



Employee Central to Exchange

Technical User Guide

Version 3.2

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Summary of Changes

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2.0	Updates	Section 3 and 5
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3.0	Updates	All document
3.1	Rebrand updates	All document
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Introduction

This technical user guide enables the technical user or vendor managing the Cloud Integration of the customer to successfully integrate them with Exchange.

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1 Introduction

1.1 Overview

The [SAP SuccessFactors Employee Central integration with Strada for payroll](#) is available as an integration package in the customer's SAP Cloud Integration account.

This new package is a successor of the [standard package](#) (v1.0) which was developed by SAP and now owned and managed by Strada. The new package offers the following key benefits to clients and implementors:

- Out of the box integration with no manual data mapping
- Logic in the Cloud Integration components greatly simplified and reduced as mapping shifts to Strada Exchange middleware
- Improved troubleshooting as by sending the raw data and SFAPI query in the payload, so problems can be investigated by Strada without dependency on client.

This guide aims to help the client and SAP partner consultants to integrate SuccessFactors Employee Central with Strada payroll.

1.2 Scope and Use-Case

1.2.1 SCOPE

This document will only cover the steps in creating another instance of the new package either in the QA or productive Cloud Integration tenants. The instance is for adhoc run which would be vital in performing analysis of reported issues, troubleshooting, and resending of events whenever necessary. The same instance of the integration essentially can aid in performing smoke and sanity checks after upgrades to the latest version of the integration is implemented.

1.2.2 USE CASE

Failed hire

The ad-hoc package can be useful to resend a failed hire after the data has been corrected. As the interface is change driven, correcting an incorrect address alone is not sufficient to get the person hired. The interface – by design – will only send the updated address and not all other portlets.

The steps in this document will ensure that the resend is successful.

1.3 Parties Involved

1.3.1 EMPLOYEE CENTRAL TEAM

They are the source of data and are responsible for checking the integrity of the data being sent from EC to Exchange via the integration. They provide the following details that are crucial to troubleshooting the errors in the interface:

- a. Employee number
- b. Date and time of last employee detail update.
- c. Missing information that was not sent (if there are any)
- d. Replication of the reported error/issue in QA tenant

1.3.2 INTEGRATION TEAM

This team is responsible for checking if the data that was sent from EC was successfully passed through the interface. They would need the information provided by the EC team to troubleshoot and possibly retrigger an integration run that resulted in an error. This could be a third-party vendor or Strada. The team must be familiar with Cloud Integration, with experience in installation, execution and monitoring of packaged integration.

1.3.3 PAYROLL SERVICE PROVIDER

This team is responsible for checking that data from HRIS flows successfully to the payroll service. Payroll service provider could be a TPV (Third-Party Vendor) or Strada. This team also assess change request and solidify its case by establishing its payroll relevance.

1.3.4 EXCHANGE SUPPORT TEAM

They are the recipient of the data being sent from EC and provide information whether the data arrived successfully to their end. They also provide information on how the data arrived on their end and how Exchange system processed the information that was passed to them.

1.3.5 STRADA CLOUD INTEGRATIONS TEAM

They are responsible for any enhancements or changes that may be required for the interface.

2 Adhoc Run

2.1 Overview

The standard integration package should run every 15 minutes to pick up the changes since the previous run. It should not be stopped for sending failed hires again. This chapter explains how to create a copy of the package for resending.

The standard integration package maintains a variable “LastModifiedOn_LV” which records the date and time of the last successful run of the interface. This variable is used as the reference date and time of last data change in retrieving the data for the changes/additions of employees from EC.

On the event that the interface encounters an error, this variable is not updated to preserve the last successful run to be used on the next scheduled run. This means that the interface will still retrieve the employees that were included in the run that encountered an error.

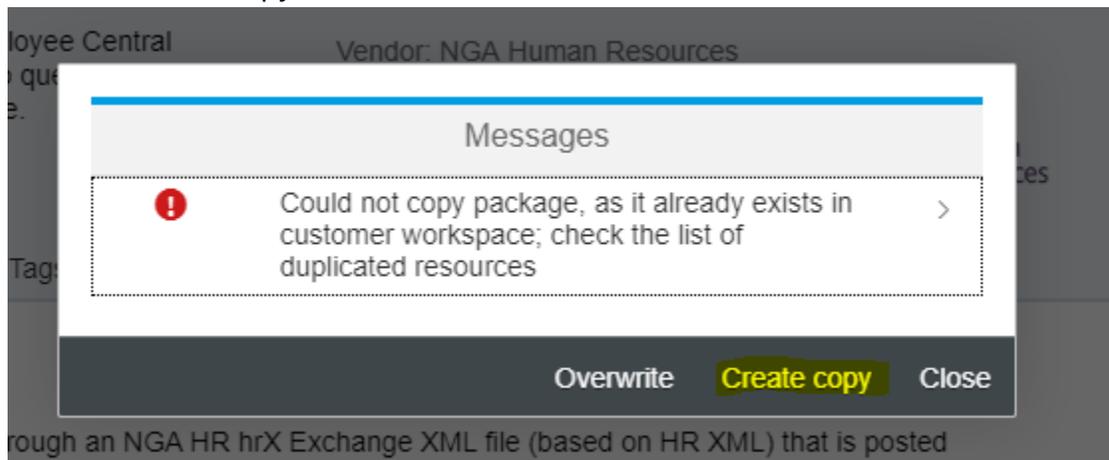
A copy of the standard interface is recommended to have a dedicated integration for ad hoc runs in case retriggering is needed to fix the issue encountered or to perform sanity check or regression test to validate package upgrade. This action is highly recommended to maintain the integrity of the Last Modified Date variable in the scheduled run interface and to avoid data inconsistencies that may arise in the scheduled interface.

