

# RightNow Scanner

The *RightNow Scanner* component performs full and incremental scans over a RightNow server, maintaining a snapshot of the server and comparing it with the current content to establish what content has been updated. Updated content is then submitted to the configured pipeline in *AspireObject*s attached to *Jobs*. As well as the URL of the changed item, the *AspireObject* will also contain metadata extracted from the repository. Updated content is split in to three types: add, update, and delete. Each type of content is published on a different event so that it may be handled by different Aspire pipelines

The scanner reacts to an incoming job. This job may instruct the scanner to *start*, *stop*, *pause* or *resume*. Typically the *start* job will contain all information required by the job to perform the crawl. However, the scanner can be configured with default values via application.xml file. When pausing or stopping, the scanner will wait until all the jobs it published have completed before itself completing.

Optionally, the scanner can utilize the services of a [Connector Job Status](#) component to update a database with progress and statistics.

## Input Job Parameters

The scanner recognizes the following parameters on the control [Job](#):

Element	Type	Description
id	int	The database id from the aspire_content_sources table.
@crawlId	int	The crawl id from the content database.
@action	String	The control job action - <i>start</i> , <i>stop</i> , <i>pause</i> or <i>resume</i> .
@actionProperties	String	Properties for the crawl - <i>full</i> or <i>incremental</i> .
connectorSource/displayName	String	The <i>name</i> of the crawl.

## Configuration

The scanner recognizes the following configuration parameters:

Element	Type	Description
objectUrl	String	The URL that links the object through its id. This is the URL that displays the object. Add a <b>String wildcard (%s)</b> where the id should be placed in this URL.
username	String	The username to use when accessing RightNow server.
password	String	The password to use when accessing RightNow server.
wSDLLocation	String	URL to the Right Now WSDL. <b>Note:</b> It is the URL without specifying the WSDL version ( <b>Example:</b> <domain>.custhelp.org/cgi-bin /<interface>.cfg/services/soap)
objectType	String	Define the object type to be fetched. For example 'Answer', 'Incident', etc. To see the complete list of objects, go to <a href="#">RightNow Object List</a>
crawlQuery	String	The query (see <a href="#">ROQL Configuration</a> ) to discover new objects. This query should contain only the necessary information for the connector to determine if the content has changed or not and check if there are attachments. Use a <b>decimal integer wildcard (%d)</b> to make an dynamic offset for the query. For example: <i>SELECT ... FROM ... OFFSET %d</i>
indexQuery	String	The query (see <a href="#">ROQL Configuration</a> ) to fetch the all the information required for indexing. There must be a <i>WHERE</i> clause with a condition that compares the object 'id' with the <b>id wildcard ({id})</b> , that the connector is eventually going to replace with the actual id values. For example: <i>SELECT ... FROM ... WHERE id={id}</i>
subQueries /subQuery	String	Add description to subQuery (see <a href="#">ROQL Configuration</a> ). Also need to be restricted to the object 'id' with the <b>id wildcard ({id})</b> , that the connector is eventually going to replace with the actual id values. For example: <i>SELECT ... FROM ... WHERE id={id}</i>

## ROQL Configuration

For crawlQuery, indexQuery and subQuery parameters, ROQL (RightNow Object Query Language) syntax is used. For more information about how to build ROQL queries, please visit the official documentation:

- [RightNow Object Query](#)
- [Querying common objects](#)

## Branch Configuration

This component publishes to the *onAdd*, *onDelete* and *onUpdate*, so a branch must be configured for each of these three events.

RightNow Scanner	
Factory Name	com.searchtechnologies.aspire:aspire-rightnow-connector
subType	default
Inputs	<i>AspireObject</i> from a content source submitter holding all the information required for a crawl
Outputs	<i>Jobs</i> from the crawl

[blocked URL](#)

Element	Type	Description
branches/branch/@event	string	The event to configure - <i>onAdd</i> , <i>onDelete</i> or <i>onUpdate</i> .
branches/branch/@pipelineManager	string	The name of the pipeline manager to publish to. Can be relative.
branches/branch/@pipeline	string	The name of the pipeline to publish to. If missing, publishes to the default pipeline for the pipeline manager.

## Example Configuration

### Crawl Query

```
SELECT Answer.id, Answer.updatedTime, Answer.FileAttachments.FileAttachmentList.ID FROM Answer WHERE Answer.
FileAttachments.FileAttachmentList.ID IS NOT NULL AND (NOT StatusWithType.Status.Name='Private') LIMIT 10000
OFFSET %d;
```

### Index Query

```
SELECT Answer.id as id, Answer.Name as name, Answer.Question as question, Answer.Solution as solution, Answer.
Summary as summary, Answer.UpdatedTime as lastmodified, Answer.AssignedTo.Account.name as AssignedTo, Answer.
StatusWithType.Status.name as type, Answer.StatusWithType.StatusType.name as statustype, Answer.AnswerType.
name as recordMimeType, Answer.URL as url, Answer.Keywords as keywords FROM Answer WHERE id={id};
```

### Sub Queries

```
SELECT Answer.AccessLevels.namedidlist.name as accessLevels FROM Answer WHERE id={id};
```

```
SELECT Answer.FileAttachments.id as attachment FROM Answer WHERE id={id};
```