UNILOG Venda de Passagens

Technical Analysis of Integration:

Envio Solicitação Processamento Bilhetes Talonário

Version: 1.2

Change Record

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 10/11/2012 | 1.0 | Initial version | Raphael Amaral |
| 06/03/2013 | 1.1 | Updated document to SAP Americas project  Included information Way of payment and discount in Data Structure and schema | Deivid Faé Viana |
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Approvals

|  |  |  |
| --- | --- | --- |
| **Date** | **Approved By** | **Sign-off** |
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Integration Envio Solicitação Processamento Bilhetes Talonário

# Introduction

This document aims to present the information and definitions about the development of the integration process to send process request checkbook tickets to TCFL. It also describes the interface’s data structures and technology used in the development of components.

The information in this document are used as reference for development teams to elaborate and align their technical understanding of the macro architecture established for the integration process.

# Definitions, acronyms and abbreviations

**SGP Web** – Ticket Management System

**TCFL** – Tratement Comercial Logistic billing

**TIBCO BW** – Layer communication between two systems.

**EHL –** Vale’s Error Handling and Logging mechanism

# References

ICC010 - Integração Bilhetes Talonário SGPWEB x TCFL

# Scope and assumptions

This integration will not define or manage any business rules. The main flow of this integration is synchronous. The interface must work for all companies in Vale’s group.

TIBCO BW platform will be used for orchestration of the integration process, through the EAI concept. The rules for reporting and monitoring (operational SLA) will be controlled by this platform, according to the functional requirements specified.

The XML messages generated internally by TIBCO BW must adhere to VALE model of the schemas (VALESchema) that is presented in section “7. Logical View”. Any change in its structure should be previously discussed with all participants involved in drafting this document.

The architecture considered is the one presented in the architecture document (reference [2] and [3]).

The Error Handling and Logger (EHL) component will be responsible for evidence of success and notification in case of any errors occurred during the scope of this integration process.

**TIBCO BW** will provide a webservice to be consumed by **SGP WEB**

**TIBCO BW** will provide a JMS server to send the message to a queue to be consumed by **TCFL**

# Responsibility of Participants

|  |  |  |
| --- | --- | --- |
| **Role** | **Name** | **Responsibility** |
| Integration Leader | Fabio Daudt | * Manage cost/effort of the project of integration * Coordinate the activities of the integration analyst * Validate functional specifications for integration * Coordinate creation of the Technical Analysis document and submit it for validation * Assist in the planning of system and integrated tests * Promote the reuse of services and components * Ensure adherence to standards and integration technologies into target architecture of VALE |
| Innovation Project Leader | Alessandra Correia | * Manage cost/effort of the project of integration * Coordinate the activities of the system analyst responsible for the development of the interface components of the System * Coordinate preparation of the Functional Specification document and submit it for validation * Planning of system and integrated tests |
| Integration Analyst(s) | Raphael Amaral | * Assist in the validation of the Functional Specification * Create the Technical Analysis document * Create the Technical Specification of the Middleware * Implement Proof of Concepts of the integration technologies * Assist in the execution of system and integrated tests |
| System Analyst | TIBCO – Raphael Amaral  SGP WEB – Mauro Leite Rafael Azeredo  TCFL – Rafael Barroca | * Assist in the validation of the Functional Specification * Assist in the creation of the Technical Analysis * Create the Technical Specification document of the system * Coordinate development / develop system components * Execute system and integrated tests |

# Characteristics of Integration

|  |  |
| --- | --- |
| *Integration Name and Global\_ID* | CO20120003\_02 |
| *Conditions for execution* | Synchronous |
| *Periodicity* | Online |
| *Volume* | 668 per day |
| *Volume of EHL calls* | 7 |
| *Simultaneous threads* | Unlimited |
| *Security policy* | NA |
| *Interface flow direction* | SGP WEB 🡪 TCFL and TCFL 🡪 SGP WEB |
| *Focal Point of Contact – Business* | Marcelo Borges |
| *Focal Point of Contact – Technical* | TIBCO – Raphael Amaral  SGP WEB – Mauro Leite / Rafael Azeredo  TCFL – Rafael Barroca |

# Logical View

## Main Flow SGP WEB x TCFL

## Sequence Diagram



Image 1. Detailed vision of the main flow

Flow Description:

