# iConnect for Oracle CRM On Demand Integration Guide

*Using iConnect to Integrate CRM and InQuira Applications*

InQuira Version 8.2.3

Document Number SSP82-IG-23

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**InQuira, Inc.**

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# Contents

PREFACE

# About This Guide

This guide provides detailed instructions and supporting information for installing and configuring InQuira iConnect for Oracle CRM On Demand Self-Service Portal for use with an InQuira application. This guide is intended for application developers and systems administrators who need to plan for and perform integration of the On Demand Self-Service Portal with an InQuira application and a supported Oracle CRM application.

This preface includes information on:

- The general organization of this guide
- The InQuira contact information
- The available product documentation

## In This Guide

The iConnect for Oracle CRM On Demand Integration Guide is divided into the following sections:

| | |
|---|---|
| **Chapter 1, CRM On Demand Configuration** | This chapter describes InQuira CRM On Demand configuration. |
| **Chapter 2, Mapping Tool Setup** | This chapter describes how to configure the CRM On Demand mapping tool components that make InQuira applications available to the CRM application. |
| **Chapter 3, Self-Service CRM On-Demand Configuration** | This chapter describes InQuira On Demand Self-Service Portal configuration. |
| **Chapter 4, Setting up Web Services** | This chapter describes the Web Service setup necessary for communication between the applications. |
| **Chapter 5, SSP Mapping Tool – Deployment and Setup** | This chapter describes how to configure the On Demand Self-Service Portal mapping tool components that make InQuira applications available to the SSP application. |
| **Chapter 6, Web Application Configuration** | This chapter describes how to configure the SSP web application. |
| **Chapter 7, Configuring InQuira** | This chapter describes how to configure the InQuira System Manager and Information Manager components. |
| **Chapter 8, Self-Service Portal User Administration** | This chapter describes how to implement and administer the SSP. |
| **Chapter 9, Reports Configuration** | This chapter describes how to configure reporting tools. |
| **Appendix A: Build Configuration Updates** | This appendix provides a reference for configuration updates. |
| **Appendix B: Troubleshooting** | This appendix contains information on troubleshooting the XML sent by Information Manager and Intelligent Search. |

# Contacting InQuira

You can contact InQuira by mail, telephone, fax, and email.

| | |
|---|---|
| **Address:** | 900 Cherry Ave.<br>6th floor<br>San Bruno, CA 94066 |
| **Telephone:** | (650) 246-5000 |
| **Fax:** | (650) 246-5036 |
| **Email:** | For sales information, send email to sales@inquira.com.<br>For product support, send email to support@inquira.com. |
| **World Wide Web:** | Learn more about InQuira products, solutions, services, and support on the world wide web at: **www.inquira.com**. |

# InQuira Product Documentation

InQuira documentation is available only to licensed users of our software products and may not be redistributed in any form without express permission from InQuira, Inc.

The InQuira documentation is available in PDF format. Customers can download the PDF files from:

```
http://documentation.inquira.com/
```

**Note:** You need a PDF reader application installed on each processor on which you plan to view the InQuira product documentation. The Adobe Acrobat reader is available from Adobe Systems at: **http://www.adobe.com**.

If you encounter a problem, need help using the documentation, or want to report an error in the content, please contact InQuira Customer Support.

If you need help obtaining InQuira product documentation, or want to obtain permission to redistribute a portion of the contents, please contact your InQuira account representative.

Detailed information about each product document set is available in:


- “InQuira Analytics Documentation” on page 3
- “Intelligent Search Documentation” on page 3
- “Information Manager Documentation” on page 4
- “iConnect Integration Documentation” on page 4


Additional information about documentation conventions and standards can be found in:


- “Screen and Text Representations” on page 5
- “References to World Wide Web Resources” on page 5

# InQuira Analytics Documentation

InQuira Analytics is distributed with the following documentation.

| Document | Number | Description |
|---|---|---|
| **InQuira Analytics Installation Guide** | IA80-IG-00 | This guide is intended for technical staff who are responsible for installing InQuira Analytics. It provides detailed information on installing and configuring the InQuira Analytics product for use with an InQuira 8.1 application. |
| **Analytics User Guide** | IA80-CA-00 | This guide is intended for systems and application administrators who need to configure the Intelligent Search and Information Manager Analytics components to report on InQuira 8.1 application performance. |

# Intelligent Search Documentation

Intelligent Search is distributed with the following documentation.

| Document | Number | Description |
|---|---|---|
| **Intelligent Search Installation Guide** | IS80-IG-00 | This guide is intended for technical staff who are responsible for installing InQuira 8.1. It provides detailed information on installing InQuira 8.1 and configuring the application on a single processor using the Installation Configuration Environment facility. |
| **Intelligent Search Administration Guide** | IS80-CA-00 | This guide is intended for system and application administrators who need to configure an InQuira 8.1 application in an enterprise environment. It describes InQuira 8.1 integration, development, configuration, and maintenance processes and tasks. |
| **Intelligent Search Language Administration Guide** | IS80-LA-00 | This guide is intended for business users and subject matter experts who need to create and maintain the language processing elements of a InQuira 8.1 application using the System Manager. This book provides usage information about the System Manager, conceptual information about the InQuira 8.1 language objects, and task information about the process of managing the user experience provided by the InQuira 8.1 application. |
| **Intelligent Search Language Tuning Guide** | IS80-LD-00 | This guide is intended for application developers who need to create and maintain advanced InQuira 8.1 language-processing elements using the Dictionary and other InQuira Language Workbench applications. |
| **Intelligent Search Optimization Guide** | IS80-AG-00 | This guide is intended for application developers who need to implement InQuira 8.1 advanced features, including Personalized Navigation and Process Wizards. |
| **Intelligent Search Application Development Guide** | IS80-API-00 | This guide provides information about integrating and customizing the InQuira 8.1 Personalized Response User Interface. |
| **Intelligent Search Language Reference** | IS80-LRG-00 | This guide is for language developers implementing InQuira 8.1 applications that utilize the intent libraries and advanced language processing functions. These guides are published as separate documents that provide reference information for each industry-specific intent library. Each reference also contains complete descriptions of InQuira Match Language and Variable Instantiation Language. |

| Document *(continued)* | Number | Description *(continued)* |
|---|---|---|
| **Intelligent Search User Interface Guide** | IS80-UI-00 | This guide is intended for application developers who need to customize the InQuira 8.1 Personalized Response User Interface, and integrate it with a production web application. It contains information about the elements and features of the User Interface, and provides guidelines for integrating it into an enterprise web architecture, customizing its appearance and functionality, and implementing various special features. |

## Information Manager Documentation

InQuira Information Manager is distributed with the following documentation.

| Document | Number | Description |
|---|---|---|
| **Information Manager Installation Guide** | IM80-IG-00 | This guide is intended for technical staff who are responsible for installing InQuira Information Manager. It provides detailed information on installing and configuring the Information Manager product. |
| **Information Manager Administration Guide** | IM80-CA-00 | This guide is intended for systems and application administrators who need to configure and administer an InQuira Information Manager application, and integrate it with an InQuira 8.1 application. It also contains information for general business users who need to use the Information Manager to create and manage content. |
| **Information Manager Content Authoring Guide** | IM80-AG-00 | This guide is intended for technical staff who are responsible for authoring content in InQuira Information Manager. It provides detailed information on creating content and managing workflow tasks in the Information Manager console. |
| **Information Manager Developer's Guide** | IM80-WSR-00 | This guide is intended for application developers who need to integrate Information Manager content, content category, and user and security functions with external applications. It contains reference information and examples for all packages, classes, methods, and interfaces of the Information Manager Web Services API. |

## iConnect Integration Documentation

The InQuira iConnect products are distributed with the following documentation.

| Document | Number | Description |
|---|---|---|
| **iConnect Developers Guide** | CA20-IG-01 | This guide is intended for application developers and systems administrators who need to plan for and integrate the InQuira iConnect with an InQuira application and a supported CRM application. |
| **iConnect for Siebel Contact Center Integration Guide** | CA82-IG-00 | This guide is intended for application developers and systems administrators who need to plan for and integrate the InQuira iConnect with an InQuira application and a supported Siebel application. |

| Document *(continued)* | Number | Description *(continued)* |
|---|---|---|
| **iConnect for Oracle CRM On Demand Integration Guide** | CRMOD82-SG-01 | This guide is intended for application developers and systems administrators who need to plan for and integrate the InQuira iConnect CRM On Demand Self-Service Portal with an InQuira application and a supported Oracle CRM application. |
| **iConnect for Oracle CRM On Demand User Guide** | CRMOD82-SS-01 | This guide is intended for systems administrators and users who need to administer and use the InQuira iConnect CRM On Demand Self-Service Portal with an InQuira application and a supported Oracle CRM application. |

## InQuira Platform Documentation

The InQuira products are distributed with the following general platform documentation.

| Document | Number | Description |
|---|---|---|
| **Client Library API Implementation Guide** | CLAPI82-IG-00 | This guide provides instructions and supporting information for implementing the InQuira Client Library API for use with an InQuira application. This guide is intended for application developers and systems administrators to provide an understanding of the design and architecture of the InQuira client library to facilitate custom development and integration with InQuira technologies. |
| **InQuira Database Schema Reference** | IQ82-DD-00 | This guide is intended for database administrators and other technical users who need to information about InQuira Analytics, Information Manager, and Intelligent Search database tables and fields in order to create reports. |
| **InQuira Events and Messages Reference** | IQ82-EM-00 | This guide is intended for application developers and systems administrators who need to reference specific InQuira events and messages. |
| **Web Application Security Configuration Guide** | WAS82-SG-03 | This guide is intended for systems administrators and users who need to administer and use the InQuira iConnect CRM On Demand Self-Service Portal with an InQuira application and a supported Oracle CRM application. |

## Screen and Text Representations

The product screens, screen text, and file contents depicted in the documentation are examples. We attempt to convey the product's appearance and functionality as accurately as possible; however, the actual product contents and displays may differ from the published examples.

## References to World Wide Web Resources

For your convenience, we refer to Uniform Resource Locators (URLs) for resources published on the World Wide Web when appropriate. We attempt to provide accurate information; however, these resources are controlled by their respective owners and are therefore subject to change at any time.

CHAPTER 1

# CRM On Demand Configuration

For iConnect functionality, you must configure the CRM On Demand application.

iConnect for CRMOD has the following requirements :

- Ability to embed InQuira answers page (An External Website) as a Web Applet in the Service Request Detail page.
- Ability to pass a set of key information to InQuira Find Answers Portal
- Ability to authenticate SSO Token from CRM On Demand in Inquira
- Ability to Link/Unlink/Get Linked InQuira Answers for a Service Request (InQuira Answers are in turn is stored in one of the Web Service 1.0 Custom Objects1 - 3)

## Steps for Embedding InQuira Search Site within CRM On Demand

1. Logon to CRM On Demand Application
2. Click on the 'Admin ' link on the top right corner
3. Click on the 'Application Customization' link
4. Under 'Record Type Setup', click on 'Service Request' link
5. Under 'Page Layout Management' click on 'Service Request Web Applet' link
6. Click on the 'New' button and enter the following information:

| Field | Valuex |
|---|---|
| **Name** | Find Answers |
| **Location** | Detail Page |
| **Type** | HTML |
| **Web Applet HTML[1]** | `<iframe width="100%" height="280" scrolling="yes" frameborder="no" name= "myframe"src="https://staging.InQuira.com/iconnect/index?page=cca&sr_key= %%%SR_Number%%%&question_box=%%%Abstract%%%&cca_types= solution_id,+resolution_id&ui_mode=question&cca_connected= true&cca_system=crmod&user=%%%User id%%%&fname=%%%Userfirst name%%%&lname=%%%User last name%%%&email=%%%Useremail%%%&locale=%%%User locale code%%%&ssoToken=%%%SSOToken%%%&CONTACT_ID= %%%Contact_Id%%%&CONTACT_EMAIL=%%%Contact_Email%%%&cca_case_desc= %%%Abstract%%%&url=https://secure-ausomxapa.crmondemand.com"id= "iconnect"></iframe>` |

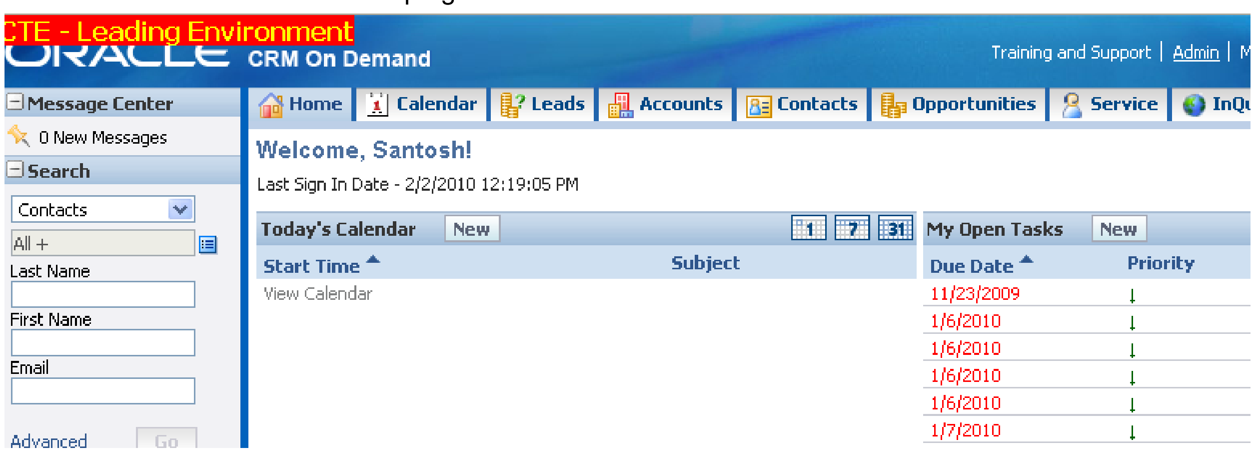
1. Note:
- "src" is the InQuira web application access URL, it should be http://<servername>/support/index?.........
- "iconnect" is the iconnect web application name deployed. In this case, Application type "iConnect" has been deployed as "iconnect"
- "url" is the ondemand crm application access url for customers. For each customer this url is different.

7. Click **Save**.
8. Go to any Service Request Detail page and click **Edit Layout** in the top right corner and move the 'Find Answers' from Available Related Information to Displayed Related Information.

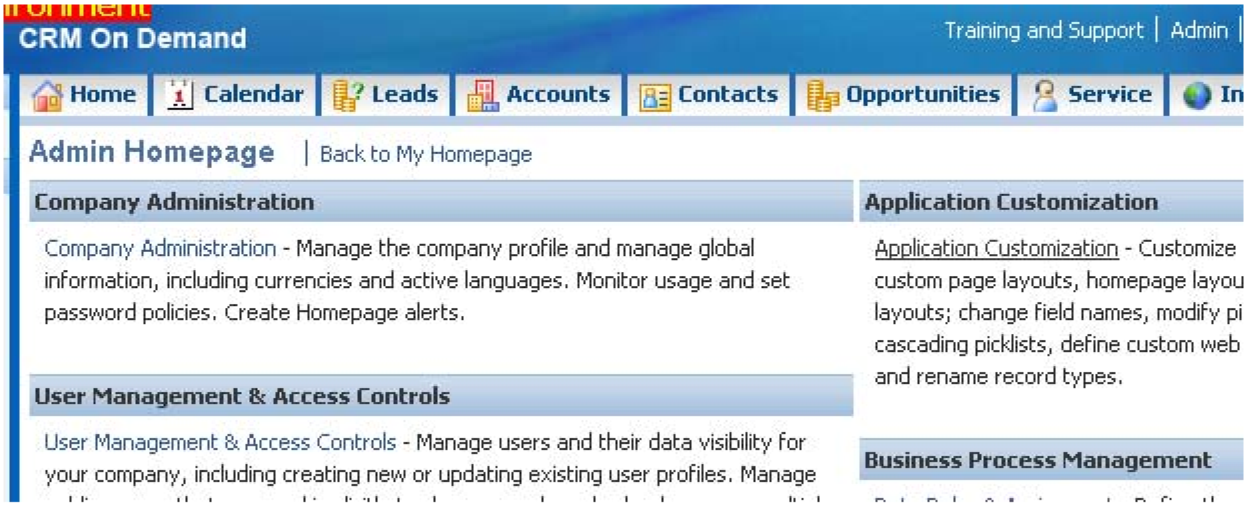
## WALK-THRU

1. Logon to CRM On Demand Application

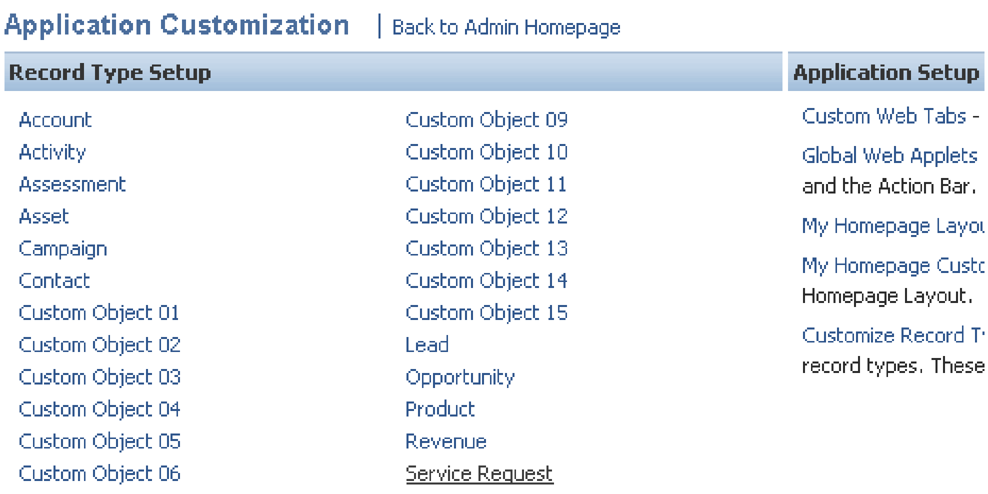

2. Click on the 'Admin ' link on the top right corner



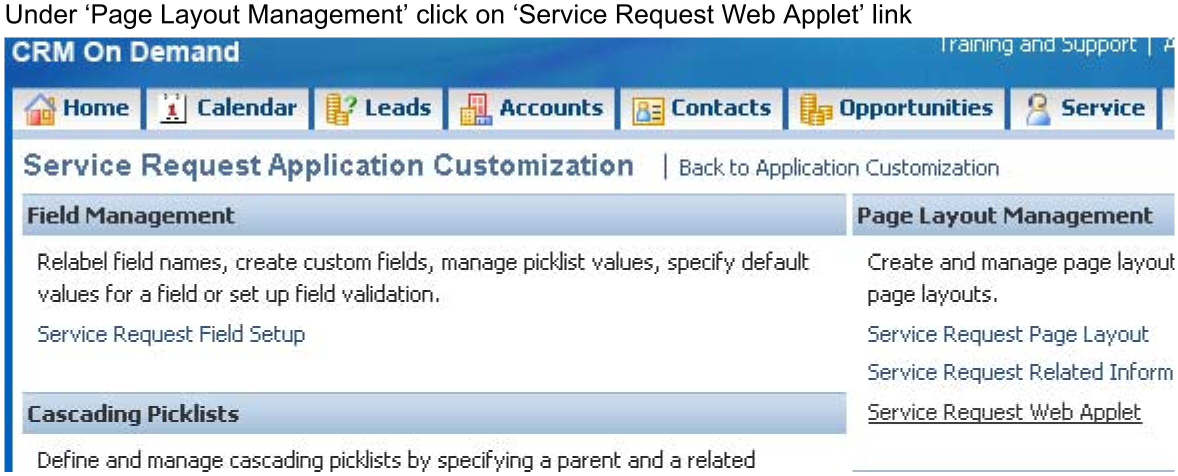

3. Click on the 'Application Customization' link



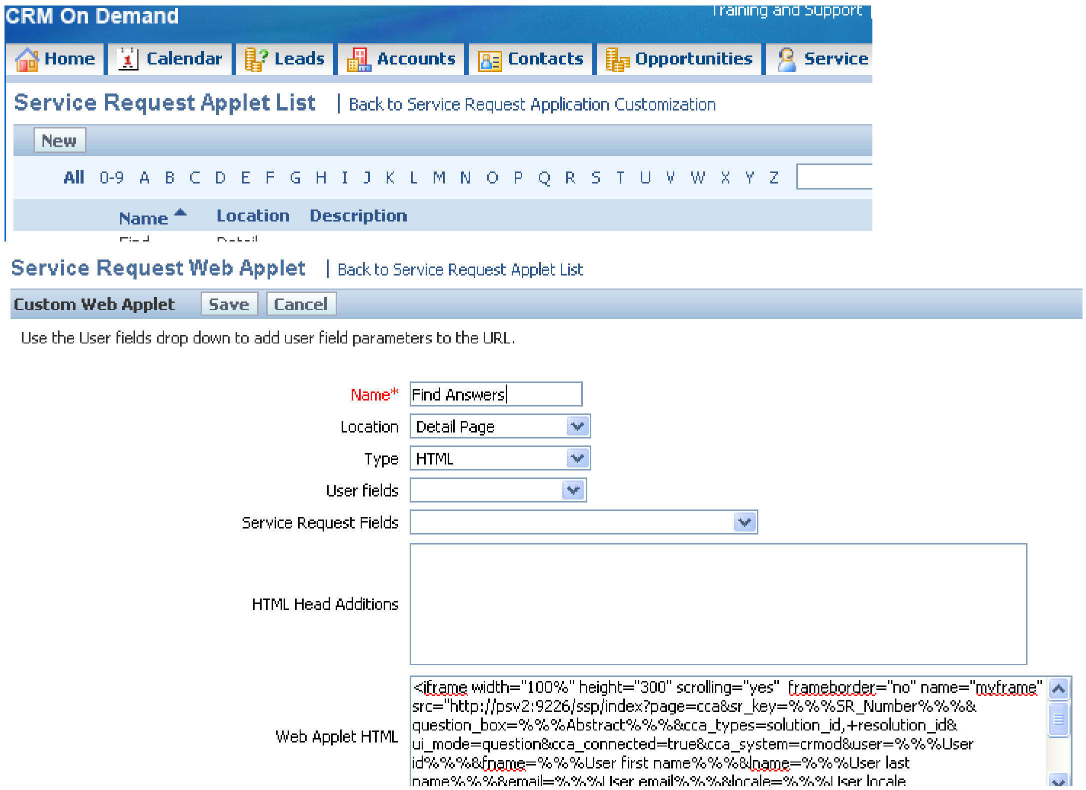

**4** Under 'Record Type Setup', click on 'Service Request' link




**5** Under 'Page Layout Management' click on 'Service Request Web Applet' link

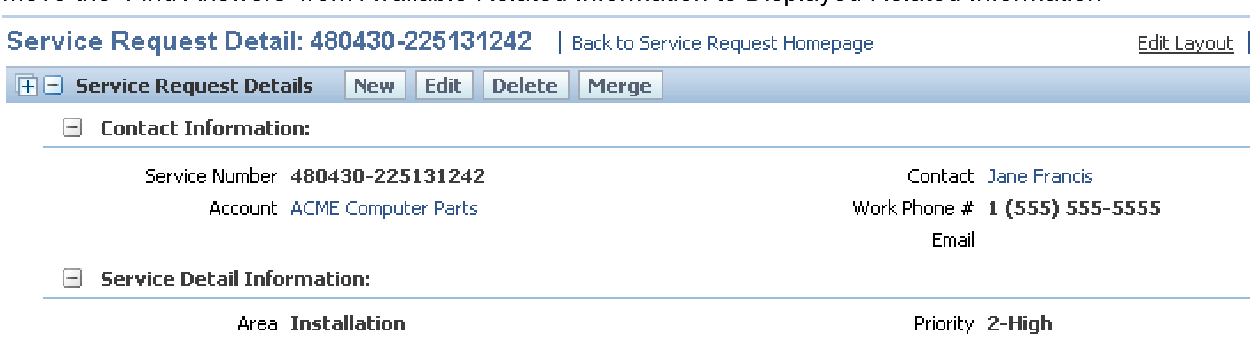


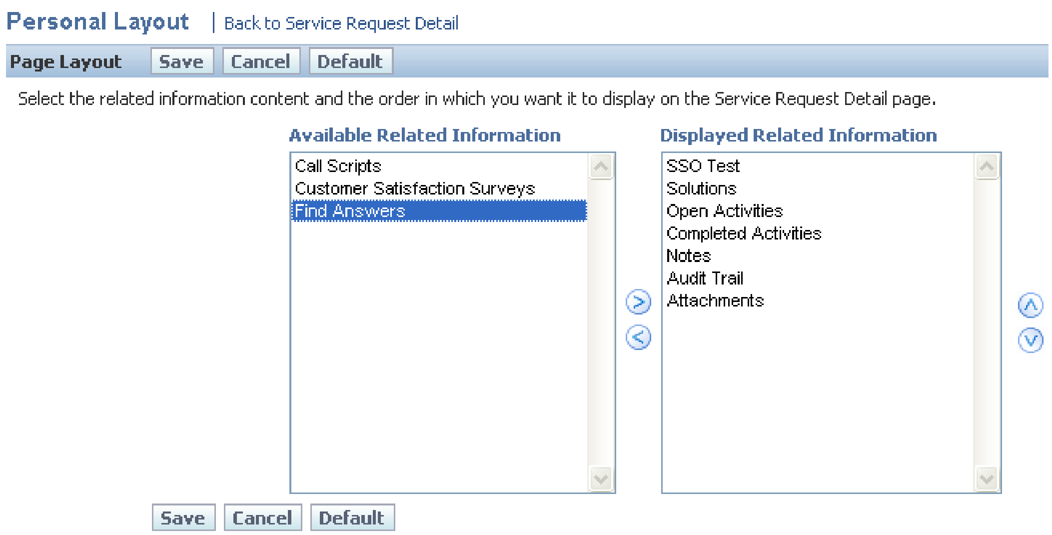

**6** Click on the 'New' button and enter the information listed above in step 6.




7 Click on 'Save' button

8 Go to any Service Request Detail page and Click on 'Edit Layout' link on the top right corner and Move the 'Find Answers' from Available Related Information to Displayed Related Information






# Setting Up a Symbolic Link

A *symbolic link* is a context-dependent link that has variables embedded in it. Variables embedded in a symbolic link may include user and or environment specific information.

The url specified in the src attribute of the iframe is the symbolic link to access the answers.

| Parameter Key | Value |
|---|---|
| **Main URL** | http://<server-name>/<iconnect application context-name>/index?page=cca<br>e.g. http://staging:8226/ssp/index?page=cca<br>**Note:** <application context-name> is used to deploy the iConnect Web Application. Remember this name and make certain that the iConnect web application is registered with the same name. |
| **sr_key** | %%%SR_Number%%% |
| **question_box** | %%%Abstract%%% |
| **cca_type** | solution_id,+resolution_id |
| **ui_mode** | question |
| **cca_connected** | true |
| **cca_system** | crmod |
| **user** | %%%User id%%% |
| **fname** | %%%User first name%%% |
| **lname** | %%%User last name%%% |
| **email** | %%%User email%%% |
| **locale** | %%%User locale code%%% |
| **ssoToken** | %%%SSO Token%%% |
| **SSP Authentication URL** | &url=https://secure-ausomxapa.crmondemand.com" |
| **CONTACT_ID** | %%%Contact_Id%%% |
| **CONTACT_EMAIL** | %%%Contact_Email%%% |

# Authenticate the SSO Token

Refer to InQuira documentation “How to use and test SSO”

## Single Sign-on

InQuira accepts the user credentials (user id and password) that are passed and automatically logs on the user when the user initiates the first search request for a case, if the user is known. If the user is unknown, then the user appears as an anonymous user.

The user is mapped to a user Role, which dictates the privileges for that user that are displayed within the InQuira application.

This password encryption/decryption only affects the autologin for system integration. It does not affect the normal login process, being native InQuira implementation, LDAP, or any custom made implementation through IAuthenticate.

Using HTTPS communication between CCA and InfoCenter/iConnect further improves the security for sensitive data.

If using Single Sign-on products, such as Site Minder, a customized SSO can replace the AUTOLOGIN delivered.

## CCA Implementation

Define InQuira User Name and Password in SSO configuration. The password should be encrypted (entered in encrypted format). The default password is encrypted as it is in Information Manager when a user/password is created. See “InQuira InfoCenter Password” on page 21.

## iConnect Application Configuration

Configure the encryption algorithm for entry CRYTO_CLASS_NAME in config.properties for each iConnect application. This can be done though IM console, System Config Expert mode. By default, it is preconfigured as com.inquira.foundation.utilities.CVEncryption.

The encryption algorithm can be custom implemented and plugin to the iConnect system as long as it implements the following interface.

```
package com.inquira.foundation.utilities;
public interface ICVCrypto {

   public String encryptPassword(String str)throws CVSecurityException ;
   public String decryptPassword(String str)throws CVSecurityException ;
}
```

The encryption algorithm should apply on both CCA and on iConnect.

# Steps for Linking/Unlinking/Get Linked Answers

1. Customize the Custom Objects and add new fields specific to Inquira
2. Map the Custom Object to the Inquira business object

# Customizing the Custom Objects

iConnect for CRMOD only supports Web Service 1.0 Objects. Only three custom objects are supported in WS 1.0:- CustomObject1, CustomObject2 and CustomObject3.

InQuira answers linked to a Service Request must be stored in one of the three custom objects. However at one point of time, only one object must be chosen to represent the InQuira answer.

The following example demonstrates configuration for Custom Object 2.

> **Note:** Choosing a different custom object, once answers have been associated to a particular custom object and after this custom object has been associated to Service Request, may result in loss of data and data corruption.

The following fields are need to be created for Custom Objects in CRM On Demand :-

| Field Display Name | CRM Data Type |
|---|---|
| IQTitle | Text (Long) |
| IQExcerpt | Text (Long) |
| IQIMDocId | Text (Short) |
| IQDocType | Text (Short) |
| IQDocGUID | Text (Long) |
| IQDocVersion | Text (Short) |
| IQLinkedDate | Text (Short) |
| IQDocUrl | Text (Long) |

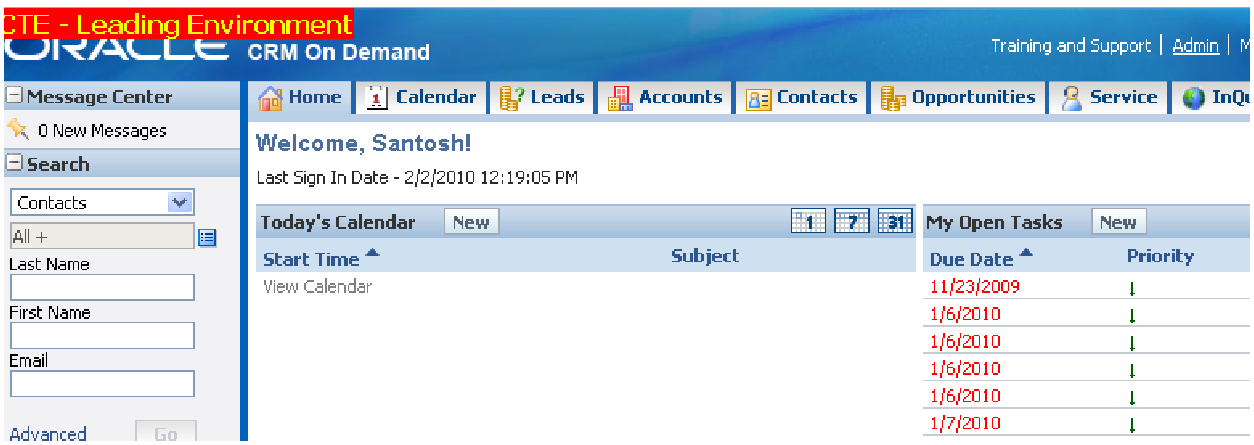
### STEPS:-

1. Logon to CRM On Demand Application
2. Click on the ‘Admin ‘ link on the top right corner
3. Click on the ‘Application Customization’ link
4. Under ‘Record Type Setup’, click on ‘Custom Object 2’ link
5. Select ‘Custom Object 02 Field Setup’ under Field Management section
6. Click on ‘New Field’ button
7. Set Display Name to ‘IQTitle’, Field Type to ‘Text(Long)’ and click ‘Save’
8. Repeat step 6 and 7 for rest of the fields

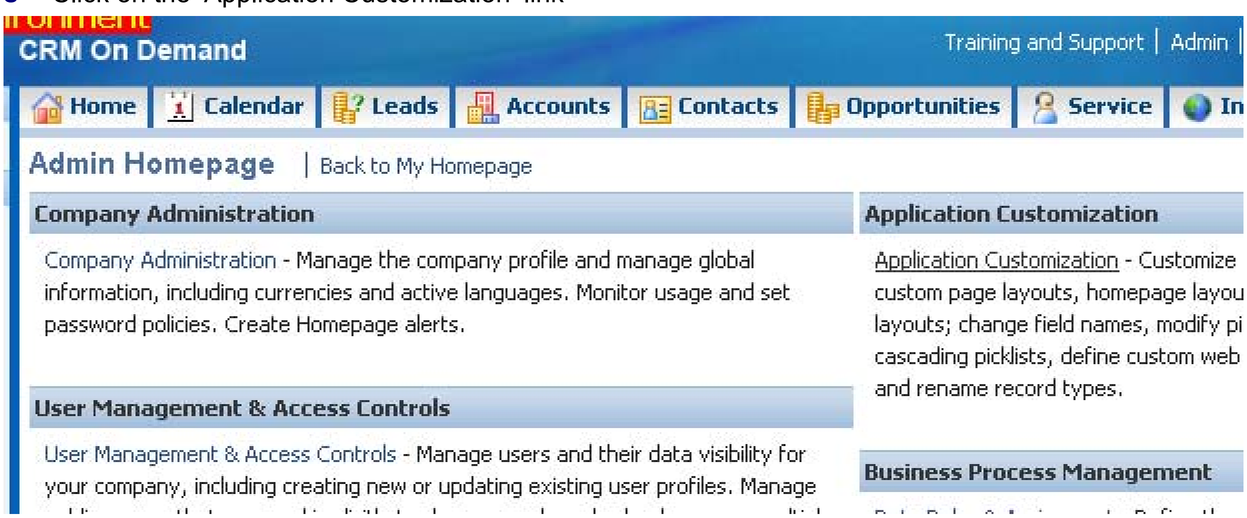
## WALK-THRU

1 Logon to CRM On Demand Application


2 Click on the 'Admin ' link on the top right corner

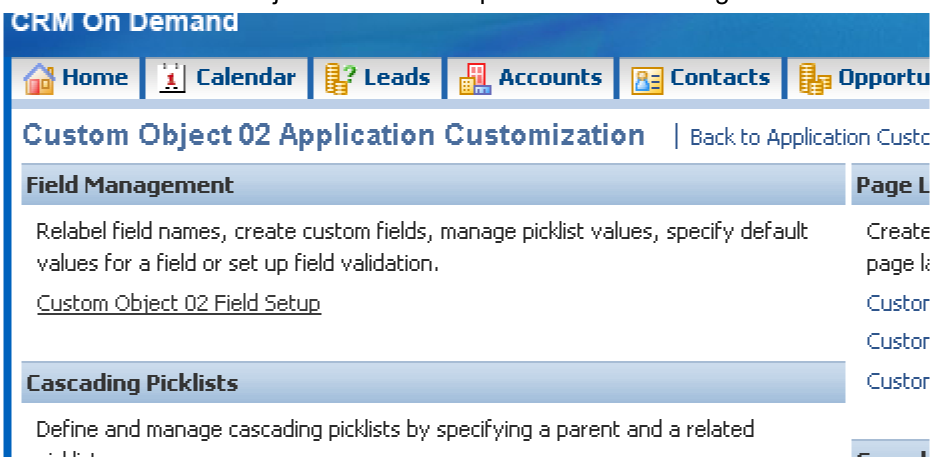



3 Click on the 'Application Customization' link

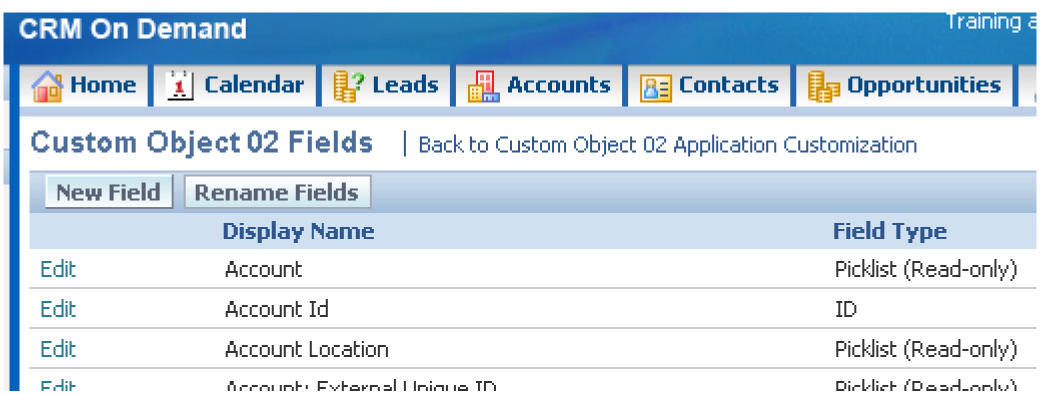


**4** Under ‘Record Type Setup’, click on ‘Custom Object 2’ link

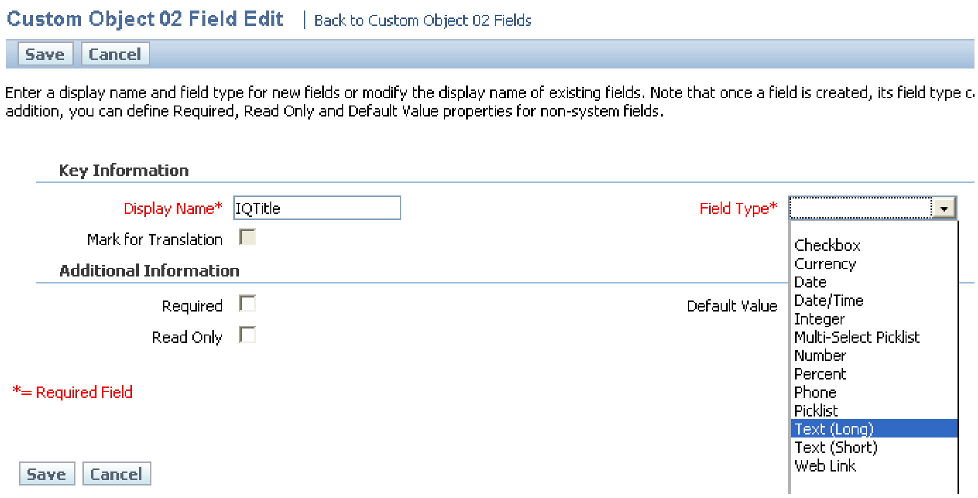

**5** Select ‘Custom Object 02 Field Setup’ under Field Management section



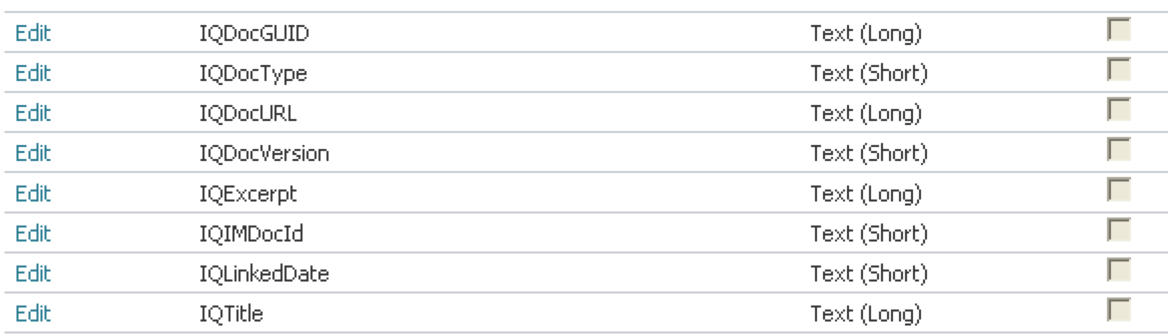

**6** Click on ‘New Field’ button



7 Set Display Name to ‘IQTitle’, Field Type to ‘Text(Long)’ and click ‘Save’




8 Repeat step 6 and 7 for rest of the fields

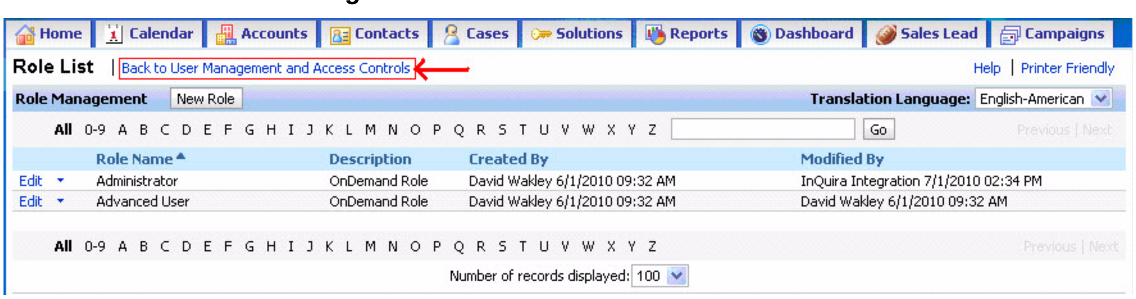


| | | | |
|---|---|---|---|
| Edit | IQDocGUID | Text (Long) | |
| Edit | IQDocType | Text (Short) | |
| Edit | IQDocURL | Text (Long) | |
| Edit | IQDocVersion | Text (Short) | |
| Edit | IQExcerpt | Text (Long) | |
| Edit | IQIMDocId | Text (Short) | |
| Edit | IQLinkedDate | Text (Short) | |
| Edit | IQTitle | Text (Long) | |

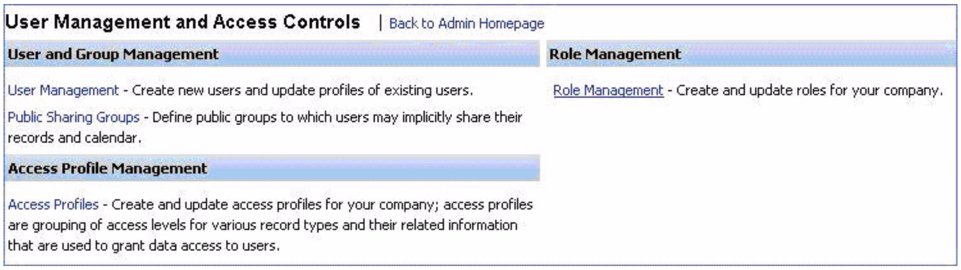
# Create Admin User for SSP integration with iConnect

**Note:** It is recommended to create a separate admin user to be used in the integration between CRMOD and InQuira, but not mandatory.

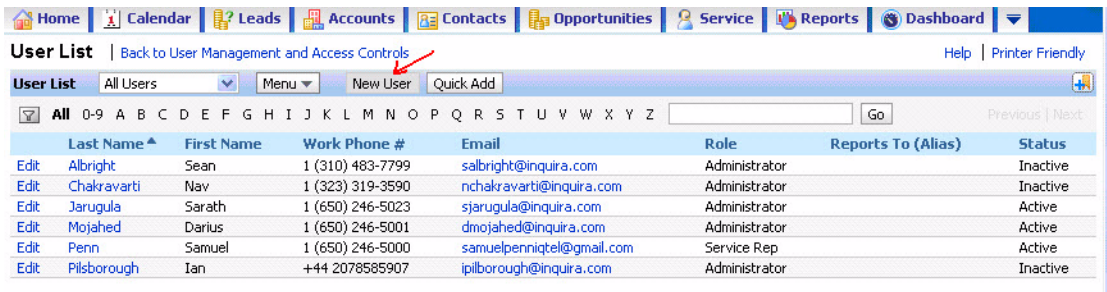
1 Click **Back to User Management and Access Control** link.



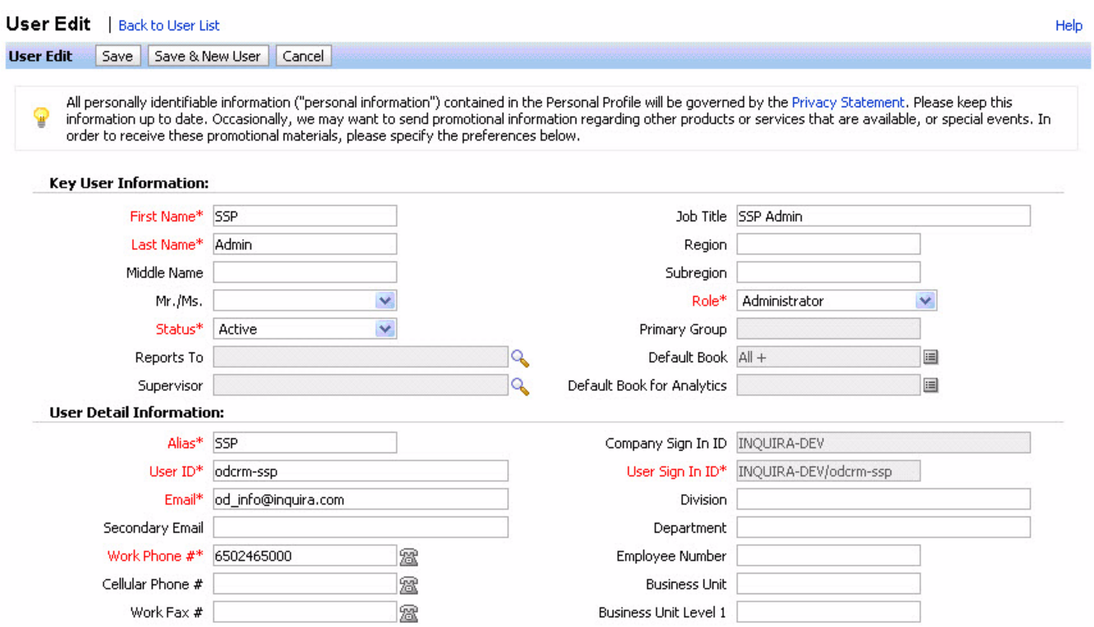
2 Click **User Management**.




3 Click the **New User** button.




4 Fill the required field details.




Use the following values to complete the required fields:

| Field | Value |
|---|---|
| First Name | SSP |
| Last Name | Admin |
| Status | Active |
| User ID | odcrm-ssp |
| Email | as applicable |
| Job Title | SSP Admin |

| Field *(continued)* | Value *(continued)* |
|---|---|
| Role | Administrator |
| Alias | SSP |
| User Sign In ID | INQUIRA-DEV/odcrm-ssp (leave default value) |
| Work phone | as applicable |

**Note:** This user ID will be used wherever required as far as CRM integration is concerned with iConnect/SSP.

5 Click **Save** .

CHAPTER 2

# Mapping Tool Setup

## Introduction

Mapping Tool is a web-based configuration tool for setting up the communication between InQuira and CRM On-Demand. It has the following functions:-

- Ability to set up CRM OD Connection Properties
- Ability to set the CRM Objects to Use for mapping
- Ability to view CRM Object Fields (Attributes)
- Ability to map the individual attributes between InQuira and CRMOD

Mapping Tool is deployed as part of the InfoManager Configuration Utility.

## CRM On-Demand Connection Properties

This feature provides a mechanism for users to define the connection properties needed for the Web Service Calls.

The following properties are required to be defined:

| Property | Description |
|---|---|
| URL | URL to access Oracle CRM On-Demand |
| Login | CRM On-Demand Administrator Login |
| Password | CRM On-Demand Administrator Password |
| Enable | Select Yes to enable the object. |

| Property | Description |
|---|---|
| Package Name for Inquira Objects | Package name of the InQuira-specific Value Objects that will be mapped to CRM Out-Of-Box Objects |

**Note:** The URL must not contain any suffixes apart from the URL name.
Examples of Invalid URLs:

- https://secure-ausomxapa.crmondemand.com/
- https://secure-ausomxapa.crmondemand.com/Services/Integration

Ensure the User Name and Password are correct.

Check with development team what the fully qualified package name where the InQuira Objects [Case, CaseAnswerLinkInfo and CaseActivity] is stored and update the same here.

# Set CRM Object

This feature allows users to define the mapping at the Object level between CRM On-Demand OOB Objects (Service Request, Custom Object 1, Custom Object 2, Activity) and InQuira-Specific Value Objects (Case, CaseAnswerLinkInfo, CaseActivity).

**Note:** Note that package name of the InQuira-Specific Value Objects must match the property 'Package Name for Inquira Objects' defined in the 'CRM On-Demand Connection Properties' section.

**Note:** The Inquira objects and CRMOD objects, discovered by the mapping tool, must be present in the classpath of the mapping tool web application.

| InQuira Object | CRMOD Installed Object |
|---|---|
| Case | Service Request |
| CaseActivity | Activity |
| CaseAnswerLinkInfo | <Custom Objects> |

# View CRM Object Attributes

This functionality allows users to view all the configured attributes of a CRM OD Out-Of-Box Objects. The following attributes are shown: Display Name, Field Name and Data Type.

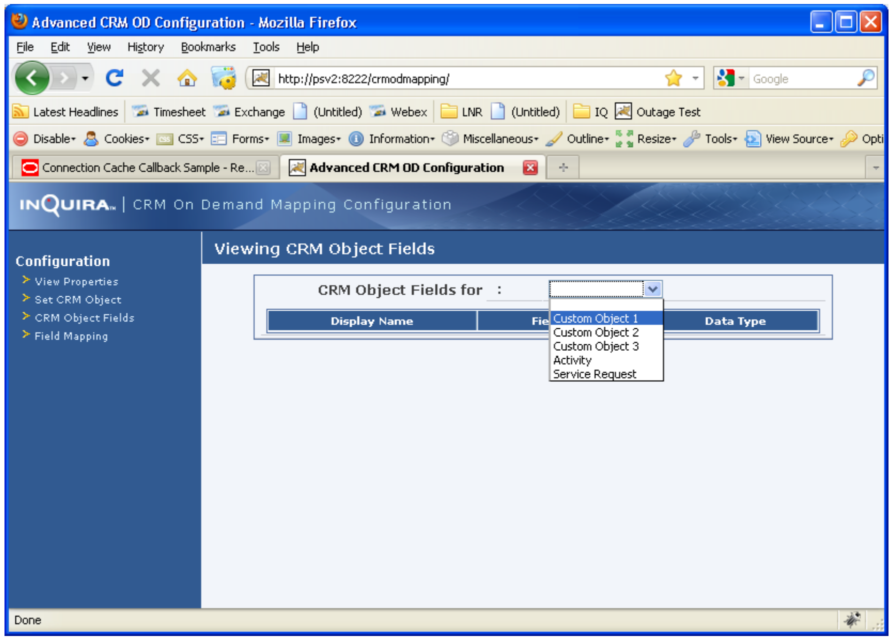



Figure.3.1

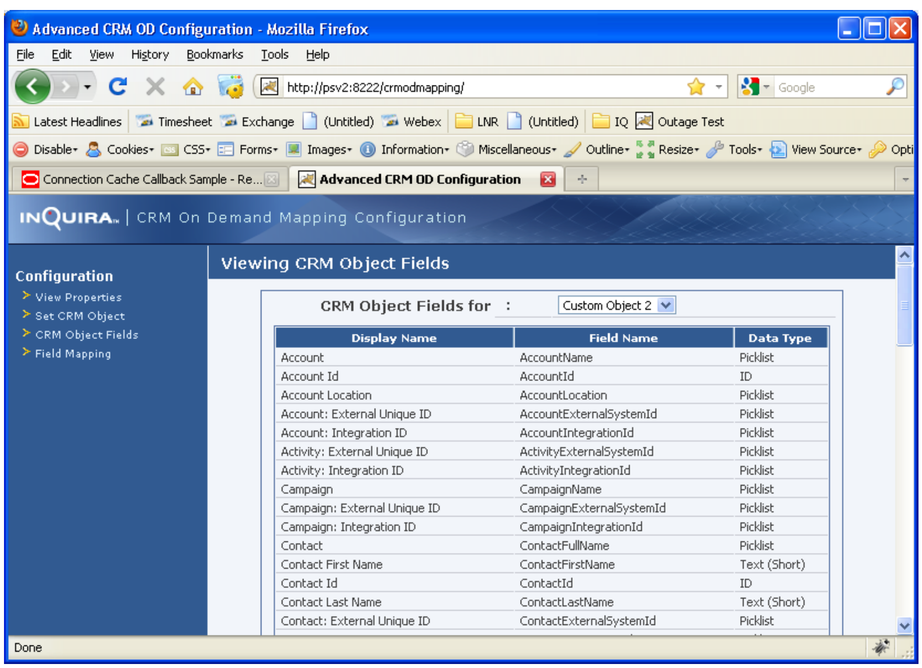



Figure 3.2

# Field Mapping

This is one of the most important feature allows users to define the mapping at the Field level between CRM On-Demand OOB Objects (Service Request, Custom Object 1, Custom Object 2, Activity) and InQuira-Specific Value Objects (Case, CaseAnswerLinkInfo, CaseActivity).

**Note:** The Inquira objects and CRMOD objects, discovered by the mapping tool, must be present in the classpath of the mapping tool web application.

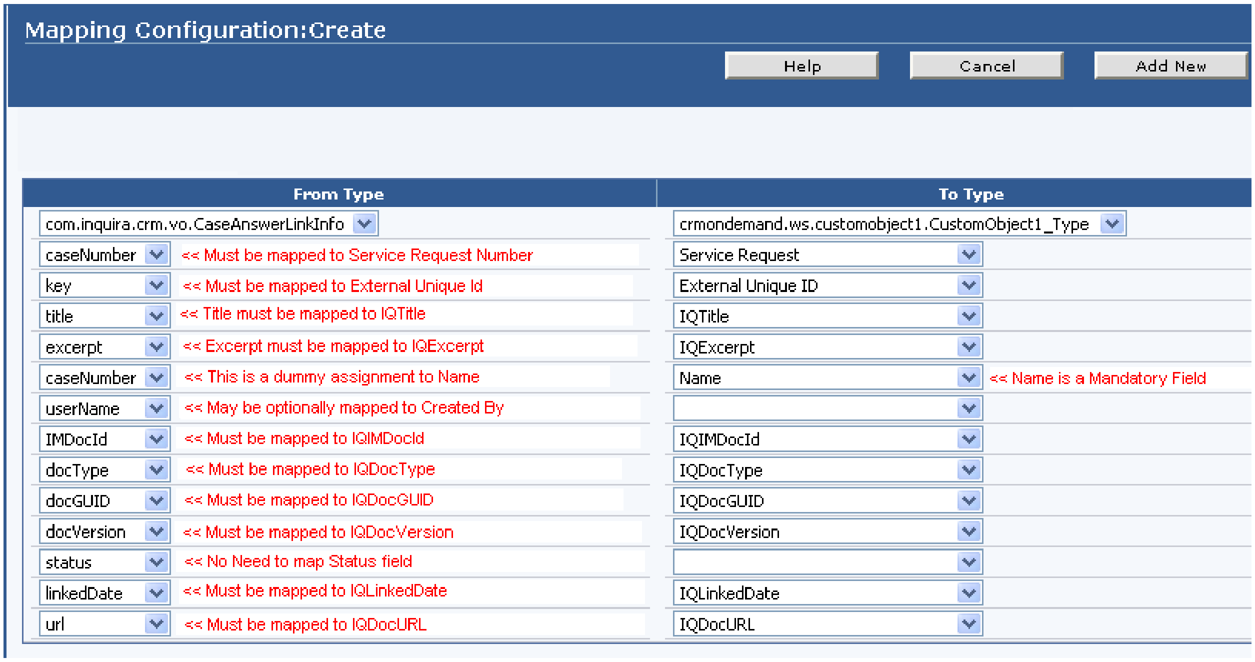
**Note:** CRMOD Customization of Custom Objects is the pre-requisite for Field Mapping

| Case | Service Request | |
|---|---|---|
| **Attribute Name** | **Display Name** | **Field Name** |
| caseNumber | Service Number | SRNumber |
| linkedAnswerFlag | IQAnswersLinkedFlag | <Determined during CRMOD customization> |
| Status | Status | Status |

| CaseAnswerLinkInfo | Custom Object 1 – 3 | |
|---|---|---|
| **Attribute Name** | **Display Name** | **Field Name** |
| caseNumber | Service Request | serviceRequestNumber |
| key | External Unique Id | externalSystemId |
| title | IQTitle | <Determined during CRMOD customization> |
| excerpt | IQExcerpt | <Determined during CRMOD customization> |
| IMDocId | IQIMDocId | <Determined during CRMOD customization> |
| docType | IQDocType | <Determined during CRMOD customization> |
| docGUID | IQDocGUID | <Determined during CRMOD customization> |
| docVersion | IQDocVersion | <Determined during CRMOD customization> |
| linkedDate | IQLinkedDate | <Determined during CRMOD customization> |
| url | IQDocUrl | <Determined during CRMOD customization> |
| caseNumber | Name | name |

| CaseActivity | Activity | |
|---|---|---|
| **Attribute Name** | **Display Name** | **Field Name** |
| caseNumber | Service Request | serviceRequestNumber |
| contactId | Contact Id | primaryContactId |
| Subject | Subject | subject |
| description | Description | description |
| dueDate | Due Date | dueDate |
| status | Status | status |
| Type | Type | type |

### Example Mapping of CaseAnswerLinkInfo and CustomObject1_Type




After Mapping is complete, You should see the following:-

| CaseActivity | Activity_Type |
|---|---|
| caseNumber | serviceRequestNumber |
| contactId | primaryContactId |
| subject | subject |
| description | description |
| dueDate | dueDate |
| status | status |
| type | type |

| Case | ServiceRequest_Type |
|---|---|
| caseNumber | SRNumber |
| linkedAnswerFlag | customBoolean0 |
| status | status |

| CaseAnswerLinkInfo | CustomObject1_Type |
|---|---|
| caseNumber | serviceRequestNumber |
| key | externalSystemId |
| title | customText4 |
| excerpt | customText3 |
| caseNumber | name |
| IMDocId | customText32 |
| docType | customText32 |
| docGUID | customText1 |
| docVersion | customText31 |
| linkedDate | customText33 |
| url | customText0 |

CHAPTER 3

# Self-Service CRM On-Demand Configuration

For Self Service functionality, configuration is required on the CRM On Demand application.

Following are the configuration tasks:-

- Customize Contact
  - Add custom fields to Contact Object
  - Add a new section to display Self Service Portal information
  - Add a new web link ‘Register New User’ for CRM agent to register on behalf of a new user
- Customize Activity
  - Add 2 new types for Task Activity (UserUpdate & UserTopic)
  - Add a new web link ‘Topic Link’ for Task Activity
  - Enable the ‘Topic Link’ web link only for Type ‘UserTopic’

## Contact Customization

### Add Custom Fields to Contact

The following fields need to be created for Custom Objects in CRM On Demand :-

| Field Display Name | CRM Data Type |
|---|---|
| • IQAutoPassword | • Checkbox |
| • IQPassword | • Text (Long) |
| • IQRegistrationDate | • Date/Time |
| • IQResetReminder | • Text (Short) |
| • IQUserRole | • Picklist (Editable) |
| • IQUserStatus | • Picklist (Editable) |
| • IQUserType | • Picklist (Editable) |

**STEPS:**

1. Logon to CRM On Demand Application
2. Click on the ‘Admin ‘ link on the top right corner
3. Click on the ‘Application Customization’ link
4. Under ‘Record Type Setup’, click on ‘Contact’ link
5. Select ‘Contact Field Setup’ under Field Management section
6. Click on ‘New Field’ button

7 Set Display Name to ‘IQAutoPassword’, Field Type to ‘Checkbox’ and click ‘Save’

8 Repeat step 6 and 7 for rest of the fields

9 Click on ‘Edit Picklist’ for Display Name ‘IQUserRole’

10 Enter the Picklist values as ‘Restricted’, ‘View My Cases’, ‘Update My Cases’, ‘View Company Cases’ at the appropriate Order and click on ‘Save & New’ button

11 Enter the Picklist values as ‘Update Company Cases’ at the appropriate Order and click on ‘Save & Close’ button

12 Click on ‘Edit Picklist’ for Display Name ‘IQUserStatus’

13 Enter the Picklist values as ‘Needs Approval’, ‘Approved’, ‘Registration in process’ in the appropriate Order and click on ‘Save & New’ button

14 Enter the Picklist values as ‘Denied’ at the appropriate Order and click on ‘Save & Close’ button

15 Click on ‘Edit Picklist’ for Display Name ‘IQUserType’

16 Enter the Picklist values as ‘Internal’ and click on ‘Save & New’ button

17 Enter the Picklist values as ‘External’ and click on ‘Save & Close’ button

18 Click on ‘New Field’ button and Set Display Name to ‘Register Self-Service User’, Field Type to ‘Weblink’ and click ‘Save’

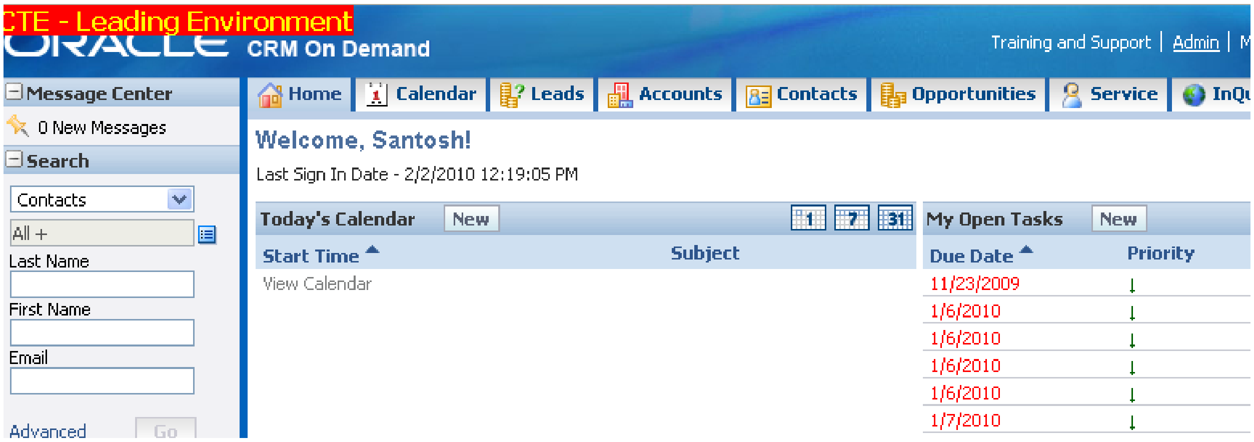
19 Click on ‘Edit Web Link’ and update the properties as below:-

| **Property** | **Value** |
|---|---|
| Display Text | Register Self-Service User |
| Web Link Target | Open in New Window |
| Refresh Parent Window | Check |
| Display Options | Detail Page |
| Url | http://<server>/ssp/index?page=register&rp=home&contactId=%%%Id%%%&contactFirstName=%%%First_Name%%%&contactLastName=%%%Last_Name%%%&contactEmail=%%%Email_Address%%% |

## WALK-THRU

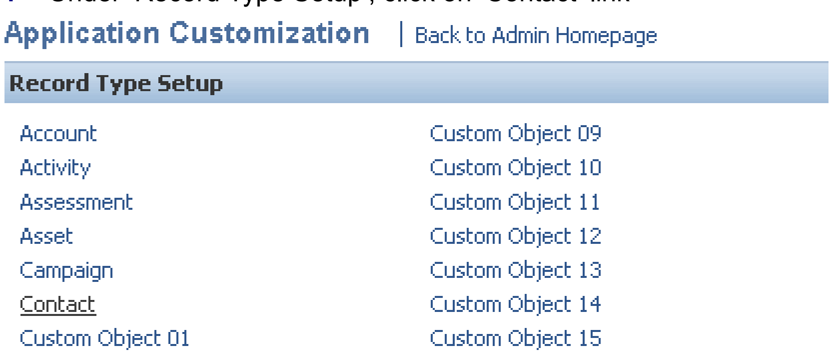
1 Logon to CRM On Demand Application

**2** Click on the 'Admin ' link on the top right corner

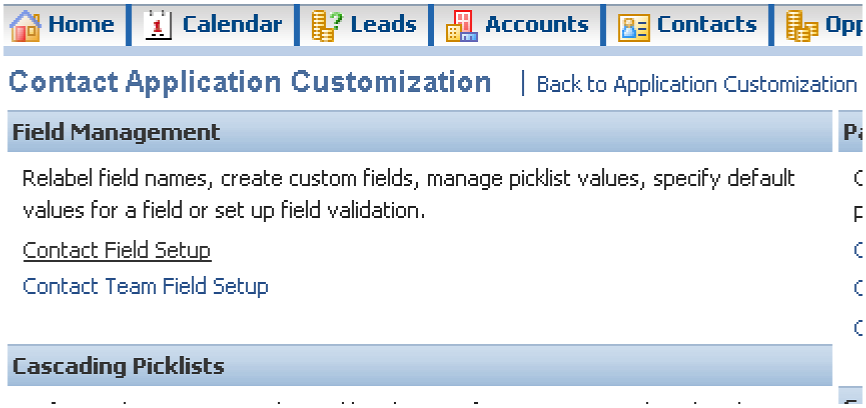



**3** Click on the 'Application Customization' link

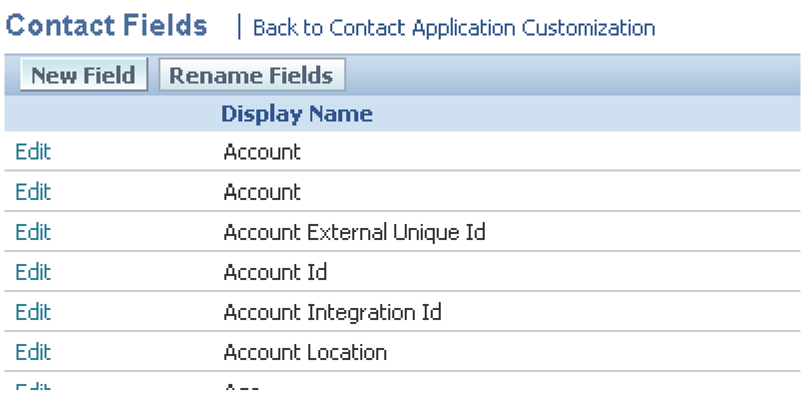

**4** Under 'Record Type Setup', click on 'Contact' link



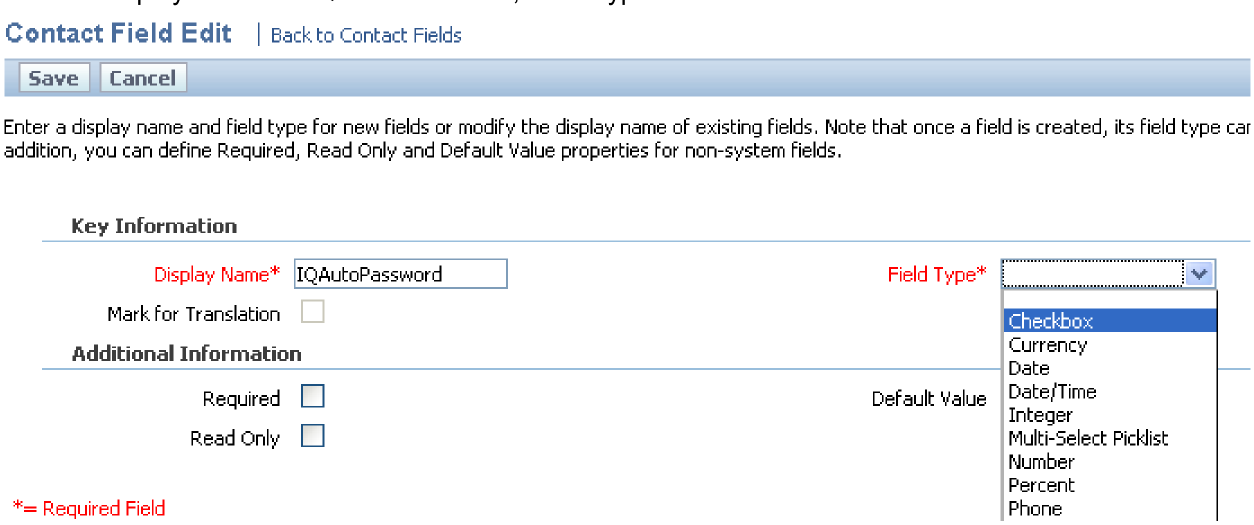
**5** Select ‘Contact Field Setup’ under Field Management section




**6** Click on ‘New Field’ button




**7** Set Display Name to ‘IQAutoPassword’, Field Type to ‘Checkbox’ and click ‘Save’




**8** Repeat step 6 and 7 for rest of the fields

| | | | |
|---|---|---|---|
| Edit | IQAutoPassword | Checkbox | ☐ |
| Edit | IQPassword | Text (Long) | ☐ |
| Edit | IQRegistrationDate | Date/Time | ☐ |
| Edit | IQResetReminder | Text (Short) | ☐ |
| Edit Edit Picklist | IQUserRole | Picklist (Editable) | ☐ |
| Edit Edit Picklist | IQUserStatus | Picklist (Editable) | ☐ |
| Edit Edit Picklist | IQUserType | Picklist (Editable) | ☐ |

**9** Click on ‘Edit Picklist’ for Display Name ‘IQUserRole’

| | | | |
|---|---|---|---|
| Edit | IQAutoPassword | Checkbox | ☐ |
| Edit | IQPassword | Text (Long) | ☐ |
| Edit | IQRegistrationDate | Date/Time | ☐ |
| Edit | IQResetReminder | Text (Short) | ☐ |
| Edit Edit Picklist | IQUserRole | Picklist (Editable) | ☐ |
| Edit Edit Picklist | IQUserStatus | Picklist (Editable) | ☐ |
| Edit Edit Picklist | IQUserType | Picklist (Editable) | ☐ |

**10** Enter the Picklist values as ‘Restricted’, ‘View My Cases’, ‘Update My Cases’, ‘View Company Cases’ at the appropriate Order and click on ‘Save & New’ button. Enter the Picklist values as ‘Update Company Cases’ at the appropriate Order and click on ‘Save & Close’ button

**IQUserRole** Save & Close | Save & Order Alphabetically | Save & New | Hide Disabled | Cancel

| Order* | Id | Default Value | Picklist Values* | Mark for Translation | Disabled |
|---|---|---|---|---|---|
| 2 | Restricted | <Custom Value> | Restricted | ☐ | ☐ |
| 3 | View My Cases | <Custom Value> | View My Cases | ☐ | ☐ |
| 4 | Update My Cases | <Custom Value> | Update My Cases | ☐ | ☐ |
| 5 | View Company Cases | <Custom Value> | View Company Cases | ☐ | ☐ |
| 6 | Update Company Cases | <Custom Value> | Update Company Cases | ☐ | ☐ |
| | | | | ☐ | ☐ |

*= Required Field

Note: Edits made to these picklist values will be reflected in reports built from real-time and historical subject areas.