2.2 Setting up Integration for Adhoc

The steps outlined in this section require access to Cloud Integration and the user performing these steps is expected to be familiar with Cloud Integration and has the proper authorizations.

Procedure:

1. Log in to SAP Cloud Integration using your S-user ID. Go to your QA or Productive Cloud Integration tenant.
2. Click  Discover.
3. Find the SAP SuccessFactors Employee Central integration with Strada for payroll
Click **Copy** to copy **SAP SuccessFactors Employee Central integration with Strada for payroll** package to your workspace.
4. Choose Create Copy.



5. Rename the package.

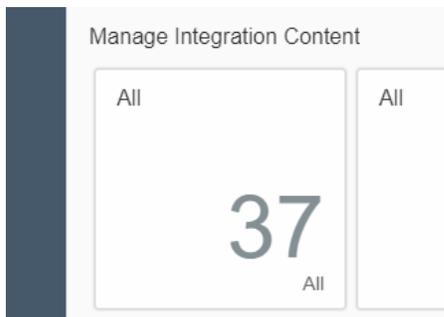
6. Once done, check the Design  if the package is already created.
7. Go to Artifacts and click on Actions . Select Configure.
8. Click Package Integration - **SF EC Payroll Integration to Exchange** > **Actions** > **Configure**. A page with the following tabs is displayed:
 - Timer
 - Receiver
 - Parameters
9. Click the **Timer** tab. On this tab, for Adhoc run select Run Once.
10. Click the **Receiver** tab. Configure [Receiver Settings](#).
11. Click **More** tab and select **All Parameters** tab. For Parameters settings, see [Parameters](#).

12. Save the configuration details.

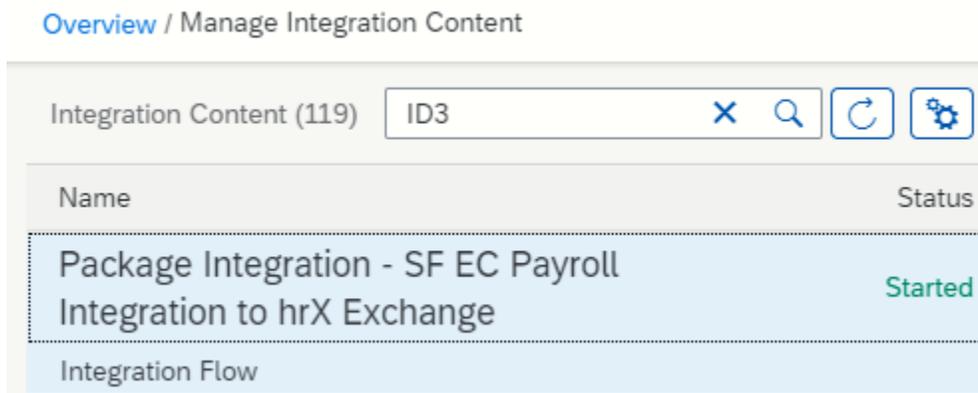
13. Click **Back** to go to the catalog page listing all the artifacts.

14. Deploy the catalog by selecting **Actions > Deploy**.

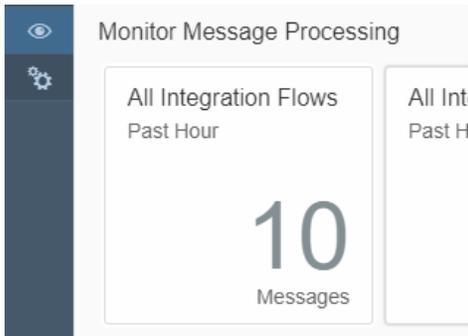
15. Check if interface is deployed. Click on Monitor  then select the All tile in Manage Integration Content.



