Composer Help

Web Service Block Issues

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If you have problems using the Web Service block, follow the procedure below. Also see the Errors in WSDL Parsing section in the Web Service block topic.

Web Services Explorer

Before proceeding to the Web Service block, use the Web Services Explorer to run and test your Web Service.

- To access the Web Services Explorer from the diagram, right-click on the Web Service block and select Test with Web Services Explorer. The Web Services Explorer view will open and provide support for browsing and invoking Web services natively from the WSDL supplied in the Web Service block.

Setting Properties in the Web Service Block

When you provide the WSDL URL in the Service URL property, Composer will try to access the URL and parse it to populate the drop-down fields for the remaining properties. If the following error occurs, there is a problem in parsing the WSDL: An error occurred while parsing the WSDL url WSDLException: faultCode=OTHER_ERROR: Unable to resolve imported document at 'null".

1. Verify that the WSDL URL entered is valid and prefixed with http://.

2. If you are behind a proxy server, configure the proxy settings by going to Window > Preferences, then expand General and select Network Connections.

3. Select Manual proxy configuration and add values for HTTP proxy and Port.

4. After you have chosen the available Service and operations which you want to invoke, set the required input Parameters, if any, in the Input Parameters dialog box.

5. You can use the Output Result dialog box to map the Web Service response keys in to AppState variables by setting the Map Output Values to Variables property to true; otherwise the entire Web Service response will be assigned to a variable.

6. If required, set the Web Service authentications (only basic authentication is supported).

Execution Errors when the Web Service Block is Executed in Your Call

If you see the error subdialog_return :|event|com.genesys.studio.webservice.badFetch in the call traces while executing the Web Service block, check the following:

1. If your Tomcat Web Server is behind a proxy server, configure Proxy settings in Tomcat.

Proxy settings have to be configured in Tomcat for the backend pages to access the Web when Web Request and Web Service blocks are used. To configure proxy settings in Tomcat, add the following lines into the catalina.properties file under the $ComposerInstalledDir$\tomcat\conf\ folder:

http.proxyHost=hostip http.proxyPort=portofProxy http.proxyUser=username
http.proxyPassword=password

1. Finally, restart the **ComposerTomcat** service.

2. Use the Web Services Explorer to test whether the Web Service is a valid one.

3. Verify the Service URL and Service End Point values.

4. Verify that the supplied Input Parameters and the data type of the values are valid.

5. Verify whether the Web Service requires any basic authentications and if needed, configure these authentications in the Security category of the Web Service block.

How to Configure Connection Timeout and Read Timeout See Connection and Read Timeout Configuration.

Custom SOAP Envelope Feature - Fetch Failed in Weblogic

Weblogic returns null for the `ServletContext.getRealPath()` method when web applications are deployed as WAR files. You must manually enable this in Weblogic since the Composer Custom SOAP Envelope property uses the `getRealPath()` method.

Here are the steps to enable RealPath in a Weblogic application server:

1. Go to the server admin console->**Domain**-> Web applications.

2. Click the check box for **Archived Real Path Enabled**. This should make an entry into the domain `config.xml` as below.

```
<web-app-container>
<show-archived-real-path-enabled>true</show-archived-real-path-enabled>
</web-app-container>
```

A second option is at the web application level by updating `weblogic.xml` as below:

```
<container-descriptor>
<show-archived-real-path-enabled>true</show-archived-real-path-enabled>
</container-descriptor>
```

The value of `<show-archived-real-path-enabled>` set in the web application has precedence over the value set at the domain level. The default value of this property is `false`.

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1. Finally, restart the CV80Tomcat service.

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How to Configure Connection Timeout and Read Timeout

See Connection and Read Timeout Configuration.

