Pathway Cloud Platform API

User Guide

Table of contents

Purpose of this document

This guide has been compiled to assist users and administrators to understand, configure, and utilise the Pathway Cloud Platform API suite within the Infor OS API Gateway. It includes references, instructions, and troubleshooting tips to support seamless integration and workflow automation.

As per industry standard, the necessary details required for implementation of this API will be contained online (in Swagger) within Infor's Cloud Portal - API Gateway.

The document is ultimately intended to help you get started and make the most out of the Pathway Cloud Platform API.

Overview

This documentation describes the Pathway Cloud Platform API that will enable seamless integration between Pathway and a customer's third-party applications.

This modern API framework is designed with a focus on flexibility, scalability and ease-of-use. Infor's API Gateway has been incorporated to secure and manage the new REST-compatible API.

Essentially, the API is a wrapper that emulates the existing SOAP Pathway External Web Services. Infor Cloud Platform tools and policies have been used to validate and transform JSON to XML and vice-versa.

The Pathway Cloud Platform API mirrors all the existing Pathway External Web Service API methods contained within Pathway Release 2025.04.

Infor Pathway API

The Pathway Cloud Platform API is named "Infor Pathway" and it is hosted within the Infor OS Portal - API Gateway application. Note that this API needs to be provisioned by Infor – refer to 'Provisioning' section of this document.
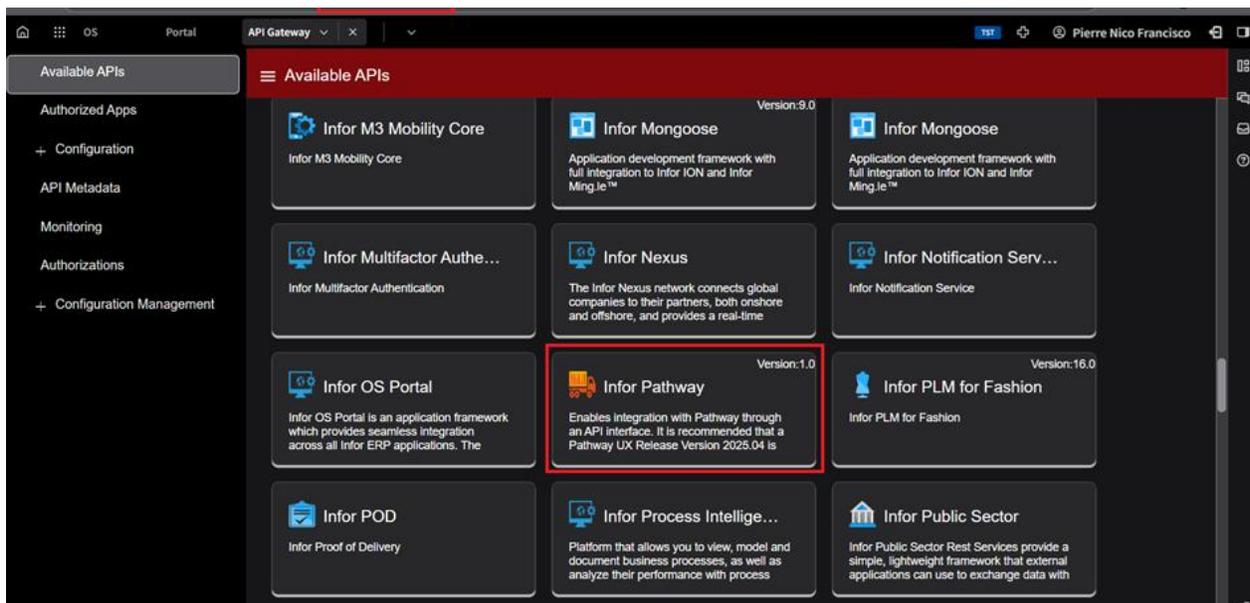
API Gateway

Infor's API Gateway serves as a layer between consumers (web, mobile, desktop apps) and backend services. It handles the following, but is not limited to:

- Authorization
- Request routing
- Policy enforcement

Authentication Endpoints

The LOGON and LOGOFF endpoints are utilized to authenticate the user and the session. These authentication endpoints are available when you navigate to the Infor Pathway API suite under the "Available APIs" screen.

- LOGON: Validates credentials and returns a temporary Session ID.
- LOGOFF: Invalidates the Session ID.
- Expired or reused Session IDs result in unauthorized responses.