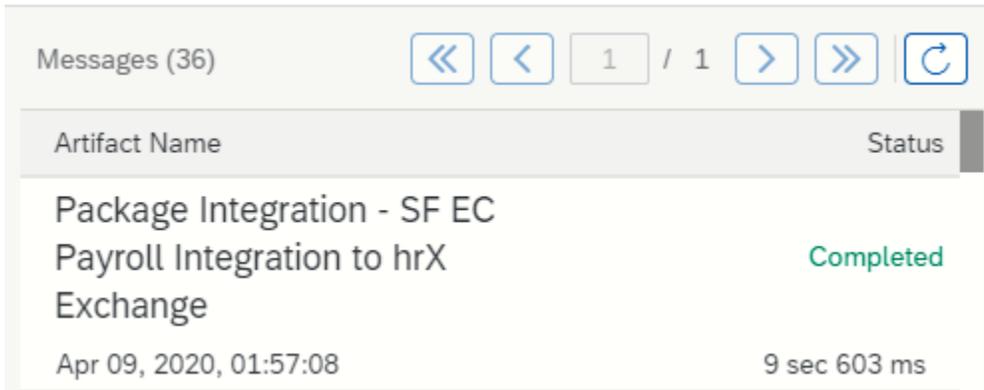
16. Wait for the interface to have a 'Started' status.



17. Go back to the Monitor page and click 'All Integration Flows' under Monitor Message Processing.



18. Wait for the message status to be 'Completed'.



2.3 Integration Settings

Receiver Settings

- **Compound Employee**

This receiver helps you to connect to Employee Central.

Field	Description
Address	Employee Central URL, for example, https://test.successfactors.com
Credential Name	SAP Credential Deployment

- **Exchange End Point**

This receiver helps you to connect to Exchange Web Service End Point.

Field	Description
Address	Exchange End Point URL provided by the Service Readiness or Application Support from Strada
Credential Name	Deployed credential name that has the username and password for the Exchange Web Service Connection

- **MailServer**

This receiver helps you to connect to SMTP Mail Server.

Field	Description
Adapter Type	By default, the Adapter Type is Mail .
Address	Mail Server URL.
Protection	Select from the drop-down, the method to establish an encrypted (Secure) connection.
Authentication	By default, the Authentication Type is "None". You can select the appropriate Authentication Type from the drop down.
Credential Name	Enter the credentials for this mail server if the Authentication Type is "plain User/Password".
From	The From address of the mail server.
To	The address of the recipient of the emails generated by the process.

- **SAP Credential Deployment**

To deploy the following artifacts, see Deploying and Editing a User Credentials Artifact in the Operations Guide for SAP Cloud Integration

Artifact	Description
SuccessFactors EC Credentials	These credentials are used to connect to the Employee Central system. Ensure they have the correct authorizations to perform OData and SFAPI calls

SMTP Server Credentials	These credentials are used to connect to client's mail server.
Exchange Web Service Credentials	These credentials are used to connect to the Exchange Web Service. These are provided by Strada.

Parameters (in order of appearance in the iflow configuration)

Parameter	Description	Required
Ad-hoc run	If set to 1 then integration does not update LastModifiedOn (LastModifiedOn_LV) variable. Note that if this parameter is set to 0 and there is an input to PersonIdExternal parameter then the integration also does not update the LastModifiedOn (LastModifiedOn_LV) variable. Despite the availability of this parameter it is still recommended to implement a second instance of the package integration for adhoc executions with Ad-hoc run parameter set to 1. This is to avoid impact on the scheduled run of the integration for deltas.	No
BusinessUnit	Comma-delimited list filter (no blank spaces before/after comma) for specifying the business unit to include in the extract.	No
Company	Comma-delimited list filter (no blank spaces before/after comma) for specifying the companies to include in the extract.	Yes
ComponentID	Company ID of the Employee Central Instance	Yes
EmployeeClass	Comma-delimited list filter (no blank spaces before/after comma) for specifying the employee classes to include in the extract. This can be used to include regular employees only and exclude externals	No
Event Driven	1 means EDI is configured in ISC (Intelligent Service Center) and hire, termination, and rehire events are triggered via ISC and created in Exchange in real time. When this parameter is enabled, the delta integration flow suppresses	Yes

	processing of these events to avoid sending duplicate events in Exchange. 0 or blank means EDI is not configured. EDI events like hire, termination, and rehire are process by the regular run of the delta integration flow.	
GCC	Enter the Global Customer Code provided by Strada	Yes
IsEmailEnabled	1 enables the email functionality	Yes
LastModifiedOn	In this dynamic process property, provide a time stamp value in the format yyyy-mm-ddThh:mm:ss.sssZ (for example, 2015-01-01T00:00:00.000Z) for the first ever execution of the process. The process then fetches the changes in the Employee Central system as of the provided time stamp value.	N/A
Location	Include the foundation object externalCode if you want to include only employees associated with that foundation object.	No
PayGroup	Comma-delimited list filter (no blank spaces before/after comma) for specifying the paygroup/s to include in the extract.	No
PersonIdExternal	Comma-delimited list filter (no blank spaces before/after comma) for specifying the person_id externals to include in the extract.	No

2.4 Executing Adhoc Package

To ensure you are sending your fresh change coming from EC, you can do the following steps:

1. In the Configuration of the iflow, set the Timestamp to a Future Date and Leave the PersonID as blank. Setting the timestamp to future dated, sets the LastModifiedOn_LV to the current date and time stamp which will be the reference for the next run of the iflow.
2. Save and Deploy.