**IQUserRole** Save & Close | Save & Order Alphabetically | Save & New | Hide Disabled | Cancel

**11** Click on ‘Edit Picklist’ for Display Name ‘IQUserStatus’

| | | | |
|---|---|---|---|
| Edit | IQAutoPassword | Checkbox | ☐ |
| Edit | IQPassword | Text (Long) | ☐ |
| Edit | IQRegistrationDate | Date/Time | ☐ |
| Edit | IQResetReminder | Text (Short) | ☐ |
| Edit Edit Picklist | IQUserRole | Picklist (Editable) | ☐ |
| Edit Edit Picklist | IQUserStatus | Picklist (Editable) | ☐ |
| Edit Edit Picklist | IQUserType | Picklist (Editable) | ☐ |

**12** Enter the Picklist values as ‘Needs Approval’, ‘Approved’, ‘Registration in process’ in the appropriate Order and click on ‘Save & New’ button. Enter the Picklist values as ‘Denied’ at the appropriate Order and click on ‘Save & Close’ button

IQUserStatus | Save & Close | Save & Order Alphabetically | Save & New | Hide Disabled | Cancel

| Order* | Id | Default Value | Picklist Values* | Mark for Translation | Disabled |
|---|---|---|---|---|---|
| 1 | Needs Approval | <Custom Value> | Needs Approval | | |
| 2 | Approved | <Custom Value> | Approved | | |
| 3 | Denied | <Custom Value> | Denied | | |
| 4 | Registration in process | <Custom Value> | Registration in process | | |
| | | | | | |

*= Required Field

Note: Edits made to these picklist values will be reflected in reports built from real-time and historical subject areas.

IQUserStatus | Save & Close | Save & Order Alphabetically | Save & New | Hide Disabled | Cancel

**13** Click on ‘Edit Picklist’ for Display Name ‘IQUserType’

| | | | |
|---|---|---|---|
| Edit | IQAutoPassword | Checkbox | |
| Edit | IQPassword | Text (Long) | |
| Edit | IQRegistrationDate | Date/Time | |
| Edit | IQResetReminder | Text (Short) | |
| Edit Edit Picklist | IQUserRole | Picklist (Editable) | |
| Edit Edit Picklist | IQUserStatus | Picklist (Editable) | |
| Edit Edit Picklist | IQUserType | Picklist (Editable) | |

**14** Enter the Picklist values as ‘Internal’ and click on ‘Save & New’ button. Enter the Picklist values as ‘External’ and click on ‘Save & Close’ button

IQUserType | Save & Close | Save & Order Alphabetically | Save & New | Hide Disabled | Cancel

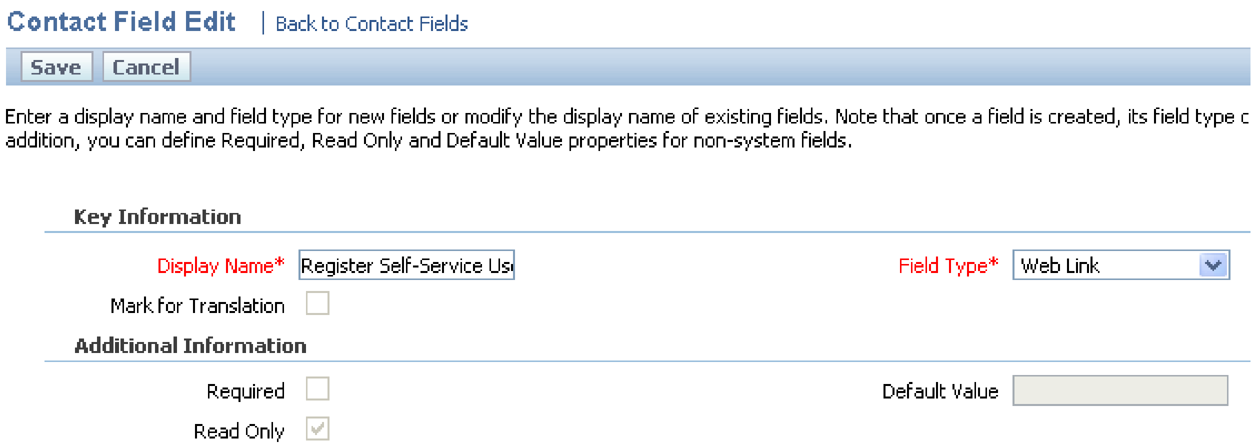
| Order* | Id | Default Value | Picklist Values* |
|---|---|---|---|
| 2 | Internal | <Custom Value> | Internal |
| 3 | External | <Custom Value> | External |
| | | | |

*= Required Field

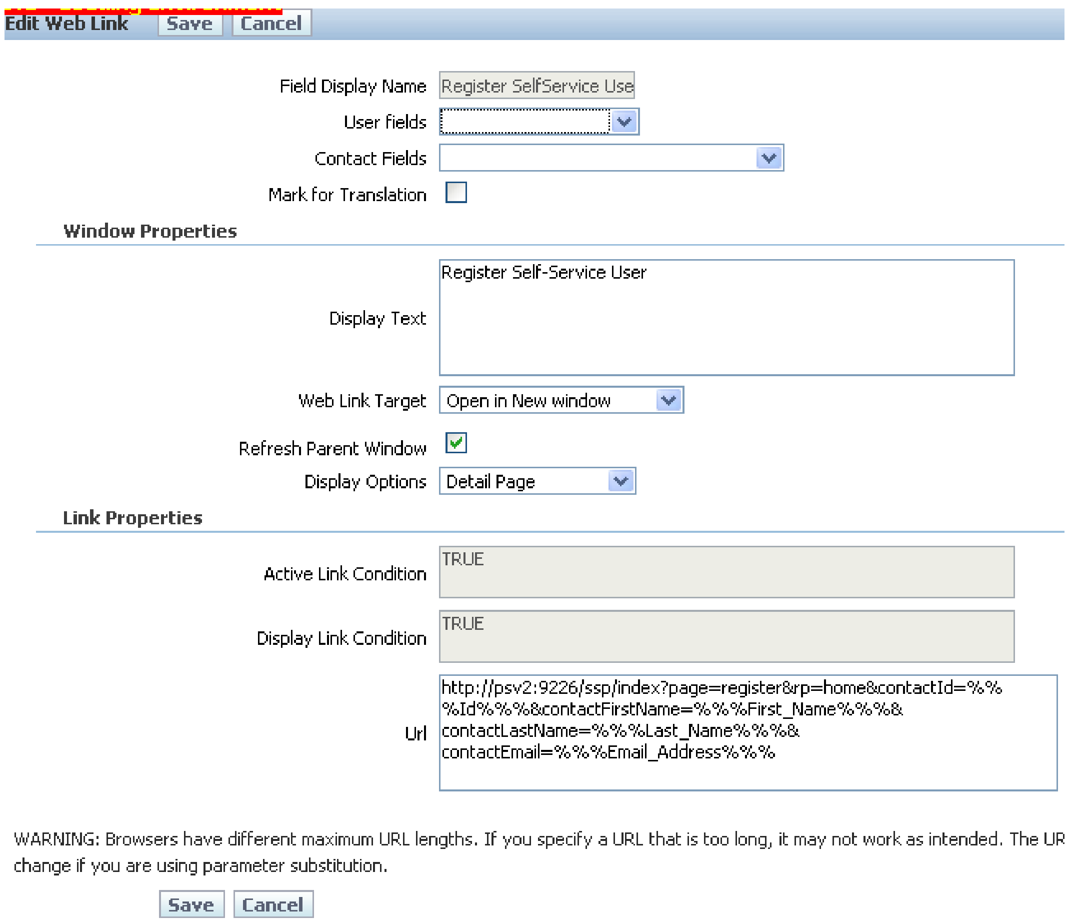
Note: Edits made to these picklist values will be reflected in reports built from real-time and historical subject areas.

IQUserType | Save & Close | Save & Order Alphabetically | Save & New | Hide Disabled | Cancel

**15** Click on ‘New Field’ button and Set Display Name to ‘Register Self-Service User’, Field Type to ‘Weblink’ and click ‘Save’




**16** Click on 'Edit Web Link' and update the properties



# Add a new section to display Self Service Portal information

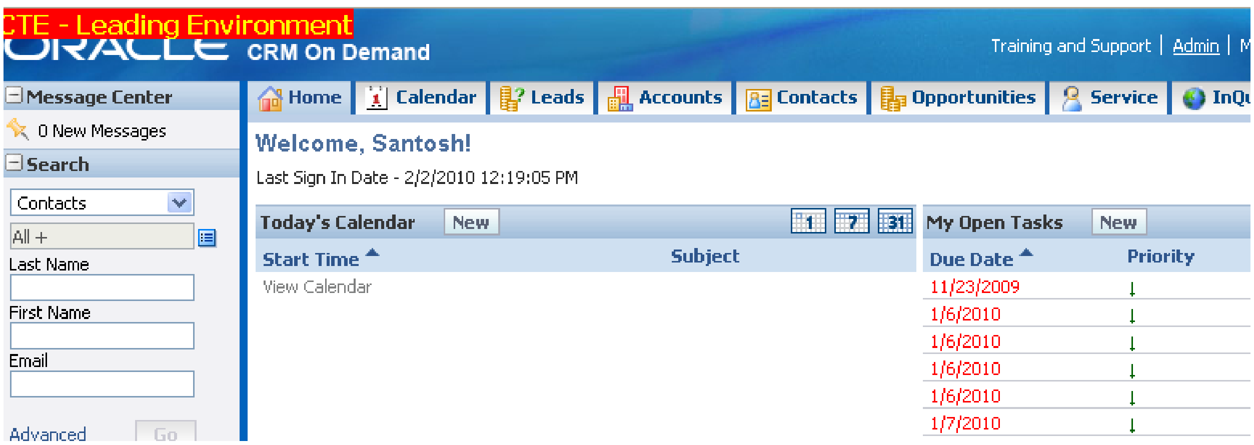
**STEPS:**

1. Logon to CRM On Demand Application
2. Click on the 'Admin ' link on the top right corner
3. Click on the 'Application Customization' link
4. Under 'Record Type Setup', click on 'Contact' link
5. Select 'Contact Page Layout' under Page Layout Management section
6. Enter 'CustomContact' (User can set Layout Name however they want) for Layout Name and click 'Finish' button
7. Click on 'Edit Sections' under Contact Page Layout
8. Change the display name to 'Self Service Portal Information' for any one of the unused 'Available Section' and click 'Save' button
9. Click on 'Edit' under Contact Page Layout
10. Click on 'Field Layout [Step 3]' in the Page Layout Wizard
11. Select IQUserRole, IQUserStatus, IQUserType and IQRegistration date from the Available fields and click on , Move it to the right-most section under 'Self Service Portal information'
12. Click on finish
13. Go back to 'Admin Home Page' and click on 'User Management & Access Controls'
14. Click on 'Role Management'
15. Click on 'Edit' link under Administrator
16. Click on the 'Page Layout Assignment [Step 6]
17. Change the Contact Call Page Layout Name to 'CustomContact'(or any name that was set in the step 6) and click on 'Finish' button.
18. Go to any Contact Details page. The 'Self Service Portal Information' Section should show up as shown below

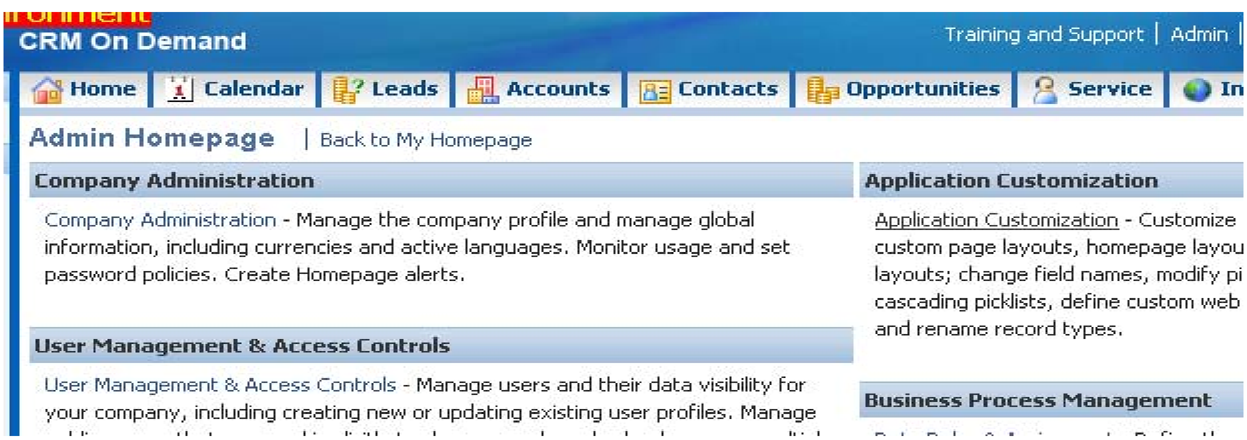
## WALK-THRU

1 Logon to CRM On Demand Application

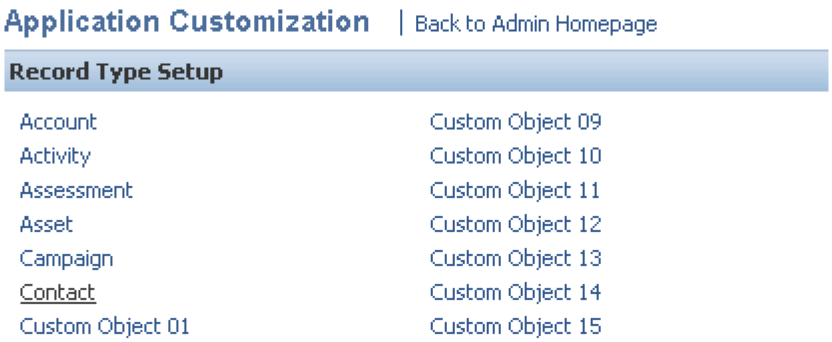

2 Click on the 'Admin ' link on the top right corner



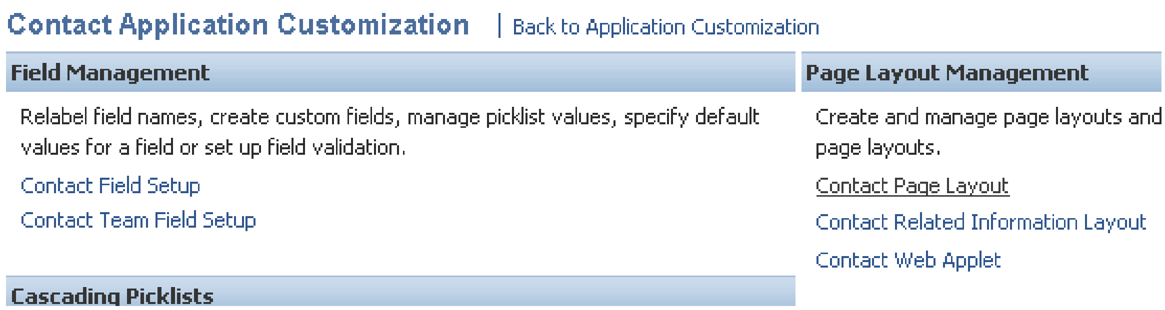

3 Click on the 'Application Customization link

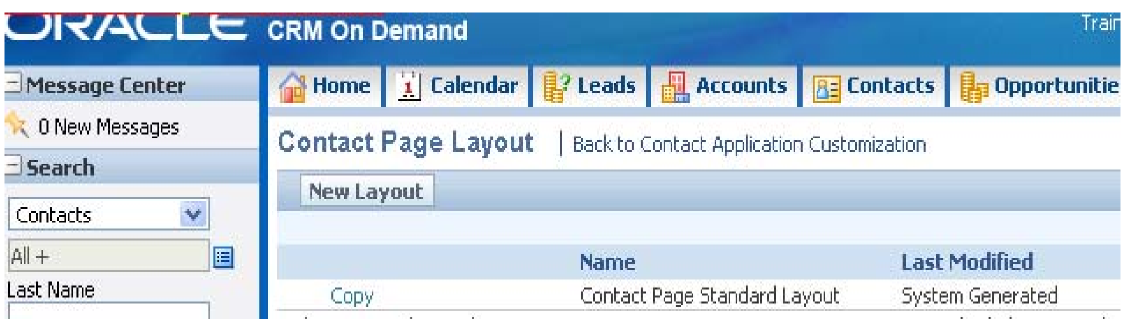


4 Under ‘Record Type Setup’, click on ‘Contact’ link

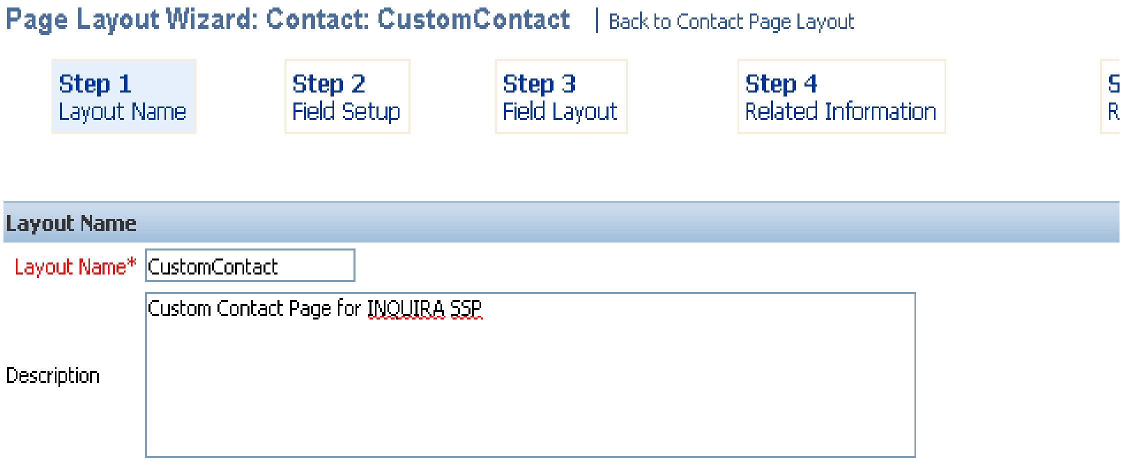



5 Click on ‘Contact Page Layout’ under ‘Page Layout Management’ and then click “Copy” button next to “Contact Page Standard Layout”

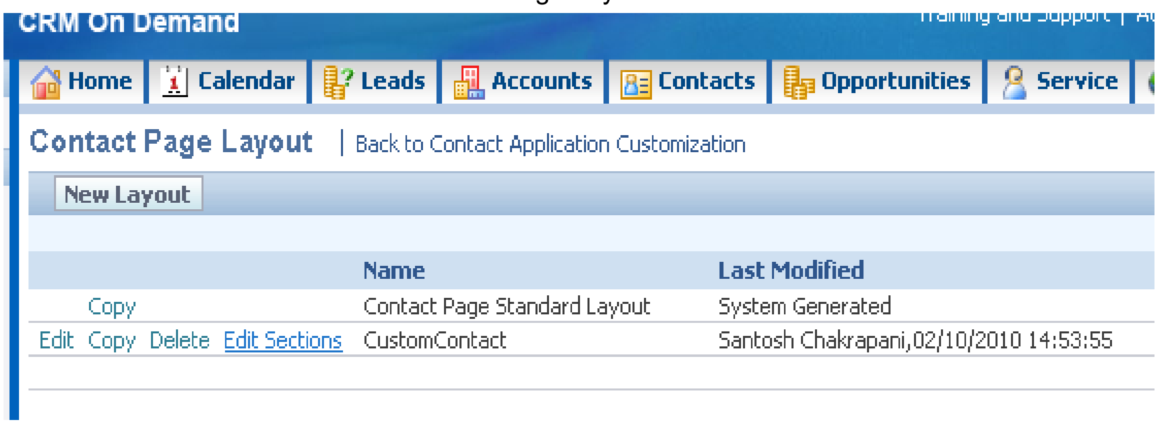


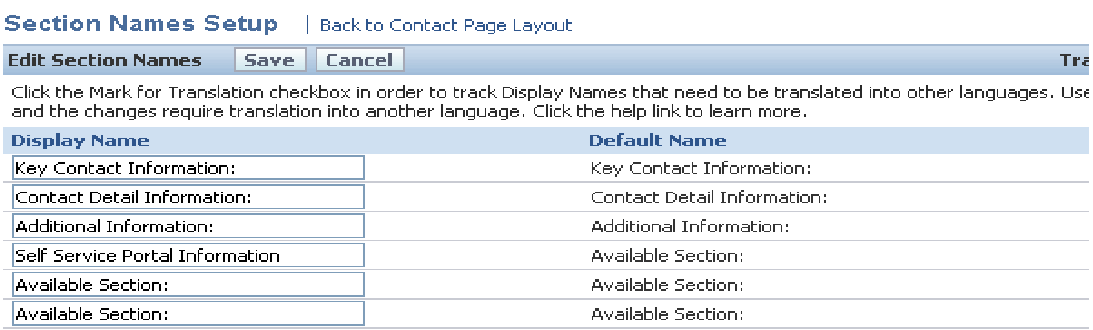
6 Enter ‘CustomContact’ (User can set Layout Name however they want) for Layout Name and click ‘Finish’ button



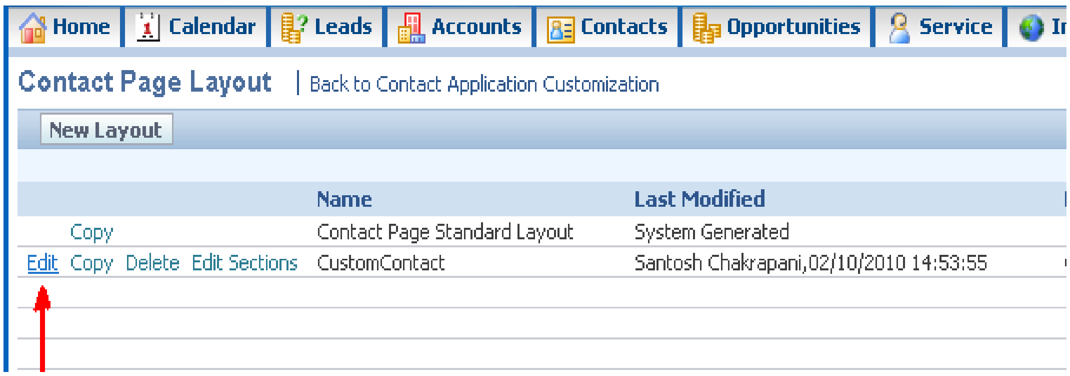

7 Click on ‘Edit Sections’ under Contact Page Layout




8 Change the display name to ‘Self Service Portal Information’ for any one of the unused ‘Available Section’ and click ‘Save’ button

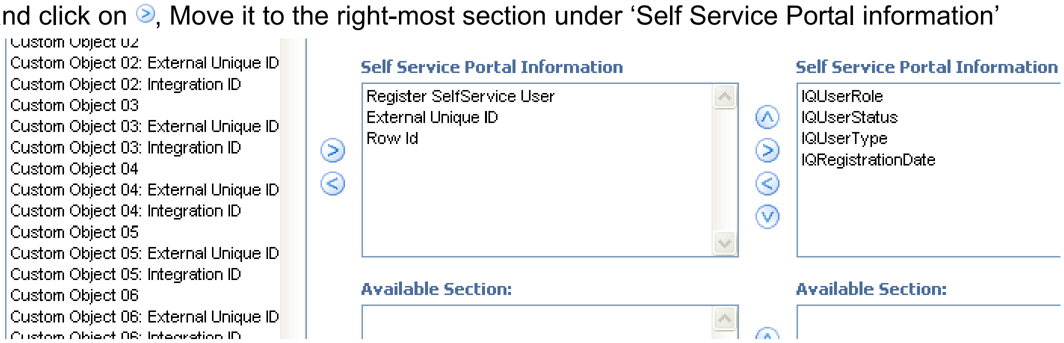



9 Click on ‘Edit’ under Contact Page Layout

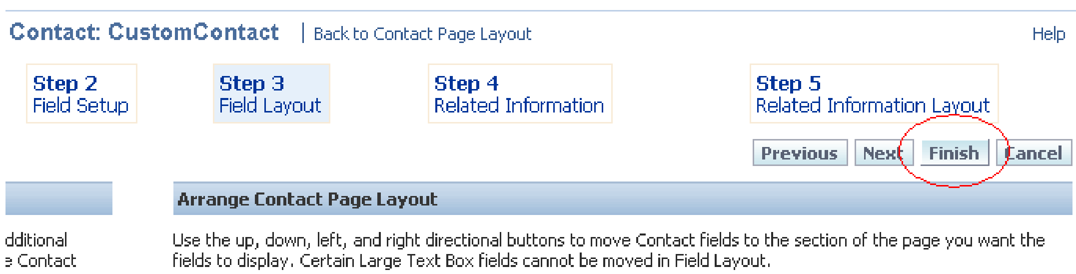



**10** Click on 'Field Layout [Step 3]' in the Page Layout Wizard

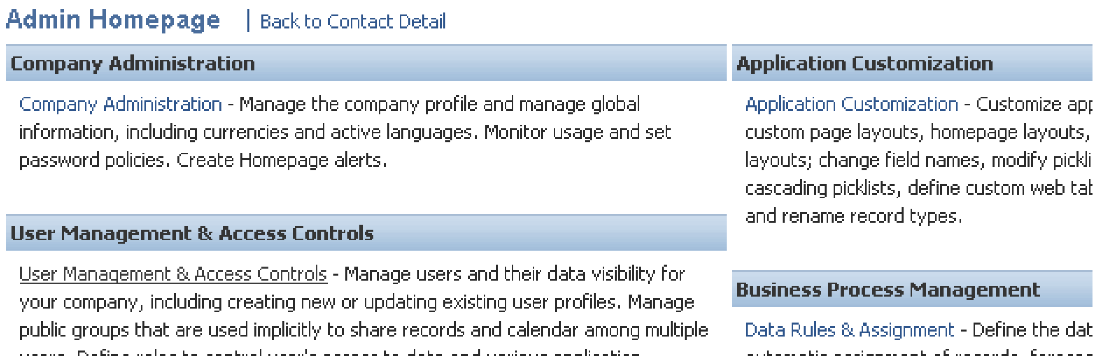

**11** Select IQUserRole, IQUserStatus, IQUserType and IQRegistration date from the Available fields and click on ⊙, Move it to the right-most section under 'Self Service Portal information'



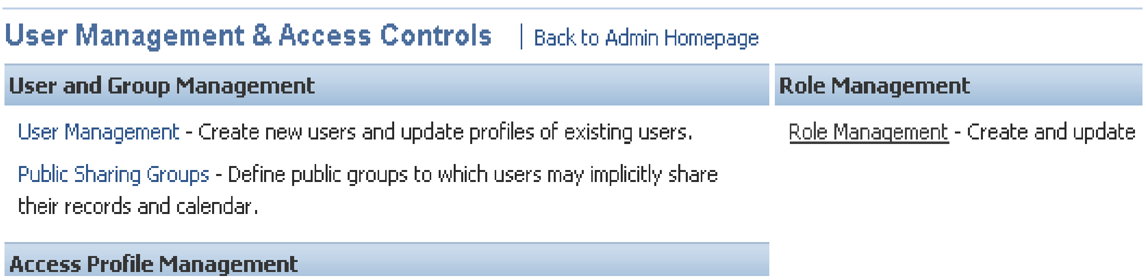

**12** Click on finish



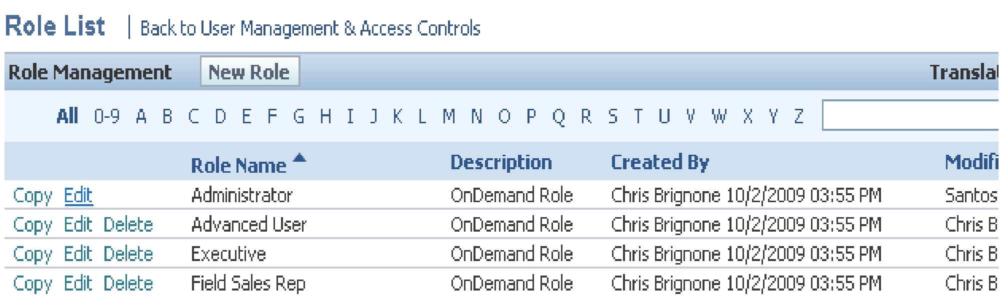

**13** Go back to 'Admin Home Page' and click on 'User Management & Access Controls'



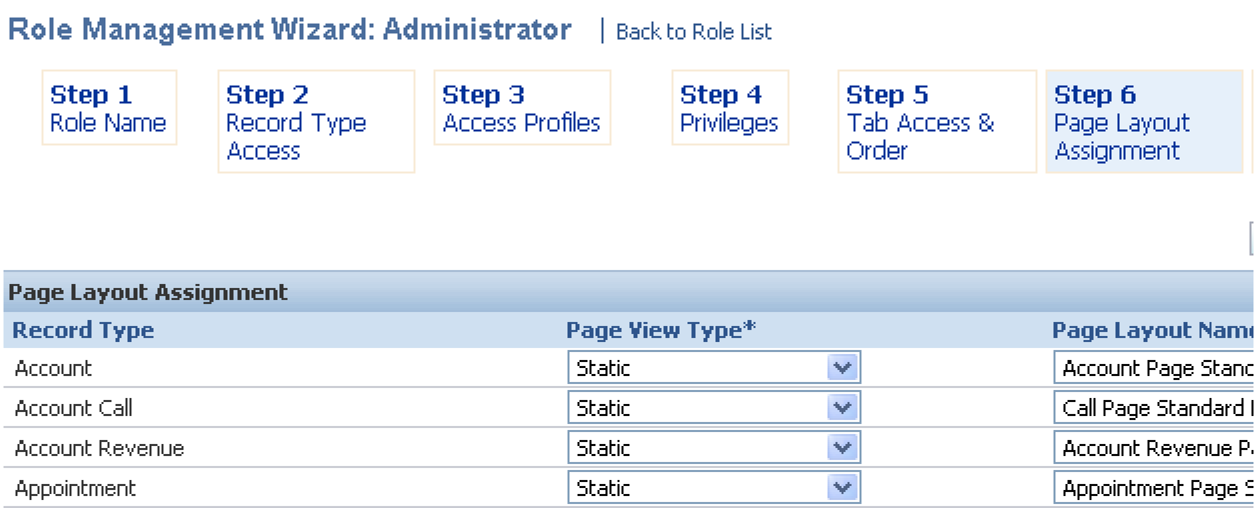

**14** Click on ‘Role Management’




**15** Click on ‘Edit’ link under Administrator

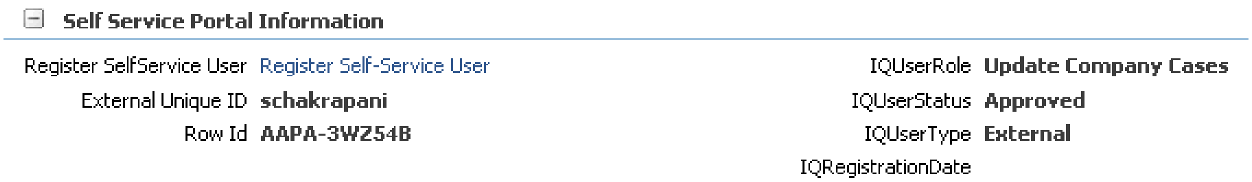



**16** Click on the ‘Page Layout Assignment [Step 6]



17 Change the Contact Page Layout Name to ‘CustomContact’(or any name that was set in the step 6) and click on ‘Finish’ button.


18 Go to any Contact Details page. The ‘Self Service Portal Information’ Section should show up as shown below




# Activity Customization

## Add new Activity Types

The following types need to be created for Activity in CRM On Demand :-

**New Values for Type**

UserTopic

UserUpdate

### STEPS:

1 Logon to CRM On Demand Application

2 Click on the ‘Admin ‘ link on the top right corner

3 Click on the ‘Application Customization’ link

4 Under ‘Record Type Setup’, click on ‘Activity’ link and then select ‘Activity Field Setup’ under Field Management section

5 Click on ‘Edit Picklist’ for Display Name ‘Type’

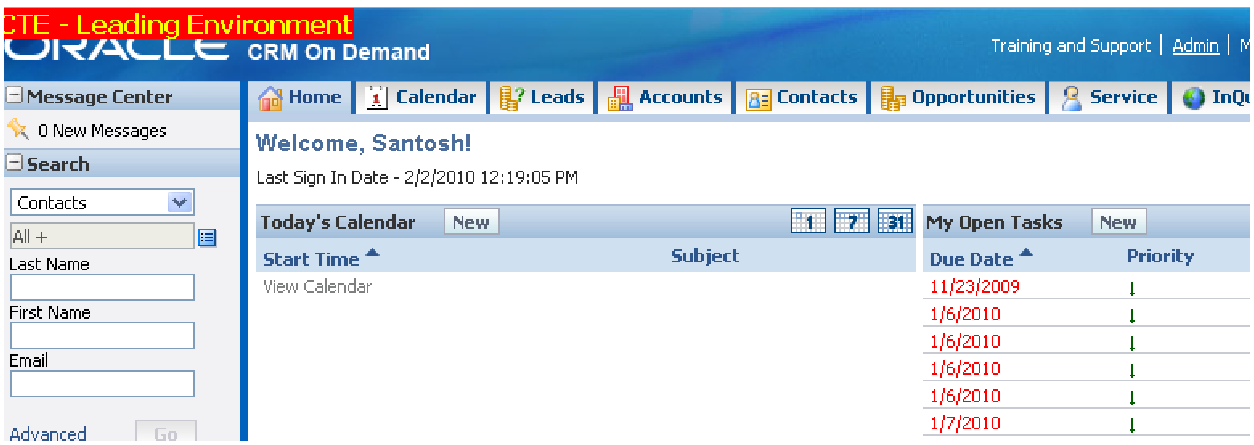
6 Enter the Picklist value as UserTopic at the appropriate Order and click on ‘Save & New’ button

7 Enter the Picklist value as UserUpdate at the appropriate Order and click on ‘Save &Close’ button

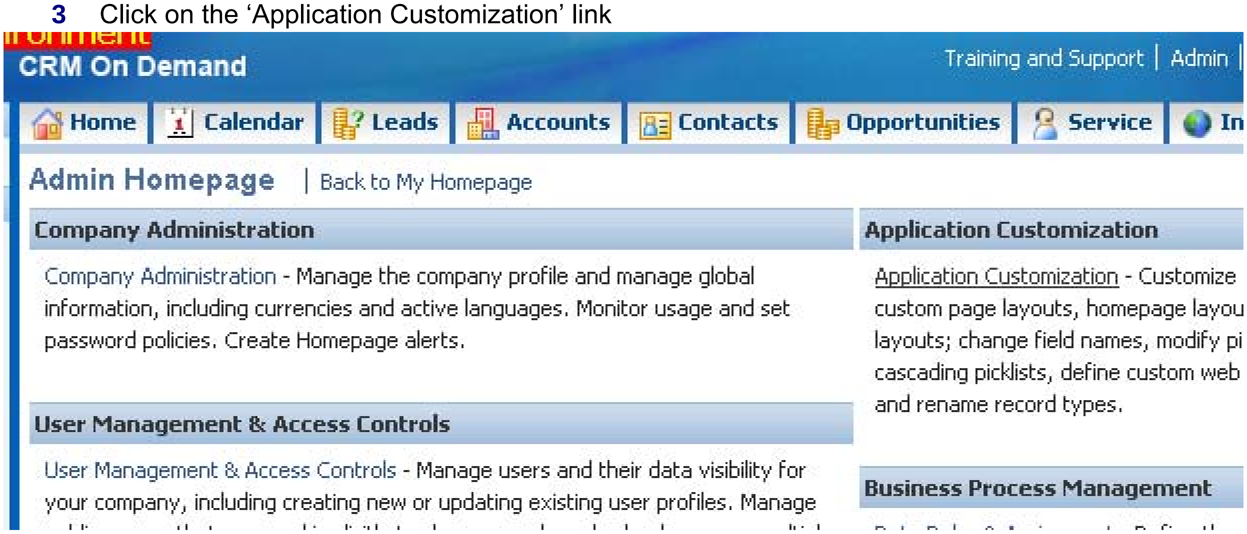
## WALK-THRU

1 Logon to CRM On Demand Application

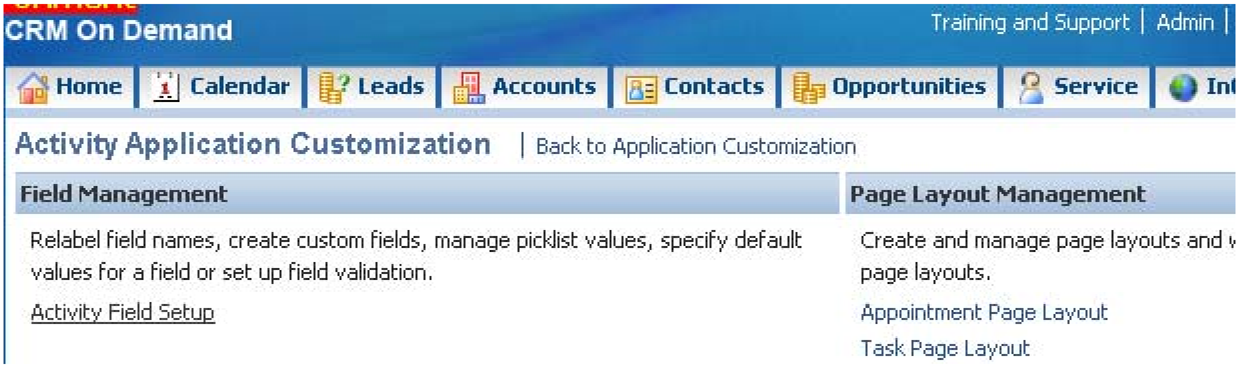

2 Click on the 'Admin ' link on the top right corner



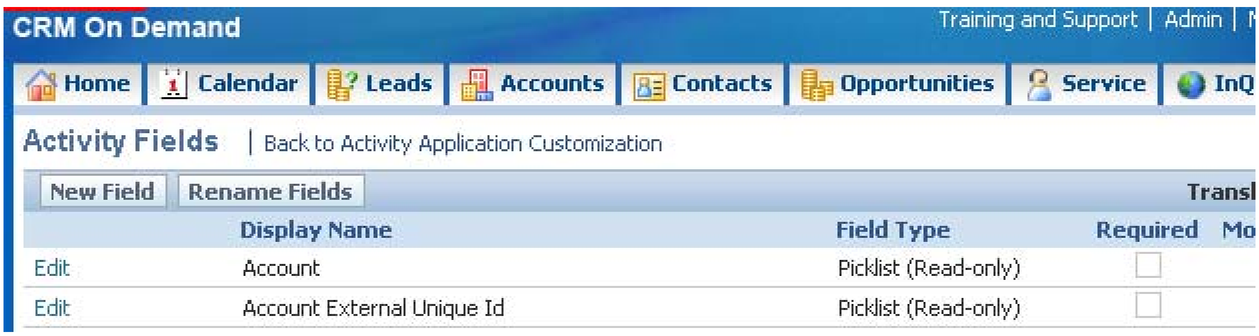

3 Click on the 'Application Customization' link




4 Under 'Record Type Setup', click on 'Activity' link and then select 'Activity Field Setup' under Field Management section




5 Click on ‘Edit Picklist’ for Display Name ‘Type’





6 Enter the Picklist value as UserTopic at the appropriate Order and click on ‘Save & New’ button

7 Enter the Picklist value as UserUpdate at the appropriate Order and click on ‘Save &Close’ button

Type | Save & Close | Save & Order Alphabetically | Save & New | Hide Disabled | Cancel

| Order* | Id | Default Value | Picklist Values* | Mark |
|---|---|---|---|---|
| 1 | Answer | <Custom Value> | Answer | |
| 2 | Call | Call | Call | |
| 3 | Callback | Callback | Callback | |
| 4 | Correspondence | Correspondence | Correspondence | |
| 5 | Demonstration | Demonstration | Demonstration | |
| 6 | Email | Email | Email | |
| 7 | Event | Event | Event | |
| 8 | Fax | Fax | Fax | |
| 9 | Meeting | Meeting | Meeting | |
| 10 | Other | Other | Other | |
| 11 | Personal | Personal | Personal | |
| 12 | Presentation | Presentation | Presentation | |
| 13 | To Do | To Do | To Do | |
| 14 | Voicemail | Voicemail | Voicemail | |
| 15 | UserUpdate | <Custom Value> | UserUpdate | |
| 16 | UserTopic | <Custom Value> | UserTopic | |

# Add new web link ‘Topic Link’ for Task Activity

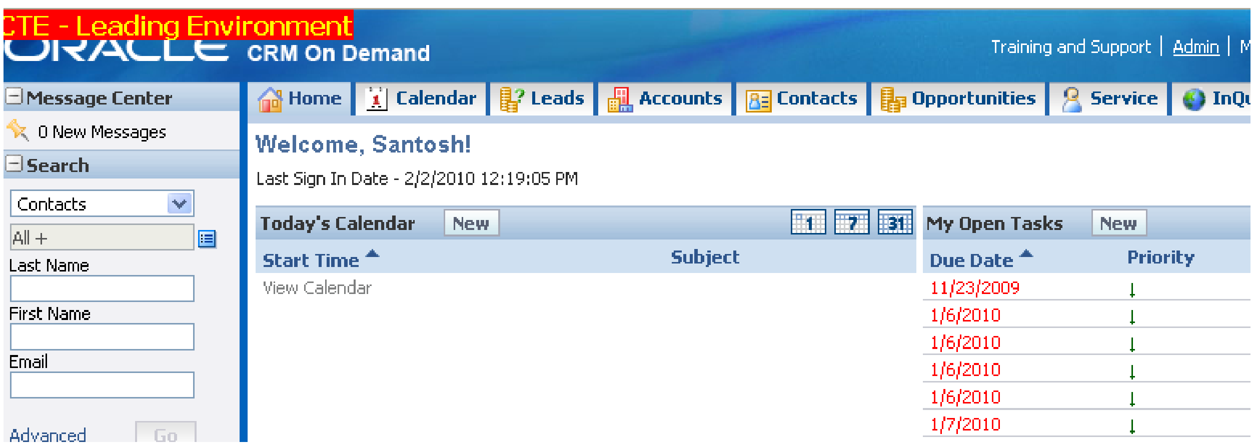
### STEPS

1. Logon to CRM On Demand Application
2. Click on the ‘Admin ‘ link on the top right corner
3. Click on the ‘Application Customization’ link
4. Under ‘Record Type Setup’, click on ‘Activity’ link and then select ‘Activity Field Setup’ under Field Management section
5. Click on ‘New Field’ and set ‘Topic Link’ as display name, ‘Web Link’ as Field Type and click ‘Save’
6. Click on ‘Edit Web Link’ and set ‘Topic Link’ as display text and appropriate URL

## WALK-THRU

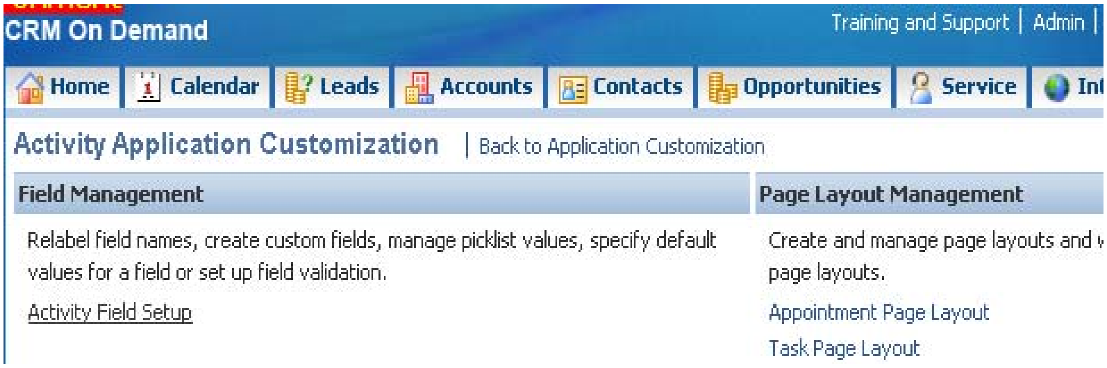
**1** Logon to CRM On Demand Application


**2** Click on the 'Admin ' link on the top right corner

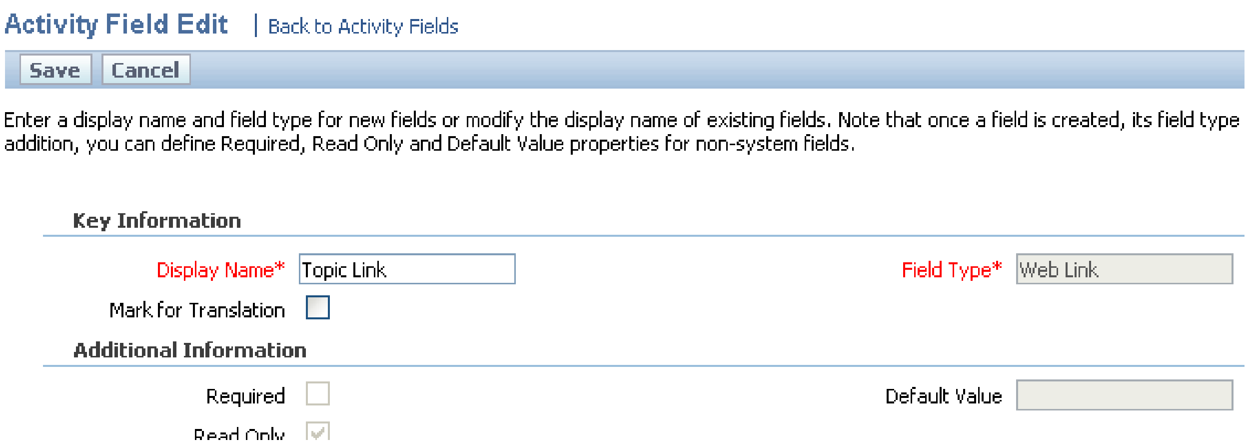



**3** Click on the 'Application Customization' link

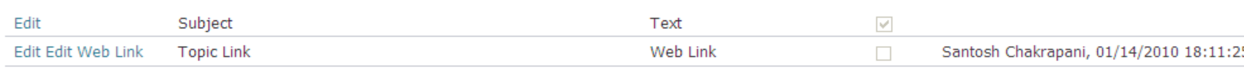
4 Under 'Record Type Setup', click on 'Activity' link and then select 'Activity Field Setup' under Field Management section

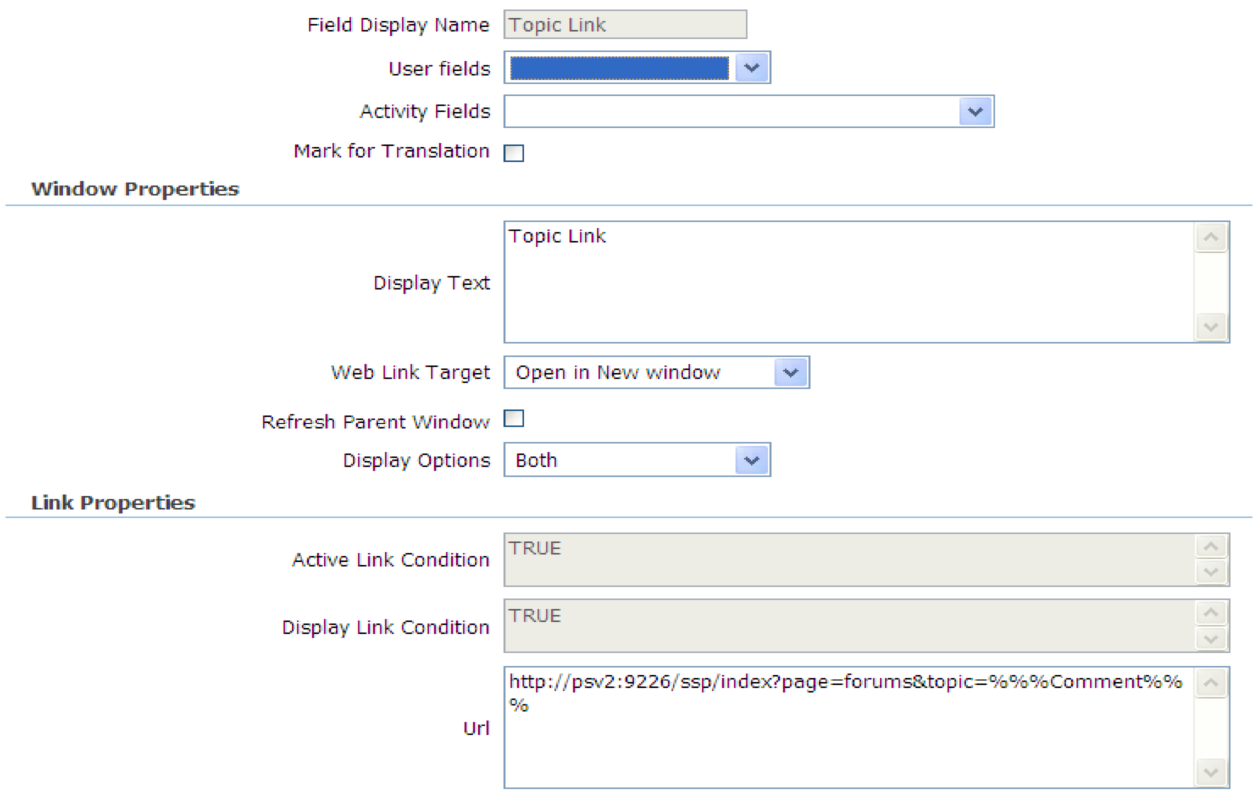



5 Click on 'New Field' and Enter Display Name 'Topic Link', Field Type 'Web Link' and click Save




6 Click on 'Edit Web Link' and enter details






# Enable 'Topic Link' web link for Activity Type 'UserTopic' only

## Create Page Layouts

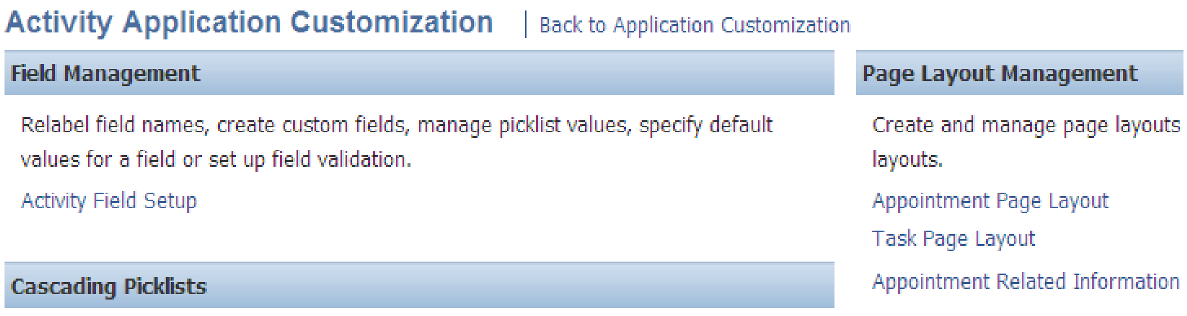
Create one with Topic Link visible on the UI and the other with Topic Link not visible on the UI).

### STEPS:

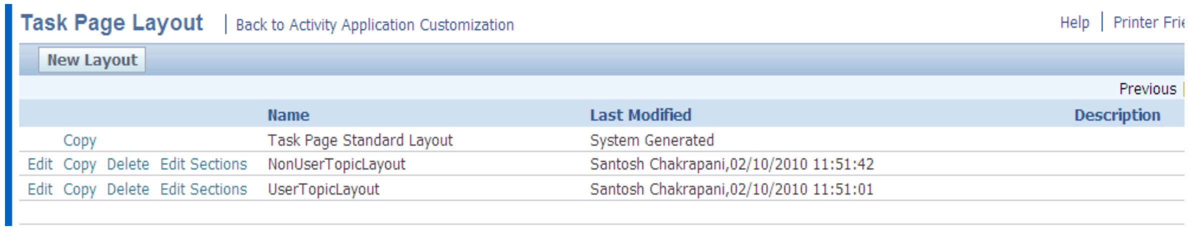
1. Go To "Activity Application Customization" and Click on "Task Page Layout"
2. Copy "Task Page Layout"
3. Edit the copied Layout and Rename it to "NonUserTopicLayout" and click Finish
4. Create Another Layout "UserTopicLayout"
5. Add the field "Topic Link" in the Field Layout Section [Step 3] of the "UserTopicLayout" and Click on Finish

## WALK-THRU

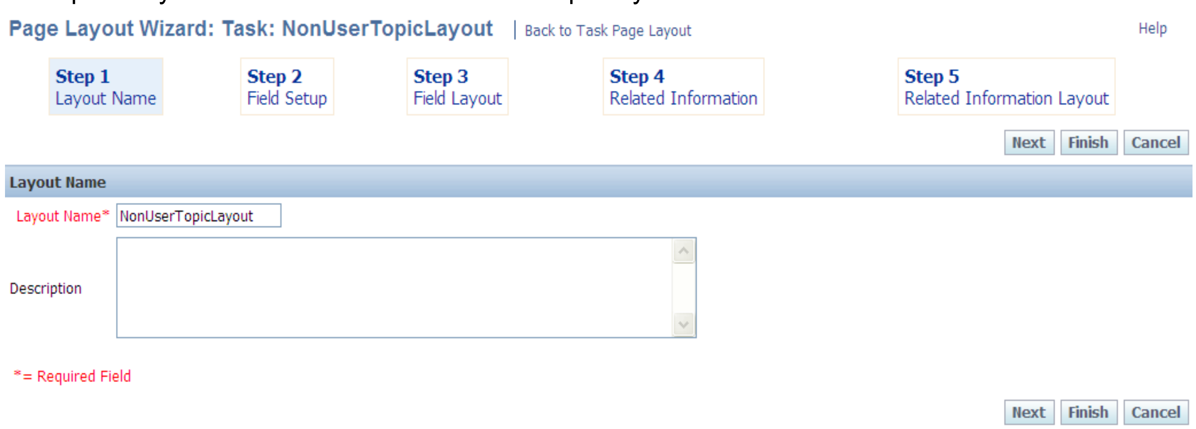
1 Go To "Activity Application Customization" and Click on "Task Page Layout"



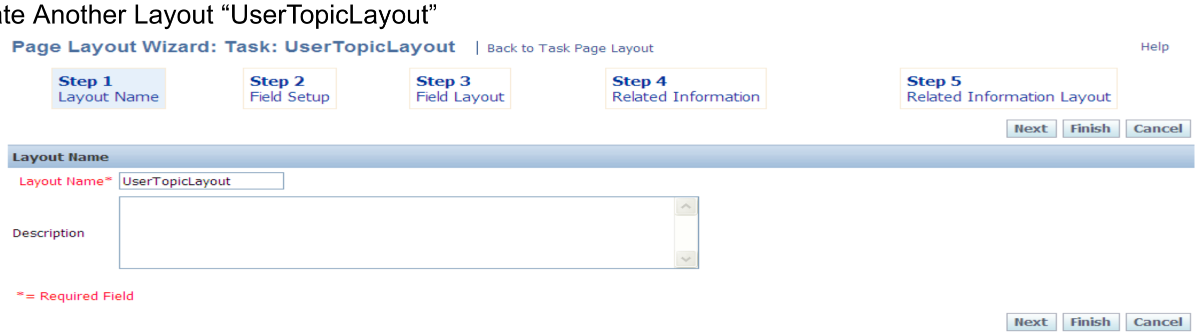

2 Copy "Task Page Layout"



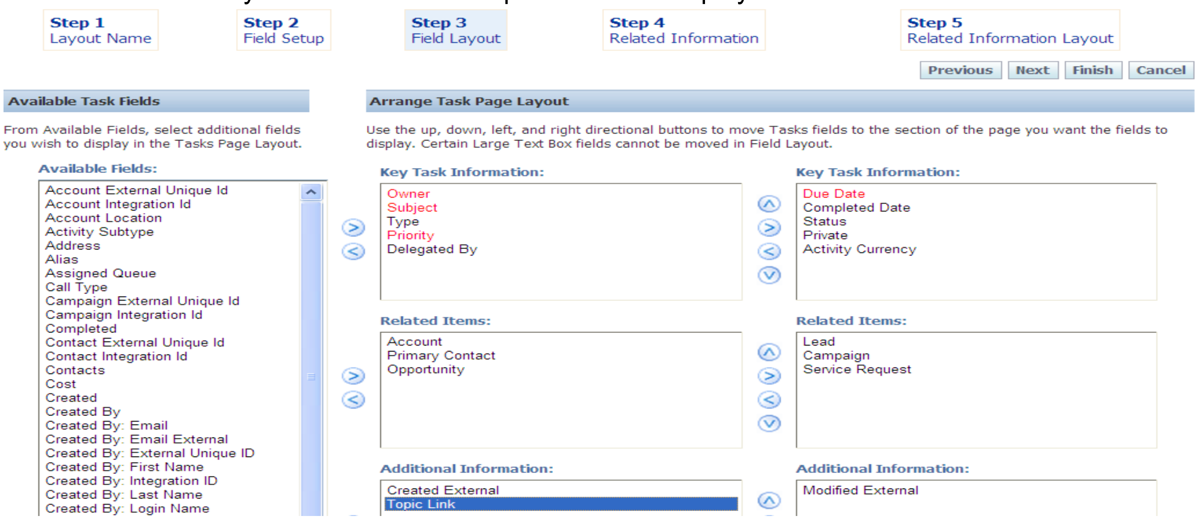

3 Edit the copied Layout and Rename it to "NonUserTopicLayout" and click Finish




4 Create Another Layout "UserTopicLayout"



5 Add the field "Topic Link" in the Field Layout Section [Step 3] of the new Layout and Click on Finish. The New Layout will now have "Topic Link" field displayed on the UI.