☐	Endpoint [ɐ] ▼		Description [ɐ] ▼	Indexing Status	Documentation	Details
☐	pathway/LOGON	⬀	A LOGON web service call m…	☑	🗎	→
☐	pathway/LOGOFF	⬀	A LOGOFF web service call s…	☑	🗎	→

Module Endpoints

The Infor Pathway API methods are grouped by function/module specific endpoints.

These endpoints provide a structured interface for external web services to interact with core business functions, allowing developers to integrate and automate workflows across applications. Each method is listed with a HTTP method (POST) and URI path.

List of available Infor Pathway API Endpoints:

	Endpoint [R] ▼		Description [R] ▼	Indexing Status	Documentation	Details
☐	pathway/LOGON	⎘	A LOGON web service call m…	⎙	⎙	→
☐	pathway/LOGOFF	⎘	A LOGOFF web service call s…	⎙	⎙	→
☐	pathway/EXTERNAL/GIS	⎘	This section provides the par…	⎙	⎙	→
☐	pathway/EXTERNAL/NAME_ADDRESS_REGISTER	⎘	This section provides the par…	⎙	⎙	→
☐	pathway/EXTERNAL/SYSTEM_CORE	⎘	This section provides the par…	⎙	⎙	→
☐	pathway/EXTERNAL/ANIMAL_REGISTRATION	⎘	This section provides the par…	⎙	⎙	→
☐	pathway/EXTERNAL/TAG	⎘	This section provides the par…	⎙	⎙	→
☐	pathway/EXTERNAL/INSPECTION	⎘	This section provides the par…	⎙	⎙	→
☐	pathway/EXTERNAL/PROPERTY_ADMINISTRATION	⎘	This section provides the par…	⎙	⎙	→
☐	pathway/EXTERNAL/APPLICATION_AND_LICENSING	⎘	This section provides the par…	⎙	⎙	→
☐	pathway/EXTERNAL/BOOKINGS	⎘	This section provides the par…	⎙	⎙	→
☐	pathway/EXTERNAL/CUSTOMER_SERVICE	⎘	This section provides the par…	⎙	⎙	→
☐	pathway/EXTERNAL/RECEIPTING	⎘	This section provides the par…	⎙	⎙	→
☐	pathway/EXTERNAL/ROLE	⎘	This section provides the par…	⎙	⎙	→
☐	pathway/EXTERNAL/ION	⎘	This section provides the par…	⎙	⎙	→

System Core Methods `2025.12.00` `OAS 3.0`

This section provides the property specifications for system wide EXTERNAL web service methods.

All EXTERNAL web service has two request body payloads:

- REQUEST (Input)
- REQUESTDATA (Input)

All External web services has three response payloads:

- RESPONSE (Output)
- RESPONSEDATA (Output)
- RESPONSEERROR (Output)

System Administration Methods `POST`

`POST`	`/#ReadUsers`	Returns details for all Pathway user profiles defined within the System Administration -> Menu -> User Maintenance menu option
`POST`	`/#ReadStructures`	Returns Responsibility Structure and Group details defined within Pathway
`POST`	`/#ClearCache`	Used to clear the Web Service Caching tables

Features and guidelines

To access the Infor Pathway API module endpoints, the user must first establish a valid session ID via the **LOGON** endpoint. Once all required module operations are completed, the session should be properly closed using the **LOGOFF** endpoint.

The Infor Pathway API endpoints exposed through the Infor API Gateway are accompanied by a swagger documentation designed to support both developers and business users in understanding how to interact with each service effectively. It describes the available properties, including their expected data types, usage context, and functional purpose. This helps users determine exactly what values to input for each field when constructing API requests.

☰ Available APIs

Request body required   application/json ▼

For more information about each of the properties, you can browse through the Schema details. *(Click on 'Schema' tab besides 'Example Value')*
Properties marked with an asterisk (*) are required and must be provided.

