



# iSupport

cross-border recovery  
of maintenance obligations  
*pour le recouvrement transfrontière  
des obligations alimentaires*

## Import-Export API

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### Revision History

Revision Date	Version	Author	Reviewed by	Remarks
3-12-15	0.1	Sreegopal Vemuri	Brigitte Voerman	
7-12-15	0.2	Sreegopal Vemuri	Brigitte Voerman	Update notifications section with screenshots of property file and notification message
18-12-15	1.0	Sreegopal Vemuri	Brigitte Voerman	Import API added
7-1-16	1.1	Brigitte Voerman	Hannah Roots	Grammar
12-1-16	1.2	Brigitte Voerman	Marie Vautravers	Grammar and terminology
15-3-16	1.3	Brigitte Voerman	Flávio Fróes Ribeiro de Oliva	Chapter "4 Download" added
19-4-16	1.4	Brigitte Voerman	Sreegopal Vemuri	Schedule jobs chapter removed from this document, referring to the general installation manual for iSupport
05-7-16	1.5	Sreegopal Vemuri	Marie Vautravers	Aligned with last version of iSupport. Includes sample import csv files

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## 1 This document

This document is drafted for technical persons who work on integration between local case management system and iSupport. Information is included about the API, parameters and the output.

## 2 iSupport API

In order to facilitate exchange of information with external systems, iSupport provides the following group of APIs:

- Export API – To export data from iSupport system for further processing
- Import API – To import data from external systems into iSupport database

## 3 This version of the API

This documents describes the first version of the API. This is a straight forward version of the API. Pilot States can use this API to input data from their current case management system into iSupport. They can also use the API to pick up data from iSupport data and then import that data into their national case management system.

The next version of the API will be transaction based and will include functional checks on the data going into or being exported from iSupport. See chapter 11 Next release.

## 4 Download

This API is part of the download section and installation process of the main iSupport product. See document “iSupport Installation Guide” on webpage [https://assets.hcch.net/upload/hidden/childsupport/pilot/iSupport\\_pilot-states.pdf](https://assets.hcch.net/upload/hidden/childsupport/pilot/iSupport_pilot-states.pdf).

## 5 Export API

iSupport provides two APIs to support export functionality.

- requestCaseData – This API will provide case data for a given case ID
- requestReferenceData – This API will provide reference data such as allowed values from lookup tables.

### 5.1 requestCaseData API

CaseData API provides case data such as case information, actor details and case worker information. This API takes case ID as input as below.

[http://hostname:9091/requestCaseData/US-UK\(NI\)-2015-100\\_0453-US](http://hostname:9091/requestCaseData/US-UK(NI)-2015-100_0453-US)

- a) iSupport API will receive the call and provide an acknowledgement to the caller that request has been received.
- b) API will generate case related data into set of comma separated files and place them in an ftp server.
- c) All files for a specific case will be placed in a folder with case ID as the folder name