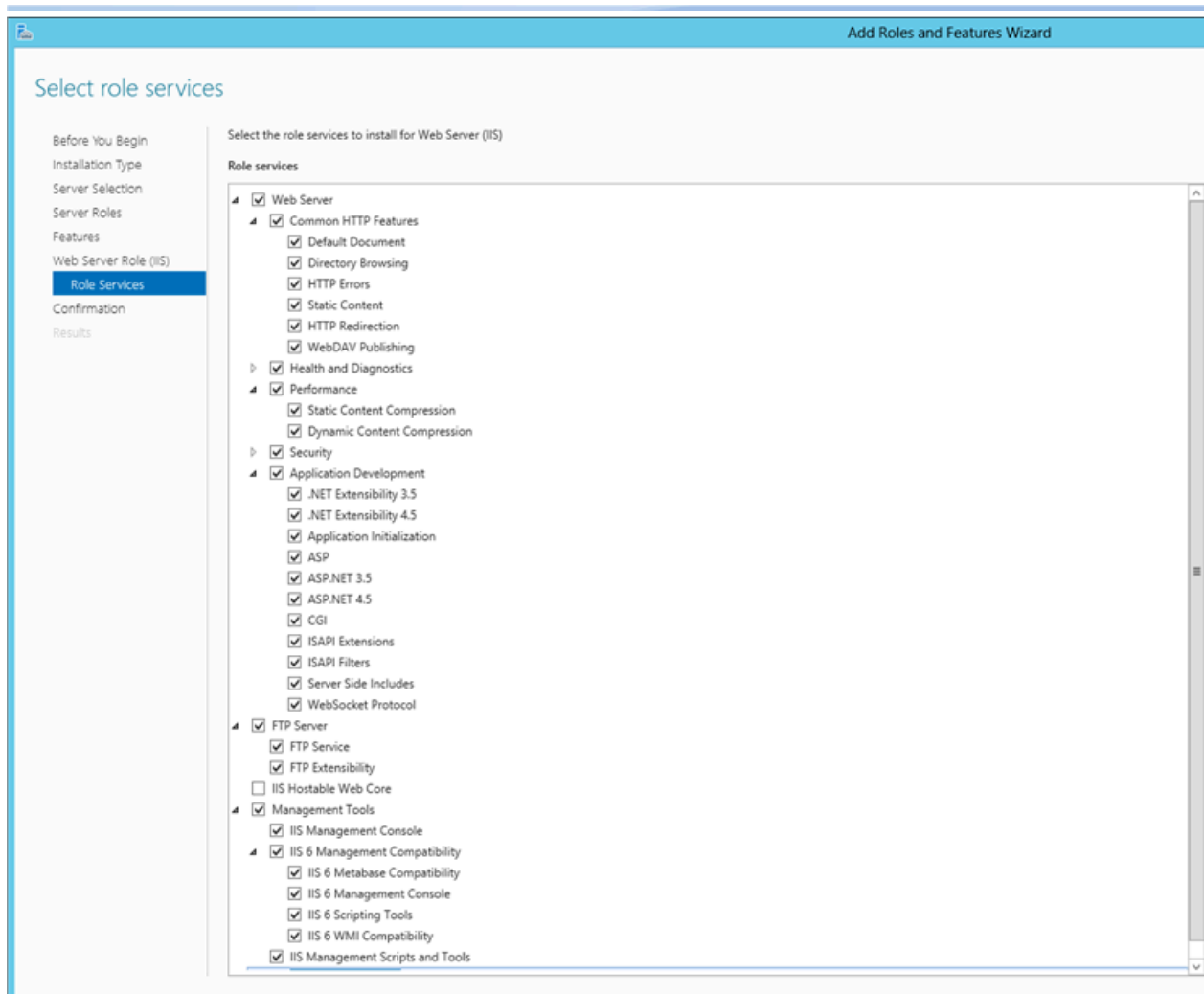## Runtime Error for Dot.NET Projects in Windows 2012

While using IIS 8, it must be installed with Microsoft.NET Framework 3.5 (see steps below).

Before running Server-Side blocks/Projects, ASPX and ASP MIME must be installed as IIS 8 does not have it pre-configured to avoid the following runtime error:

```
error.badfetch.http.405:1|HTTP error response 405
```

The steps to add IIS 8 with Microsoft .NET Framework 3.5 feature in Windows 8 and Windows 2012 are as follows:

1. Open Control Panel, Select **Programs and features**.

2. Select **Turn Windows Features on or off**. Server Manager will open.

3. In **Before You Begin** page, click **Next.**

4. In **Installation Type**, **Role-based or feature-based installation** is selected by default. Click **Next**

5. In **Server Selection**, select the server for your installation from the server pool. Click **Next**.

6. In **Server Roles**, select **Web Server (IIS)**. Click **Next**.

7. In **Features**, select **.NET Frameworks 3.5 Features**. Click **Next**.

8. Under **Web Services Role (IIS)**, **Role Services**, select features as required. Under **Application Development**: .NET Extensibility 3.5, .NET Extensibility 4.5, ASP.NET 3.5, ASP.NET 4.5 are necessary). Click **Next**.

9. In **Confirmation**, click **Install**.

10. After IIS installation, open IIS manager as `inetmgr` from **Run as**.

11. Expand **Sites** and Select **Default Web Site**.

12. On the **Default Web Site Home** page select MIME Types.

13. Add MIME types as VXML, SCXML, ASP, ASPX as shown in the figures below.

Add MIME Type

File name extension:

vxml

MIME type:

application/voicexml+xml

OK   Cancel

Add MIME Type

File name extension:

.scxml

MIME type:

application/scxml+xml

OK   Cancel

Add MIME Type

File name extension:

.aspx
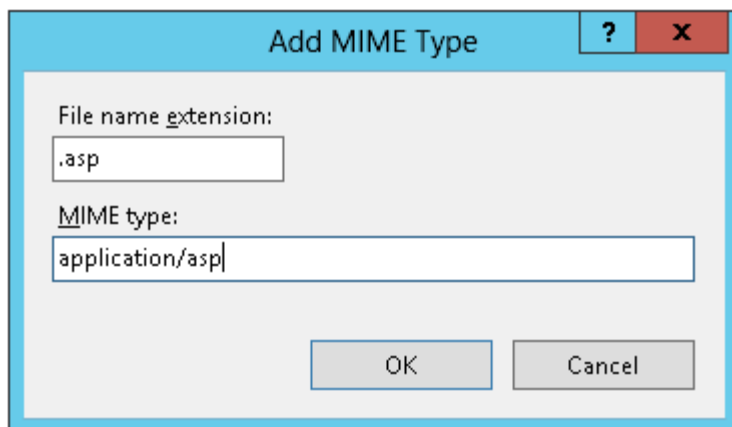
MIME type:

application/aspx

OK   Cancel

14. Restart the default website (**Default Website Home**).