVATING CONT 0/09/2016 13:9 TRE OR HEATER SERVIC: 2333 GAVATING CONT 0/09/2016 13:9 TRE OR HEATER SERVIC: 2333 GAVATING CONT 0/09/2016 13:9 TRE OR HEATER SERVIC: 2333 GAVATING CONT 0/09/2016 13:9 TRE OR HEATER SERVIC: 2333 GAVATING CONT 0/09/2016 13:9 TRE OR HEATER SERVIC: 2333 GAVATING CONT 0/09/2016 13:9 TRE OR HEATER SERVIC: 2333 GAVATING CONT 0/09/2016 13:9 TRE OR HEATER SERVIC: 2334 GAVATING CONT 0/09/2016 13:9 TRE OR HEATER SERVIC: 2334 GAVATING CONT 0/09/2016 13:9 TRE OR HEATER SERVIC: 2334 GAVATING CONT 0/09/2016 13:9 TRE OR HEATER SERVIC: 2334 GAVATING CONT 0/09/2016 13:9 TRE OR HEATER SERVIC: 2334 GAVATING CONT 0/09/2016 13:9 TRE OR HEATER SERVIC: 334 TRE OR CONTINUE 344 34	Planed	Description 1	Statue 3	Guarantees Guarantee Descr Verw Regresh	npton 1 Contra	ctor Start D
s Send Letter Tender Tender Tender Support be							
	5	10		Save	Send Letter Transfer	Terminate Process Info	Suspend Next

If the New Repair button is selected Keyfax will be launched.

If a repair is not required then the Do Not Create Job and Close Case button can be selected. A reason must be specified for closing the Case.

Diagnose the repair using Keyfax. Once the SOR's have been determined click submit. Keyfax will then close and the message below will appear.

🖸 Information 🛛 🔀
Warning: Retreiving Job Details
<u>O</u> K

• Click OK

The details of the xml file will populate the repair header.

Note: When caching for the first time there may be a delay.

If you receive an error at this time about not being able to create a job with the date in advance, change the Date/Time field value to a few minutes earlier then try again.

This occurs because there can be a time difference between the Citrix clients and the server so the repair time is in the future by a minute or so.

🖸 Add Repair Via Integration					- 7 🛛
Orchard Housing					1
Case ID: 763				Logged on: Justine Lea	26/11/2010 10:39
Tools					
Person:	Property:				<u>^</u>
	Addr1: 1 Wilowbank				_
Contact Address: 1 Willowbank, Fazeley, Near Tamworth, Staffordshire, B / 8 Reigion:	Addr2: Fazeley				~
Instructions	Script				Show 보
Responses Previous Responses Workitem History Case / Contact History Related Cases Case Audit Notes Documents					
1 Wilowbank, Fazelev, Near Tamworth, Staffordshire, B78 3LN					
Renair History			Guarantees		
lab Mumber Status 1 Penetral Data And Time Job Description 1 Number	Devotation 1	Status	Guarantee Deportat	ion 1 Control	or Stad D
2480 JOB CAR26/11/10 26/11/2010 11:09 Bathroom basin needs new	Description	Status	Guarance Description	contrac	or Start D
2398 AWAITING CONT 07/09/2010 13:39 FIRE OR HEATER:SERVIC					
2332 AWAITING CONT 05/03/2010 14:51 PLASTER REPAIR:REPAIR					
2326 JOB CAR15/02/10 15/02/2010 19:12 WALL:RENEW APPLY 3MM					
		>	<		
Details Refresh Refresh			View Refresh		
Forearce Code 0 Perooted By: Mr.C. Stathan	Entered Protein				
New Repair Priority 3 Description 1: Balmoom basin needs new	Entered by lies				
Pre Inspect: Description 2: Bathroom is now old					
2. Create Job and Continue Main Trade DA Extended Text: Bathroom basin needs new, Bathroom	i is now old				
Date/Time: 26/11/2010					
OR					
Do Not Create Job and Close Case					
▲					>
		Save Se	end Letter Transfer	erminate Process Info	Suspend Next

The calling workflow then continues to the contractor screen followed by contractor appointments, if the contractor has been configured for appointments or in the case of an inspection the inspection appointments screen. These are as the standard workflows.

Contact Us

Orchard Information Systems Ltd Newcastle Technopole Kings Manor Newcastle upon Tyne NE1 6PA

For General Enquiries:

Telephone:	0191 203 2500
Fax:	0191 230 2515
Email:	info@orchard-systems.co.uk
Web:	www.orchard-systems.co.uk

For Customer Service:

Telephone:	0191 203 2510
Fax:	0191 203 2505
Email:	customerservices@orchard-systems.co.uk
Web:	www.orchard-systems.co.uk/support

Hours of Business:

Orchard provides support during normal working hours of Monday to Friday 09:00 – 17:00, excluding English Public Holidays.

Out of hours and standby support can be provided on request. A tailored Managed Service can also be provided.

For further information or a formal quotation, please contact your Account Manager or Project Manager.