3. Perform the changes in SuccessFactors Employee Central.
4. Go back to iflow and remove the timestamp, it will get the LastModifiedOn_LV variable save from last run as a reference for the next deploy of the package.
5. Save and Deploy.
6. Check the integration run in Operations->Monitor. If under the Properties, you can see the Receiver then this is a confirmation that the integration flow was able to extract deltas and records were sent to Exchange successfully.

Package Integration - SF EC Payroll Integration to hrX Exchange

Last Updated at: Apr 09, 2020, 00:34:18

Status **Properties** Logs

Message ID: AF6N_QAna37pWaWIR9SgGW5dIMEo
Correlation ID: AF6N_QCQhxmQeJb6DSHRyh6AIXI
Receiver: hrXReceiver_SOAP

Artifact Name: [Package Integration - SF EC Payroll Integration to hrX Exchange](#)

7. Alternatively, to send old records - you can put past dated timestamp but ensure to put the personID as you do not want to resend records that were already integrated to Exchange.

3 Scheduling the package in Production for Go-live

After data migration exercise in production, the package integration needs to run on schedule with the recommended frequency of 15 minutes. It is expected that in Cloud Integration production tenant two instances of the integration package were created to have integration flow dedicated for Adhoc and scheduled run.

3.1 Adhoc Integration

If the scheduling of the integration has not been set-up immediately after the data migration activity or if there were changes in SuccessFactors Employee Central after the data migration prior to go-live date, then there is a need to execute Adhoc integration flow

before enabling the schedule of the interface. Refer to Section 2.4 on how to execute the Adhoc instance of the integration package and consider the following:

Make sure to fill-in the company parameter with the target countries for go-live.

Company:

- Make sure to set the parameter **Ad-hoc run:** to 0 or empty. Setting it to 1 will not update the LastModifiedOn_LV.
- Fill-in the last modified on parameter with the applicable date and time stamp to interface all changes from EC as HRIS after the data migration activity. Recommendation is that the system is freeze for changes until data migration activity is completed. This is in order to determine the exact date and time stamp to be set for the Adhoc run to extract all deltas after data migration prior to go-live. Sample entry below where last modified on is set to March 31. This means the Adhoc run is expected to extract all changes from March 31 onward.

LastModifiedOn:

- Ensure that PersonIdExternal parameter is empty.
- Save and Deploy.
- Once the interface executed successfully. Go to Operation View  and

Click on Variable . Find LastModifiedOn_LV for the Adhoc integration flow and take note of the date and time stamp. See sample screen below:

[Overview / Manage Variables](#)

Variables (114) LastModifiedOn_LV				
Name	Content	Integration Flow	Updated At	Retain Until
LastModifiedOn_LV	2019-04-11T08:53:14.913Z	Packaged_Integration_EC_to_NGA	Apr 11, 2019, 16:53:14	May 15, 2020, 16:53:14
Visibility: Integration	Download			

3.2 Scheduling the Integration

Once the Adhoc run is completed prior to go-live it is recommended that the primary instance of the integration package with the primary integration flow is enabled to run on schedule. But before doing this, there is a need to run this primary integration flow with timer set to Run Once using the last modified on from the recent run of the Adhoc iflow in the previous section. This execution is only needed if there are changes in SuccessFactors EC after Adhoc run was executed which will be avoided if change freeze is communicated during this activity. Once this is completed the integration can be schedule by performing the following:

- Make sure to fill-in the company parameter with the target countries for go-live.

Company:

- Make sure to set the parameter Ad-hoc run: to 0 or empty. Setting it to 1 will not update the LastModifiedOn_LV.
- Ensure that LastModifiedOn parameter is empty.
- Ensure that PersonIdExternal parameter is empty.
- Go to Timer and schedule the interface to run every 15 minutes daily.

Configure "Package Integration - SF EC Payroll Integration to hrX Exchange"

Timer Receiver More

Timer: Start Event [StartEvent_4]

Run Once

Schedule on Day

Schedule to Recur

Schedule to Recur

Daily

On Time

Every Between and

Time Zone

- Save and Deploy.