## Create Dynamic Layout

### STEPS:

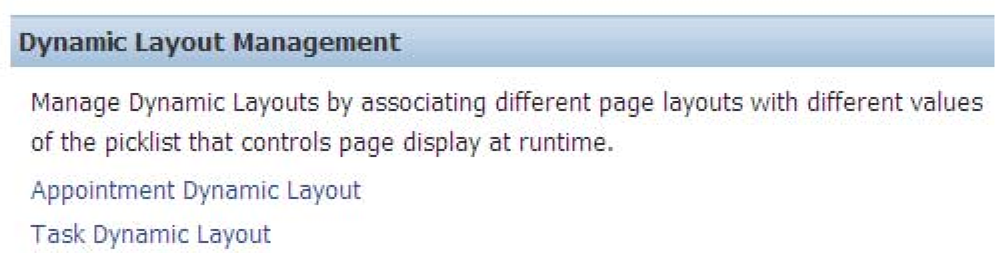
1 Go To "Activity Application Customization" and Click on "Task Dynamic Layout"

2 Click on "New Layout" and put Dynamic Layout Name as "UserTopicDynLayout".

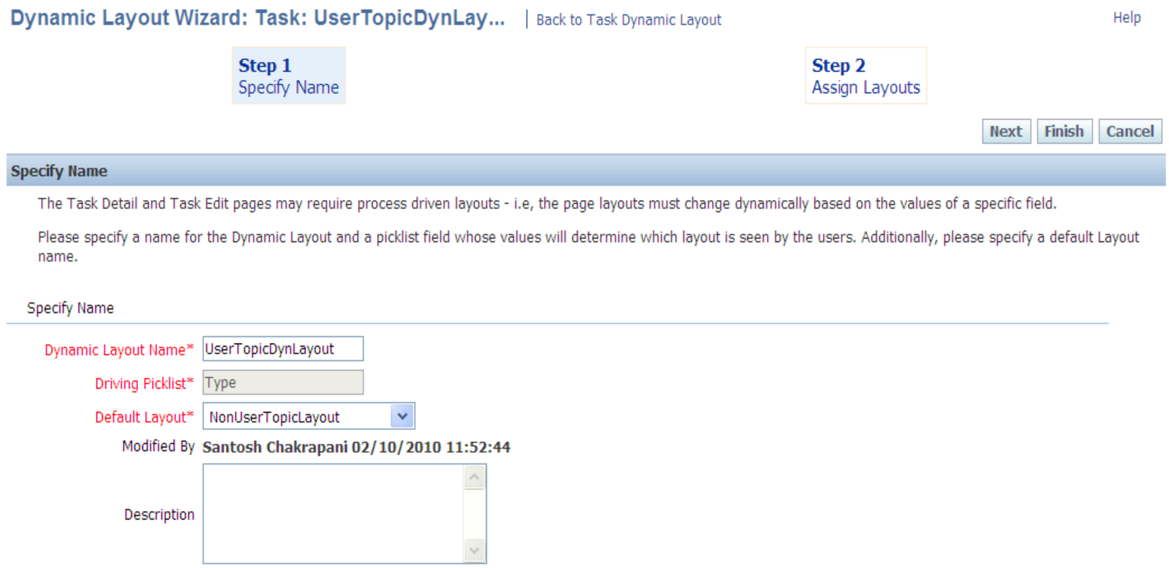
3 Assign "User Topic Layout" as the layout for Activity Type "UserTopic" and "NonUserTopicLayout" for rest of the Activity Types and click on Finish

### WALK-THRU:-

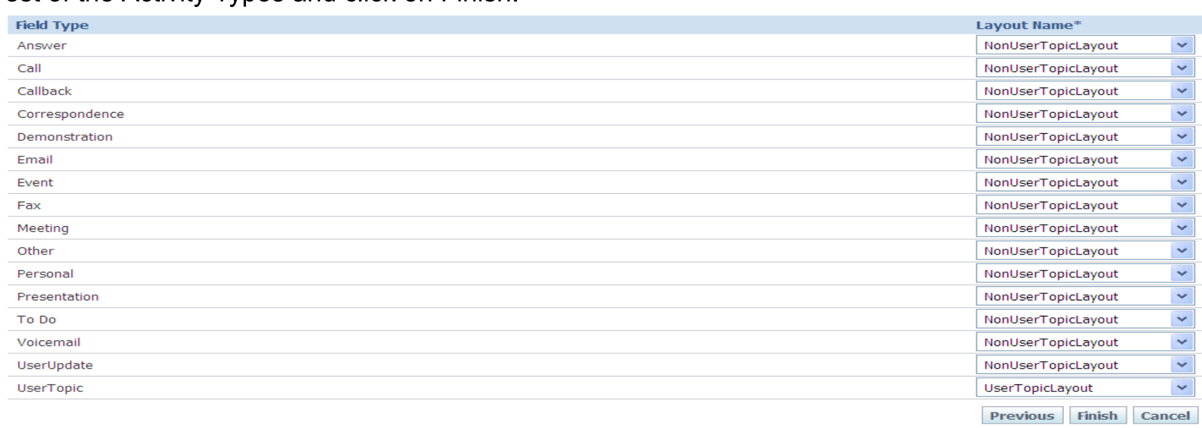
1 Go To "Activity Application Customization" and Click on "Task Dynamic Layout"



2 Click on “New Layout” and put Dynamic Layout Name as “UserTopicDynLayout”.




3 Assign “User Topic Layout” as the layout for Activity Type “UserTopic” and “NonUserTopicLayout” for rest of the Activity Types and click on Finish.



| Field Type | Layout Name* |
|---|---|
| Answer | NonUserTopicLayout |
| Call | NonUserTopicLayout |
| Callback | NonUserTopicLayout |
| Correspondence | NonUserTopicLayout |
| Demonstration | NonUserTopicLayout |
| Email | NonUserTopicLayout |
| Event | NonUserTopicLayout |
| Fax | NonUserTopicLayout |
| Meeting | NonUserTopicLayout |
| Other | NonUserTopicLayout |
| Personal | NonUserTopicLayout |
| Presentation | NonUserTopicLayout |
| To Do | NonUserTopicLayout |
| Voicemail | NonUserTopicLayout |
| UserUpdate | NonUserTopicLayout |
| UserTopic | UserTopicLayout |

Previous Finish Cancel

## Associate Dynamic Layout to Task

### STEPS:

1 Go to ‘Admin Home Page’ and click on ‘User Management & Access Controls’

2 Click on ‘Role Management’

3 Click on ‘Edit’ link under Administrator

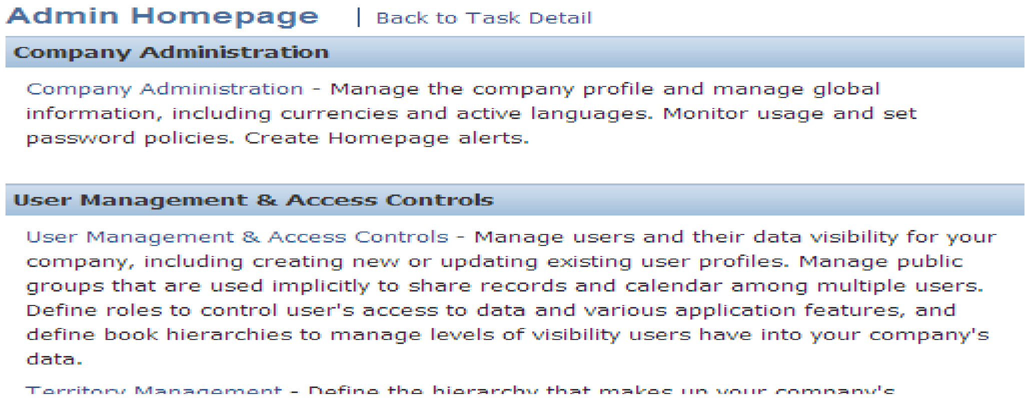
4 Click on the ‘Page Layout Assignment [Step 6]

5 Change the Task Page View Type as “Dynamic” and Page Layout Name to ‘UserTopicDynLayout’ and click on ‘Finish’ button.

6 Go to any Task Details page. For Type “UserTopic”, the field ‘Topic Link’ should show up as shown below. For any other Type, the field “Topic Link” is not displayed.

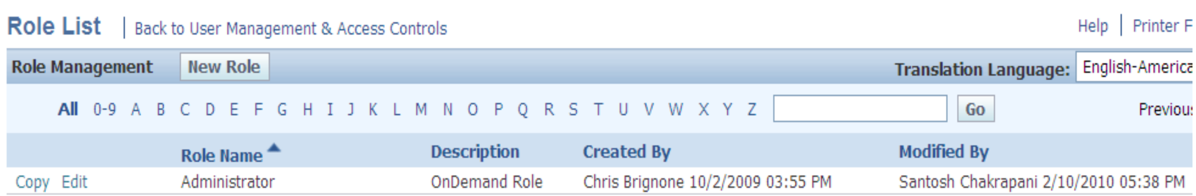
## WALK-THRU

1 Go to 'Admin Home Page' and click on 'User Management & Access Controls'




2 Click on 'Role Management'


3 Click on 'Edit' link under Administrator

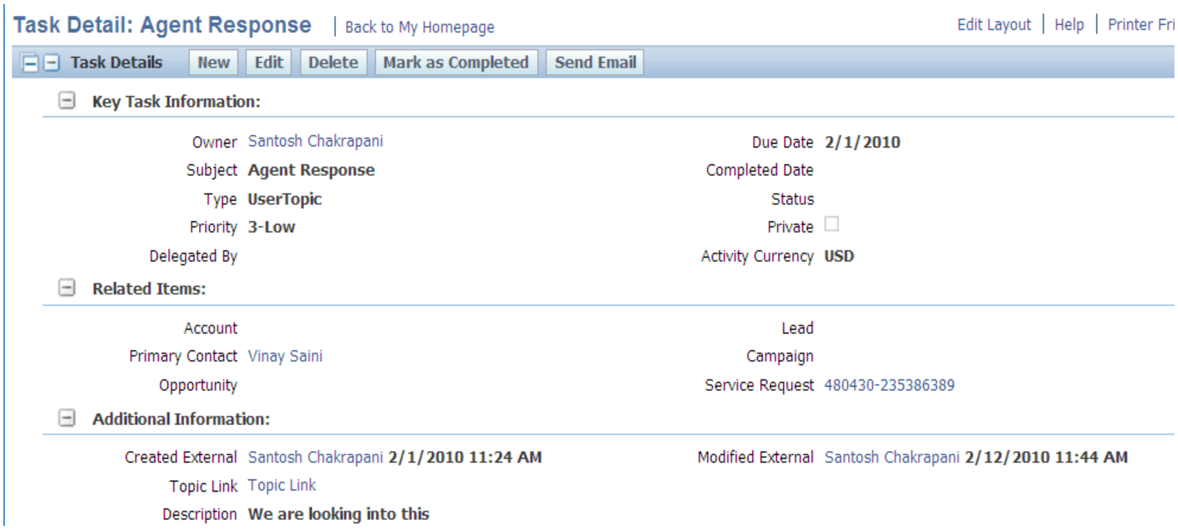



4 Click on the 'Page Layout Assignment [Step 6]

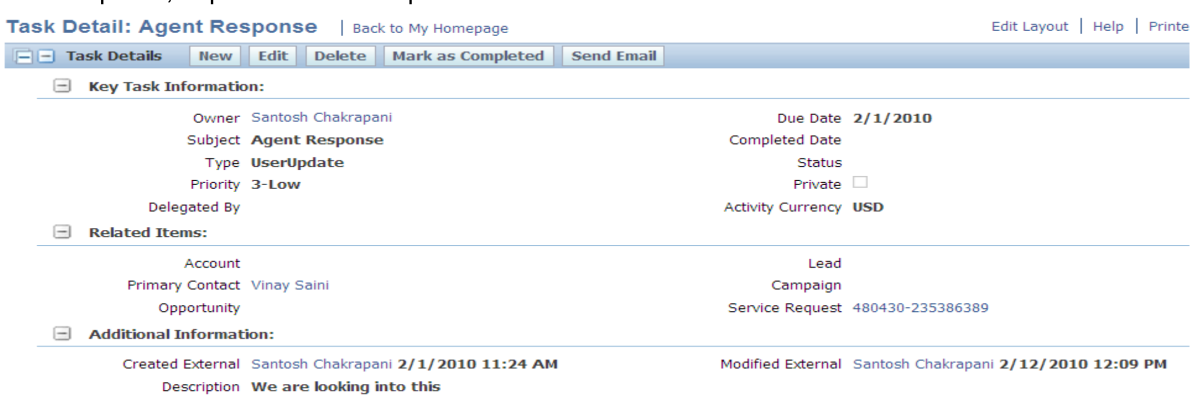

5 Change the Task Page View Type as "Dynamic" and Page Layout Name to 'UserTopicDynLayout' and click on 'Finish' button.

6 Go to any Task Details page. For Type “UserTopic”, the field ‘Topic Link’ should show up as shown below. For any other Type, the field ‘Topic Link’ is not displayed.

Type=UserTopic, ‘Topic Link’ field is present




Type=UserUpdate, Topic Link field not present



CHAPTER 4

# Setting up Web Services

## Downloading WDSL from CRM On Demand

The Web services provided by Oracle CRM On-Demand allow users of client applications to interact with Oracle CRM On Demand, for example, to insert, update, delete, and query records and to perform a number of administrative tasks.The Web services are available through:

- Web Services v1.0. Used to interact with Custom Objects 01-03, as well as preconfigured objects.
- Web Services v2.0. Used to interact with all Oracle CRM On Demand custom objects, as well as preconfigured objects. Compared to Web Services version 1.0, the Web Services version 2.0 API also offers additional options for issuing queries, using the QueryPage method.
- Service APIs. Used to manage administrative tasks through Web services. For example, service APIs allow the administration of users in Oracle CRM On Demand, and provide the ability to issue queries for system and usage information in relation to Oracle CRM On Demand.

From the Web Services Administration page you can:

- Download the Web Services Description Language (WSDL) files used by applications that access the Web services & Access the Web services documentation

## Steps for downloading WSDL Files from CRM On Demand

You can download WSDL files for each record type, and for each of the service APIs.

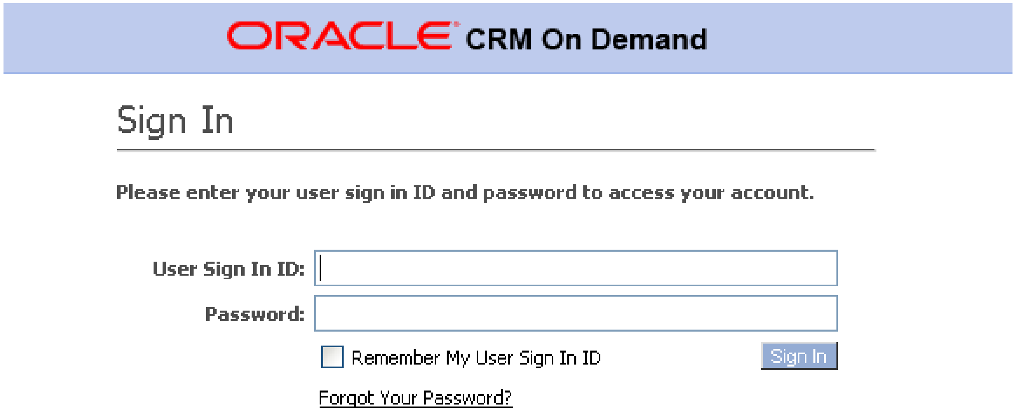
To download a WSDL file

1. From the Select Service list, select Web Services v1.0, Web Services v2.0, or Service APIs as required.
2. From the WSDL Object list, select the required record type, for example, Service Request or the name of the service API.
3. The objects displayed in the WSDL Object list depend on the record types that are set up for your company.
4. Click the following button:
   - Download Generic WSDL.  A page containing the WSDL is displayed.

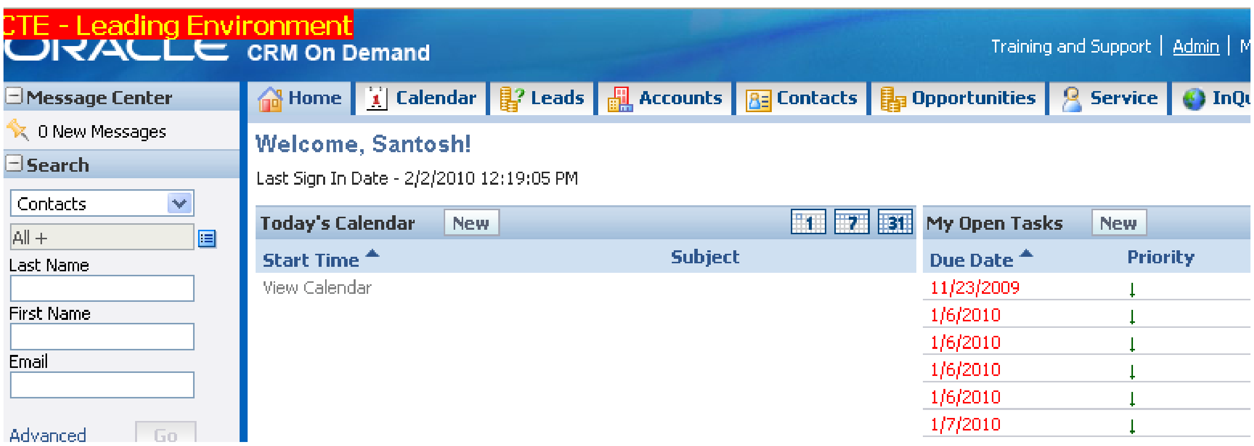
   For Generic WSDL, the custom fields are based on generic XML tags: CustomNumber0, CustomCurrency0, and so on. Using these placeholders, together with the Mapping Service allows applications to map to the field names that your company uses.
5. Save the WSDL file to your computer.

# Set Up Web Services

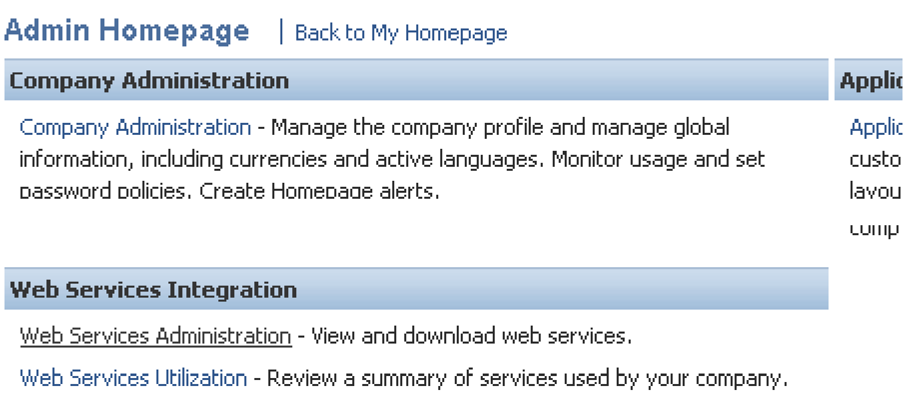
1 1. Login into Oracle CRM On Demand



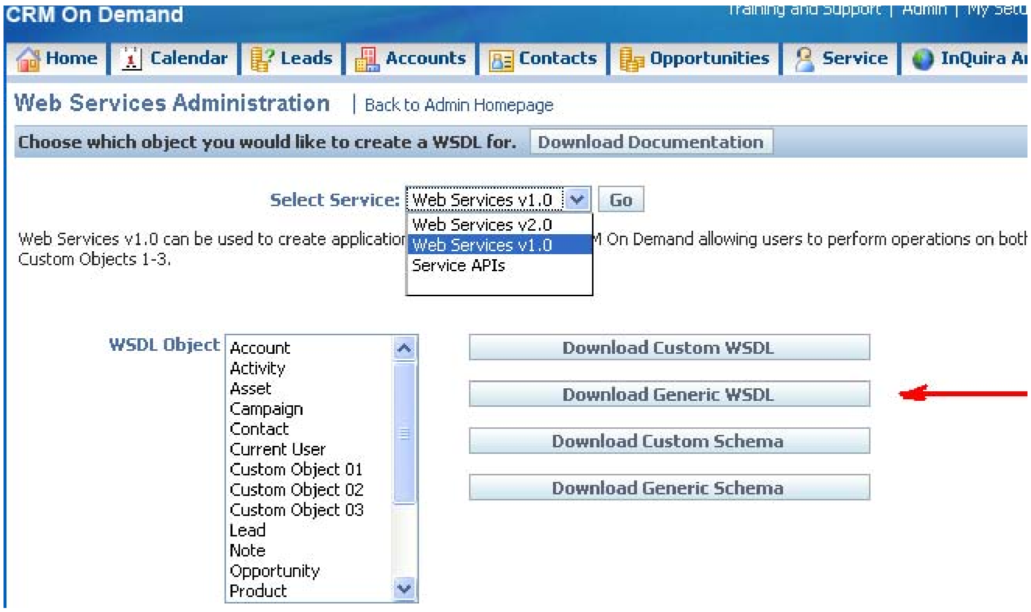

2 2. Click on the Admin link on top right hand side.

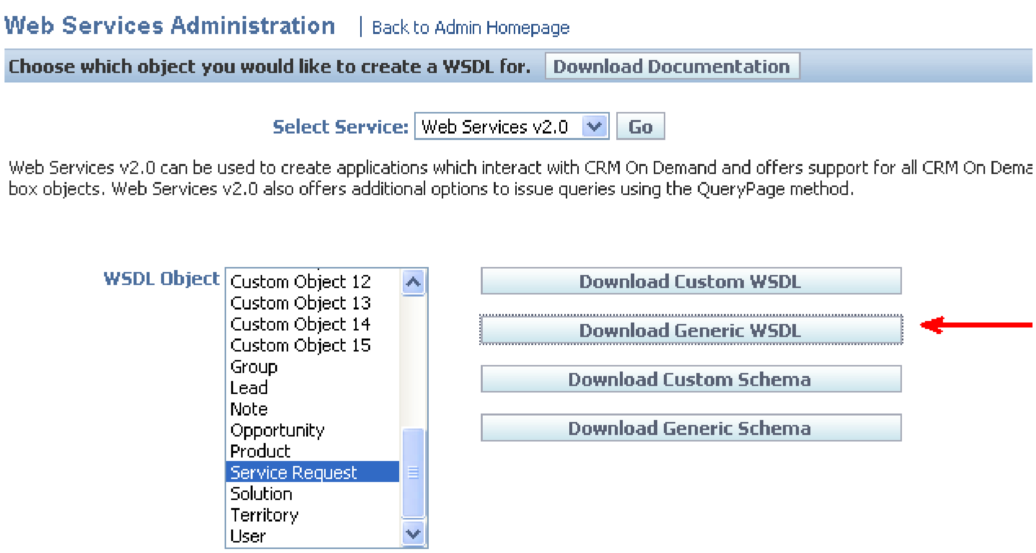



3 3. Select the Web Services Administration link under the Web Services Integration section.

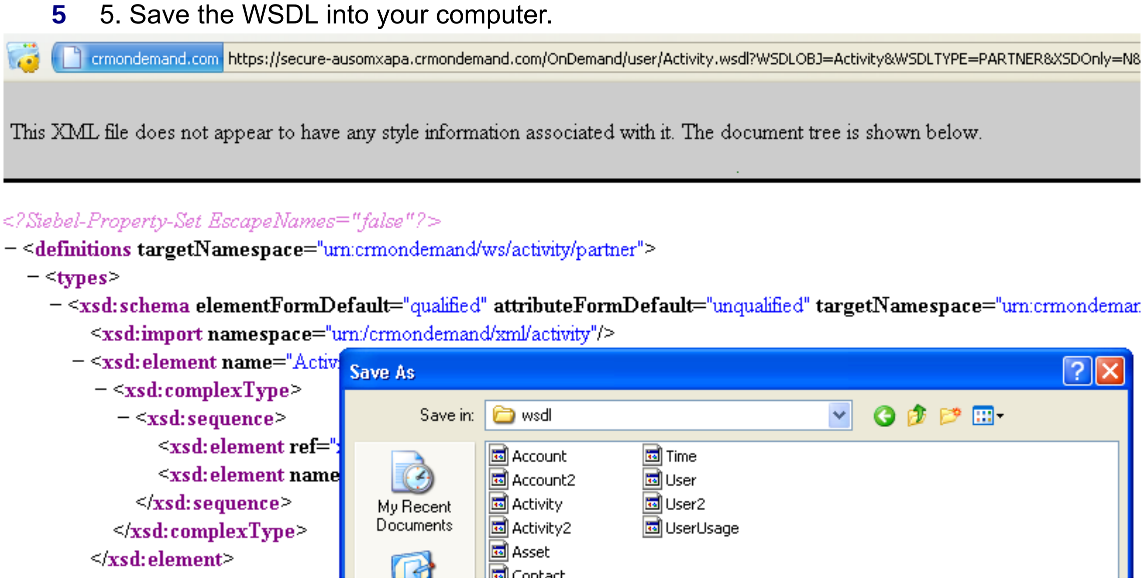



4 Select ‘Web Services v1.0’ and click on ‘Go’ button and download Generic WSDL for Activity, Service Request, Contact, Custom Object 1. Select ‘Web Services v2.0’ and click ‘Go’ button and download Generic WSDL for Service Request.




5 5. Save the WSDL into your computer.



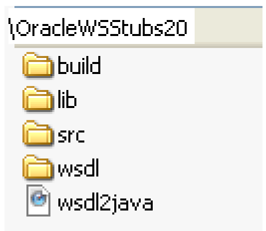
# Generating Java Stubs from WSDL

## Introduction

Using open-source tools such as Apache-Axis (WSDL2Java), necessary java code can be generated from the WSDL downloaded from CRM On-Demand. The java source code must be compiled and packaged as a jar file that must be placed under the appropriate classpath of the application that is required to communicate with CRM On-Demand using Web Service Calls.

## Steps

1. Create a project called OracleWSStubs20 with the following project structure



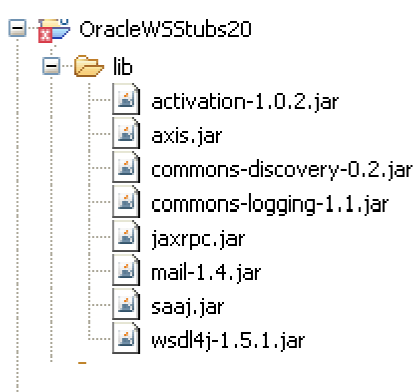

2. The wsdl2java is an xml file that is used to manage the wsdl and generated source code

```
<project name="OracleWS2.0" default="generateStubs1" basedir=".">
    <property name="axislib" value="${basedir}/../OracleWSStubs20/lib" />
    <property name="wsdldir" value="${basedir}/wsdl" />
    <path id="axiscp">
      <fileset dir="${axislib}">
        <include name="**/*.jar" />
      </fileset>
    </path>
    <target name="generateStubs1" depends="ws1"/>
    <target name="ws1">

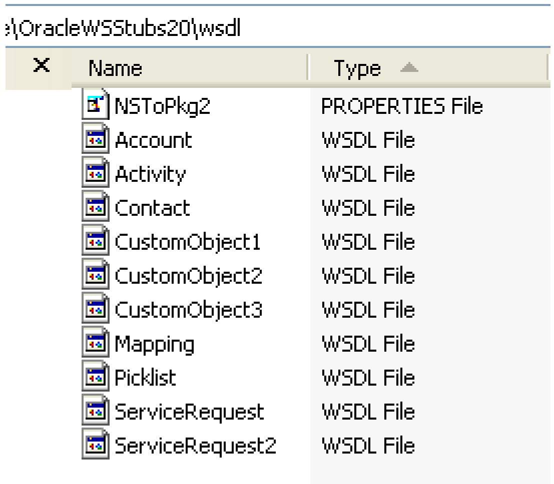
        <java fork="true" classname="org.apache.axis.wsdl.WSDL2Java">
            <arg line="${wsdldir}/Account.wsdl -n -s -o src -f ${wsdldir}/NSToPkg2.properties"/>
            <classpath refid="axiscp"/>
        </java>

        <java fork="true" classname="org.apache.axis.wsdl.WSDL2Java">
            <arg line="${wsdldir}/Account2.wsdl -w -a -o src -f ${wsdldir}/NSToPkg2.properties"/>
            <classpath refid="axiscp"/>
        </java>
```

3. The **axislib** property points to the lib directory containing the necessary jar files required to generate the stubs



4 The **wsdldir** property points to the wsdl files that was downloaded from CRMOD

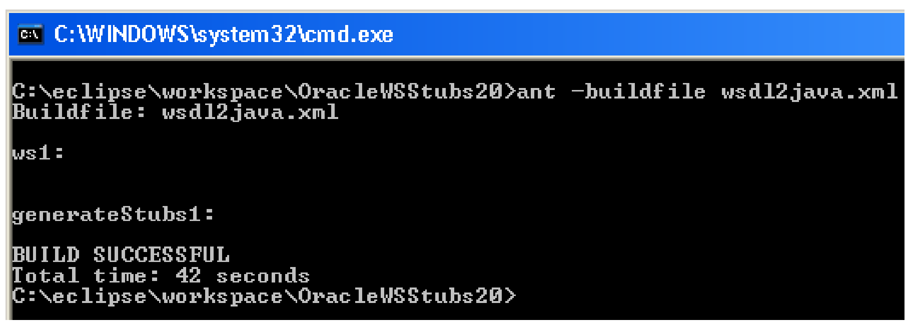



5 Individual entries in the wsdl2java.xml file. Replace the ?.wsdl with the actual wsdl references

```
<java fork="true" classname="org.apache.axis.wsdl.WSDL2Java">
    <arg line="${wsdldir}/?.wsdl -n -s -o src -f
               ${wsdldir}/NSToPkg2.properties"/>
    <classpath refid="axiscp"/>
</java>
```

6 Using ant tool, run the following command at the root of the project structure

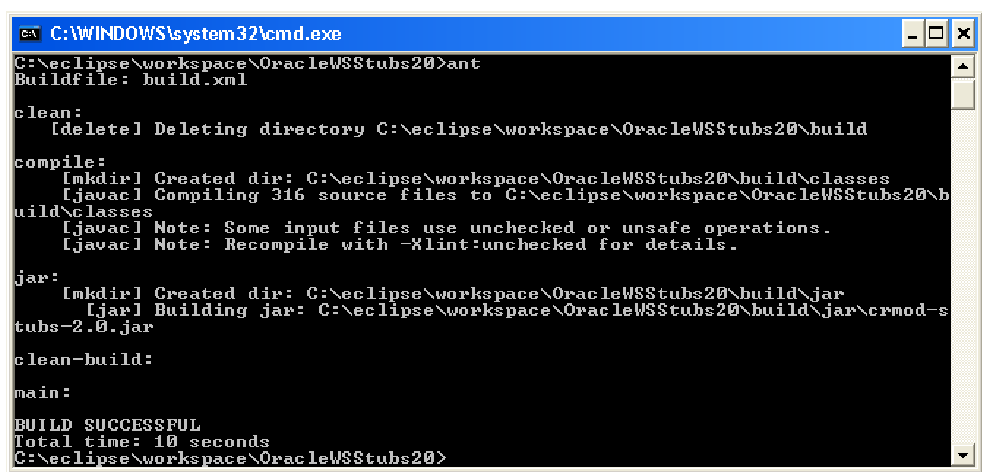
( `ant -buildfile wsdl2java.xml` )




7 Using ant tool, run the following command at the root of the project structure

( `ant` )

This should compile the classes and generate a jar



CHAPTER 5

# SSP Mapping Tool – Deployment and Setup

## Introduction

Mapping Tool is a web-based configuration tool for setting up the communication between InQuira and CRM On-Demand. It has the following functions:-

- Ability to set up CRM OD Connection Properties
- Ability to set the CRM Objects to Use for mapping
- Ability to view CRM Object Fields (Attributes)
- Ability to map the individual attributes between InQuira and CRMOD

Mapping Tool is deployed as part of the InfoManager Configuration Utility

## Deploying the tool

If deploying as a stand-alone web application:

1. Check-out the code
2. Move the config property file under the src/properties folder into an external file location and update the web.xml entries for `CONFIG_PROPERTIES` (config.properties)
3. Build application as a war file
4. Deploy the war file in tomcat server

## CRM On-Demand Connection Properties

This feature provides a mechanism for users to define the connection properties needed for the Web Service Calls.

The following properties are required to be defined:

| Property | Description |
|---|---|
| URL | URL to access Oracle CRM On-Demand |
| Login | CRM On-Demand Administrator Login |
| Password | CRM On-Demand Administrator Password |
| Enable | Select **On** to enable the object. |

| Property | Description |
|---|---|
| Package Name for Inquira Objects | Package name of the InQuira-specific Value Objects that will be mapped to CRM Out-Of-Box Objects |


**Important!** The URL must not contain any suffixes apart from the URL name.

Example of Invalid URLs:

https://secure-ausomxapa.crmondemand.com/

https://secure-ausomxapa.crmondemand.com/Services/Integration

**Important!** Ensure the User Name and Password are correct. Check with development team what the fully qualified package name where the InQuira Objects [Case, CaseAnswerLinkInfo, CaseActivity, SSPCase, SSPContact, SSPActivity] is stored and update the same under ‘Package name for inQuira objects.

The password is encrypted in the appconfig.properties

appconfig.properties

```
#Mon Feb 22 13:53:52 PST 2010
OD_WS_LOGIN_USERNAME=INQUIRA-DEV3/DMOJAHED
FROM_PACKAGE=com.inquira.crm.vo
OD_WS_LOGIN_ADDRESS=https\://secure-ausomxapa.crmondemand.com
OD_WS_LOGIN_PASSWORD=1VFoBr11/zOZ3o9Gbq1iow\=\=
```

# Set CRM Object

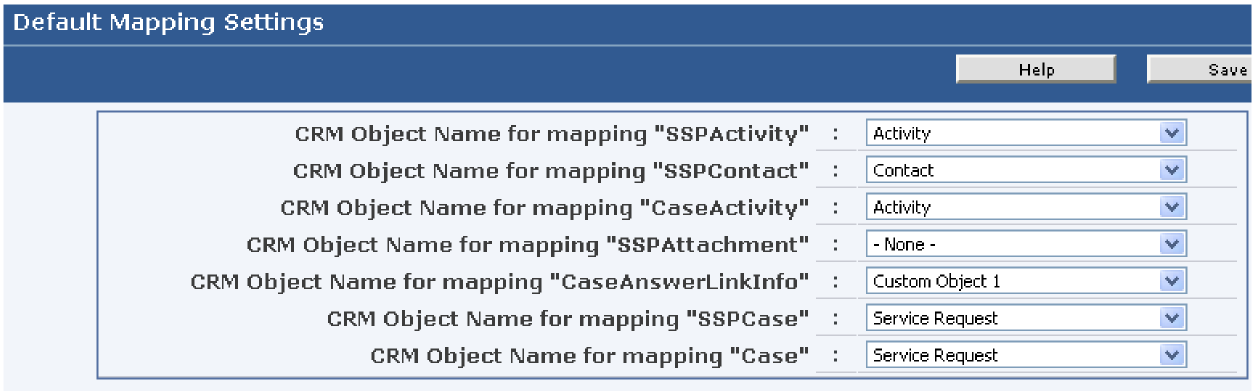
This feature allows users to define the mapping at the Object level between CRM On-Demand OOB Objects *(Service Request, Contact, Activity, Custom Object X)* and SSP Specific Value Objects *(SSPCase, SSPActivity, SSPContact)*.

**Note:** Note that package name of the InQuira-Specific Value Objects must match the property ‘Package Name for SSP Objects’ defined in the ‘CRM On-Demand Connection Properties’ section.

**Note:** The SSP objects and CRMOD objects, discovered by the mapping tool, must be present in the classpath of the mapping tool web application.

| InQuira Object | CRMOD Installed Object |
|---|---|
| Case | Service Request |
| CaseActivity | Activity |
| CaseAnswerLinkInfo | <Custom Objects> |

| InQuira Object | CRMOD Installed Object |
|---|---|
| SSPCase | Service Request |
| SSPContact | Contact |
| SSPActivity | Activity |



# View CRM Object Attributes

This functionality allows users to view all the configured attributes of a CRM OD Out-Of-Box Objects. The following attributes are shown: Display Name, Field Name and Data Type.

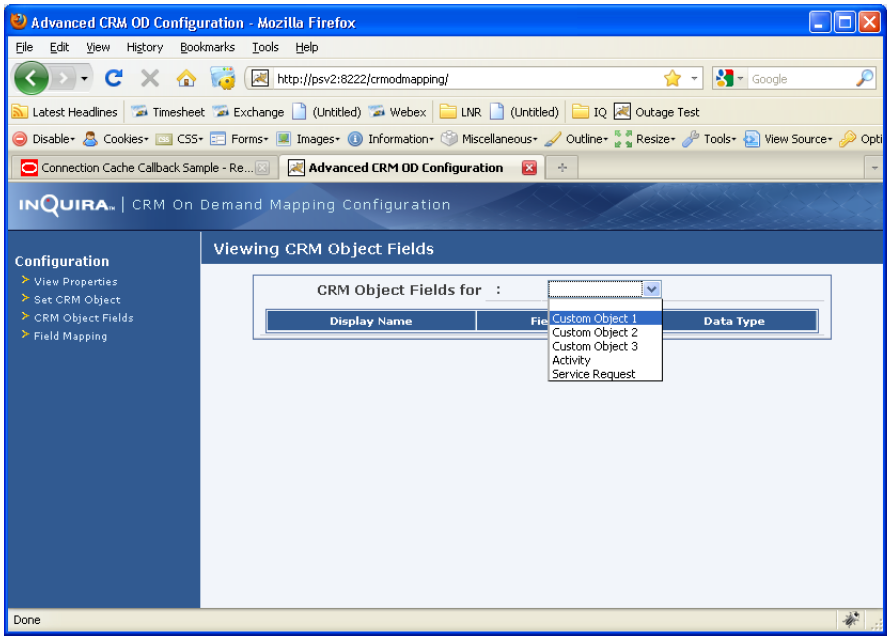



Figure.3.1

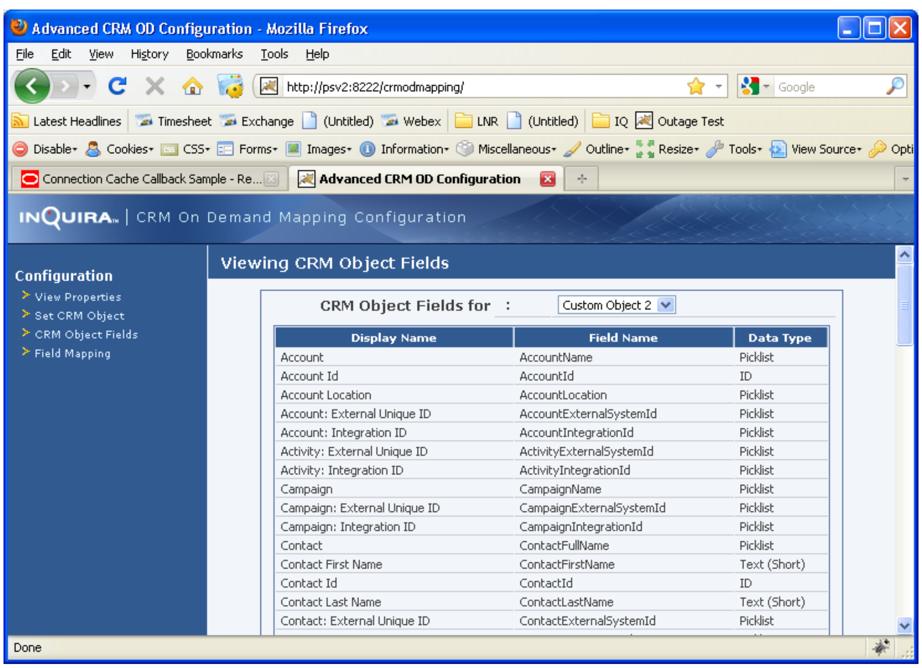



Figure 3.2

# Field Mapping

This is one of the most important feature allows users to define the mapping at the Field level between CRM On-Demand OOB Objects *(Service Request, Contact, Activity)* and SSP-Specific Value Objects *(SSPCase, SSPContact)*.

**Note:** The Inquira objects and CRMOD objects, discovered by the mapping tool, must be present in the classpath of the mapping tool web application.

**Note:** CRMOD Customization of Custom Objects is the pre-requisite for Field Mapping

| SSPContact | Service Request | |
|---|---|---|
| **Attribute Name** | **Display Name** | **Field Name** |
| contactId | | contactId |
| accountId | | accountId |
| description | | description |
| contactType | | contactType |
| createdDate | | createdDate |
| contactEmail | | contactEmail |
| externalSystemId | | externalSystemId |
| contactFirstName | | contactFirstName |
| contactFullName | | contactFullName |
| contactLastName | | contactLastName |
| mrMrs | | mrMrs |
| middleName | | middleName |
| modifiedBy | | modifiedBy |
| modifiedById | | modifiedById |
| modifiedDate | | modifiedDate |
| ownerId | | ownerId |
| owner | | owner |
| ownerFullName | | ownerFullName |
| timeZoneName | | timeZoneName |
| workPhone | | workPhone |
| iqPassword | | <Determined during CRMOD customization> |
| iqUserRole | | <Determined during CRMOD customization> |
| iqStatus | | <Determined during CRMOD customization> |
| iqUserType | | <Determined during CRMOD customization> |
| iqRegistrationDate | | <Determined during CRMOD customization> |
| iqAutoPassword | | <Determined during CRMOD customization> |

| SSPCase | Contact | |
|---|---|---|
| **Attribute Name** | **Display Name** | **Field Name** |
| serviceRequestId | | serviceRequestId |
| createdDate | | createdDate |
| modifiedDate | | |
| accountName | | accountName |
| accountId | | accountId |
| accountLocation | | accountLocation |
| area | | area |
| cause | | cause |
| closedTime | | closedTime |
| contactEmail | | contactEmail |
| contactFirstName | | contactFirstName |
| contactFullName | | contactFullName |
| contactId | | contactId |
| contactLastName | | contactLastName |
| createdByName | | createdByName |
| subject | | subject |
| description | | description |
| ownerId | | ownerId |
| owner | | owner |
| SRNumber | | SRNumber |
| status | | status |
| priority | | priority |
| listOfAttachment | | |
| listOfActivity | | |

The following mapping is required if linked answers (from iConnect) need to be displayed in Case Details.

| **Case** | **Service Request** | |
|---|---|---|
| Attribute Name | Attribute Name | Attribute Name |

Refer to iConnect setup Documentation

| **CaseAnswerLinkInfo** | **Custom Object 1 – 3** | |
|---|---|---|
| Attribute Name | Display Name | Field Name |

Refer to iConnect setup Documentation

| **CaseActivity** | **Activity** | |
|---|---|---|
| Attribute Name | Display Name | Field Name |

Refer to iConnect setup Documentation

### Example Mapping of Contact

After Mapping is complete, user should see the following:

| SSPContact | Contact_Type |
|---|---|
| contactId | contactId |
| accountId | accountId |
| description | description |
| contactType | contactType |
| createdDate | createdDate |
| contactEmail | contactEmail |
| externalSystemId | externalSystemId |
| contactFirstName | contactFirstName |
| contactFullName | contactFullName |
| contactLastName | contactLastName |
| mrMrs | mrMrs |
| middleName | middleName |
| modifiedBy | modifiedBy |
| modifiedById | modifiedById |
| modifiedDate | modifiedDate |
| ownerId | ownerId |
| owner | owner |
| ownerFullName | ownerFullName |
| timeZoneName | timeZoneName |
| workPhone | workPhone |
| iqPassword | customText0 |
| iqUserRole | customPickList2 |
| iqStatus | customPickList1 |
| iqUserType | customPickList3 |
| iqRegistrationDate | customDate0 |
| iqAutoPassword | customBoolean0 |
| iqResetReminder | customText30 |

### Example Mapping of Service Request

After Mapping is complete, user should see the following:-

| SSPCase | ServiceRequest_Type |
|---|---|
| serviceRequestId | serviceRequestId |
| createdDate | createdDate |
| modifiedDate | modifiedDate |
| accountName | accountName |
| accountId | accountId |
| accountLocation | accountLocation |
| area | area |
| cause | cause |
| closedTime | closedTime |
| contactEmail | contactEmail |
| contactFirstName | contactFirstName |
| contactFullName | contactFullName |
| contactId | contactId |
| contactLastName | contactLastName |
| createdByName | createdByName |
| subject | subject |
| description | description |
| ownerId | ownerId |
| owner | owner |
| SRNumber | SRNumber |
| status | status |
| priority | priority |
| listOfAttachment | listOfAttachment |
| listOfActivity | listOfActivity |

## Mapping of the "source" field for SSPCase and CRMOD Service Request

If you choose to use the default value of CRMOD Service Request field "source" as the value of the "source" field for SSPCase, set the default value of CRMOD service Request field "source" in CRMOD side and no additional configuration is necessary.

| SSPCase | ServiceRequest_Type |
|---|---|
| serviceRequestId | serviceRequestId |
| createdDate | createdDate |
| modifiedDate | createdDate |
| accountName | accountName |
| accountId | accountId |
| accountLocation | accountLocation |
| area | area |
| cause | cause |
| source | source |
| closedTime | closedTime |
| contactEmail | contactEmail |
| contactFirstName | contactFirstName |

If you choose to set the value of the "source" field for SSPCase not using the default value of CRMOD Service Request field "source", complete the following additional configuration steps:

1. While doing the field mapping configuration, you also must do the field mapping for field "source" of SSPCase and CRMOD Service Request in System Manager side.
2. Do the configuration to set the value of field "source" of SSPCase in "infocenter.properties". The related key is "DEFAULT_CASE_SOURCE" and the configured value should be one valid value of the field "source" of CRMOD Service Request. For example, "Portal" is one valid value of the field "source" of CRMOD Service Request, so users can set it like this "DEFAULT_CASE_SOURCE= Portal". After that, the field "source" of all CRMOD Service Request from SSP will be set as "Portal".

infocenter.properties

```
ERROR_MULTI_USER_EXISTS=Duplicate records found, please contact Customer Support for registratio
#Rules
#RULE_CREATENEW_ON_MULT_EMAIL: Create a new contact in CRM On Demand if there
#are existing contacts with the same email id
RULE_CREATENEW_ON_MULT_EMAIL=Y
#canUpdateClosedCases: User can update close cases, if value is Y only
#notes, summary and description can be updated, if the value is N notes,
#summary and description cannot be updated
canUpdateClosedCases=Y
#MANDATORY_INPUT_FIELDS:ApplicationResources.properties entries are referenced here
#if a specific field in View Case Detail and Edit Case Detail Page are flagged as
#mandatory. Note that additional javascript must be incorporated in View/Edit Case Details page
#to validate the mandatory fields
MANDATORY_INPUT_FIELDS=CaseDetail.summary:CaseDetail.description
#Messages
#MSG_REGISTER_BY_CCA:This message is updated in CRMOD Contact Description
#if an agent has registered on a users behalf
MSG_REGISTER_BY_CCA=Self Service enabled by CRM Agent
#DEFAULT_CONTACT_DESC:This message is updated in CRMOD Contact Description
#if a new user has registered via self service portal
DEFAULT_CONTACT_DESC=This contact has been created as part of the Self Service Registration
#Default time zone for crmod user
DEFAULT_TIMEZONE=(GMT-08:00) Pacific Time (US & Canada); Tijuana
#DEFAULT_CASE_SOURCE:This is the default value for field named "source" of SSPCase
#When its value is empty, that means customer wants to use the default vlaue from CRMOD as "sour
#When its value is not empty, its value should be valid value for the field named "source" (pick
DEFAULT_CASE_SOURCE=
```

CHAPTER 6

# Web Application Configuration

This section describes step-by-step approach for setting up web services communication with CRM On Demand in Self Service Portal.

1 Following jar files specific to SSP are placed under CRMODServices/SelfService/lib directory

| Jar File | Source |
|---|---|
| gson-1.3.jar | http://code.google.com/p/google-gson/ |
| crmod-stubs-ws2.jar | This is generated from the WSDL's provided by CRM On Demand.<br>The name of the jar file can be anything as long as it does not conflict with other jar files in the library |
| displaytag-1.2.jar | http://displaytag.sourceforge.net/1.2/download.html |
| jcaptcha-all-1.0-RC6.jar | http://sourceforge.net/projects/jcaptcha/files/ |
| custom-jcaptcha.jar | This jar file was generated using code provided by InQuira(Mark Buckallew) |

2 Update web.xml to include Quartz scheduler, `MappingInitServlet`, `SSPRegValServlet`, `CaptchaServlet`, `ViewSRAttachment`

| File (Web XML Entries) | Purpose |
|---|---|
| MappingInitServlet | Load the mapping, appconfig and crmodconfig properties into memory on application startup |
| SSPRegValServlet | Servlet to activate a registration activated via an email link |
| QuartzInitializer | Load the quartz.properties into memory on application startup. This required for running jobs that refresh the session pool |
| CaptchaServlet | Servlet required for word verification during user registration |
| ViewSRAttachment | Servlet required for downloading files associated with a Service Request |
| SSPTagLib | Tag Library for SSP |

```
<!-- ssp changes start -->
 <servlet>
    <description></description>
    <display-name>MappingInitServlet</display-name>
    <servlet-name>MappingInitServlet</servlet-name>
    <servlet-
class>com.inquira.crmod.ssp.tools.mapper.web.MappingInitServlet</servlet-
class>
    <load-on-startup>1</load-on-startup>
    <init-param>
      <param-name>crmod-source</param-name>
      <param-value>properties</param-value>
    </init-param>
  </servlet>
  <servlet-mapping>
    <servlet-name>MappingInitServlet</servlet-name>
    <url-pattern>/InitialiseMapping</url-pattern>
  </servlet-mapping>


   <servlet>
     <description></description>
    <display-name>SSPRegValServlet</display-name>
    <servlet-name>SSPRegValServlet</servlet-name>
    <servlet-class>com.inquira.crmod.ssp.web.SSPRegValServlet</servlet-class>

  </servlet>
  <servlet-mapping>
    <servlet-name>SSPRegValServlet</servlet-name>
    <url-pattern>/sspregcmp</url-pattern>
  </servlet-mapping>


 <servlet>
    <servlet-name>QuartzInitializer</servlet-name>
    <servlet-class>org.quartz.ee.servlet.QuartzInitializerServlet
      </servlet-class>
    <init-param>
      <param-name>config-file</param-name>
      <param-value>quartz.properties</param-value>
    </init-param>
    <init-param>
      <param-name>start-scheduler-on-load</param-name>
      <param-value>true</param-value>
    </init-param>
    <load-on-startup>2</load-on-startup>
  </servlet>
```

```
 <servlet>
    <servlet-name>jcaptcha</servlet-name>
        <servlet-class>com.inquira.client.jcaptcha.CaptchaServlet</servlet-
class>
        <load-on-startup>1</load-on-startup>
    </servlet>
    <servlet-mapping>
        <servlet-name>jcaptcha</servlet-name>
        <url-pattern>/jcaptcha</url-pattern>
    </servlet-mapping>

    <servlet>
      <servlet-name>viewSRAttachment</servlet-name>
      <servlet-class>com.inquira.crmod.ssp.web.ViewSRAttachment</servlet-
class>
      </servlet>
    <servlet-mapping>
    <servlet-name>viewSRAttachment</servlet-name>
        <url-pattern>/viewSRAttachment</url-pattern>
    </servlet-mapping>
      <taglib>
      <taglib-uri>/SSPTagLib</taglib-uri>
      <taglib-location>/WEB-INF/tlds/ssp.tld</taglib-location>
      </taglib>
      <!-- ssp changes end -->
```

3 Place quartz.properties and jobs.xml under classpath (e.g. WEB-INF/classes). Ensure to update the package name of the ODSessionRefreshJob class

**‘quartz.properties’**

```
org.quartz.scheduler.instanceName=TestQuartzScheduler
org.quartz.threadPool.class=org.quartz.simpl.SimpleThreadPool
org.quartz.threadPool.threadCount=10
org.quartz.threadPool.threadPriority=5
org.quartz.threadPool.threadsInheritContextClassLoaderOfInitializingThread=
true

org.quartz.plugin.jobInitializer.class=
org.quartz.plugins.xml.JobInitializationPlugin
org.quartz.plugin.jobInitializer.fileName=jobs.xml
org.quartz.plugin.jobInitializer.overWriteExistingJobs=true
org.quartz.plugin.jobInitializer.failOnFileNotFound=true
org.quartz.plugin.jobInitializer.scanInterval=10
```

**'jobs.xml'**

```
<?xml version='1.0' encoding='utf-8'?>
<!-- This is the dev copy -->

<quartz xmlns="http://www.opensymphony.com/quartz/JobSchedulingData"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://www.opensymphony.com/quartz/JobSchedulingData
  http://www.opensymphony.com/quartz/xml/job_scheduling_data_1_5.xsd"
  version="1.5">
  <calendar class-name="org.quartz.impl.calendar.HolidayCalendar" replace=
"true">
    <name>holidayCalendar</name>
    <description>HolidayCalendar</description>
    <base-calendar class-name="org.quartz.impl.calendar.WeeklyCalendar">
      <name>weeklyCalendar</name>
      <description>WeeklyCalendar</description>
      <base-calendar class-name="org.quartz.impl.calendar.AnnualCalendar">
        <name>annualCalendar</name>
        <description>AnnualCalendar</description>
      </base-calendar>
    </base-calendar>
  </calendar>

  <!-- Job to keep the OD Sessions in pool alive. -->
  <job>
    <job-detail>
      <name>ODSessionRefreshJob</name>
      <group>InQuiraBatchJobs</group>
      <description>Job to keep the OD Sessions in pool alive.</description>
      <job-class><package-name>.ODSessionRefreshJob</job-class>
      <volatility>false</volatility>
      <durability>false</durability>
      <recover>false</recover>
    </job-detail>
    <trigger>
      <cron>
        <name>ODSessionRefreshJobTrigger</name>
        <group>InQuiraBatchJobs</group>
        <description>Trigger for ODSessionRefreshJob to evict idle sessions</
description>
        <job-name>ODSessionRefreshJob</job-name>
        <job-group>InQuiraBatchJobs</job-group>
            <!-- Scheduled to trigger every 5 minutes -->
          <cron-expression>0 0/5 * ? * *</cron-expression>
 </cron>
    </trigger>
  </job>
</quartz>
```

4 Make the following entries in infocenter.properties:

```
#####BEGIN:SSP ENTRIES######
#application type
appType=SSP

#Default length of the auto generated password
#Used in Registration process
DEFAULT_SSP_PASSWORD_LENGTH=5

#File Size Limit
#This is the total allowed limit for uploading attachments in MegaBytes
#Important:Maximum Limit allowed by CRMOD is 10MB
SSP_MAX_FILESIZE_IN_MB=1

#Default Page size
#This is the default number of records to be displayed by default when
#viewing cases
ViewCases.pageSize=10

#ssp template file
masterSSPTemplate=/apps/infocenter/system/templates/t_ssp2col.jsp

#SSPDefaultDiscussionBoards
sspDefaultDiscussionBoards=INTEGRATION_ISSUES+SSP_DEFECTS

caseAnswerClass=/apps/infocenter/system/components/crmssp/c_case_answer_box.jsp
caseDetailViewClass=/apps/infocenter/system/components/crmssp/c_case_detail_box.jsp
caseDetailEditClass=/apps/infocenter/system/components/crmssp/c_case_detail_edit.jsp
searchCasesClass=/apps/infocenter/system/components/crmssp/c_search_cases_box.jsp
viewCasesClass=/apps/infocenter/system/components/crmssp/c_view_cases_box.jsp
viewCompanyCasesClass=/apps/infocenter/system/components/crmssp/
c_view_company_cases_box.jsp

#Categories

#CRMOD User Status
#Other Allowed values are 'Needs Approval', 'Denied'
DEFAULT_CRMOD_USER_STATUS=Approved

#CRMOD User Role
#Other Allowed values are 'Update My Cases', 'View Company Cases', 'Update Company
Cases'
DEFAULT_CRMOD_USER_ROLE=View My Cases

#CRMOD User Type
#Other Allowed values are 'Internal'
DEFAULT_CRMOD_USER_TYPE=External

#Case Category
CASE_CATEGORIES=CASE_CATEGORY1:CASE_CATEGORY2:CASE_CATEGORY3
CASE_CATEGORY1_ENABLED=YES
CASE_CATEGORY1_LABEL=Area
CASE_CATEGORY1_CRM_FIELDNAME=Area
```

```
CASE_CATEGORY2_ENABLED=YES
CASE_CATEGORY2_LABEL=Cause
CASE_CATEGORY2_CRM_FIELDNAME=Cause

CASE_CATEGORY3_ENABLED=NO
CASE_CATEGORY3_LABEL=
CASE_CATEGORY3_CRM_FIELDNAME=

#Error
ERROR_USER_EXISTS=User already exists in the system
ERROR_MULTI_USER_EXISTS=Duplicate records found, please contact Customer Support for
registration

#Rules
#RULE_CREATENEW_ON_MULT_EMAIL: Create a new contact in CRM On Demand if there
#are existing contacts with the same email id
RULE_CREATENEW_ON_MULT_EMAIL=Y

#canUpdateClosedCases: User can update close cases, if value is Y only
#notes, summary and description can be updated, if the value is N notes,
#summary and description cannot be updated
canUpdateClosedCases=Y

#MANDATORY_INPUT_FIELDS:ApplicationResources.properties entries are referenced here
#if a specific field in View Case Detail and Edit Case Detail Page are flagged as
#mandatory. Note that additional javascript must be incorporated in View/Edit Case
Details page
#to validate the mandatory fields
MANDATORY_INPUT_FIELDS=CaseDetail.summary:CaseDetail.description


#Messages
#MSG_REGISTER_BY_CCA:This message is updated in CRMOD Contact Description
#if an agent has registered on a users behalf
MSG_REGISTER_BY_CCA=Self Service enabled by CRM Agent

#DEFAULT_CONTACT_DESC:This message is updated in CRMOD Contact Description
#if a new user has registered via self service portal
DEFAULT_CONTACT_DESC=This contact has been created as part of the Self Service
Registration

#Default time zone for crmod user
DEFAULT_TIMEZONE=(GMT-08:00) Pacific Time (US & Canada); Tijuana
```

5 Make the following entries in ApplicationResources.properties:

```
Userbox.received=<strong>Registration Request Received</strong><br>An activa-
tion email has been sent
Userbox.relogin= Kindly relogin for changes to take effect.
SupportBox.viewMyCases=View My Cases
SupportBox.viewCompanyCases=View Company Cases
SupportBox.searchCases=Search Cases
SupportBox.ManageCases=Manage Cases
Register.invalidCaptcha=The characters you entered didn't match the word ver-
ification. Please try again
Register.multiMail=Duplicate records found for this email, Please contact Cus-
tomer Support for assistance
# Search page label
SearchCases.title=Search Cases
SearchCases.tableTitle=Filter Criteria
SearchCases.caseId=Case Id
SearchCases.summary=Case Summary
SearchCases.status=Case Status
SearchCases.orginator=Contact
SearchCases.priority=Priority
SearchCases.search=Search
SearchCases.clear=Clear
SearchCases.searchAddAnswer=More Answers
# View Cases page lebel
ViewMyCases.title=View My Cases
ViewMyCompanyCases.title=View Company Cases
# View Cases table label
ViewCases.tableTitle=Support Case List
ViewCases.allCases=All Cases
ViewCases.openCases=Open Cases
ViewCases.closedCases=Closed Cases
ViewCases.SRNumber=#
ViewCases.summary=Case Summary
ViewCases.priority=Priority
ViewCases.status=Status
ViewCases.originator=Contact
ViewCases.createdDate=Created Date
ViewCases.action=Action
ViewCases.view=View
ViewCases.update=Update
ViewCases.record=Records per page
ViewCases.previous=Previous
ViewCases.next=Next
ViewCases.empty=No Case found

#Case detail label
NewCaseDetail.pageTitle=Submit Case Online
NewCaseDetail.contactFirstName=Contact First Name
NewCaseDetail.contactLastName=Contact Last Name
NewCaseDetail.contactEmailId=Contact Email Id

ViewCaseDetail.pageTitle=View Case Details
EditCaseDetail.pageTitle=Edit Case Details
EditCaseDetail.userInfo=User Information

CaseDetail.createCaseMessage=A case has been successfully created
CaseDetail.updateCaseMessage=The case has been successfully updated
```

```
CaseDetail.postTopic=Post as Topic
CaseDetail.searchAnswer=Search Answer
CaseDetail.update=Update
CaseDetail.cancel=Cancel

CaseDetail.caseInfo=Case Information
CaseDetail.caseId=Case Number
CaseDetail.status=Status
CaseDetail.createdDate=Created Date
CaseDetail.modifiedDate=Last Updated
CaseDetail.caseOwner=Case Owner

CaseDetail.moreInfoTitle=More Information
CaseDetail.priority=Priority
CaseDetail.contactName=Contact Name
CaseDetail.area=Area
CaseDetail.cause=Cause
CaseDetail.summary=Case Summary
CaseDetail.description=Description
CaseDetail.attachments=Attachments

CaseDetail.notesInfoTitle=Notes
CaseDetail.notesInfoSubject=Subject
CaseDetail.notesInfoDescription=Description
CaseDetail.notesInfoModifiedDate=Modified Date
CaseDetail.notesInfoCreatedDate=Created Date
CaseDetail.notesInfoEmpty=No notes found
CaseDetail.topicsInfoTitle=Topics
CaseDetail.topicsInfoTopic=Topic
CaseDetail.topicsInfoCreatedDate=Created Date
CaseDetail.topicsInfoEmpty=No topics found
CaseDetail.linkAnsHeader=Linked Answers
CaseDetail.linkAnsTitle=Title
CaseDetail.linkAnsExcerpt=Excerpt
CaseDetail.linkAnsDocType=Doc Type
CaseDetail.linkAnsDocId=Doc Id
CaseDetail.linkAnsVersion=Version
CaseDetail.linkAnsEmpty=No Linked answers found
CaseDetail.searchAnswers=Search Answers
CaseDetail.searchAddAnswer=More Answers
CaseDetail.remove=Remove
CaseDetail.addAttachment=Add another attachment
CaseDetail.save=Save
CaseDetail.clear=Clear

CaseDetail.fileSizeError=Total File Size cannot exceed
CaseDetail.fileSizeError2=MB
CaseDetail.subjectEmptyError=Subject cannot be empty
CaseDetail.formError=Error while submitting the case, please try after some-
time
CaseDetail.makeMeOwner=Make me Contact
CaseDetail.fileNameLengthError=File Name length cannot be more than 30 char-
acters

SSPCRMOD.serverUnavailableError=We are experiencing some technical problems
processing your request
```

```
Application.Error=<strong>We are experiencing some technical problems.</
strong><br/>Please try again after some time. If the problem persists, please
contact customer support.
CaseManagement.Error=<strong>We are experiencing some technical problems with
Case Management.</strong><br/>Please try again after some time. If the problem
persists, please contact customer support.
Register.timeZoneName=My Time Zone

Application.errorResetPassword=<strong>We are experiencing some technical
problems.</strong><br/>Please try resetting the password again after some
time. If the problem persists, please contact customer support.

##  Timezone list ##
TimeZone1=(GMT) Casablanca, Monrovia
TimeZone2=(GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London
TimeZone3=(GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna
TimeZone4=(GMT+01:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague
TimeZone5=(GMT+01:00) Brussels, Copenhagen, Madrid, Paris
TimeZone6=(GMT+01:00) Sarajevo, Skopje, Sofija, Vilnius, Warsaw, Zagreb
TimeZone7=(GMT+01:00) West Central Africa
TimeZone8=(GMT+02:00) Athens, Istanbul, Minsk
TimeZone9=(GMT+02:00) Bucharest
TimeZone10=(GMT+02:00) Cairo
TimeZone11=(GMT+02:00) Harare, Pretoria
TimeZone12=(GMT+02:00) Helsinki, Riga, Tallinn
TimeZone13=(GMT+02:00) Jerusalem
TimeZone14=(GMT+03:00) Baghdad
TimeZone15=(GMT+03:00) Kuwait, Riyadh
TimeZone16=(GMT+03:00) Moscow, St. Petersburg, Volgograd
TimeZone17=(GMT+03:00) Nairobi
TimeZone18=(GMT+03:30) Tehran
TimeZone19=(GMT+04:00) Abu Dhabi, Muscat
TimeZone20=(GMT+04:00) Baku, Tbilisi, Yerevan
TimeZone21=(GMT+04:30) Kabul
TimeZone22=(GMT+05:00) Ekaterinburg
TimeZone23=(GMT+05:00) Islamabad, Karachi
TimeZone24=(GMT+05:00) Tashkent
TimeZone25=(GMT+05:30) Calcutta, Chennai, Mumbai, New Delhi
TimeZone26=(GMT+05:45) Kathmandu
TimeZone27=(GMT+06:00) Almaty, Novosibirsk
TimeZone28=(GMT+06:00) Astana, Dhaka
TimeZone29=(GMT+06:00) Sri Jayawardenepura
TimeZone30=(GMT+06:30) Rangoon
TimeZone31=(GMT+07:00) Bangkok, Hanoi, Jakarta
TimeZone32=(GMT+07:00) Krasnoyarsk
TimeZone33=(GMT+08:00) Beijing, Chongqing, Hong Kong, Urumqi
TimeZone34=(GMT+08:00) Irkutsk, Ulaan Bataar
TimeZone35=(GMT+08:00) Kuala Lumpur, Singapore
TimeZone36=(GMT+08:00) Perth
TimeZone37=(GMT+08:00) Taipei
TimeZone38=(GMT+09:00) Osaka, Sapporo, Tokyo
TimeZone39=(GMT+09:00) Seoul
TimeZone40=(GMT+09:30) Adelaide
TimeZone41=(GMT+09:30) Adelaide
TimeZone42=(GMT+09:30) Darwin
TimeZone43=(GMT+10:00) Brisbane
TimeZone44=(GMT+10:00) Canberra, Melbourne, Sydney
TimeZone45=(GMT+10:00) Guam, Port Moresby
```

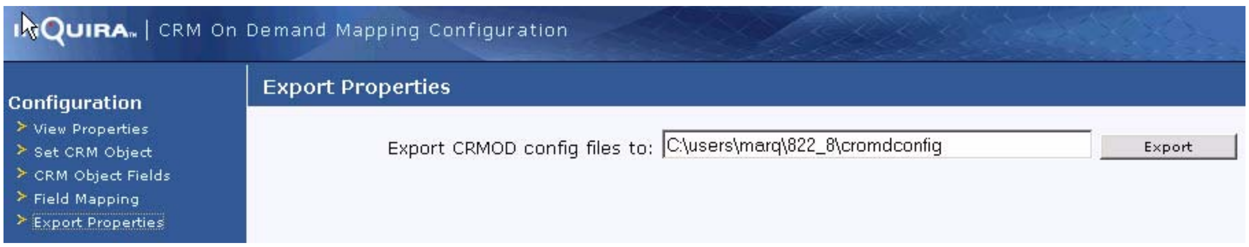
```
TimeZone46=(GMT+10:00) Hobart
TimeZone47=(GMT+10:00) Vladivostok
TimeZone48=(GMT+11:00) Magadan, Solomon Is., New Caledonia
TimeZone49=(GMT+12:00) Auckland, Wellington
TimeZone50=(GMT+12:00) Fiji, Kamchatka, Marshall Is.
TimeZone51=(GMT+13:00) Nuku'alofa
TimeZone52=(GMT-01:00) Azores
TimeZone53=(GMT-01:00) Cape Verde Is.
TimeZone54=(GMT-02:00) Mid-Atlantic
TimeZone55=(GMT-03:00) Brasilia
TimeZone56=(GMT-03:00) Salta
TimeZone57=(GMT-03:30) Newfoundland
TimeZone58=(GMT-04:00) Atlantic Time (Canada)
TimeZone59=(GMT-04:00) La Paz
TimeZone60=(GMT-04:00) Manaus
TimeZone61=(GMT-04:00) Santiago
TimeZone62=(GMT-04:30) Caracas
TimeZone63=(GMT-05:00) Bogota, Lima, Quito
TimeZone64=(GMT-05:00) Eastern Time (US & Canada)
TimeZone65=(GMT-05:00) Indiana (East)
TimeZone66=(GMT-06:00) Central America
TimeZone67=(GMT-06:00) Central Time (US & Canada)
TimeZone68=(GMT-06:00) Mexico City
TimeZone69=(GMT-06:00) Saskatchewan
TimeZone70=(GMT-06:00) Tegucigalpa
TimeZone71=(GMT-07:00) Arizona
TimeZone72=(GMT-07:00) Chihuahua, La Paz, Mazatlan
TimeZone73=(GMT-07:00) Mountain Time (US & Canada)
TimeZone74=(GMT-08:00) Pacific Time (US & Canada); Tijuana
TimeZone75=(GMT-09:00) Alaska
TimeZone76=(GMT-10:00) Hawaii
TimeZone77=(GMT-11:00) Midway Island, Samoa
TimeZone78=(GMT-12:00) Eniwetok, Kwajalein
```

CHAPTER 7

# Configuring InQuira

## Export Properties

Use the Export Properties feature to export the CRMOD configuration files for Inquira webapp's integration with CRMOD.




| Field | Description |
|---|---|
| Export CRMOD config files to: | Enter the full file path for the location where the CRMOD integration configuration properties files to be exported. The exported files are `appconfig.properties`, `crmconfig.properties` and `mapping.properties` . Click **Export**. |

If the specific directories do not exist, the user will be asked to create the directory first.

