Informatica

Informatica® Cloud Data Integration

Chatter Connector

Informatica Cloud Data Integration Chatter Connector
January 2020

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Preface

Use *Chatter Connector* to learn how to read from or write to Chatter by using Cloud Data Integration. Learn to create a Chatter connection and run synchronization tasks in Cloud Data Integration.

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CHAPTER 1

Introduction to Chatter Connector

This chapter includes the following topics:

- Chatter Connector Overview, 6
- Introduction to Chatter, 6
- Supported Features, Objects, and Task Operations, 7

Chatter Connector Overview

You can use Data Integration Chatter Connector to share, fetch, post, and search Chatter feeds and comments from the Salesforce application.

You can use Chatter Connector to perform the following tasks:

- Share information within an organization through end users or applications.
- Fetch Chatter feeds and comments from Salesforce.
- Load Chatter feeds and comments into the Salesforce Chatter application.
- Post a feed in a Chatter account. Also, specify Salesforce objects such as accounts, opportunity, and contact by using Data Integration Chatter Connector.
- Post comments to Salesforce feeds.
- Use filters to retrieve feeds from a Chatter account. Chatter connector supports all the filters such as Equals, Not Equals, Starts With, Ends With, Contains, Is Null, Is Not Null, Less Than, Less than or Equals, Greater Than, and Greater Than or Equals.

You can enable or disable proxy for Chatter Connector.

Introduction to Chatter

Chatter software connects employees within an organization. You can share knowledge, files, and data. You can also choose to follow individuals users and groups, and receive status updates.

You can use Chatter Connector for collaborative features such as real-time feed updates, user profiles, and feeds.

Chatter Connector user profile helps you to share important information about yourself, and helps other users to learn more about you. You can update your user profile, click the Profile tab within the Salesforce Chatter Application to update your user profile.

You can track feeds with real-time notification for changes to a particular object. The system administrator tracks feeds through Chatter system and customizes feed tracking on an object and field basis.

You can create groups and collaborate between a set of users with Chatter Connector.

For example, if you are working on a project and you want to share information exclusively with your team members, you can create a Chatter group for your team. Chatter Groups can be Public or Private. You can create and join a Public Group. However, you have to ask the Group owner for permission to join a Private Group.

You can also identify the people, groups, and records that closely relate to your job and interests with Chatter recommendations. In addition, users can also like a Chatter post, share files with selected users and view trending topics.

Supported Features, Objects, and Task Operations

When you create a Chatter connection, you must select the feature that you wish to use. Features are different entities of Chatter Connector. Each feature contains a set of objects under them.

The following table provides a list of features and objects that Chatter Connector supports:

Objects	Read	Insert	Update	Upsert	Delete	Lookup	Data Preview
FeedItem	Yes	Yes	NA	NA	Yes	Yes	Yes
FeedComment	Yes	Yes	NA	NA	Yes	Yes	Yes
CollaborationGroupMember	Yes	Yes	NA	NA	Yes	Yes	Yes

Object	Filter Column	Criteria	Supported	Example
FeedItem	CreatedDate	Equals	Y	Support $LastRunTime
		Not Equals	Y	2012-04-30 00:00:00
		Less Than	Y	2012-04-30 00:00:00
		Less Than/Equals	Y	2012-04-30 00:00:00
		GreaterThan	Y	2012-04-30 00:00:00
		GreaterThan/Equals	Y	2012-04-30 00:00:00
		IsNull	Y	NA
		Is Not Null	Y	NA
	Type	Equals	Y	TrackedChange / UserStatus / TextPost / LinkPost /ContentPost/ PollPost/ DashboardComponentSnapshot / ApprovalPost / CollaborationGroupCreated