3.3 Go-live in Waves

Once the interface is scheduled, it is expected to run every 15 minutes for the companies set in the integration flow parameter. If there is a need to edit the schedule due to additional countries for go-live consider the following steps:

- **Perform** data migration first. Make sure that all the employees for the new company codes are in the production Exchange system
- **Execute** Adhoc integration flow for the additional countries **only** following the steps in Section [2.4](#). Again, this step is only needed if there were changes in SF EC after data migration prior to go-live for the additional countries.
- Once Adhoc integration run is completed. **Stop** the schedule and ensure that a change freeze is communicated so that there are no changes transacted in SuccessFactors EC during this period. This activity can also be done during scheduled maintenance.
- Restore the schedule of the interface following the steps in [Section 3.2](#). Make sure to add the new company in the selection. The interface is expected to run using the LastModifiedOn_LV when the schedule was stopped.

4 Tracking the Integration Package

4.1 Debug and Trace Mode

Debug and trace are 2 modes of iflow deployment in Cloud Integration. These tools are commonly used for troubleshooting of iflow interface.

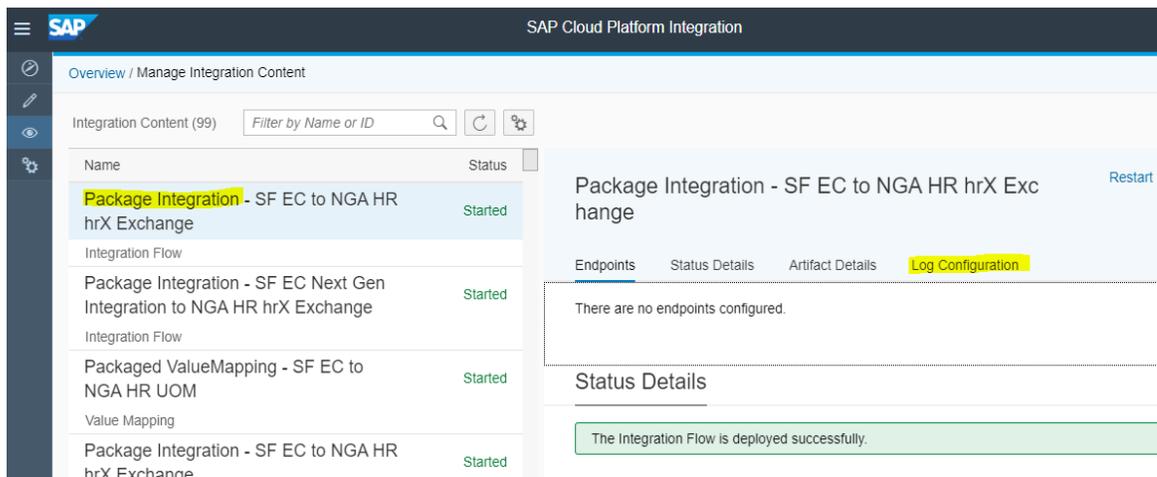
- Debug – shows the path of the message as it goes through the interface.
- Trace – shows the flow and the contents of the message as it goes through the iflow.

Trace is used to provide the message transformations should there be a need for in depth analysis of the issue. The trace mode upon activation lasts for 10 minutes and the captured trace logs lasts for an hour.

4.2 Activating Trace Mode

Procedure:

1. Log in to SAP Cloud Integration using your S-user ID. Go to your QA or Productive Cloud Integration tenant.
2. In In the Monitor View->Manage Integration Content->All
3. Select the Package you want to put on Trace Mode (Note that in Trace Mode, it is only activated for 10 minutes, you need to do the step again to activate it).
4. Click Log Configuration.



The screenshot shows the SAP Cloud Platform Integration interface. The main area displays a list of integration packages. The first package, "Package Integration - SF EC to NGA HR hrX Exchange", is highlighted. The status for this package is "Started". The right-hand pane shows the "Log Configuration" button, which is highlighted in yellow. Below the "Log Configuration" button, there is a message: "There are no endpoints configured." The "Status Details" section shows a green message: "The Integration Flow is deployed successfully."

5. Select Trace.



The screenshot shows the "Log Configuration" page for the "Package Integration - SF EC to NGA HR hrX Exchange" package. The "Log Level" dropdown menu is open, showing options: None, Info, Debug, and Trace. The "Trace" option is highlighted in yellow.

6. Trace is activated.

Endpoints Status Details Artifact Details Log Configuration

Log Level:

Log level 'Trace' expires at Oct 24, 2019, 18:36:38. After expiry the log level switches back to 'Debug'.

