



Apteco

Technical Guide

Helping you to get the most out of the
Apteco Marketing Suite™

Dynmark SMS Integration Guide
D055T3X002 – August 2020

D055T3X002 - August 2019

Revision Tracking Sheet

This manual may be revised periodically to incorporate new or updated information.

Note:

Every effort has been made to keep the information up to date there may be changes to the broadcaster's API if in doubt contact your support department.

Listed below is the revision date of each page (if applicable):

PageRevision

All pages updated December 2018

Added notes. Polling API must be enabled in Dynmark for Responses to work.

Contents

1	Introduction	1
1.1	Summary of Dynmark functionality	1
1.2	Before You Begin	2
2	Process Summary	3
2.1	Architecture	3
3	Apteco System Configuration	5
3.1	Creating the Response Database.....	5
3.2	Linking the Response Database to the FastStats Service	9
3.3	Installing the Email Response Gatherer	11
3.4	Creating the Response Gatherer Folders	14
3.5	Creating the Configuration File	15
3.6	Scheduling the Response Gatherer	16
4	PeopleStage Broadcasting & Responses	19
4.1	Defining the Broadcast Channel in PeopleStage.....	19
4.2	Defining the Creative Template in PeopleStage.....	24
4.3	Broadcasting in PeopleStage.....	26
	Appendix A: Dynmark Configuration	27
	Appendix B: API Parameters	28
	Appendix C: Example Batch File	30
	Appendix D: Troubleshooting	32

1 Introduction

This integration guide details the processes required to integrate the Apteco Marketing Suite with the Dynmark SMS service provider.

Integration options:

PeopleStage

Automate data uploads for unattended and scheduled marketing broadcasts, PeopleStage will allow you to define and implement marketing process flow diagrams that will react to the responses you receive from the ESP.

Note:

Apteco approves this integration with Dynmark. Use of the Apteco Marketing Suite in combination with Dynmark software through this integration will not affect the intellectual property rights indemnity provided in the Apteco Marketing Suite “End User Licence Agreement”.

1.1 Summary of Dynmark functionality

Technology

Dynmark integrates with your FastStats system by utilising a RESTful transport over HTTP/S.

Supported Integrations

Dynmark integrates with PeopleStage to enable SMS message broadcasts and responses.

1.2 Before You Begin

CAUTION

This guide assumes you have the relevant Apteco Marketing Suite system administration experience to perform this task, particularly with the FastStats Administrator, SQL Server and the areas of the Apteco Marketing Suite that relate to creating selections and campaign creation. If you do not, contact your Apteco partner or the Apteco support team. You need to have the appropriate system and SQL Server administrator permissions to install the relevant components successfully. Additionally, you will need to have Access to the broadcaster web-based control panel and obtain all the relevant information from Dynmark. You will also need to understand how to construct your message in Dynmark.

This guide details the steps required to integrate FastStats and PeopleStage with a Broadcaster using an API; the document is in two parts:

1. The configuration of the Apteco Marketing Suite
2. Appendices which include:
 - a. A summary of configuration in Dynmark
 - b. API Parameters

You need to configure Dynmark before you perform the steps in Chapter 4

Useful to have before you start:

- **Database Connection String** made up of the database server Instance name and FastStats system name, for example:
 - `<SQLServerInstanceName>;Initial Catalog=RS_<SystemName>;User Id=faststats_service;Password=fa5tStat5;`
- The **Digital Integration.zip** available from:
<https://www.apteco.com/portal/software-releases>
- Decide where your **FERG folders** are to be created
 - Used to store the .xml and .bat files used when scheduling FERG
 - Bulk insert folder must be accessible from SQL Server to use BULK INSERT
- Decide where you want the FastStats Email Response Gatherer to be installed
 - This will typically be on the same PC as the FERG folders but can be on any PC
- The Dynmark API **Username** and **Password**
- Enable the Polling API in Dynmark
- The Dynmark **Message Name**
- The Dynmark **Account** and **Business Unit** names

For broadcasts to work correctly you will need to ensure that the FastStats server has access to the relevant Dynmark server through ports 80 and 443, this is as follows:

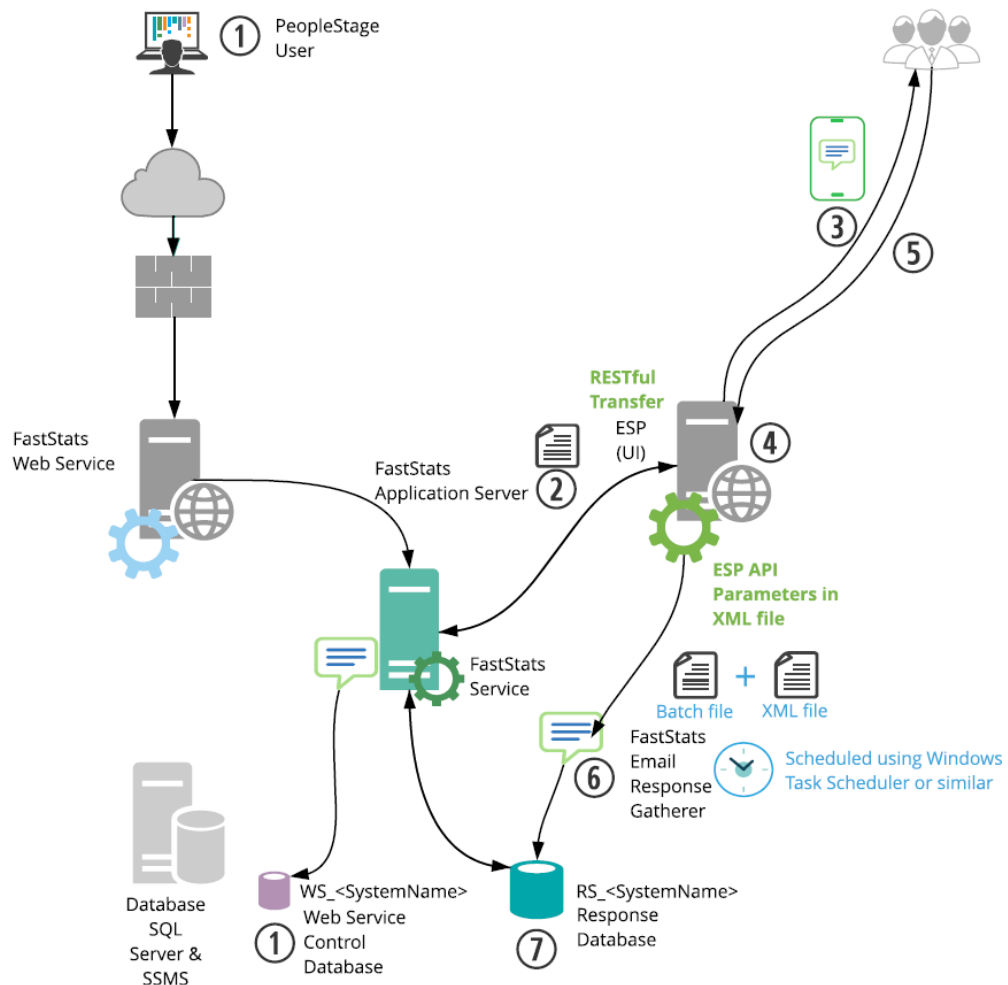
- URL:apps.e-txt.com:80
- services.dynmark.com:443

2 Process Summary

2.1 Architecture

The following diagrams describe a typical process from FastStats to Dynmark, to the customer and back to FastStats.

Schematic showing SMS and PeopleStage



1. A broadcast is initialised through the FastStats Web Service using the PeopleStage SMS Channel, which inserts a job into the Web Service Control database (WS_DB).
2. The FastStats Service picks this job up, uploads the records to Dynmark using RESTful communication.
3. Dynmark sends the messages using a Message Template
4. Any messages that cannot be delivered are recorded by Dynmark.
5. Dynmark records a response for each interaction with a message
6. A scheduled job on the FastStats server initiates the FastStats Email Response Gatherer (FERG) which checks for response files.
7. These responses are then imported into the Response database (RS_DB) ready for analysis by your FastStats system.

3 Apteco System Configuration

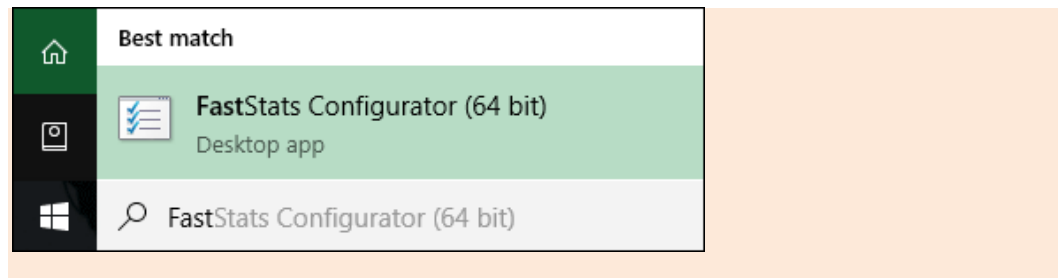
3.1 Creating the Response Database

You will need to create a response database to receive your responses from the ESP.