If the directories and files already exist, the exported files will over write the existing files.

When completed, the system displays this message: The properties files are exported successfully.

## Setting Up Contact Center Advisor in System Manager

You must complete the Contact Center Advisor setup in System Manager. See *iConnect Developers Guide*, Chapter 3, “Deploying iConnect in a CRM Environment” for details on completing thie setup.

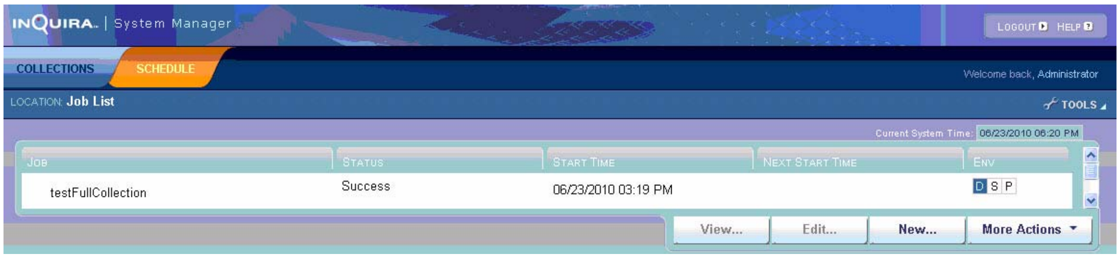
Use the following parameters:

| Parameter | Entry |
|---|---|
| **cca-response-handler-impl** | |
| Item name | cmrod |
| cca-response-handler-impl | com.InQuira.response.cca.CCACRMODLinkedAnswersResponseHandler |
| **cca-request-handler-impl** | |
| Item name | cmrod |
| cca-request-handler-impl | com.InQuira.request.cca.CCACRMODHandler |
| **Call Center Adviser** | |
| cca-request-handler | cmrod (select from picklist) |
| cca-response-handler-impl | cmrod (select from picklist) |
| Base URL | This is the crmod URL provided to the customer. |
| User Name | User name with admin privilege created on CRMOD. |
| Password | Password of above user. |

# Propagate number.xml file to Synch with Runtime

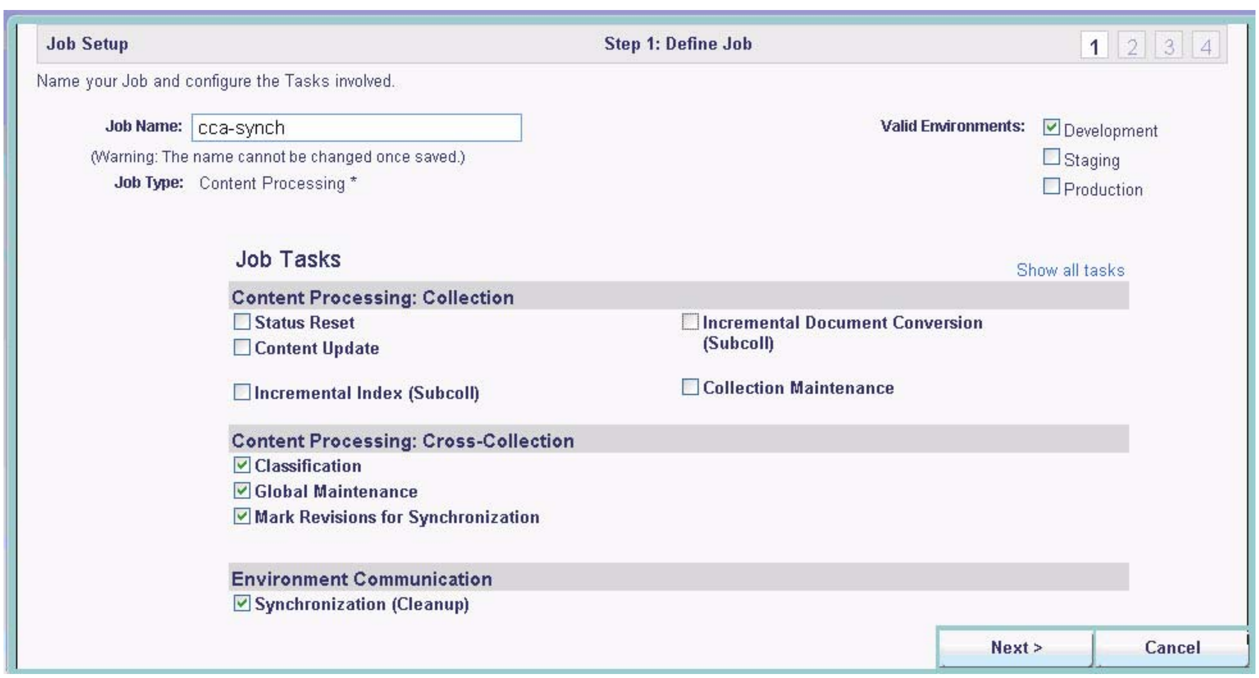
1 Logon to InQuira System Manager at `http://<server-name:port(if required)>/InQuirawb/app`

2 Create the schedule job to synch. Go to Schedule->New




3 Select **Content Processing** and click **Continue**.

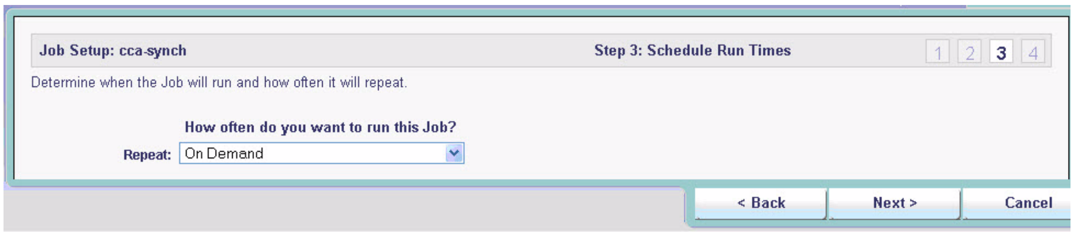

The Job Setup page displays.



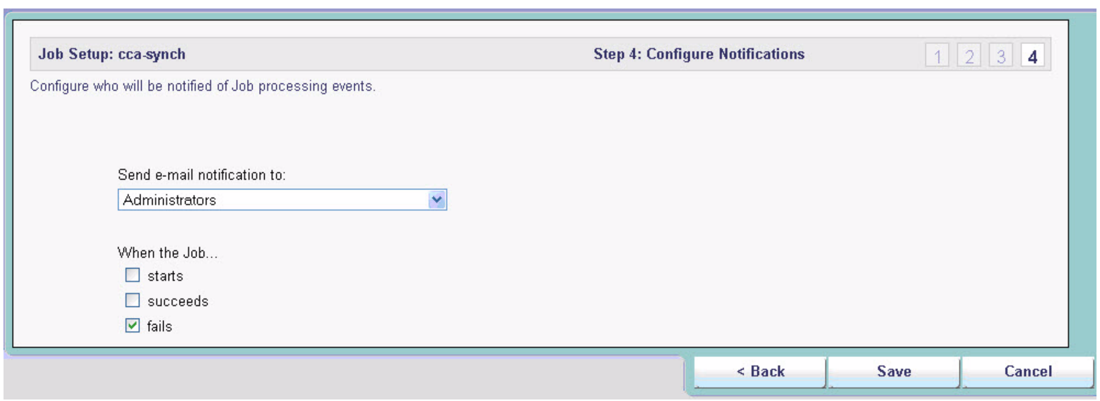
4 Enter the parameters provided below and click **Next**.

| Parameter | Entry |
|---|---|
| Job Name: | cca-synch |
| Valid Environments: | Select **Development**. |
| **Job Tasks** | |
| Content Processing: Collection | Leave all fields clear |
| Content Processing: Cross-Collection | Select all. |
| Environment Communication | Select **Synchronization (cleanup)**. |

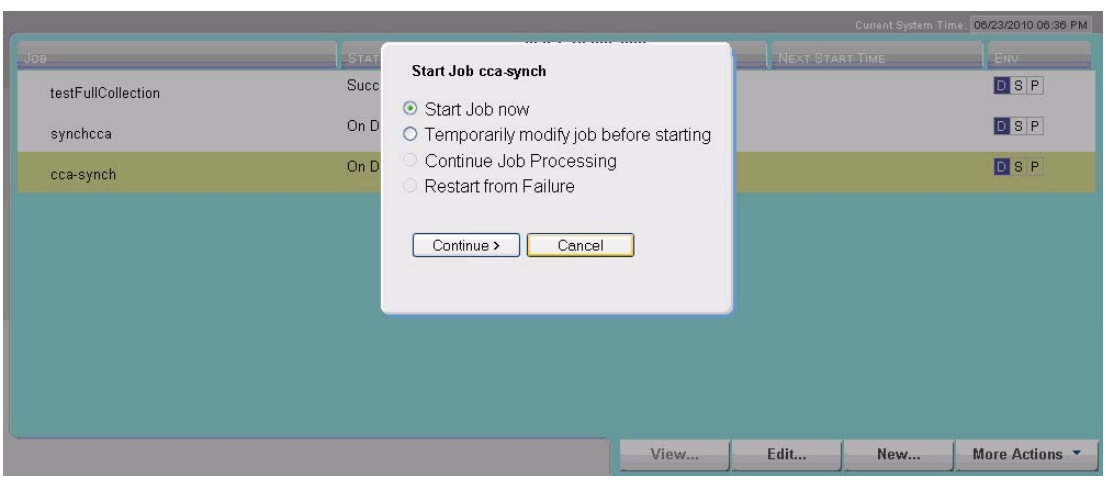
5 Click **Next**.




6 Click **Save**.




7 Select the job and click More Actions-> Start Job Now.




8 Click **Continue**.

Allow the job to run to completion.

# Information Manager Setup and Configuration

The following sections describe:

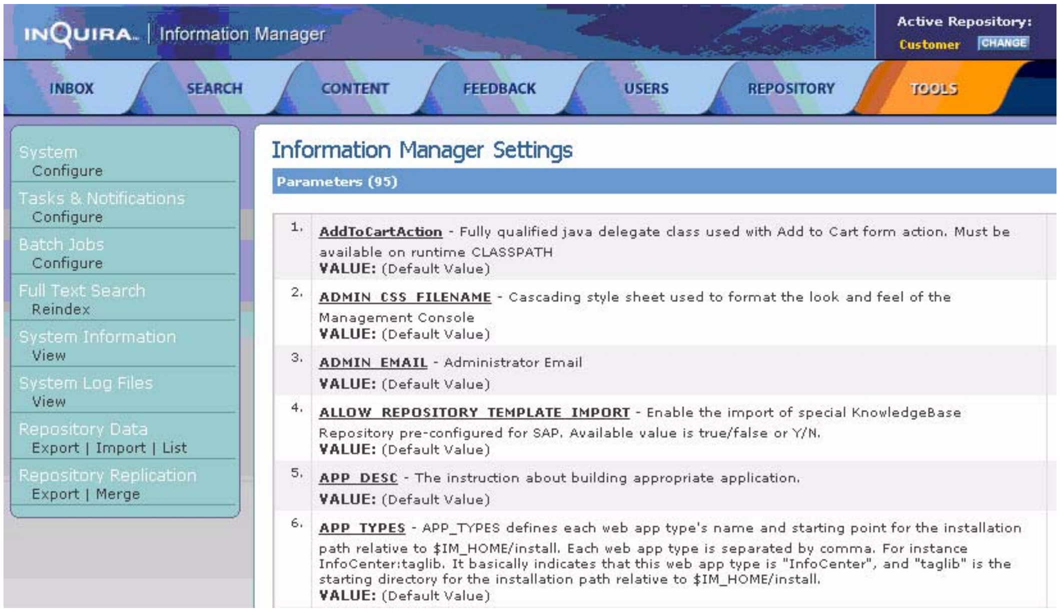
- **Updating System Configuration**
- **Deploying SSP Web Application**
- **Deploying iConnect Web Application**

## Updating System Configuration

1 Login to Information Manager Console from Web Application server. (http://<servername>/InfoManager).


2 Go to "Tools->System:Configure-> Go to Expert Mode" as shown below.

The following screen appears:




**Note:** This screen shot shows a partial page. All parameters listed below appear on the full page.

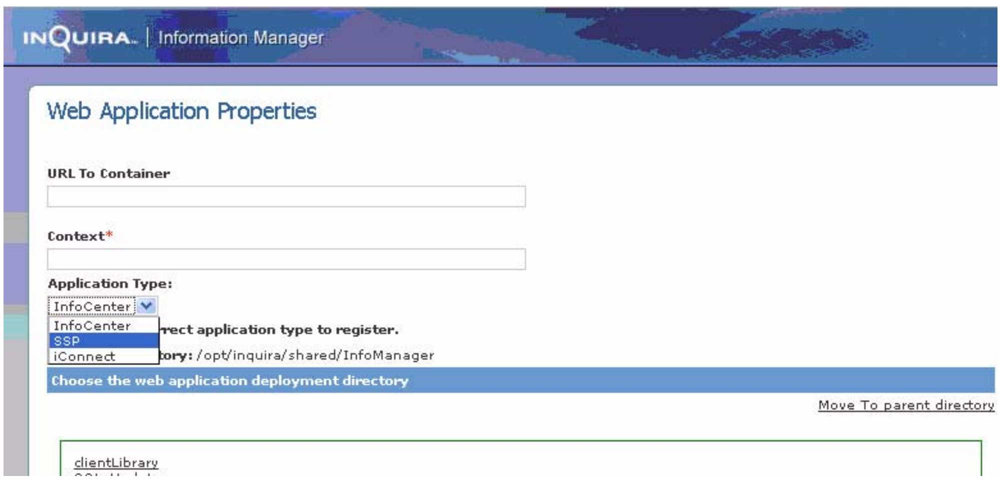
3 Click on a parameter link to modify/configure the value. Follow the below table for the parameters need to be changed and values.

| Paramter Name / Field | Value |
|---|---|
| **APP_TYPES** | |
| Parameter Value | InfoCenter:taglib,SSP:ssp,iConnect:iconnect |
| Allow administrators to edit value | Select |
| Encrypt Value | Clear |
| Save to default value | Select |
| **REMOTE_AUTHENTICATION_CLASS** | |
| Parameter Value | com.InQuira.services.ldapservices.CRMODSSOAuthenticator |
| Allow administrators to edit value | Select |
| Encrypt Value | Clear |
| Save to default value | Select |
| **REMOTE_AUTHENTICATION_ENABLED** | |
| Parameter Value | True |
| Allow administrators to edit value | Select |
| Encrypt Value | Clear |
| Save to default value | Select |
| **REMOTE_CRM_CHECKEMAILFORUSER_ENABLED** | |
| Parameter Value | True |
| Allow administrators to edit value | Select |
| Encrypt Value | Clear |
| Save to default value | Select |
| **REMOTE_CRM_CHECKROLEANDVIEW_ENABLED** | |
| Parameter Value | False |
| Allow administrators to edit value | Select |

| Paramter Name / Field | Value |
|---|---|
| Encrypt Value | Clear |
| Save to default value | Select |
| **REMOTE_SSO_ENABLED** | |
| Parameter Value | True |
| Allow administrators to edit value | Select |
| Encrypt Value | Clear |
| Save to default value | Select |

## Deploying SSP Web Application

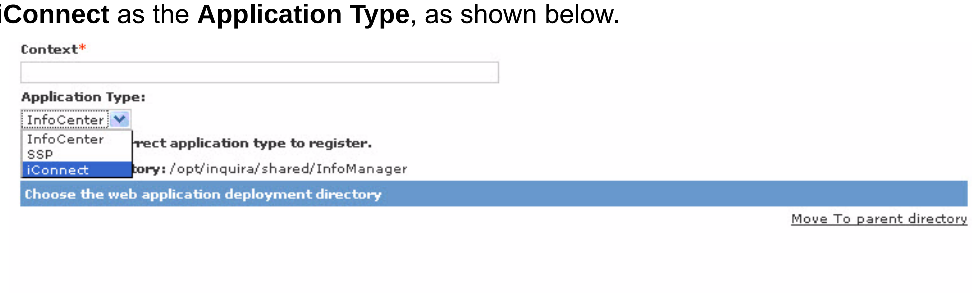
1 Follow the InfoCenter web application registration. On the application registration page, select **SSP** as the **Application Type**, as shown below.




2 After completing the Web application registration, copy the files `appconfig.properties`, `crmodconfig.properties` and `mapping.properties` from the Indexer server, exported from System Manager Export Properties utility under the folder `/usr/local/InQuira/InQuira_8.2.2/instances/$INQUIRA_Instance/appserverim/webapps/$SSP_Instance/WEB-INF/classes` on the server where web application is deployed.

## Deploying iConnect Web Application

1 Follow InfoCenter web application registration. On the application registration page, select **iConnect** as the **Application Type**, as shown below.




**Important!** Make certain that the iConnect application context name is same as in the ODCRM:Service Request Web Applet. E.g. if the URL in ODCRM is `https://staging.InQuira.com/support/` then the Context here would be **`/support`**.

2 Login to machine where the iConnect application is deployed.

3 Go to folder `/usr/local/InQuira/InQuira_8.2.2/instances/imicd1-1/appserverim/webapps/support/WEB-INF/`.

4 Open the `infocenter.properties` file.

5 Set the value of `ccaDraftContentChannels`, `ccaRecommendationChannels` and `ccaDiscussionBoards`. Values are the REF_KEY configured in InformationManager channels. E.g. `ccaDraftContentChannels=SOLUTIONS`, `ccaRecommendationChannels=SOLUTIONS`.

# Self-Service Portal User Administration

## User Registration Introduction

InQuira's Self Service Portal is an online case (Service Request) management system that enables companies implement web self-service. Self Service integrates Intelligent Search, Discussion Forums, and Information Manager together with Case Management capabilities into a comprehensive knowledge portal that reduces the cost of implementation and ensures consistency of information across all user constituencies, including customer, employees and partners.

It is important to understand that the portal user is represented as a Contact on CRM On Demand with additional custom fields specific to Self Service Portal.

Self Service portal supports escalation processes where a user can submit a case (Service Request) themselves through the knowledge portal. It uses Intelligent Search to attempt to deflect the case or email by providing potential answers to the user's question. Customers can open and track cases online. Employees of a company (Customer) can open and track company cases. They can create topics in discussion forums from their specific case context. They can create notes, upload attachments for a case.

Portal has Time Zone Support for end-users. User can specify the time zone they belong to during the time of registration; they can also modify their time zone settings.

Self Service portal supports new user registration and user account activation triggered via email notification. A newly registered user is created as a contact in CRM On Demand with default status and roles needed to access the portal.

Once a user completes registration, CRM Agents may need to update user's self-service status and roles, and sometimes perform new user registration on behalf of the user if users are unable to do so by themselves.

After a case (Service Request) is created by a Self Service User, CRM Agents can assign the case (Service Request) to appropriate owners, they can communicate with end-users (CRM On Demand Contacts) via special type of notes. Apart from these, CRM agents will work on Service Requests as they would normally do.

CRM agents can also view the topics that the self-service end-users post from the context of a case. Further, agents can view the search history and document history of a case created by an end-user giving some insight to what the user was searching for and what documents they viewed before submitting a case (Service Request).

## Registering Users

Self-Service portal allows new users to register themselves. But there are times when users may not be able to perform self-registration. For example, if the user already exists as a contact in CRM On- Demand or if there are multiple contacts matching their email id. It is also possible that there are multiple contacts in the CRM On Demand with matching email ids. It is CRM agent's responsibility to determine if the user, requesting to register, already exist as contacts in CRM On-Demand and if there are multiple contacts for the same user, identify the right user. Verify if the users already have an Infocenter account (by asking the users), if so then they need not go through the registration process as the portal automatically creates a contact in CRM On Demand when the users logs in into Self Service Portal using Infocenter login and password.

External user registration allows for an email address to entered as the user ID. The field accepts a maximum of 50 characters. If the user does not select the option **Display Name to Public?**, the registration page prompts for an alias. Information Manager creates the web user record with First Name, Last Name, User ID, and the CRM OD contact ID. If the user selected Use my user ID as my email address, Information Manager stores the email address as the User ID. The contact ID is used when creating or updating activities in CRM OD.

The following CRM OD contact record fields and InQuira web user record fields are required for SSP user registration.

**CRM OD Contact Record Required Fields**

| | |
|---|---|
| First Name | |
| Last Name | |
| Email Address | |
| IQAutoPassword | Defaults to Yes to initiate password reset upon login. |
| IQRegistrationDate | import date |
| IQUserRole | DEFAULT_CRMOD_USER_ROLE from infocenter.properties file |
| IQUserStatus | DEFAULT_CRMOD_USER_STATUS from the infocenter.properties file |
| IQUserType | DEFAULT_CRMOD_USER_TYPE from the infocenter.properties file |

**InQuira Web User Record Required Fields**

| | |
|---|---|
| First Name | |
| Last Name | |
| User ID | |
| Password | Set to default password. |
| Email Address | |
| showName | **Display Name to Public?** option. When enabled, SSP displays the user’s name. |
| Alias | Required ONLY if the user *does not* select the **Display Name to Public?**option. |

# Remote Authentication Configuration

To complete the require remote authentication configuration:

1. Log in to IM System Manager.
2. Navigate to Tools > System(Configure) > ExpertMode.
3. Select REMOTE_FIELD_BUILDER_CLASS from the list.
4. Enter **com.inquira.services.ldapservices.CRMODFieldBuilder** as input value.
5. Save changes.

# New User Registration

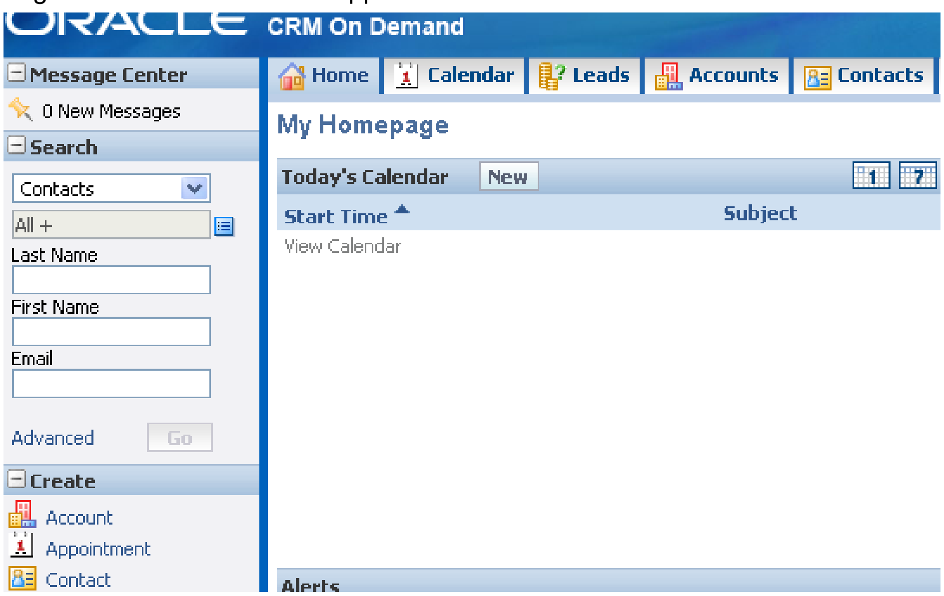
Steps to register a new user:

1. Logon to CRM On Demand application and search Contacts
2. If the contact does not already exist, create a contact (First Name, Last Name, and Email required). If the contact already exists and is not an existing SSP user, Click on the 'Register Self-Service User' web link. First Name, Last Name and Email Id are automatically pre-populated.
3. Enter a user id of the callers choice
4. Enter all the required fields (If the word verification is not legible, Click on  to get a new word)
5. Click on 'Register'

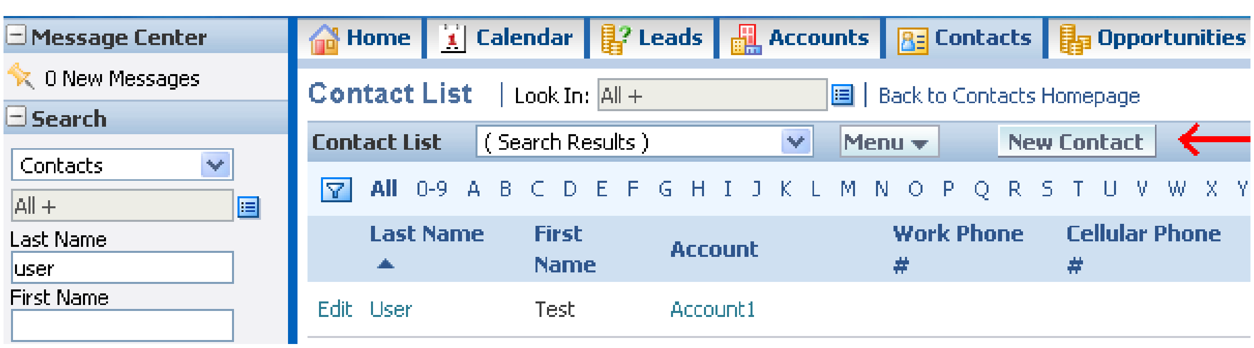
   If the registration fails,appropriate error messages will be displayed

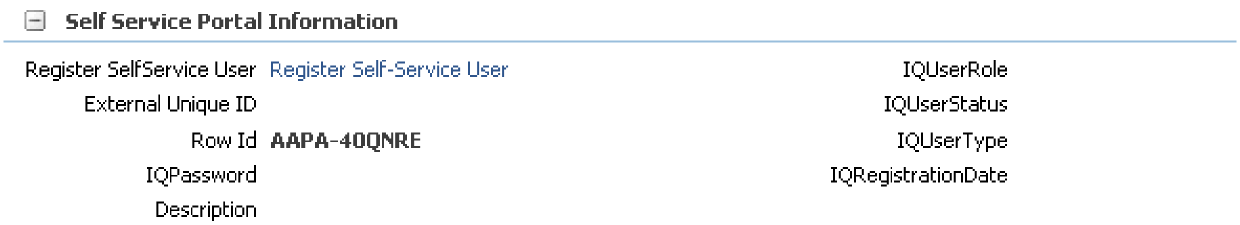
## WALK-THRU

1. Logon to CRM On Demand application and search Contacts

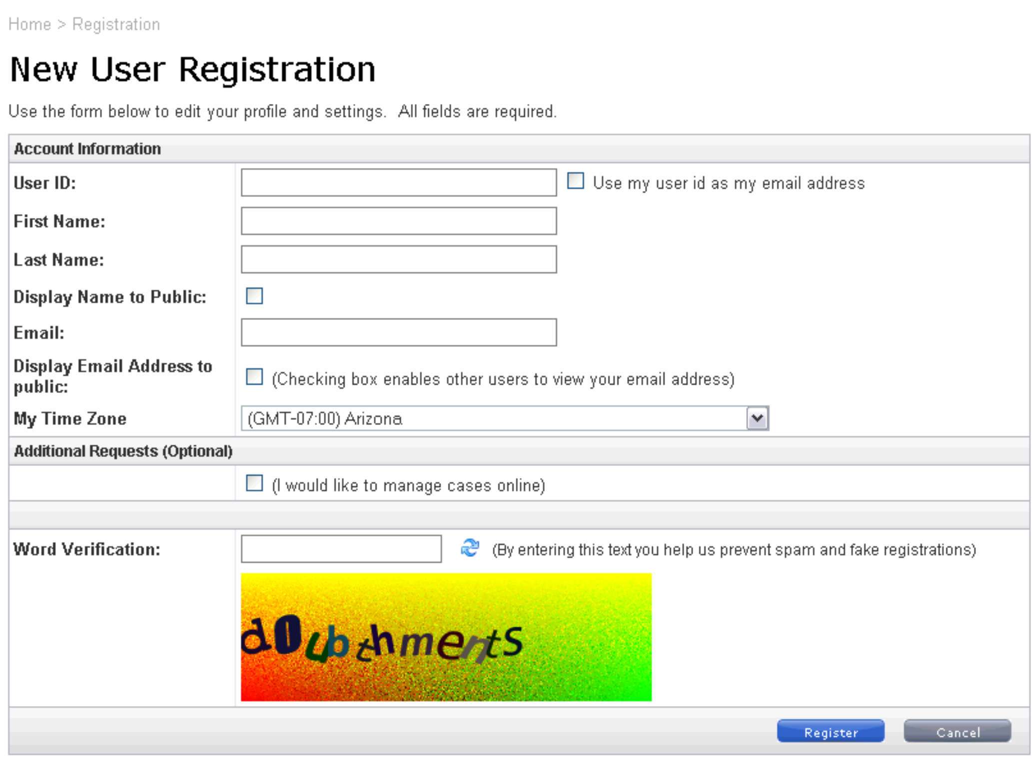



2. If the contact does not already exist, create a contact (First Name, Last Name, and Email required), If the contact already exists and is not an existing SSP user, Click the Register Self-Service User link.






'New User Registration' page opens in a new browser window. First Name, Last Name, and Email Id are automatically pre-populated.

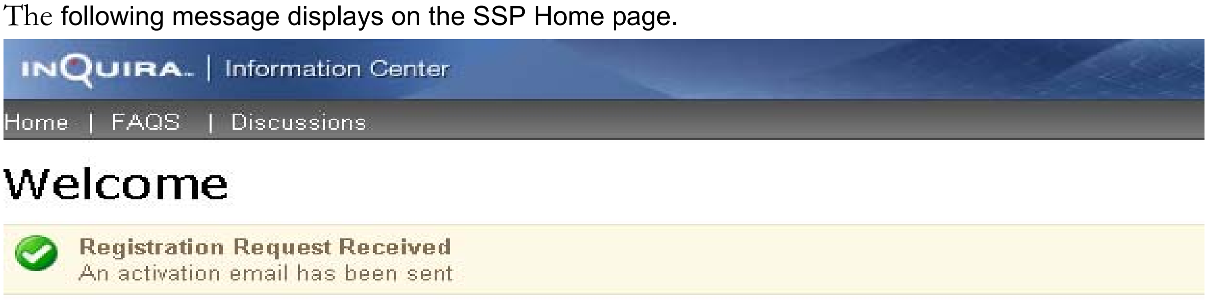



3 Enter the 'User ID' of the callers choice

4 Enter all the required fields and checkboxes, if applicable (If the word verification is not legible, Click on to get a new word)

5 Click on 'Register'

The following message displays on the SSP Home page.



In case registration fails because the User id is already taken, you will see the following error message, choose another User Id and try again

## New User Registration

**Sorry, that username is already taken.** Although you indicated you're a new user, an account already exists for the User ID you entered. Please select a different User ID or Sign in first. Forgot your password click here for assistance.

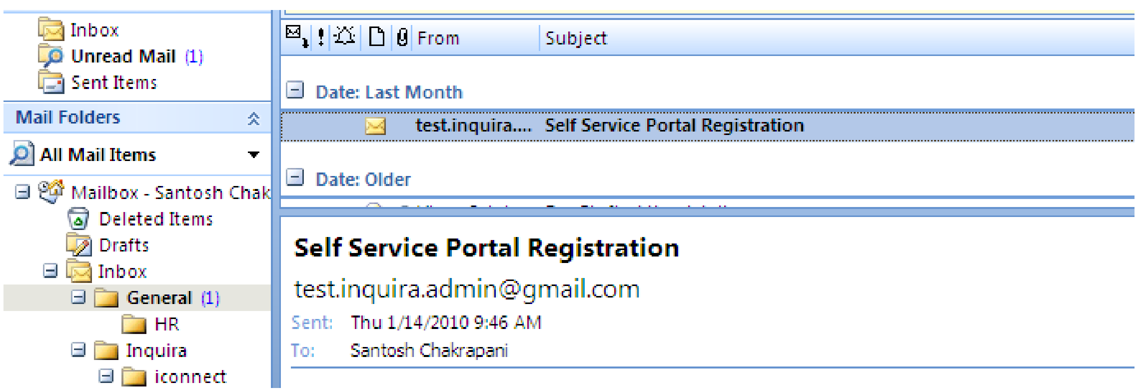
In case registration fails because the User Email id is already taken, you will see the following error message. Remind the user that this email id is already taken. Ask the user if they recall creating a self-service portal or an existing Infocenter account

## New User Registration

**Sorry, that email address is already taken.** Although you indicated you're a new user, an account already exists for the Email address you entered. Please Sign in or if you forgot your password click here for assistance.

# Account Activation

1 If registration process was successful, notify the user (if still on the phone) that an activation email will be sent to the user. Users will receive an email as below:-




2 Email contains the steps required to activate the newly registered user

**Self Service Portal Registration**

test.inquira.admin@gmail.com

Sent: Thu 1/14/2010 9:46 AM

To: Santosh Chakrapani

Hi Santosh,
Thanks for registering with Self Service Portal.

1. Click the following link to complete your activation process:-

   Click here to complete registration

2. After successful activation, you may login with following credentials :-
   Login: schakrapani
   Password: 22fdc

Note: You may not be able to access case management if you login without activating your account!

3 Self-Service portal user should following the steps provided in the email and complete the registration process and activate the user account.

4 Upon activation via email, the following status are possible depending upon portal configuration

**Note:** User passwords between Information Manager and CRMOD must be synchronized manually.

(1)

IQUserRole **View My Cases**
IQUserStatus **Approved**
IQUserType **External**

(2)

IQUserRole **View My Cases**
IQUserStatus **Needs Approval**
IQUserType **External**

(3)

IQUserRole **Restricted**
IQUserStatus **Approved**
IQUserType **External**

(4)

IQUserRole **Restricted**
IQUserStatus **Needs Approval**
IQUserType **External**

5 By default all contacts created via the new user registration process are considered as '**External**' User Type. External User types are Web Users in Infocenter. '**Internal**' User types are Console Users in Infocenter. Case Management for Internal users is not supported in the current version of the portal.

# Managing Self-Service User Privileges

The Self-Service Portal uses the following parameters to determine access to various functions:

- User Type
- User Status
- User Role

## User Type

**User Type**: A user type represents the level of security a user is assigned within the portal. Every portal user is assigned a user type. The assigned user type determines the functions user can perform when they are logged into Self-Service Portal. A user type is assigned to upon approval of the registration request and/or by a CRM On-Demand Agent or Administrator.

The allowed values for Portal User are:

| User Type | Definition |
|---|---|
| **External** | An end-user who has issues with the products, searches the Infocenter to look for solutions to issues, creates cases via web self-service and has limited access to advanced Infocenter capabilities. |
| **Internal** | Internal users are typically employees of a company who have administrative capabilities of Infocenter. Internal users have no access to case management. |

## User Status

**User Status**: User status is an indication of the state of the user within the Self-Service Portal.

The following User Statuses are supported:

| User Status | Definition |
|---|---|
| **Approved** | This is the normal state for a fully functional portal user after a user has activated and completed the registration process. External Users can access case management only if their User Status is **Approved**. |
| **Needs Approval** | Alternative initial state after the user has activated and completed the registration process. The CRM Agent manually updates the status to **Approved** after reviewing the request. |
| **Registration in Process** | A user has registered but must complete the process by clicking the link in the verification email sent by the portal to confirm that the user is at the email address given upon registration. In this state, users can sign-in but external users cannot access Case Management capabilities. |
| **Denied** | A denied user cannot access case management capabilities ever. A denied user can still access limited Infocenter capabilities if the user is an external user and an internal user can access advanced Infocenter capabilities. |

## User Role

**User Role**: User Role describes the type of actions the user are allowed to perform in the context of Case Management. Upon registration, a default role is assigned to the user based on portal configuration. If the user wishes to modify the assigned role, they must contact the assigned organization.

The following user roles are supported:

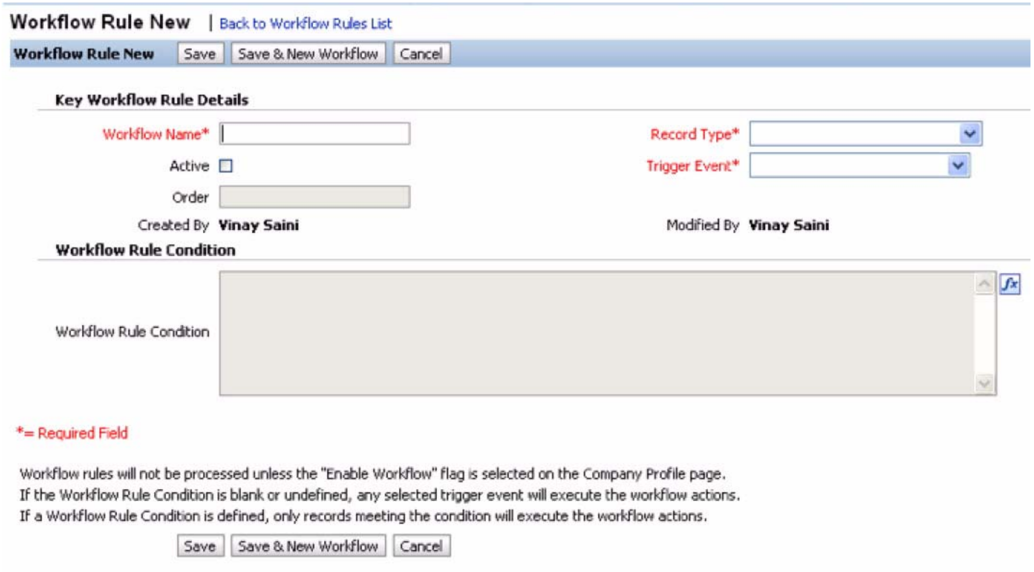
| User Role | Definition |
|---|---|
| **Restricted** | This role restricts all access to case management. The internal user is assigned this role. Depending on portal configuration, an external user could be assigned this role upon registration. |
| **View My Cases** | This role is valid only for External user type and allows read-only access to cases that the users own. A user with View My Cases can submit a case but does not have sufficient privileges to update the case once it has been submitted, or view others cases. |
| **Update My Cases** | This role is valid only for External users and allows update access to all cases that a user owns. A user with Update My Cases can submit a case, and update user's own cases; however they cannot delete a case or view others cases. |
| **View Company Cases** | This role is valid only for External users and allows update access to the all cases that a user owns and read-only access to the cases of users that this user manages. A user with View Company Cases can submit a case, update own, and view company cases; however they cannot delete any case**.** |
| **Update Company Cases** | This role is valid only for External users and allows update access to the all cases that a user owns and also the cases of users that this user manages. A user with Update Company Cases can submit a case, update own or company cases; however they cannot delete a case. |

# Setting Up Role Change Notification Workflow

1 Go to the Admin Homepage.


2 Click Workflow Configuration in the **Business Process Management** section.

3 Click **New**.

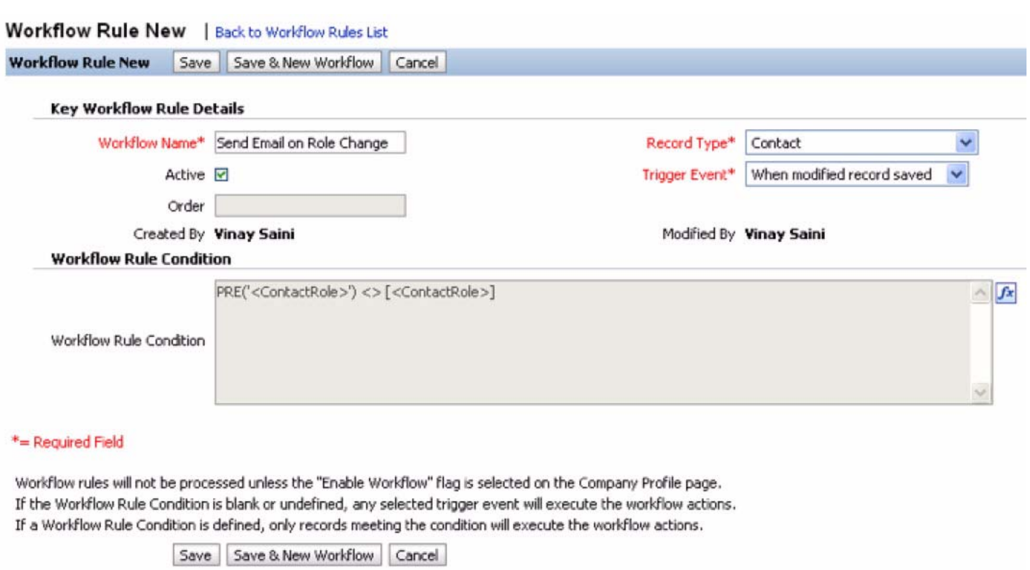



4 Complete the following fields:

| Field | Value |
|---|---|
| **Worflow Name** | Send Email on Role Change |
| **Record Type** | Contact |
| **Trigger Event** | When modified record saved |
| **Active** | Select to activate this configuration; clear to inactivate. |
| **Workflow Rule Condition** | PRE('<plIQUserRole_ITAG>')<>[<plIQUserRole_ITAG>][1] <br> Click to complete this field. |

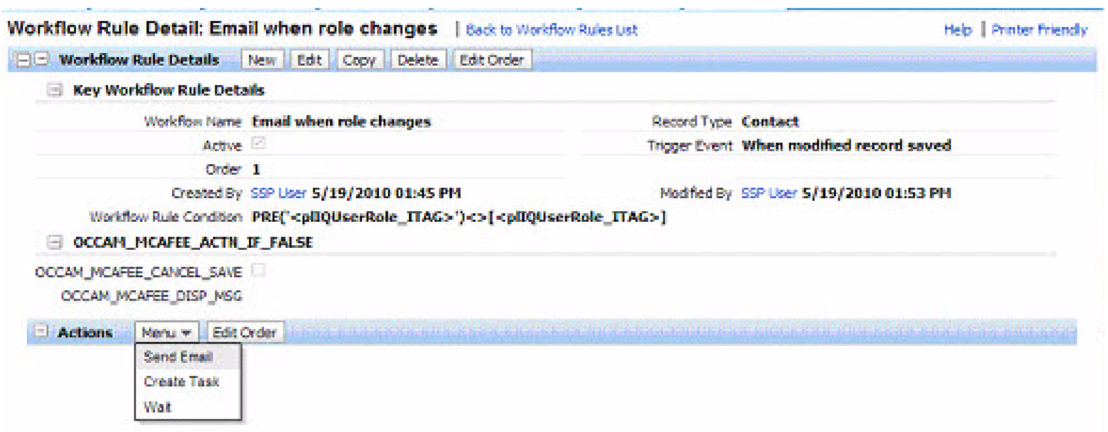
1. i.Previous IQUserRole does not match current IQUserRole when saved.

**Note:** The workflow condition must reflect the correct field name.



5 Click **Save**.

6 On the *Workflow Rule Detail* page, **Actions** section, select Menu > Send Email.




The *Workflow Action Edit* page appears.


7 Complete the following fields:

| Field | Value |
|---|---|
| | **Key Action Details** |
| **Action Name** | Send Email |
| **Active** | Select to activate this configuration; clear to inactivate |
| | **Email Message** |
| **From** | Default Email Address |
| **To** | Specific Email Address / [<ContactEmail>] |
| **Subject** | Self-Service Role Change |
| **Message Body** | Your Self-Service Role has been changed to %%%[<pIIQUserRole_ITAG>]%%% |

8 Click **Save.**

# Managing User Activities

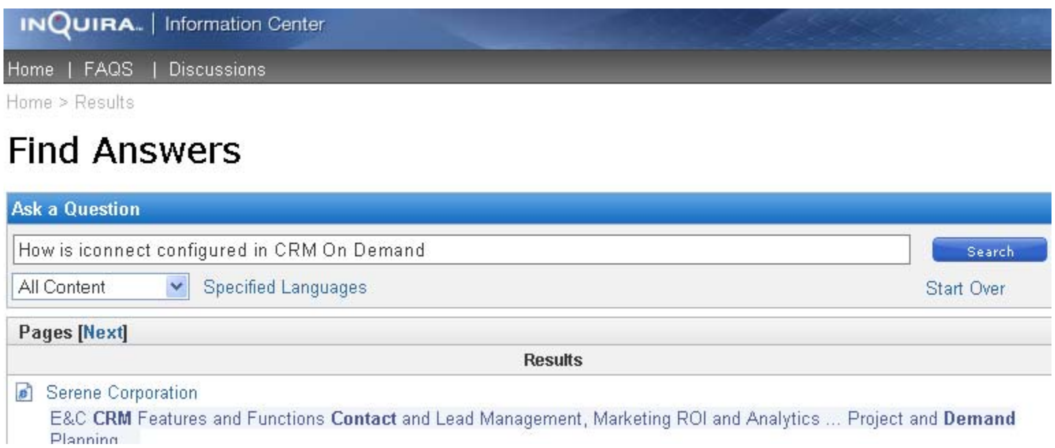
During the course of case management, users may update their cases by adding notes, creating topics in the context of the case. Note that ‘Notes’ created by the user in the portal are not directly related to the term ‘Notes’ in CRM On-Demand. In fact when a user adds notes to a case, an activity of the type ‘UserUpdate’ is created against the Service Request in CRM On-Demand. Similarly when a user posts a topic to the community in the context of a case, an activity of the type ‘UserTopic’ is created against the Service Request in CRM On-Demand.

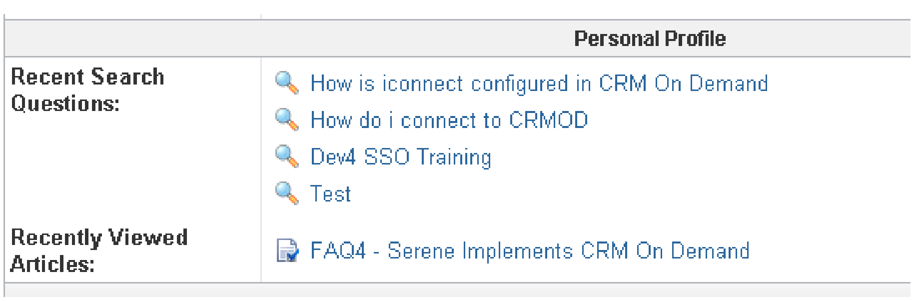
CRM Agents can utilize the feature of user notes to communicate with a portal user by creating an activity of the type ‘UserUpdate’ in a service request, with relevant information for the end-user to view. CRM Agents can view the topics posted to the community by the user in order to get a better understanding of the issue faced by the users and in-turn provide better case handling.

Activities are also created within CRM On-Demand that indicates the recent searches and documents viewed by the user within the inQuira portal before submitting a case. These could provide significant insight to what the user was searching for before he/she decided to create a case online.

## Activity with Self-Service Context Information

1. [Self-Service Portal] User performs some searches and views some documents in Self-Service portal. Recent searches and documents viewed are stored in infocenter profiles.



2 [Self-Service Portal ]User then creates a case online

# Submit Consumer Support Case

## Step 3: Complete Support Request Form

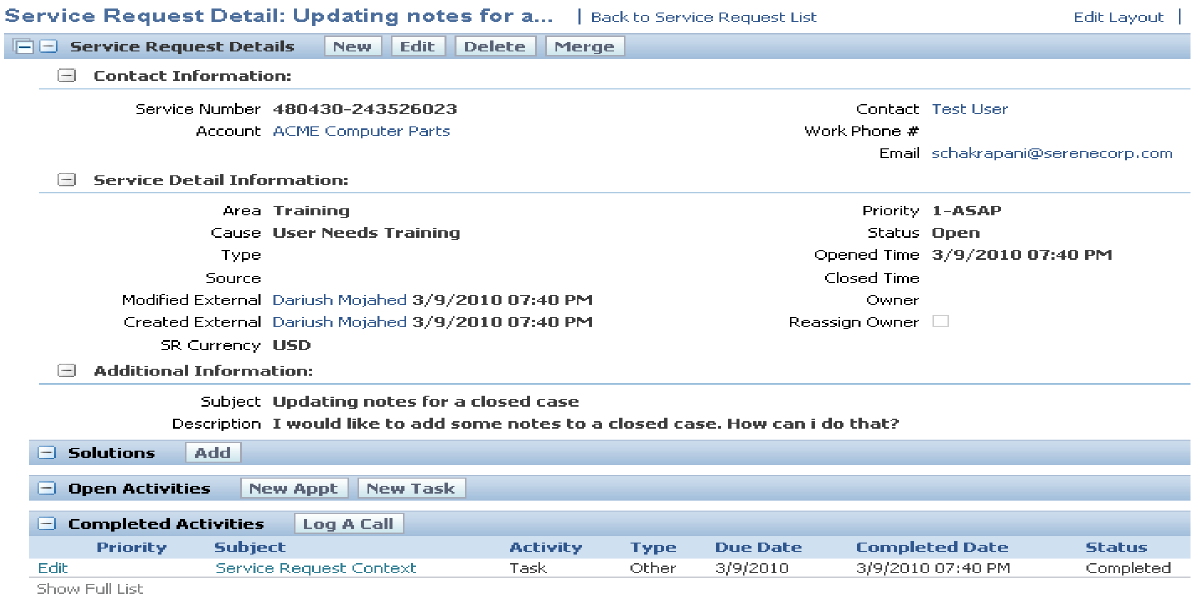
| User Information | |
|---|---|
| Contact Email Id | schakrapani@serenecorp.com |
| Contact First Name | Test |
| Contact Last Name | User |
| **Case Information (* required field)** | |
| Area | Training |
| Cause | User Needs Training |
| Priority | 1-ASAP |
| Case Summary * | Updating notes for a closed case |
| Description * | I would like to add some notes to a closed case. How can i do that? |

# View Case Details

A case has been successfully created

| Case Information | |
|---|---|
| Case Number | 480430-243526023 |
| Status | Open |
| Last Updated | 03-09-2010 07:40 PM |
| Case Owner | |
| **More Information** | |
| Priority | 1-ASAP |
| Contact Name | Test User |

**3** [CRM On-Demand] A Service Request is created in CRM On Demand


Service Request Detail: Updating notes for a... | Back to Service Request List    Edit Layout |

Service Request Details  New  Edit  Delete  Merge

Contact Information:

Service Number 480430-243526023    Contact Test User
Account ACME Computer Parts    Work Phone #
Email schakrapani@serenecorp.com

Service Detail Information:

Area Training    Priority 1-ASAP
Cause User Needs Training    Status Open
Type    Opened Time 3/9/2010 07:40 PM
Source    Closed Time
Modified External Dariush Mojahed 3/9/2010 07:40 PM    Owner
Created External Dariush Mojahed 3/9/2010 07:40 PM    Reassign Owner
SR Currency USD

Additional Information:

Subject Updating notes for a closed case
Description I would like to add some notes to a closed case. How can i do that?

Solutions  Add

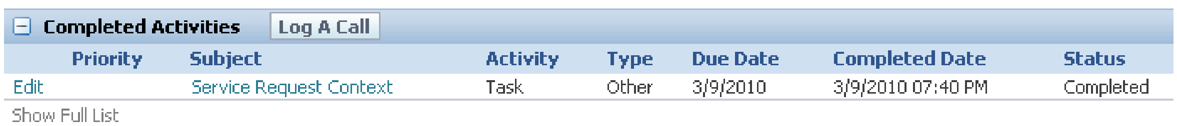
Open Activities  New Appt  New Task

Completed Activities  Log A Call

| | Priority | Subject | Activity | Type | Due Date | Completed Date | Status |
|---|---|---|---|---|---|---|---|
| Edit | | Service Request Context | Task | Other | 3/9/2010 | 3/9/2010 07:40 PM | Completed |

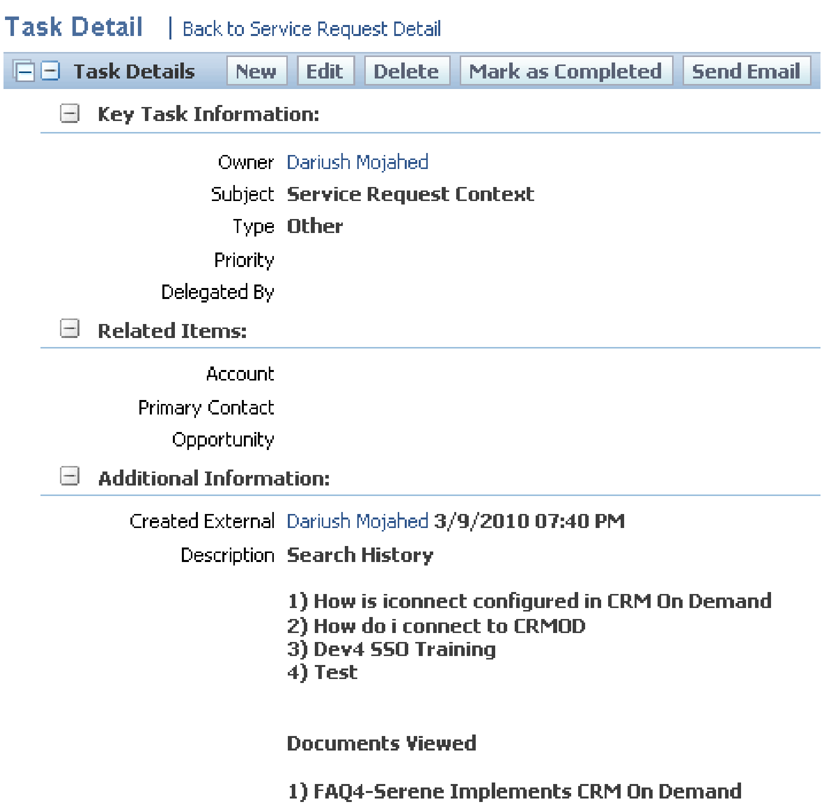
Show Full List

**4** [CRM On-Demand] Activity of type ‘Other’ is created with a subject ‘Service Request Context’


Completed Activities  Log A Call

| | Priority | Subject | Activity | Type | Due Date | Completed Date | Status |
|---|---|---|---|---|---|---|---|
| Edit | | Service Request Context | Task | Other | 3/9/2010 | 3/9/2010 07:40 PM | Completed |

Show Full List


Task Detail | Back to Service Request Detail

Task Details  New  Edit  Delete  Mark as Completed  Send Email

Key Task Information:

Owner Dariush Mojahed
Subject Service Request Context
Type Other
Priority
Delegated By

Related Items:

Account
Primary Contact
Opportunity

Additional Information:

Created External Dariush Mojahed 3/9/2010 07:40 PM
Description Search History

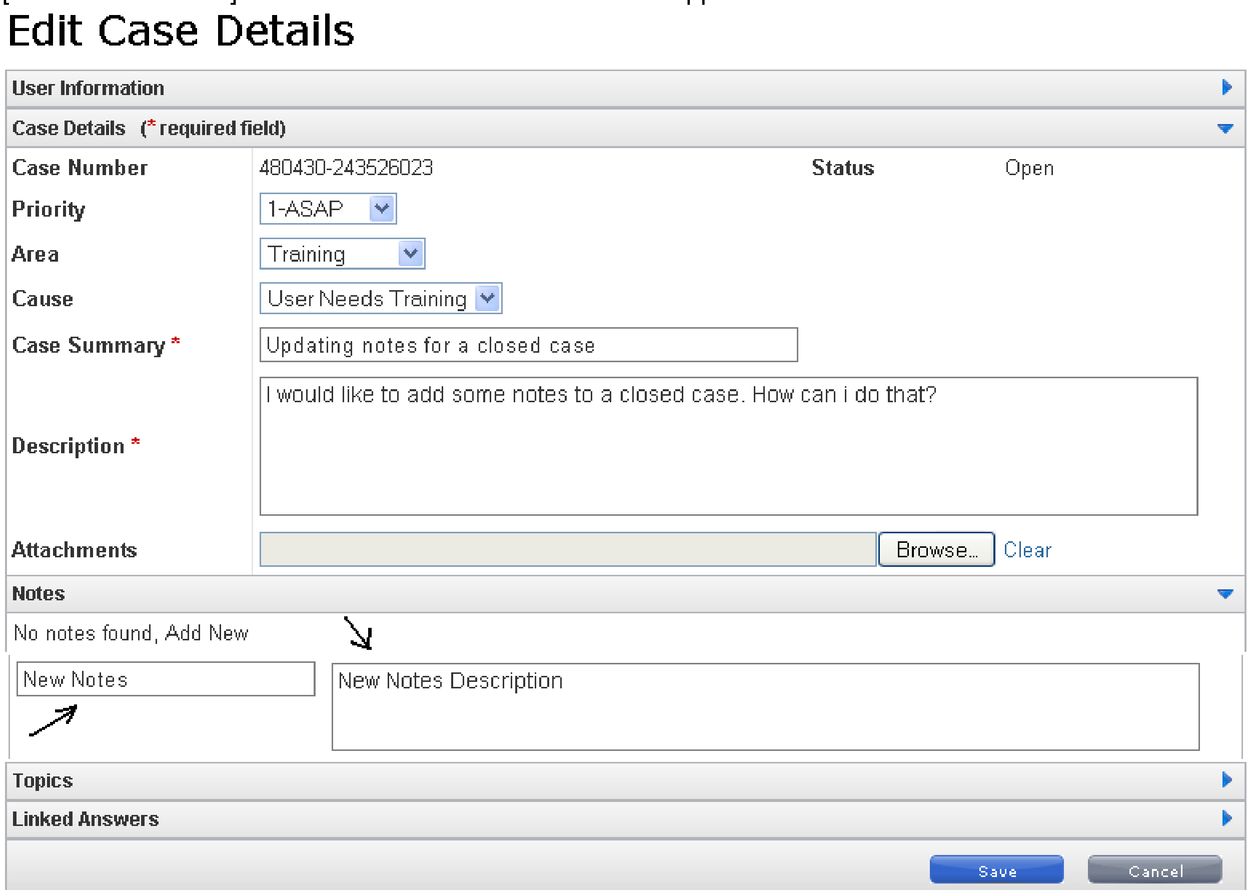
1) How is iconnect configured in CRM On Demand
2) How do i connect to CRMOD
3) Dev4 SSO Training
4) Test

Documents Viewed

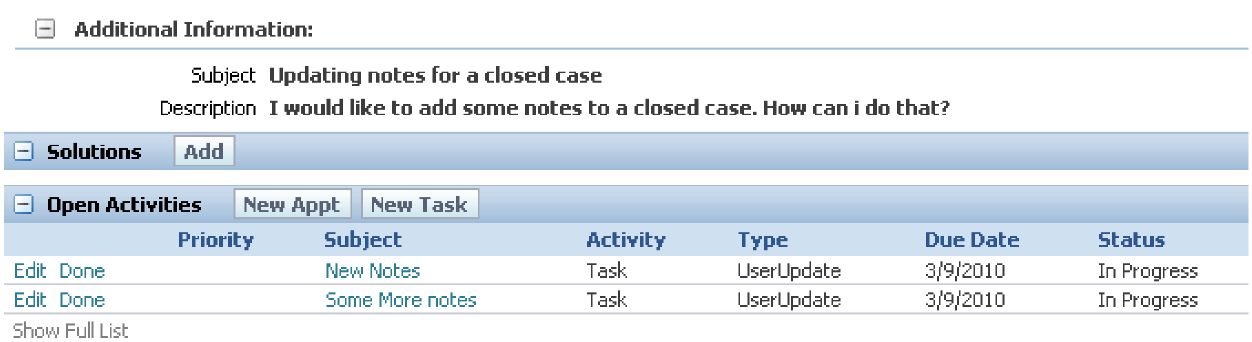
1) FAQ4-Serene Implements CRM On Demand

# User Notes as an Activity

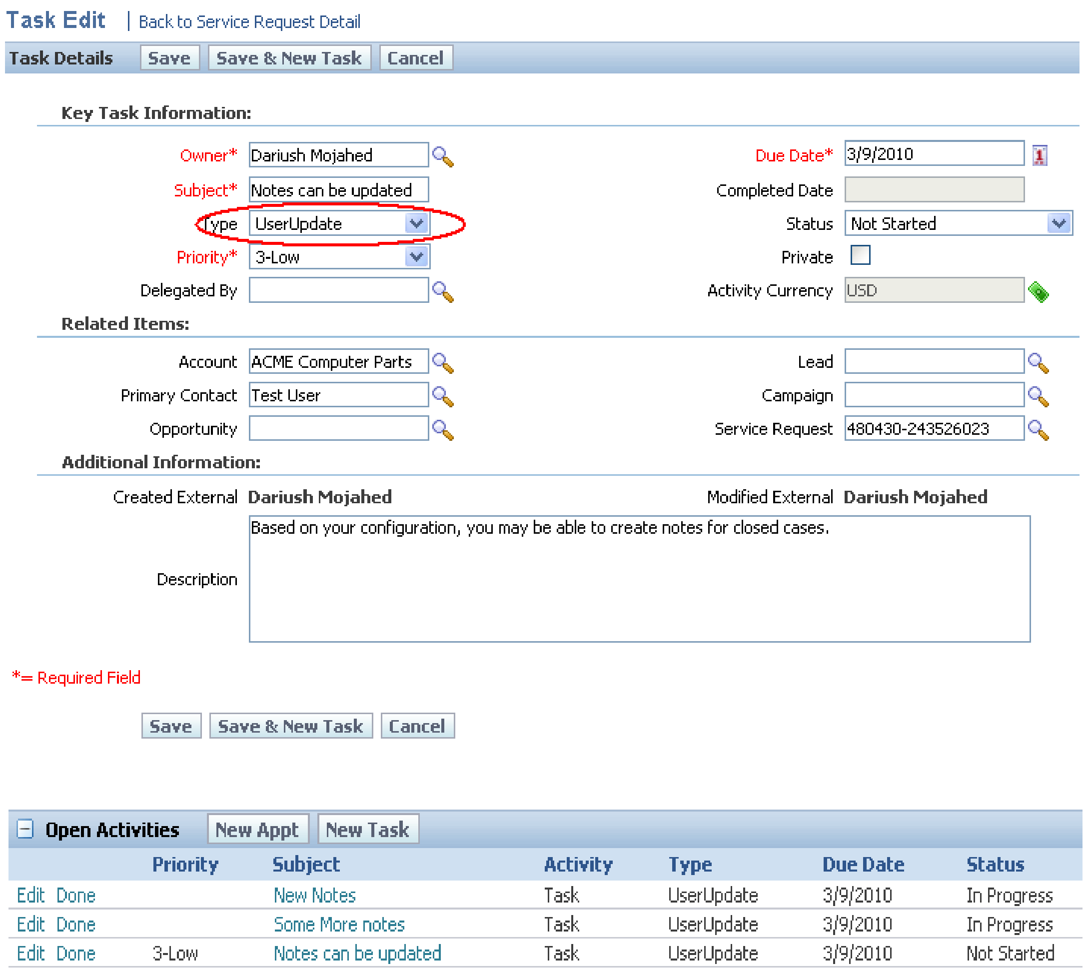
1 [Self-Service Portal] Portal users can create notes in the application as shown below:-



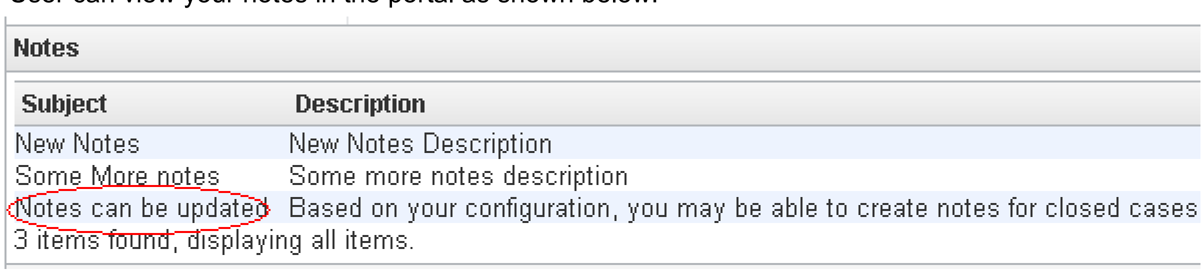

2 [CRM On-Demand] Activity of the type 'UserUpdate' gets created in the Service Request



3 [CRM On-Demand] If the CRM Agent chooses to communicate to the end-user using these notes, a new activity of the type 'UserUpdate' can be created within the Service Request.