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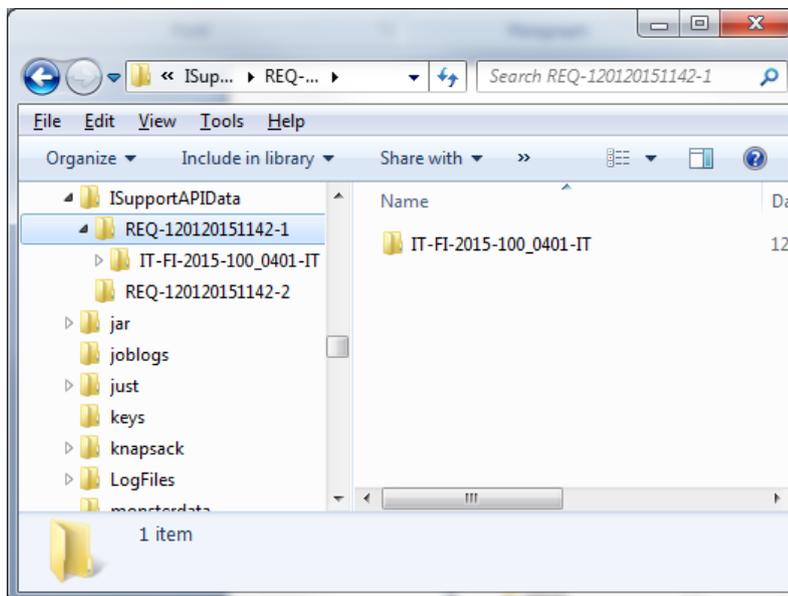
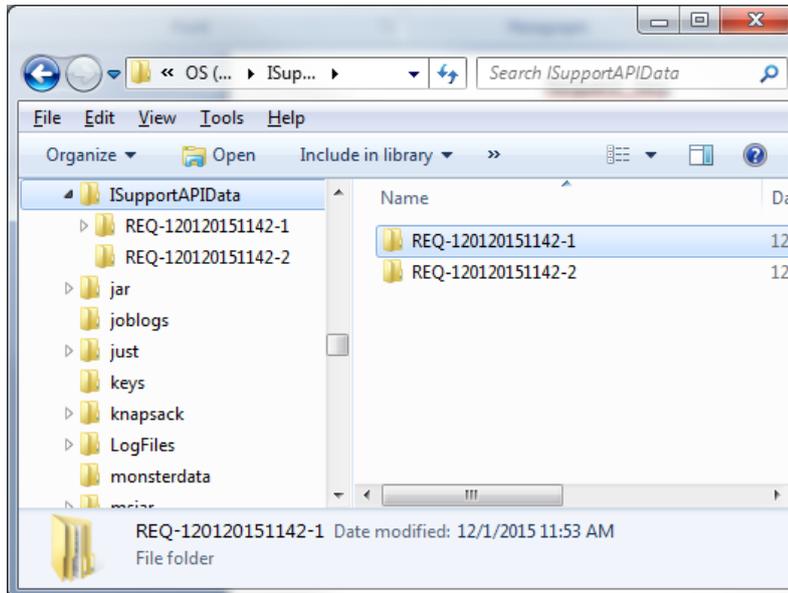
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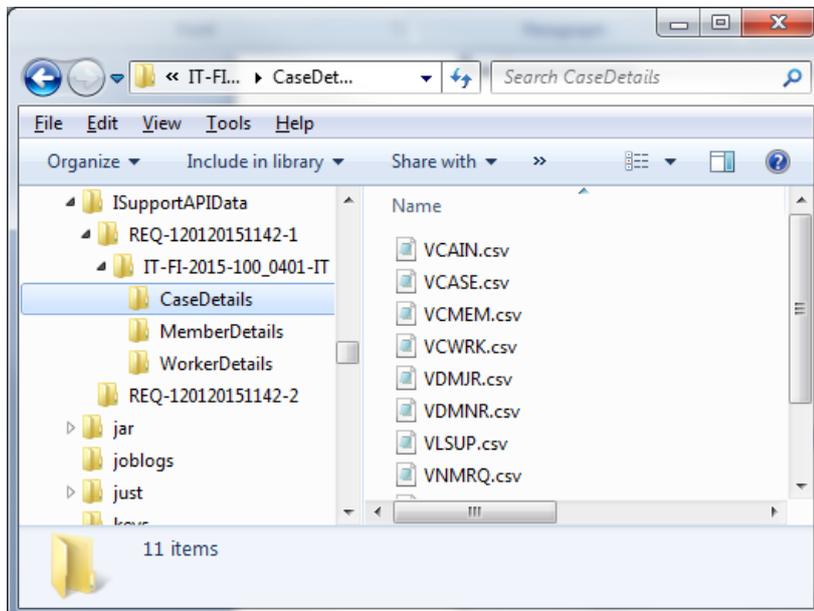
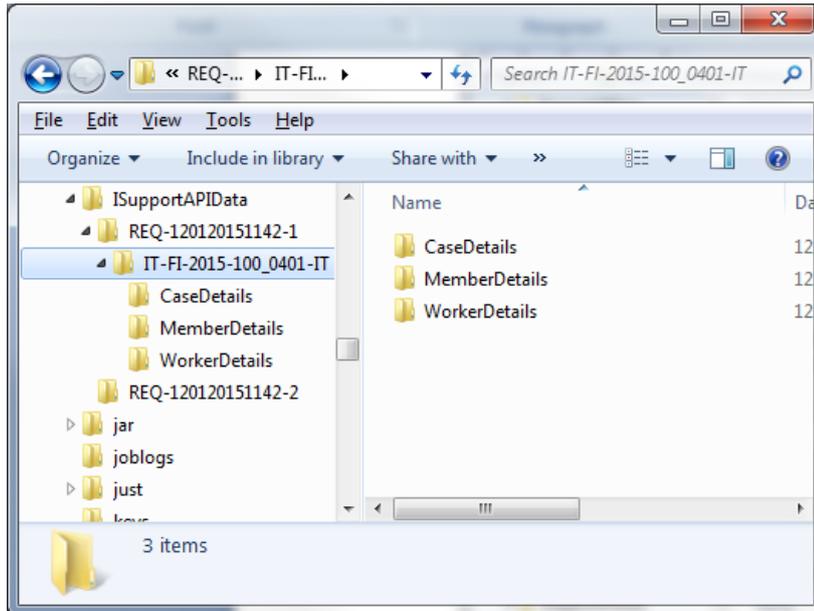
- d) Sub sections of case information such as Member details, Worker details will be stores in respective sub directories.