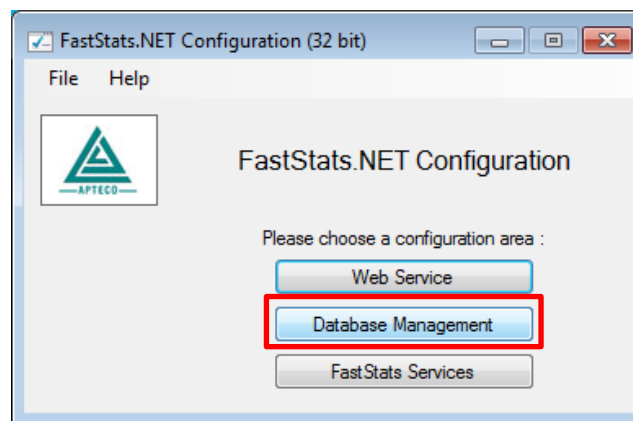
1. Open the FastStats Configurator.

Tip:

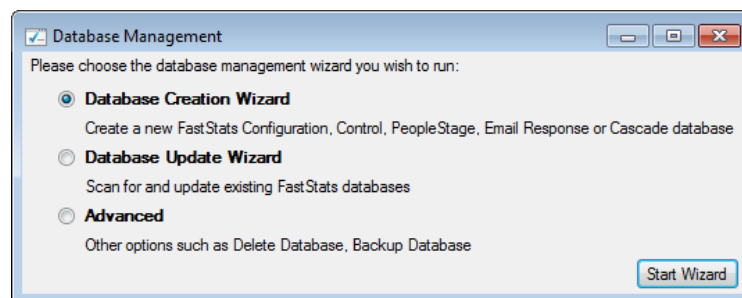
Search for Fast in the Start Menu



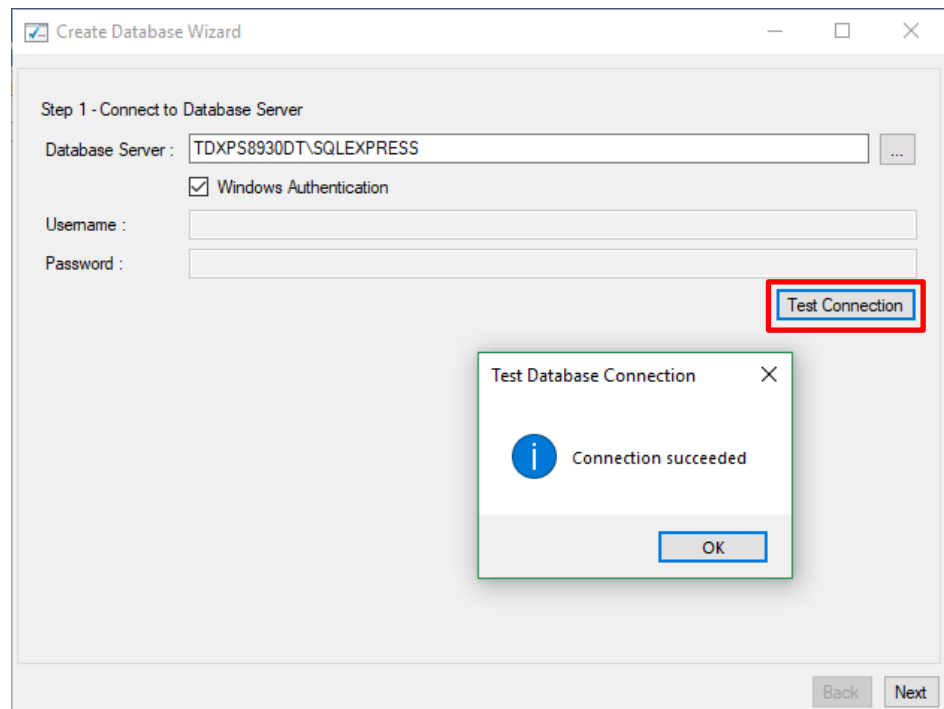
2. Select **Database Management**.



3. Select the **Database Creation Wizard** option and click **Start Wizard**.



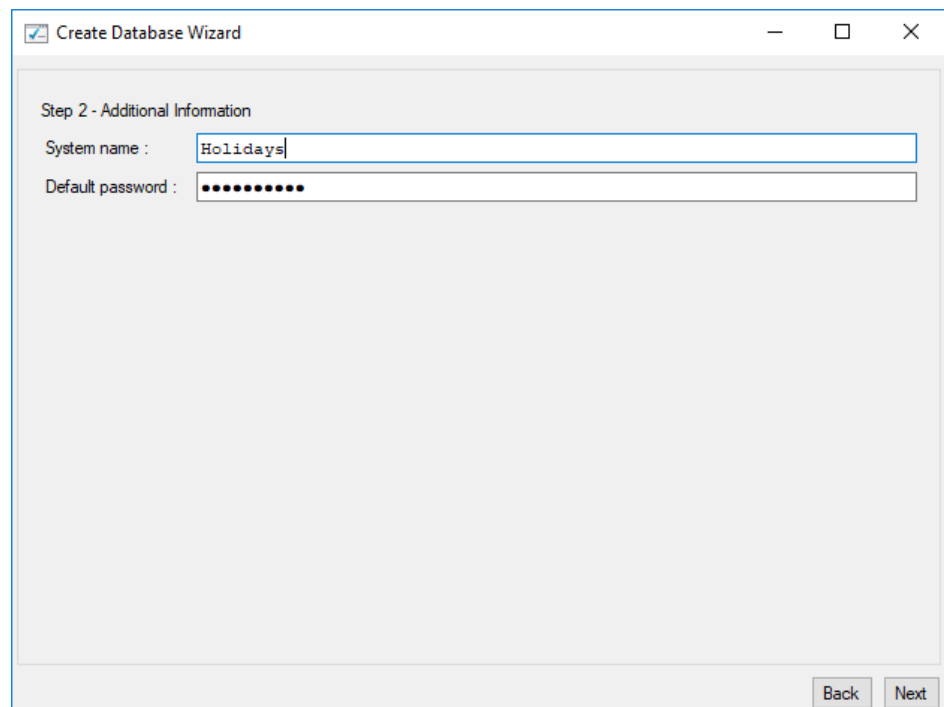
4. Enter the name of the **Database Server** where you wish to store the response database, click **Test Connection**



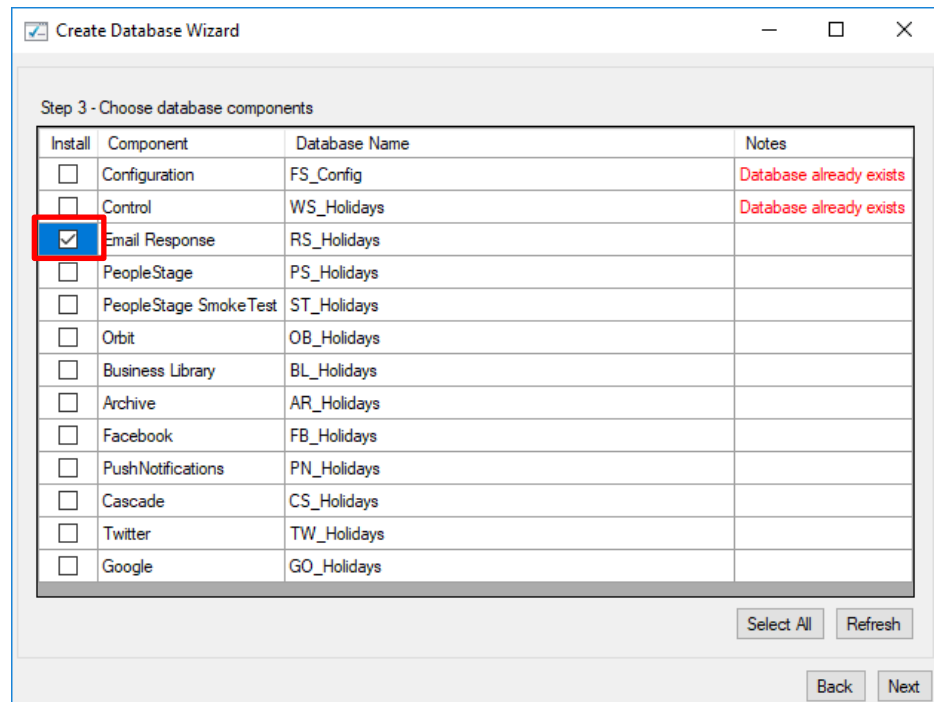
Note:

The Database Server name can be found by launching SSMS and finding the SQL Instance for your FastStats system, for example TDWIN10B\SQLExpress.