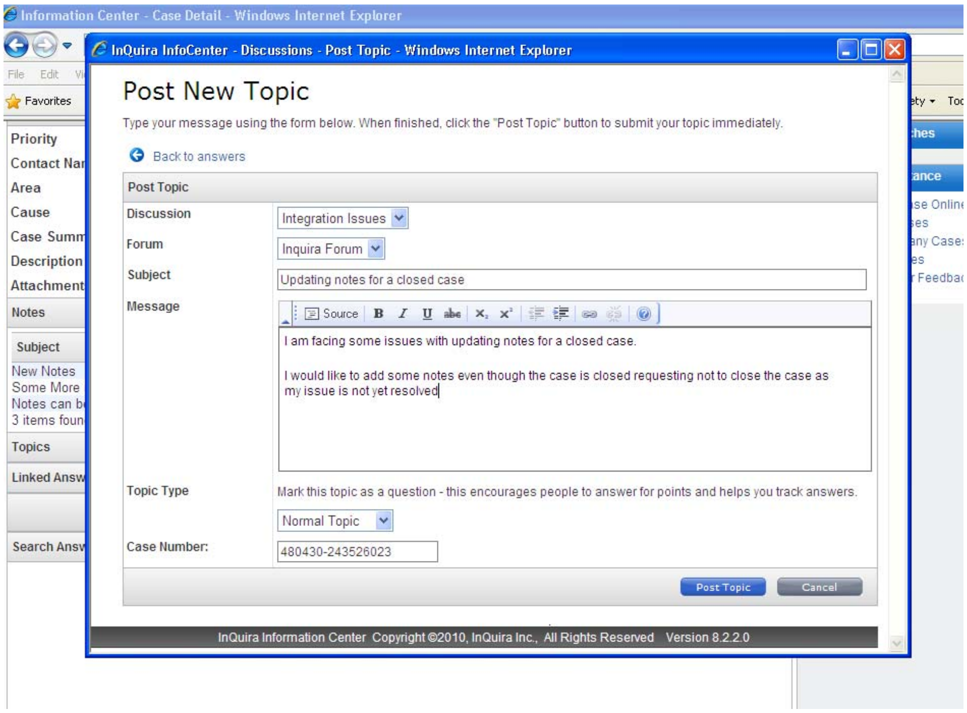

End-User can view your notes in the portal as shown below:-



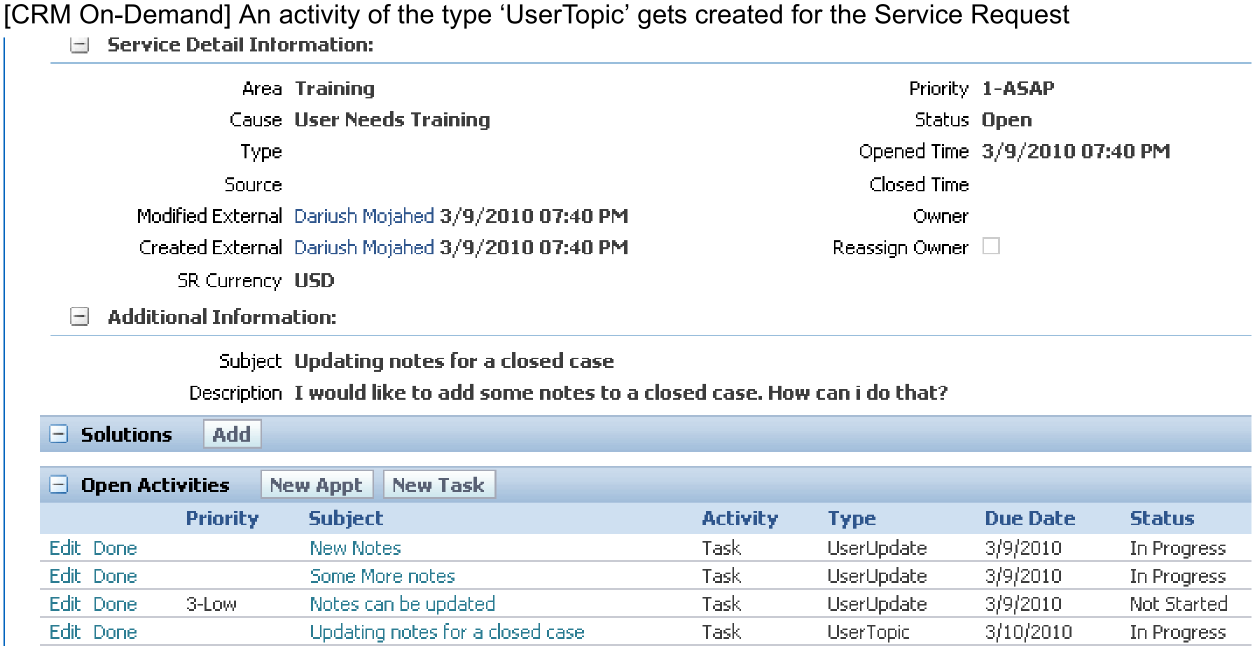
# User Topics as an Activity

Self-Service portal has discussion forums where users can post topics, recommend solutions based on their privileges. Portal supports posting topics from the context of a Case

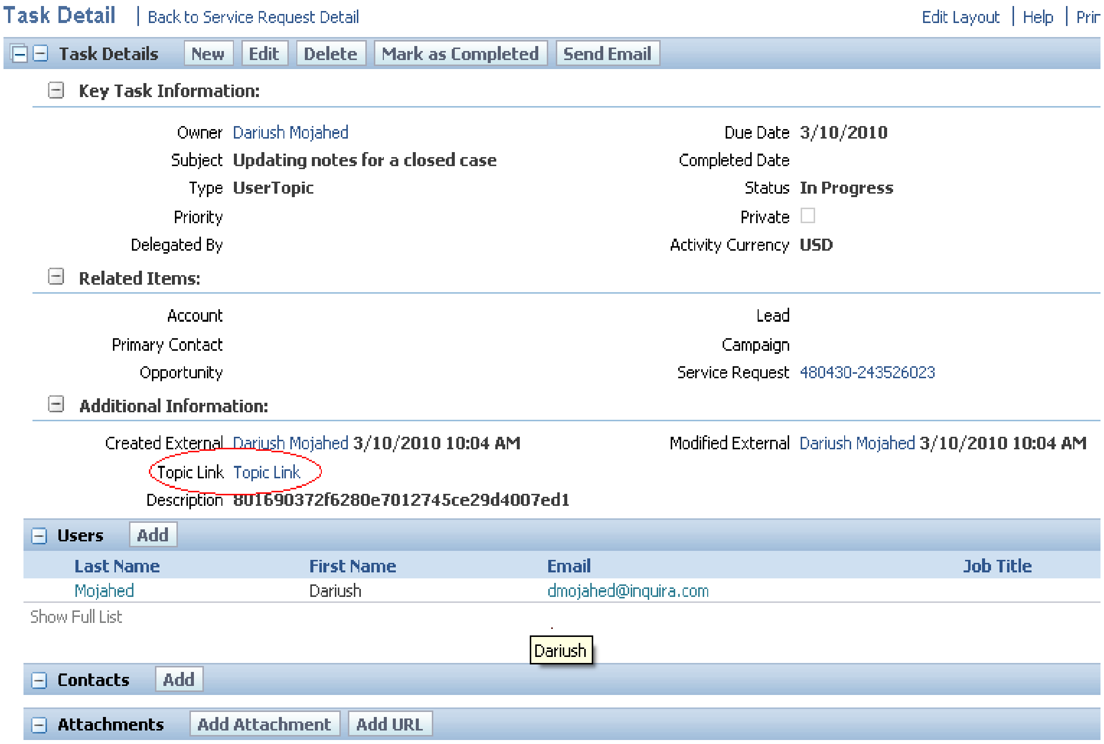
1. [Self-Service Portal] Users can post topics from the context of their cases.



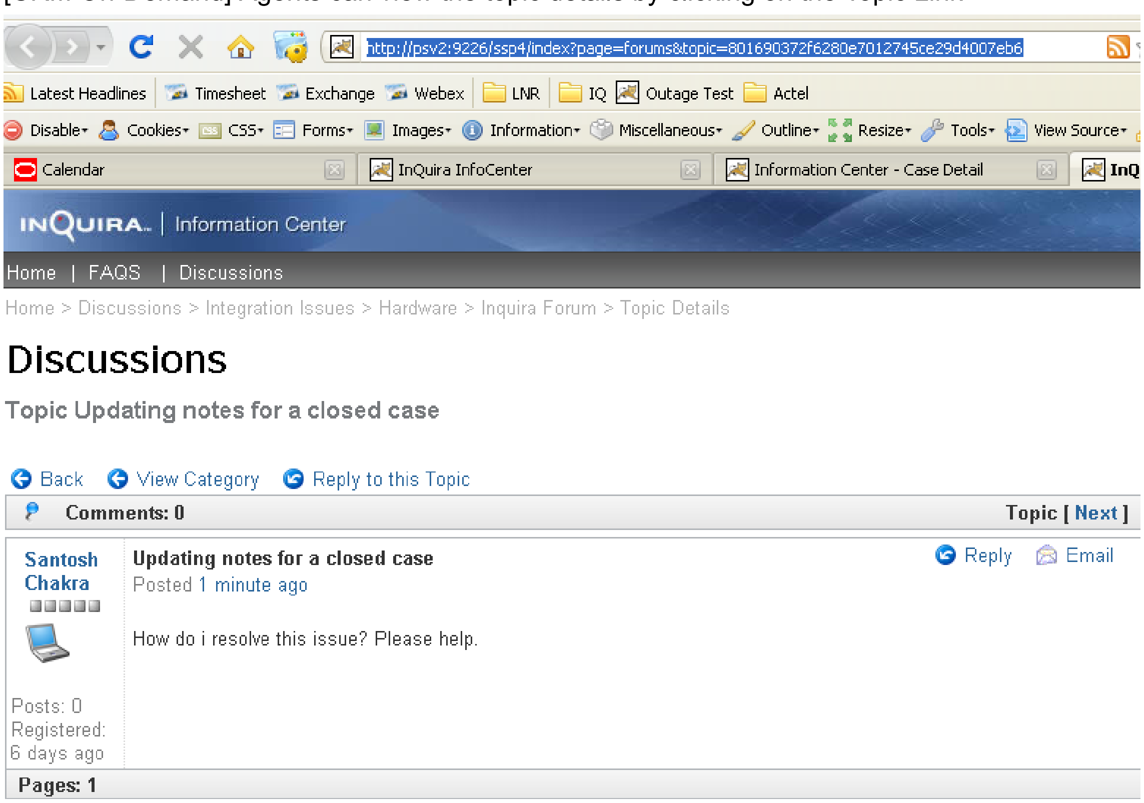

2. [CRM On-Demand] An activity of the type 'UserTopic' gets created for the Service Request



3 [CRM On-Demand] CRM Agents can view the topic posted in the context of a case [SR]




4 [CRM On-Demand] Agents can view the topic details by clicking on the Topic Link



CHAPTER 9

# Reports Configuration

This chapter describes configuration for the following reports:

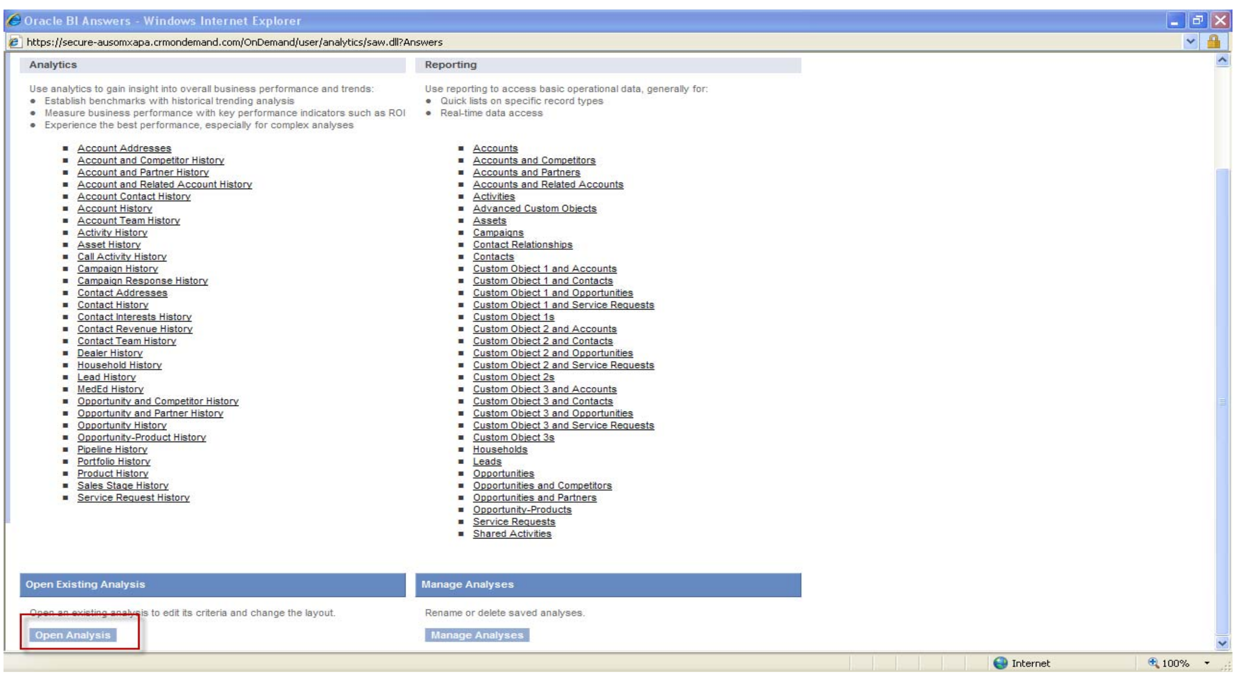
- **Participation Rate Report**
- **Participation Rate Report by User**
- **Add To Service Home Page: Participation Report (optional)**

## Participation Rate Report

The following Oracle CRM On Demand analytics report is a calculated metric to provide management guidance for measuring effectiveness of knowledge articles in solving ALL service cases.

1 Login as an Oracle CRM On Demand user with the Administor role.

2 From the Report screen (tab) select the Design Analyses link. Then, click on the ‘Service Requests’ subject area in the Reporting Column.



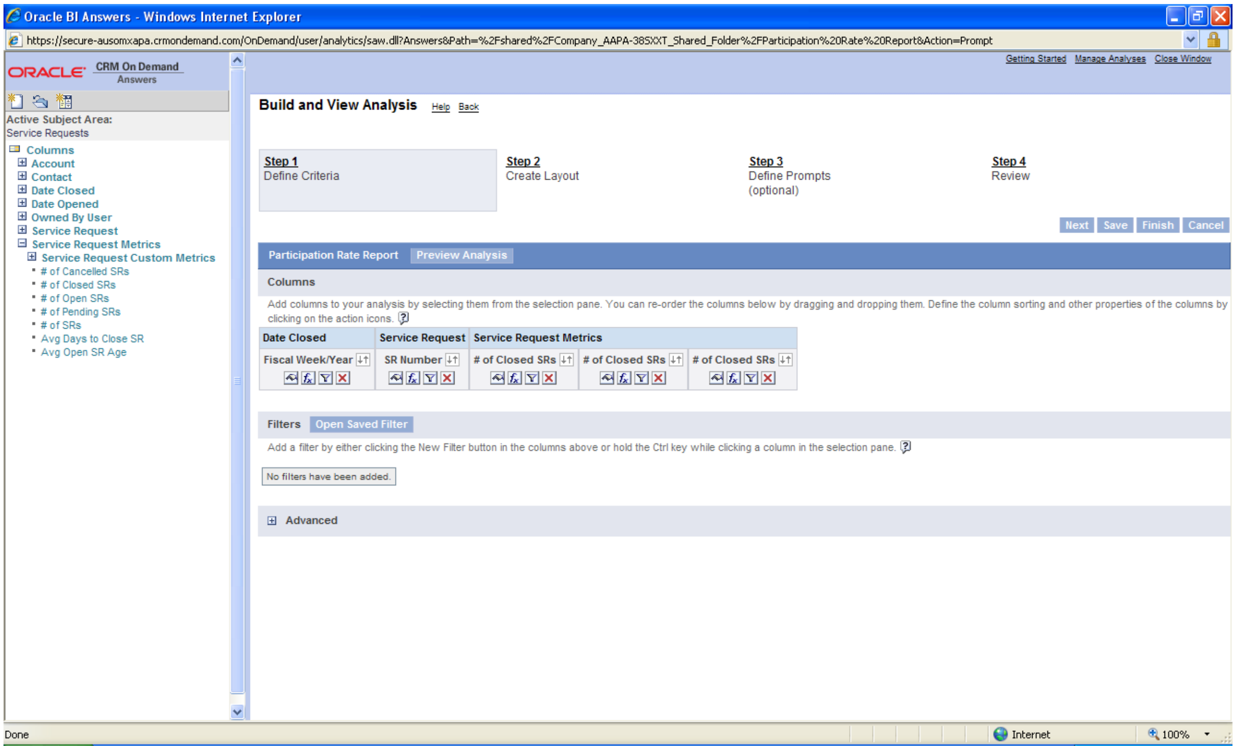

3 Add columns from left hand pane to the right pane as follows:

**Note:** **NOTE:** To add columns in the following steps simply click and drag the choice. This will then populate the column in the section on the right of the screen to begin building the formula.

a Add the column - **Fiscal Week/Year** from Date Closed section from left hand pane to the right pane.

b Add the column - **SR Number** from Service Request section from left hand pane to the right pane.

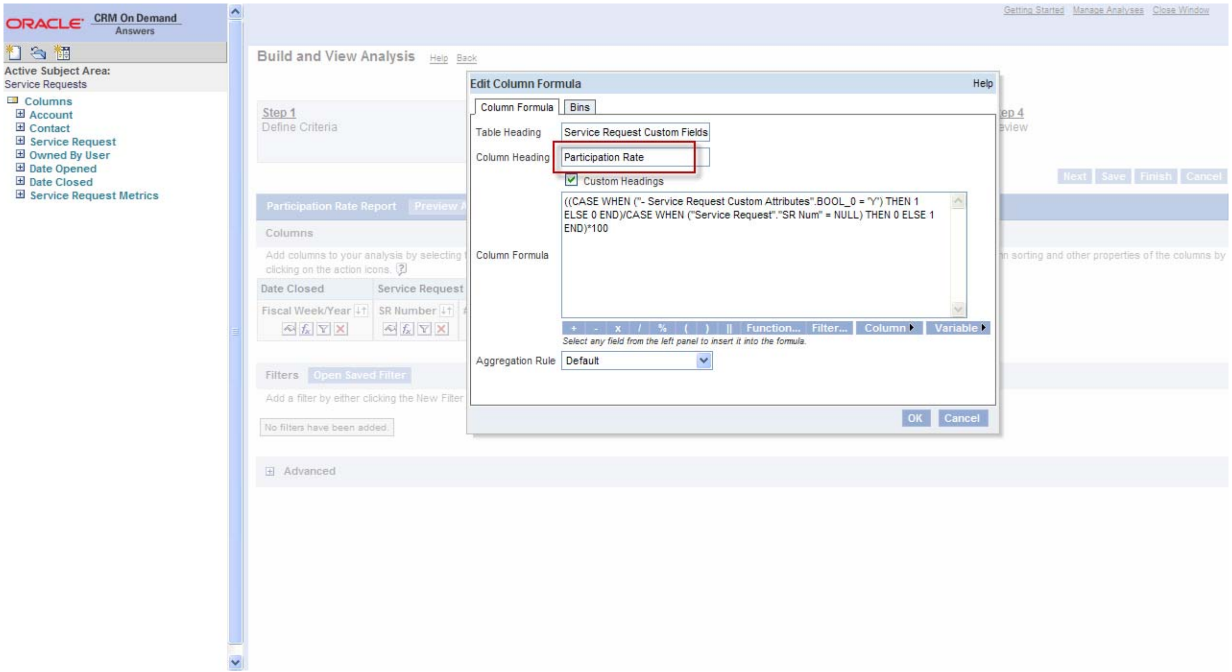
c Add the column - # **of Closed SRs** from the Service Request Metrics from the left pane to the right. We will be using this column to store some calculated values. **TIP:** Repeat this step three (3) times so that you have a template to work from for subsequent steps.



4 Rename one of the # **of Closed SRs** columns to **Participation Rate**. Check the ‘Custom Headings’ check box and then type the new name.

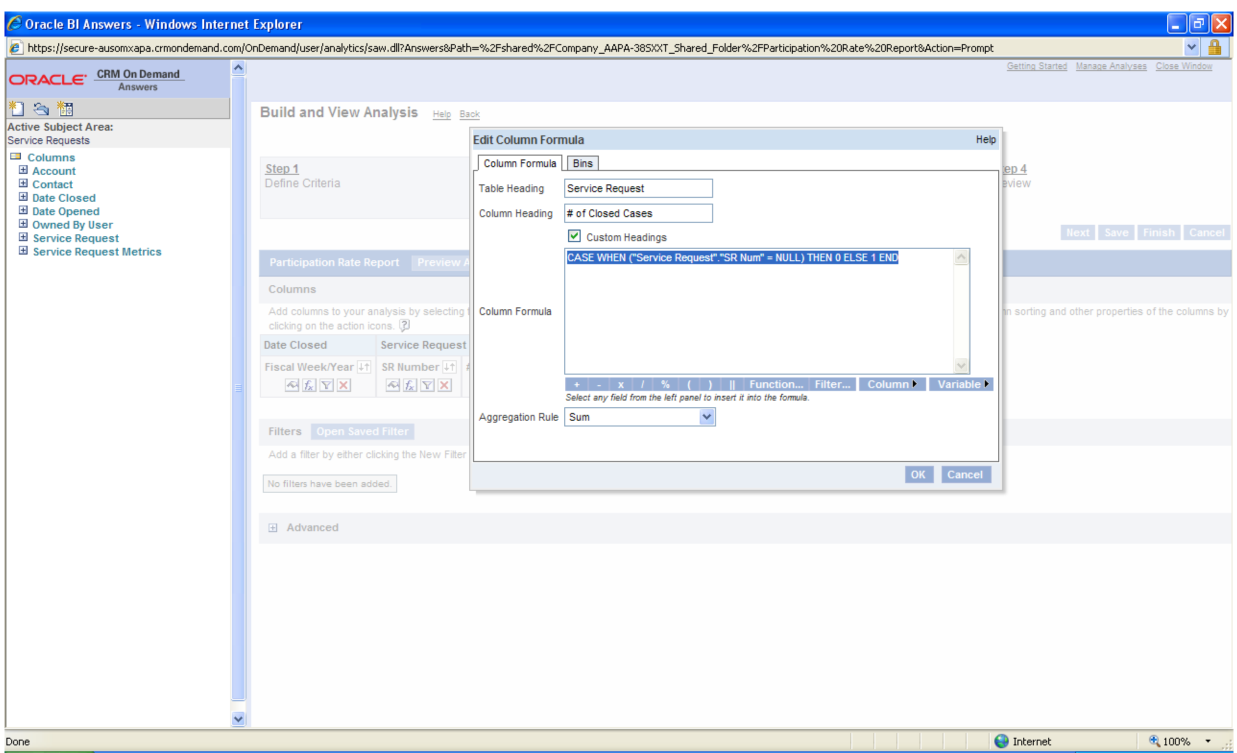
5 Create the following formula in the Column Formula field. You may cut at paste the formula from below.

((CASE WHEN ("- Service Request Custom Attributes".BOOL_0 = 'Y') THEN 1
ELSE 0 END)/CASE WHEN ("Service Request"."SR Num" = NULL) THEN 0
ELSE 1 END)*100



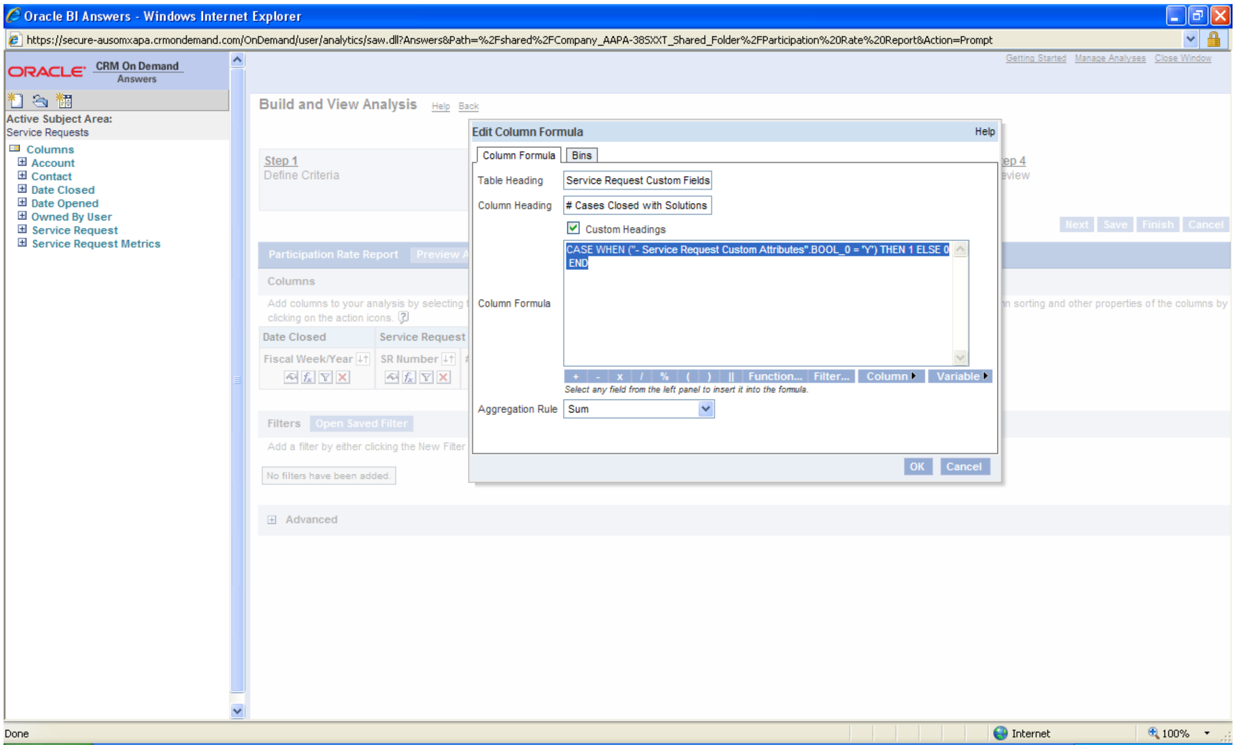
6 Rename one of the **# of Closed SRs** columns to **# of Closed Cases**. Check the 'Custom Headings' check box and then type the new name.

7 Create the following formula in the Column Formula field.

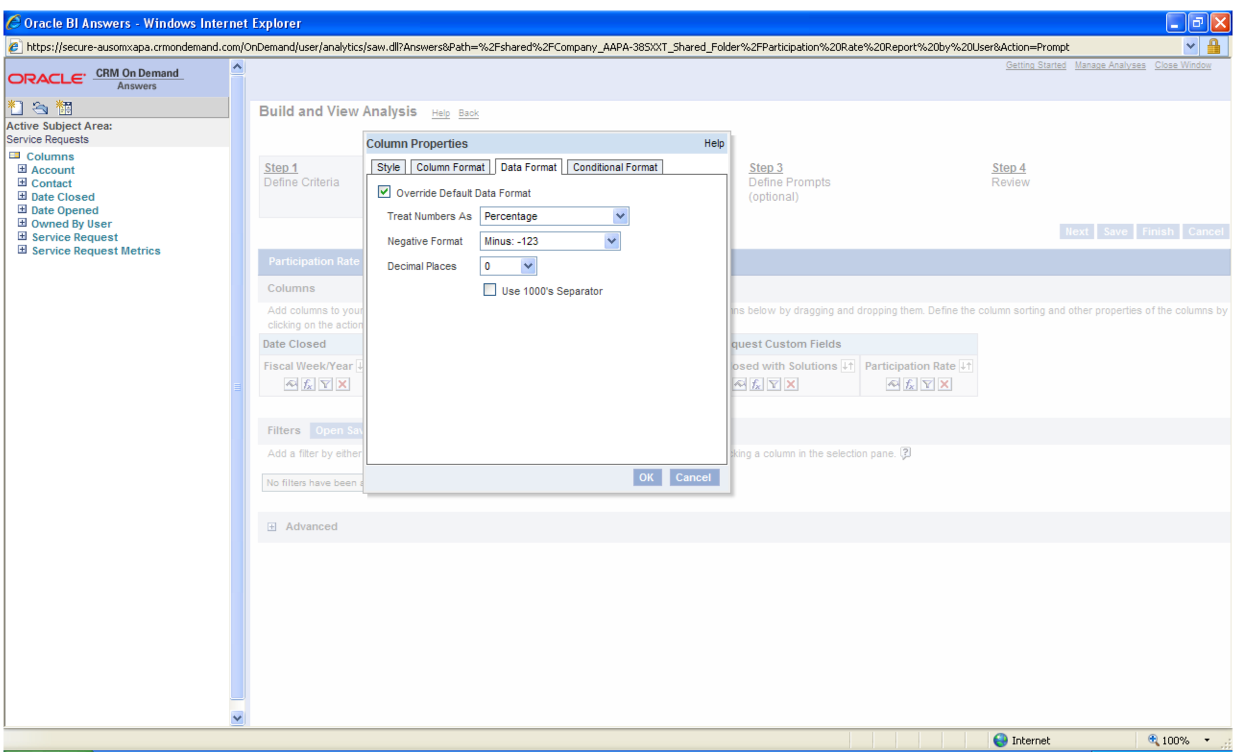


8 Rename one of the **# of Closed SRs** columns to **# of Closed Cases with Solutions**. Check the 'Custom Headings' check box and then type the new name.

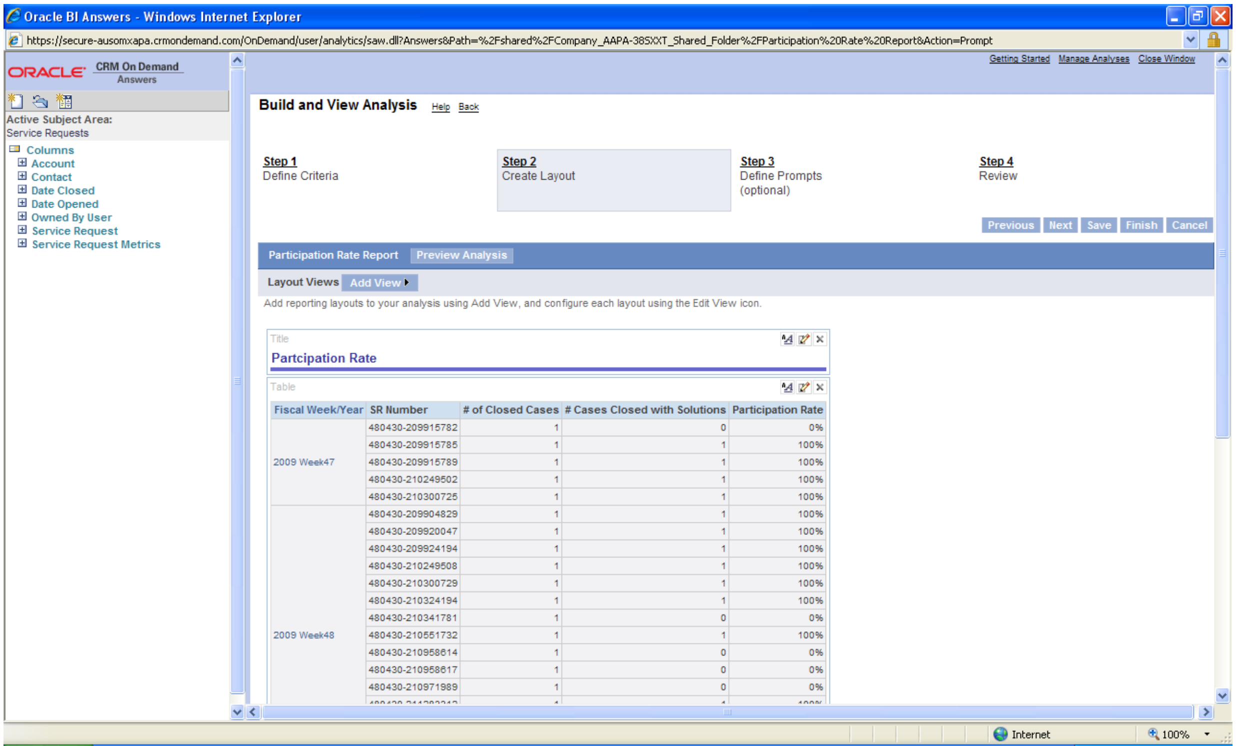
9 Create the following formula in the Column Formula field.



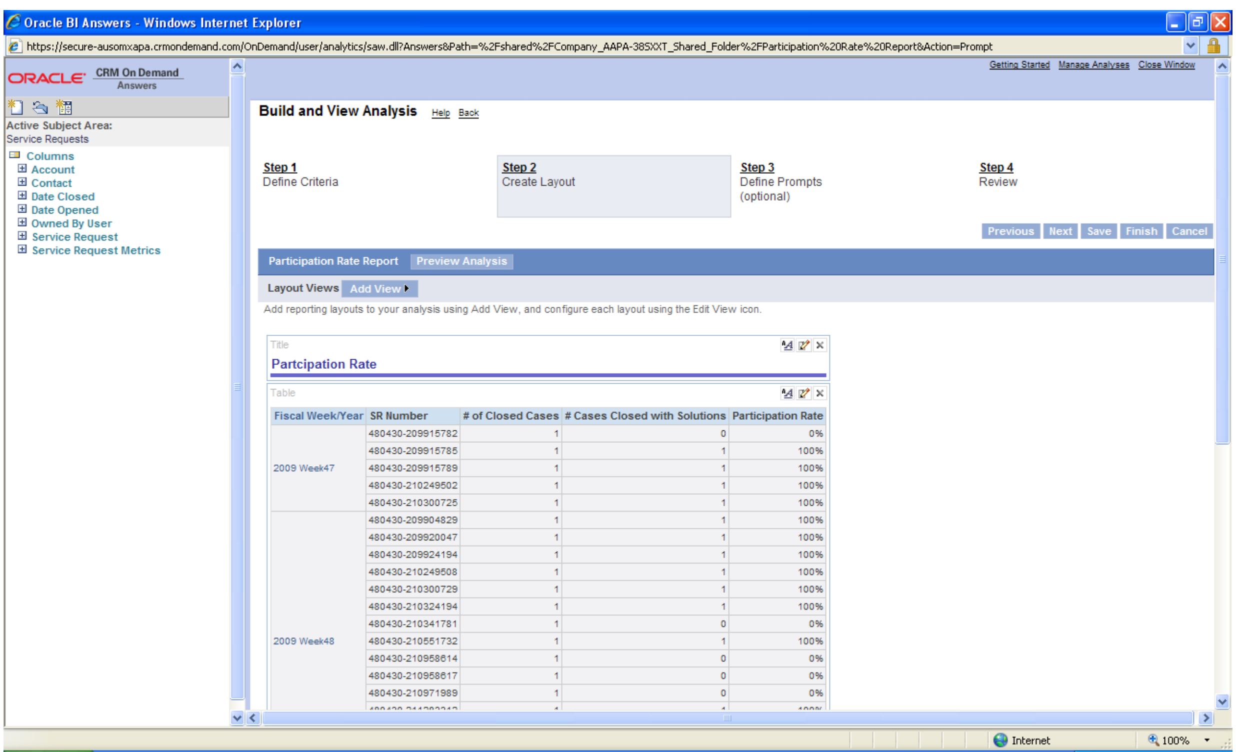

10 From the column ‘Participation Rate’ click the Column Properties icon (hand icon). Check the box ‘Override Default Data Type’, and change the ‘Treat Numbers As’ dropdown to **Percentage**.



**11** Click **Next** to go to Step 2, Create Layout.



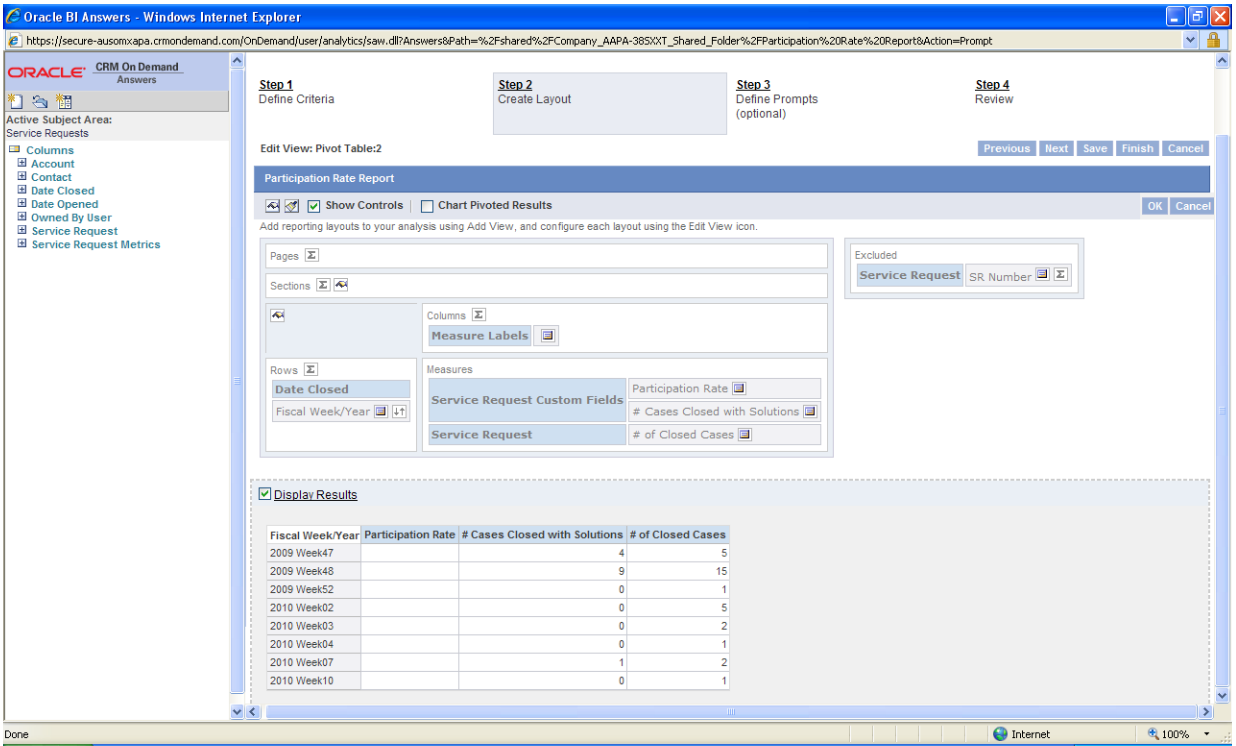

**12** Click **Add View** and select ‘Pivot Table’ from the list.



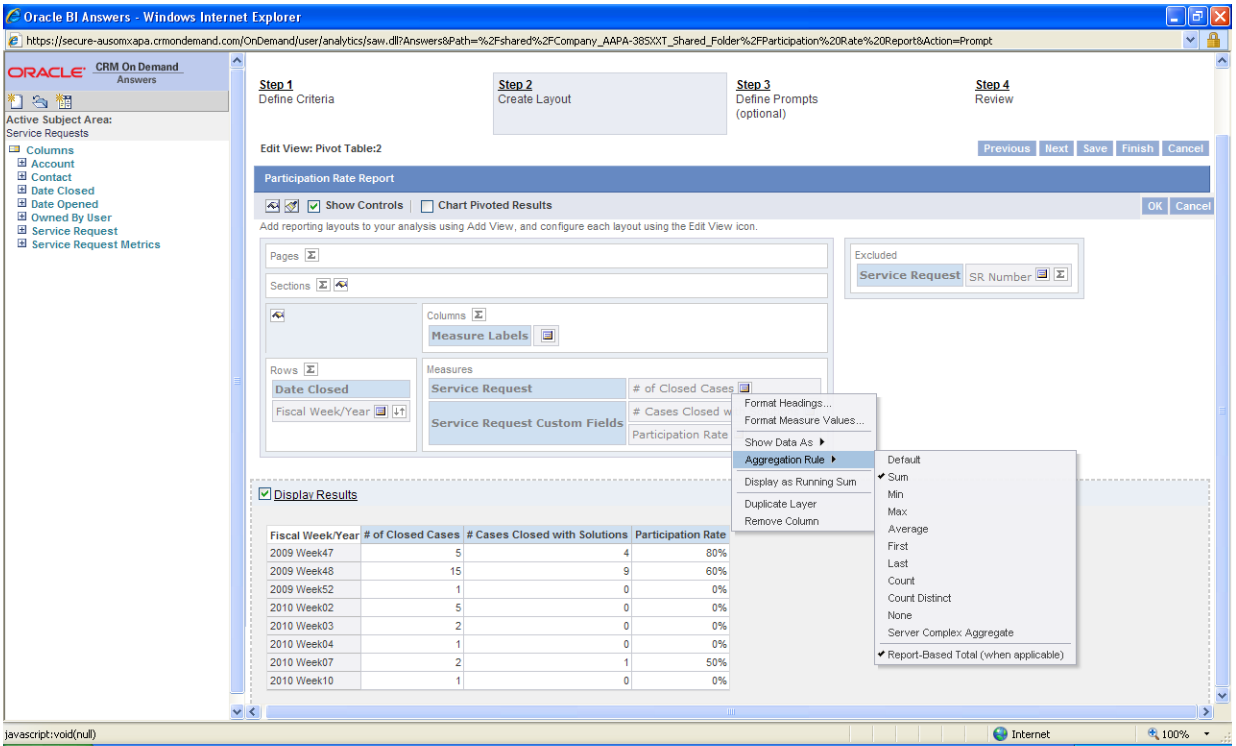
**13** Move the following three (3) columns to the Measures section on the right.

- # of Closed Cases
- # of Closed Cases with Solutions
- Participation Rate

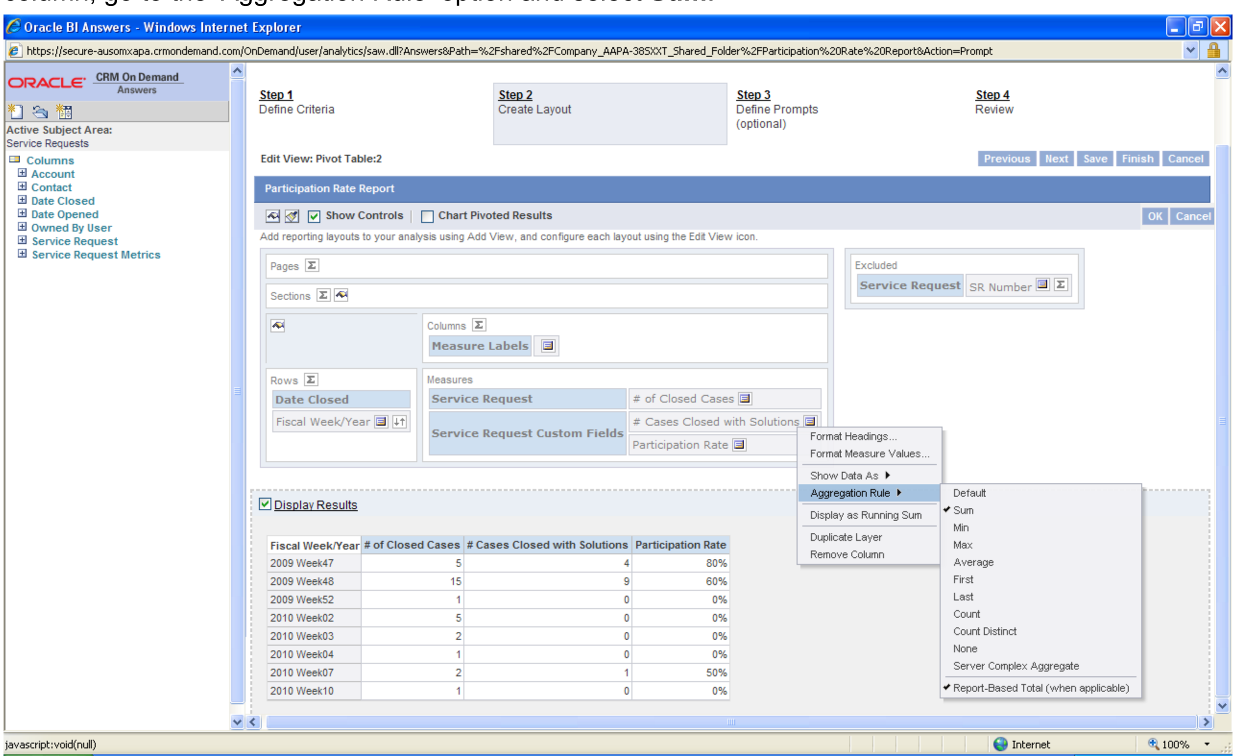
**14** Move the Service Request column to the Excluded section which is just to the right of the Measures section.



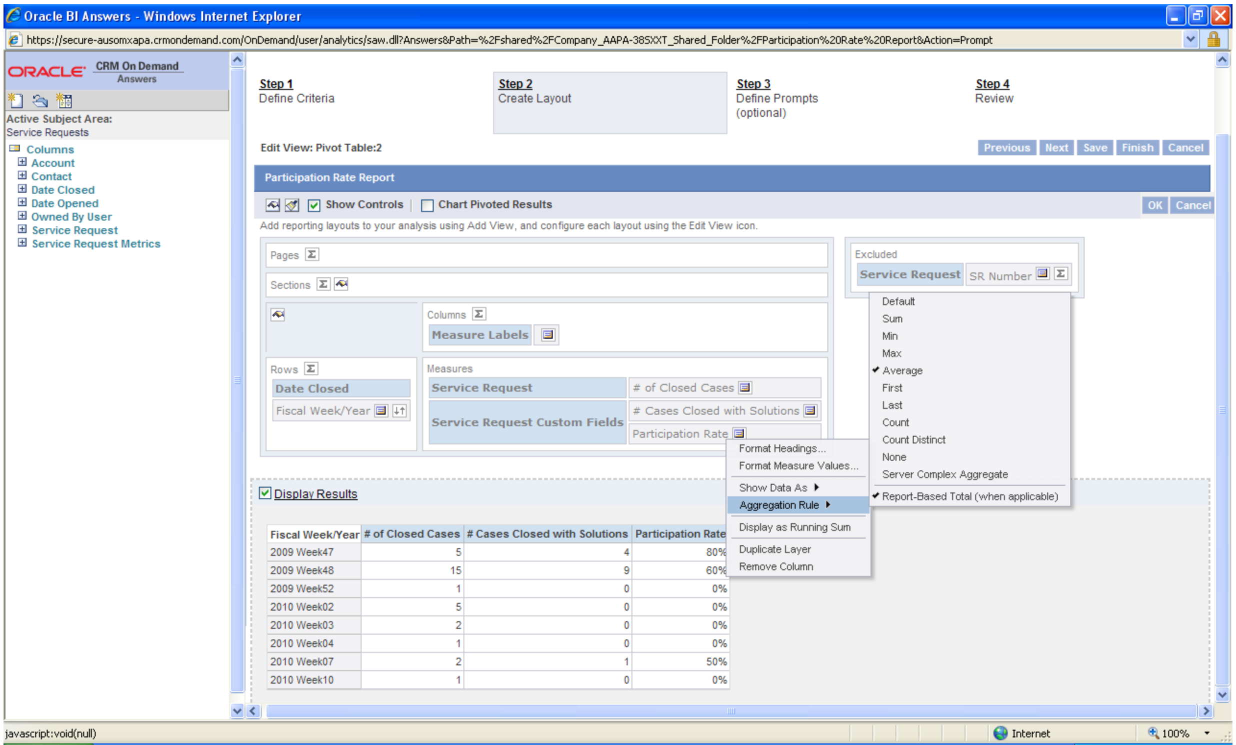
**15** Click the More Options small rectangle box next to the # **of Closed Cases** column, then go to the 'Aggregation Rule' option and select **Sum**.



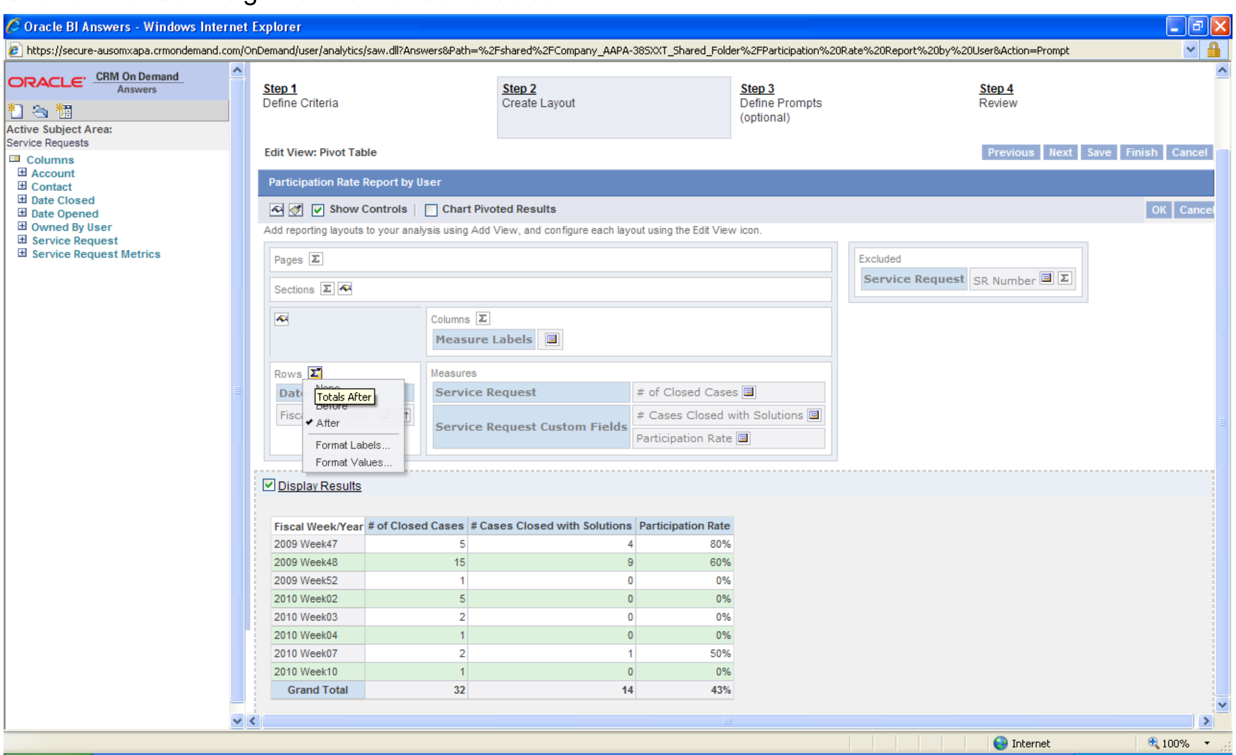

**16** Click the More Options small rectangle box next to the # **of Closed Cases with Solutions** column, go to the 'Aggregation Rule' option and select **Sum**.



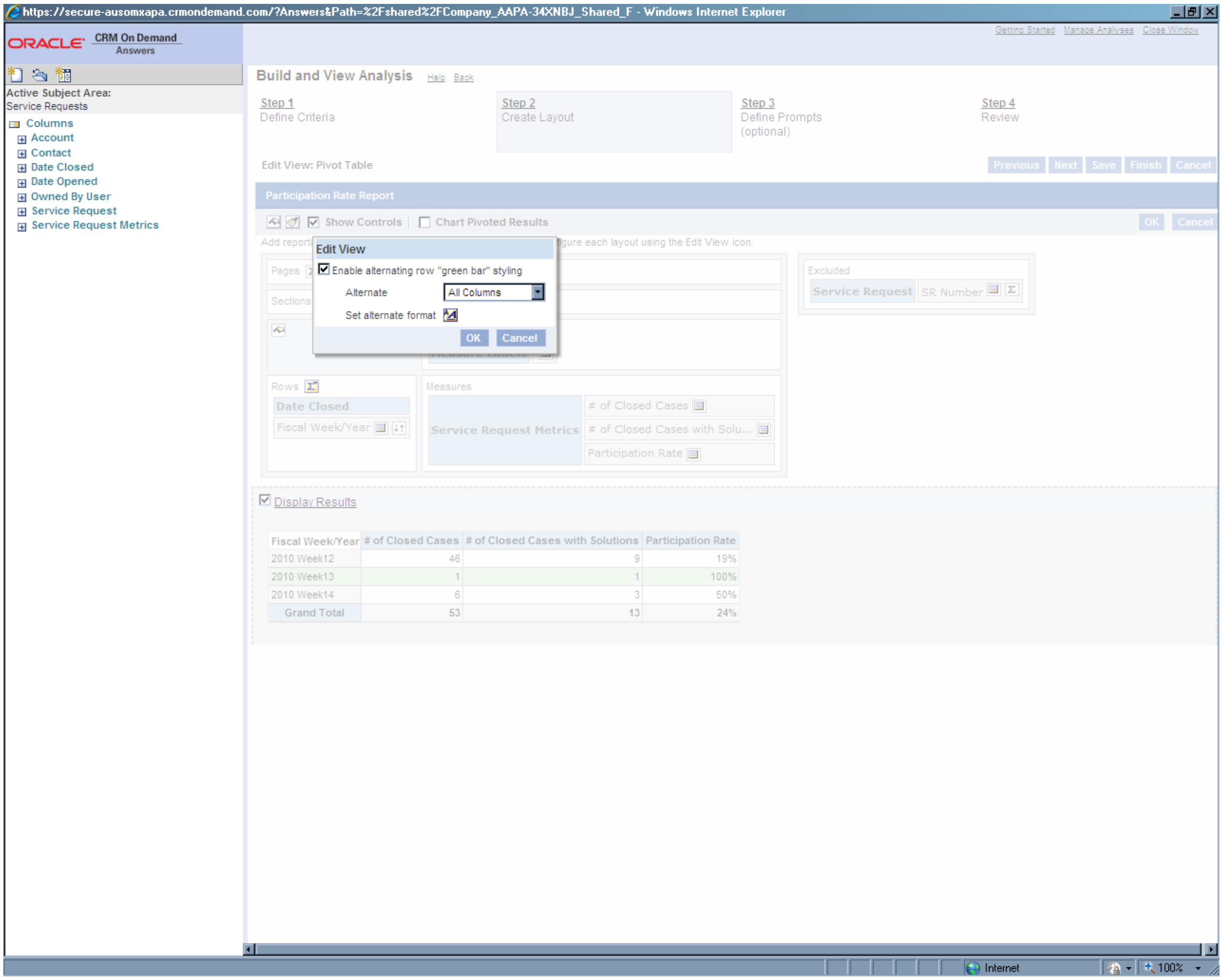
**17** Click the More Options small rectangle box next to the **Participation Rate** column, go to the 'Aggregation Rule' option and select **Average**.



**18** Click on the 'Sum' sign next to Rows and select **After**.

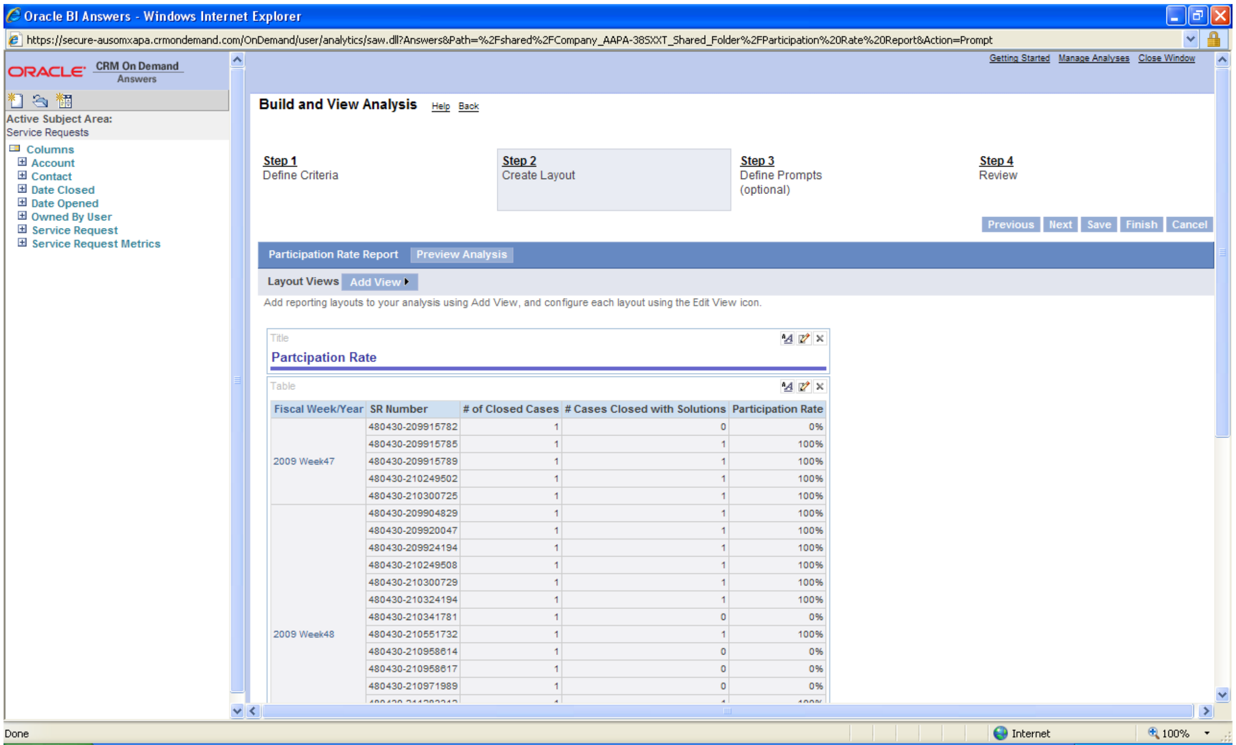


19 Select the Pivot Table View Properties (hand icon) ; this opens the ‘Edit View’ window as shown below. Check the  box ‘Enable alternative row green bar styling’. From the Alternate dropdown choose ‘All Columns’

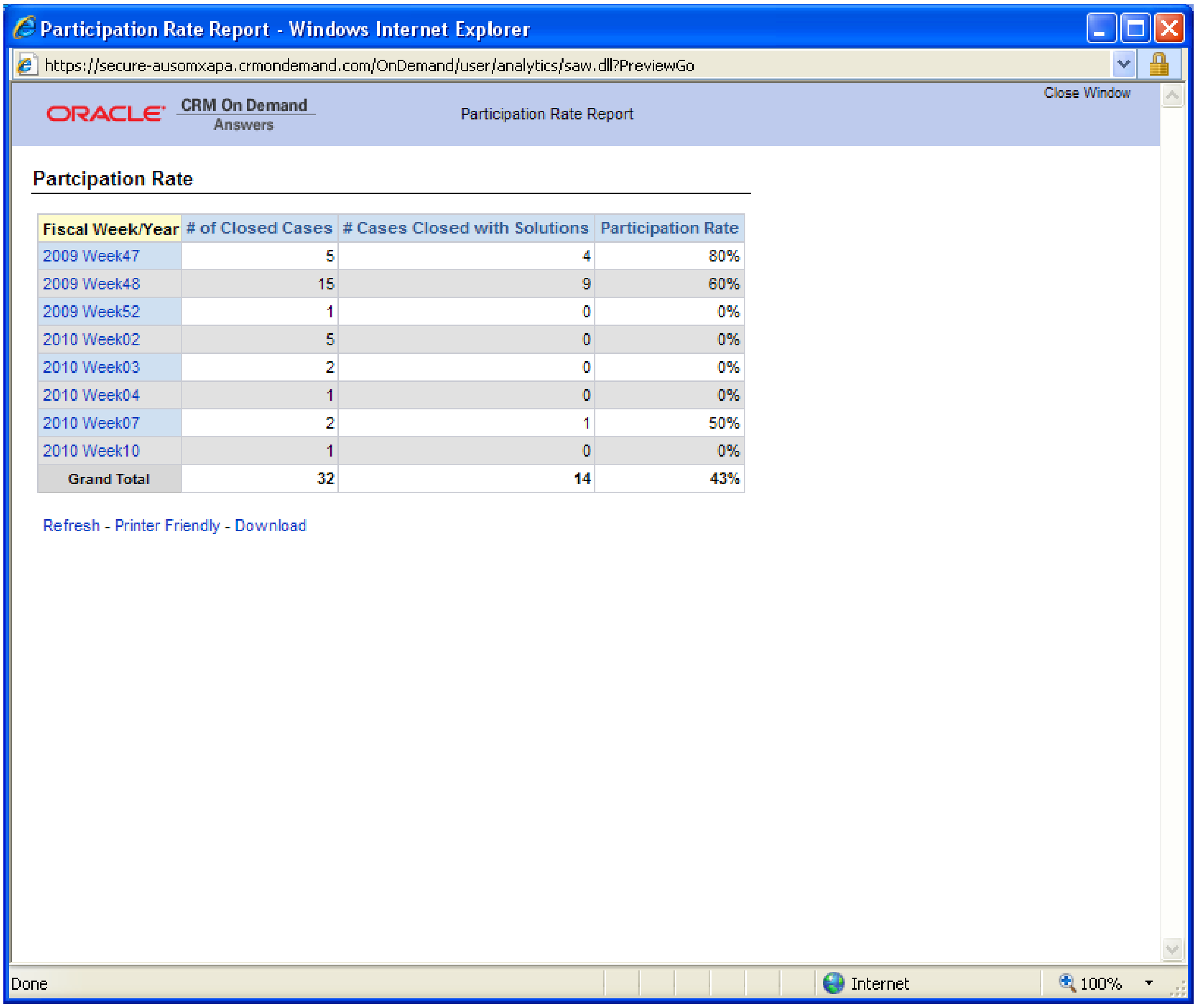



20 Click ‘OK’ to go back to the main view of the pivot table for Participation Rate Report

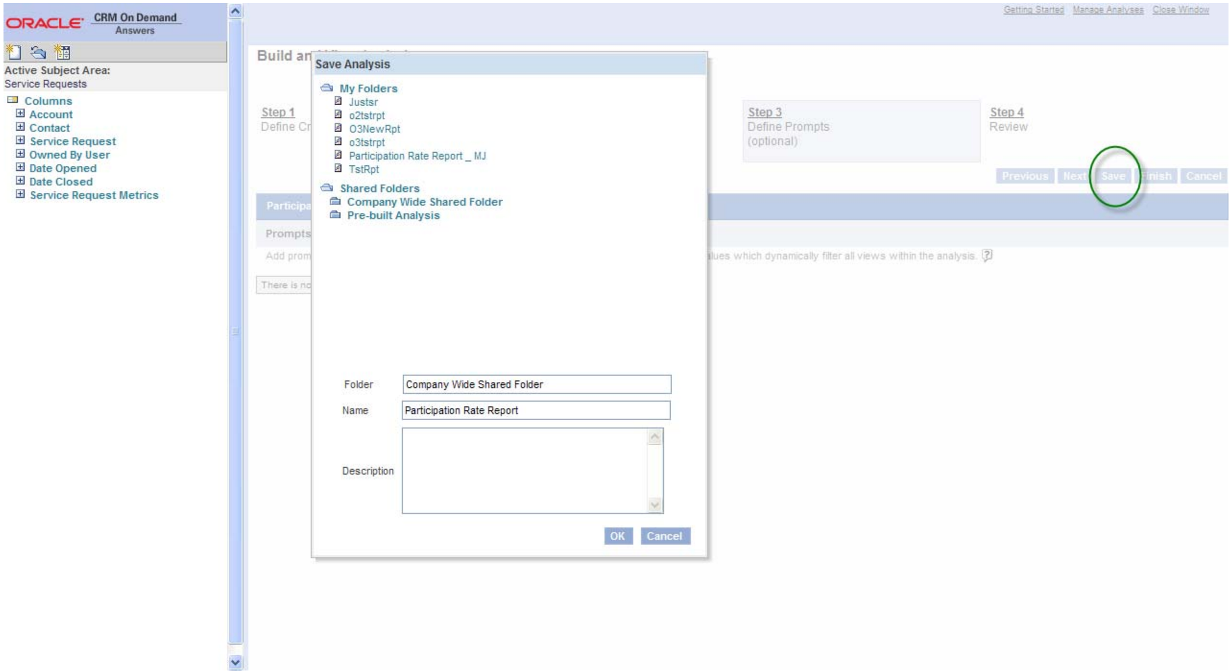
21 Delete the Table View by selecting the X icon on the table view, confirm the delete



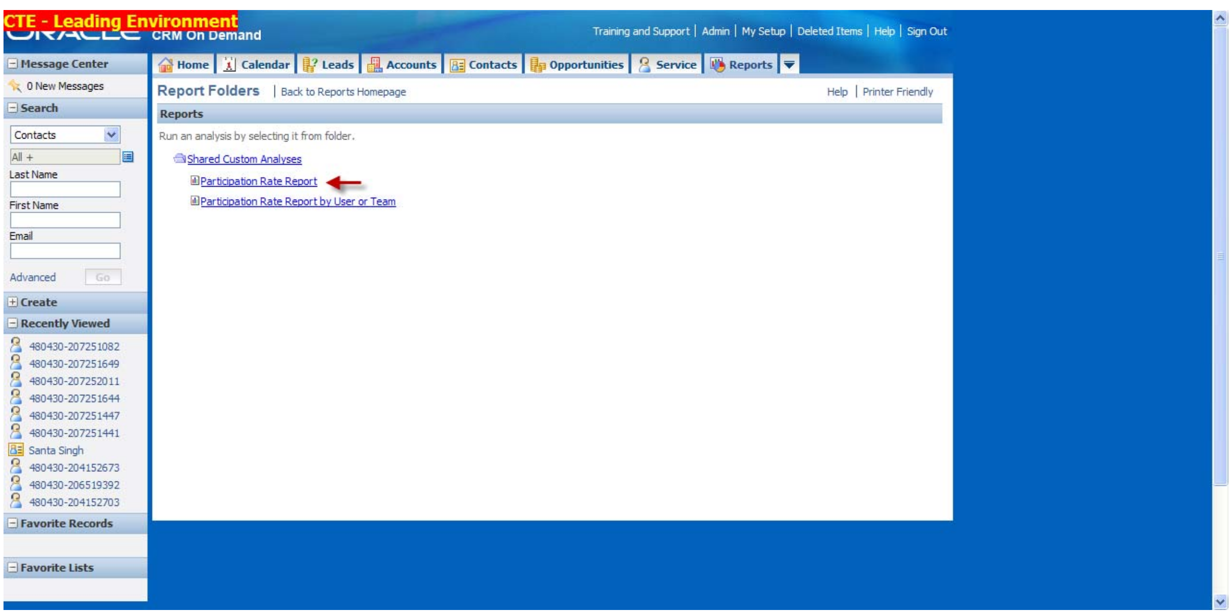

**22** Select Preview Analysis and validate that the report looks as per requirements.




**23** Save the Report in the Company Wide Shared Folder by clicking on the Save Button.




**24** Finally Run the report from the Saved location to check that it has saved correctly.




This completes the setup of the Participation Rate Report. Section C then goes into how to add the report to the Service screen (tab).