**SGP WEB**

1. Create the message;
2. Call TIBCO BW’s webservice;

**TIBCO BW**

1. Receive the message from SGP WEB;
2. Save the message;
3. Generate event V001 – Process Request Tickets (Start);
4. Parse the received XML;
5. IF the XML isn’t valid according the defined schema THEN
   1. Generate event E154 – Schema Validation Error;
   2. Return NOK and the error description to SGP WEB;
   3. End the integration process;
6. END IF;
7. Generate event V008 – Send Message to TCFL (Start);
8. Send Message to TIBCO EMS
9. IF TIBCO EMS is unavailable or timeout occurred THEN
   1. Generate event E153 – TIBCO EMS Unavailable;
   2. Return NOK and the error description to SGP WEB;
   3. End the integration process;
10. END IF;

**TIBCO EMS**

1. Save the message on the server;
2. Send the “Ack” back to TIBCO BW;

**TCFL**

1. Get the message from TIBCO EMS Queue;
2. Process the message
3. Start Flow 7.2

**TIBCO BW**

1. Generate event V108 – Send Message to TCFL (End);
2. Generate event V100 – Process Request Tickets (End);
3. Return OK to SGP WEB;

## Return Flow TCFL x SGP WEB

## Sequence Diagram



Image 2. Detailed vision of the return flow

Flow Description:

**TCFL**

1. Create the message;
2. Send the message to TIBCO EMS Server;

**TIBCO EMS**

1. Save the message on the server;
2. Send the “Ack” back to TCFL;

**TIBCO BW**

1. Get the message from TIBCO EMS Queue;
2. Send the “Ack” back to TIBCO EMS;
3. Save the message;
4. Generate event V001 – Response Process Request Tickets (Start);
5. Parse the received XML;
6. IF the XML isn’t valid according the defined schema THEN
   1. Generate event E154 – Schema Validation Error;
   2. Return NOK and the error description to TCFL;
   3. End the integration process;
7. END IF;
8. Generate event V008 – Send Message to SGP WEB (Start);
9. Call SGP Web Webservice;
10. IF SGP WEB is unavailable or timeout occurred THEN
    1. Generate event E949 – SGP WEB Unavailable;
    2. Retry 5 times every 15 minutes;
    3. IF error still persists THEN
       1. Generate event E250 – Maximum number of retries exceeded While trying to connect to SGP WEB
       2. Return NOK and the error description to TCFL;
       3. End the integration process;
11. END IF;

**SGP WEB**

1. Receive the message;
2. Process the message
3. Response

**TIBCO BW**

1. Receive the response back from SGP WEB;
2. IF any functional error was returned THEN
   1. Generate event E160 – Business Error Returned from SGP WEB;
   2. Return NOK and the error description to TCFL;
   3. End the integration process;
3. ELSE IF any technical error was returned THEN
   1. Generate event E170 – Technical Error Returned from SGP WEB
   2. Return NOK and the error description to TCFL;
   3. End the integration process;
4. END IF;
5. Generate event V108 – Send Message to SGP WEB (End);]
6. Generate event V008 – Send Ack Message to TCFL (Start);
7. Send Message to TIBCO EMS
8. IF TIBCO EMS is unavailable or timeout occurred THEN
   1. Generate event E153 – TIBCO EMS unavailable;
   2. Retry 5 times every 15 minutes.
   3. IF error still persists THEN
      1. Generate event E251 – Maximum number of retries exceeded While trying to send the Ack to TCFL
      2. Return NOK and the error description to TCFL;
      3. End the integration process;
9. END IF;

**TIBCO EMS**

1. Save the message on the server;
2. Send the “Ack” back to TIBCO BW;

**TCFL**

1. Get the message from TIBCO EMS Queue;
2. Send the “Ack” to TIBCO EMS;
3. Process the message

**TIBCO BW**

1. Generate event V108 – Send Ack Message to TCFL (End);
2. Generate event V100 – Response Process Request Tickets (End);