4.3 View and Download Message in Trace Mode

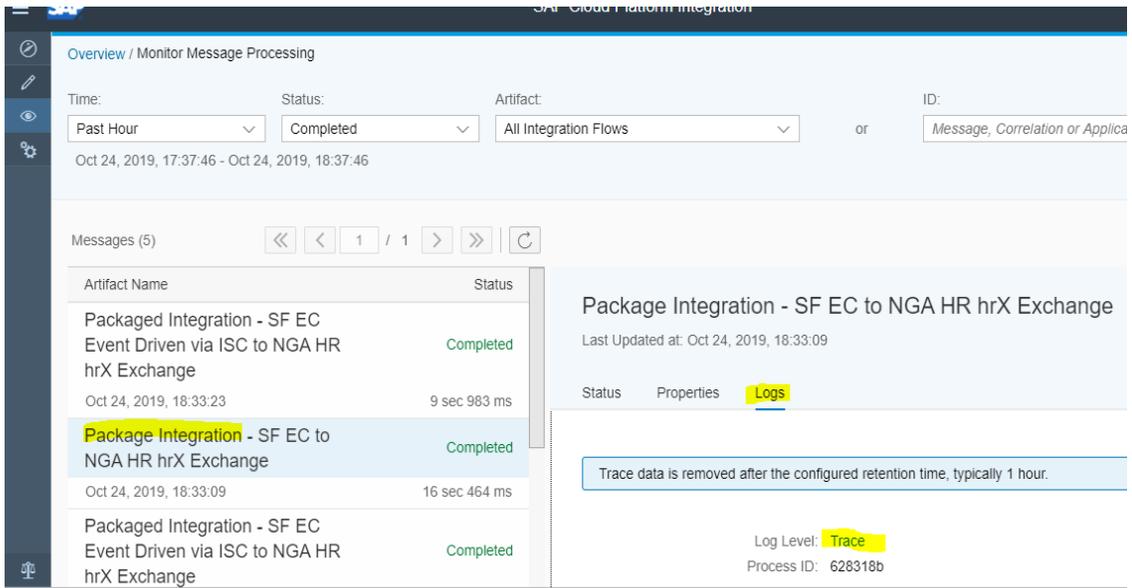
In the Trace Mode, you can investigate the following steps to see the Compound Employee RAW and the pay load send to Exchange for transformation.

Procedure:

1. Under the Monitor View, Click Completed Messages.

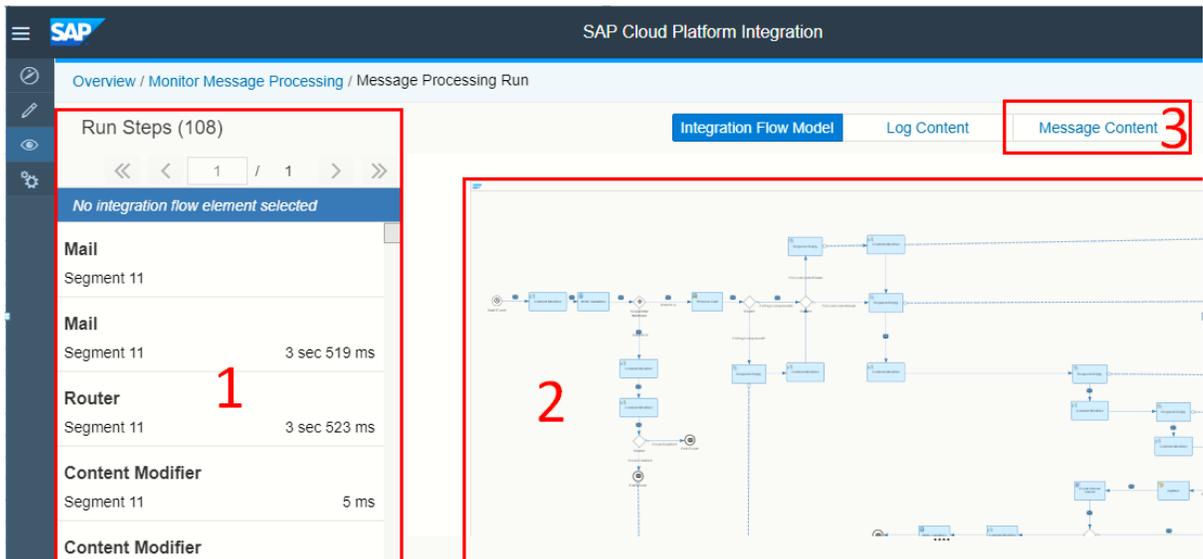
Metric	Value
All Integration Flows Past Hour - Messages	5
All Integration Flows Past Hour - Failed Messages	0
All Integration Flows Past Hour - Retry Messages	0
All Integration Flows Past Hour - Completed Messages	5

2. Select the Package set in Trace Mode, Click Log and Click Trace.



3. Key sections:

- a. Run Step (1) contains the process flow.
- b. Integration Flow Model (2) provides the overview of the iflow.
- c. Message Content (3) contains the XML payload for view and download.