Object	Filter Column	Criteria	Supported	Example
		Not Equals	Y	TrackedChange / UserStatus / TextPost / LinkPost /ContentPost/ PollPost/ ashboardComponentSnapshot / ApprovalPost / CollaborationGroupCreated
		Starts With	N	NA
		Ends With	N	NA
		Contains	N	NA
		Is Null	N	NA
		Is Not Null	N	NA
	body	Equals	Y	Informatica
		Not Equals	N	Informatica
		Starts With	Y	Informatica
		Ends With	Y	Informatica
		Contains	Y	Informatica
		Is Null	N	NA
		Is Not Null	N	NA
	Id	Equals	Y	0F7G0000001zMtOKAU
		Not Equals	Y	0F7G0000001zMtOKAU
		Starts With	N	NA
		Ends With	N	NA
		Contains	N	NA
		Is Null	Y	NA
		Is Not Null	Y	NA
	ParentId	Equals	Y	0F7G0000001zMtOKAU
		Not Equals	Y	0F7G0000001zMtOKAU
		Starts With	N	NA
		Ends With	N	NA
		Contains	N	NA

Object	Filter Column	Criteria	Supported	Example
		Is Null	Y	NA
		Is Not Null	Y	NA
	CommentCount	Equals	Y	5
		Not Equals	Y	5
		Less Than	Y	5
		Less Than/Equals	Y	5
		Greater Than	Y	5
		Greater Than/Equals	Y	5
		IsNull	Y	NA
		Is Not Null	Y	NA
	IsDeleted	Equals	Y	1 – “True” & 0 – “False”
		Not Equals	Y	1 – “True” & 0 – “False”
	LikeCount	Equals	Y	5
		Not Equals	Y	5
		Less Than	Y	5
		Less Than/Equals	Y	5
		Greater Than	Y	5
		Greater Than/Equals	Y	5
		IsNull	Y	N/A
		Is Not Null	Y	N/A
FeedComment	CommentId	Equals	Y	0F7G0000001zMtOKAU
		Not Equals	Y	0F7G0000001zMtOKAU
		Starts With	N	NA
		Ends With	N	NA
		Contains	N	NA
		Is Null	Y	NA
		Is Not Null	Y	NA

Object	Filter Column	Criteria	Supported	Example
	CommentFeedItemId	Equals	Y	0F7G0000001zMtOKAU
		Not Equals	Y	0F7G0000001zMtOKAU
		Starts With	N	NA
		Ends With	N	NA
		Contains	N	NA
		Is Null	Y	NA
		Is Not Null	Y	NA
	CommentBody	Equals	Y	Informatica
		Not Equals	N	Informatica
		Starts With	Y	Informatica
		Ends With	Y	Informatica
		Contains	Y	Informatica
		Is Null	N	NA
		Is Not Null	N	NA
	CommentType	Equals	Y	ContentComment / TextComment
		Not Equals	N	ContentComment / TextComment
		Starts With	Y	NA
		Ends With	Y	NA
		Contains	Y	NA
		Is Null	N	NA
		Is Not Null	N	NA
	CommentInsertedById	Equals	Y	0F7G0000001zMtOKAU
		Not Equals	Y	0F7G0000001zMtOKAU
		Starts With	N	NA
		Ends With	N	NA
		Contains	N	NA
		Is Null	Y	NA

Object	Filter Column	Criteria	Supported	Example
		Is Not Null	Y	NA
	CommentParentId	Equals	Y	0F7G0000001zMtOKAU
		Not Equals	Y	0F7G0000001zMtOKAU
		Starts With	N	NA
		Ends With	N	NA
		Contains	N	NA
		Is Null	Y	NA
		Is Not Null	Y	NA
	CommentCreatedDate	Equals	Y	Support $LastRunTime
		Not Equals	Y	2012-04-30 00:00:00
		Less Than	Y	2012-04-30 00:00:00
		Less Than/Equals	Y	2012-04-30 00:00:00
		GreaterThan	Y	2012-04-30 00:00:00
		GreaterThan/Equals	Y	2012-04-30 00:00:00
		IsNull	Y	NA
		Is Not Null	Y	NA

You can enable proxy settings for Chatter Connector.

CHAPTER 2

Chatter Connections

This chapter includes the following topics:

- Chatter Connections Overview, 12
- Chatter connection properties, 12
- Configuring the Proxy Settings on Windows, 13

Chatter Connections Overview

Create a Chatter connection in Data Integration before you use Chatter Connector in a synchronization task.

You can create a Chatter connection on the **Connections** page. When you create the Chatter connection, you can enter the connection attributes that are specific to the Chatter Connector application to which you want to connect. You can use Chatter connections when you create a target object in a synchronization task.