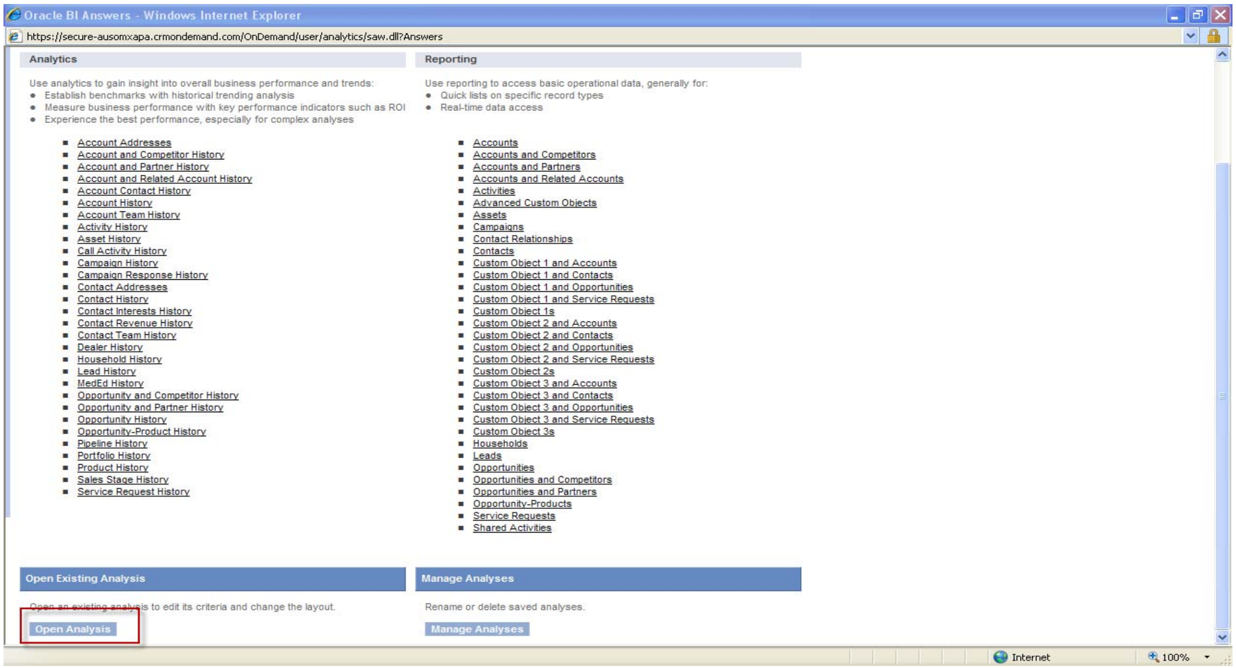
# Participation Rate Report by User

The following Oracle CRM On Demand analytics report is a calculated metric to provide management guidance for measuring effectiveness of the Users' ability to close cases using knowledge articles.

The steps below detail creating the Participation Rate report from scratch for Users.

**1** Login as an Oracle CRM On Demand user with the Administrator role.

**2** From the Report screen (tab) select the Design Analyses link. Then, click on the ‘Service Requests’ subject area in the Reporting Column.




**3** Add columns from left hand pane to the right pane as follows:

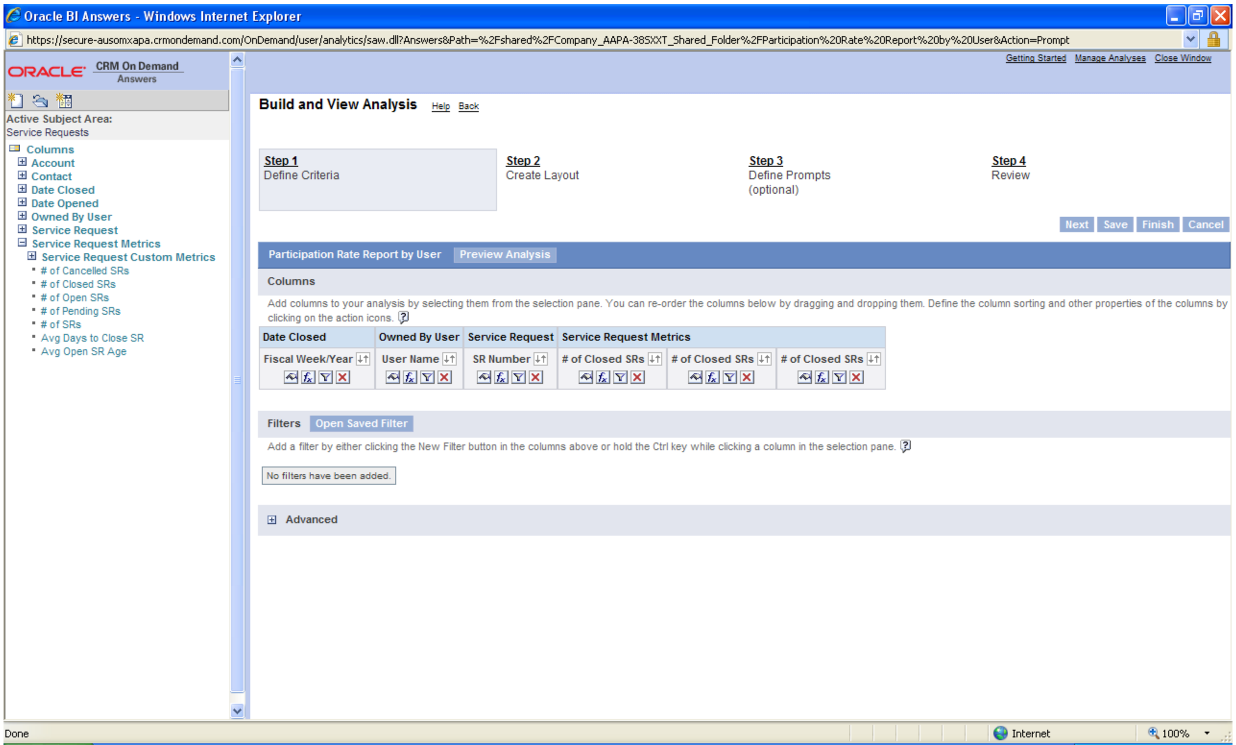
> **Note:** To add columns in the following steps simply click and drag the choice. This will then populate the column in the section on the right of the screen to begin building the formula.

**a** Add the column – **Fiscal Week/Year** from Date Closed section from left hand pane to the right pane.

**b** Add the column – **SR Number** from Service Request section from left hand pane to the right pane.

**c** Add the column – **User Name** from the Owned by User section from the left hand pane to the right pane. **NOTE:** This new variable, when added to report created in Section A, creates Participation Report by User.

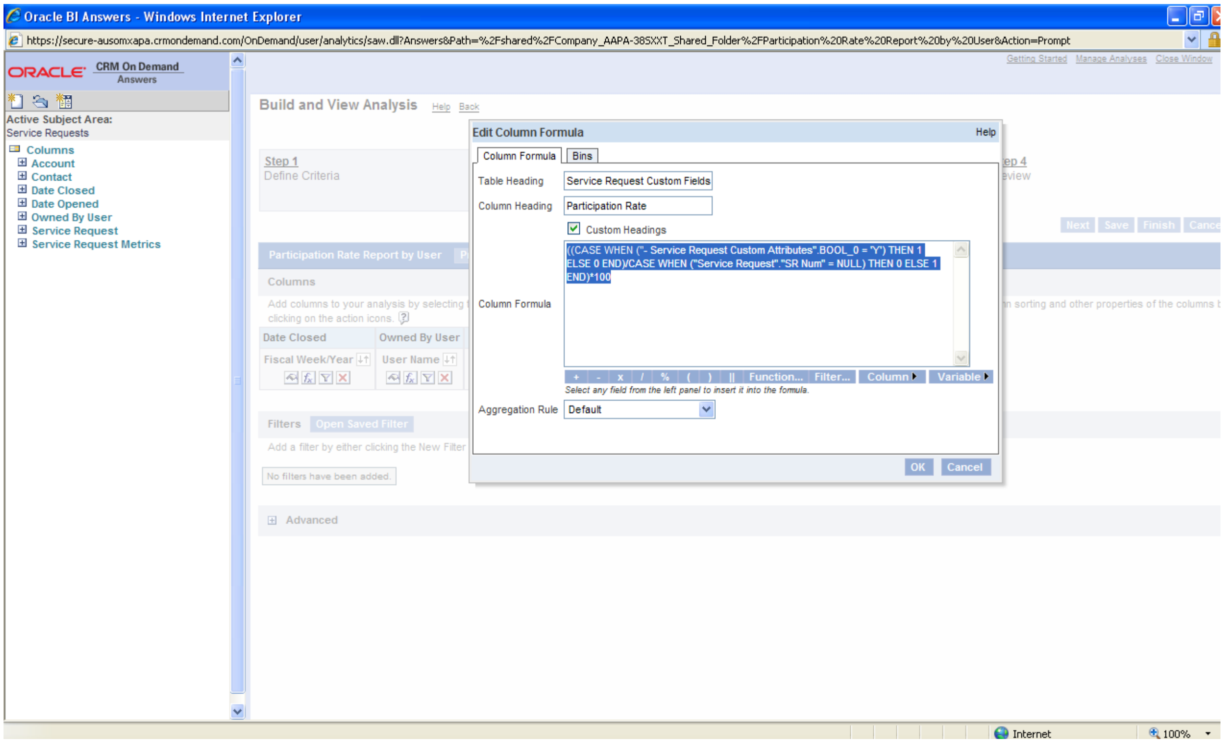
**d** Add column - # **of Closed SRs** from the Service Request Metrics from the left pane to the right. Repeat this step three times so that you have the same column three times. We will be using this column to store some calculated values.




4 Rename one of the **# of Closed SRs** columns to **Participation Rate**. Check the 'Custom Headings' check box and then type the new name.

5 Create the following formula in the Column Formula field. You may cut at paste the formula from below.

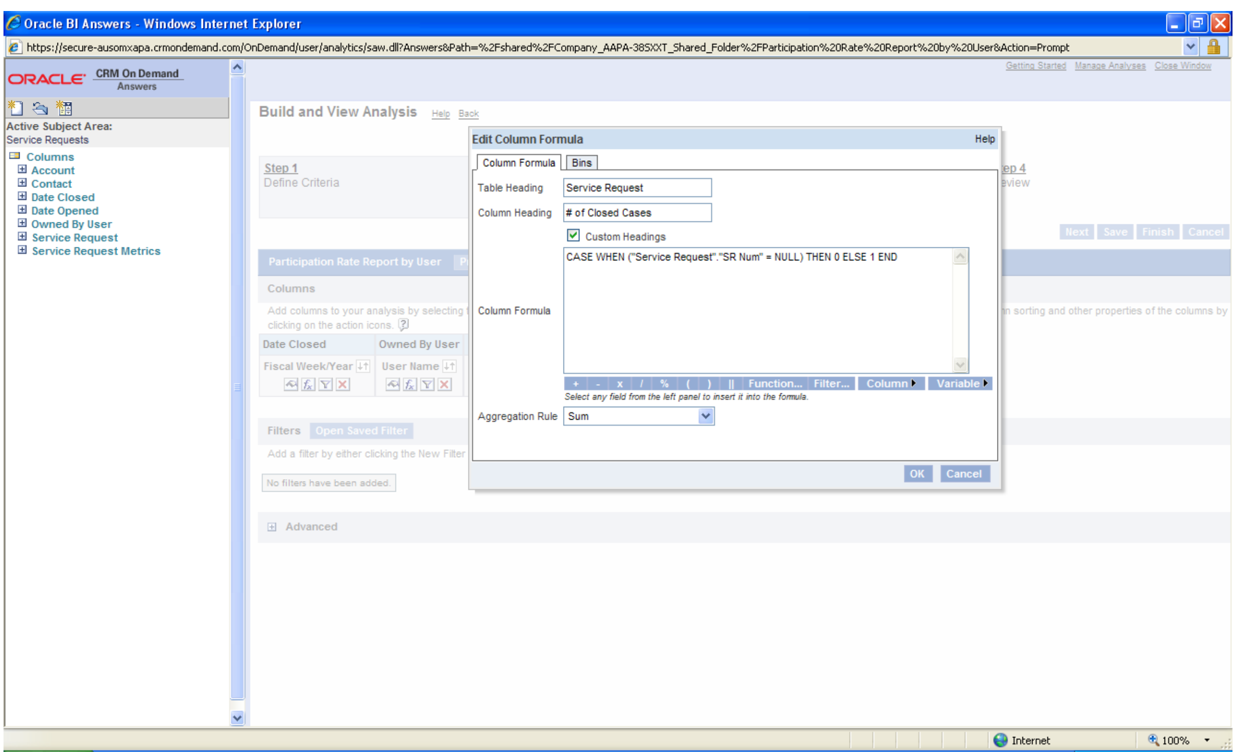
((CASE WHEN ("- Service Request Custom Attributes".BOOL_0 = 'Y') THEN 1 ELSE 0 END)/CASE WHEN ("Service Request"."SR Num" = NULL) THEN 0 ELSE 1 END)*100




6 Rename one of the **# of Closed SRs** columns to **# of Closed Cases**. Check the ‘Custom Headings’ check box and then type the new name.

7 Create the following formula in the Column Formula field.

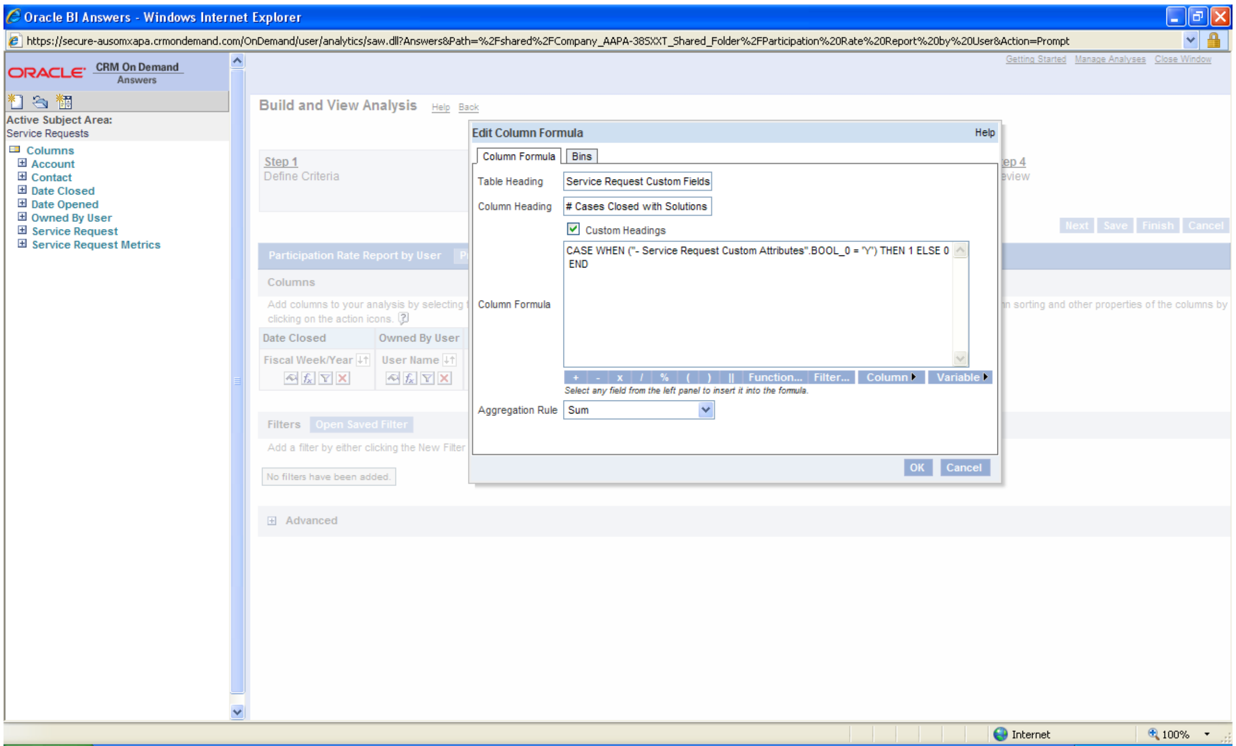
CASE WHEN ("ServiceRequest"."SR Num"=NULL) THEN 0 ELSE 1 END



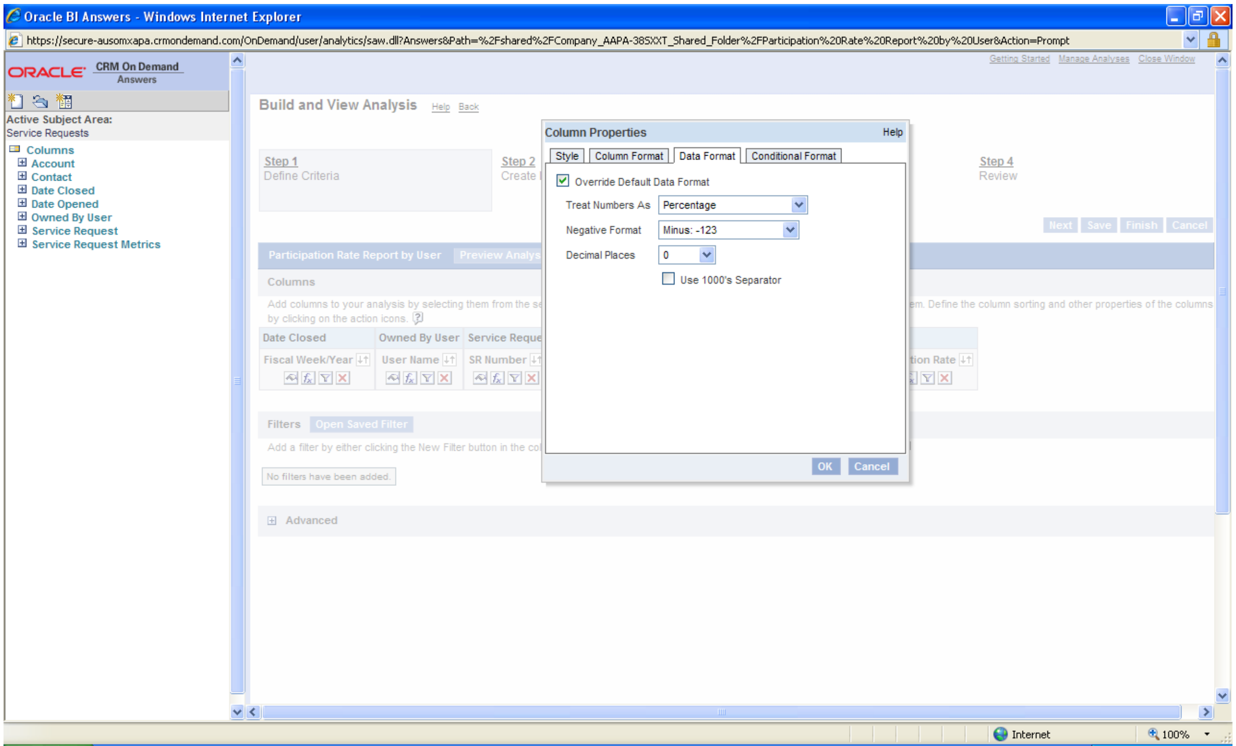
8 Rename one of the # **of Closed SRs** columns to # **of Closed Cases with Solutions**. Check the 'Custom Headings' check box and then type the new name.

9 Create the following formula in the Column Formula field.

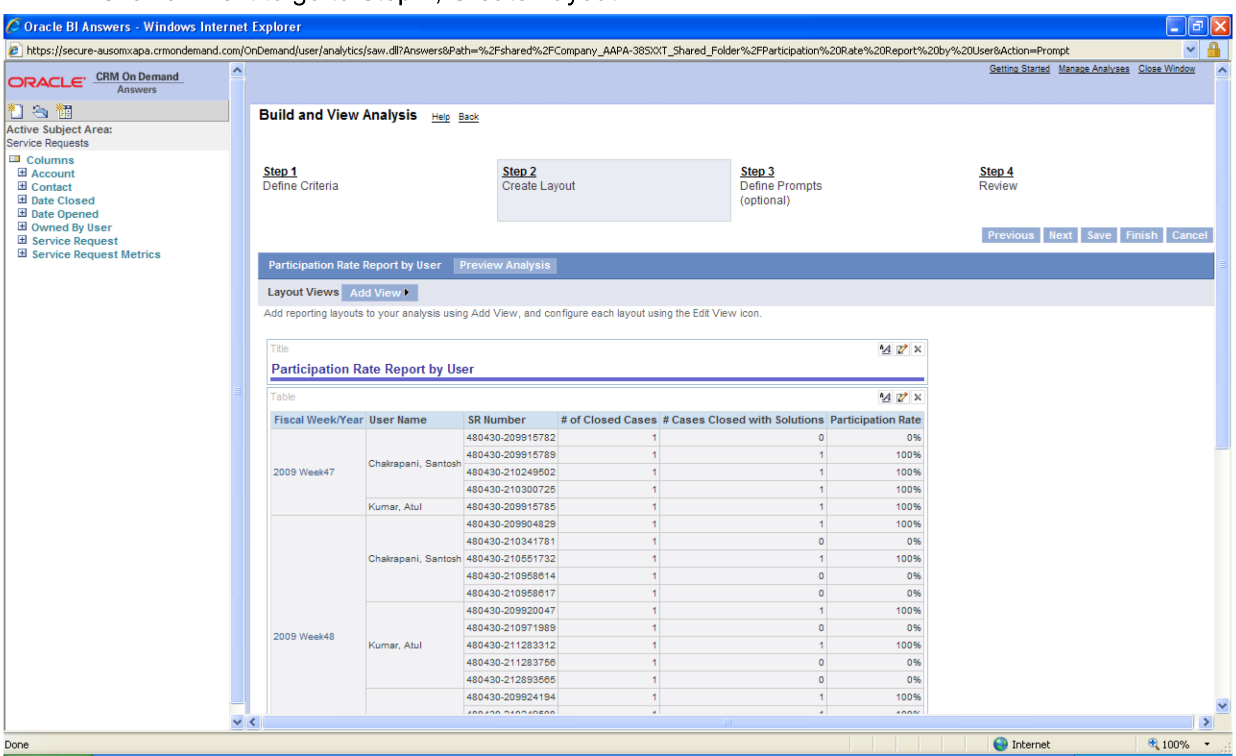
CASE WHEN ("- Service Request Custom Attributes".BOOL_0 = 'Y') THEN 1
ELSE 0 END



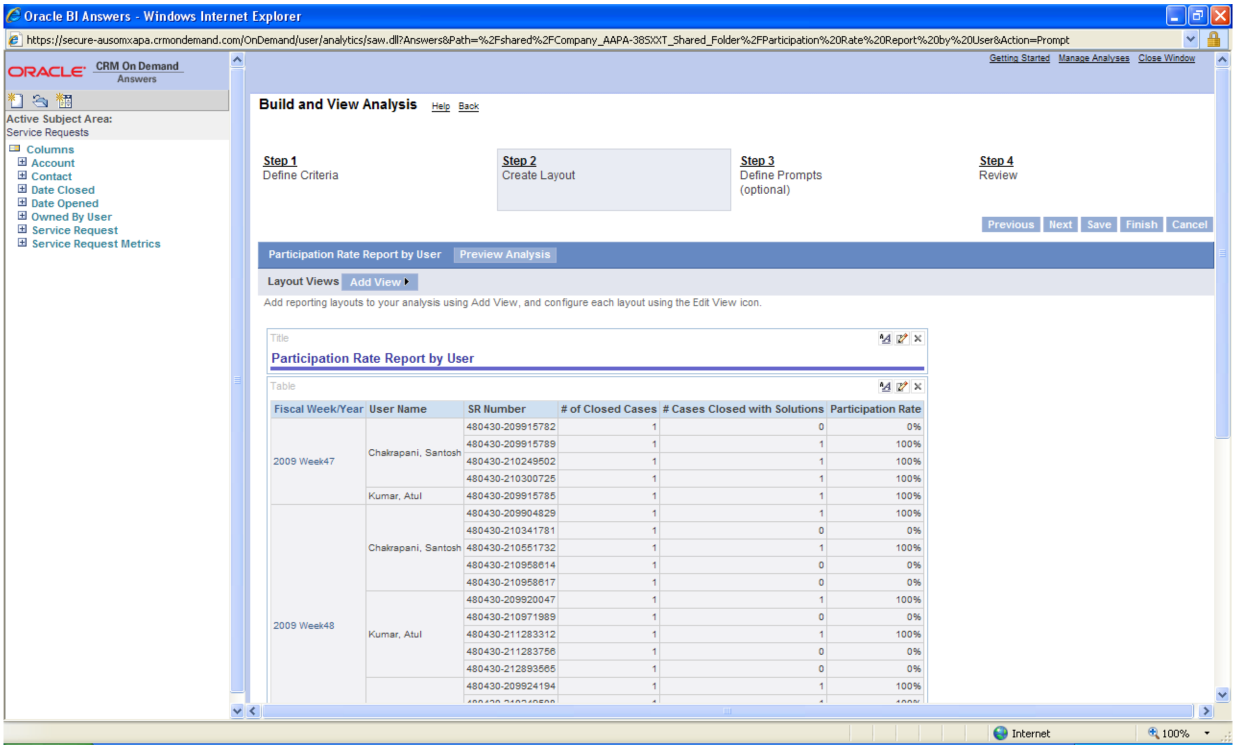

10 From the column 'Participation Rate' click the Column Properties icon (hand icon). Check the box 'Override Default Data Type', and change the 'Treat Numbers As' dropdown to **Percentage**.




**11** Click on Next to go to Step 2, Create Layout.



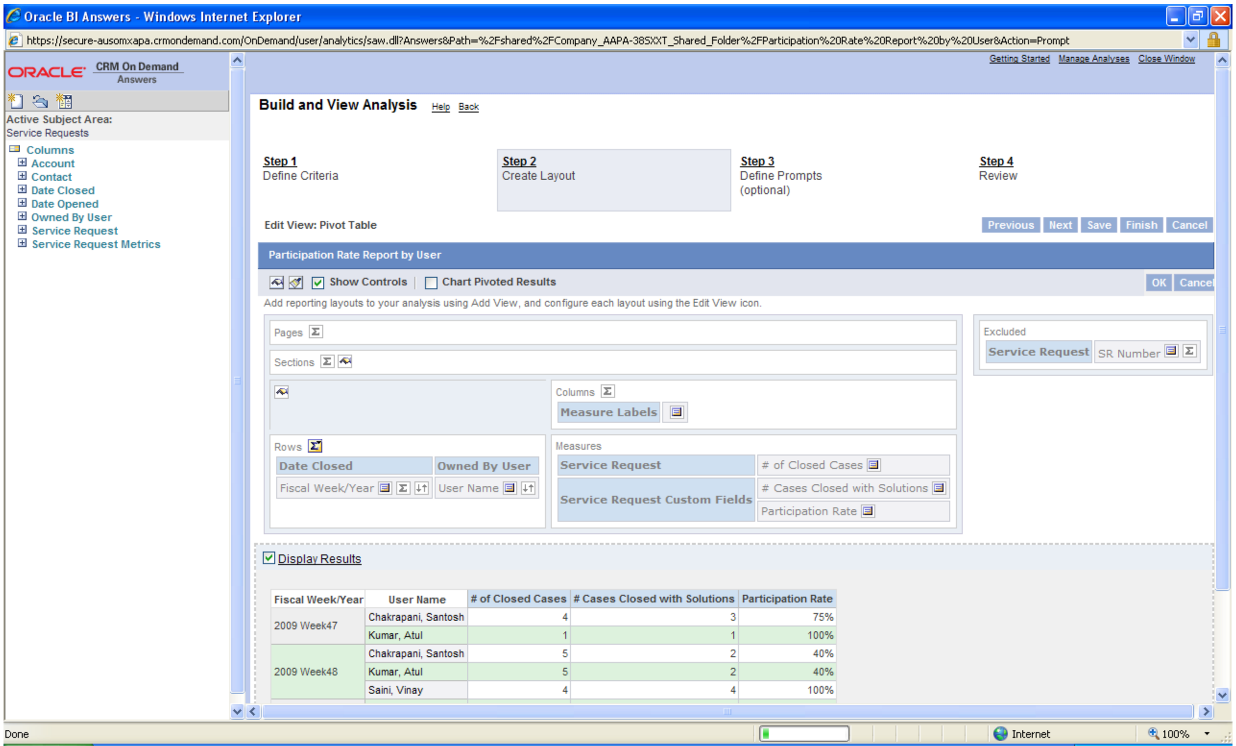

**12** Click **Add View** and select 'Pivot Table' from the list



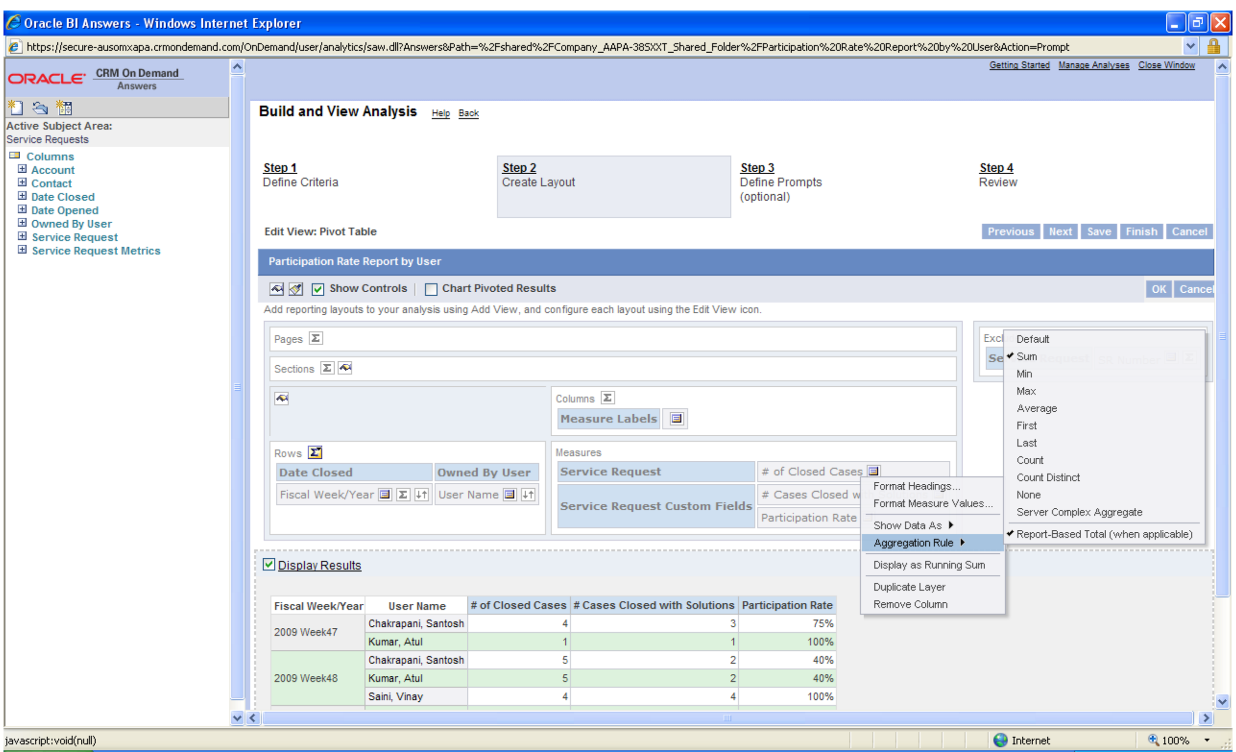
13 Move the following three (3) columns to the Measures Section on the right.

- # of Closed Cases
- # of Closed Cases with Solutions
- Participation Rate

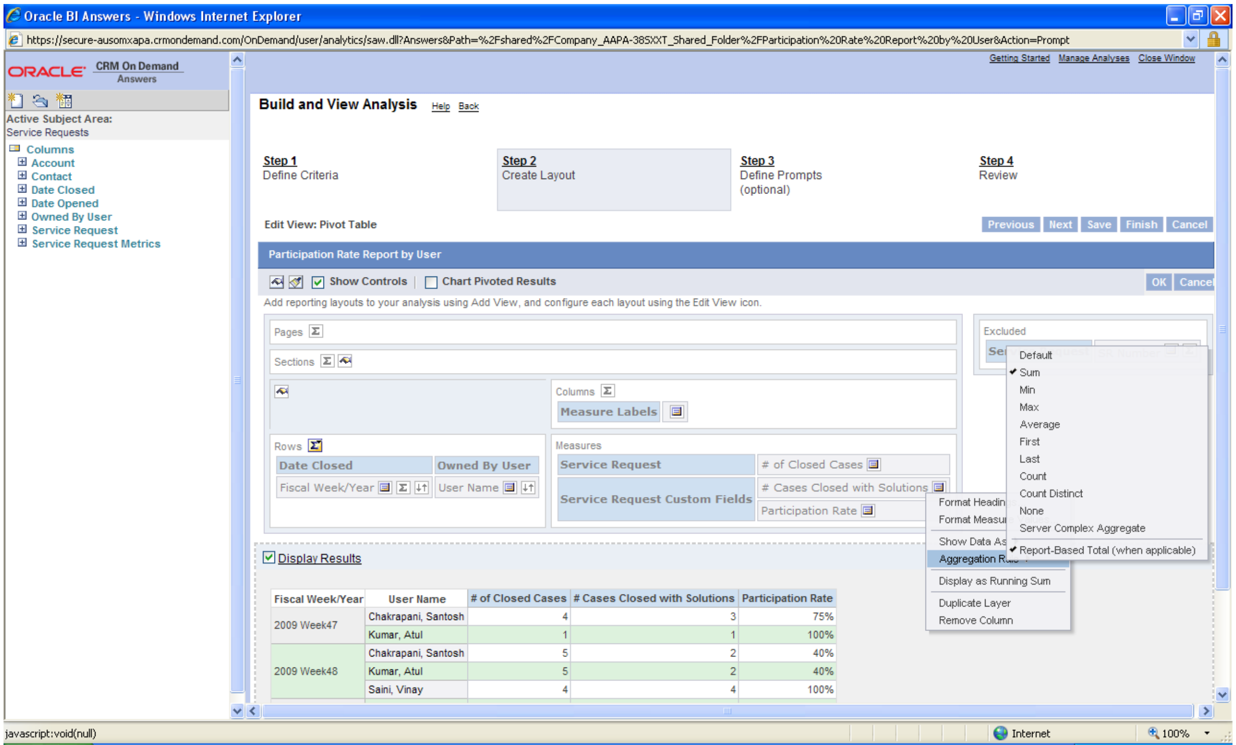
14 Move the Service Request column to the Excluded section which is just to the right of the Measures section.



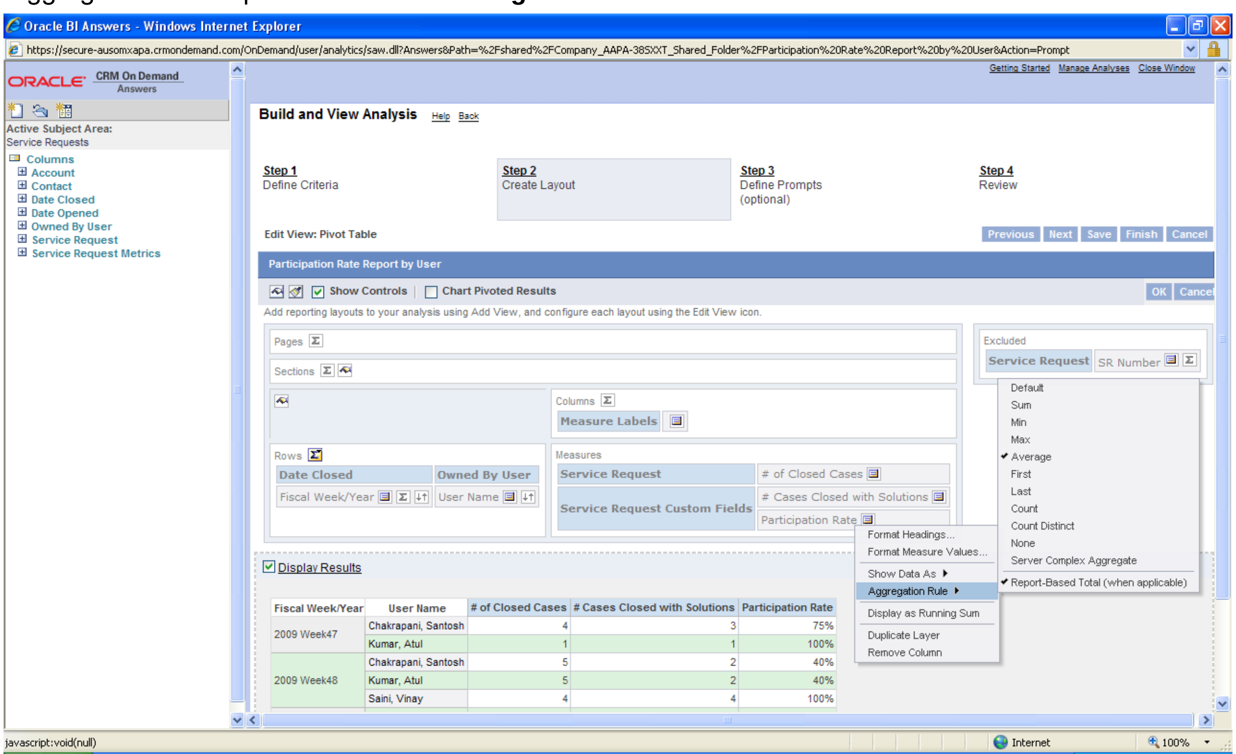
**15** Click the More Options small rectangle box next to the **# of Closed Cases** column, then go to the 'Aggregation Rule' option and select **Sum**.



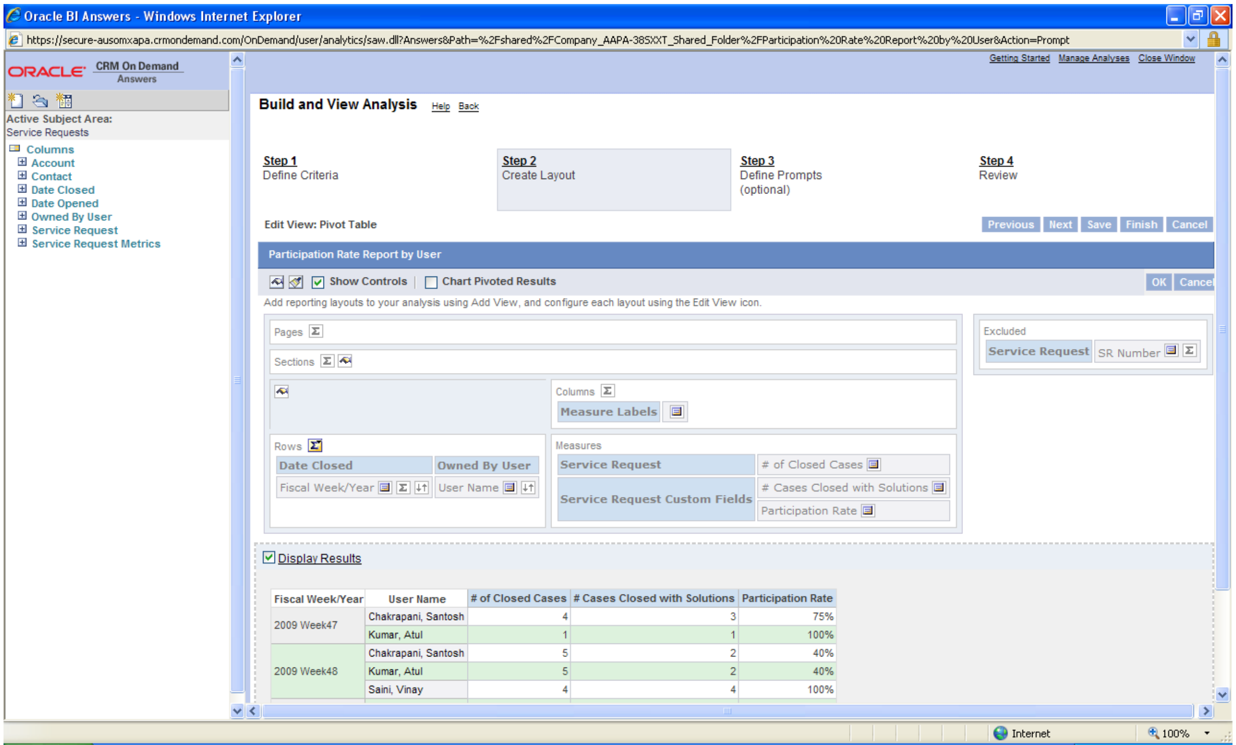
**16** Click the More Options small rectangle box next to the # **of Closed Cases with Solutions** column, go to the 'Aggregation Rule' option and select **Sum**.



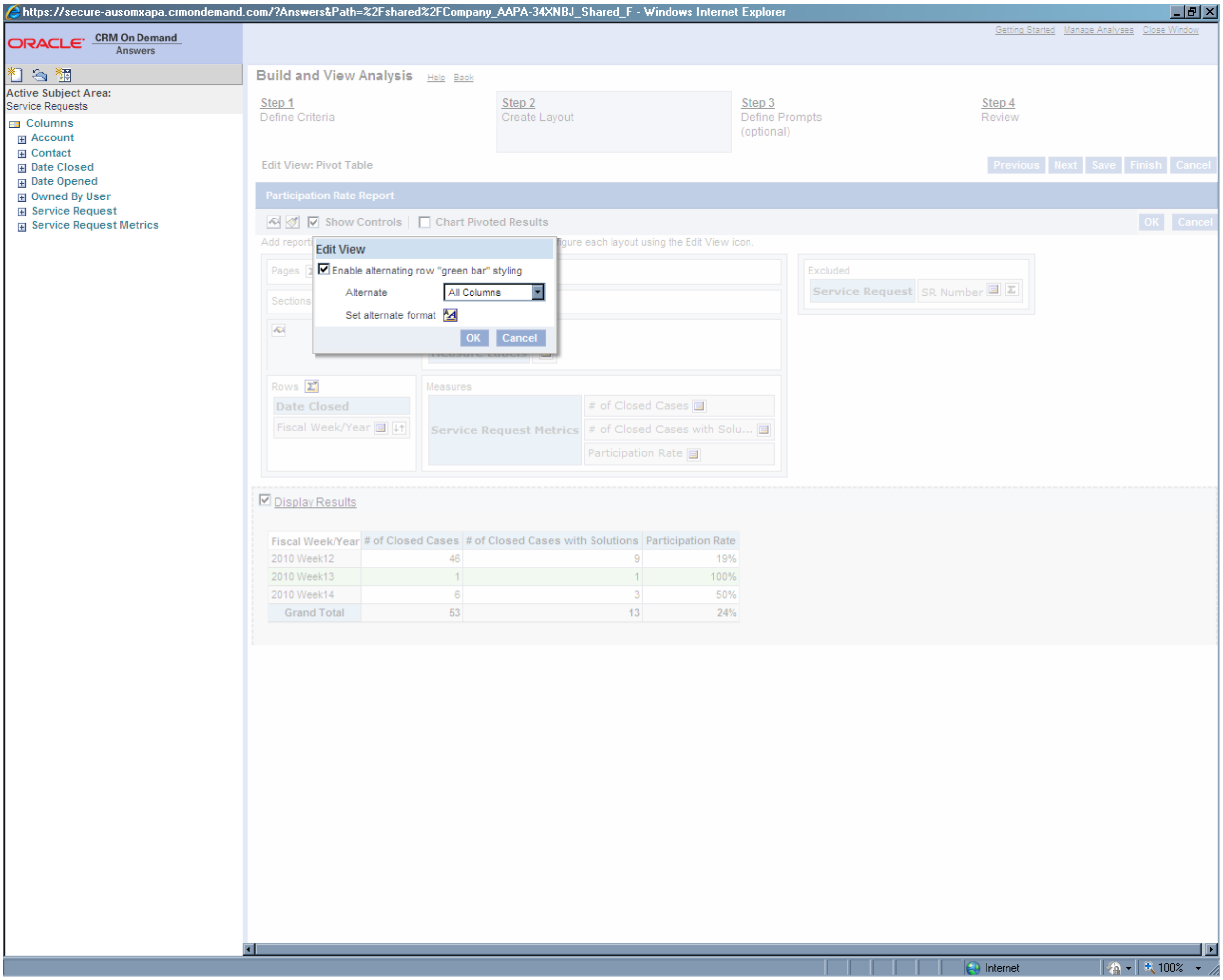

**17** Click the More Options small rectangle box next to the 'Participation Rate' column, go to the 'Aggregation Rule' option and select **Average**.



**18** Click on the ‘Sum’ sign next to Rows and select **After**.



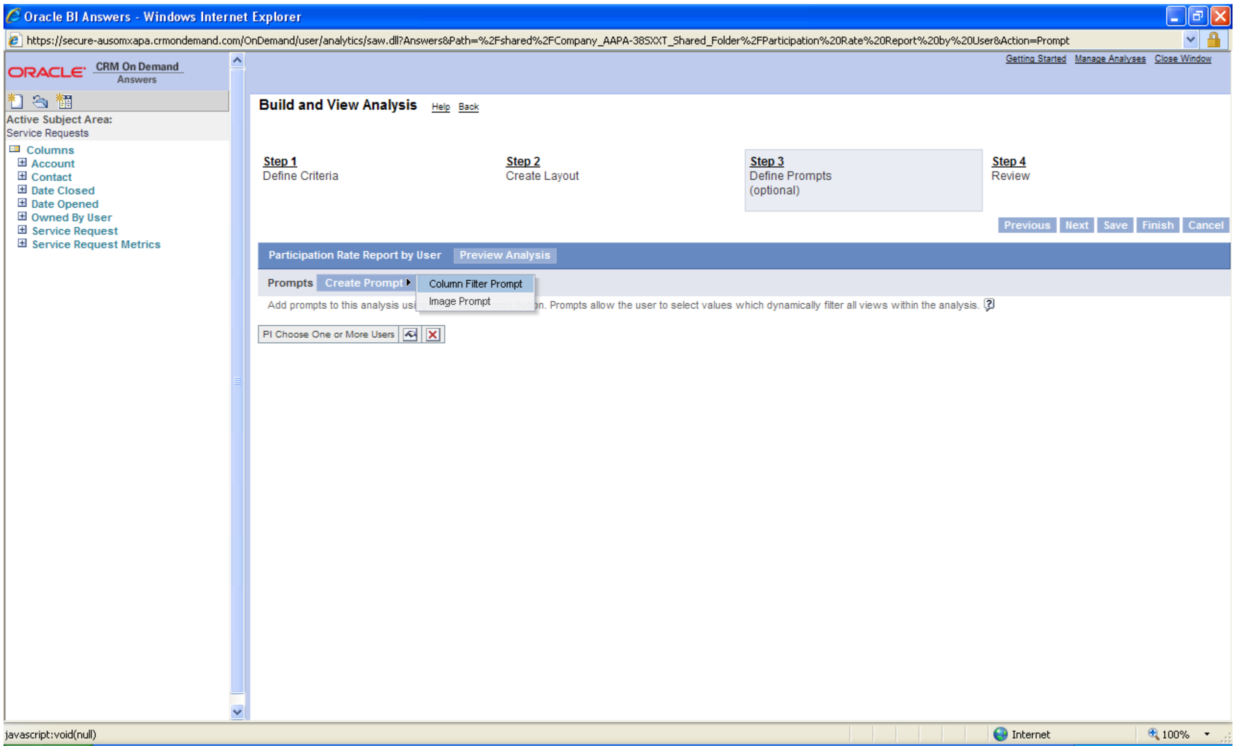
**19** Select the Pivot Table View Properties (hand icon) ; this opens the ‘Edit View’ window as shown below. Check the  box ‘Enable alternative row green bar styling’. From the Alternate dropdown choose ‘All Columns’




20 Click **OK** to reach the main view of the pivot table for Participation Rate Report.

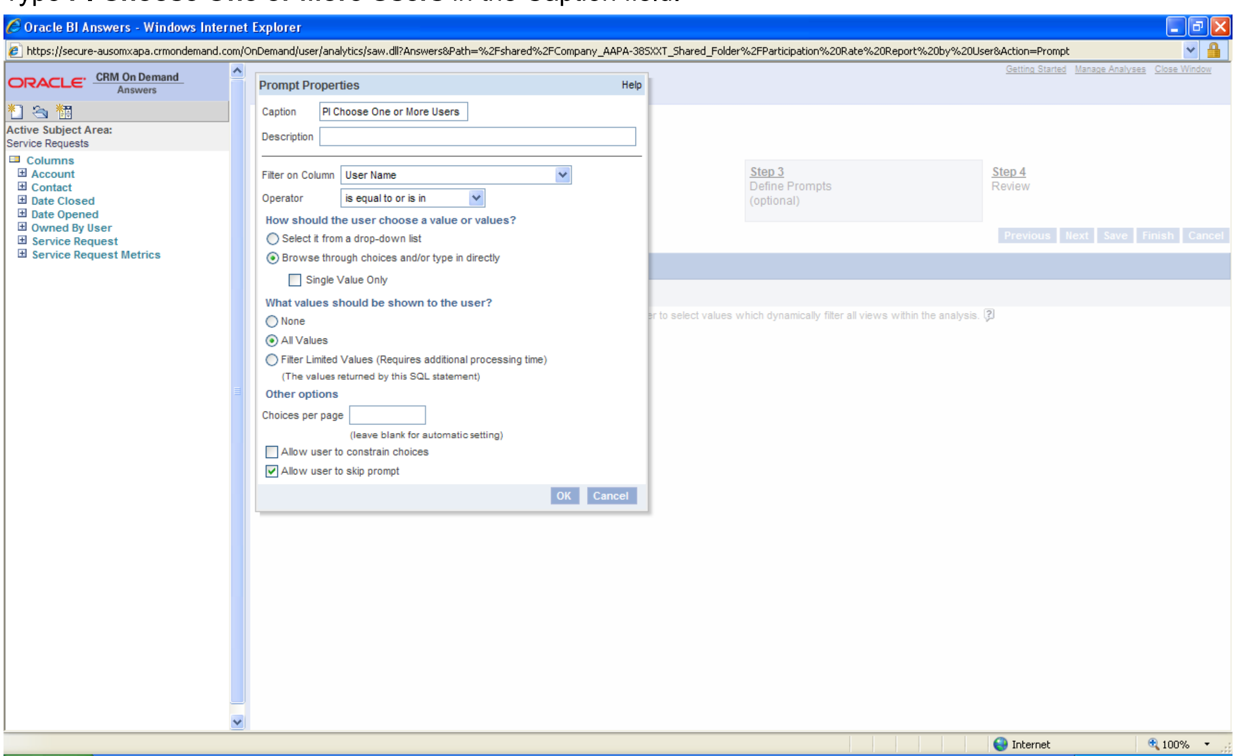
21 Click **Next** to access the Prompts section.

22 Click **Create Prompt** and select ‘Column Filter’ Prompt.



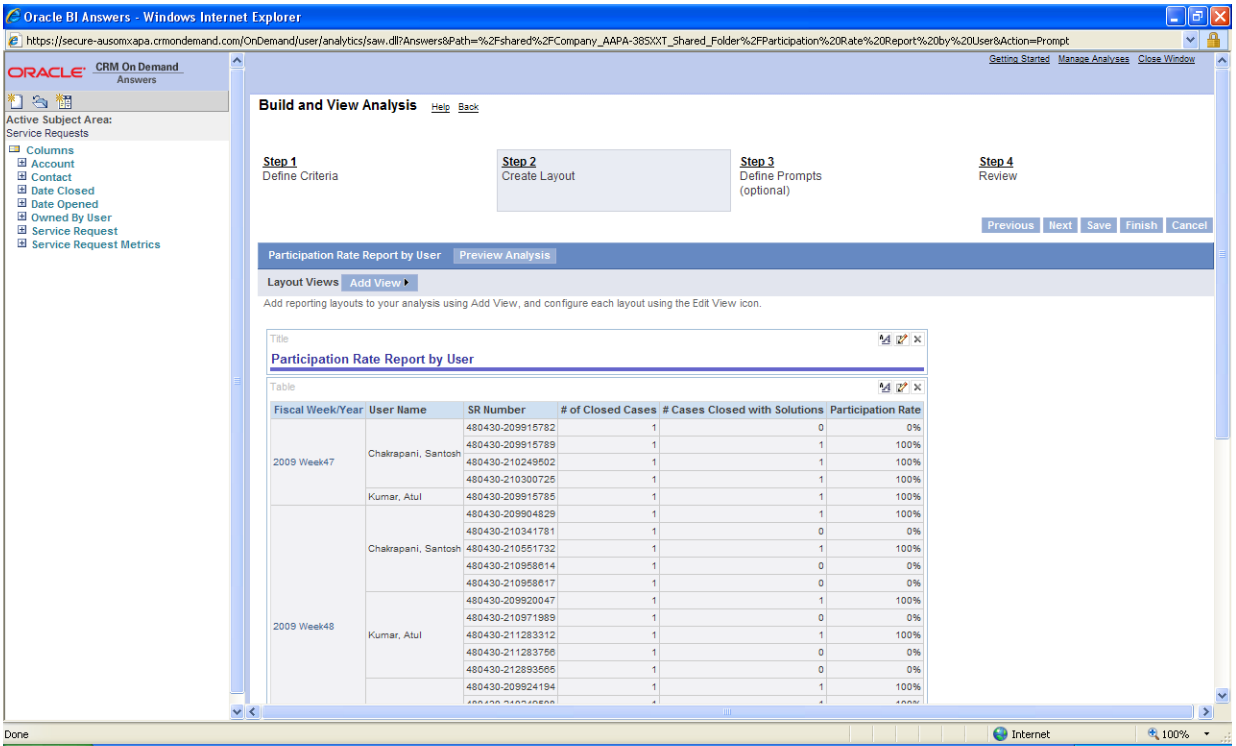

**23** In the pop up box that follows, make the selections as shown in the screen shot below. Click **OK** to confirm once you have made the selections.

Type **PI Choose One or More Users** in the Caption field.

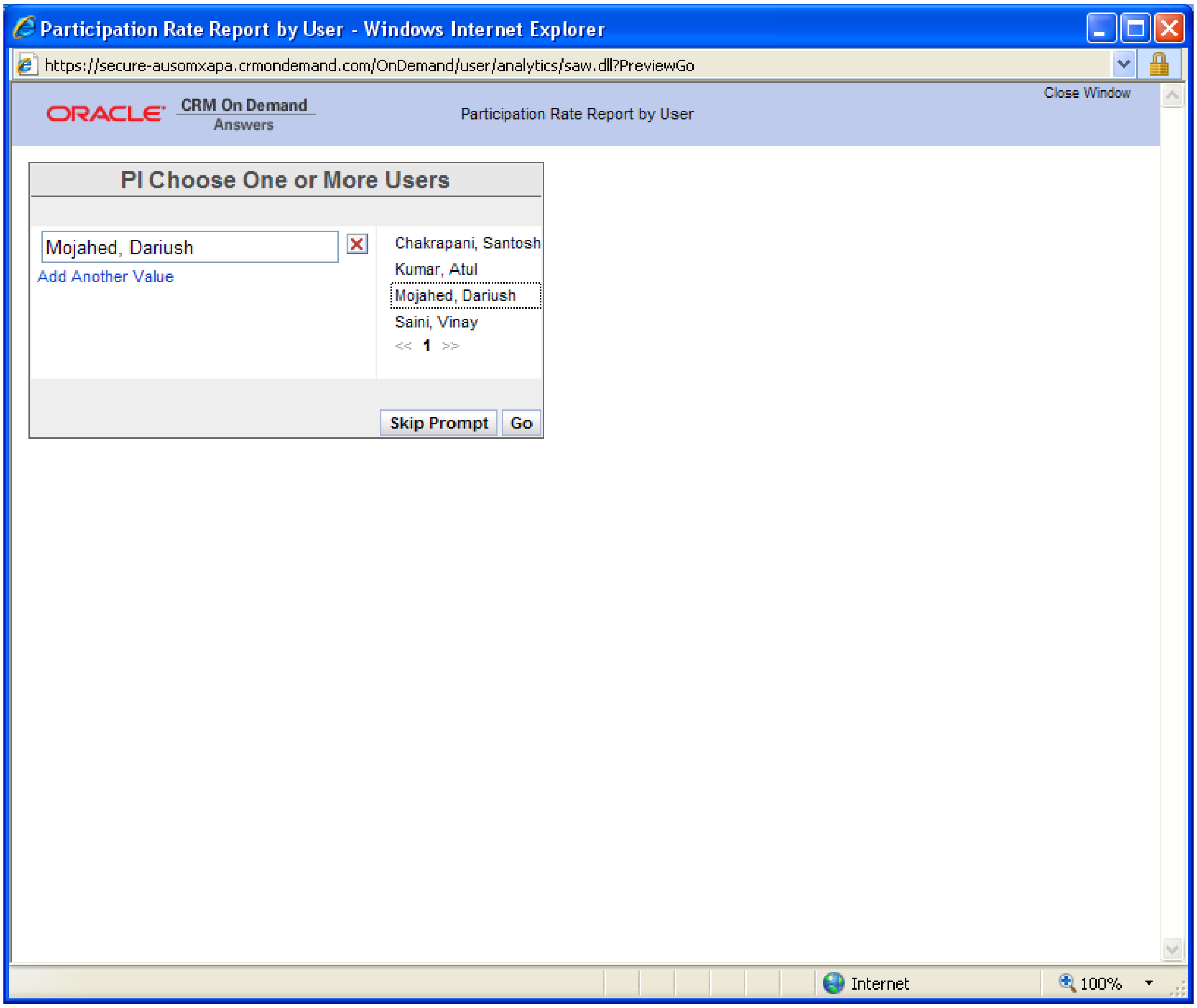


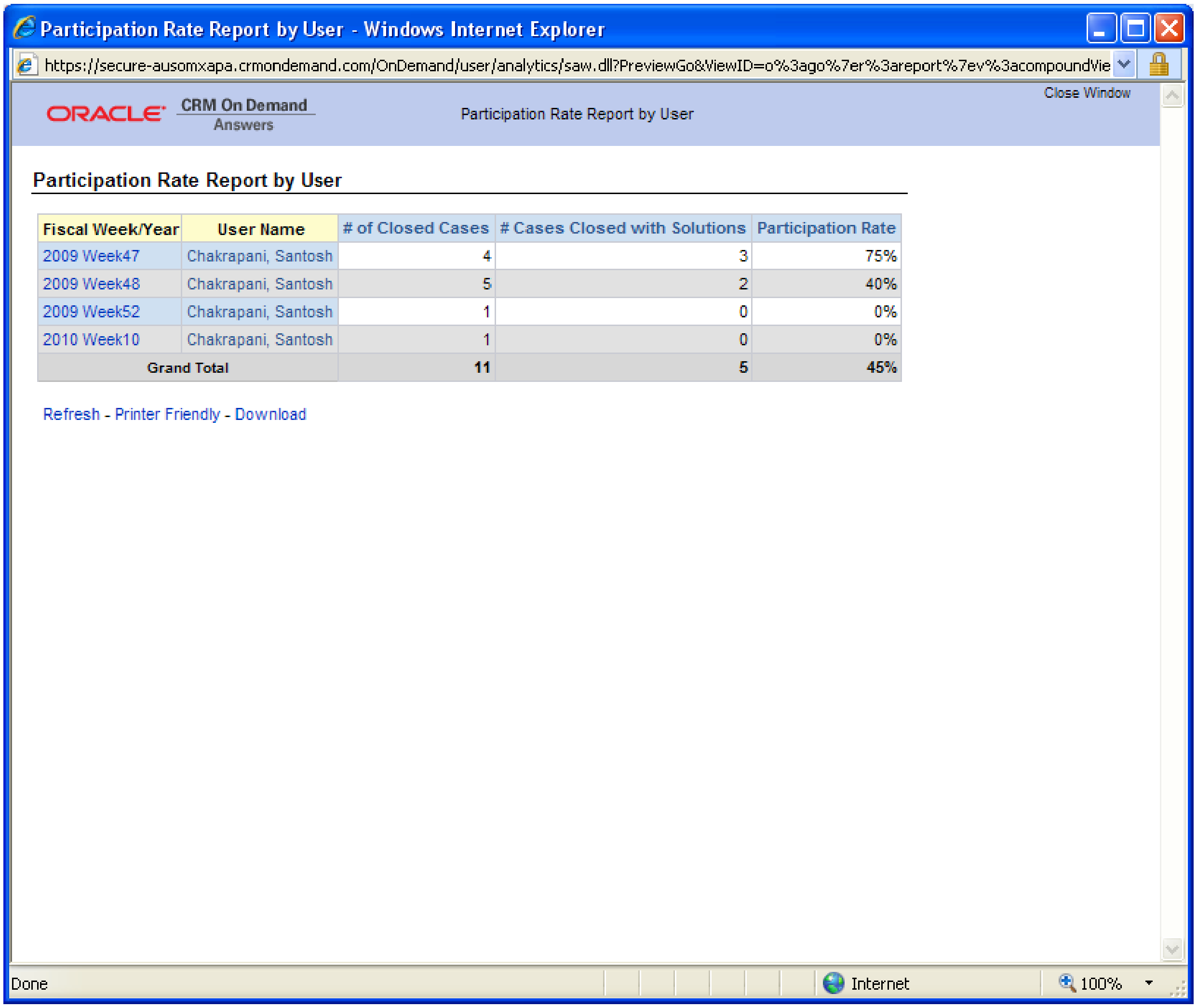
**24** Click **Previous** to return to the section 2, Create Layout.

