Informatica® Cloud Data Integration
April 2024

Business 360 Connector

Informatica Cloud Data Integration Business 360 Connector
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Preface

Use the *Business 360 Connector* to learn how to read from or write to Business 360 data store by using Cloud Data Integration. Learn to create a Business 360 connection, develop, and run mappings in Cloud Data Integration.

Informatica Resources

Informatica provides you with a range of product resources through the Informatica Network and other online portals. Use the resources to get the most from your Informatica products and solutions and to learn from other Informatica users and subject matter experts.

Informatica Documentation

Use the Informatica Documentation Portal to explore an extensive library of documentation for current and recent product releases. To explore the Documentation Portal, visit https://docs.informatica.com.

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Informatica Intelligent Cloud Services web site

You can access the Informatica Intelligent Cloud Services web site at http://www.informatica.com/cloud. This site contains information about Informatica Cloud integration services.

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You can access documentation for Data Integration Connectors at the Documentation Portal. To explore the Documentation Portal, visit https://docs.informatica.com.

Informatica Knowledge Base

Use the Informatica Knowledge Base to find product resources such as how-to articles, best practices, video tutorials, and answers to frequently asked questions.

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The Informatica Intelligent Cloud Services Trust Center provides information about Informatica security policies and real-time system availability.

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To subscribe, on the Informatica Intelligent Cloud Services Status page, click **SUBSCRIBE TO UPDATES**. You can choose to receive notifications sent as emails, SMS text messages, webhooks, RSS feeds, or any combination of the four.

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You can contact a Global Support Center through the Informatica Network or by telephone.

To find online support resources on the Informatica Network, click **Contact Support** in the Informatica Intelligent Cloud Services Help menu to go to the **Cloud Support** page. The **Cloud Support** page includes system status information and community discussions. Log in to Informatica Network and click **Need Help** to find additional resources and to contact Informatica Global Customer Support through email.

The telephone numbers for Informatica Global Customer Support are available from the Informatica web site at https://www.informatica.com/services-and-training/support-services/contact-us.html.

CHAPTER 1

Business 360 Connector

Use Business 360 Connector to connect to Business 360 data store from Cloud Data Integration and securely read data from or write data to the Business 360 data store. You can create a Business 360 connection and use the connection in mappings. When you run the mapping, Business 360 connector reads data from or writes data to the Business 360 data store.

Use the Business 360 Connector to egress data from all the fields and field groups, including the dynamic field definitions attribute. For more information about dynamic fields, see the *Business 360 Console* help.

Note: Effective in the October 2023 release, dynamic fields are available for preview.

Preview functionality is supported for evaluation purposes but is unwarranted and is not supported in production environments or any environment that you plan to push to production. Informatica intends to include the preview functionality in an upcoming release for production use, but might choose not to in accordance with changing market or technical circumstances. For more information, contact Informatica Global Customer Support.

For more information about solutions that use Business 360 data store, see the following website:

https://www.informatica.com/products/master-data-management.html.

Business 360 Connector task and object types

When you create a Business 360 connection, you can select objects supported by Business 360 Connector. The Business 360 Connector supports only the mapping task type.

The Business 360 Connector supports the following assets:

- Business entities
- Relationships
- Hierarchies
- Crosswalks
- Code lists

Based on the assets you select, you can view the list of objects related to the selected assets. You can also select custom assets.

Note: Ensure that you have the license for your business application.

Administration of Business 360 Connector

Before you create or use a Business 360 connection, enable the Business 360 license.

1. Log in to **Informatica Intelligent Cloud Services** with your administrator credentials.
2. Select **Administrator** from **My Services** page.
3. Click **Organization > Sub-Organizations**.
4. Select the sub-organization for which you want to enable the Business 360 Connector.
5. Click **Licenses**.
6. In the **Editions** section, enable license for Business 360.

Note: Business 360 Connector is included in the Intelligent Components for Business 360 license package. You cannot create or access the Business 360 connection if license is not enabled.

CHAPTER 2

Business 360 connection overview

Create a Business 360 connection to read data from or write data to the Business 360 data store. You can use the Business 360 connection in a Source transformation to read data. You can use the same connection in a Target transformation to write data.

You can create a Business 360 connection on the Connections page and use the connection in the Mapping Designer to create a mapping.

Business 360 connection properties

When you create the Business 360 connection, you must configure the connection properties.

The following table describes the Business 360 connection properties:

Property	Description
Connection Name	The name of the connection. The name is not case sensitive and must be unique within the domain. You can change this property after you create the connection. The name cannot exceed 100 characters, contain spaces, or contain the following special characters:~ ` ! $ % ^ & * ( ) - + = { [}] | \ : ; " ' < , > . ? /
Description	Optional. The description of the connection. The description cannot exceed 4,000 characters.
Type	The connection type. Select **Business 360**.
Runtime Environment	The name of the runtime environment where you want to run the mappings. Select a Secure Agent. **Note:** Ensure that you don't select a Hosted Agent or serverless runtime environment when you create a Business 360 connection.
Runtime Parameter	A system-generated job instance ID to process the ingress and export jobs. **Note:** Ensure that you do not modify this attribute.