# Log Events

Main Flow

LegacyID: numeroProvisorioNFSistemaOrigem; tipoSolicitacao; current datetime

Return Flow

LegacyID: numeroProvisorioNFSistemaOrigem; tipoSolicitacao; current datetime

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Event** | **Code** | **Explanation** | **Legacy\_ID (Yes/No)** | **New?** |
| Integration Started | V001 | Happens when the integration process starts | Yes | No |
| Integration Ended | V100 | Happens when the integration process ends | Yes | No |
| Call API Starts | V008 | Happens before TIBCO BW call the destination system | Yes | No |
| Call API Ends | V108 | Happens after TIBCO BW call the destination system | Yes | No |
| Business Error returned from SGP WEB | E160 | Happens when SGP WEB returns a functional error | Yes | No |
| Technical Error returned from SGP WEB | E170 | Happens when SGP WEB returns a technical error | Yes | No |
| Destination system is unavailable | E949 | Happens when TIBCO BW can’t call the destination system | Yes | No |
| Schema Definition Error | E154 | Happens when TIBCO BW finds an error in the received XML from Source System | Yes | No |
| TIBCO EMS unavailable | E153 | Happens when TIBCO BW can’t send the message to the TIBCO EMS Server | Yes | No |
| Maximum number of retries exceeded while trying to connect to SGP WEB | E250 | Happens when TIBCO BW can’t send the message to SGP WEB after 5 retries | Yes | No |
| Maximum number of retries exceeded while trying to connect to TIBCO EMS | E251 | Happens when TIBCO BW can’t send the message to TIBCO EMS after 5 retries | Yes | No |
| Generic Error | E950 | Happens when any others errors happens in TIBCO BW | Yes | No |

