

GENESYS

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Integrated Capture Points Guide

File Capture Point Modes of Operation

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The File Capture Point supports two modes of operation: Normal mode and iWD compatibility mode. The mode is specified by the configuration option iwd-compatibility-mode. See the eServices Reference Manual for complete information about this, and other, Capture Point configuration options.

Normal mode

In normal mode, the following four directories are defined and can be used:

- Inbound directory—The directory from which the interactions or tasks are captured.
- Error directory—If a file from the inbound directory is impossible to parse or otherwise process, and no corresponding interaction has been created, the original file is copied to this directory.
- Processed directory—If a file from the inbound directory has been successfully processed and its corresponding interaction has been created, the original file is copied into this directory.
- Notification directory—All solicited and unsolicited notifications, resulting from processing of interactions captured by this capture point will be written in the form of .xml files into this directory, subject to the notification filtering settings.

iWD Compatibility Mode

In iWD compatibility mode, the following directories, which extend the functions of the Notification directory, are added to the set of normal mode directories:

- Completed directory—If an interaction is placed into one of the Interaction Server queues belonging to the set of "completed" queues, as specified by the parameter CompleteQueues of the outbound transformer, an iWD notification TaskInfo produced by the outbound transformation will be saved in the form of an .xml file into this directory. The name of the .xml will follow the filename rules. See File Naming Rules.
- Rejected directory—If an interaction is placed into one of the Interaction Server queues belonging to the set of "rejected" queues, as specified by the parameter RejectQueues of the outbound transformer, an iWD notification TaskInfo produced by the outbound transformation will be saved in the form of an .xml file into this directory. The name of the .xml file will follow the filename rules.
- ErrorHeld directory—If an interaction is placed into one of the Interaction Server queues belonging to the set of "error held" queues, as specified by the parameter ErrorHeldQueues of the outbound transformer, an iWD notification TaskInfo produced by the outbound transformation will be saved in the form of an .xml file into this directory. The name of the .xml file will follow the filename rules.
- Canceled directory—If an interaction is placed into one of the Interaction Server queues belonging to the set of "canceled" queues, as specified by the parameter CancelQueues of the outbound transformer, an iWD notification TaskInfo produced by the outbound transformation will be saved in the form of an .xml file into this directory. The name of the .xml file will follow the filename rules.

In iWD compatibility mode, the error directory will contain a notification.txt file with the error description, along with the copy of the original .xml file that failed to be processed. The notification file will contain the error description and will be named consistently with the file that failed to be processed. Therefore, if the .xml file FileName 1.xml failed to be processed, the file name for the

error notification would be FileName 1.txt.

In iWD compatibility mode, the processed directory serves as a "captured" directory, as defined in the iWD XML file capture adapter. In other words, if an .xml file from the inbound directory has been successfully captured and submitted to a queue of the business process, the interaction contained in the original file is considered to be "captured" and the copy of the file is placed into the processed directory. iWD compatibility mode should always be used together with the supplied iWD compatibility groovy scripts. When iWD compatibility scripts (or any other groovy transformation scripts) are used by the File Capture Point, the Interaction Server must be configured to load Java Virtual Machine as described in Java Configuration, with the following JAR files correctly configured to be present in the class path: groovy-all-2.4.21.jar, xercesImpl.jar, and xsltc.jar.

Important

Check your IXN Server installation for exact versions of third-party libraries provided because they may differ from ones mentioned in this documentation.