CHAPTER 3

Mappings with Business 360 Connector overview

Use the Cloud Data Integration Mapping Designer to create a mapping. When you create a mapping, you can configure a Source or Target transformation to represent a Business 360 asset.

Note: When you create a mapping, ensure that you don't use Business 360 Connector in both the source and target connections.

Source transformation in mappings

In a mapping, you can configure a Source transformation to represent Business 360 assets. The supported assets are business entities, reference data, relationships, and hierarchies.

When you egress data from a business entity, you can egress data from all fields and field groups, including the dynamic field definitions and dynamic field values attributes.

Note: Effective in the October 2023 release, dynamic fields are available for preview.

Preview functionality is supported for evaluation purposes but is unwarranted and is not supported in production environments or any environment that you plan to push to production. Informatica intends to include the preview functionality in an upcoming release for production use, but might choose not to in accordance with changing market or technical circumstances. For more information, contact Informatica Global Customer Support.

The following table describes the Business 360 source properties that you can configure in a Source transformation:

Property	Description
Name	Enter the source name.
Description	Enter a description for the source.
Connection	Choose a Business 360 connection to read data from the Business 360 data store.
Source Type	Type of the source object. Select **Single Object**.
Object	Select the asset from which you want to read the data.

Property	Description
Field Mapping	Drag the required fields from **Response Structure** to the **Output Fields**. The response structure lists the Business 360 assets that are available in the source. You can map the required assets to the output fields.
Fields	View all the fields. You can edit the metadata of the listed fields. **Note:** When you export a master record with multiple source records, the value of the **mergedBusinessId** field might be longer than 255. To view the complete field value in the exported files, increase the length of the **mergedBusinessId** field to a higher value. The default length is 255 characters. You can set up to 30000 characters.

Target transformation in mappings

In a mapping, you can configure a Target transformation to represent Business 360 assets. If you want to write data to the Business 360 assets, use a Business 360 connection.

The following table describes Business 360 target properties that you configure in a Target transformation :

Property	Description
Name	Enter the target name.
Description	Enter a description for the target.
Incoming Fields	Lists all the incoming fields from the Source transformation. You can set fields rules and rename the fields.
Connection	Choose a Business 360 connection to write data to Business 360 assets.
Target Type	Type of the target object. Select **Single Object**.
Object	Select the asset to which you want to write data.
Target Fields	Lists all the target fields. You can add fields, delete fields, and edit metadata of the fields.
Field Mapping	View all the input fields and target fields. Drag the fields to map them.

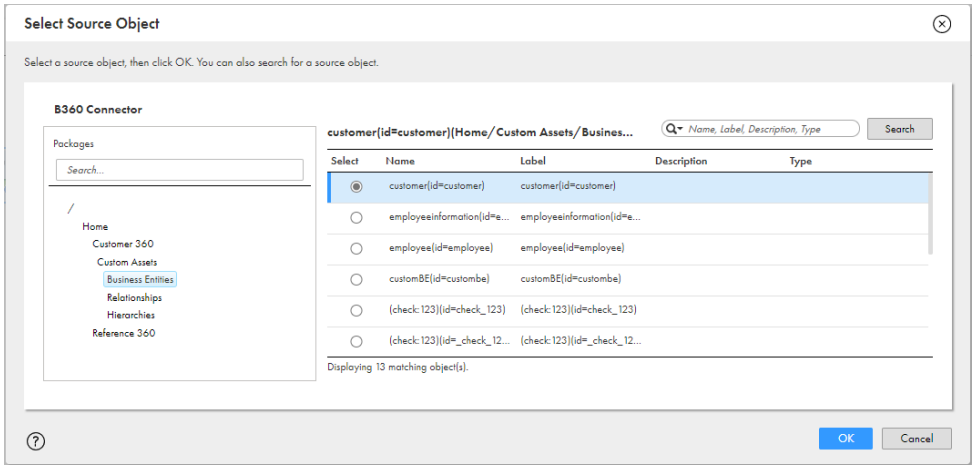
Source transformation mapping example

An organization uses Customer 360 to master customer data. To further analyze the customer data, the organization wants to load the mastered data to an analytical application. Use the Business 360 Connector to read data from Customer 360 and load the data to the analytical application.

1. Create a Business 360 connection.
2. Create a connection to the analytical application.

3. Create a mapping.
4. Add a Source transformation, and specify a name and description in the general properties.
5. On the **Source** tab, perform the following steps:
   a. In the **Connection** field, select the Business 360 connection.
   b. In the **Source Type** field, select **Single Object**.
   c. In the **Object** field, select the source object from which you want to read data.