**25** Delete the Table View by selecting the X icon on the table view, then confirm the delete.



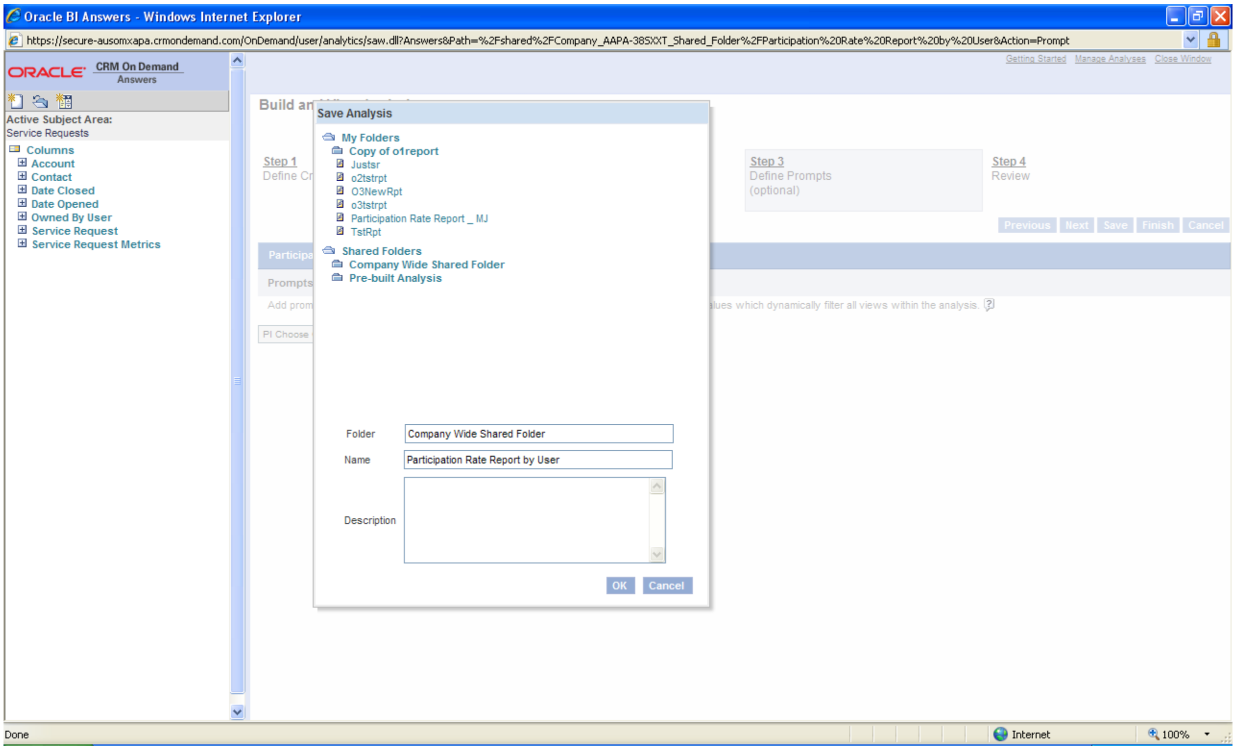

**26** Select Preview Analysis link and validate that the report looks as per requirements.


Participation Rate Report by User - Windows Internet Explorer
https://secure-ausomxapa.crmondemand.com/OnDemand/user/analytics/saw.dll?PreviewGo
ORACLE
CRM On Demand
Answers
Participation Rate Report by User
Close Window
PI Choose One or More Users
Mojahed, Dariush
Add Another Value
Chakrapani, Santosh
Kumar, Atul
Mojahed, Dariush
Saini, Vinay
<< 1 >>
Skip Prompt
Go
Internet
100%

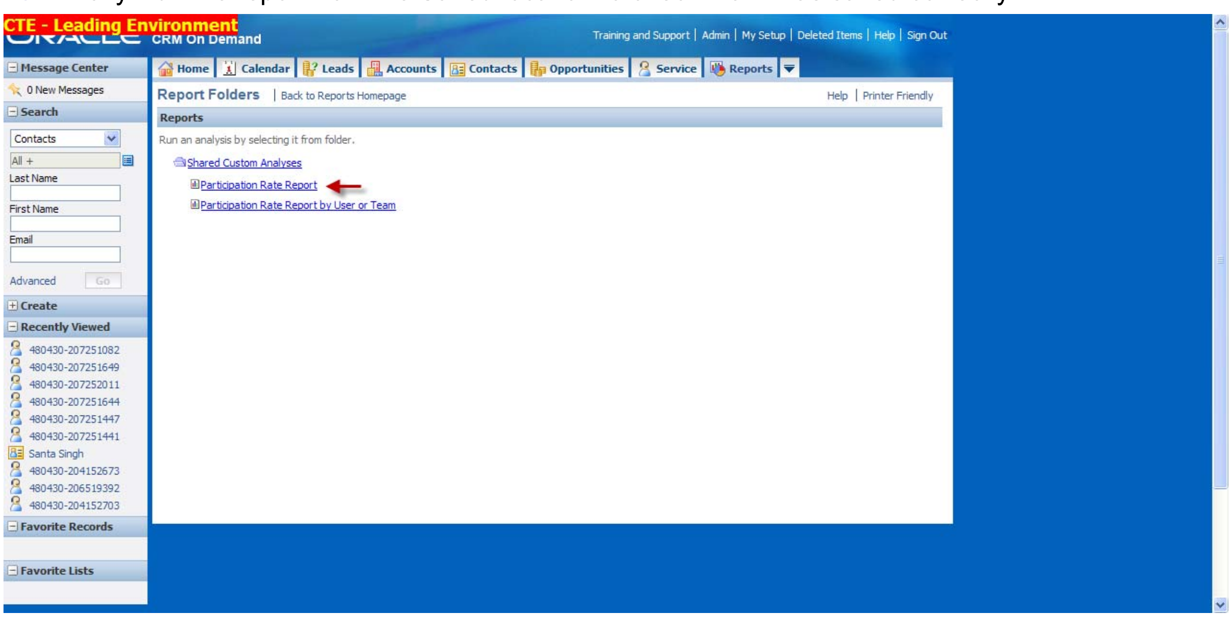



| Fiscal Week/Year | User Name | # of Closed Cases | # Cases Closed with Solutions | Participation Rate |
|---|---|---|---|---|
| 2009 Week47 | Chakrapani, Santosh | 4 | 3 | 75% |
| 2009 Week48 | Chakrapani, Santosh | 5 | 2 | 40% |
| 2009 Week52 | Chakrapani, Santosh | 1 | 0 | 0% |
| 2010 Week10 | Chakrapani, Santosh | 1 | 0 | 0% |
| Grand Total | | 11 | 5 | 45% |

**27** Save the Report in the Company Wide Shared folder by clicking on the Save Button.




**28** Finally Run the report from the Saved location to check that it has saved correctly.

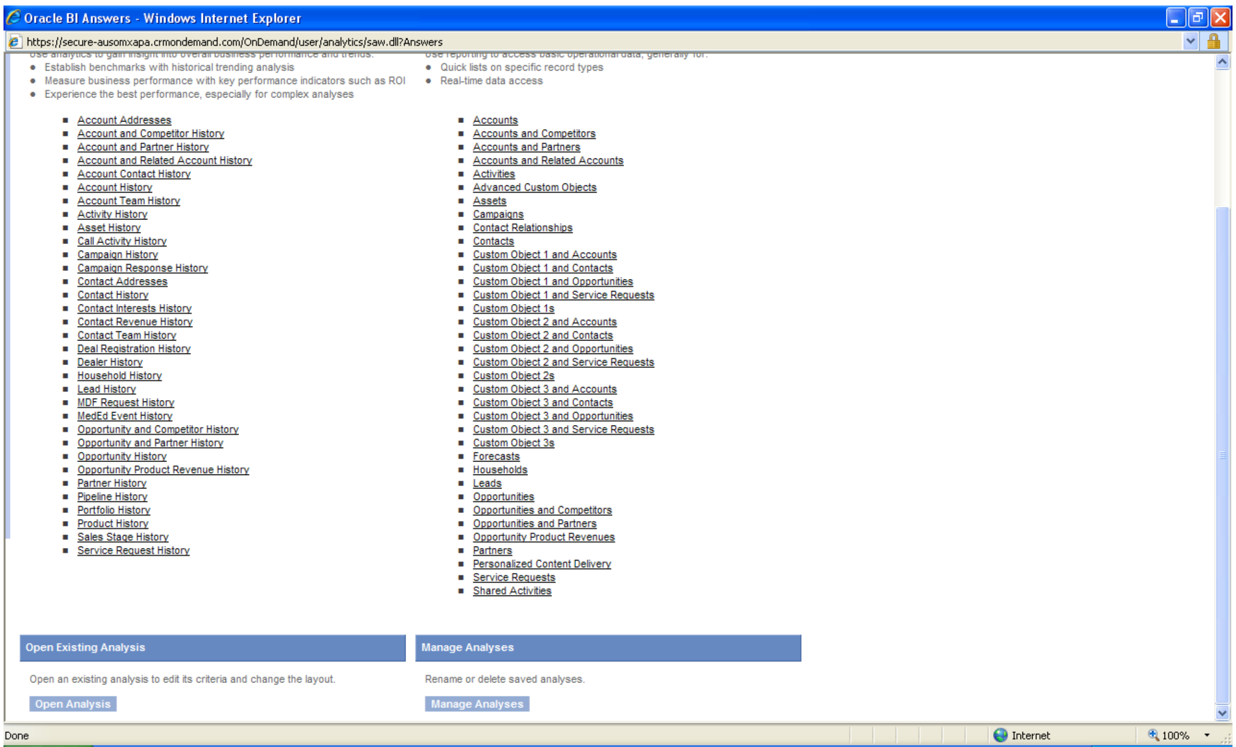



This completes the setup of the Participation Rate Report by User. Section C then goes into how to add the report to the Service screen (tab).

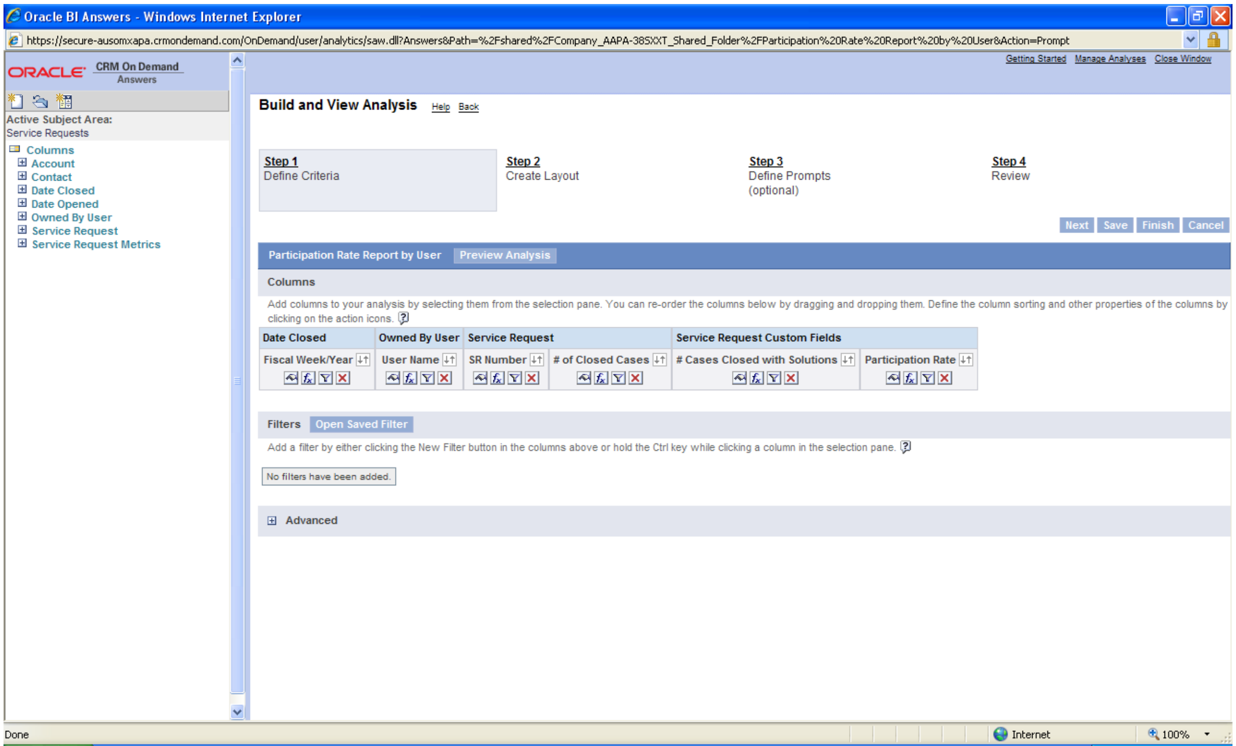
# Add To Service Home Page: Participation Report *(optional)*

This optional step is provided as an example for a Service Manager, typically, that wishes to see this metric when they login to Oracle CRM On Demand. This will save clicks one would otherwise have to navigate to the Reports screen and drill into to see the results. Following is an example of but one way to incorporate with other CRM On Demand analytics.

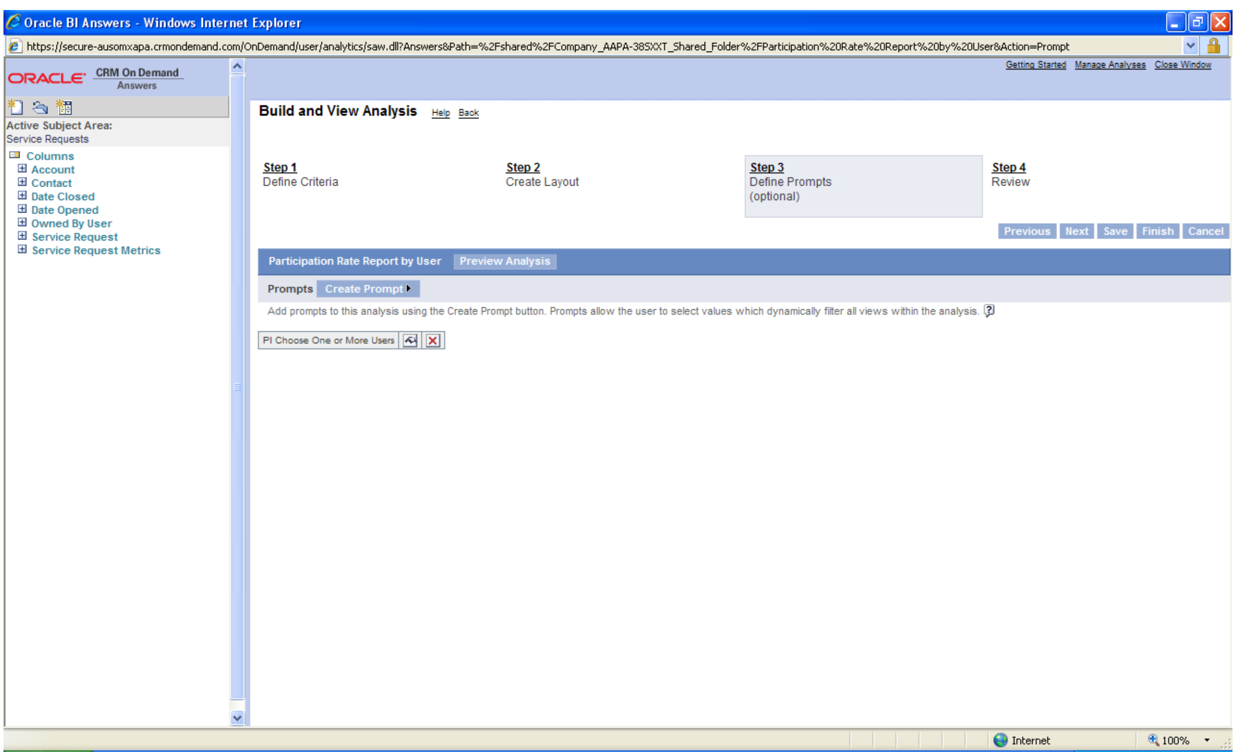
1. Login as an Oracle CRM On Demand user with the Administrator role.
2. Go to the Design Analyses link on the Reports Home. Choose Open Alanysis from the section Open Existing Analysis on the lower left side of the browser window.



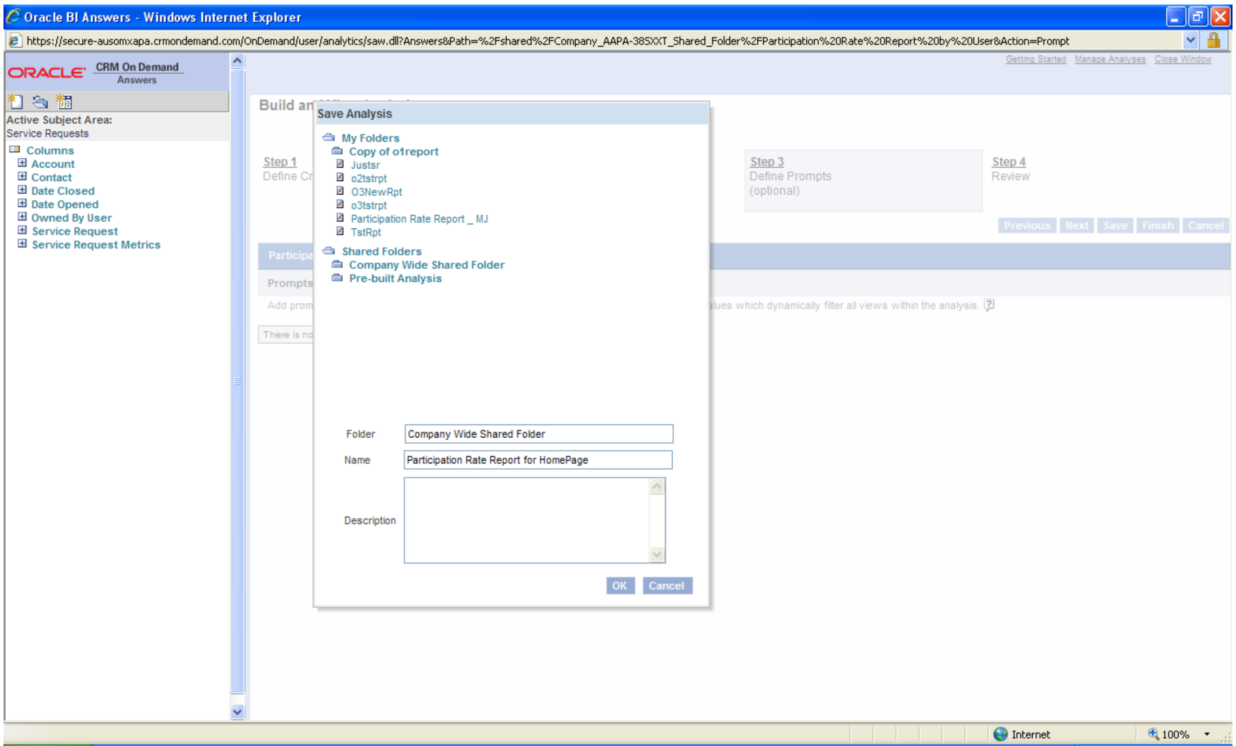

3. Open the Participation Rate Report. Navigate to the same folder where the reports have been saved as noted in sections A and B above.



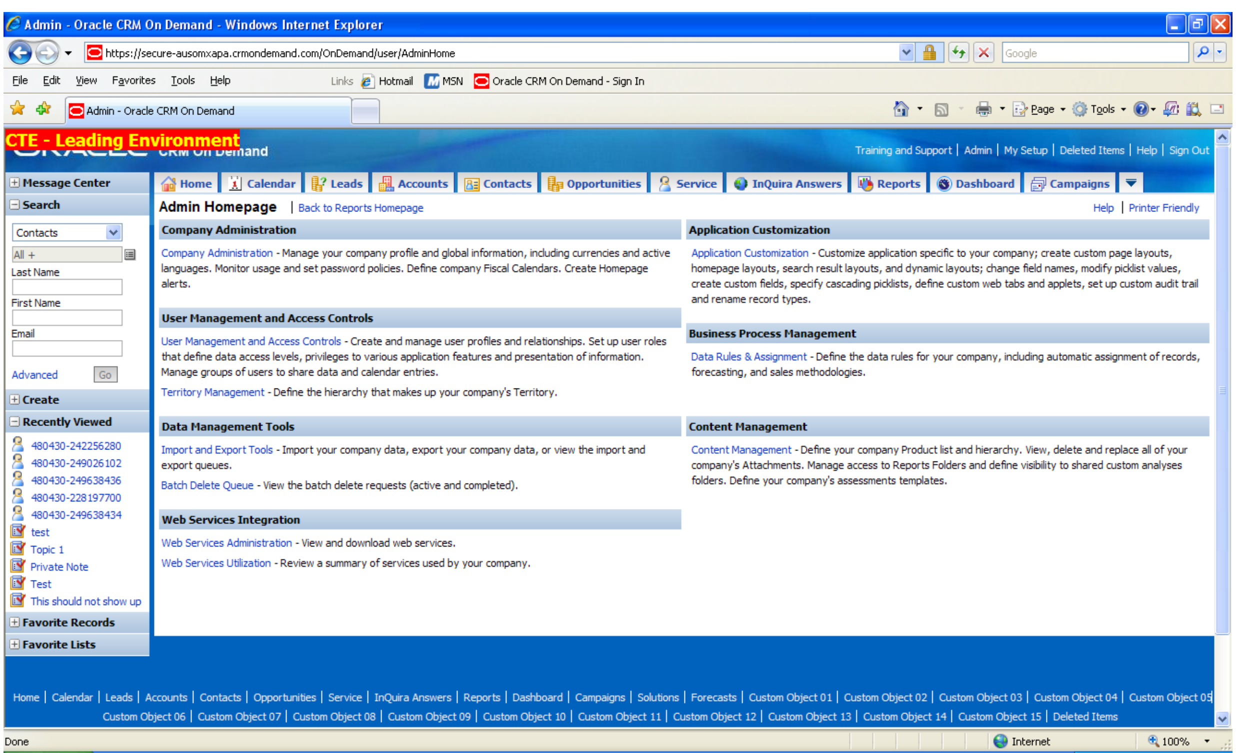
4 Go to the Prompts Section and delete the previously created prompt. If this was not defined in section B then you may skip this step.



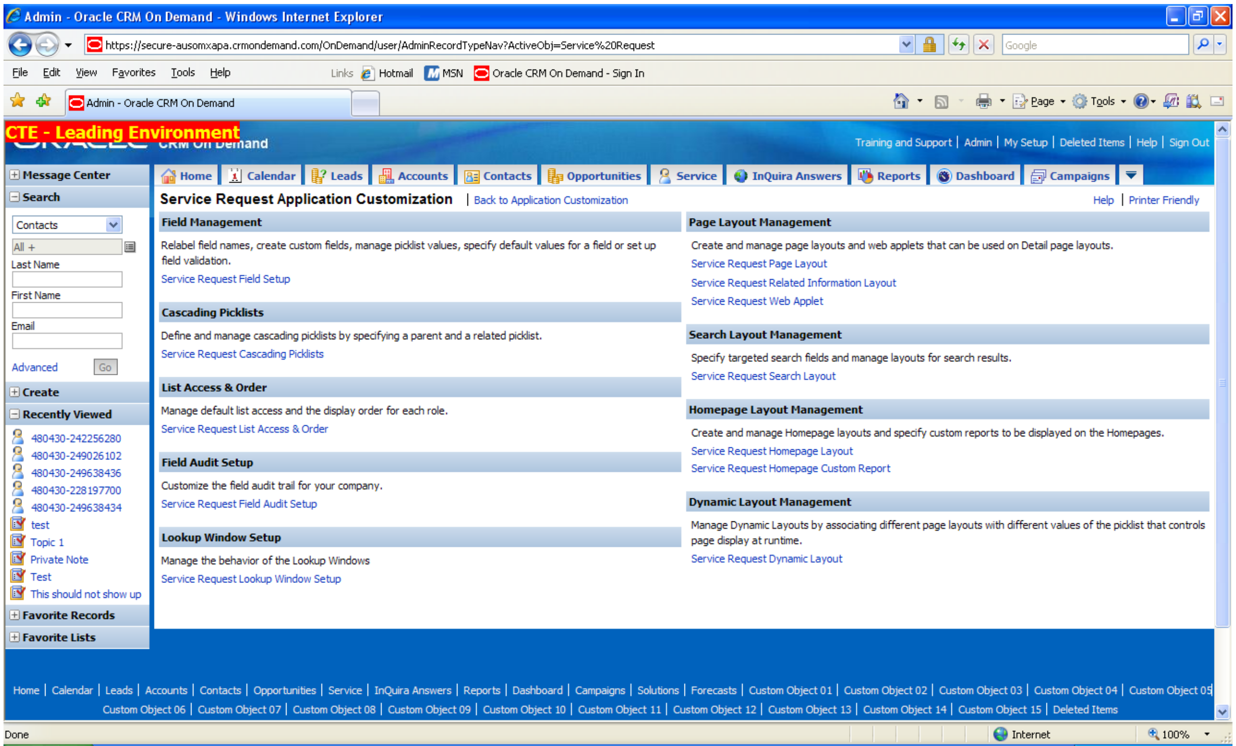
5 Save this report under a different Name e.g. **Participation Rate Report for HomePage**. You may close the window after Saving.



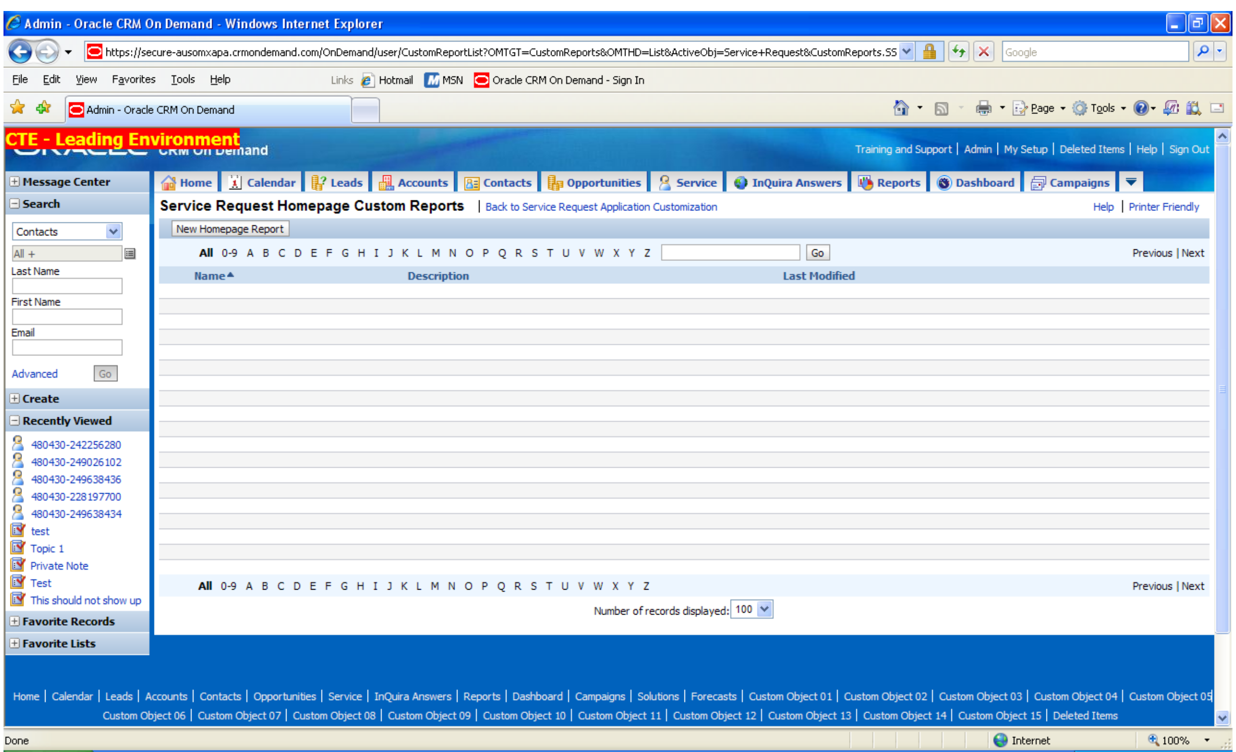

6 Click the Admin link on the top right corner of your screen.



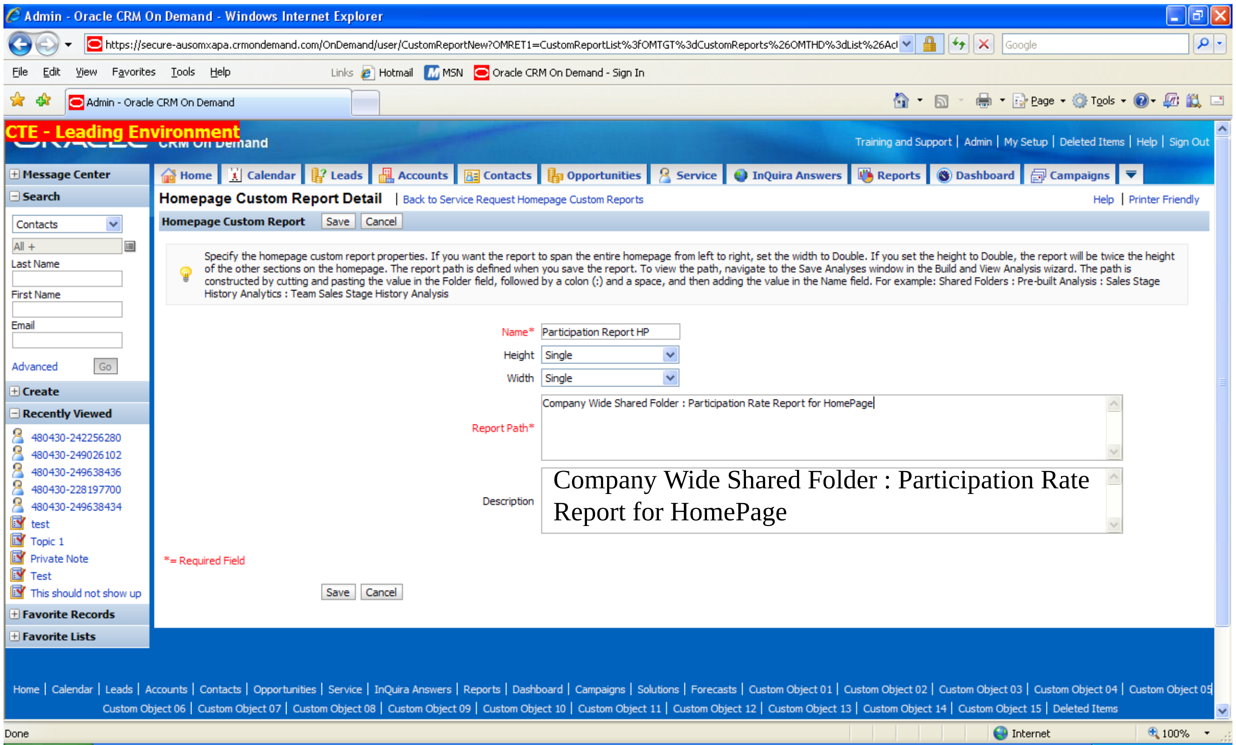
7 Click 'Application Customization' and Then 'Service Request' Link. Then Select the Service Request Homepage Custom Report.



8 Click on the 'New Homepage Report' button.

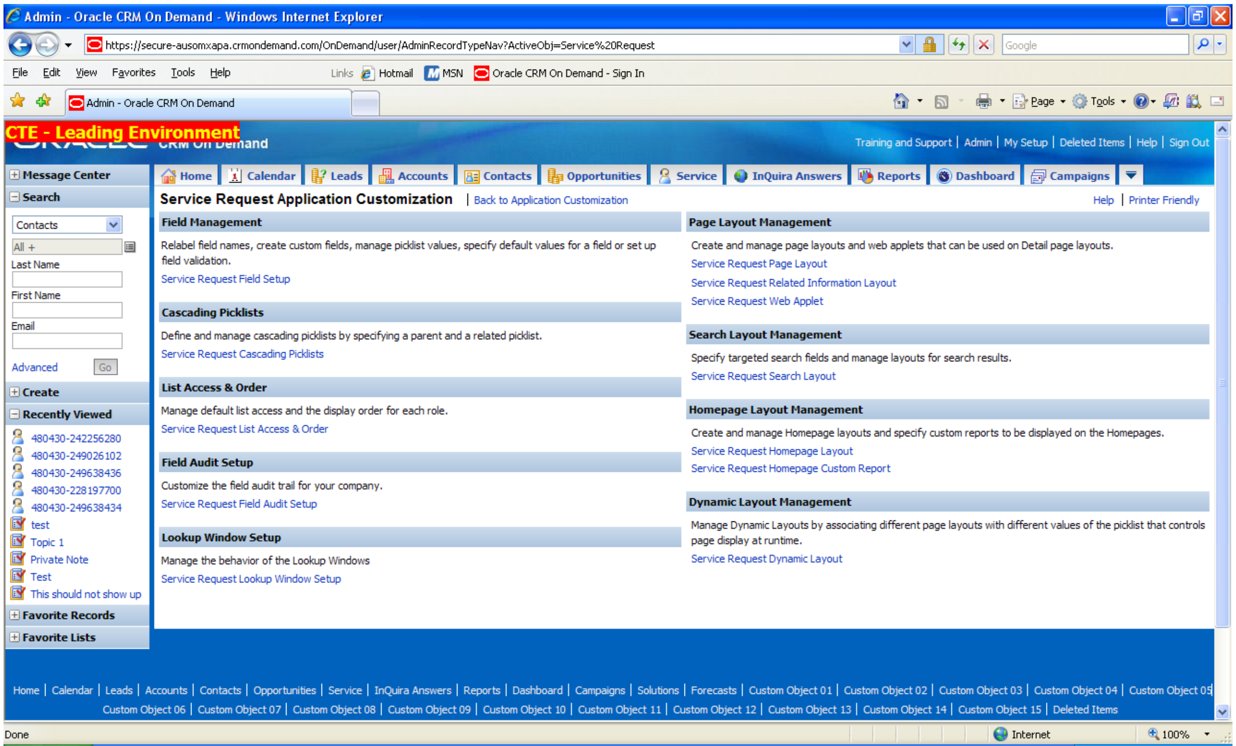


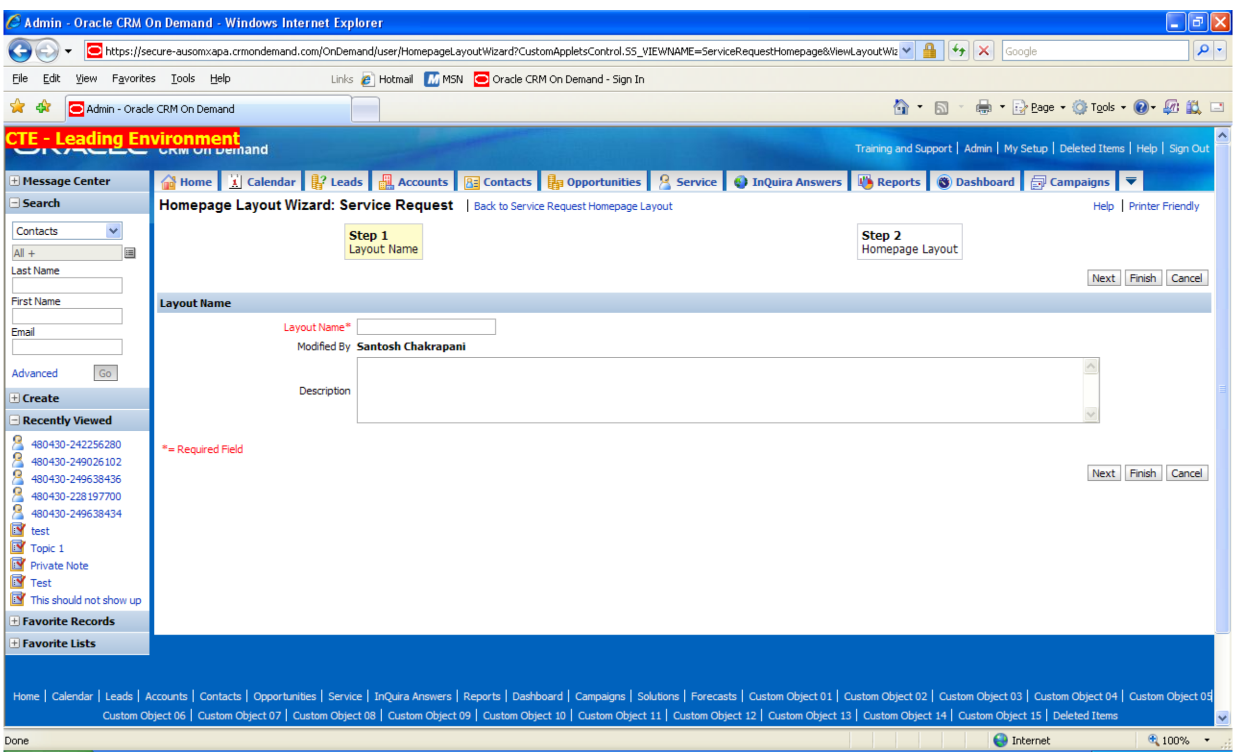
9 Give the Homepage Report a Name e.g, Participation Report HP. The report path will change depending on the name of the report you are putting on the homepage. Enter the following Report Path value. **NOTE:** This must be the same name as specified during creation else it will error out.



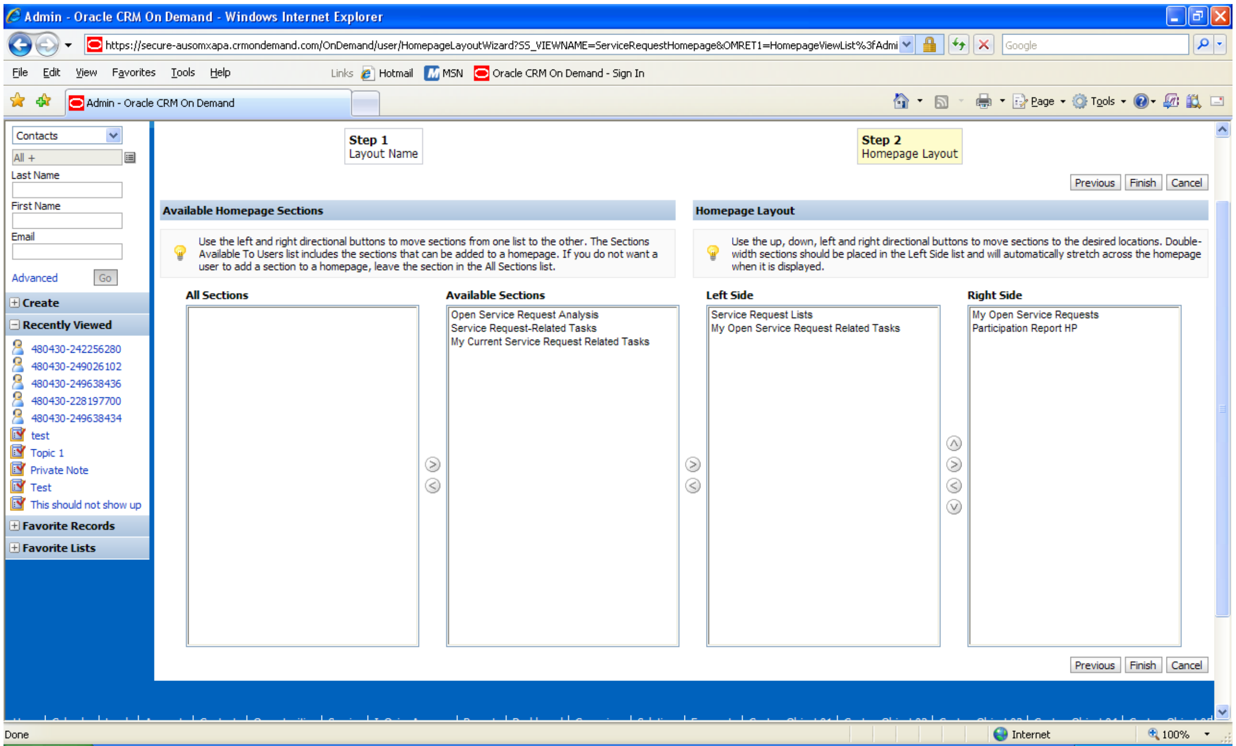

10 Click Save and Exit.

11 Now Select the 'Service Request Homepage' Layout. Click the copy link to create a copy of the out-of-the-box homepage layout. Choose any name you want for the layout.

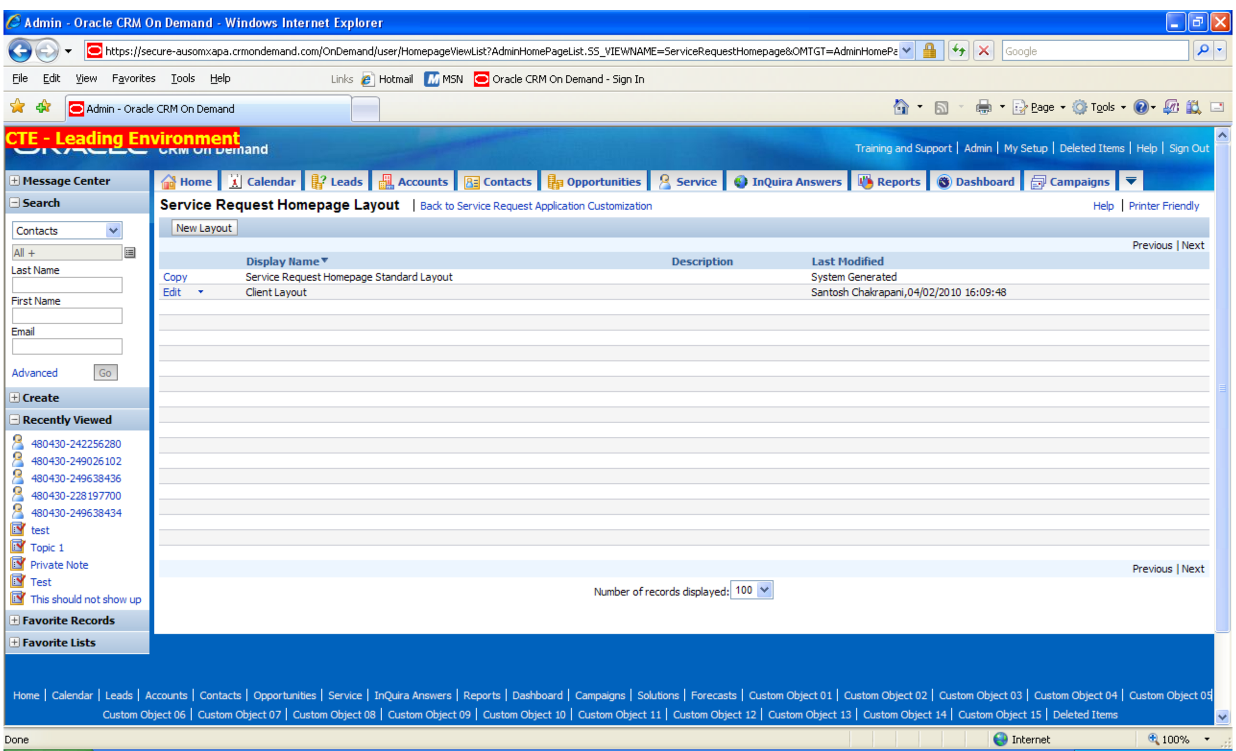



**12** Click 'Next', on the next screen swap the out-of-the-box 'Open Service Request Analysis' for the 'Participation Report HP' – the custom report we created in the previous steps.



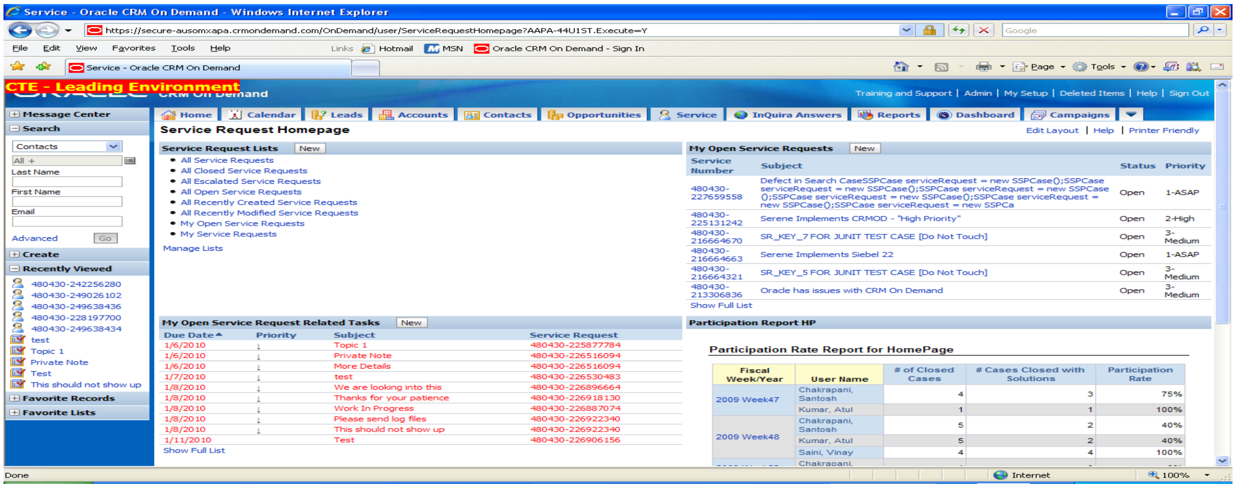
13 Click Finish



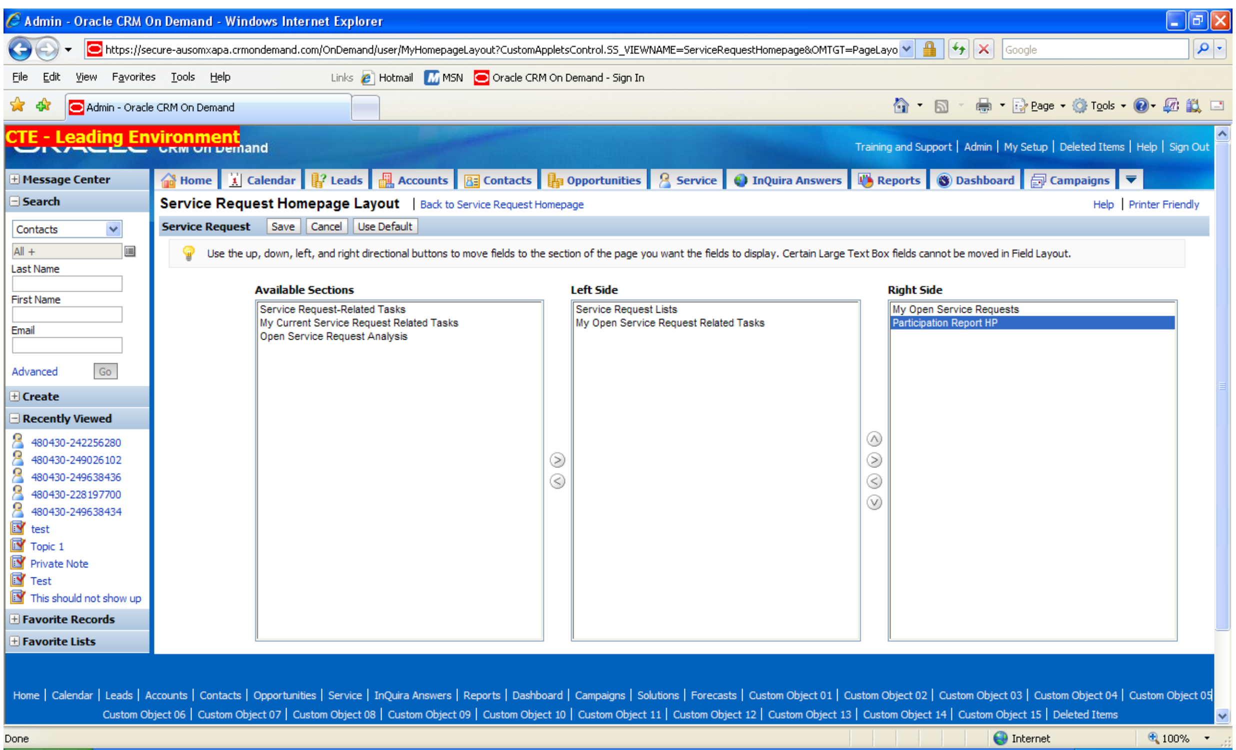
14 Now you have a separate homepage layout for the ‘Participation Rate’ report. You can now use this Service Page layout and Associate it to any Role Name.

**15** Next step is to show the Report on the User Home Page.

**a** Go to the Service Home Page and Click on the Edit Layout link.



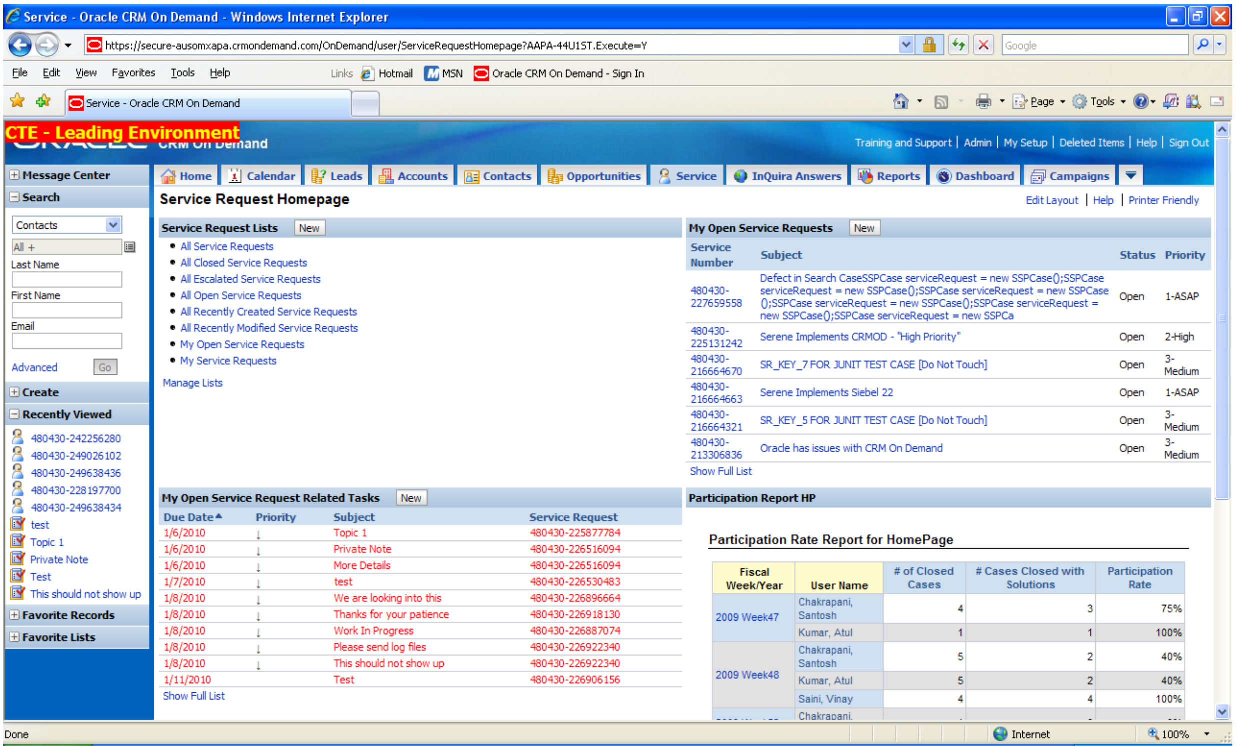

**b** Swap the out-of-the-box ‘Open Service Request Analysis’ for the ‘Participation Report HP’ – the custom report we created in the previous steps. When finished, click Save.




**c** You should now see the Participation Rate Report by User on the Service Homepage.

**Note:** Due to performance of generating the report, it will not automatically render. To see the report as shown below click on the link

Generating analysis... Click here to view the results


Service - Oracle CRM On Demand - Windows Internet Explorer
https://secure-ausomxapa.crmondemand.com/OnDemand/user/ServiceRequestHomepage?AAPA-44U1ST.Execute=Y
CTE - Leading Environment
Training and Support | Admin | My Setup | Deleted Items | Help | Sign Out
Home Calendar Leads Accounts Contacts Opportunities Service InQuira Answers Reports Dashboard Campaigns
Service Request Homepage
Edit Layout | Help | Printer Friendly
Message Center
Search
Last Name
First Name
Email
Advanced Go
Create
Recently Viewed
Favorite Records
Favorite Lists
Service Request Lists New
All Service Requests
All Closed Service Requests
All Escalated Service Requests
All Open Service Requests
All Recently Created Service Requests
All Recently Modified Service Requests
My Open Service Requests
My Service Requests
Manage Lists
My Open Service Requests New
Service Number Subject Status Priority
Show Full List
My Open Service Request Related Tasks New
Due Date Priority Subject Service Request
Show Full List
Participation Report HP
Participation Rate Report for HomePage
Fiscal Week/Year User Name # of Closed Cases # Cases Closed with Solutions Participation Rate
2009 Week47 Chakrapani, Santosh 4 3 75%
Kumar, Atul 1 1 100%
2009 Week48 Chakrapani, Santosh 5 2 40%
Kumar, Atul 5 2 40%
Saini, Vinay 4 4 100%
Done
Internet
100%

# APPENDIX A

# Build Configuration Updates

To build configuration updates:

1. Under <target name="infocenter-init"> add the following entry:

```
<!-- SSP InfoCenter root -->
<property name="ssp-infocenter.rootdir" value="${infocenter.rootdir}/ssp" />
<!-- SSP InfoCenter destination-->
<property name="ssp.dest" value="${basedir}/Build/IM_HOME/install/ssp" />
```

2. Under <target name="infocenter" depends="infocenter-init">, append the following entry to <copy todir="${infocenter.dest}">

```
<exclude name="ssp/**" />
```

**3** Create a new target for SSP.

```
<target name="ssp-infocenter" depends="infocenter-init,infocenter">
 <mkdir dir="${ssp.dest}" />
<!-- Copy everything except app/infocenter/system/pages folder to ssp destination.
-->
<copy todir="${ssp.dest}">
 <fileset dir="${infocenter.dest}">
       <!--<exclude name="apps/infocenter/system/pages/**" /> -->
 </fileset>
</copy>

<!-- copy ssp's file to destination and may replace the same ones with InfoCenter-->
<copy todir="${ssp.dest}" overwrite="true">
       <fileset dir="${ssp-infocenter.rootdir}">
       <exclude name="WEB-INF/**/*.properties"/>
       </fileset>
</copy>
<!-- copy crmselfservice jar and other ssp related jar to ssp-infocenter -->
<copy todir="${ssp.dest}/WEB-INF/lib" overwrite="true">
 <fileset dir="CRMSelfService/lib"/>
 <fileset dir="Build/Frameworks/CRMSelfService.framework/Resources/Java"
         includes="**/*.jar"/>
</copy>

<mergeProperties oriConfig="${infocenter.dest}/WEB-INF/infocenter.properties"
overConfig="${ssp-infocenter.rootdir}/WEB-INF/infocenter.properties"
destConfig="${ssp.dest}/WEB-INF/infocenter.properties" />

<mergeProperties
  oriConfig="${infocenter.dest}/WEB-INF/classes/ApplicationResources.properties"
  overConfig="${ssp-infocenter.rootdir}/WEB-INF/classes/
ApplicationResources.properties"
  destConfig="${ssp.dest}/WEB-INF/classes/ApplicationResources.properties" />
</target>
```

**4** Add `ssp-infocenter` as dependency to `<target name="dist”../>`.

5 Add the following target for building CRMSelfService jar.

```
<target name="CRMSelfService" description="Build
CRMSelfService.framework">
<ant dir="CRMSelfService"/>

<emma enabled="${emma.enabled}">
   <instr destdir="${emma.instr.dir}"
        metadatafile="${emma.coverage.dir}/crmselfservice.emma"
 merge="no" mode="fullcopy">
     <instrpath>
<fileset dir="Build/Frameworks/CRMSelfService.framework/Resources/
Java"
                     includes="**/*.jar"/>
     </instrpath>
  </instr>
 </emma>
</target>
```

6 Add the CRMSelfService as dependency to target ‘dev’.

```
<target name="dev" depends=".., ,CRMSelfService”>
```

APPENDIX B

# Troubleshooting

This appendix contains information on troubleshooting the XML sent by Information Manager and Intelligent Search.

## Troubleshooting the CRM OnDemand XML Files

### Self-Service Portal InfoCenter(IM)

1. Stop the Information Manager server if it is running.
2. Open the file `$IM_HOME\config\$SSP_Repository\log4j.properties`.
   If it does not exist, then create a new `log4j.properties` under `$IM_HOME\config\$SSP_Repository`.
3. Add the following contents into the `log4j.properties`:

```
log4j.logger.org.apache.axis.transport.http.HTTPSender=DEBUG, LOGFILE
# LOGFILE is set to be a File appender using a PatternLayout.
log4j.appender.LOGFILE=org.apache.log4j.FileAppender
log4j.appender.LOGFILE.File=axis.log
log4j.appender.LOGFILE.Append=true
log4j.appender.LOGFILE.Threshold=DEBUG
log4j.appender.LOGFILE.layout=org.apache.log4j.PatternLayout
log4j.appender.LOGFILE.layout.ConversionPattern=%-4r [%t] %-5p %c %x - %m%n
```

4. Restart the Information Manager server.

The SOAP message appears in `$IM_instance\axis.log` if there is a webservice call from Information Manager. See “Self-Service Portal Axis Log” on page 136 for an example.

### Runtime (Search)

1. Stop the Runtime server if it is running.
2. Open the `$Runtime_instance\appserver\webapps\inquiragw.war`, unzip the file `inquiragw.war\WEB-INF\lib\merged.jar`.
3. Open the unzipped `merged.jar`, unzip the file `log4j.properties`.
4. Add a new line:

```
log4j.logger.org.apache.axis.transport.http.HTTPSender=DEBUG, LOGFILE
```

   to the `log4j.properties` file.

5. Change the value of

```
log4j.appender.LOGFILE.Threshold
```

to DEBUG.

Here is the file content after making the preceding changes:

```
# Set root category priority to INFO and its only appender to CONSOLE.
log4j.rootCategory=INFO, CONSOLE
#log4j.rootCategory=INFO, CONSOLE, LOGFILE
log4j.logger.org.apache.axis.transport.http.HTTPSender=DEBUG, LOGFILE
# Set the enterprise logger category to FATAL and its only appender to
CONSOLE.
log4j.logger.org.apache.axis.enterprise=FATAL, CONSOLE
# CONSOLE is set to be a ConsoleAppender using a PatternLayout.
log4j.appender.CONSOLE=org.apache.log4j.ConsoleAppender
log4j.appender.CONSOLE.Threshold=INFO
log4j.appender.CONSOLE.layout=org.apache.log4j.PatternLayout
log4j.appender.CONSOLE.layout.ConversionPattern=- %m%n
# LOGFILE is set to be a File appender using a PatternLayout.
log4j.appender.LOGFILE=org.apache.log4j.FileAppender
log4j.appender.LOGFILE.File=axis.log
log4j.appender.LOGFILE.Append=true
log4j.appender.LOGFILE.Threshold=DEBUG
log4j.appender.LOGFILE.layout=org.apache.log4j.PatternLayout
log4j.appender.LOGFILE.layout.ConversionPattern=%-4r [%t] %-5p %c %x - %m%n
```

6. Add the new `log4j.properties` into `merged.jar`.
7. Copy the new `merged.jar` to `inquiragw.war\WEB-INF\lib`.
8. Restart the Runtime server.

The SOAP message appears in `$Runtime_instance\axis.log` when there is a webservice call (link/unlink in iConnect) from Runtime. See “Runtime Axis Log” on page 162 for an example.