REQUEST

Property	Description
service*	Required. This element contains the name of the Pathway service that the web service will call.Required. This element contains the name of the Pathway service that the web service will call.
sessionId*	Required.. This element contains the Session Identifier returned by the initial LOGON request. The Session Identifier is to identify the Pathway web service session that is being logged off.
trace	Optional. This element contains the tracing level that controls the level of logging performed by the web service. If this element is empty then the tracing level will determined from the system level parameters contained within the SetL.asn assignment file for the Pathway environment. A trace element value can be provided to perform a specific level of logging for each individual web service call.
groupId	Optional. This element contains a unique identifier for the web service call. It is recommended that the external system allocate a GUID to this element and use it for its own logging purposes. This will enable simpler investigation into client side / server side problems by having a unique transaction identifier to cross match across the systems
product	Optional. This element contains the name and version of the calling system. It is recommended that the external system allocate a constant to this element such as External 9.9.9.9 (that is, use a name containing no spaces followed by four digits separated by three decimal points, for example, "MyApp 1.10.0.193"). This value is retained within the Pathway Logging table, CSYMLOG, and enables messages generated from different originating systems to be differentiated.
processId	Optional. This element contains the process identifier from the calling system that initiated the web service call. The value is retained in the Pathway Logging table, CSYMLOG, and enables messages generated from different sessions on the one client computer to be differentiated.
threadId	Optional. This element contains the thread identifier from the calling system that initiated the web service call. The value is retained in the Pathway Logging table, CSYMLOG, and enables messages generated from the same client process but different threads be differentiated.
nodeId	Optional. This element contains the computer name of the originating client computer. The value is retained in both the Pathway Logging table, CSYMLOG, and also the Pathway Audit table, CAUAUDT, used to identifier the computer from which an update was initiated.
ipAddress	Optional. This element contains the IP address of the originating client computer. The value is retained in the Pathway Logging table, CSYMLOG.
sourceUserId	Optional. This element contains the Pathway User Id and should be assigned to the value of the userId element returned by the LOGON web service call. This value is retained within the Pathway Logging table, CSYMLOG.
sourceOSUserId	Optional. This element contains the Operating System User Id used to sign into the network. This value is retained within the Pathway Logging table, CSYMLOG.
uiForm	Optional. This element contains the name of the user interface form that called the web service. The value is retained in the Pathway Logging table, CSYMLOG. It is possible for the same web service to be called from multiple user interface forms and therefore this information can be used to determine whether a web service is failing from a particular originating form or from all forms.
groupIdPrevious	Optional. This element contains the value of the groupId of the previous web service request when state needs to be reinstated prior to the commencement of the current web service request. The majority of Pathway web services operate as discrete processes and therefore have no dependence on previously executed requests. There are few isolated Smart Client web service requests that require the state of a previous request to be re-established. It is not envisaged that any web services required by the external system will need to re-establish state and therefore this element should always be empty.
method*	Required.. This element contains the name of the Pathway service method that the web service will call. The value of this element will be specific to each web service operation being requested.

To further assist with hands-on exploration, the interface provides an **Example Value** section, which displays a pre-filled sample payload. This payload can be edited directly within the interface, allowing users to experiment with different inputs and immediately test the API's behavior. This feature is especially useful for validating request formats and understanding response structures before integrating the API into production workflows.

REQUESTDATA

There are no specific REQUESTDATA properties required by this method and therefore an empty request document can be passed

Example Value | Schema

```
{
  "request": {
    "service": "CIFV5400",
    "sessionId": "17158CF9-5CD2-4873-BDE8-2429A2EA37B4",
    "trace": "",
    "groupId": "D6F17044-1325-4B12-9088-29F75C0C13F1",
    "product": "External 9.9.9.9",
    "processId": "123456",
    "threadId": "654321",
    "nodeId": "PC-MPOPE02",
    "ipAddress": "192.0.2.3",
    "sourceUserId": "MPOPE",
    "sourceOSUserId": "mpope",
    "uiForm": "",
    "groupIdPrevious": "",
    "method": "ReadModules"
  }
}
```

Additionally, a dedicated **Schema** tab offers a structured breakdown of each property within the request data. This includes data types, nested structures, and sample values, giving users a deeper understanding of the data model and how each component fits into the overall API design. Together, these resources make it easier to build accurate, reliable integrations and reduce the guesswork typically associated with API consumption.

REQUESTDATA

There are no specific REQUESTDATA properties required by this method and therefore an empty request document can be passed