The comma separated files are saved in three folders:

- CaseDetails
- MemberDetails
- WorkerDetails

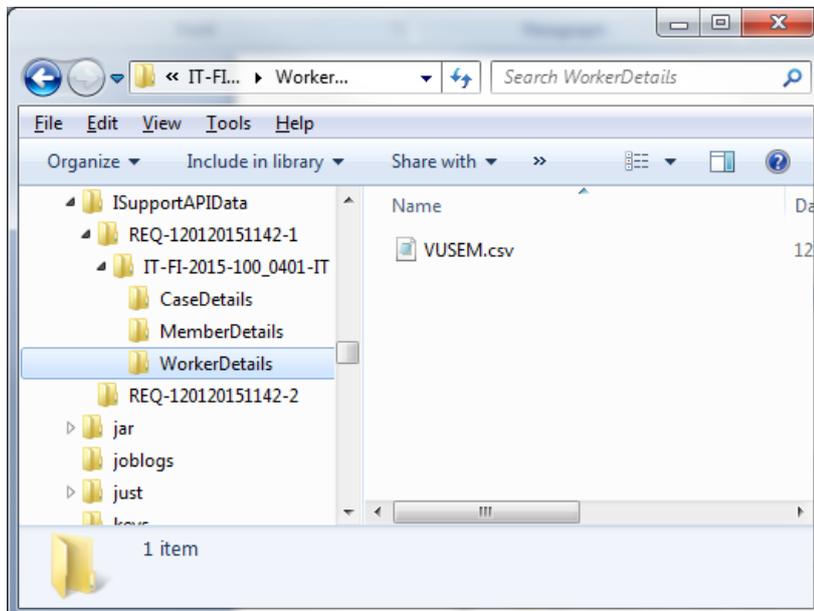
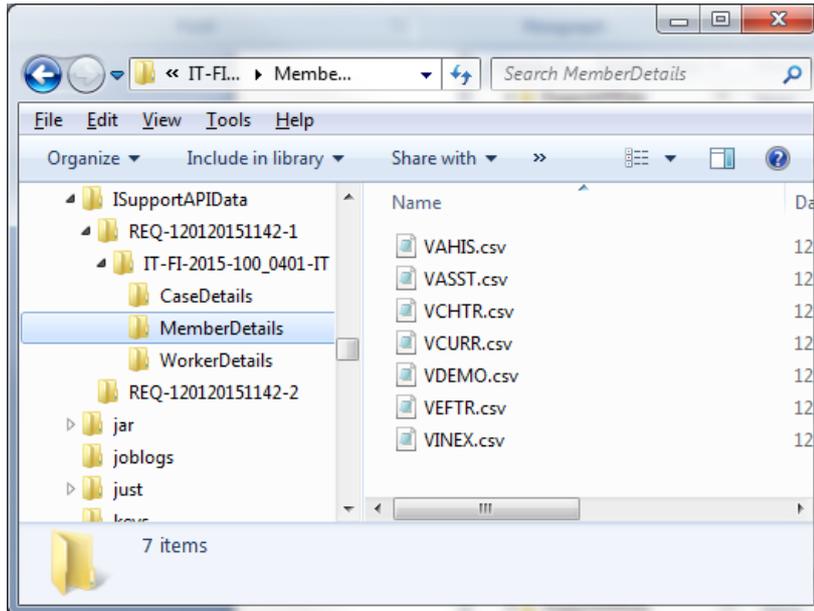
Below are various screenshots which show case data stored on ftp server