## Data Structure

## Main Flow(SGP WEB x TCFL)

| **INPUT PARAMETERS**  **Source: SGP Web (SOA)**  **Destination: Tibco BW web service (WSDL based on XSD Schema) Request**  **Tibco schema root node: ProcessTicketsRequest** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ReR.#** | **Attribute(Source)** | **Attribute(Destination)** | **Type / Orientation** | **Mandatory** | **Description** | **Valid Values** | **Comments** |
| **1.\*** |  | **ProcessTicketsRequest** | **Group – 1 Element (1..1)** | **Yes** |  |  |  |
| **1.1** | identificadorSistema | identificadorSistema | VARCHAR(10) | Yes |  |  | Fixed: SGPWEB |
| **1.2** | numeroProvisorioNFSistemaOrigem | numeroProvisorioNFSistemaOrigem | VARCHAR(25) | Yes |  |  | Example: SGPWEB\_ \_0204201214061 |
| **1.3** | tipoSolicitacao | tipoSolicitacao | VARCHAR(3) | Yes |  |  | Fixed: BPF |
| **1.4** | codigoAcao | codigoAcao | VARCHAR(1) | Yes |  |  | Fixed: N |
| **1.5** | dataEmissaoDocumento | dataEmissaoDocumento | Date | Yes |  |  | Format: yyyy-mm-dd |
| **1.6** | numeroDocumento | numeroDocumento | Number(12) | Yes |  |  |  |
| **1.7** | SerieSubserieDocumento | SerieSubserieDocumento | VARCHAR(6) | Yes |  |  |  |
| **1.8** | codigoNaturezaOperacao | codigoNaturezaOperacao | VARCHAR(20) | No |  |  | Fixed: S03.60 |
| **1.9** | codigoEspecieDof | codigoEspecieDof | VARCHAR(20) | Yes |  |  | Fixed: 'BPF' |
| **1.10** | indicadorEntradaSaida | indicadorEntradaSaida | VARCHAR(1) | Yes |  |  | Fixed: S |
| **1.11** | situacaoDocumento | situacaoDocumento | VARCHAR(1) | Yes |  | S | N |  |
| **1.12** | cnpjEmitente | cnpjEmitente | VARCHAR(14) | Yes |  |  |  |
| **1.13** | cnpjDestinatario | cnpjDestinatario | VARCHAR(14) | Yes |  |  |  |
| **1.14** | codigoIBGEOrigem | codigoIBGEOrigem | VARCHAR(7) | Yes |  |  |  |
| **1.15** | codigoIBGEDestino | codigoIBGEDestino | VARCHAR(7) | No |  |  |  |
| **1.16** | CodigoImpostoIncidencia | CodigoImpostoIncidencia | VARCHAR(4) | Yes |  |  | Fixed: ICMS |
| **1.17** | indicadorCalculoEncargo | indicadorCalculoEncargo | VARCHAR(1) | Yes |  |  | Fixed: N |
| **1.18** | indicadorCalculoImposto | indicadorCalculoImposto | VARCHAR(1) | Yes |  |  | Fixed: S |
| **1.19.\*** |  | **OutrasInformacoes** | **Group – 1 Element (1..1)** | **Yes** |  |  |  |
| **1.19.1** | codigoUnidadeNegocio | codigoUnidadeNegocio | VARCHAR(1) | Yes |  |  | Fixed: F |
| **1.19.2** | codigoSubUnidadeNegocio | codigoSubUnidadeNegocio | VARCHAR(2) | Yes |  |  |  |
| **1.19.3** | codigoCondicaoServico | codigoCondicaoServico | VARCHAR(2) | Yes |  |  |  |
| **1.19.4** | codigoLocalEmissor | codigoLocalEmissor | VARCHAR(10) | Yes |  |  |  |
| **1.19.5** | codigoMoeda | codigoMoeda | VARCHAR(3) | Yes |  |  | Fixed: C7 |
| **1.19.6** | CondicaoPagamento | CondicaoPagamento | VARCHAR(30) | Yes |  |  | Fixed: 00-A-VISTA |
| **1.20.\*** |  | **ItemSolicitacao** | **Group – 1 Element (1..1)** | **Yes** |  |  |  |
| **1.20.1** | TipoDetalheItemSolicitacao | TipoDetalheItemSolicitacao | VARCHAR(1) | Yes |  |  | Fixed: 2 |
| **1.20.2** | valorDocumento | valorDocumento | Number(19,2) | Yes |  |  |  |
| **1.20.3** | valorIcms | valorIcms | Number(19,2) | Yes |  |  |  |
| **1.20.4** | valorPis | valorPis | Number(19,2) | Yes |  |  |  |
| **1.20.5** | valorCofins | valorCofins | Number(19,2) | Yes |  |  |  |
| **1.20.6** | aliquotaCofins | aliquotaCofins | Number(15,4) | Yes |  |  |  |
| **1.20.7** | aliquotaIcms | aliquotaIcms | Number(15,4) | Yes |  |  |  |
| **1.20.8** | aliquotaPis | aliquotaPis | Number(15,4) | Yes |  |  |  |
| **1.20.9** | Cfop | Cfop | VARCHAR(8) | No |  |  |  |
| **1.20.10** | codigoPrestacaoServico | codigoPrestacaoServico | VARCHAR(30) | No |  |  |  |
| **1.20.11** | quantidadeItem | quantidadeItem | Number(19,6) | Yes |  |  | Fixed: 1 |
| **1.21.\*** |  | **ComponentePreco** | **Group – 1 Element (1..1)** | **Yes** |  |  |  |
| **1.21.1** | TipoComponente | TipoComponente | VARCHAR(1) | Yes |  |  | Fixed: P |
| **1.21.2** | CodigoComponente | CodigoComponente | VARCHAR(4) | Yes |  |  |  |
| **1.21.3** | ValorSemImposto | ValorSemImposto | Number(15,2) | Yes |  |  |  |
| **1.21.4** | QuantidadeItens | QuantidadeItens | Number(8,3) | Yes |  |  | Fixed: 1 |
| **1.22.\*** |  | **ItemFormaPagamento** | **Group – 1 Element (1..1)** | **Yes** |  |  |  |
| **1.22.1** | TipoFormaPagamento | TipoFormaPagamento | Char(1) | Yes |  |  | 1-Diheiro (A vista)  2-Cartão de Crédito  3-Cartão de Débito  4-Gratuidade |
| **1.22.2** | ValorDesconto | ValorDesconto | Number(15,2) | Yes |  |  |  |

| **OUTPUT PARAMETERS**  **Source: Tibco BW web service response**  **Destination: SGP Web(SOA)**  **Tibco schema root node: ProcessTicketsConfirmation** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ReR.#** | **Attribute(Source)** | **Attribute(Destination)** | **Type / Orientation** | **Mandatory** | **Description** | **Valid Values** | **Comments** |
| **1.\*** | **ProcessTicketsConfirmation** |  | **Group – 1 Element (1..1)** | **Yes** |  |  |  |
| **1.1** | StatusProcessamento | StatusProcessamento | VARCHAR(7) | Yes |  | SUCESSO | FALHA |  |
| 1.12.\* | Exception | Exception | Group – 0…1 element | No |  |  |  |
| **1.12.1** | Exception/ExceptionType | ExceptionType | VARCHAR(1) | Yes |  | “I- Infra”,  "N - Negócio" |  |
| **1.12.2** | Exception/ExceptionCode | ExceptionCode | VARCHAR(4) | Yes |  |  |  |
| **1.12.3** | Exception/ExceptionMessage | ExceptionMessage | VARCHAR (255) | Yes |  |  |  |
| **1.12.3** | Exception/ExceptionDetail | ExceptionDetail | VARCHAR | No |  |  |  |