4. Downloading CE response.

- a. At the Integration Flow Model, Click on Router CEResponse Step

SAP Cloud Platform Integration

Overview / Monitor Message Processing / Message Processing Run

Run Steps (52)

Integration Flow Model | Log Content | Message Content

Router CEResponse 1 / 1

Segment 1 158 ms

NGA Exit

Segment 1 138 ms

Router CEResponse

Segment 1 14 sec 999 ms

SuccessFactors

Segment 1

SuccessFactors

Segment 1

SuccessFactors

Segment 1

SuccessFactors

SuccessFactors

SuccessFactors

Integration Process

Start Event → Content Modifier → Process Call → Request Reply CE → Router CEResponse PayloadNotNull → NGA Exit → FOQueryBuild → Router → Write Variables → End

General | Processing

b. Click on Message Content->Payload->Download Payload

Integration Flow Model | Log Content | **Message Content**

Message before Step Download

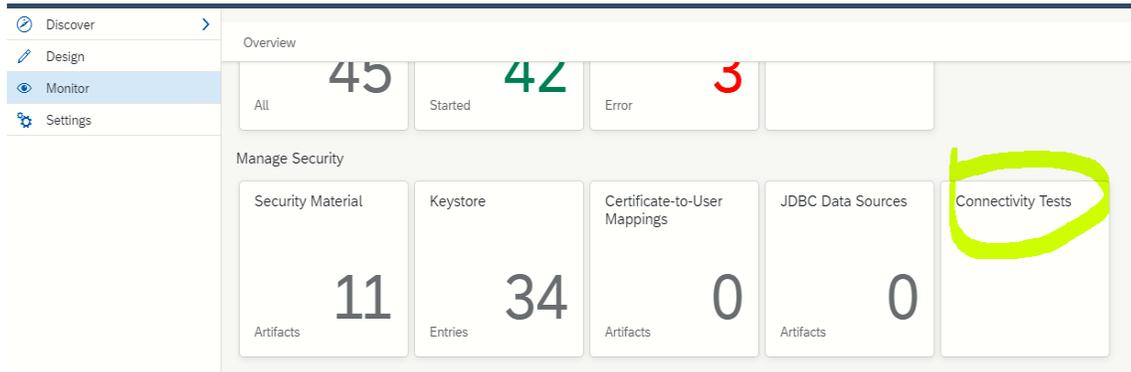
Header | Exchange Properties | **Payload**

Download Payload

```
<?xml version='1.0' encoding='UTF-8'?><queryCompoundEmployeeResponse><CompoundEmployee><id>66811</id>
<person><action>INSERT</action><created_by>USMAN_USMHRADMIN</created_by><created_on_timestamp>2019-10-
24T09:51:39.000Z</created_on_timestamp><date_of_birth>1994-08-02</date_of_birth>
<last_modified_by>USMAN_USMHRADMIN</last_modified_by><last_modified_on>2019-10-
24T09:51:39.000Z</last_modified_on><logon_user_id>E00012425</logon_user_id>
<logon_user_is_active>true</logon_user_is_active><logon_user_name>E00012425</logon_user_name>
<per_person_uuid>04F789954D95432989E62F340C19501E</per_person_uuid><person_id>66811</person_id>
<person_id_external>E00012425</person_id_external><personal_information><action>INSERT</action>
<created_by>USMAN_USMHRADMIN</created_by><created_on_timestamp>2019-10-
24T09:51:40.000Z</created_on_timestamp><end_date>9999-12-31</end_date><first_name>Srikanth4</first_name>
<formal_name>kumar4 Srikanth4</formal_name><gender>M</gender><is_overridden>false</is_overridden>
<last_modified_by>USMAN_USMHRADMIN</last_modified_by><last_modified_on>2019-10-
24T09:51:40.000Z</last_modified_on><last_name>kumar4</last_name><marital_status>S</marital_status>
<nationality>USA</nationality><native_preferred_lang>en_US</native_preferred_lang><start_date>2019-10-
04</start date><personal information usa><action>INSERT</action><country>USA</country>
```