      The following image shows the source assets:



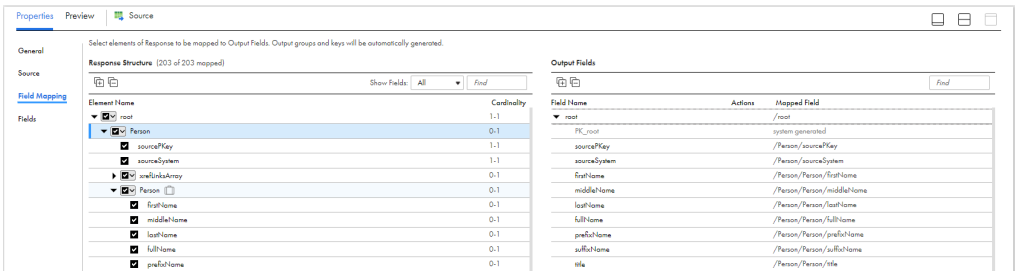
   d. To view the list of supported business applications, on the left pane, select **Home**.
   e. To view the list of available assets, select the asset type under an application. For example, if you select **Customer 360** and **Business Entities** on the left pane, you can view the list of available business entities on the right pane from which you can select the required source object.
   f. To view the list of custom assets, on the left pane, expand **Custom Assets**, and select an asset type .

      The custom assets are grouped based on the asset type.

      The list of custom assets appears on the right pane. For example, if you choose **Business Entities**, the list of custom business entities appears on the right pane.

      Note: If you change the name of the business entity or delete it in the Business 360 Console, the existing mappings with references to that business entity will fail when you run the mapping.
6. On the **Field Mapping** tab, select elements in the response structure that you want to map to the output fields.

   The following image shows the response structure on the left pane in a hierarchical format and the output fields on the right pane in a relational format:



Additionally, you can map the following system fields if you want to export their values using an export job:

- BusinessId. Contains the unique ID of an existing master record.
- sourceLastUpdate. Contains the last updated date of a field or field group.

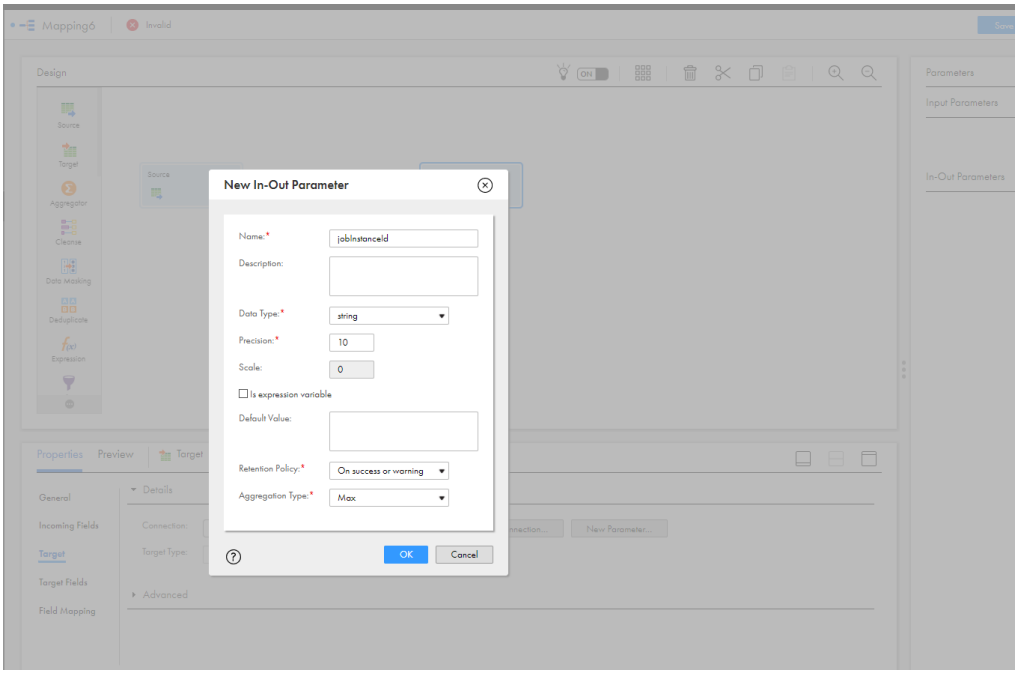
  Note: In the response structure, the sourceLastUpdate field appears only for field groups with the Source Last Updated Date field enabled in Business 360 Console.
- matchMergeState. Contains the match and merge status of a source record.
- populationName. Contains the name of populations. You can specify multiple populations for the records that you ingress. For more information about population, see Default Population in the Business 360 Console help.
- validationStaus. Contains the validation statuses of records, such as passed, failed, and pending.

  Note: The field appears when the preview functionality is enabled in the production environment.

Note: Before you include the system fields on the **Field Mapping** tab, review and upgrade the business applications to the latest version in Business 360 Console. For more information about reviewing and upgrading the business applications in Business 360 Console, see Upgrade in the Business 360 Console help.