5. Enter a System name (for example Holidays) and your secure password.



6. Select the **Email Response** check box, then click **Next**.



Step 3 - Choose database components

Install	Component	Database Name	Notes
☐	Configuration	FS_Config	Database already exists
☐	Control	WS_Holidays	Database already exists
☒	Email Response	RS_Holidays	
☐	PeopleStage	PS_Holidays	
☐	PeopleStage SmokeTest	ST_Holidays	
☐	Orbit	OB_Holidays	
☐	Business Library	BL_Holidays	
☐	Archive	AR_Holidays	
☐	Facebook	FB_Holidays	
☐	PushNotifications	PN_Holidays	
☐	Cascade	CS_Holidays	
☐	Twitter	TW_Holidays	
☐	Google	GO_Holidays	

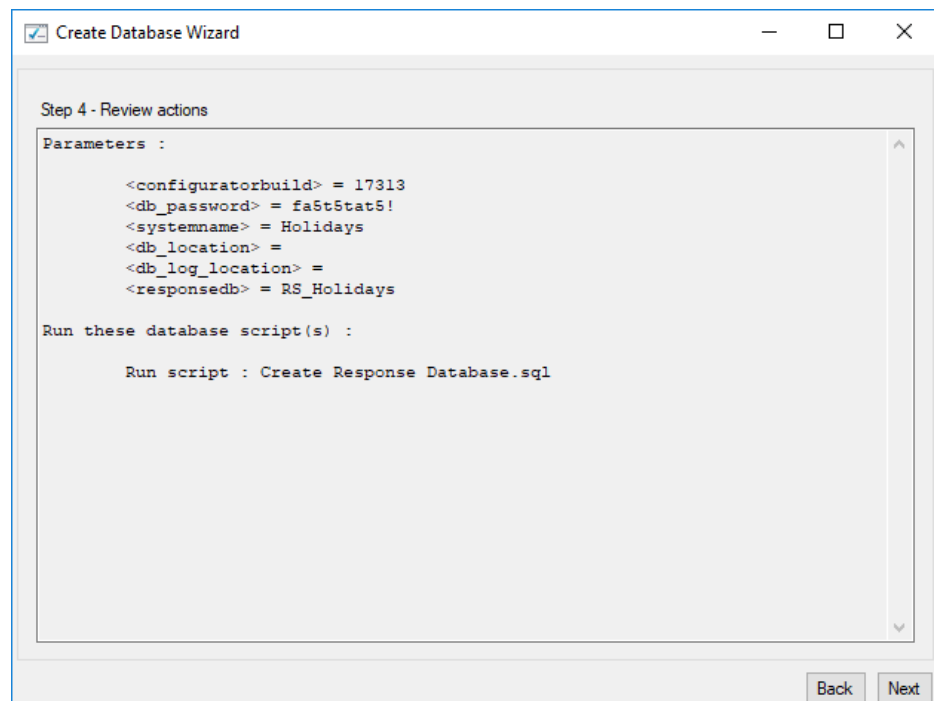
Select All Refresh

Back Next

Note:

The Response Database may already exist, see the **Notes** column if it does you do not need to complete this process, click **X** to exit the installer.

7. Click **Next** on the Review actions step.



Step 4 - Review actions

Parameters :

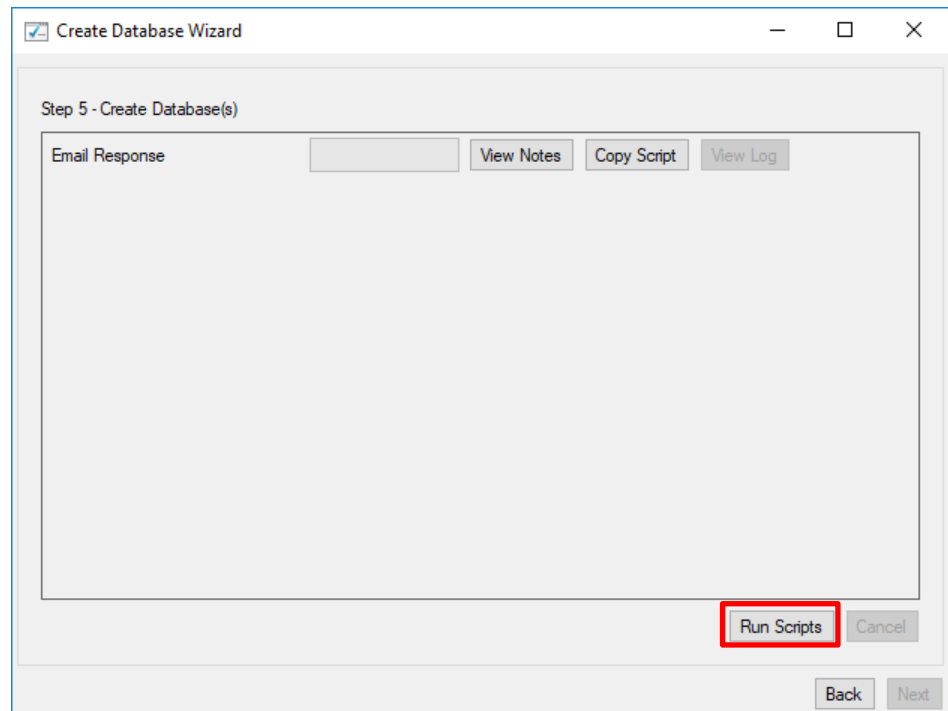
```
<configuratorbuild> = 17313
<db_password> = fa5t5tat5!
<systemname> = Holidays
<db_location> =
<db_log_location> =
<respondedb> = RS_Holidays
```

Run these database script(s) :

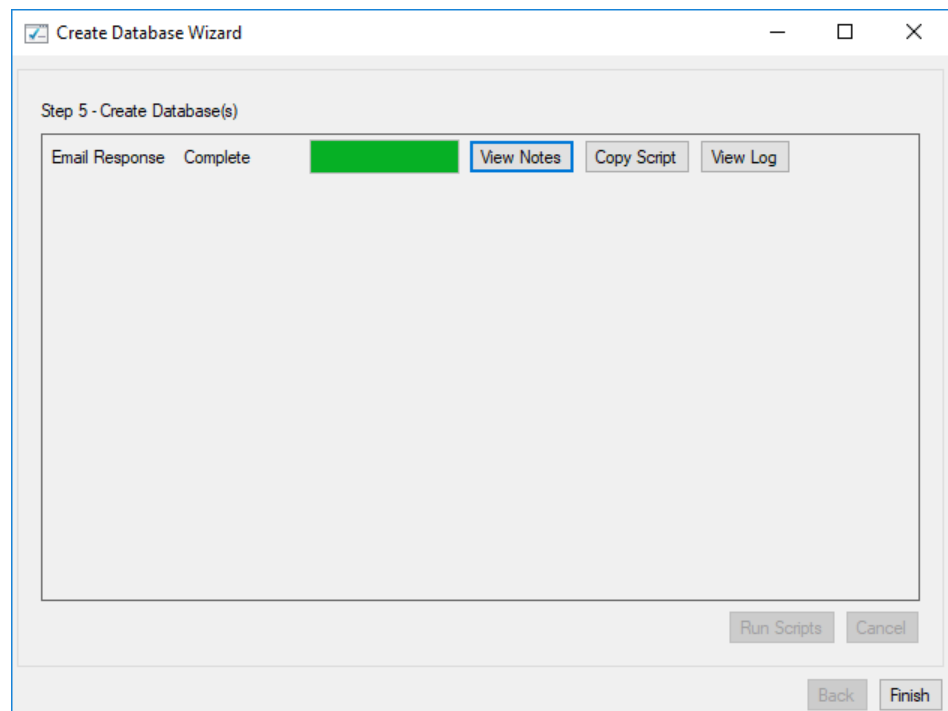
```
Run script : Create Response Database.sql
```

Back Next

8. Click **Run Scripts**.



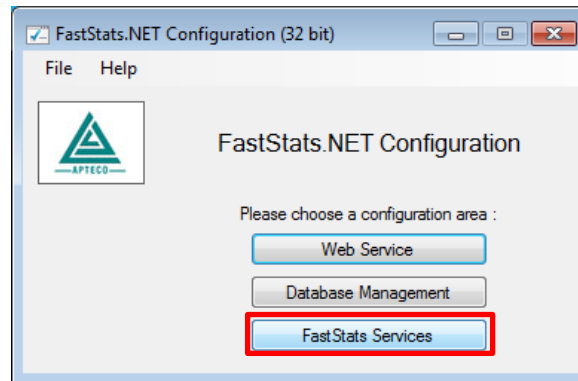
9. Click **Finish**.



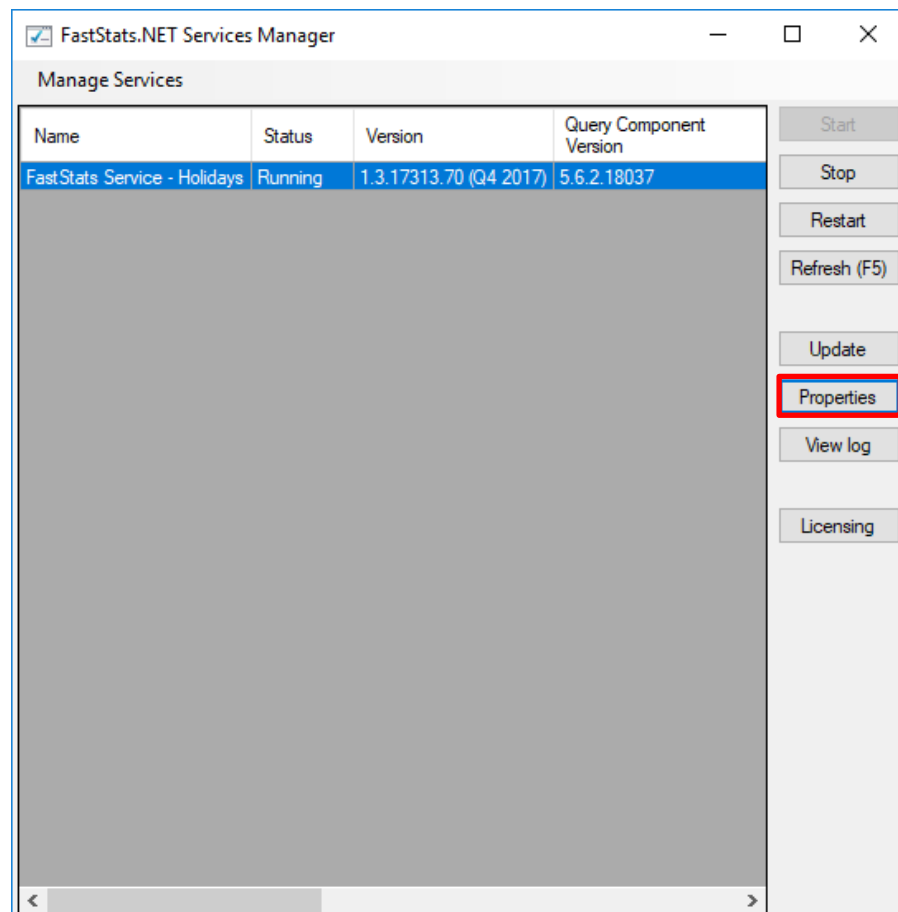
3.2 Linking the Response Database to the FastStats Service

You need link the response database to the FastStats service.