You can specify Secure Agent, User Name, Password, Security Token, Service URL, and Attachment Path in the Chatter connection properties to set up Chatter connection.

Chatter connection properties

To use the Chatter Connector in a synchronization task, you must create a connection in Data Integration and configure the connection properties.

The following table describes the Chatter connection properties:

Connection property	Description
Connection Name	Name of the connection.
Type	Type of connection. Select **Chatter**.
Runtime Environment	The name of the runtime environment where you want to run the tasks.
User Name	User name of the Chatter account.
Password	Password of the Chatter account.

Connection property	Description
Security Token	The security token generated from Salesforce.
Service URL	The service end point URL with the API version. The Chatter Connector supports up to API version 25.0.
Attachment Path	The path where the attachments of the feeds need to be copied.

Configuring the Proxy Settings on Windows

If your organization uses an outgoing proxy server to connect to the internet, the Secure Agent connects to Data Integration through the proxy server. You can configure the proxy server settings for the Secure Agent on a Windows machine through the Secure Agent Manager or the ProxySettings.ini file.

Configuring Proxy Settings through Secure Agent Manager

Perform the following steps to enable proxy server through the Secure Agent Manager:

1. Click **Start** > **All Programs** > **Informatica Cloud Secure Agent** > **Informatica Cloud Secure Agent** to launch the Secure Agent Manager.

   You can also click the Data Integration icon in the Windows taskbar notification area to open the Secure Agent Manager.

   The Secure Agent Manager displays the Secure Agent status.
2. Click **Proxy** in the Secure Agent Manager page.
3. Click **Use a Proxy Server** to enter proxy server settings.
4. Configure the following proxy server details:

Field	Description
Proxy Host	Required. Host name of the outgoing proxy server that the Secure Agent uses.
Proxy Port	Required. Port number of the outgoing proxy server.
User Name	User name to connect to the outgoing proxy server.
Password	Password to connect to the outgoing proxy server.

5. Click **OK**.

   The Secure Agent Manager restarts the Secure Agent to apply the settings.

Configuring Proxy Settings through ProxySettings.ini File

The Secure Agent creates the `ProxySettings.ini` file when you test the connection.

Perform the following steps to enable the proxy server flag in the `ProxySettings.ini` file:

1. Copy the `ProxySettings.ini` file from the following directory:

   `<Secure Agent installation directory>\downloads\<latest connector package>\package \plugins\Chatter\`

2. Paste the `ProxySettings.ini` file to the following directory:

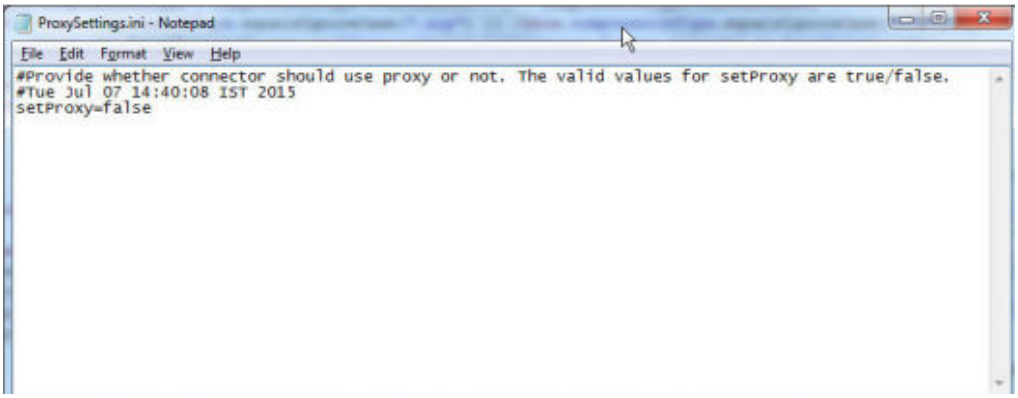
   `<Secure Agent installation directory>\apps\Data_Integration_Server\ext\deploy_to_main\bin \rdtm-extra\Chatter\`

   Note: If the `deploy_to_main\bin\rdtm-extra\Chatter\` directory does not already exist, create the directory.