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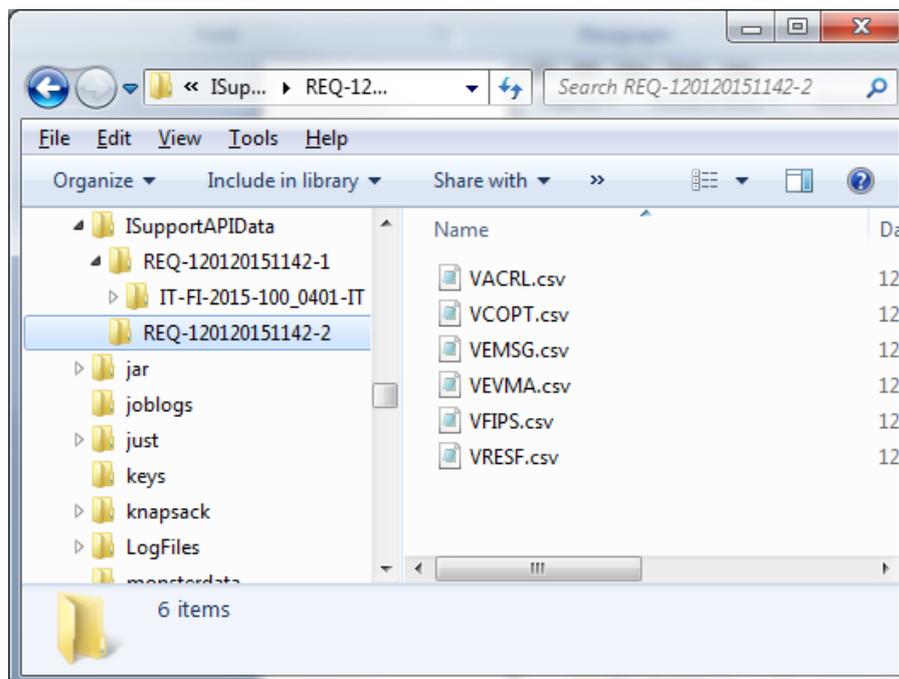
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requestReferenceData ReferenceData API provides data from reference tables . For example, iSupport has concept of roles (MANAGER, CASE WORKER etc) and this API will provide available roles in the database.

<http://hostname:9091/requestReferenceData/>

- a) iSupport API will receive the call and provide an acknowledgement to the caller that request has been received.
- b) API will generate reference data into set of comma separated files and place them in a ftp server.
- c) All files for a specific case will be placed in a folder with RequestID as the folder name



## 6 Import API

iSupport's import API provides external systems to load case data into iSupport system. External systems must provide case and member details to create a case. Appendix 10.2 Import Data Fields section provides a list of table names, columns and description about each column and whether it's a required field or optional. Some attributes are reference data. Reference data can be obtained using requestReferenceData API as described in the section above. The following sub sections describe the steps to import data from preparation to executing a load task.