Example Value | Schema

```
{
request
    StandardRequest  {
        service*          string
                          example: CIFV5400
        sessionId*        string($uuid)
                          example: 838BA9D8-C5AC-430C-823C-6DF6C7B8B709
        trace             string
                          example:
        groupId           string($uuid)
                          example:
        product           string
                          example: External 9.9.9.9
        processId         string
                          example: 123456
        threadId          string
                          example: 654321
        nodeId            string
                          example: PC-MPOPE02
        ipAddress         string
                          example:
        sourceUserId      string
                          example: MPOPE
        sourceOSUserId    string
                          example: mpope
        uiForm            string
                          example:
        groupIdPrevious   string
                          example:
        method*           string
                          example:
                          Enum:
                              Array [ 17 ]
    }
}
example: OrderedMap { "request": OrderedMap { "service": "CIFV5400", "sessionId": "17158CF9-5CD2-4873-BDE8-2429A2EA37B4", "trace": "", "groupId": "D6F17044-1325-4B12-9088-29F75C0C13F1", "product":
"External 9.9.9.9", "processId": "123456", "threadId": "654321", "nodeId": "PC-MPOPE02", "ipAddress": "192.0.2.3", "sourceUserId": "MPOPE", "sourceOSUserId": "mpope", "uiForm": "", "groupIdPrevious": "",
"method": "ReadModules" } }
```

The Swagger UI also allows for interaction to 'try out' requests with a Request Builder and Response Viewer. Note that 'Postman' or specific browser dev tools may also be a familiar option to serve this purpose.

Cloud Platform API – Interactive features

•**Try It Out**: Users can execute live API calls directly from the Swagger UI using valid credentials/Session ID.

•**Request Builder**: Input fields for RequestData body payloads are auto-generated based on the endpoint schema and can be edited by the user

•**Response Preview**: Shows real-time response codes, headers, and body content (JSON).

Pre-requisites

1. Existing Pathway single-tenant (ST) SaaS customer (or customer who has signed a Pathway ST SaaS agreement) which includes the Infor OS (MT) Essentials license.
2. Infor OS was provisioned, and user accounts were synchronized with Pathway.
3. Pathway version 2025.04+

Provisioning

The Pathway Cloud Platform API suite will be made automatically available for all existing Pathway single-tenant (ST) customers who have gone live with SaaS and provisioned with an Infor OS environment. These eligible customers will have the Infor Pathway API made available by the end of January 2026.

IMPORTANT: This API is to be provisioned by Infor (Cloud Ops). Do not attempt to provision independently.

For customers who have signed Pathway ST SaaS license agreements, the Pathway Cloud Platform API suite will be provisioned to these environment(s) as part of a 'go-live' cloud-readiness checklist.

For all other customers (who do not have SaaS agreements in place) please contact your Account / Customer Success Manager to discuss your options.

Troubleshooting

If this User Guide does not contain the necessary information required for troubleshooting, consider using other tools such as:

- **Swagger Documentation** – Swagger UI in the API Gateway offers markdown-formatted definitions to guide users on the correct input types, formatting and values.
- **Debug Tools** – such as Postman or browser dev tooling.
- **Logs** – Infor API Gateway offers an option to check logs regarding API calls and workflows. Simply navigate to the Monitoring menu under API Gateway

I.   Common Error Messages

Error Message	Cause	Resolution
The user or password is invalid	Incorrect credentials	Verify credentials in Pathway UX
Your session has expired	SessionId expired	Generate a new SessionId via LOGON
401 Unauthorized	Invalid portal token	Refresh browser and re-login
405 HTTP verb not allowed	Incorrect endpoint or context	Raise ticket to Pathway Support Team who will route to CloudOps to validate Target Endpoint URL and Web Context in the Application Farm
CORS fetch error	Policy issue	Raise ticket to Pathway Support Team who will route to API Gateway Team for policy reupload

II.   Governance and Support

If you encounter any issues with the API or the Infor API Gateway, please raise a support ticket.

Submit tickets with:

- Detailed issue description
- Timestamps
- Affected endpoints
- Error messages

Support Teams:

- Pathway Support Team
- Infor OS Support Team
- Pathway ST CloudOps Team
- ION API Gateway Team

FAQs

Q: What is the Pathway Cloud Platform API used for?

A: The Pathway Cloud Platform API facilitates secure, structured data exchange between external web services and applications. It's commonly used for workflow automation, data integration, and real-time updates across enterprise platforms.

Q: How do I authenticate with the Pathway Cloud Platform API?

A: Authentication is typically handled via OAuth 2.0 depending on your environment. Ensure your credentials are registered in Infor OS and that your API Gateway policies allow access.

Q: Where can I find the API documentation and schema definitions?

A: Technical Web Documentation is available online in Infor OS under the API Gateway and in the Infor Pathway API suite documentation.

Q: Infor Pathway API is not displayed under the Available APIs in API Gateway, what should I do?

A: Kindly raise a ticket to Pathway Support regarding this concern. This occurs when Infor Pathway API was not configured in the environment during Infor OS provisioning.