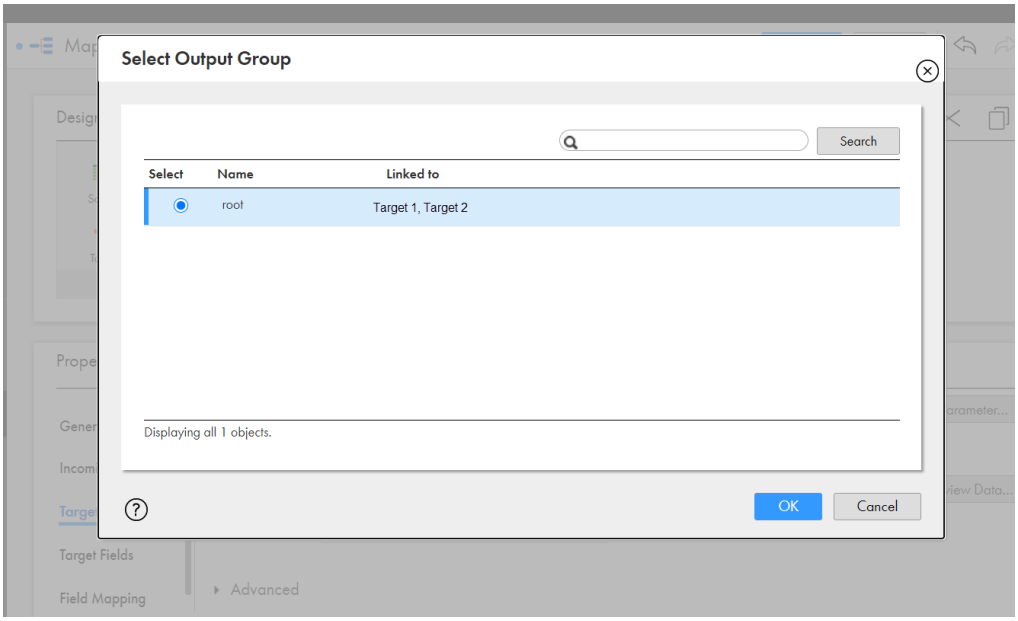
7. Add a Target transformation, and specify the name and description in the general properties.
8. Select the connection to the analytical application.
9. Go to **Target > Parameters Panel > Input-Output Parameters**, and create a parameter. Specify jobInstanceId as the name of the parameter.

   The input-output parameter is internally mapped to the job instance ID. When you run an ingress or export job, Cloud Application Integration process passes the job instance ID to the input-output parameter in Cloud Data Integration. Based on the defined taskflows, the job is executed. If you do not define the input-output parameter for the Target transformation in Cloud Data Integration, your job fails. The following image shows the input-output parameter dialog box:



10. Draw links to connect the Source transformation to the Target transformation.

The following image shows the **Select Output Group** dialog box where you select the output group to write data to the target:



Note: You cannot modify the targets from the mapped output groups. As a workaround, delink the source from the target, and relink.

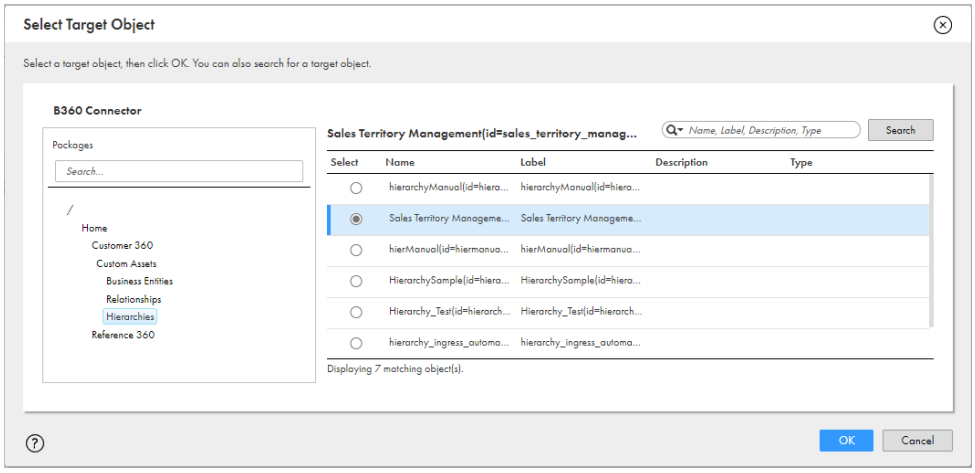
11. Save the mapping.

Target transformation mapping example

An organization uses Salesforce to manage customer data. To master the customer data, the organization wants to load the customer data to the Business 360 data store. Use the Business 360 Connector to read data from Salesforce and write data to the Business 360 data store.

1. Create a Business 360 connection.
2. Create a connection.
3. Create a mapping.
4. Add a Source transformation, and specify a name and description in the general properties.
5. Select the connection to the Salesforce application.
6. On the **Target** tab, perform the following steps:
   a. In the **Connection** field, select the Business 360 connection.
   b. In the **Source Type** field, select **Single Object**.
   c. In the **Objects** field, select the target object to which you want to write data.

   The following image shows the target assets:



d. To view the list of supported business applications, on the left pane, select **Home**.

e. To view the list of available assets, select the asset type under an application. For example, if you select **Customer 360** and **Business Entities** on the left pane, you can view the list of available business entities on the right pane from which you can select the required target object.

f. To view the list of custom assets, on the left pane, expand **Custom Assets**, and select an asset type.

