

And in the darkness, Foreign Data Wrapper THEM!

Integrating SuiteCRM, and OTRS with legacy code

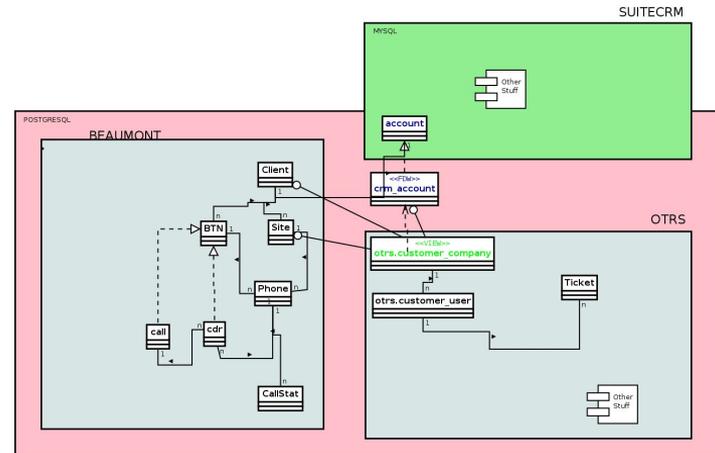


Goals

1. Take list of clients from [SuiteCRM](#).
2. Manage tickets with [OTRS](#).
3. Internal b2b VoIP asset management system, and Call Detail Record processor/business intelligence system.

Choices of system driven by customers.

Turns out SuiteCRM speaks MySQL only.



Data sources

1. Internal system has clients, sites, buildings.
2. OTRS expects a customer and user object.
 - a. Imported all OTRS schema in new “otrs” schema.
 - b. Replaced customercompany with a view, creating one object per client X site.
 - c. All data which OTRS has but “client” did not have has to come from new “crm_account” table.
3. SuiteCRM has a table called “accounts”, which is imported via Foreign Data Wrappers from MySQL as suitecrm.crm_accounts.

Problems

1. Can not insert from Rails into FDW: Rails depends upon RETURNING \$id, which FDW into MySQL can not handle.
 - a. Not yet a major problem as SuiteCRM integration is still “future” in roadmap. Either fix FDW somehow, or change how Rails inserts new data. Avoid FDW on developer desktops..for **now!**
2. Rails does not believe that FDW tables exist because they do not show up in the catalog when it does it’s introspection. Solution: put FDW into a new schema, and create another view:

```
CREATE OR REPLACE VIEW public.crm_accounts AS (SELECT * FROM suitecrm.crm_accounts);
```
3. Rails versioning of VIEW difficult; have to replace view each time, takes some care, since view can only be extended... Keep view in SQL, execute new code in newly named migration.

The end.