3. Restart the Secure Agent.

4. Set the value of the **setProxy** field to true to enable the proxy. By default, the value is false.

   The following image shows an example of `ProxySettings.ini` file:



CHAPTER 3

Synchronization Tasks with Chatter Connector

This chapter includes the following topics:

- Chatter Sources in Synchronization Tasks, 15
- Chatter Targets in Synchronization Task, 19

Chatter Sources in Synchronization Tasks

You can use a Chatter object as a single source in a synchronization task.

You can configure Chatter source properties on the Source page of the Synchronization task wizard.

The following table describes the Chatter source properties:

Properties	Description
Connection	Name of the source connection.
Source Type	Default source type is single.
Source Object	Name of the source object. You can choose one of the following source objects when you read data from Chatter: - FeedItem - CollaborationGroupMember - FeedComment

You need to configure specific advanced properties to use specific source objects in a synchronization task.

Advanced Source Properties

You can configure the advanced source properties on the Schedule page of the Synchronization Task Wizard.

The following table describes the advanced source properties for a Chatter source object:

Advanced Source Properties	Description
Source Filter	Filter the source data.
Sorted Ports	Ports used to sort source data.
Maximum Page Size	The maximum number of records read from Chatter in a page. Default is 50.
Retry Value	Determines the retry value.
TimeOut Value	Determines the timeout value.

Data Filters

Use data filters to fetch specific data of a particular object. You can assign a filter field to the object.

Perform the following tasks to use the data filters:

1. In the synchronization task, select the Data Filters tab.

   The Data Filter dialog box appears.
2. Click **New**.

   The Data Filter page where you can define filter appears.
3. Specify the data filter fields as described in the following table:

Field Type	Description
Object	Select object for which you want to assign filter fields.
Filter By	Select the filter field.
Operator	Select the corresponding operator.
Filter Value	Enter the filter value.

4. Click **OK**.

Synchronization Task Example

Consider a task to read data from Chatter and write data to a flat file.

Note: You need to create a connection before you create a synchronization task.

To set up a synchronization task in Data Integration, perform the following tasks:

1. Go to **New** > **Tasks**.
2. Select **Synchronization Task**, and click **Create**.

The New Synchronization Task page appears.

3. Specify the task name, provide a description, and select the task operation **Insert**.
4. Click **Next**.

   The Source tab appears.
5. Select the source connection, source type, and source object for the task, and click **Next**.

   You can read feed from multiple objects in Chatter.
6. Select the target connection, target type, and target object for the task, and click **Next**.
7. To assign filters to a synchronization task, see "Data Filters" on page 16. To select all rows, click **Data Filters**.

   Use the following filter fields to read feeds from feedItem object:

Column Name	Description
Body	The content of the FeedItem.
CommentCount	The number of FeedComments associated with the feed item.
ConnectionId	When a PartnerNetworkConnection makes a change to a record that is tracked, the CreatedBy field contains the ID of the system administrator while the Connection Id contains the ID of the PartnerNetworkConnection that performed the changes. Available if Salesforce to Salesforce is enabled for your organization.
AttachmentPath	Specifies the location where you want to copy the attachment.
ContentDescription	The description of the file to be attached to the feed.
ContentFileName	The name of the file uploaded to the feed.
ContentSize	The size of the file (in bytes) uploaded to the feed.
ContentType	The MIME type of the file uploaded to the feed.
Id	Unique Id to indicate a feed.
InsertedById	ID of the user that added the object to the feed.
IsDeleted	Indicates whether the record has been moved to the Recycle Bin (true) or not (false).
LikeCount	The number of FeedLikes associated with the feed item.
LinkUrl	To post URL on a feed.
ParentId	The ID of the object type to which the FeedItem is related. For example, set this field to a UserId to post to someone's profile feed, or an AccountId to post to a specific account.
RelatedRecordId	The ID of the ContentVersion object associated with a ContentPost. This field is null for all posts except ContentPost.
Title	The title of the FeedItem.