5 Updating Certificates

1. Go to Cloud Integration -> Monitor View -> Connectivity Test



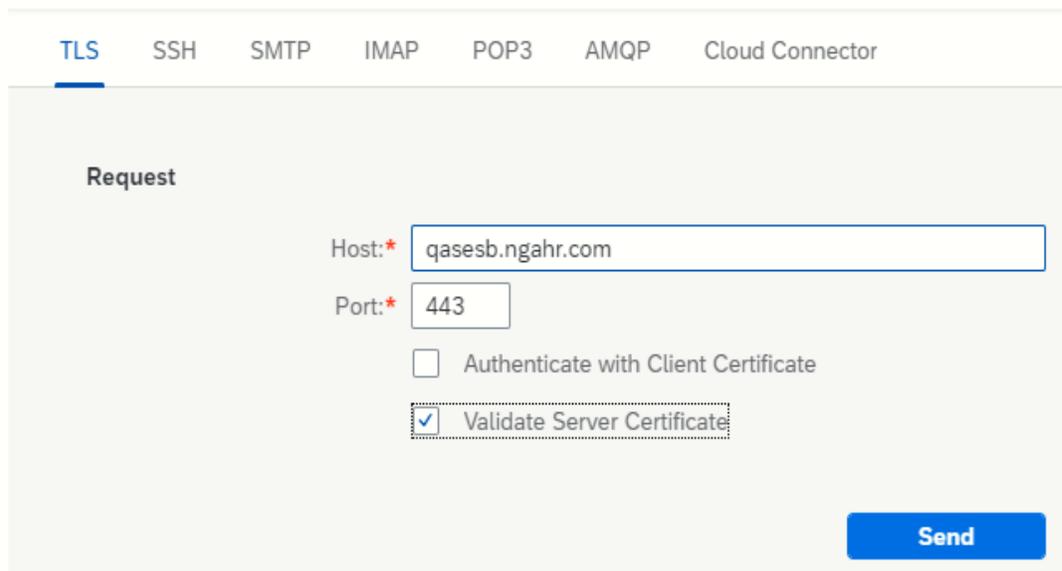
The screenshot shows the 'Monitor' view in a software interface. On the left, there is a navigation menu with 'Discover', 'Design', 'Monitor' (selected), and 'Settings'. The main area is titled 'Overview' and contains several summary cards. The top row shows 'All' (45), 'Started' (42), and 'Error' (3). Below this is a 'Manage Security' section with five cards: 'Security Material' (11 Artifacts), 'Keystore' (34 Entries), 'Certificate-to-User Mappings' (0 Artifacts), 'JDBC Data Sources' (0 Artifacts), and 'Connectivity Tests' (highlighted with a yellow circle).

2. See below list of Exchange environments corresponding to Cloud Integration tenant:

Test	tstesb.ngahr.com
QAS	qasesb.ngahr.com
PRD	prdesb.ngahr.com

3. For example, you need to download the certificate from QAS.

[Overview](#) / Test Connectivity



The screenshot shows the 'Test Connectivity' form for 'TLS'. At the top, there are tabs for 'TLS', 'SSH', 'SMTP', 'IMAP', 'POP3', 'AMQP', and 'Cloud Connector'. The 'Request' section contains the following fields and options:

- Host: *
- Port: *
- Authenticate with Client Certificate
- Validate Server Certificate
-

- If the error below shows up, you need to untick the Validate Server Certificate and try again.

The screenshot shows the 'Test Connectivity' interface for TLS. The 'Request' section has 'Host' set to 'qasesb.ngahr.com' and 'Port' set to '443'. The 'Validate Server Certificate' checkbox is checked. The 'Response' section shows a red error message: 'javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target'. A red box highlights the error text.

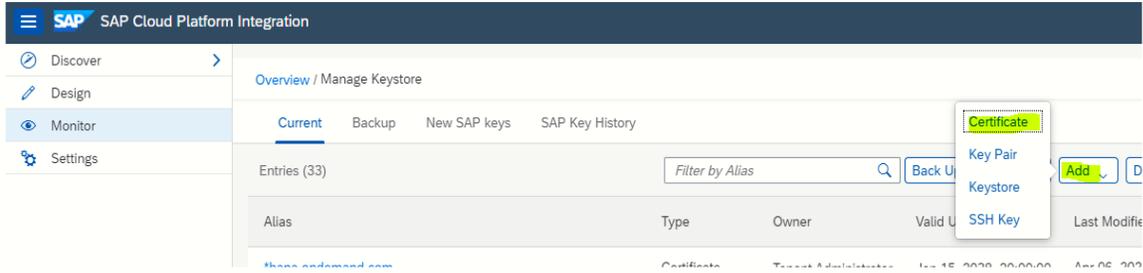
- Once you get a response, you need to download the certificate and reinstall in the Cloud Integration tenant.

The screenshot shows the 'Test Connectivity' interface for TLS. The 'Request' section has 'Host' set to 'qasesb.ngahr.com' and 'Port' set to '443'. The 'Validate Server Certificate' checkbox is unchecked. The 'Response' section shows a green success message: 'Successfully reached host at qasesb.ngahr.com:443'. Below this, the 'Server Certificates' section lists two certificates with their details. A green circle highlights a download icon next to the first certificate.

- Go to Keystore.

The screenshot shows the 'Monitor' interface for SAP Cloud Platform Integration. The 'Keystore' section is highlighted with a green circle. It displays 'Security Material' with 11 artifacts and 'Keystore' with 33 entries. The 'Certificat Mapping' section is also visible.

7. Add the Strada provided certificate.



8. Install or update the existing package.

Alias	Type	Owner	Valid U	Last Modifie	Actions
__hana.ondemand.com (verizon public sureserver ca g14-sha2)	Certificate	Tenant Administrator	Jan 15, 2038, 20:00:00	Apr 06, 2020,	Rename
__ngahr.com	Certificate	Tenant Administrator	Feb 25, 2022, 19:55:31	Apr 06, 2020,	Update
__ngahr.com2	Certificate	Tenant Administrator	Jun 26, 2020, 00:05:19	Apr 06, 2020,	Download Delete