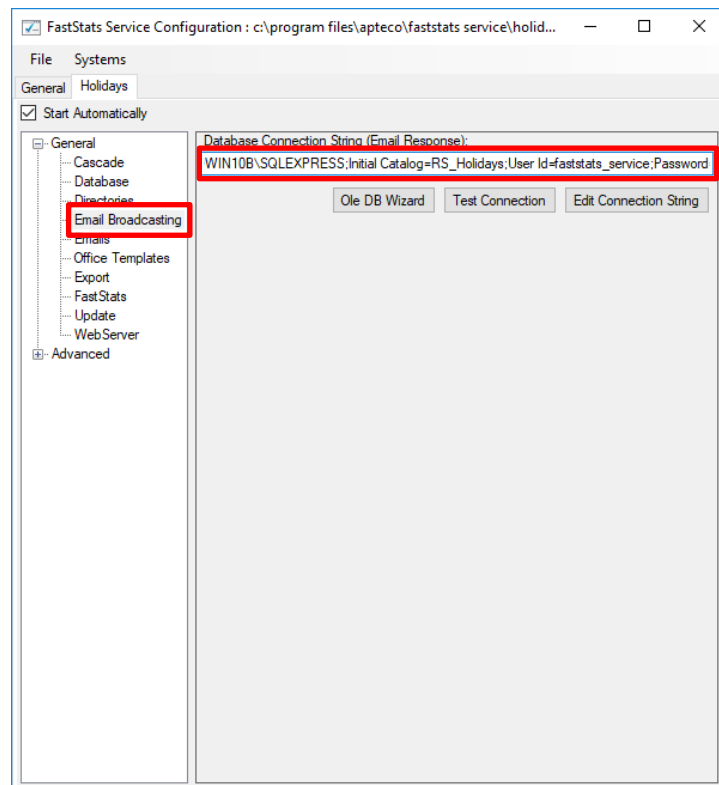
1. Open the **FastStats Configurator**
2. Select **FastStats Services**



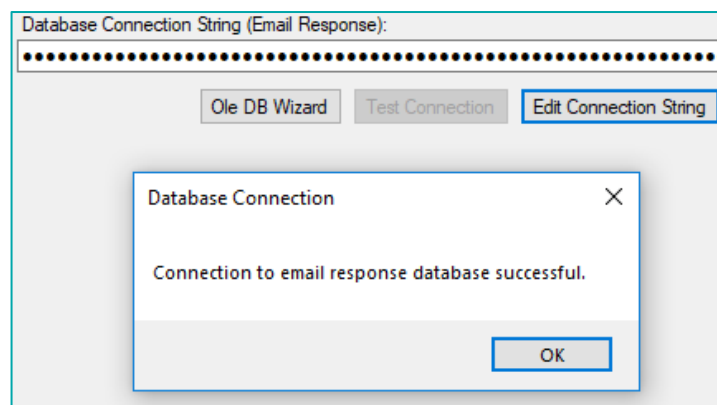
3. Select the **FastStats Service** for the system to link to the response database, click **Properties**



4. Select the system tab you want to link the response database, select **Email Broadcasting** from the list on the left and then enter the database connection string to your response database.



5. Click **Test Connection**, click **OK** to close the dialogue box



6. Select **Save** from the File menu

Note:

A restart of the FastStats service is required to pick up the changes to the configuration, click **Restart** in the **Managed Services** dialogue box.

3.3 Installing the Email Response Gatherer

You can find the FastStats Email Response Gatherer installer in the DigitalIntegration.zip, extract the zip file to your designated PC where you want the email response web gatherer to run.

Digital Integration.zip available from:

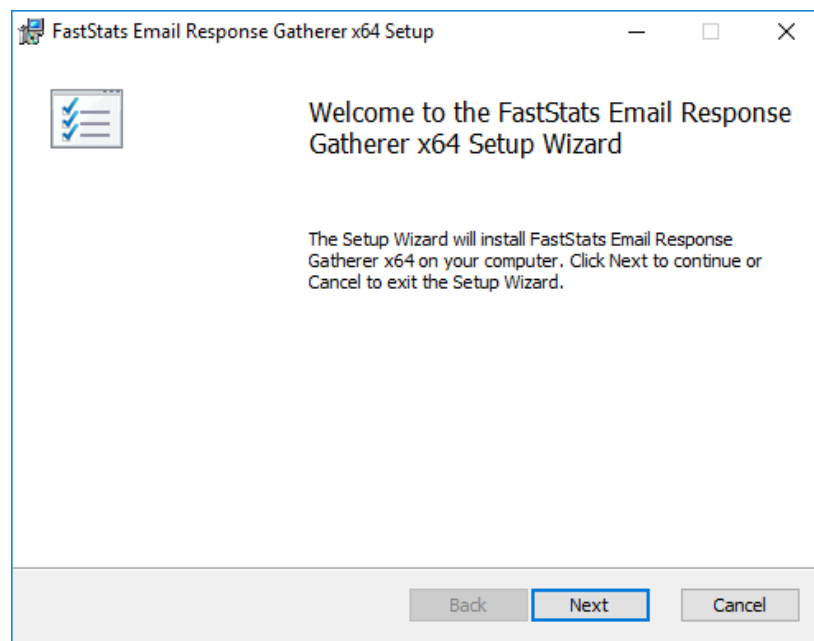
<https://www.apteco.com/portal/software-releases>

Note:

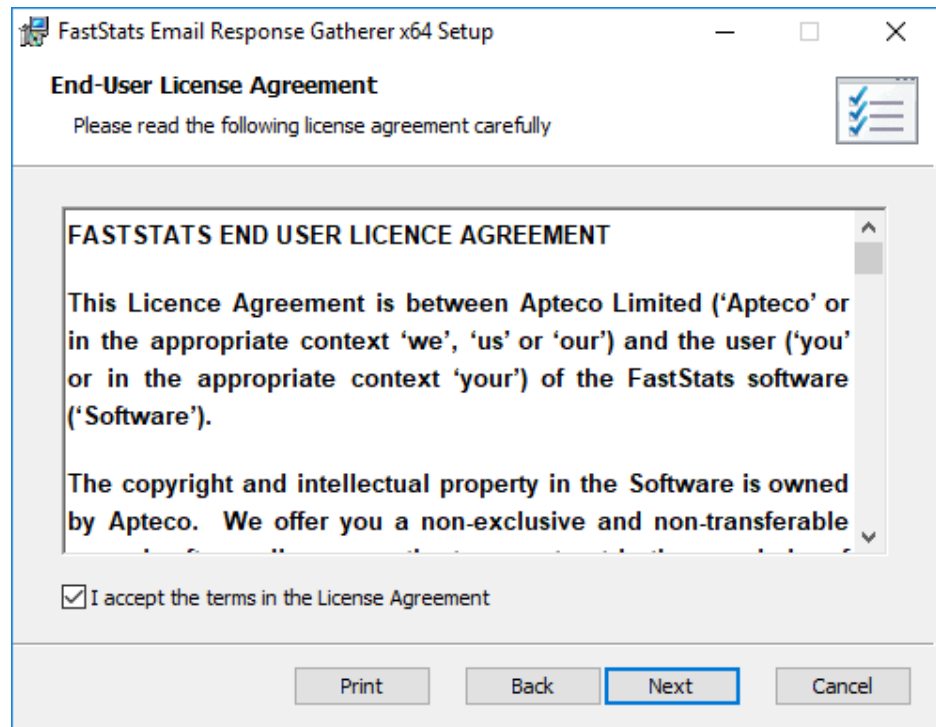
The FastStats Email Response Gatherer application can run on any PC in your system.

Open the **EmailResponseGatherer64Setup.msi** from the DigitalIntegration\EmailResponseGatherer folder.

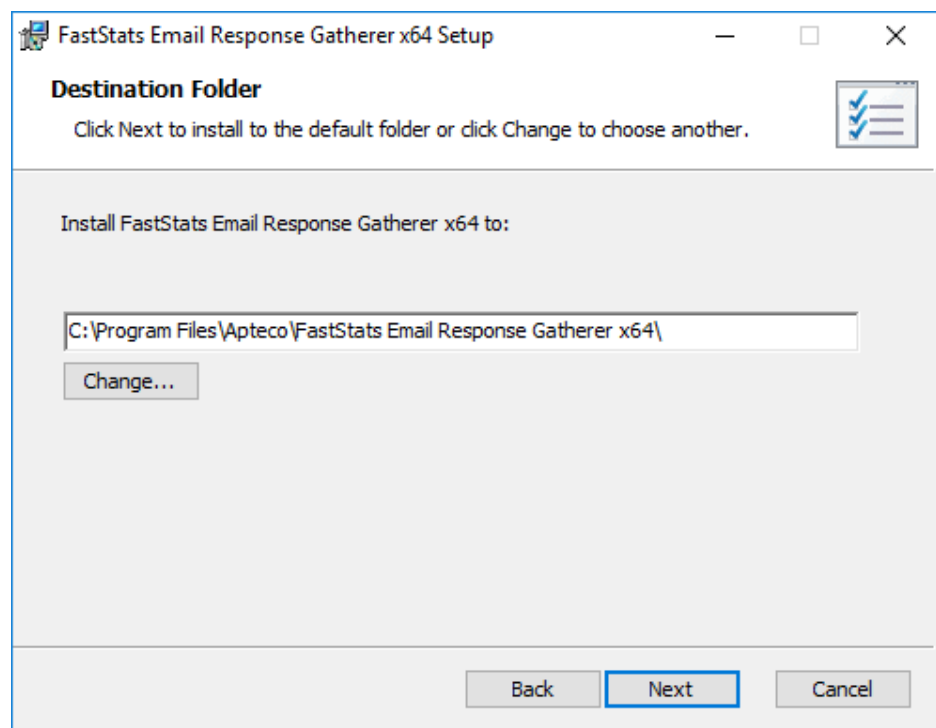
1. Click **Next**.