Column Name	Description
Type	The type of FeedItem: - TrackedChange: A change or group of changes to a tracked field. - UserStatus: Automatically generated status when a user adds a post. - TextPost: To post a text on a feed. - LinkPost: To post an URL on a feed. - ContentPost: An uploaded file on a feed. - PollPost: Post a poll in the feed to gather opinions. - DashboardComponentSnapshot: To Post a dashboard snapshot on a feed. - ApprovalPost: Automatically generated by a feed query on an approval item. - CollaborationGroupCreated: Automatically generated post on your feed when you creates a public group.
Parent name	Name of the object type to which the FeedItem is related.

Use the following filter fields to get the feed comments from a FeedComment object in Chatter:

Column Name	Description
CommentBody	The text in the comment
CommentType	You can use the following type of comment: - ContentComment : the comment that contains an attachment. The Chatter Connector does not support ContentType comment. - TextComment – A comment that contains only text.
CommentFeedItemId	The ID of the feed that contains the comment.
CommentInsertedById	The ID of the user who added the object to the feed.
CommentParentId	The ID of the record associated with the feed.
CommentRelatedRecordId	The ID of the ContentVersion object associated with a ContentComment.
CommentCreatedDate	The date and time when the comment was posted.
CommentId	The unique Id of the comment.
CommentAttachmentPath	Location of the file attached to the FeedComment. **Note:** When you download the attachment and you face an out of memory exception, you must increase the memory.
CommentContentSize	The size of the file attached to the FeedComment.
CommentContentDescription	The description about the attachment.

8. In the field mapping tab, map the source fields to the appropriate target fields.
9. Click **Next**.

   The Schedule tab appears.
10. In the Schedule tab, you can schedule the task for each requirement and save.
11. If you do not want to schedule the task, click **Save** to save the task.

You can monitor the status of synchronization tasks in the Monitor log.

Chatter Targets in Synchronization Task

When you run a synchronization task, specify the operation and the source that you want the Secure Agent to write to the target. The Secure Agent inserts, updates, upserts, or deletes source rows that you specify into the target based on the configured operation for the target object.

The task operations depend on the target object that you select. You can configure the target properties when you schedule the synchronization task. You configure Chatter target properties on the **Target** page of the Synchronization task wizard. Enter the name of the target connection and specify the target object to write data to Chatter.

When you configure a synchronization task, you can configure the advanced target properties. The advanced target properties appear on the **Schedule** page of the Synchronization task wizard.

The following table describes the Chatter advanced target properties:

Advanced Target Properties	Description
Success File Directory	Directory for the Chatter success rows file. Specify a directory path that is available on each Secure Agent machine in the runtime environment.
Error File Directory	Directory for the Chatter error rows file. Specify a directory path that is available on each Secure Agent machine in the runtime environment.

Note: When you create a task to delete data from Chatter and data in the input file does not match with data in the target table, the task does not fail.

Synchronization Task Example

Perform the following actions to post comments or feeds to Chatter:

Note: You need to create a connection before you create a synchronization task.

1. Click **New** > **Tasks**.
2. Select **Synchronization Task**, and click **Create**.

   The New Synchronization Task page appears.
3. Specify the task name, description, and select the task operation **Insert**.

   To delete a feed or comment from Chatter select delete operation.
4. Click **Next**.

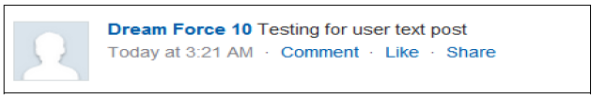
   The Source tab appears.
5. Select the source connection, source type, and source object.

   The source object should contain the following fields when you post feeds or comments to Chatter or delete feeds or comments from Chatter:

User Feed

Specify the type as TextPost and mention the content of the post in the body.

Body	Type	LinkUrl	ParentId	Title	RelatedRe	ContentFileName	AttachmentPath	ContentDescription
Testing for user text post	TextPost							



Account Feed

To post an account feed, you must specify the Parent Id.

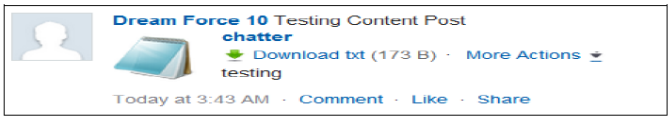
Body	Type	LinkUrl	ParentId	Title	RelatedRecordId	ContentFileName	AttachmentPath	ContentDescription
Posting Feed under an account	TextPost		001G000000na9Th					



Content Post

Specify the type as ContentPost to attach a file to the feed.