### 6.1 Prepare Data

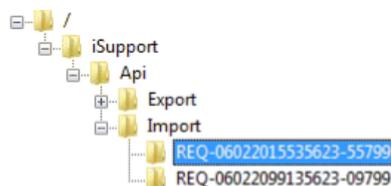
iSupport accepts data in .csv (comma separated values) format for each table. Here are list of file names to be used to import respective data.

- ccrt.csv - To import case details
- natural\_person.csv - To import member details

Please note that two csv files are mandatory and must have exact name mentioned above.

### 6.2 Place Files

Place generated files in to a unique request ID folder under import directory as shown below.



Filename	Filesize	Filetype	Last modified	Permissions	Owner/Gro...
..					
ccrt.csv	1,400	Microsoft ...	6/30/2016 1:54:...	-rw-----	502 502
natural_person.csv	1,026	Microsoft ...	6/30/2016 1:54:...	-rw-----	502 502

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## 7 Scheduler

In the Scheduler you schedule jobs to process import data requests (Import API) and to process export data requests (Export API).

See the general Installation manual for iSupport in the Schedule jobs chapter how to manage these API jobs.

## 8 Notifications

Once API provides response, a notification will be provided to an email address configured in the iSupport's ApplicationResource.properties file as shown below.

```
# iSupportApi Export/Import Mail notification settings
SCHEDULAR_SMTP_HOST = promail.protechsoft.com
EXPORT_BATCH_REQUEST_MAIL_SUBJECT = Request Status
EXPORT_BATCH_REQUEST_MAIL_FROM = no-reply@protechsolutions.com
EXPORT_BATCH_REQUEST_MAIL_TO = helpdesk@protechsoft.com
SUPPORT_EMAIL = isupport-admin@protechsolutions.com
```

### 8.1 Email Notification message for Export

System integrator can utilise the notification to perform additional processing to load data into the local system. Please see below the text for the notification message content. This text cannot be changed.

Dear All,

Your export request ( REQ-12142015222710-56471 ) has been successfully completed on  
Mon Dec 14 22:30:19 CST 2015

FTP File Location : /iSupport/Api/Export/REQ-12142015222710-56471

Please reach out to [isupport-batch-admin@protechsolutions.com](mailto:isupport-batch-admin@protechsolutions.com) if you have any issues.

Thank you.

Regards,  
ISupport Batch Admin

### 8.2 Email Notification message for Import

The system integrator can utilise the notification to perform additional processing to load data into the local system. Please see below the text for the notification message content. This text cannot be changed.

Dear All,

Your import request ( REQ-99992015535623-55799 ) has been successfully completed on Wed Jun 29 14:04:01 CDT 2016

ISupport Application ID : US(CA)-FR-2016-100\_1264-US(CA)/MOD-01

Please reach out to [isupport-admin@protechsolutions.com](mailto:isupport-admin@protechsolutions.com) if you have any issues.

Thank you.

Regards,  
ISupport Batch Admin

## 9 Next release

Currently we are discussing the possibility of using some of the programming datablocks and transactions from the CSEnet concept (Child Support Enforcement Network) 8.0 as the basis for the next release of the API.

The CSENet system is designed to receive and validate standardized child support case transactions from state CSE systems and to deliver validated transactions to the states to which they are directed.

For more information see <http://www.acf.hhs.gov/programs/css/resource/csenet-interface-guidance-document>.

## 10 Annexes

### 10.1 Sample Import Files



c crt.csv



natural\_person.csv

### 10.2 Import Data Fields

Note: Most fields are included in the list below. After the delivery of the iSupport release of the last Sprint, this is on 14 January 2016, the API will be extended in order to be able all data fields.



Import API Data  
Fields.xlsx

### 10.3 Export Data Fields

A list of fields per .csv for the export API is provided in an additional Excel document.



Export API Data  
Fields.xls