2. Select the check box to accept the terms and click **Next**



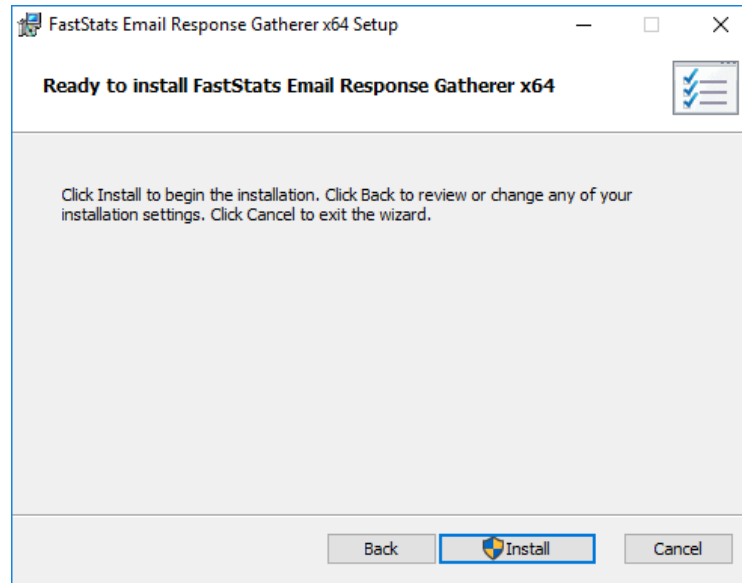
3. Click **Change** if you wish to install the Email Response Gatherer application in a different location then click **Next**



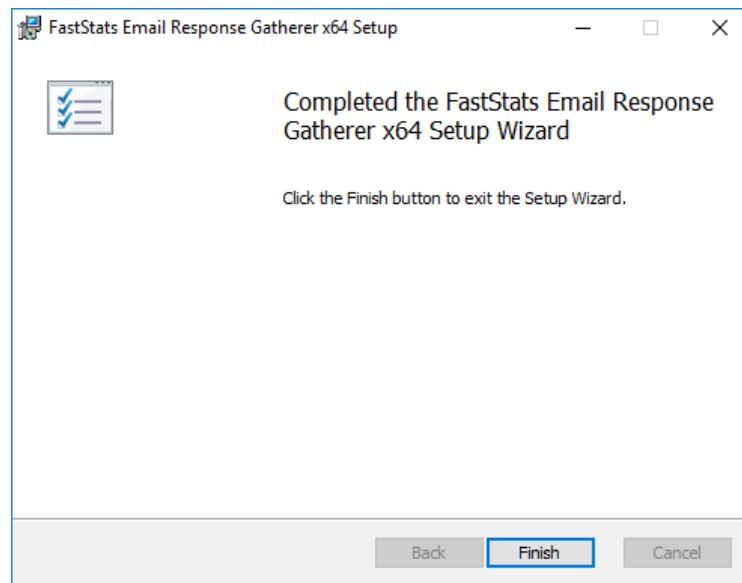
Note:

The default directory for this is **C:\Program Files\Apteco\FastStats Email Response Gatherer x64** but may be different, we recommended that you install this in your FastStats application files directory on the FastStats Application Server.

4. Click **Install** to start the installation



5. Once the installation has completed, click **Finish**



3.4 Creating the Response Gatherer Folders

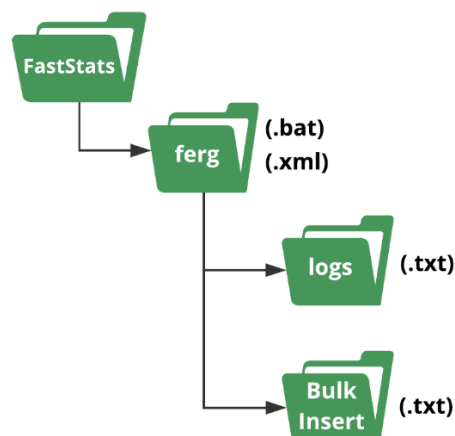
You will need to create folders to store the files to use with the Response Gatherer; these will include the following types of files.

Table 1 – Files Associated with the Response Gatherer

Type of file	Description
Batch (.bat)	Contains the information for applications like Task Scheduler or command-line programs to run the Response Gatherer on a schedule
XML (.xml)	Contains the connection and communication parameters used to connect to the broadcaster
Text files (.txt)	The Response Gatherer will generate two log files each time it runs, an Event log with the times each event occurred, and a Details log with a step by step log of the digital response batch process with the broadcaster

You can create the directories in any user-defined location and use your own choice of name; you must refer to the directories in the batch file.

A typical example folder structure



Important:

The bulk insert directory must be accessible from the SQL server and the user running the SQL Server Service must have read permissions to it.

3.5 Creating the Configuration File

You will need to create an XML file containing the configuration settings to use with the Email Response Gatherer; the XML file is specified in an argument when you run the EmailResponseGatherer.exe

Note:

You can use the Response Gatherer with multiple integrations by using an XML and matching batch file for each integration.

1. Browse to the directory where you installed the Email Response Gatherer and open the **EmailResponseConfig.exe**, enter your Connection String and click **Test**
2. Select Dynmark from the Broadcaster drop-down list
3. Enter the **Username** and **Password** to use with the Dynmark API
4. Use **Add** to add all the required parameters for the Broadcaster
5. Use the **File** menu to save the XML file to the batch and XML file folder

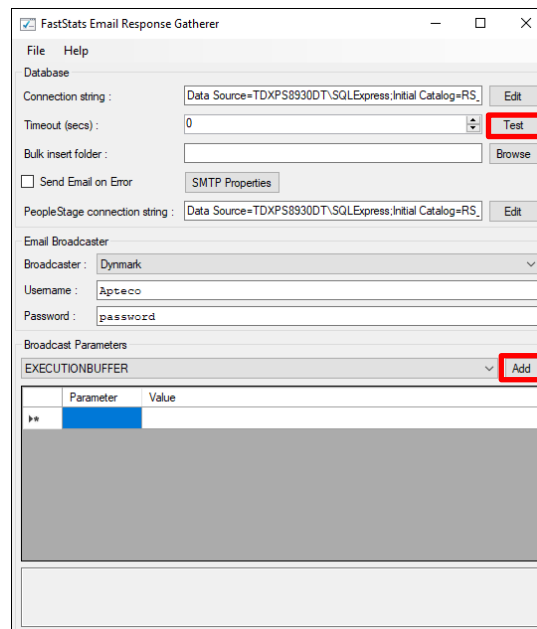


Table 2 – EmailResponseConfig Parameters

Dialogue Item	Settings to use
Connection String	The connection string to the response database for your system
Timeout (secs)	The timeout (in seconds) for the connection and query steps, the default is 1200 seconds
Bulk insert folder	The location to store the results to optimize the processing of campaigns that generate large volumes of data, SQL Server can BULK COLLECT from this location
PeopleStage Connection String	Used for certain broadcasters, to retrieve metadata from the PeopleStage database Not applicable with Dynmark

See **Appendix A** Email Response Gatherer Parameters for a full list of available parameters to use with the Email Response Gatherer.

Note:

In order to receive responses in FastStats you need to enable the Polling API in Dynmark. Please

3.6 Scheduling the Response Gatherer

You need to set FERG to run on a scheduled basis, provide it with the broadcaster's communication details (in a .xml configuration file) and the location to output the Log files; this example uses Windows Task Scheduler however you can use any similar application or create Command Line (.cmd) files manually.

Creating the Batch Files

The batch files provide the Response Gatherer with the Log file directory and the name of the XML file to use.

Create or modify the batch file using Notepad++ or similar text editor, see appendix B for an example file, save the file to the batch and xml file directory.

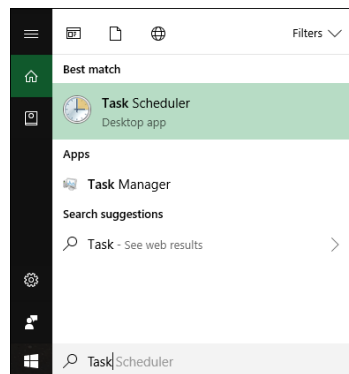
Using Task Scheduler

Using the Windows Task Scheduler, you can create multiple Tasks to run the Response Gatherer on a timed basis.