The custom assets are grouped based on the asset type.

The list of custom assets appears on the right pane. For example, if you choose **Hierarchies**, the list of hierarchies appears on the right pane.

Note: You cannot map multiple source objects to a hierarchy. If you map multiple source objects to a hierarchy, an error appears when you map input fields to target fields on the **Field Mapping** tab. Ensure that you create separate mappings for each source object to the hierarchy. If you change the name of the custom business entity or delete it in the Business 360 Console, the existing mappings with references to that custom business entity will fail when you run the mapping.

g. To select relationships within hierarchies, expand **Custom Assets**, and then click **Hierarchies**. Select the required relationship from the right pane.

Note: To specify relationships within hierarchies as the target object, ensure that you specify unique display names for each relationship within a hierarchy. Don't select the relationship from the **Relationships** folder under **Custom Assets**.

7. On the **Field Mapping** tab, select the input fields that you want to map to the target fields.

Map the following fields from the **Input Fields** section to the **Target Fields** section based on the purpose of the fields described in the following list:

- BusinessId. Optional. Unique identifier for the input records.

  Note: When you ingress hierarchies or relationships, ensure that you don't map the BusinessId field.

  For more information about using business IDs in the ingress process, see *Ingress data with business ID* in the *Business 360 Console* help.

- sourceLastUpdateDate. Optional. The ingress process uses the **sourceLastUpdateDate** field to import the updated date of a field or field group from the source system. Currently, you can map the **sourceLastUpdateDate** field to the required root fields and root field groups. To view the **sourceLastUpdateDate** fields in the **Target Fields** section, expand the **_cm** nodes within a field group. The last updated date is essential to establish the best version of the truth when you import data from multiple source systems into the Business 360 data store.

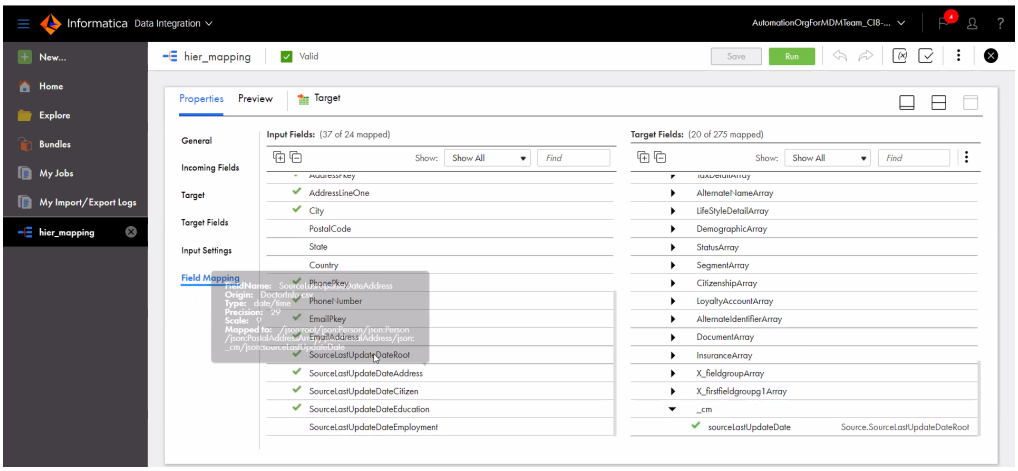
For more information about establishing the best version of the truth, see *Establishing the best version of the truth* in the help of business applications.

If you map the **sourceLastUpdateDate** field but the field value isn't in the input file, then the process updates the value in one of the following ways:

- For a root field, the mapping considers the last updated date of the root field as the value.
- For a field group, the mapping considers the **sourceLastUpdateDate** field value of the root field as the value.
- For the root field and field group, the mapping considers the last updated date of the root field as the value.

Note: You can't map the **sourceLastUpdateDate** field to nested field groups.

The following image shows the input fields on the left pane in a hierarchical format and the target fields on the right pane:

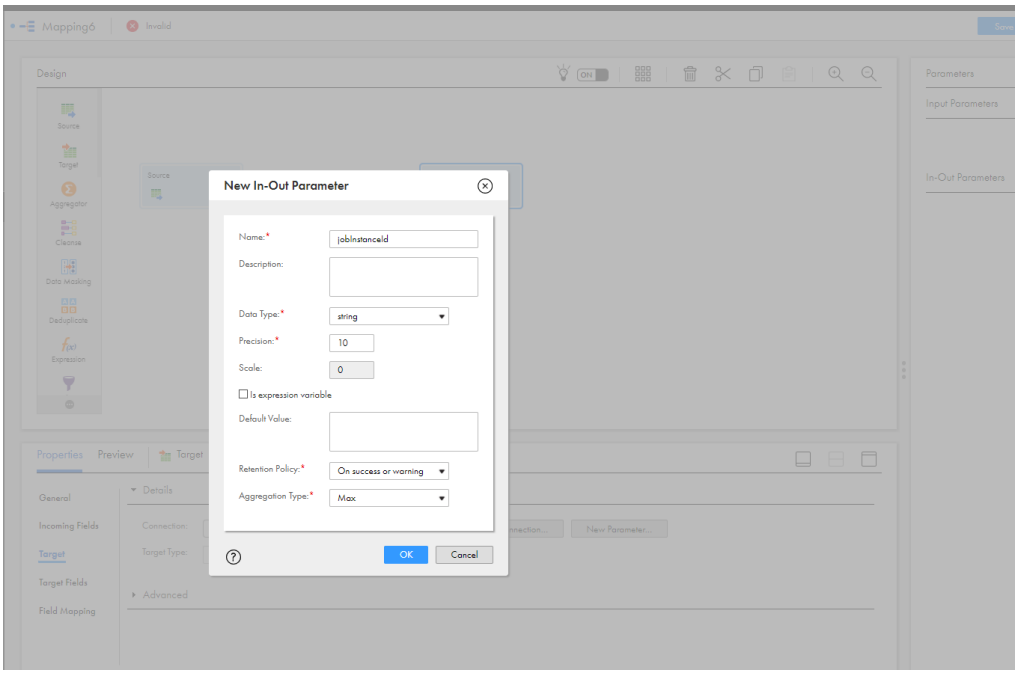


If you have multiple source objects mapped to a target transformation, you must define primary and foreign keys. For more information, see Primary and foreign key on page 16.

Note: When you map field groups, map the root fields first before mapping the fields within field groups.

8. Go to **Target > Parameters Panel > Input-Output Parameters**, and create a parameter.

   The input-output parameter is internally mapped to the job instance ID. When you run an ingress or export job, Cloud Application Integration process passes the job instance ID to the input-output parameter in Cloud Data Integration. Based on the defined taskflows, the job is executed. If you do not define the input-output parameter for the Target transformation in Cloud Data Integration, your job fails. The following image shows the input-output parameter dialog box:



9. Draw links to connect the Source transformation to the Target transformation.
10. Save the mapping.

Primary and foreign key

You can read data from multiple source objects and integrate it in the target object based on the primary key and foreign key relationship. If you link multiple source objects to a target transformation, you must define primary and foreign keys for the fields in the source objects. You can then link these fields to appropriate target fields to update or insert target data.

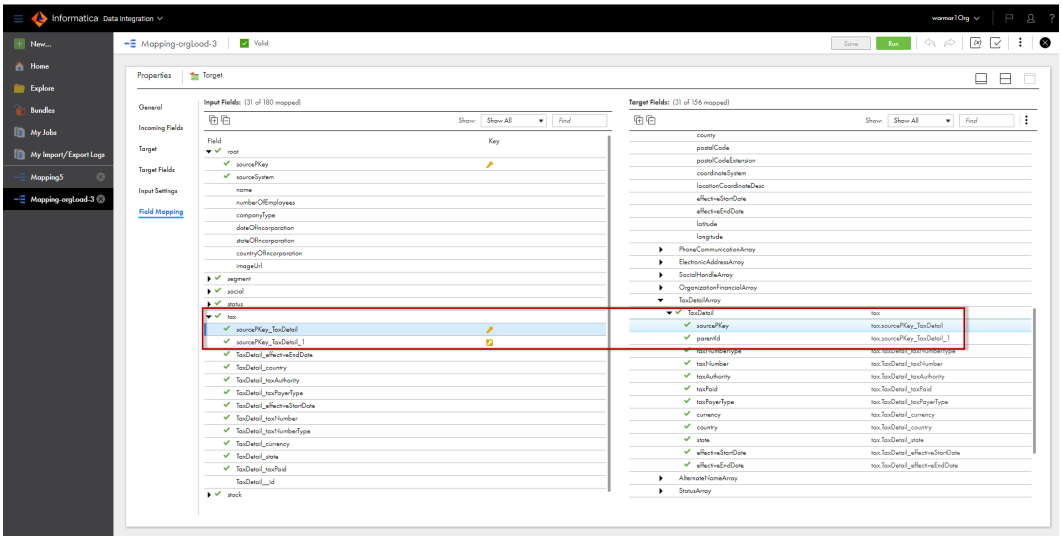
Each field group within the target fields has a unique **sourcePKey** field and a **parentId** field. After you designate primary keys and foreign keys to input fields, you can map them to the **sourcePKey** and **parentId** fields within the appropriate field group in target fields. If multiple field groups are nested within a field group, the **parentId** field indicates the position of the field group in the hierarchical structure of target field groups. The **parentId** field of a nested field group must be the **sourcePKey** field of its parent field group.

Ensure that the sourcePkey field contains only alphanumeric characters and the following special characters:

```
.~!/'={}|:@#$^&*()-_+,<>?`
```

Otherwise, the target transformation fails. If required, correct the source primary key values in the source objects.

The following image shows a sample configuration of primary and foreign key fields linked to the target fields:



Note: You cannot designate the primary key and foreign key if you use the hierarchy as the target object. Don't map multiple source objects to a hierarchy in the target. If you map fields from multiple source objects to a hierarchy in the target, you get an error on the **Field Mapping** tab.