Body	Type	LinkUrl	ParentId	Title	RelatedRecordId	ContentFileName	AttachmentPath	ContentDescription
Testing Content Post	ContentPost			Sample		chatter.txt	C:/Test/	testing



Search Tag Feed

To add a search tag in a feed, you must append # to the keyword. The following image shows details of search tag feed:

Body	Type	LinkUrl	ParentId	Title	RelatedRecordId	ContentFileName	AttachmentPath	ContentDescription
Testing Search #ABC 1	TextPost							
Testing Search #ABC 2	TextPost							
Testing Search #ABC 3	TextPost							
Testing Search #ABC 4	TextPost							



Delete Feed

To delete a feed, select FeedItem object as a target in Data Integration. To delete a feed comment select FeedComment object as a target in Data Integration. You must specify the FeedID to delete feeds and commentID to delete feed comments from Chatter.

6. Select the target connection, target type, and target object for the task. To post feeds to Chatter, select FeedItem object. To post feed comments to Chatter, select FeedComment object. Click **Next**.
7. To assign filters to a synchronization task, see "Data Filters" on page 16. To select all rows, click **Data Filters**, and then click **Next**.

   In the data filters tab, you can use the following filter fields:

Column Name	Description
ParentId	ID of the object type to which the FeedItem is related. For example, set this field to a UserId to post to someone's profile feed, or an AccountId to post to a specific account.
Body	The message that appears in the feed. If you want to post a feed with the search keyword. In the feed make use of the # character before the search keyword. For example, if your search keyword is ABC, specify '#ABC'.
Type	You can select the following type of FeedItem: - TrackedChange: A change or group of changes to a tracked field. - UserStatus: Automatically generated status when a user adds a post. - TextPost: Text entry on a feed. - LinkPost: Post an URL on a feed. - ContentPost: An uploaded file on a feed. - PollPost: Post a poll in the feed to gather opinions. - DashboardComponentSnapshot: Post a dashboard snapshot on a feed. - ApprovalPost: Automatically generated by a feed query on an approval item. - CollaborationGroupCreated: Automatically generated post on your feed when you creates a public group.
LinkUrl	To post URL on a feed.
RelatedRecordId	The ID of the ContentVersion object associated with a ContentPost. This field is null for all posts except ContentPost.
Title	The title of the FeedItem.
AttachmentPath	The location of the file to be attached to the feed. For example, C:\Test\ (Mandatory field for Content Post) .
ContentFileName	The name of the file that you want to attach.
ContentDescription	The description of the file to be attached to the feed.
RelatedRecordId	The ID of the ContentVersion object associated with a ContentPost. For example, set this field to an existing ContentVersion and post it to a feed as a FeedItem object of TypeContentPost.

To post a feed comment, use the following filter fields:

Field Name	Description
CommentFeedItemId	The Id of the feed to which the comment needs to be posted.
CommentBody	The text to be posted as comment.

Field Name	Description
CommentType	The comment Type should be TextComment or ContentComment.
CommentContentPath	The full path of the file to be attached to the FeedComment.
CommentContentDescription	The Description about the attachment.

8. In the field mapping tab, map the source fields to the target fields.
9. Click **Next**.

   The Schedule tab appears.
10. In the Schedule tab, you can schedule the task for each requirement and save.
11. If you do not want to schedule the task, click **Save** to save the task.

You can monitor the status of synchronization tasks in the Monitor log.

CHAPTER 4

Troubleshooting

This chapter includes the following topic:

- Troubleshooting a Chatter Synchronization Task, 23

Troubleshooting a Chatter Synchronization Task

The solution to the following situations might help you troubleshoot Chatter synchronization task:

- When you configure the log file, the log file captures the exception and the log messages in a specific location. For example, `<Secure Agent installation directory>\apps\Data_Integration_Server\<latest version of connector>\ICS\main\tomcat\log`.
- When you create a synchronization task, the `null` error message occurs when a connector with invalid configuration is selected. The exception details are available in the following location: `<Secure Agent installation directory>\apps\Data_Integration_Server\<latest version of connector>\ICS\main\tomcat\log`
- When a synchronization task fails, the exception and log details are captured in the Session Log. To run the application in debug mode, you require special permission from the administrator.