1. Open Windows **Task Scheduler**

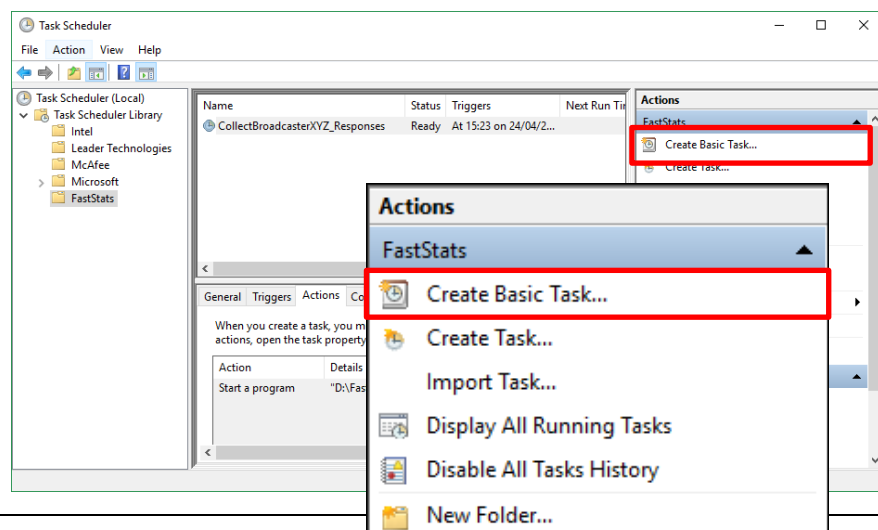
Tip

Search for **Task** in the Start Menu



The Windows Task Scheduler opens

2. Select **Create Basic Task**



Tip:

You can create folders to organise your tasks

3. Create a Basic Task step

a. Give your task a **Name** and **Description**

The screenshot shows the 'Create Basic Task Wizard' dialog box. The title bar says 'Create Basic Task Wizard'. The main area has a sidebar on the left with 'Create a Basic Task' selected. The main content area has a text box for 'Name' with the value 'CollectBroadcasterXYZ_Responses' and a larger text box for 'Description' with the value 'Scheduled Response Collection for XYZ'. At the bottom right are buttons for '< Back', 'Next >', and 'Cancel'.

4. Task Trigger step

a. Select the **Trigger** interval

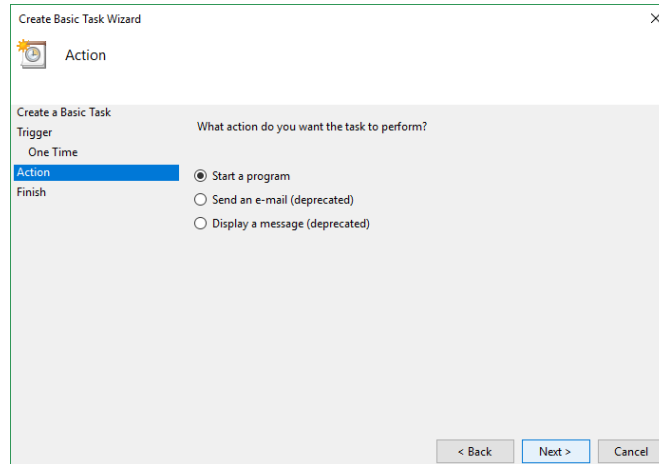
The screenshot shows the 'Create Basic Task Wizard' dialog box, Step 2: Task Trigger. The sidebar on the left has 'Task Trigger' selected. The main content area has a section titled 'When do you want the task to start?' with several radio button options: 'Daily', 'Weekly', 'Monthly', 'One time' (which is selected), 'When the computer starts', 'When I log on', and 'When a specific event is logged'. At the bottom right are buttons for '< Back', 'Next >', and 'Cancel'.

b. Enter the Start Date and Time or relevant sub-step details

The screenshot shows the 'Start' date and time input fields. The date is '23/04/2018' and the time is '17:00:00'. There is a checkbox labeled 'Synchronize across time zones' which is currently unchecked.

5. Action step

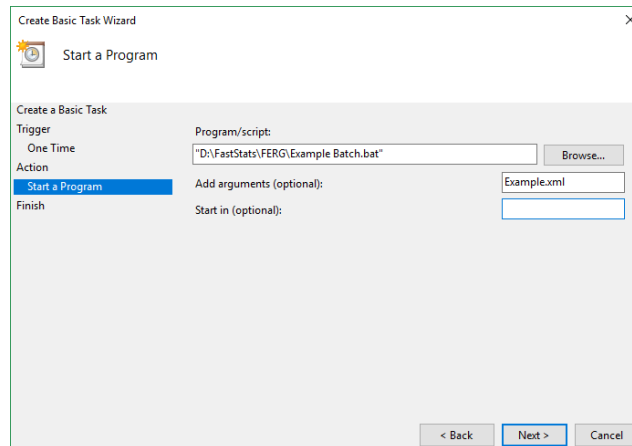
- Select **Start a program** and click **Next**



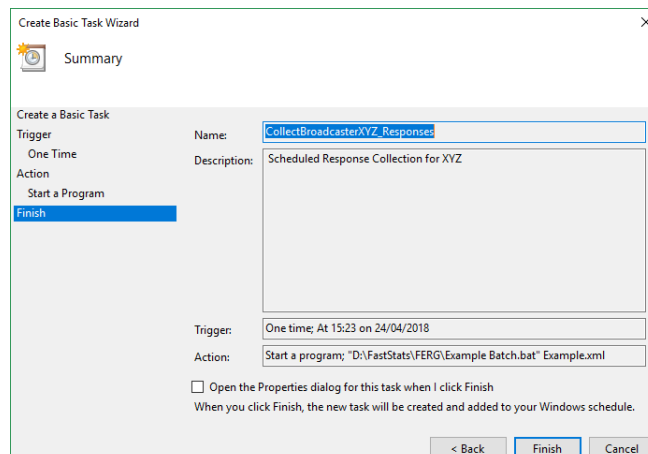
6. Start a Program Step

- Click **Browse** then navigate to the folder containing your batch files, select the file to use and click **Open**
- Optional:** Provide the name of the XML configuration file in the **Add arguments** box, click **Next**

Note: The XML file is typically included in the batch file.



7. Summary step – Click Finish

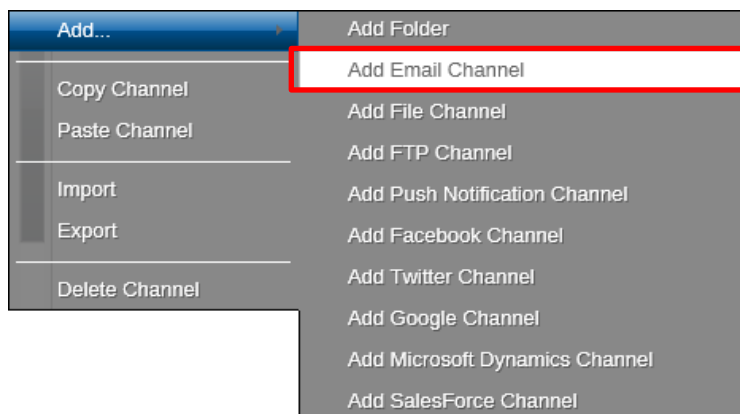


4 PeopleStage Broadcasting & Responses

4.1 Defining the Broadcast Channel in PeopleStage

To use Dynmark with PeopleStage, you must set up a channel that defines the settings and parameters and any fields that you always want to send to Dynmark. You must also set up an SMS template using Creative Templates.

1. Open PeopleStage, select **File > Administration > Channel Editor**. Click **Add Email Channel** through the context menu within a folder



2. Enter a name in **Channel Name**

Note:

(Optional) Select Yes from the **Allow In Transactional Output** (you need to be careful if you select this option, as it means we can send multiple messages to the same contact)

3. Define Output Settings for Dynmark

Table 5 –PeopleStage Output Settings

Field	Settings
Broadcaster	Select Dynmark from the drop-down
Username	Enter your API username
Password	Enter your API password
Variable Name	Select Mobile/SMS from the drop-down
Variable Description Override	Enter the description, for example, “Email Address” Note: This must correspond to the e-mail field within Dynmark
Upload but don’t broadcast	(Optional) – Select this check box to upload the list only without initiating a broadcast
Reply email Address	The email address that will receive notifications when the channel is used, i.e. list uploaded / broadcast. Note: This is not the reply email address that will be used for the email send.
Number of Retries	The number of times to retry on failure of the channel. It is recommended (for Broadcast Channels) to leave this at 0. The Delivery Agent also has a retry value, so setting this to > 0 can result in multiple retries and may cause undesirable results
Response File Key Type	The key field to match responses to sends. Varies from broadcaster to broadcaster due to the fields they return in the response file. Should be set to Communication Key for Dynmark.
Message Content Type	Select the PeopleStage SMS Template , this will use the Creative Template that you specify in the Message Name row in a Delivery

4. Complete the **File Settings**

There are validation errors indicated in red

Refresh Editor Save & Close

Channel Settings Output Settings File Settings Parameter Settings Additional Variables Cost Settings

☐ Zip File

Output File Format: Comma Separated Values (CSV)

Output Header: Descriptions

Delimiter: Tab

Alpha Encloser: None

Numeric Encloser: None

Extras:

Encoding: utf-8

Errors

Parameter ApiBase has no value set
Parameter FTPUsername has no value set
Parameter FTPPassword has no value set

Note:

The default Encoding is Windows-1252 if you change use the same setting on the **Parameter Settings** tab

- The ESP **Parameter Settings** tab is blank by default, select parameters from the drop-down and click **Add** to complete the form

You will be able to get these from Dynmark or contact your Partner or Apteco

Table 6 –Example PeopleStage Parameter Settings

Field	Settings
	*Example, these will be specific to your account
Originator	Enter the Sender ID for the message originator you wish to use for this broadcast. The Originator (Sender ID) name is setup in Dynmark.
Business Unit	Enter the Business Unit name for the account you wish to use for this broadcast. The Business Unit name is setup in Dynmark.
Mobile Number Field	Enter the name of the field containing the person's mobile number.
Country ISO Code	Enter the country ISO code to use the local format mobile number, for example GBR would allow 07123123456