## Return Flow(TCFL x SGP WEB)

| **INPUT PARAMETERS**  **Source: TCFL**  **Destination: Tibco BW web service (WSDL based on XSD Schema)**  **Tibco schema root node: ProcessTicketsResponse** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ReR.#** | **Attribute(Source)** | **Attribute(Destination)** | **Type / Orientation** | **Mandatory** | **Description** | **Valid Values** | **Comments** |
| **1.\*** | **ProcessTicketsResponse** | **ProcessTicketsResponse** | **Group – 1 Element (1..1)** | **Yes** |  |  |  |
| **1.1** | TipoMensagem | TipoMensagem | VARCHAR(7) | Yes |  | TCFL | SYNCHRO | SAP |  |
| **1.2** | IdentificadorSistema | IdentificadorSistema | VARCHAR(10) | Yes |  |  | Fixed: SGPWEB |
| **1.3** | NumeroProvisorioNFSistemaOrigem | NumeroProvisorioNFSistemaOrigem | VARCHAR(25) | Yes |  |  |  |
| **1.4** | TipoSolicitacao | TipoSolicitacao | VARCHAR(3) | Yes |  |  | Fixed: BPF |
| **1.5** | StatusProcessamento | StatusProcessamento | VARCHAR(7) | Yes |  | SUCESSO | FALHA |  |
| **1.6** | DataProcessamento | DataProcessamento | DATE | Yes |  |  |  |
| **1.7** | SerieSubserieNotaFiscal | SerieSubserieNotaFiscal | VARCHAR(6) | No |  |  |  |
| **1.8.\*** | **SUCESSO** | **SUCESSO** | **Group – 1 Element (1..1)** | **No** |  |  |  |
| **1.8.1** | NumeroSolicitacaoTCFL | NumeroSolicitacaoTCFL | NUMBER(13) | No |  |  |  |
| **1.9.\*** | **RetornoSynchro** | **RetornoSynchro** | **Group – 1 Element (1..1)** | **No** |  |  |  |
| **1.9.1** | NumeroNotaFiscal | NumeroNotaFiscal | VARCHAR(12) | Yes |  |  |  |
| **1.10.\*** | **FALHA** | **FALHA** | **Group – 1 Element (1..1)** | **No** |  |  |  |
| **1.10.1** | TipoFalha | TipoFalha | VARCHAR(1) | Yes |  | “I- Infra” |  "N - Negócio" |  |
| **1.10.2** | Codigo | Codigo | VARCHAR(4) | Yes |  |  |  |
| **1.10.3** | Mensagem | Mensagem | VARCHAR(255) | Yes |  |  |  |

| **OUTPUT PARAMETERS**  **Source: Tibco BW web service response**  **Destination: TCFL**  **Tibco schema root node: ProcessTicketsAck** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ReR.#** | **Attribute(Source)** | **Attribute(Destination)** | **Type / Orientation** | **Mandatory** | **Description** | **Valid Values** | **Comments** |
| **1.\*** | **ProcessTicketsAck** |  | **Group – 1 Element (1..1)** | **Yes** |  |  |  |
| **1.1** | TipoMensagem | TipoMensagem | VARCHAR(7) | Yes |  | TCFL | SYNCHRO | SAP |  |
| **1.2** | IdentificadorSistema | IdentificadorSistema | VARCHAR(10) | Yes |  |  | Fixed: SGPWEB |
| **1.3** | NumeroProvisorioNFSistemaOrigem | NumeroProvisorioNFSistemaOrigem | VARCHAR(25) | Yes |  |  | Exemple: “SGPWEB\_M16\_0204201214061” |
| **1.4** | TipoSolicitacao | TipoSolicitacao | VARCHAR(3) | Yes |  |  | Fixed: BPF |
| **1.5** | NumeroSolicitacaoTCFL | NumeroSolicitacaoTCFL | NUMBER(13) | Yes |  |  |  |
| **1.6** | StatusProcessamento | StatusProcessamento | VARCHAR(7) | Yes |  | SUCESSO | FALHA |  |
| **1.5.\*** | **Exception** | **Falha** | **Group – 0…1 element** | **No** |  | **SUCESSO | FALHA** |  |
| **1.5.1** | Exception/ExceptionType | TipoErro | VARCHAR(1) | Yes |  | “I- Infra”,  "N - Negócio" |  |
| **1.5.2** | Exception/ExceptionCode | CodigoErro | VARCHAR(4) | Yes |  |  |  |
| **1.5.3** | Exception/ExceptionMessage | DescricaoErro | VARCHAR (255) | Yes |  |  |  |