Selecting a primary or foreign key

Assign the primary keys and foreign keys for the input fields and map them to the appropriate target fields.

1. In the **Properties** panel of the target transformation, click the **Field Mapping** tab.

   The field mapping editor displays the input fields to the left and the target fields to the right.
2. To designate an input field as a primary or foreign key, click the **Key** column of the field.

   The **Mark as Key** window appears.
3. Select whether the key is a primary key or foreign key.
4. If the field is a foreign key, select the group to which the field relates as a foreign key.
5. To remove a primary or foreign key, click the **Key** column of the field and select **Not a key**.
6. To clear all the keys, click the action menu at the top of the **Target Fields** panel and then select **Clear Keys**.

Field groups for validation errors

The validation errors of root fields and each field group are captured in separate field groups. The field groups that capture the validation errors inherit the name of the parent field as a prefix and use _Error as the suffix.

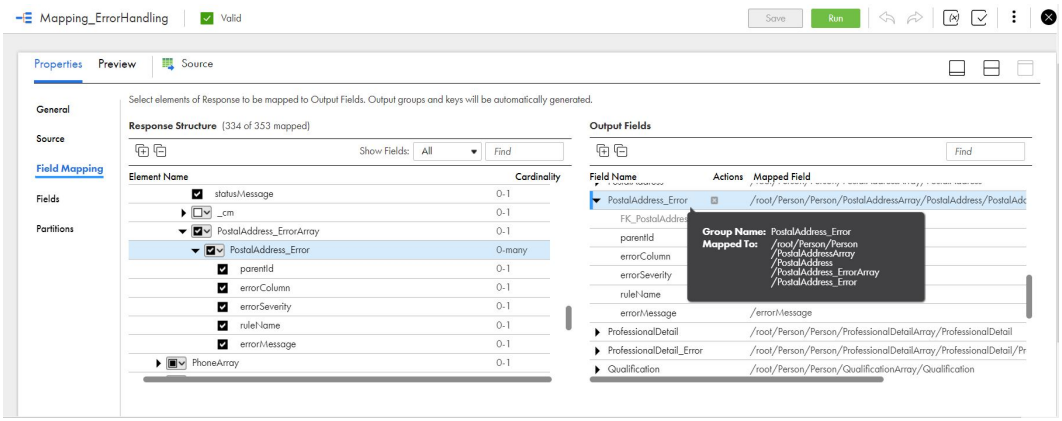
For example, the field group PostalAddress_Error captures the validation errors of the PostalAddress field group.

Note: Effective in the May 2023 release, the ability to map input fields that have validation errors to the target fields is available for preview.

Preview functionality is supported for evaluation purposes but is unwarranted and is not supported in production environments or any environment that you plan to push to production. Informatica intends to include the preview functionality in an upcoming release for production use, but might choose not to in accordance with changing market or technical circumstances. For more information, contact Informatica Global Customer Support.

If you want to identify the fields that contain validation errors in the exported data, you can map input fields that contain validation errors to target fields.

The following image shows the fields within the PostalAddress_Error field group mapped to the target fields:



The following table describes the field groups that capture the validation errors:

Field Name	Description
parentID	The sourcePkey value of the parent field group to which the fields with the validation errors belong. For example, the parentID field in the PostalAddress_Error field group contains the sourcePkey value of the PostalAddress field group.
errorColumn	Name of the field that has validation errors. **Note:** The errorColumn field doesn't include the names of field groups that have validation errors.
errorSeverity	The severity of the validation error. For example, warning or information.
ruleName	The name of the data quality rule association that returns the error.
errorMessage	The message associated with the validation error.

Note: When multiple fields within a field group contain the same validation error, the fields are combined into a single row in the exported data.

CHAPTER 4

Rules and Guidelines

You can use the following rules and guidelines to work with the Business 360 Connector.

Rules and Guidelines for Business 360 Connector

Consider the following rules and guidelines when you use a Business 360 Connector:

- When you create a taskflow, ensure that you add the mapping tasks of both the root field and the child field group. For more information about creating a taskflow, see *Creating a taskflow*.
- When input files of ingress jobs contain duplicate records with identical source primary keys, the jobs randomly select and import one of the duplicate records. Filter the data in the input files to remove duplicate values before loading it to the target. For more information about filtering data, see *Data filters*.
- When you write data to the Business 360 data store, the Business 360 Connector sends 100 records in one batch.
  To increase the batch count, add the `MDM_MONGO_BULK_REQUEST_COUNT=<Bulk count>` property to the mdmConnector.properties file in the following directory:

  `<Secure Agent Installation Directory>/apps/Data_Integration_Server/conf/mdmConnector.properties`

  Before you increase the count of records, ensure that you have enough Java heap size.
- When you run an ingress or export job, a new user is created in the data store. By default, the wait time to add a user is 60 seconds.
  To customize the wait time, add the `MDM_MONGO_CONN_WAIT=<Time in milliseconds>` property to the mdmConnector.properties file in the following directory:

  `<Secure Agent Installation Directory>/apps/Data_Integration_Server/conf/mdmConnector.properties`

  Note: A shorter wait time might result in a timeout error.
- If you want to run the Secure Agent through a proxy server, configure the following JVM options in the Secure Agent:
  1. In Administrator, click **Runtime Environments**.
  2. Click the Secure Agent that you want to run through a proxy server.
  3. Click **Edit**.
  4. In the **System Configuration Details** section, select the type as **DTM** for the Cloud Data Integration Server service.