See **Appendix B** for all the available parameters

6. Add any additional variables on the **Additional Variables** tab

There are validation errors indicated in red Refresh Editor Save & Close

Channel Settings | Output Settings | File Settings | Parameter Settings | **Additional Variables** | Cost Settings

Variable Name	Variable Description	Output Type	Formatting	Unclassified as blank
Forename (PeForena)	First Name	-	No Formatting	-
Select a Variable		-	-	-

- ▶ Household
- ▶ Person
- ▶ Company Socials
- ▶ Shows
- ▶ Communications
- ▶ Journey History
- ▶ Email Responses
- ▶ Others

☐ Add Additional Variables Directly

Additional Variables Location:

Errors

An additional variable () can't be found in the FastStats system

7. Click **Save & Close**

Refresh Editor Save & Close

Channel Settings | Output Settings | File Settings | Parameter Settings | **Additional Variables** | Cost Settings

Variable Name	Variable Description	Output Type	Formatting	Unclassified as blank
Forename (PeForena)	First Name	-	No Formatting	-
Surname (PeSurnam)		-	No Formatting	-
Click here to add new item				

☐ Add Additional Variables Directly

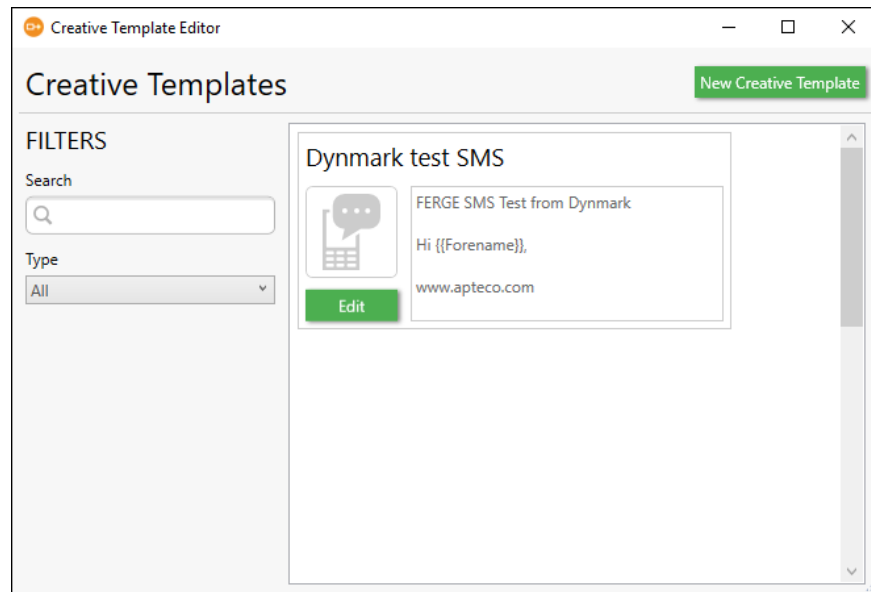
Additional Variables Location:

Errors

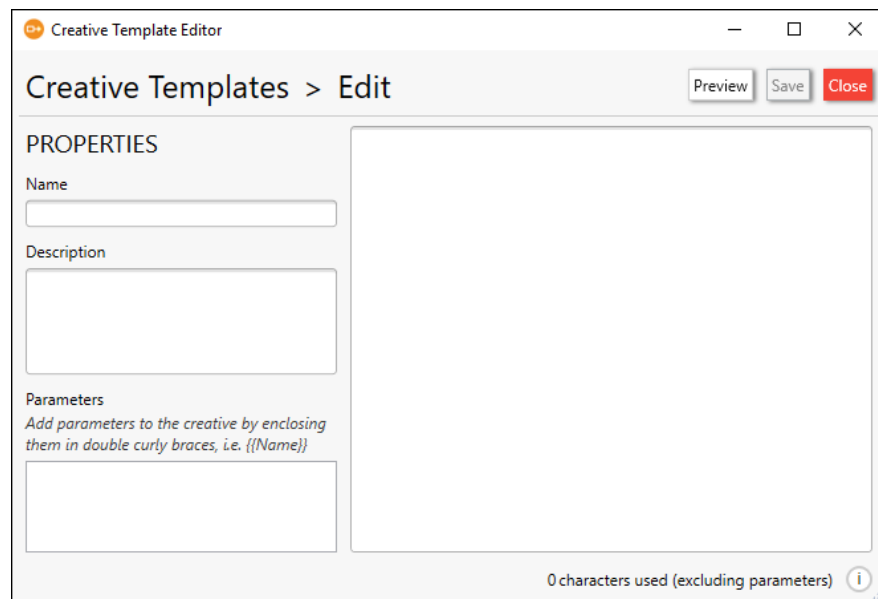
4.2 Defining the Creative Template in PeopleStage

PeopleStage uses a template to send an SMS message to Dynmark

1. Open the **Creative Template Editor** from the *File > Administration* menu



2. Click **New Creative Template**



3. Enter a **Name** and **Description**

4. In the content area create your message, use double curly braces `{{...}}` to define the FastStats Variables to use in the message.

The image shows a 'Creative Template Editor' window. The title bar says 'Creative Template Editor'. The main header area says 'Creative Templates > Edit Dynmark test SMS' with 'Preview', 'Save', and 'Close' buttons. The left sidebar has a 'PROPERTIES' section with fields for 'Name' (Dynmark test SMS), 'Description', and 'Parameters'. The 'Parameters' section has four sub-sections: 'Forename default value' (Friend), 'Communication Key default value', 'Run Number default value', and 'Main text default value'. The main content area shows the template text: 'FERGE SMS Test from Dynmark', 'Hi {{Forename}},', 'www.apteco.com', 'www.apteco.de', 'CK: {{Communication Key}} RN: {{Run Number}}', and '{{Main text}}'. At the bottom right, it says '77 characters used (excluding parameters)' with an information icon.

Creative Template Editor

Creative Templates > Edit Dynmark test SMS

Preview Save Close

PROPERTIES

Name
Dynmark test SMS

Description

Parameters
Add parameters to the creative by enclosing them in double curly braces, i.e. {{Name}}

Forename default value
Friend

Communication Key default value

Run Number default value

Main text default value

FERGE SMS Test from Dynmark

Hi {{Forename}},

www.apteco.com

www.apteco.de

CK: {{Communication Key}} RN: {{Run Number}}

{{Main text}}

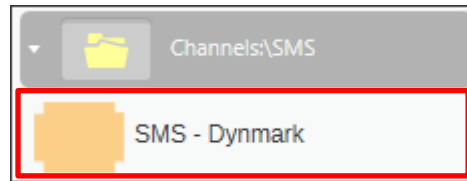
77 characters used (excluding parameters) i

5. Click **Save** and **Close**

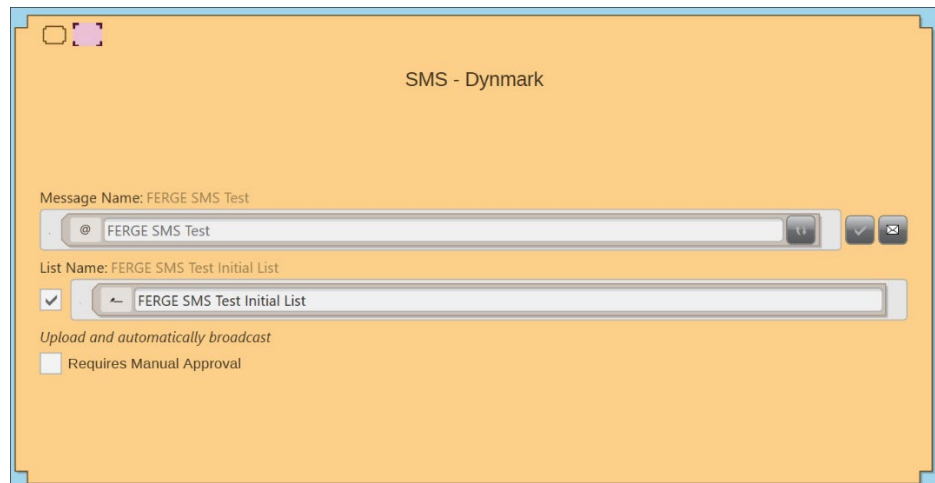
4.3 Broadcasting in PeopleStage

You can now test your channel at any Delivery Stage

1. You can drag your new Dynmark channel from the Library to your Delivery step



2. Enter the name of the **Creative Template** to use in the **Message Name** row.

A screenshot of a configuration window titled 'SMS - Dynmark'. The window has an orange background. At the top, there is a header bar with a folder icon and the text 'Channels:\SMS'. Below this, the text 'SMS - Dynmark' is displayed. The main area contains several fields and controls. The 'Message Name' field is labeled 'Message Name: FERGE SMS Test' and contains the text 'FERGE SMS Test'. Below it, the 'List Name' field is labeled 'List Name: FERGE SMS Test Initial List' and contains the text 'FERGE SMS Test Initial List'. There is a checkbox labeled 'Requires Manual Approval' which is currently unchecked. At the bottom, there is a button labeled 'Upload and automatically broadcast'.