## Return Flow(SGP WEB X TCFL)

| **INPUT PARAMETERS**  **Source: TCFL**  **Destination: Tibco BW web service (WSDL based on XSD Schema)**  **Tibco schema root node: ProcessTicketsResponse** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ReR.#** | **Attribute(Source)** | **Attribute(Destination)** | **Type / Orientation** | **Mandatory** | **Description** | **Valid Values** | **Comments** |
| **1.\*** | **ProcessTicketsResponse** | **ProcessTicketsResponse** | **Group – 1 Element (1..1)** | **Yes** |  |  |  |
| **1.1** | TipoMensagem | TipoMensagem | VARCHAR(7) | Yes |  | TCFL | SYNCHRO | SAP |  |
| **1.2** | IdentificadorSistema | IdentificadorSistema | VARCHAR(10) | Yes |  |  | Fixed: SGPWEB |
| **1.3** | NumeroProvisorioNFSistemaOrigem | NumeroProvisorioNFSistemaOrigem | VARCHAR(25) | Yes |  |  |  |
| **1.4** | TipoSolicitacao | TipoSolicitacao | VARCHAR(3) | Yes |  |  | Fixed: BPF |
| **1.5** | StatusProcessamento | StatusProcessamento | VARCHAR(7) | Yes |  | SUCESSO | FALHA |  |
| **1.6** | DataProcessamento | DataProcessamento | DATE | Yes |  |  |  |
| **1.7** | SerieSubserieNotaFiscal | SerieSubserieNotaFiscal | VARCHAR(6) | No |  |  |  |
| **1.8.\*** | **SUCESSO** | **SUCESSO** | **Group – 1 Element (1..1)** | **No** |  |  |  |
| **1.8.1** | NumeroSolicitacaoTCFL | NumeroSolicitacaoTCFL | NUMBER(13) | No |  |  |  |
| **1.9.\*** | **RetornoSynchro** | **RetornoSynchro** | **Group – 1 Element (1..1)** | **No** |  |  |  |
| **1.9.1** | NumeroNotaFiscal | NumeroNotaFiscal | VARCHAR(12) | Yes |  |  |  |
| **1.10.\*** | **FALHA** | **FALHA** | **Group – 1 Element (1..1)** | **No** |  |  |  |
| **1.10.1** | TipoFalha | TipoFalha | VARCHAR(1) | Yes |  | “I- Infra” |  "N - Negócio" |  |
| **1.10.2** | Codigo | Codigo | VARCHAR(4) | Yes |  |  |  |
| **1.10.3** | Mensagem | Mensagem | VARCHAR(255) | Yes |  |  |  |

| **OUTPUT PARAMETERS**  **Source: Tibco BW web service response**  **Destination: SGP Web(SOA)**  **Tibco schema root node: ProcessTicketsConfirmation** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ReR.#** | **Attribute(Source)** | **Attribute(Destination)** | **Type / Orientation** | **Mandatory** | **Description** | **Valid Values** | **Comments** |
| **1.\*** | **ProcessTicketsConfirmation** |  | **Group – 1 Element (1..1)** | **Yes** |  |  |  |
| **1.1** | StatusProcessamento | StatusProcessamento | VARCHAR(7) | Yes |  | SUCESSO | FALHA |  |
| 1.12.\* | Exception | Exception | Group – 0…1 element | No |  |  |  |
| **1.12.1** | Exception/ExceptionType | ExceptionType | VARCHAR(1) | Yes |  | “I- Infra”,  "N - Negócio" |  |
| **1.12.2** | Exception/ExceptionCode | ExceptionCode | VARCHAR(4) | Yes |  |  |  |
| **1.12.3** | Exception/ExceptionMessage | ExceptionMessage | VARCHAR (255) | Yes |  |  |  |
| **1.12.3** | Exception/ExceptionDetail | ExceptionDetail | VARCHAR | No |  |  |  |

# Cross references

N/A

# Schema



# JMS Queues

<Environment> maybe TST,DSV, QA or PRD.