CHAPTER 5

Increasing Secure Agent Memory

This chapter includes the following topic:

- Increasing the Secure Agent Memory, 24

Increasing the Secure Agent Memory

To increase performance and avoid runtime environment memory issues, perform the following steps:

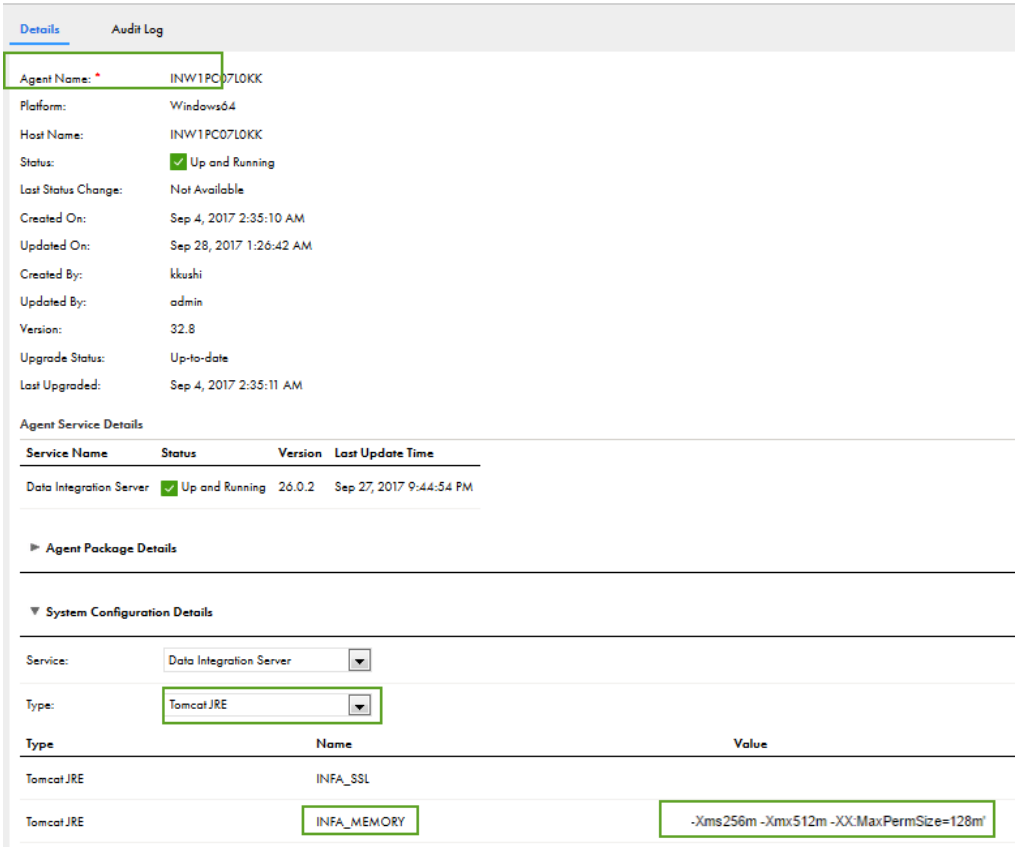
1. In Administrator, select **Runtime Environments**.
2. Select the Secure Agent for which you want to increase memory from the list of available Secure Agents.
3. In the upper-right corner, click **Edit**.
4. In the **System Configuration Details** section, select the **Type** as **DTM** for the Data Integration Service.
5. Edit **JVMOption1** as **-Xms4056m** and **JVMOption2** as **-Xmx4056m**.

   The following image shows the **Details** page:



6. In the **System Configuration Details** section, select the **Type** as **TomCatJRE**
7. Edit **INFA_memory** as **-Xms256m -Xmx512m**.

The following image shows the **Agent Details** page:



Note: The minimum and maximum values for the Java heap size are given as an example. Specify the size according to your requirements.

8. Restart the Secure Agent.

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