3. Enter a **List Name**, Dynmark does not use Lists but this List Name will correspond to an entry in your FastStats Publish folder in System\Deliveries

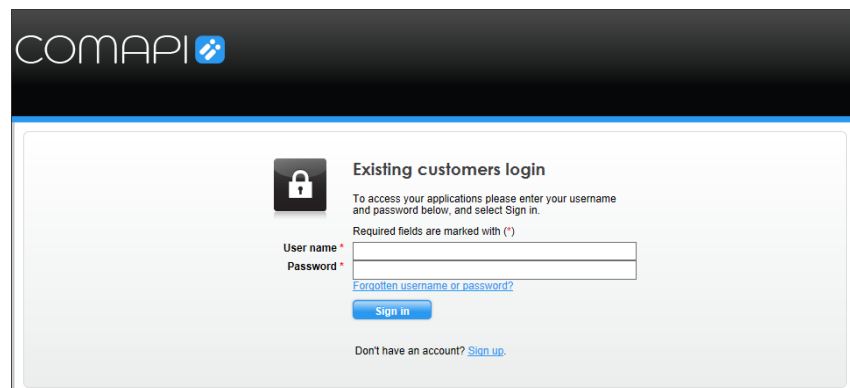
Appendix A: Dynmark Configuration

PeopleStage will upload the mobile number for the contact and use the PeopleStage Creative Template fields to personalise the message.

Dynmark does not currently support simply uploading lists therefore you do not need to setup a campaign within.

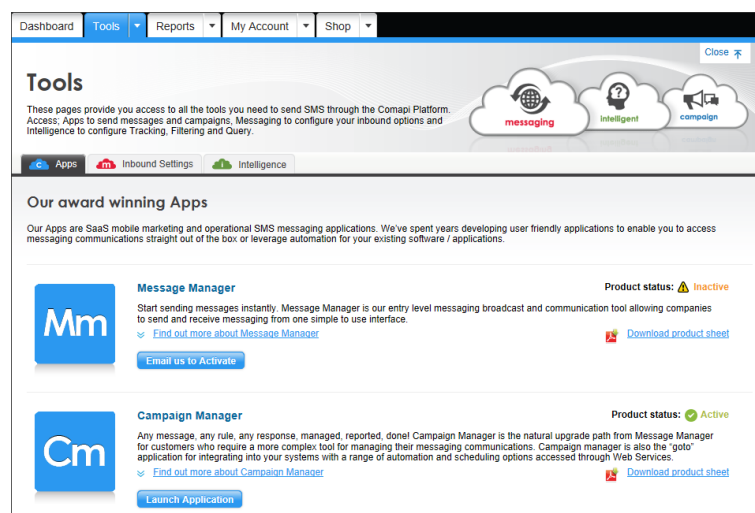
You may need to use the Dynmark Campaign Manager Administration section to view the Originator and Business Unit names to use within your PeopleStage configuration..

1. Login to your Dynmark account to access the web-based control panel

**Note:**

This section uses a specific example to show the areas that need to be setup in Dynmark, your setup will likely be different, please contact Dynmark support or the Dynmark help for additional information.

2. From the Tools menu click Launch Application in the Campaign Manager area

**Note:**

In order to receive responses in FastStats you need to enable the Polling API in Dynmark. Please contact Dynmark to arrange access to the Polling APIs

Appendix B: API Parameters

Table 9 – Email Response Gatherer Parameters

Parameter	Required	Default	Description
MessagingServiceURL	*Default		This is the full URL to the location of the Dynmark Messaging Service Webservice. *http://services.dynmark.com/WebServices/MessagingServicesWS.asmx
TrackingServiceURL	*Default		This is the full URL to the location of the Dynmark Tracking Service Webservice. *https://services.dynmark.com/Soap/Basic/1.2/TrackingService
ChildAccountUsername	*Default		If the Dynmark account is a reseller account, a child account username can also be specified to impersonate a client's Messaging Account.
ReceiptResetKey	*Default		After each successful receipt response poll, Dynmark return a reset key. This can be added as a parameter to re-download receipt notifications from this checkpoint.
ReceiptBatchSize	*Default	5000	Use this value to modify the batch size when collecting receipt notifications. This must be an integer value between 50 and 50000.
InboundResetKey	*Default		After each successful inbound response poll, Dynmark return a reset key. This can be added as a parameter to re-download inbound notifications from this checkpoint.
InboundBatchSize	*Default	50	Use this value to modify the batch size when collecting inbound notifications. This must be an integer value between 5 and 500.
TrackingResetKey	*Default		After each successful tracking response poll, Dynmark return a reset key. This can be added as a parameter to re-download tracking notifications from this checkpoint.
TrackingBatchSize	*Default	1000	Use this value to modify the batch size when collecting receipt notifications. This must be an integer value between 50 and 10000.
RetrieveAdditionalData	*Default		For each notification, the reset key will be stored in the ResponseDetails table. If set to true, additional data for each notification will also be added to the ResponseDetails table.
LookupBroadcastIdsOnTheFly	*Default	False	The default value of false, will force the Email Response Gatherer to download a full list of Broadcast Ids from all the previous broadcasts in the response database. This can then be used to quickly match responses to broadcasts. If set to true, the Broadcast Ids will be fetched and cached as and when required.
ExecutionTag	N		When using Smart Execution, this can be used to identify separate accounts when using the same broadcaster.
ExecutionBuffer	N		Adds a buffer in minutes to the start of the response window. Use this to create an overlap to allow for delayed response notifications.
*Default - If not specified, the default value below will be used			

The above data is inserted into the FastStats Email Response Table as part of the predefined configuration, you can optionally override the settings by adding them in the FastStats Email Response Configurator

Note:

*These settings are specific to each Dynmark account. In order to receive responses in FastStats you need to **enable the Polling API** in Dynmark. Please contact Dynmark to arrange access.

Table 10 – Email Broadcasting Parameters

Parameter	Required Y/N	Description
Originator	Y	Enter the Sender ID for the message originator you wish to use for this broadcast. The Originator (Sender ID) name is setup in Dynmark.
BusinessUnit	Y	Enter the Business Unit name for the account you wish to use for this broadcast. The Business Unit name is setup in Dynmark.
MobileNumberField	Y	Enter the name of the field containing the person's mobile number.
Country ISO Code	Y	Enter the country ISO code to use the local format mobile number, for example GBR would allow 07123123456
FileMapping	N	A pipe delimited list of header values that will overwrite any defined in your output sequences.

Appendix C:Example Batch File

Example batch file to use with FERG and scheduling

```
@echo off

REM *****

REM File Name: DynmarkBatchFile.bat

REM Date: 30/01/2018

REM ToDo:

REM Define the drive and folders to output the log files

REM Set FERG to define the location of the EmailResponseGatherer64.exe

REM Set LOGFILE to the folder where the event logs are stored

REM Set LOGFILEDETAILS to the folder where detail logs are stored

REM Define the XML configuration file to use

REM *****

C:

cd c:\FastStats\FERG

cls

SET FERG="%ProgramFiles%\Apteco\FastStats Email Response Gatherer x64\EmailResponseGatherer64.exe"

SET LOGFILE="Logs\Dynamrk.txt"

SET LOGFILEDETAILS="Logs\Dynmark_Details.txt"

echo. >> %LOGFILE%

echo. >> %LOGFILEDETAILS%

echo %date% %time% - Starting FastStats Dynmark Response Download >> %LOGFILE%

echo %date% %time% - Starting FastStats Dynmark Response Download >> %LOGFILEDETAILS%

echo. >> %LOGFILE%

>> %LOGFILEDETAILS%

echo.

%FERG% Dynmark.xml >> %LOGFILEDETAILS%


IF ERRORLEVEL 9003 goto FailedException
IF ERRORLEVEL 9002 goto FailedLogout
IF ERRORLEVEL 9001 goto FailedDownload
IF ERRORLEVEL 9000 goto FailedLogin

:OK
```

```
echo %date% %time% - FastStats Gathered Dynmark Responses OK >> %LOGFILE%
```

```
goto Complete
```

```
:FailedLogin
```

```
echo %date% %time% - FastStats Gatherer Failed - Login Failed to Dynmark >> %LOGFILE%
```

```
goto Complete
```

```
:FailedDownload
```

```
echo %date% %time% - FastStats Gatherer Failed - Downloading from Dynmark >> %LOGFILE%
```

```
goto Complete
```

```
:FailedLogout
```

```
echo %date% %time% - FastStats Gatherer Failed - Logging out of Dynmark >> %LOGFILE%
```

```
goto Complete
```

```
:FailedException
```

```
echo %date% %time% - FastStats Gatherer Failed - Dynmark API Exception >> %LOGFILE%
```

```
goto Complete
```

```
:Complete
```

```
echo %date% %time% - Completed FastStats Dynmark Response Download >> %LOGFILE%
```

```
End of example text
```

To see how to use the batch file see section 3.4 [Scheduling the Response Gatherer](#)

Appendix D: Troubleshooting

The following are some common problems that may occur, and procedures for resolving them.

Errors relating to configuring and using FERG

These errors can occur due to missing files

Description: Error received when running FERG using a batch file

Error: Could not read email response configuration file: Could not find file 'D:\FastStats\FERG\Dynmark.xml'.

Elaine.xml refers to the filename referenced in this section of the batch file:

```
%FERG% Dynmark.xml >> %LOGFILEDETAILS%
```

In the location:

```
"cd D:\FastStats\FERG" in the batch file
```

Solution: Ensure the file exists or change the filename in the batch file to match.

For customer service and technical support visit:

www.apteco.com/support

T: +44 (0)1926 407 595 (Support Desk)

Note: If you have purchased the Apteco Marketing Suite™ via one of our partners then they are your first line of support.

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