## Main Flow

TIBCO–TCFL: VALE.BR.CO.< Environment>.PROCESSTICKETS.TCFL.01.REQUEST

## Return Flow

TCFL – TIBCO: VALE.BR.CO.< Environment>.EAI.PROCESSTICKETS.01.RESPONSE

TIBCO – TCFL :

VALE.BR.CO.< Environment>.PROCESSTICKETS.LEGACYACK.TCFL.01.REQUEST

# 

# Monitoring and Notification Special Requirements

| **EHL Code** | **Description** | **Handled By** | **When it Happens?** | **Type** | **Action** | **Notification** | **Email Destination** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| N/A | **TIBCO** **BW** unavailable | SGP WEB | When **SGP WEB** send a message to **TIBCO BW** , but it is unavailable | Infra Error | **SGP WEB** will send an email and retry at a later date | **SGP WEB**  will send an email to ADMINISTRADORES\_SGPWEB\_CSC |  |
| N/A | **TIBCO EMS** unavailable | TCFL | When **TCFL** can’t send a message to **TIBCO EMS** | Infra Error | **TCFL** will retry at a later date | **BAC** will monitor and open a ticket | **N/A** |
| E949 | **SGP WEB** unavailable | TIBCO / EHL | When **TIBCO BW** can’t connect to **SGP WEB** | Infra Error | **TIBCO BW** will log the Error on EHL and retry 5 times every 15 minutes | **TIBCO BW** will send an email to ADMINISTRADORES\_SGPWEB\_CSC |  |
| E250 | Maximum number of retries exceeded while trying to connect to **SGP** **WEB** | TIBCO / EHL | When **TIBCO BW** can’t connect to **SGP WEB** after 5 retries | Infra Error | **TIBCO BW** will log the Error on EHL and send the message back to TCFL | **TIBCO BW** will send an email to ADMINISTRADORES\_SGPWEB\_CSC |  |
| E251 | Maximum number of retries exceeded while trying to connect to **TIBCO EMS** | TIBCO / EHL | When **TIBCO BW** can’t connect to **TIBCO EMS** after 5 retries | Infra Error | **TIBCO BW** will log the Error on EHL | **TIBCO BW** will send an email to ADMINISTRADORES\_SGPWEB\_CSC and to Integration Team |  |
| E153 | **TIBCO EMS** unavailable | TIBCO / EHL | When **TIBCO BW**  can’t connect to TIBCO EMS server to send the message to **TCFL** | Infra Error | **TIBCO BW** will log the Error on EHL and send the error back to **SGP WEB** | An email will be sent by EHL to the integration team |  |
| E950 | Generic Error | TIBCO / EHL | When any unexpected errors happens | Technical error | **TIBCO BW** will log the Error on EHL, a email will be sent to the integration team and will return the message to **source system** | An email will be sent by EHL to the integration team |  |
| E160 | Business Error returned from **SGP WEB** | TIBCO / EHL | When there is a functional error on **SGP WEB** | Business Error | **TIBCO BW** will log the Error on EHL and send the error back to **TCFL** | **TIBCO BW** will send an email to ADMINISTRADORES\_SGPWEB\_CSC |  |
| E170 | Technical Error returned from **SGP WEB** | TIBCO / EHL | When there is a technical error on **SGP WEB** | Technical error | **TIBCO BW** will log the Error on EHL and send the error back to **TCFL** | **TIBCO BW** will send an email to ADMINISTRADORES\_SGPWEB\_CSC |  |
| E154 | Schema Validation Error | TIBCO / EHL / TCFL / SGP WEB | When the XML sent to **TIBCO BW** didn’t pass the validation test | Business Error | **TIBCO BW** will log the Error on EHL and send the error back to **source system** that will retry at a later date | If the source system is **SGP WEB,** it will send an email to ADMINISTRADORES\_SGPWEB\_CSC.  If the source system is **TCFL, BAC** will monitor and open a ticket |  |

# Deviation of target Architecture

N/A

# Issues

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Description** | **Status (Open/Closed)** | **Responsible** | **Action** | **Resolution** | **Comments** |
| ***1*** | ***Destination emails*** | ***Open*** | ***EIM*** |  |  |  |