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# Composer Help

## Server-Side Troubleshooting

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The table below lists Server Side block troubleshooting situations and steps to remedy.

Situation	Block	Steps to Troubleshoot
I entered the Service URL but getting a pop-up with Check the Web Service URL	Web Service Block	<p>Verify that the WSDL definition is accessible in a web browser.</p> <p>Check the Composer logs for possible errors in fetching the WSDL. Location: &lt;workspace&gt;\.metadata Check that the WSDL definition is accessible and test with the <b>Web Services Explorer</b> utility as described in the Troubleshooting section.</p>
I entered the Service URL and I can choose the SOAP operations, but the parameters do not show up in the dialogs	Web Service Block	<p>Verify that the WSDL definition is accessible in a web browser.</p> <p>Check the Composer logs for possible errors in fetching the WSDL. More details can be found in the logs in the following location: &lt;workspace&gt;\.metadata\plugins\com.genesyslab.studio.model folder Check that the WSDL definition is accessible and test with the <b>Web Services Explorer</b> utility as described in the Troubleshooting section.</p>
Using the Web Services Explorer utility	Web Service Block	<p>The Web Services Explorer is a JSP Web application hosted on the Apache Tomcat servlet engine contained within Eclipse. The Web Services Explorer is provided with Composer and allows you to explore, import, and test WSDL documents.</p> <p>Check that the WSDL definition is accessible and test with the <b>Web Services Explorer</b> utility as described in the Troubleshooting section.</p>
Errors during runtime	<p>Web Service Block</p> <p>Web Request Block Backend Block</p>	<p>Check the Composer logs for possible errors in fetching the WSDL.</p> <p>Check the backend logs. For ASP.NET projects, check the IIS logs For Java Projects, check the Tomcat standard logs. Check that the WSDL definition is accessible and test with the <b>Web Services Explorer</b> utility as described in the Troubleshooting section.</p>
I copied my callflow/workflow from one project to another but my Backend block does not work	Backend Block	Check that any custom backend libraries or applications have also been copied to the new project.

Backend block		
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### Logs:

- Java Composer Projects Server Side Backend logging can be controlled using the `log4j.xml` file present in the `$ComposerInstalledLocation\tomcat\lib` folder.
- For DotNetComposer Projects `web.config` file can be used to control the Server Side logging.
- Java Composer Projects exported as WAR files will have the `log4j.xml` bundled inside the `WEB-INF\lib` folder. If the `log4j.xml` configuration format is not working, you can add a `log4j.properties` in the `tomcat/webapps/<application name>/WEB-INF/classes` folder.

### Notes:

- Service URL has to end with `wsdl` or `WSDL`
- Cannot use - or other reserved characters in the Entry block for a variable value. Enter the value directly in the input parameters dialog by typing the value in the Expression column as a string; example: `'atm near 37.771008, -122.41175'`