5. Edit the following properties:

JVMOptions	Value
JVMOption1	Set to -Dhttps.proxySet=true
JVMOption2	Required if you set JVMOption1 to -Dhttps.proxySet=true. Set to -Dhttps.proxyHost=<hostname>.
JVMOption3	Required if you set JVMOption1 to -Dhttps.proxySet=true. Set to -Dhttps.proxyPort=<port>.
JVMOption4	Optional. If you have user credentials configured for the proxy server, set to -Dhttps.proxyUser=<user name>.
JVMOption5	Required if you set JVMOption4 to -Dhttps.proxyUser=<user name>. Set to -Dhttps.proxyPassword=<password>.

Note: You can set https or http for the preceding options. If you don't set the required JVM options, the mapping fails.

6. To enable or disable the Mongo TCP proxy support for the Business 360 Connector, configure the custom configuration details for JVMOption6.

   The following table describes the custom configuration details for JVMOption6:

Custom Configuration Details	Value
Service	Data Integration Server
Type	DTM
Name	JVMOption6
Value	- To enable the proxy support for Mongo connections, set the value to -Db360.datastore.useProxy=true. - To disable the proxy support for Mongo connections, set the value to -Db360.datastore.useProxy=false. **Note:** The values true or false is not case sensitive.

   Note: To disable the proxy support for Mongo connections, you can set the value to -Db360.datastore.useProxy=false or don't configure the JVMOption6.

7. Click **Save**.
8. Restart the Secure Agent.

Note: To establish a secure connection with the Secure Agent, ensure that the proxy server allows the WebSocket Secure protocol and the HTTP CONNECT method.

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CHAPTER 5

Troubleshooting

Use the following sections to troubleshoot errors in Business 360 Connector.

Troubleshooting for Business 360 Connector

"[FATAL] *MongoException while trying to establish connection" when you create a mapping with a Business 360 connection.

To resolve this issue perform the following tasks to verify the network connection and DNS resolution:

1. From the session log file, note the database host name and shard value. You can see the database host name and the shard value in the following section:
   `"mdmnext-example-dummy-host.013abc.mongodb.net":"MDM_10000 [2020-12-01 22:13:14.166] [FATAL] *MongoException while trying to establish connection Unable to look up TXT record for host mdmnext-example-dummy-host.013abc.mongodb.net"`
2. On macOS or Linux, run the following commands:

Task	Command
To check namespace lookup	`nslookup -debug -type=SRV _<database>._tcp.<Database host name>` `nslookup -debug -type=TXT <Database host name>`
To check network connectivity	`ping -c 10 <Shard value>` `nc -zv <shard_value> 27017`

3. On Windows PowerShell, run the following commands:

Task	Command
To check namespace lookup	`nslookup -debug -q=SRV _<database>._tcp.<Database host name>` `nslookup -debug -q=TXT <Database host name>`
To check network connectivity	`ping /n 10 <Shard value>` `Test-NetConnection -Port 27017 -InformationLevel "Detailed" -ComputerName <Shard value>`

If you still face issues, contact Informatica Global Customer Support.

"ERROR java.lang.OutOfMemoryError: GC overhead limit exceeded." occurs when you read large number of records and the mapping runs for a long period.

To resolve this issue, perform the following tasks to configure the JVM options in the Secure Agent and increase the Java heap size:

1. In Administrator, click **Runtime Environments**.
2. Select the Secure Agent for which you want to increase memory from the list of available Secure Agents.
3. Click **Edit**.
4. In the **System Configuration Details** section, select the type as **DTM** for the Cloud Data Integration service.
5. Set the **JVMOption3** to **-Xms1024m** and **JVMOption4** to **-Xmx4096m**.
6. Restart the Secure Agent.

If you run the mapping and the same issue occurs, you must specify a lower batch count and increase the Java heap size.

[FATAL] Since hierarchy instance is rejected, and rootSourcePKey or rootSourceSystem was mapped, increasing error count.

To resolve this issue, map the relevant input field to the **sourcePKey** field of the hierarchy field group in the target fields section of the **Field Mapping** tab. In a target transformation, if you specify a hierarchy as the target asset and if you don't map the sourcePKey field, the mapping fails and you get this error. The error log incorrectly shows two records as rejected even though only one hierarchy instance is mapped.

SDKC_37015 Plug-In Error: Invalid index for transformation type [0]: Should range from [0] to [1].

After Informatica® Cloud Business 360 Console successfully runs an ingress job, the error message appears on the job details page.

You can ignore this error message.

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