## Self-Service Portal Axis Log

```
9562 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Enter:
HTTPSender::invoke

9750 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - XML sent:

9750 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - -----------
----------------------------------------

9750 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - POST /
Services/Integration/Picklist;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyK
a40; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: "document/urn:crmondemand/ws/picklist/:GetPicklistValues"

Content-Length: 438
```

```
<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://
schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"><soapenv:Body><PicklistWS_GetPicklistValues_Input xmlns="urn:crmondemand/ws/
picklist/"><FieldName>Area</FieldName><RecordType>Service Request</RecordType></
PicklistWS_GetPicklistValues_Input></soapenv:Body></soapenv:Envelope>

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - HTTP/1.0
200 OK

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Date Tue,
28 Sep 2010 08:33:08 GMT

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Server
Oracle-Application-Server-10g

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Set-Cookie
JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyK
a40; path=/Services; secure

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - P3P CP=
"CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE"

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-cache

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-store

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Pragma no-
cache

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Expires
Thu, 01 Jan 1970 00:00:00 GMT

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Connection
close

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-
Type text/xml; charset=UTF-8

10062 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  -

no Content-Length

10078 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  -

XML received:

10078 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - ----------
-------------------------------------

10172 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - <SOAP-
ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http:/
/www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"><SOAP-
ENV:Body><ns:PicklistWS_GetPicklistValues_Output xmlns:ns="urn:crmondemand/ws/picklist/
"><ListOfParentPicklistValue xmlns="urn:/crmondemand/xml/
picklist"><ParentPicklistValue><Language>ENU</Language><ParentFieldName/
><ParentDisplayValue/><ParentCode/><Disabled/
><ListOfPicklistValue><PicklistValue><Code>Billing</Code><DisplayValue>Billing</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Installation</
Code><DisplayValue>Installation</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>Maintenance</Code><DisplayValue>Maintenance</
DisplayValue><Disabled>N</Disabled></PicklistValue><PicklistValue><Code>Training</
Code><DisplayValue>Training</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>Other</Code><DisplayValue>Other</
```

```
DisplayValue><Disabled>N</Disabled></PicklistValue><PicklistValue><Code>Brakes</
Code><DisplayValue>Brakes</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Car Wash</Code><DisplayValue>Car Wash</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Cash Register</
Code><DisplayValue>Cash Register</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Comfort</Code><DisplayValue>Comfort</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Company
Information</Code><DisplayValue>Company Information</DisplayValue><Disabled>Y</
Disabled></PicklistValue><PicklistValue><Code>Complaint</Code><DisplayValue>Complaint</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Dealer
Complaint</Code><DisplayValue>Dealer Complaint</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Dealer Information</Code><DisplayValue>Dealer
Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Disconnect</Code><DisplayValue>Disconnect</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Dispenser</
Code><DisplayValue>Dispenser</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Driveability</Code><DisplayValue>Driveability</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Electrical</
Code><DisplayValue>Electrical</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Emergency</Code><DisplayValue>Emergency</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Emergency
Repair</Code><DisplayValue>Emergency Repair</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Engine</Code><DisplayValue>Engine</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Equipment</
Code><DisplayValue>Equipment</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Event Information</Code><DisplayValue>Event
Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Failure to Start</Code><DisplayValue>Failure to
Start</DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Finance
Complaint</Code><DisplayValue>Finance Complaint</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>HVAC</Code><DisplayValue>HVAC</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Hard Shift</
Code><DisplayValue>Hard Shift</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Hesitation</Code><DisplayValue>Hesitation</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Information</
Code><DisplayValue>Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Insurance Complaint</Code><DisplayValue>Insurance
Complaint</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Inventory Replenishment</Code><DisplayValue>Inventory
Replenishment</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Knocking</Code><DisplayValue>Knocking</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Lights</
Code><DisplayValue>Lights</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Medical Information Request</
Code><DisplayValue>Medical Information Request</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>New Connect</Code><DisplayValue>New Connect</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Nozzle</
Code><DisplayValue>Nozzle</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Office Phone</Code><DisplayValue>Office Phone</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Outage</
Code><DisplayValue>Outage</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Pay Phone</Code><DisplayValue>Pay Phone</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Product
Complaint</Code><DisplayValue>Product Complaint</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Product Information</Code><DisplayValue>Product
Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Radio</Code><DisplayValue>Radio</
```

```
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Rattle</
Code><DisplayValue>Rattle</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Scheduled Maintenance</Code><DisplayValue>Scheduled
Maintenance</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Services</Code><DisplayValue>Services</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Shimmy</
Code><DisplayValue>Shimmy</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Slipping</Code><DisplayValue>Slipping</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Squeaking</
Code><DisplayValue>Squeaking</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Stalling</Code><DisplayValue>Stalling</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Sticking in
Gear</Code><DisplayValue>Sticking in Gear</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Surging</Code><DisplayValue>Surging</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Tank</
Code><DisplayValue>Tank</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Transmission</Code><DisplayValue>Transmission</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Underground
Fuel</Code><DisplayValue>Underground Fuel</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Unscheduled Maintenance</
Code><DisplayValue>Unscheduled Maintenance</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Vending</Code><DisplayValue>Vending</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Wind Noise</
Code><DisplayValue>Wind Noise</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Wipers</Code><DisplayValue>Wipers</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Product</
Code><DisplayValue>Product</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>Referral</Code><DisplayValue>Referral</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Auto New Policy</
Code><DisplayValue>Auto New Policy</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Auto Policy Change</Code><DisplayValue>Auto Policy
Change</DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Group
General Information</Code><DisplayValue>Group General Information</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Group Member</
Code><DisplayValue>Group Member</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Household Household Change</
Code><DisplayValue>Household Household Change</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Household Information</Code><DisplayValue>Household
Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Household Quote</Code><DisplayValue>Household Quote</
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Appeals</Code><DisplayValue>Individual Health Appeals</DisplayValue><Disabled>Y</
Disabled></PicklistValue><PicklistValue><Code>Individual Health Benefits</
Code><DisplayValue>Individual Health Benefits</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Individual Health Change PCP</
Code><DisplayValue>Individual Health Change PCP</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Individual Health Complaints</
Code><DisplayValue>Individual Health Complaints</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Individual Health Billing</
Code><DisplayValue>Individual Health Billing</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Individual Health Claims</
Code><DisplayValue>Individual Health Claims</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Ind Health Fulfillment</Code><DisplayValue>Ind Health
Fulfillment</DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Ind
Health General Information</Code><DisplayValue>Ind Health General Information</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Investment
Customer Address</Code><DisplayValue>Investment Customer Address</
```

```
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Investment
Customer Name</Code><DisplayValue>Investment Customer Name</DisplayValue><Disabled>Y</
Disabled></PicklistValue><PicklistValue><Code>Life Investment Change</
Code><DisplayValue>Life Investment Change</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Life Loan/Withdrawal</Code><DisplayValue>Life Loan/
Withdrawal</DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Life
New Policy</Code><DisplayValue>Life New Policy</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Life Policy Change</Code><DisplayValue>Life Policy
Change</DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Life
Policy Information</Code><DisplayValue>Life Policy Information</
DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>PUL New Policy</
Code><DisplayValue>PUL New Policy</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>PUL Policy Change</Code><DisplayValue>PUL Policy
Change</DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>PUL
Policy Information</Code><DisplayValue>PUL Policy Information</DisplayValue><Disabled>Y</
Disabled></PicklistValue><PicklistValue><Code>Pension Contribution Change</
Code><DisplayValue>Pension Contribution Change</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Pension Investment</Code><DisplayValue>Pension
Investment</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Pension Plan Change</Code><DisplayValue>Pension Plan
Change</DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Property
New Policy</Code><DisplayValue>Property New Policy</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Property Policy Change</Code><DisplayValue>Property
Policy Change</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Property Policy Information</
Code><DisplayValue>Property Policy Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Auto Policy Information</Code><DisplayValue>Auto
Policy Information</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Bank Company Address</Code><DisplayValue>Bank Company
Address</DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Bank
Company Name</Code><DisplayValue>Bank Company Name</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Bank Company Phone</Code><DisplayValue>Bank Company
Phone</DisplayValue><Disabled>Y</Disabled></PicklistValue><PicklistValue><Code>Bank
Customer Address</Code><DisplayValue>Bank Customer Address</DisplayValue><Disabled>Y</
Disabled></PicklistValue><PicklistValue><Code>Bank Customer Name</Code><DisplayValue>Bank
Customer Name</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Bank Customer Phone Chge</Code><DisplayValue>Bank
Customer Phone Chge</DisplayValue><Disabled>Y</Disabled></
PicklistValue><PicklistValue><Code>Claim Claim Information</Code><DisplayValue>Claim
Claim Information</DisplayValue><Disabled>Y</Disabled></
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10328 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Enter:
HTTPSender::invoke

10453 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - XML sent:

10453 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - ----------
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10453 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - POST /
Services/Integration/Picklist;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyK
a40; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4
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Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
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SOAPAction: "document/urn:crmondemand/ws/picklist/:GetPicklistValues"
Content-Length: 439

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xmlns:xsi="http://www.w3.org/2001/XMLSchema-
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28 Sep 2010 08:33:09 GMT
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Server
Oracle-Application-Server-10g
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-
Length 1321
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Set-Cookie
JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyK
a40; path=/Services; secure
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - P3P CP=
"CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE"
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-cache
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-store
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Pragma no-
cache
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Expires
Thu, 01 Jan 1970 00:00:00 GMT
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Connection
close
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-
Type text/xml; charset=UTF-8
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  -
XML received:
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - ----------
------------------------------------
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - <SOAP-
ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http:/
/www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"><SOAP-
ENV:Body><ns:PicklistWS_GetPicklistValues_Output xmlns:ns="urn:crmondemand/ws/picklist/
"><ListOfParentPicklistValue xmlns="urn:/crmondemand/xml/
picklist"><ParentPicklistValue><Language>ENU</Language><ParentFieldName/
```

```
><ParentDisplayValue/><ParentCode/><Disabled/
><ListOfPicklistValue><PicklistValue><Code>Unclear Instructions</
Code><DisplayValue>Unclear Instructions</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>User Needs Training</Code><DisplayValue>User Needs
Training</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>Existing Issue</Code><DisplayValue>Existing Issue</
DisplayValue><Disabled>N</Disabled></PicklistValue><PicklistValue><Code>New Issue</
Code><DisplayValue>New Issue</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>Other</Code><DisplayValue>Other</
DisplayValue><Disabled>N</Disabled></PicklistValue></ListOfPicklistValue></
ParentPicklistValue></ListOfParentPicklistValue></
ns:PicklistWS_GetPicklistValues_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>
```


```
10703 [ProcessChangesQueue] DEBUG org.apache.axis.transport.http.HTTPSender  - Exit:
HTTPDispatchHandler::invoke

59139 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - Enter:
HTTPSender::invoke

59295 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - XML
sent:

59295 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - --------
------------------------------------------

59295 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - POST /
Services/Integration/Contact;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyK
a40; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: "document/urn:crmondemand/ws/contact/:ContactQueryPage"

Content-Length: 1458
```


```
<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://
schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"><soapenv:Body><ContactWS_ContactQueryPage_Input xmlns="urn:crmondemand/ws/
contact/"><UseChildAnd>false</UseChildAnd><PageSize>100</PageSize><ns1:ListOfContact
xmlns:ns1="urn:/crmondemand/xml/contact"><ns1:Contact><ns1:ContactId>= 'AAPA-5CUQEC'</
ns1:ContactId><ns1:AccountId></ns1:AccountId><ns1:CreatedDate></
ns1:CreatedDate><ns1:ContactEmail></ns1:ContactEmail><ns1:ExternalSystemId></
ns1:ExternalSystemId><ns1:ContactFirstName></ns1:ContactFirstName><ns1:ContactFullName></
ns1:ContactFullName><ns1:ContactLastName></ns1:ContactLastName><ns1:MrMrs></
ns1:MrMrs><ns1:ModifiedBy></ns1:ModifiedBy><ns1:ModifiedById></
ns1:ModifiedById><ns1:ModifiedDate></ns1:ModifiedDate><ns1:TimeZoneName></
ns1:TimeZoneName><ns1:CustomBoolean0></ns1:CustomBoolean0><ns1:CustomDate0></
ns1:CustomDate0><ns1:CustomPickList0></ns1:CustomPickList0><ns1:CustomPickList1></
ns1:CustomPickList1><ns1:CustomPickList2></ns1:CustomPickList2><ns1:CustomText0></
ns1:CustomText0><ns1:CustomText30></
ns1:CustomText30><ns1:ListOfAccount><ns1:Account><ns1:AccountId></
ns1:AccountId><ns1:AccountName></ns1:AccountName></ns1:Account></ns1:ListOfAccount></
```

```
ns1:Contact></ns1:ListOfContact><StartRowNum>0</StartRowNum></
ContactWS_ContactQueryPage_Input></soapenv:Body></soapenv:Envelope>

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - HTTP/1.0
200 OK

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - Date
Tue, 28 Sep 2010 08:33:58 GMT

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - Server
Oracle-Application-Server-10g

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-
Length 1360

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - Set-
Cookie JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyK
a40; path=/Services; secure

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - P3P CP=
"CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE"

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-cache

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-store

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - Pragma
no-cache

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - Expires
Thu, 01 Jan 1970 00:00:00 GMT

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  -
Connection close

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-
Type text/xml; charset=UTF-8

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  -

XML received:

59451 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - --------
---------------------------------------

59467 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - <SOAP-
ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http:/
/www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"><SOAP-
ENV:Body><ns:ContactWS_ContactQueryPage_Output xmlns:ns="urn:crmondemand/ws/contact/
"><ns:LastPage>true</ns:LastPage><ListOfContact xmlns="urn:/crmondemand/xml/
contact"><Contact><ContactId>AAPA-5CUQEC</ContactId><AccountId>No Match Row Id</
AccountId><CreatedDate>09/27/2010 18:27:45</CreatedDate><ContactEmail>ie8_new@nn.com</
ContactEmail><ExternalSystemId/><ContactFirstName>ie8_new</
ContactFirstName><ContactFullName>ie8_new ie8_new</
ContactFullName><ContactLastName>ie8_new</ContactLastName><MrMrs/><ModifiedBy>Dariush
Mojahed 09/27/2010 18:34:21</ModifiedBy><ModifiedById>AAPA-3SO68N</
ModifiedById><ModifiedDate>09/27/2010 18:34:21</ModifiedDate><TimeZoneName>(GMT-07:00)
Arizona</TimeZoneName><CustomBoolean0>N</CustomBoolean0><CustomDate0>09/27/2010
18:27:40</CustomDate0><CustomPickList0>View My Cases</
CustomPickList0><CustomPickList1>Approved</CustomPickList1><CustomPickList2>External</
CustomPickList2><CustomText0>q6zJKzjluLI=</CustomText0><CustomText30>-1</
CustomText30><ListOfAccount/></Contact></ListOfContact></
ns:ContactWS_ContactQueryPage_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>
```

```
59467 [http-8226-Processor24] DEBUG org.apache.axis.transport.http.HTTPSender  - Exit:
HTTPDispatchHandler::invoke

104950 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Enter:
HTTPSender::invoke

105075 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - XML
sent:

105075 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - -------
--------------------------------------------

105075 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - POST /
Services/Integration/Picklist;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyK
a40; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: "document/urn:crmondemand/ws/picklist/:GetPicklistValues"

Content-Length: 442


<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://
schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"><soapenv:Body><PicklistWS_GetPicklistValues_Input xmlns="urn:crmondemand/ws/
picklist/"><FieldName>Priority</FieldName><RecordType>Service Request</RecordType></
PicklistWS_GetPicklistValues_Input></soapenv:Body></soapenv:Envelope>

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - HTTP/
1.0 200 OK

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Date
Tue, 28 Sep 2010 08:34:44 GMT

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Server
Oracle-Application-Server-10g

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -
Content-Length 1142

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Set-
Cookie JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyK
a40; path=/Services; secure

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - P3P CP=
"CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE"

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-cache

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-store

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Pragma
no-cache
```

```
105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Expires
Thu, 01 Jan 1970 00:00:00 GMT

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -
Connection close

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -
Content-Type text/xml; charset=UTF-8

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -

XML received:

105372 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - -------
----------------------------------------

105387 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - <SOAP-
ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http:/
/www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"><SOAP-
ENV:Body><ns:PicklistWS_GetPicklistValues_Output xmlns:ns="urn:crmondemand/ws/picklist/
"><ListOfParentPicklistValue xmlns="urn:/crmondemand/xml/
picklist"><ParentPicklistValue><Language>ENU</Language><ParentFieldName/
><ParentDisplayValue/><ParentCode/><Disabled/
><ListOfPicklistValue><PicklistValue><Code>1-ASAP</Code><DisplayValue>1-ASAP</
DisplayValue><Disabled>N</Disabled></PicklistValue><PicklistValue><Code>2-High</
Code><DisplayValue>2-High</DisplayValue><Disabled>N</Disabled></
PicklistValue><PicklistValue><Code>3-Medium</Code><DisplayValue>3-Medium</
DisplayValue><Disabled>N</Disabled></PicklistValue><PicklistValue><Code>4-Low</
Code><DisplayValue>4-Low</DisplayValue><Disabled>N</Disabled></PicklistValue></
ListOfPicklistValue></ParentPicklistValue></ListOfParentPicklistValue></
ns:PicklistWS_GetPicklistValues_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

105387 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Exit:
HTTPDispatchHandler::invoke

115106 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Enter:
HTTPSender::invoke

115262 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - XML
sent:

115262 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - -------
--------------------------------------------

115450 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - POST /
Services/Integration/ServiceRequest;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyK
a40; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: "document/urn:crmondemand/ws/servicerequest/:ServiceRequestInsert"

Content-Length: 13329


<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://
schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-
```

```
instance"><soapenv:Body><ServiceRequestWS_ServiceRequestInsert_Input xmlns=
"urn:crmondemand/ws/servicerequest/"><ns1:ListOfServiceRequest xmlns:ns1="urn:/
crmondemand/xml/servicerequest"><ns1:ServiceRequest><ns1:CreatedDate></
ns1:CreatedDate><ns1:Subject>test attachment in 820</ns1:Subject><ns1:AccountName></
ns1:AccountName><ns1:AccountId>No Match Row Id</ns1:AccountId><ns1:AccountLocation></
ns1:AccountLocation><ns1:Area>Installation</ns1:Area><ns1:ClosedTime></
ns1:ClosedTime><ns1:ContactEmail></ns1:ContactEmail><ns1:ContactFirstName></
ns1:ContactFirstName><ns1:ContactFullName></ns1:ContactFullName><ns1:ContactId>AAPA-
5CUQEC</ns1:ContactId><ns1:ContactLastName></ns1:ContactLastName><ns1:CreatedByName></
ns1:CreatedByName><ns1:Description>test</ns1:Description><ns1:OwnerId></
ns1:OwnerId><ns1:Owner></ns1:Owner><ns1:Priority>1-ASAP</ns1:Priority><ns1:Cause>Unclear
Instructions</ns1:Cause><ns1:Status>Open</
ns1:Status><ns1:ListOfAttachment><ns1:Attachment><ns1:DisplayFileName>exception</
ns1:DisplayFileName><ns1:FileNameOrURL>exception</
ns1:FileNameOrURL><ns1:FileExtension>log</ns1:FileExtension><ns1:FileSize>8562</
ns1:FileSize><ns1:ExternalSystemId>exception</ns1:ExternalSystemId><ns1:Attachment
AttachmentIsTextData=
"false">PElNV2ViU2VydmljZXM+WzIwMTAtOS0yMCAzOjI2OjMyIFBEVF0gPGh0dHAtODIyNi1Qcm9jZXNzb3IyM
j4gQXhpc0ZhdWx0DQogZmF1bHRDb2RlOiB7aHR0cDovL3NjaGVtYXMueG1sc29hcC5vcmcvc29hcC9lbnZlbG9wZS
99U2VydmVyLnVzZXJFeGNlcHRpb24NCiBmYXVsdFN1YmNvZGU6IA0KIGZhdWx0U3RyaW5nOiBqYXZhLmxhbmcuTnV
sbFBvaW50ZXJFeGNlcHRpb24NCiBmYXVsdEFjdG9yOiANCiBmYXVsdE5vZGU6IA0KIGZhdWx0RGV0YWlsOiANCgl7
aHR0cDovL3htbC5hcGFjaGUub3JnL2F4aXMvfXN0YWNrVHJhY2U6amF2YS5sYW5nLk51bGxQb2ludGVyRXhjZXB0a
W9uDQoJYXQgY29tLmlucXVpcmEuaW13b3dzLmFwcGxpY2F0aW9uLklNV2ViU2VydmljZUxvZy5sb2dNZXNzYWdlKE
lNV2ViU2VydmljZUxvZy5qYXZhOjU4KQ0KCWF0IGNvbS5pbnF1aXJhLmltd293cy5hcHBsaWNhdGlvbi5JTVdlYlN
lcnZpY2VMb2cubG9nRGVidWdNZXNzYWdlKElNV2ViU2VydmljZUxvZy5qYXZhOjEyNCkNCglhdCBjb20uaW5xdWly
YS5pbXdvd3MuZXJyb3IuV1NFcnJvci5hZGRNZXNzYWdlKFdTRXJyb3IuamF2YToyODgpDQoJYXQgY29tLmlucXVpc
mEuaW13b3dzLmVycm9yLldTRXJyb3Iud3NFcnJvckZvckRlc2NyaXB0b3JBbmRGb3JjZWRNZXNzYWdlKFdTRXJyb3
IuamF2YTo1NikNCglhdCBjb20uaW5xdWlyYS5pbXdvd3MuaW1wbC5Db250ZW50U2VydmljZXNJbXBsLmFkZENhc2V
MaW5rKENvbnRlbnRTZXJ2aWNlc0ltcGwuamF2YToxOTgpDQoJYXQgc3VuLnJlZmxlY3QuTmF0aXZlTWV0aG9kQWNj
ZXNzb3JJbXBsLmludm9rZTAoTmF0aXZlIE1ldGhvZCkNCglhdCBzdW4ucmVmbGVjdC5OYXRpdmVNZXRob2RBY2Nlc
3NvckltcGwuaW52b2tlKE5hdGl2ZU1ldGhvZEFjY2Vzc29ySW1wbC5qYXZhOjM5KQ0KCWF0IHN1bi5yZWZsZWN0Lk
RlbGVnYXRpbmdNZXRob2RBY2Nlc3NvckltcGwuaW52b2tlKERlbGVnYXRpbmdNZXRob2RBY2Nlc3NvckltcGwuamF
2YToyNSkNCglhdCBqYXZhLmxhbmcucmVmbGVjdC5NZXRob2QuaW52b2tlKE1ldGhvZC5qYXZhOjU5NykNCglhdCBv
cmcuYXBhY2hlLmF4aXMucHJvdmlkZXJzLmphdmEuUlBDUHJvdmlkZXIuaW52b2tlTWV0aG9kKFJQQ1Byb3ZpZGVyL
mphdmE6Mzk3KQ0KCWF0IG9yZy5hcGFjaGUuYXhpcy5wcm92aWRlcnMuamF2YS5SUENQcm92aWRlci5wcm9jZXNzTW
Vzc2FnZShSUENQcm92aWRlci5qYXZhOjE4NikNCglhdCBvcmcuYXBhY2hlLmF4aXMucHJvdmlkZXJzLmphdmEuSmF
2YVByb3ZpZGVyLmludm9rZShKYXZhUHJvdmlkZXIuamF2YTozMjMpDQoJYXQgb3JnLmFwYWNoZS5heGlzLnN0cmF0
ZWdpZXMuSW52b2NhdGlvblN0cmF0ZWd5LnZpc2l0KEludm9jYXRpb25TdHJhdGVneS5qYXZhOjMyKQ0KCWF0IG9yZ
y5hcGFjaGUuYXhpcy5TaW1wbGVDaGFpbi5kb1Zpc2l0aW5nKFNpbXBsZUNoYWluLmphdmE6MTE4KQ0KCWF0IG9yZy
5hcGFjaGUuYXhpcy5TaW1wbGVDaGFpbi5pbnZva2UoU2ltcGxlQ2hhaW4uamF2YTo4MykNCglhdCBvcmcuYXBhY2h
lLmF4aXMuaGFuZGxlcnMuc29hcC5TT0FQU2VydmljZS5pbnZva2UoU09BUFNlcnZpY2UuamF2YTo0NTQpDQoJYXQg
b3JnLmFwYWNoZS5heGlzLnNlcnZlci5BeGlzU2VydmVyLmludm9rZShBeGlzU2VydmVyLmphdmE6MjgxKQ0KCWF0I
GNvbS53ZWJvYmplY3RzLmFwcHNlcnZlci5fcHJpdmF0ZS5XT1dlYlNlcnZpY2UucGVyZm9ybUFjdGlvbk5hbWVkKF
dPV2ViU2VydmljZS5qYXZhOjQzNykNCglhdCBjb20ud2Vib2JqZWN0cy5hcHBzZXJ2ZXIuX3ByaXZhdGUuV09BY3R
pb25SZXF1ZXN0SGFuZGxlci5faGFuZGxlUmVxdWVzdChXT0FjdGlvblJlcXVlc3RIYW5kbGVyLmphdmE6MjU5KQ0K
CWF0IGNvbS53ZWJvYmplY3RzLmFwcHNlcnZlci5fcHJpdmF0ZS5XT0FjdGlvblJlcXVlc3RIYW5kbGVyLmhhbmRsZ
VJlcXVlc3QoV09BY3Rpb25SZXF1ZXN0SGFuZGxlci5qYXZhOjE2MSkNCglhdCBjb20ud2Vib2JqZWN0cy5hcHBzZX
J2ZXIuX3ByaXZhdGUuV09XZWJTZXJ2aWNlUmVxdWVzdEhhbmRsZXIuaGFuZGxlUmVxdWVzdChXT1dlYlNlcnZpY2V
SZXF1ZXN0SGFuZGxlci5qYXZhOjEwOSkNCglhdCBjb20ud2Vib2JqZWN0cy5hcHBzZXJ2ZXIuV09BcHBsaWNhdGlv
bi5kaXNwYXRjaFJlcXVlc3QoV09BcHBsaWNhdGlvbi5qYXZhOjE2OTgpDQoJYXQgZXIuZXh0ZW5zaW9ucy5hcHBzZ
XJ2ZXIuRVJYQXBwbGljYXRpb24uZGlzcGF0Y2hSZXF1ZXN0SW1tZWRpYXRlbHkoRVJYQXBwbGljYXRpb24uamF2YT
oxNzM3KQ0KCWF0IGVyLmV4dGVuc2lvbnMuYXBwc2VydmVyLkVSWEFwcGxpY2F0aW9uLmRpc3BhdGNoUmVxdWVzdCh
FUlhBcHBsaWNhdGlvbi5qYXZhOjE3MDIpDQoJYXQgY29tLndlYm9iamVjdHMuanNwc2VydmxldC5fV09BcHBsaWNh
dGlvbldyYXBwZXIuc2VydmljZERpc3BhdGNoUmVxdWVzdChfV09BcHBsaWNhdGlvbldyYXBwZXIuamF2YToxMzEpD
QoJYXQgY29tLndlYm9iamVjdHMuanNwc2VydmxldC5XT1NlcnZsZXRBZGFwdG9yLl9oYW5kbGVSZXF1ZXN0KFdPU2
VydmxldEFkYXB0b3IuamF2YTo3MjcpDQoJYXQgY29tLndlYm9iamVjdHMuanNwc2VydmxldC5XT1NlcnZsZXRBZGF
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ServiceRequestWS_ServiceRequestInsert_Input></soapenv:Body></soapenv:Envelope>

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - HTTP/1.0 200 OK

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Date Tue, 28 Sep 2010 08:34:54 GMT

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Server Oracle-Application-Server-10g

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Content-Length 1473

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Set-Cookie JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyKa40; path=/Services; secure

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - P3P CP="CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA PRE"

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender - Cache-Control no-cache

```
119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-store

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Pragma
no-cache

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Expires
Thu, 01 Jan 1970 00:00:00 GMT

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -
Connection close

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -
Content-Type text/xml; charset=UTF-8

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -

XML received:

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - -------
----------------------------------------

119918 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - <SOAP-
ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http:/
/www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"><SOAP-
ENV:Body><ns:ServiceRequestWS_ServiceRequestInsert_Output xmlns:ns="urn:crmondemand/ws/
servicerequest/"><ListOfServiceRequest xmlns="urn:/crmondemand/xml/
servicerequest"><ServiceRequest><LastUpdated>09/28/2010 01:34:55</
LastUpdated><ServiceRequestId>AAPA-5CWQMP</ServiceRequestId><CreatedDate>09/28/2010
01:34:55</CreatedDate><AccountId>No Match Row Id</AccountId><ContactId/
><ExternalSystemId/><IntegrationId>AAPA-5CWQMP</IntegrationId><ModifiedBy>Dariush
Mojahed, 09/28/2010 01:34:55</ModifiedBy><ModifiedById>AAPA-3SO68N</
ModifiedById><ModifiedDate>09/28/2010 01:34:55</ModifiedDate><CreatedById>AAPA-3SO68N</
CreatedById><CreatedBy>Dariush Mojahed, 09/28/2010 01:34:55</
CreatedBy><ListOfAttachment><Attachment><Id>AAPA-5CWQMR</Id><SRId>AAPA-5CWQMP</
SRId><CreatedDate>09/28/2010 01:34:58</CreatedDate><CreatedById>AAPA-3SO68N</
CreatedById><CreatedBy>Dariush Mojahed, 09/28/2010 01:34:58</CreatedBy><ModId>2</
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ModifiedById><ModifiedBy>Dariush Mojahed, 09/28/2010 01:34:58</ModifiedBy></Attachment></
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ns:ServiceRequestWS_ServiceRequestInsert_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

119934 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Exit:
HTTPDispatchHandler::invoke

119934 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Enter:
HTTPSender::invoke

120059 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - XML
sent:

120059 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - -------
--------------------------------------------

120059 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - POST /
Services/Integration/ServiceRequest;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyK
a40; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache
```

```
Pragma: no-cache

SOAPAction: "document/urn:crmondemand/ws/servicerequest/:ServiceRequestQueryPage"

Content-Length: 958


<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://
schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"><soapenv:Body><ServiceRequestWS_ServiceRequestQueryPage_Input xmlns=
"urn:crmondemand/ws/servicerequest/"><UseChildAnd>false</
UseChildAnd><ns1:ListOfServiceRequest xmlns:ns1="urn:/crmondemand/xml/
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ns1:ServiceRequestId><ns1:CreatedDate></ns1:CreatedDate><ns1:Subject></
ns1:Subject><ns1:Area></ns1:Area><ns1:ContactEmail></ns1:ContactEmail><ns1:ContactId></
ns1:ContactId><ns1:Description></ns1:Description><ns1:ModifiedDate></
ns1:ModifiedDate><ns1:Owner></ns1:Owner><ns1:SRNumber></ns1:SRNumber><ns1:Cause></
ns1:Cause><ns1:Status></ns1:Status></ns1:ServiceRequest></ns1:ListOfServiceRequest></
ServiceRequestWS_ServiceRequestQueryPage_Input></soapenv:Body></soapenv:Envelope>

120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - HTTP/
1.0 200 OK

120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Date
Tue, 28 Sep 2010 08:34:59 GMT

120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Server
Oracle-Application-Server-10g

120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -
Content-Length 969

120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Set-
Cookie JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyK
a40; path=/Services; secure

120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - P3P CP=
"CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE"

120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-cache

120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-store

120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Pragma
no-cache

120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Expires
Thu, 01 Jan 1970 00:00:00 GMT

120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -
Connection close

120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -
Content-Type text/xml; charset=UTF-8

120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -

XML received:

120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - -------
----------------------------------------

120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - <SOAP-
ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http:/
```

```
/www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"><SOAP-ENV:Body><ns:ServiceRequestWS_ServiceRequestQueryPage_Output xmlns:ns="urn:crmondemand/ws/servicerequest/"><ns:LastPage>true</ns:LastPage><ListOfServiceRequest xmlns="urn:/crmondemand/xml/servicerequest"><ServiceRequest><ServiceRequestId>AAPA-5CWQMP</ServiceRequestId><CreatedDate>09/28/2010 01:34:55</CreatedDate><Subject>test attachment in 820</Subject><Area>Installation</Area><ContactEmail/><ContactId/><Description>test</Description><ModifiedDate>09/28/2010 01:34:55</ModifiedDate><Owner/><SRNumber>480430-324013777</SRNumber><Cause>Unclear Instructions</Cause><Status>Open</Status></ServiceRequest></ListOfServiceRequest></ns:ServiceRequestWS_ServiceRequestQueryPage_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

120152 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Exit: HTTPDispatchHandler::invoke

120371 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Enter: HTTPSender::invoke

120496 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - XML sent:

120496 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - ---------------------------------------------------

120496 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - POST /Services/Integration/Activity;jsessionid=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyKa40; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: "document/urn:crmondemand/ws/activity/partner:Activity_Insert"

Content-Length: 880


<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"><soapenv:Body><ActivityNWS_Activity_Insert_Input xmlns="urn:crmondemand/ws/activity/partner"><ns1:ListOfActivity xmlns:ns1="urn:/crmondemand/xml/activity"><ns1:Activity><ns1:CreatedDate>09/28/2010</ns1:CreatedDate><ns1:CreatedBy>INQUIRA-DEV3/DMOJAHED</ns1:CreatedBy><ns1:Description>Search History


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</ns1:Description><ns1:Activity>Task</ns1:Activity><ns1:ServiceRequestNumber>480430-324013777</ns1:ServiceRequestNumber><ns1:Status>Completed</ns1:Status><ns1:Subject>Service Request Context</ns1:Subject><ns1:Type>Other</ns1:Type></
```

```
ns1:Activity></ns1:ListOfActivity></ActivityNWS_Activity_Insert_Input></soapenv:Body></
soapenv:Envelope>

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - HTTP/
1.0 200 OK

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Date
Tue, 28 Sep 2010 08:34:59 GMT

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Server
Oracle-Application-Server-10g

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -
Content-Length 891

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Set-
Cookie JSESSIONID=
79ebbcd137679b86c18daf6c381abdb2f2b146a44ea130dd7fba4f3420464b95.e3iRbxqLaNb0ax4NaNeRbxyK
a40; path=/Services; secure

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - P3P CP=
"CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE"

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-cache

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-store

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Pragma
no-cache

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Expires
Thu, 01 Jan 1970 00:00:00 GMT

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -
Connection close

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -
Content-Type text/xml; charset=UTF-8

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -

XML received:

124855 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - -------
----------------------------------------

124871 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - <SOAP-
ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http:/
/www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"><SOAP-
ENV:Body><ns:ActivityNWS_Activity_Insert_Output xmlns:ns="urn:crmondemand/ws/activity/
partner"><ListOfActivity xmlns="urn:/crmondemand/xml/
activity"><Activity><ActivityId>AAPA-5CWQP3</ActivityId><CreatedById>AAPA-3SO68N</
CreatedById><CreatedDate>09/28/2010 01:34:59</CreatedDate><ModifiedById>AAPA-3SO68N</
ModifiedById><ModifiedDate>09/28/2010 01:35:01</ModifiedDate><CreatedBy>Dariush Mojahed,
09/28/2010 01:34:59</CreatedBy><ExternalSystemId/><IntegrationId>AAPA-5CWQP3</
IntegrationId><ModifiedBy>Dariush Mojahed, 09/28/2010 01:34:59</ModifiedBy></Activity></
ListOfActivity></ns:ActivityNWS_Activity_Insert_Output></SOAP-ENV:Body></SOAP-
ENV:Envelope>

124871 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Exit:
HTTPDispatchHandler::invoke

129558 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Enter:
HTTPSender::invoke
```

```
129683 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - XML
sent:
129683 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - -------
--------------------------------------------
129683 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - POST /
Services/Integration/ServiceRequest;jsessionid=
01cd44f69f5c3c32aaa93158c6cf71246e835e406524a3aa221fa2334d9a8d05.e3iRbxqLaNb0ax4NaNeRbxyK
ai0; path= HTTP/1.0
Content-Type: text/xml; charset=utf-8
Accept: application/soap+xml, application/dime, multipart/related, text/*
User-Agent: Axis/1.4
Host: secure-ausomxapa.crmondemand.com
Cache-Control: no-cache
Pragma: no-cache
SOAPAction: "document/urn:crmondemand/ws/servicerequest/:ServiceRequestQueryPage"
Content-Length: 1874
```


```
<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://
schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"><soapenv:Body><ServiceRequestWS_ServiceRequestQueryPage_Input xmlns=
"urn:crmondemand/ws/servicerequest/"><UseChildAnd>false</UseChildAnd><PageSize>100</
PageSize><ns1:ListOfServiceRequest xmlns:ns1="urn:/crmondemand/xml/
servicerequest"><ns1:ServiceRequest><ns1:CreatedDate></ns1:CreatedDate><ns1:Subject></
ns1:Subject><ns1:AccountName></ns1:AccountName><ns1:AccountId></
ns1:AccountId><ns1:AccountLocation></ns1:AccountLocation><ns1:Area></
ns1:Area><ns1:ClosedTime></ns1:ClosedTime><ns1:ContactEmail></
ns1:ContactEmail><ns1:ContactFirstName></ns1:ContactFirstName><ns1:ContactFullName></
ns1:ContactFullName><ns1:ContactId></ns1:ContactId><ns1:ContactLastName></
ns1:ContactLastName><ns1:CreatedByName></ns1:CreatedByName><ns1:Description></
ns1:Description><ns1:OwnerId></ns1:OwnerId><ns1:Owner></ns1:Owner><ns1:Priority></
ns1:Priority><ns1:SRNumber>= '480430-324013777'</ns1:SRNumber><ns1:Cause></
ns1:Cause><ns1:Status></ns1:Status><ns1:ListOfActivity><ns1:Activity><ns1:Subject></
ns1:Subject><ns1:Type></ns1:Type><ns1:ServiceRequestId></
ns1:ServiceRequestId><ns1:Description></ns1:Description><ns1:CreatedByName></
ns1:CreatedByName><ns1:CreatedDate></ns1:CreatedDate><ns1:ModifiedDate></
ns1:ModifiedDate><ns1:Private></ns1:Private><ns1:CreatedBy></
ns1:CreatedBy><ns1:ActivityId></ns1:ActivityId></ns1:Activity></
ns1:ListOfActivity><ns1:ListOfAttachment><ns1:Attachment><ns1:Id></
ns1:Id><ns1:FileNameOrURL></ns1:FileNameOrURL><ns1:FileExtension></ns1:FileExtension></
ns1:Attachment></ns1:ListOfAttachment></ns1:ServiceRequest></
ns1:ListOfServiceRequest><StartRowNum>0</StartRowNum></
ServiceRequestWS_ServiceRequestQueryPage_Input></soapenv:Body></soapenv:Envelope>
```


```
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - HTTP/
1.0 200 OK
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Date
Tue, 28 Sep 2010 08:35:08 GMT
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Server
Oracle-Application-Server-10g
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -
Content-Length 1858
```

```
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Set-Cookie JSESSIONID=01cd44f69f5c3c32aaa93158c6cf71246e835e406524a3aa221fa2334d9a8d05.e3iRbxqLaNb0ax4NaNeRbxyKai0; path=/Services; secure

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - P3P CP="CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA PRE"

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-Control no-cache

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-Control no-store

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Pragma no-cache

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Expires Thu, 01 Jan 1970 00:00:00 GMT

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Connection close

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-Type text/xml; charset=UTF-8

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -

XML received:

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - ----------------------------------------------

```


```
129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - <SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"><SOAP-ENV:Body><ns:ServiceRequestWS_ServiceRequestQueryPage_Output xmlns:ns="urn:crmondemand/ws/servicerequest/"><ns:LastPage>true</ns:LastPage><ListOfServiceRequest xmlns="urn:/crmondemand/xml/servicerequest"><ServiceRequest><CreatedDate>09/28/2010 01:34:55</CreatedDate><Subject>test attachment in 820</Subject><AccountName/><AccountId>No Match Row Id</AccountId><AccountLocation/><Area>Installation</Area><ClosedTime/><ContactEmail/><ContactFirstName/><ContactFullName> </ContactFullName><ContactId/><ContactLastName/><CreatedByName>INQUIRA-DEV3/DMOJAHED</CreatedByName><Description>test</Description><OwnerId/><Owner/><Priority>1-ASAP</Priority><SRNumber>480430-324013777</SRNumber><Cause>Unclear Instructions</Cause><Status>Open</Status><ListOfActivity><Activity><Subject>Service Request Context</Subject><Type>Other</Type><ServiceRequestId>AAPA-5CWQMP</ServiceRequestId><Description>Search History


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</Description><CreatedByName>INQUIRA-DEV3/DMOJAHED</CreatedByName><CreatedDate>09/28/2010 01:34:59</CreatedDate><ModifiedDate>09/28/2010 01:35:01</ModifiedDate><Private>N</Private><CreatedBy>Dariush Mojahed, 09/28/2010 01:34:59</CreatedBy><ActivityId>AAPA-5CWQP3</ActivityId></Activity></ListOfActivity><ListOfAttachment><Attachment><Id>AAPA-5CWQMR</Id><FileNameOrURL>exception</FileNameOrURL><FileExtension>log</FileExtension></
```

```
Attachment></ListOfAttachment></ServiceRequest></ListOfServiceRequest></
ns:ServiceRequestWS_ServiceRequestQueryPage_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

129902 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Exit:
HTTPDispatchHandler::invoke

130074 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Enter:
HTTPSender::invoke

130199 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - XML
sent:

130199 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - -------
--------------------------------------------

130199 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - POST /
Services/Integration/CustomObject1;jsessionid=
01cd44f69f5c3c32aaa93158c6cf71246e835e406524a3aa221fa2334d9a8d05.e3iRbxqLaNb0ax4NaNeRbxyK
ai0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: "document/urn:crmondemand/ws/customobject1/:CustomObject1QueryPage"

Content-Length: 1066


<?xml version="1.0" encoding="UTF-8"?><soapenv:Envelope xmlns:soapenv="http://
schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"><soapenv:Body><CustomObject1WS_CustomObject1QueryPage_Input xmlns=
"urn:crmondemand/ws/customobject1/"><UseChildAnd>false</UseChildAnd><PageSize>100</
PageSize><ns1:ListOfCustomObject1 xmlns:ns1="urn:/crmondemand/xml/
customobject1"><ns1:CustomObject1><ns1:ExternalSystemId></
ns1:ExternalSystemId><ns1:Name>= '480430-324013777'</ns1:Name><ns1:ServiceRequestNumber>=
'480430-324013777'</ns1:ServiceRequestNumber><ns1:CustomText0></
ns1:CustomText0><ns1:CustomText1></ns1:CustomText1><ns1:CustomText2></
ns1:CustomText2><ns1:CustomText30></ns1:CustomText30><ns1:CustomText31></
ns1:CustomText31><ns1:CustomText32></ns1:CustomText32><ns1:CustomText33></
ns1:CustomText33><ns1:CustomText34></ns1:CustomText34></ns1:CustomObject1></
ns1:ListOfCustomObject1><StartRowNum>0</StartRowNum></
CustomObject1WS_CustomObject1QueryPage_Input></soapenv:Body></soapenv:Envelope>

130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - HTTP/
1.0 200 OK

130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Date
Tue, 28 Sep 2010 08:35:09 GMT

130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Server
Oracle-Application-Server-10g

130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -
Content-Length 529

130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Set-
Cookie JSESSIONID=
01cd44f69f5c3c32aaa93158c6cf71246e835e406524a3aa221fa2334d9a8d05.e3iRbxqLaNb0ax4NaNeRbxyK
ai0; path=/Services; secure
```

```
130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - P3P CP=
"CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE"

130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-cache

130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-store

130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Pragma
no-cache

130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Expires
Thu, 01 Jan 1970 00:00:00 GMT

130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -
Connection close

130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -
Content-Type text/xml; charset=UTF-8

130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  -

XML received:

130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - -------
----------------------------------------

130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - <SOAP-
ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http:/
/www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"><SOAP-
ENV:Body><ns:CustomObject1WS_CustomObject1QueryPage_Output xmlns:ns="urn:crmondemand/ws/
customobject1/"><ns:LastPage>true</ns:LastPage><ListOfCustomObject1 xmlns="urn:/
crmondemand/xml/customobject1"/></ns:CustomObject1WS_CustomObject1QueryPage_Output></
SOAP-ENV:Body></SOAP-ENV:Envelope>

130308 [http-8226-Processor25] DEBUG org.apache.axis.transport.http.HTTPSender  - Exit:
HTTPDispatchHandler::invoke
```

## Runtime Axis Log

```
523421 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - Enter:
HTTPSender::invoke

523608 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - XML
sent:

523608 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - --------
-------------------------------------------

523608 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - POST /
Services/Integration/CustomObject1;jsessionid=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxyK
ai0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache
```

```
Pragma: no-cache

SOAPAction: ?document/urn:crmondemand/ws/customobject1/:CustomObject1QueryPage?

Content-Length: 1066


<?xml version=?1.0? encoding=?UTF-8??><soapenv:Envelope xmlns:soapenv=?http://
schemas.xmlsoap.org/soap/envelope/? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?
xmlns:xsi=?http://www.w3.org/2001/XMLSchema-
instance?><soapenv:Body><CustomObject1WS_CustomObject1QueryPage_Input xmlns=
?urn:crmondemand/ws/customobject1/?><UseChildAnd>false</UseChildAnd><PageSize>100</
PageSize><ns1:ListOfCustomObject1 xmlns:ns1=?urn:/crmondemand/xml/
customobject1?><ns1:CustomObject1><ns1:ExternalSystemId></
ns1:ExternalSystemId><ns1:Name>= ?480430-319979138?</ns1:Name><ns1:ServiceRequestNumber>=
?480430-319979138?</ns1:ServiceRequestNumber><ns1:CustomText0></
ns1:CustomText0><ns1:CustomText1></ns1:CustomText1><ns1:CustomText2></
ns1:CustomText2><ns1:CustomText30></ns1:CustomText30><ns1:CustomText31></
ns1:CustomText31><ns1:CustomText32></ns1:CustomText32><ns1:CustomText33></
ns1:CustomText33><ns1:CustomText34></ns1:CustomText34></ns1:CustomObject1></
ns1:ListOfCustomObject1><StartRowNum>0</StartRowNum></
CustomObject1WS_CustomObject1QueryPage_Input></soapenv:Body></soapenv:Envelope>

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - HTTP/1.0
200 OK

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - Date
Tue, 28 Sep 2010 04:54:21 GMT

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - Server
Oracle-Application-Server-10g

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-
Length 529

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - Set-
Cookie JSESSIONID=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxyK
ai0; path=/Services; secure

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - P3P CP=
?CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE?

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-cache

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-store

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - Pragma
no-cache

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - Expires
Thu, 01 Jan 1970 00:00:00 GMT

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  -
Connection close

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-
Type text/xml; charset=UTF-8

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  -
```

```
XML received:

523718 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - --------
---------------------------------------

523733 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=?http://schemas.xmlsoap.org/soap/envelope/? xmlns:xsi=?http:/
/www.w3.org/2001/XMLSchema-instance? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?><SOAP-
ENV:Body><ns:CustomObject1WS_CustomObject1QueryPage_Output xmlns:ns=?urn:crmondemand/ws/
customobject1/?><ns:LastPage>true</ns:LastPage><ListOfCustomObject1 xmlns=?urn:/
crmondemand/xml/customobject1?/></ns:CustomObject1WS_CustomObject1QueryPage_Output></
SOAP-ENV:Body></SOAP-ENV:Envelope>

523733 [Consumer-questions-0] DEBUG org.apache.axis.transport.http.HTTPSender  - Exit:
HTTPDispatchHandler::invoke

560670 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Enter:
HTTPSender::invoke

560826 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - XML sent:

560826 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - ----------
-----------------------------------------

560826 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - POST /
Services/Integration/CustomObject1;jsessionid=
4f15a4567b5264fed459ae26b60a6f3e8353324b8ca83e26b552677016ad5d5c.e3iRbxqLaNb0ax4NaNeRbxyK
ay0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: ?document/urn:crmondemand/ws/customobject1/:CustomObject1QueryPage?

Content-Length: 1066


<?xml version=?1.0? encoding=?UTF-8??><soapenv:Envelope xmlns:soapenv=?http://
schemas.xmlsoap.org/soap/envelope/? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?
xmlns:xsi=?http://www.w3.org/2001/XMLSchema-
instance?><soapenv:Body><CustomObject1WS_CustomObject1QueryPage_Input xmlns=
?urn:crmondemand/ws/customobject1/?><UseChildAnd>false</UseChildAnd><PageSize>100</
PageSize><ns1:ListOfCustomObject1 xmlns:ns1=?urn:/crmondemand/xml/
customobject1?><ns1:CustomObject1><ns1:ExternalSystemId></
ns1:ExternalSystemId><ns1:Name>= ?480430-319979138?</ns1:Name><ns1:ServiceRequestNumber>=
?480430-319979138?</ns1:ServiceRequestNumber><ns1:CustomText0></
ns1:CustomText0><ns1:CustomText1></ns1:CustomText1><ns1:CustomText2></
ns1:CustomText2><ns1:CustomText30></ns1:CustomText30><ns1:CustomText31></
ns1:CustomText31><ns1:CustomText32></ns1:CustomText32><ns1:CustomText33></
ns1:CustomText33><ns1:CustomText34></ns1:CustomText34></ns1:CustomObject1></
ns1:ListOfCustomObject1><StartRowNum>0</StartRowNum></
CustomObject1WS_CustomObject1QueryPage_Input></soapenv:Body></soapenv:Envelope>

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - HTTP/1.0
200 OK
```

```
560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Date Tue, 28 Sep 2010 04:54:58 GMT

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Server Oracle-Application-Server-10g

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-Length 529

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Set-Cookie JSESSIONID=4f15a4567b5264fed459ae26b60a6f3e8353324b8ca83e26b552677016ad5d5c.e3iRbxqLaNb0ax4NaNeRbxyKay0; path=/Services; secure

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - P3P CP=?CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA PRE?

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-Control no-cache

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-Control no-store

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Pragma no-cache

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Expires Thu, 01 Jan 1970 00:00:00 GMT

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Connection close

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-Type text/xml; charset=UTF-8

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  -

XML received:

560920 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - ----------------------------------------------

560935 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - <SOAP-ENV:Envelope xmlns:SOAP-ENV=?http://schemas.xmlsoap.org/soap/envelope/? xmlns:xsi=?http://www.w3.org/2001/XMLSchema-instance? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?><SOAP-ENV:Body><ns:CustomObject1WS_CustomObject1QueryPage_Output xmlns:ns=?urn:crmondemand/ws/customobject1/?><ns:LastPage>true</ns:LastPage><ListOfCustomObject1 xmlns=?urn:/crmondemand/xml/customobject1?/></ns:CustomObject1WS_CustomObject1QueryPage_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

560935 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Exit: HTTPDispatchHandler::invoke

561014 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Enter: HTTPSender::invoke

561139 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - XML sent:

561139 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - --------------------------------------------------

561139 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - POST /Services/Integration/CustomObject1;jsessionid=017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxyKai0; path= HTTP/1.0
```

```
Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: ?document/urn:crmondemand/ws/customobject1/:CustomObject1QueryPage?

Content-Length: 697
```


```
<?xml version=?1.0? encoding=?UTF-8??><soapenv:Envelope xmlns:soapenv=?http://
schemas.xmlsoap.org/soap/envelope/? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?
xmlns:xsi=?http://www.w3.org/2001/XMLSchema-
instance?><soapenv:Body><CustomObject1WS_CustomObject1QueryPage_Input xmlns=
?urn:crmondemand/ws/customobject1/?><UseChildAnd>false</
UseChildAnd><ns1:ListOfCustomObject1 xmlns:ns1=?urn:/crmondemand/xml/
customobject1?><ns1:CustomObject1><ns1:ExternalSystemId>= ?2410371008?</
ns1:ExternalSystemId><ns1:ServiceRequestNumber>= ?480430-319979138?</
ns1:ServiceRequestNumber></ns1:CustomObject1></ns1:ListOfCustomObject1></
CustomObject1WS_CustomObject1QueryPage_Input></soapenv:Body></soapenv:Envelope>
```


```
561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - HTTP/1.0
200 OK

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Date Tue,
28 Sep 2010 04:54:59 GMT

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Server
Oracle-Application-Server-10g

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-
Length 529

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Set-Cookie
JSESSIONID=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxyK
ai0; path=/Services; secure

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - P3P CP=
?CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE?

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-cache

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-store

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Pragma no-
cache

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Expires
Thu, 01 Jan 1970 00:00:00 GMT

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Connection
close

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-
Type text/xml; charset=UTF-8
```

```
561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  -

XML received:

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - ----------
-------------------------------------

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=?http://schemas.xmlsoap.org/soap/envelope/? xmlns:xsi=?http:/
/www.w3.org/2001/XMLSchema-instance? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?><SOAP-
ENV:Body><ns:CustomObject1WS_CustomObject1QueryPage_Output xmlns:ns=?urn:crmondemand/ws/
customobject1/?><ns:LastPage>true</ns:LastPage><ListOfCustomObject1 xmlns=?urn:/
crmondemand/xml/customobject1?/></ns:CustomObject1WS_CustomObject1QueryPage_Output></
SOAP-ENV:Body></SOAP-ENV:Envelope>

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Exit:
HTTPDispatchHandler::invoke

561639 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Enter:
HTTPSender::invoke

561764 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - XML sent:

561764 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - ----------
-----------------------------------------

561764 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - POST /
Services/Integration/CustomObject1;jsessionid=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxyK
ai0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: ?document/urn:crmondemand/ws/customobject1/:CustomObject1Insert?

Content-Length: 1331


<?xml version=?1.0? encoding=?UTF-8??><soapenv:Envelope xmlns:soapenv=?http://
schemas.xmlsoap.org/soap/envelope/? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?
xmlns:xsi=?http://www.w3.org/2001/XMLSchema-
instance?><soapenv:Body><CustomObject1WS_CustomObject1Insert_Input xmlns=
?urn:crmondemand/ws/customobject1/?><ns1:ListOfCustomObject1 xmlns:ns1=?urn:/crmondemand/
xml/customobject1?><ns1:CustomObject1><ns1:ExternalSystemId>2410371008</
ns1:ExternalSystemId><ns1:Name>480430-319979138</
ns1:Name><ns1:ServiceRequestNumber>480430-319979138</
ns1:ServiceRequestNumber><ns1:CustomText0>http://www.augmentum.com/who-we-are/executive-
team</ns1:CustomText0><ns1:CustomText1>He has played key roles in the development of the
PC, enterprise software and semiconductor industries. Most recently, he served as
president of ASE Group, a provider of IC test and packaging services, having held roles as
Chairman and CEO of Walker Inte</ns1:CustomText1><ns1:CustomText2>Augmentum | Executive
Team</ns1:CustomText2><ns1:CustomText30></ns1:CustomText30><ns1:CustomText31>HTML</
ns1:CustomText31><ns1:CustomText32></ns1:CustomText32><ns1:CustomText33></
ns1:CustomText33><ns1:CustomText34>09/27/2010 09:54:56</ns1:CustomText34></
```

```
ns1:CustomObject1></ns1:ListOfCustomObject1></
CustomObject1WS_CustomObject1Insert_Input></soapenv:Body></soapenv:Envelope>

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - HTTP/1.0
200 OK

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Date Tue,
28 Sep 2010 04:54:59 GMT

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Server
Oracle-Application-Server-10g

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-
Length 950

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Set-Cookie
JSESSIONID=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxyK
ai0; path=/Services; secure

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - P3P CP=
?CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE?

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-cache

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-store

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Pragma no-
cache

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Expires
Thu, 01 Jan 1970 00:00:00 GMT

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Connection
close

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-
Type text/xml; charset=UTF-8

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  -

XML received:

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - ----------
-------------------------------------

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=?http://schemas.xmlsoap.org/soap/envelope/? xmlns:xsi=?http:/
/www.w3.org/2001/XMLSchema-instance? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?><SOAP-
ENV:Body><ns:CustomObject1WS_CustomObject1Insert_Output xmlns:ns=?urn:crmondemand/ws/
customobject1/?><ListOfCustomObject1 xmlns=?urn:/crmondemand/xml/
customobject1?><CustomObject1><IntegrationId>AAPA-5CVJ6H</
IntegrationId><CreatedBy>Dariush Mojahed, 09/27/2010 21:54:59</
CreatedBy><CreatedById>AAPA-3SO68N</CreatedById><CreatedDate>09/27/2010 21:54:59</
CreatedDate><CustomObject1Id>AAPA-5CVJ6H</CustomObject1Id><ExternalSystemId>2410371008</
ExternalSystemId><ModifiedBy>Dariush Mojahed, 09/27/2010 21:54:59</
ModifiedBy><ModifiedById>AAPA-3SO68N</ModifiedById><ModifiedDate>09/27/2010 21:54:59</
ModifiedDate></CustomObject1></ListOfCustomObject1></
ns:CustomObject1WS_CustomObject1Insert_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

562763 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Exit:
HTTPDispatchHandler::invoke
```

```
563045 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Enter:
HTTPSender::invoke

563170 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - XML sent:

563170 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - ----------
----------------------------------------

563170 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - POST /
Services/Integration/Activity;jsessionid=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxyK
ai0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: ?document/urn:crmondemand/ws/activity/partner:Activity_Insert?

Content-Length: 874
```



```
<?xml version=?1.0? encoding=?UTF-8??><soapenv:Envelope xmlns:soapenv=?http://
schemas.xmlsoap.org/soap/envelope/? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?
xmlns:xsi=?http://www.w3.org/2001/XMLSchema-
instance?><soapenv:Body><ActivityNWS_Activity_Insert_Input xmlns=?urn:crmondemand/ws/
activity/partner?><ns1:ListOfActivity xmlns:ns1=?urn:/crmondemand/xml/
activity?><ns1:Activity><ns1:CreatedDate>09/27/2010</
ns1:CreatedDate><ns1:CreatedBy>INQUIRA-DEV3/DMOJAHED</ns1:CreatedBy><ns1:Description>1
Answers have been Linked to the Service Request</ns1:Description><ns1:Activity>Task</
ns1:Activity><ns1:ServiceRequestNumber>480430-319979138</
ns1:ServiceRequestNumber><ns1:Status>Completed</ns1:Status><ns1:Subject>1 Answers
Linked</ns1:Subject><ns1:Type>Other</ns1:Type></ns1:Activity></ns1:ListOfActivity></
ActivityNWS_Activity_Insert_Input></soapenv:Body></soapenv:Envelope>
```



```
563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - HTTP/1.0
200 OK

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Date Tue,
28 Sep 2010 04:55:01 GMT

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Server
Oracle-Application-Server-10g

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-
Length 891

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Set-Cookie
JSESSIONID=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxyK
ai0; path=/Services; secure

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - P3P CP=
?CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE?
```

```
563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-Control no-cache

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-Control no-store

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Pragma no-cache

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Expires Thu, 01 Jan 1970 00:00:00 GMT

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Connection close

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-Type text/xml; charset=UTF-8

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  -

XML received:

563435 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - ----------------------------------------------

563451 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - <SOAP-ENV:Envelope xmlns:SOAP-ENV=?http://schemas.xmlsoap.org/soap/envelope/? xmlns:xsi=?http://www.w3.org/2001/XMLSchema-instance? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?><SOAP-ENV:Body><ns:ActivityNWS_Activity_Insert_Output xmlns:ns=?urn:crmondemand/ws/activity/partner?><ListOfActivity xmlns=?urn:/crmondemand/xml/activity?><Activity><ActivityId>AAPA-5CVJ6M</ActivityId><CreatedById>AAPA-3SO68N</CreatedById><CreatedDate>09/27/2010 21:55:01</CreatedDate><ModifiedById>AAPA-3SO68N</ModifiedById><ModifiedDate>09/27/2010 21:55:01</ModifiedDate><CreatedBy>Dariush Mojahed, 09/27/2010 21:55:01</CreatedBy><ExternalSystemId/><IntegrationId>AAPA-5CVJ6M</IntegrationId><ModifiedBy>Dariush Mojahed, 09/27/2010 21:55:01</ModifiedBy></Activity></ListOfActivity></ns:ActivityNWS_Activity_Insert_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

563451 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Exit: HTTPDispatchHandler::invoke

563607 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Enter: HTTPSender::invoke

563732 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - XML sent:

563732 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - --------------------------------------------------

563732 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - POST /Services/Integration/ServiceRequest;jsessionid=017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxyKai0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: ?document/urn:crmondemand/ws/servicerequest/:ServiceRequestUpdate?
```

```
Content-Length: 653


<?xml version=?1.0? encoding=?UTF-8??><soapenv:Envelope xmlns:soapenv=?http://
schemas.xmlsoap.org/soap/envelope/? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?
xmlns:xsi=?http://www.w3.org/2001/XMLSchema-
instance?><soapenv:Body><ServiceRequestWS_ServiceRequestUpdate_Input xmlns=
?urn:crmondemand/ws/servicerequest/?><ns1:ListOfServiceRequest xmlns:ns1=?urn:/
crmondemand/xml/servicerequest?><ns1:ServiceRequest><ns1:SRNumber>480430-319979138</
ns1:SRNumber><ns1:Status>Open</ns1:Status><ns1:CustomBoolean0>Y</ns1:CustomBoolean0></
ns1:ServiceRequest></ns1:ListOfServiceRequest></
ServiceRequestWS_ServiceRequestUpdate_Input></soapenv:Body></soapenv:Envelope>

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - HTTP/1.0
200 OK

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Date Tue,
28 Sep 2010 04:55:01 GMT

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Server
Oracle-Application-Server-10g

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-
Length 1071

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Set-Cookie
JSESSIONID=
017753e084cb26537e037b8d02127c6c72a7673961b2f0da58540d87880fe534.e3iRbxqLaNb0ax4NaNeRbxyK
ai0; path=/Services; secure

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - P3P CP=
?CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE?

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-cache

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-store

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Pragma no-
cache

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Expires
Thu, 01 Jan 1970 00:00:00 GMT

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Connection
close

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-
Type text/xml; charset=UTF-8

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  -

XML received:

564279 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - ----------
-------------------------------------

564295 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=?http://schemas.xmlsoap.org/soap/envelope/? xmlns:xsi=?http:/
/www.w3.org/2001/XMLSchema-instance? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?><SOAP-
ENV:Body><ns:ServiceRequestWS_ServiceRequestUpdate_Output xmlns:ns=?urn:crmondemand/ws/
servicerequest/?><ListOfServiceRequest xmlns=?urn:/crmondemand/xml/
```

```
servicerequest?><ServiceRequest><LastUpdated>09/27/2010 21:55:02</
LastUpdated><ServiceRequestId>AAPA-5AI9HE</ServiceRequestId><CreatedDate>09/21/2010
03:09:55</CreatedDate><AccountId>No Match Row Id</AccountId><ContactId>AAPA-5AI3NK</
ContactId><ExternalSystemId/><IntegrationId>AAPA-5AI9HE</
IntegrationId><ModifiedBy>Dariush Mojahed, 09/27/2010 21:55:02</
ModifiedBy><ModifiedById>AAPA-3SO68N</ModifiedById><ModifiedDate>09/27/2010 21:55:02</
ModifiedDate><CreatedById>AAPA-3SO68N</CreatedById><CreatedBy>Dariush Mojahed,  09/21/
2010 03:09:55</CreatedBy></ServiceRequest></ListOfServiceRequest></
ns:ServiceRequestWS_ServiceRequestUpdate_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

564295 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Exit:
HTTPDispatchHandler::invoke

564357 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Enter:
HTTPSender::invoke

564482 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - XML sent:

564482 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - ----------
----------------------------------------

564482 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - POST /
Services/Integration/CustomObject1;jsessionid=
4f15a4567b5264fed459ae26b60a6f3e8353324b8ca83e26b552677016ad5d5c.e3iRbxqLaNb0ax4NaNeRbxyK
ay0; path= HTTP/1.0

Content-Type: text/xml; charset=utf-8

Accept: application/soap+xml, application/dime, multipart/related, text/*

User-Agent: Axis/1.4

Host: secure-ausomxapa.crmondemand.com

Cache-Control: no-cache

Pragma: no-cache

SOAPAction: ?document/urn:crmondemand/ws/customobject1/:CustomObject1QueryPage?

Content-Length: 1066


<?xml version=?1.0? encoding=?UTF-8??><soapenv:Envelope xmlns:soapenv=?http://
schemas.xmlsoap.org/soap/envelope/? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?
xmlns:xsi=?http://www.w3.org/2001/XMLSchema-
instance?><soapenv:Body><CustomObject1WS_CustomObject1QueryPage_Input xmlns=
?urn:crmondemand/ws/customobject1/?><UseChildAnd>false</UseChildAnd><PageSize>100</
PageSize><ns1:ListOfCustomObject1 xmlns:ns1=?urn:/crmondemand/xml/
customobject1?><ns1:CustomObject1><ns1:ExternalSystemId></
ns1:ExternalSystemId><ns1:Name>= ?480430-319979138?</ns1:Name><ns1:ServiceRequestNumber>=
?480430-319979138?</ns1:ServiceRequestNumber><ns1:CustomText0></
ns1:CustomText0><ns1:CustomText1></ns1:CustomText1><ns1:CustomText2></
ns1:CustomText2><ns1:CustomText30></ns1:CustomText30><ns1:CustomText31></
ns1:CustomText31><ns1:CustomText32></ns1:CustomText32><ns1:CustomText33></
ns1:CustomText33><ns1:CustomText34></ns1:CustomText34></ns1:CustomObject1></
ns1:ListOfCustomObject1><StartRowNum>0</StartRowNum></
CustomObject1WS_CustomObject1QueryPage_Input></soapenv:Body></soapenv:Envelope>

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - HTTP/1.0
200 OK

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Date Tue,
28 Sep 2010 04:55:02 GMT
```

```
564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Server
Oracle-Application-Server-10g

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-
Length 1276

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Set-Cookie
JSESSIONID=
4f15a4567b5264fed459ae26b60a6f3e8353324b8ca83e26b552677016ad5d5c.e3iRbxqLaNb0ax4NaNeRbxyK
ay0; path=/Services; secure

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - P3P CP=
?CAO CUR ADM DEV TAI PSA PSD IVDi CONi TELi OUR IND PHY ONL UNI PUR FIN COM NAV INT CNT STA
PRE?

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-cache

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Cache-
Control no-store

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Pragma no-
cache

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Expires
Thu, 01 Jan 1970 00:00:00 GMT

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Connection
close

564560 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Content-
Type text/xml; charset=UTF-8

564576 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  -

XML received:

564576 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - ----------
-------------------------------------

564576 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - <SOAP-
ENV:Envelope xmlns:SOAP-ENV=?http://schemas.xmlsoap.org/soap/envelope/? xmlns:xsi=?http:/
/www.w3.org/2001/XMLSchema-instance? xmlns:xsd=?http://www.w3.org/2001/XMLSchema?><SOAP-
ENV:Body><ns:CustomObject1WS_CustomObject1QueryPage_Output xmlns:ns=?urn:crmondemand/ws/
customobject1/?><ns:LastPage>true</ns:LastPage><ListOfCustomObject1 xmlns=?urn:/
crmondemand/xml/customobject1?><CustomObject1><ExternalSystemId>2410371008</
ExternalSystemId><Name>480430-319979138</Name><ServiceRequestNumber>480430-319979138</
ServiceRequestNumber><CustomText0>http://www.augmentum.com/who-we-are/executive-team</
CustomText0><CustomText1>He has played key roles in the development of the PC, enterprise
software and semiconductor industries. Most recently, he served as president of ASE Group,
a provider of IC test and packaging services, having held roles as Chairman and CEO of
Walker Inte</CustomText1><CustomText2>Augmentum | Executive Team</
CustomText2><CustomText30/><CustomText31>HTML</CustomText31><CustomText32/><CustomText33/
><CustomText34>09/27/2010 09:54:56</CustomText34></CustomObject1></ListOfCustomObject1></
ns:CustomObject1WS_CustomObject1QueryPage_Output></SOAP-ENV:Body></SOAP-ENV:Envelope>

564576 [Consumer-default-3] DEBUG org.apache.axis.transport.http.HTTPSender  - Exit:
HTTPDispatchHandler::invoke
```