

How to diagnose issues with Transact Image Enquiry Interface?

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temenos

Interface Overview

The Autoform Image Enquiry interface enables customer photographs and signatures to be incorporated into any Temenos enquiry screen. The images are securely stored in the Autoform DM archive and referenced by a unique key.

These instructions are only relevant to the older Transact installations.

How the connections work

The interface is designed to be run using a specific Transact Enquiry which communicates through a Java servlet to Autoform DM over an HTTP call. When an Image Enquiry is run, it passes the configured (unique) key to DM which identifies the image that it references and retrieves it for display on the Transact Enquiry screen.

The integration manual which is supplied during the initial installation contains all of the interface configuration details and which files are necessary. The debugging instructions below are based on a JBOSS Temenos install; however, the functionality and any possible issues should be broadly similar for other platforms (though the file locations may vary).

Logging

In Temenos, Image Enquiry logging can be enabled by turning on com.efstech logging in the log4j.properties file and setting it to DEBUG. This will be in a location similar to:

BrowserWeb.war\WEB-INF\classes\log4j.properties (or alternatively jboss specific log config file).

The logging in JBOSS should show messages similar to this when it is set up and Image Enquiry is run:

```
DEBUG [com.efstech.temenos.dataservlet.DataServlet]
(http-0.0.0.0-8085-2) Got query params: {CUK=Photo100336}
DEBUG [com.efstech.temenos.dataservlet.DataServlet]
(http-0.0.0.0-8085-2) Got query params: {CUK=Photo100336}
```

```
DEBUG
[com.efstech.temenos.dataservlet.com.efstech.temenos.common.DocumentR
equest] (http-0.0.0.0-8085-2) Built url:
http://localhost:8180/pdm/servlet/TemenosDocumentDownloadServlet?user
name=admin&password=password&params=43554b3d50686f746f313030333336
DEBUG
[com.efstech.temenos.dataservlet.com.efstech.temenos.common.DocumentR
equest] (http-0.0.0.0-8085-2) Built url:
http://localhost:8180/pdm/servlet/TemenosDocumentDownloadServlet?user
name=admin&password=password&params=43554b3d50686f746f313030333336
DEBUG
[com.efstech.temenos.dataservlet.com.efstech.temenos.common.DocumentR
equest] (http-0.0.0.0-8085-2) Request complete in: 192 milliseconds
DEBUG
[com.efstech.temenos.dataservlet.com.efstech.temenos.common.DocumentR
equest] (http-0.0.0.0-8085-2) Request complete in: 192 milliseconds
DEBUG
[com.efstech.temenos.dataservlet.com.efstech.temenos.common.DocumentR
equest] (http-0.0.0.0-8085-2) Got response:
ResponseFile{statusCode=200, contentType='image/jpeg;charset=UTF-8',
response=C:\Windows\TEMP\efs_t24_integration_6539405257256719219.tmp}
DEBUG
[com.efstech.temenos.dataservlet.com.efstech.temenos.common.DocumentR
equest] (http-0.0.0.0-8085-2) Got response:
ResponseFile{statusCode=200, contentType='image/jpeg;charset=UTF-8',
response=C:\Windows\TEMP\efs_t24_integration_6539405257256719219.tmp}
DEBUG [com.efstech.temenos.dataservlet.DataServlet]
(http-0.0.0.0-8085-2) Reading result from servlet
DEBUG [com.efstech.temenos.dataservlet.DataServlet]
(http-0.0.0.0-8085-2) Reading result from servlet
```

It is important to remember that as this interface interacts with Autoform DM, you can also find useful information for debugging in the Autoform DM logs as well. There are additional articles on the Support website that detail how to turn on Debug mode, as well as finding and reading the Autoform DM logs.

The log snippet below shows the request with the parameter passed:

```
[efstech.pdm.web.servlet.TemenosDocumentDownloadServlet
] INFO - TemenosDocumentDownloadServlet request with params:
{params=[Ljava.lang.String;@1152b8e}
[efstech.pdm.web.servlet.TemenosDocumentDownloadServlet
```

```
] DEBUG - Decoded params: CUK=Photo100336
[efstech.pdm.web.helper.RequestParameterHelper
] DEBUG - Parsing keyValuePair: CUK=Photo100336
[efstech.pdm.web.temenos.TemenosDocumentRetrievalServiceEJB
] DEBUG - Got query parameters '{CUK=Photo100336}'
[efstech.pdm.jpa.dao.DocumentDaoJPA
] DEBUG - Attempting to get document by CUK: Photo100336
```

This is followed by a couple of SQL statements which after the most recognizable log event is as the record being found and returned the results (also converting the image if it was needed).

```
DEBUG - Found CurrentDocumentEntity with CUK 'Photo100336' -
CurrentDocumentEntity{docId=34359738400, revision=2,
customerUniqueId='Photo100336', keyData=[], noteDef=null,
noteData=null, docTypeId=98784247843} DocumentEntity{noteId=null,
noteDefId=null, docTypeId=98784247843, docName='T24Photo', ownerId=1,
lastChanged=2015-11-03
```

```
[pdm.documentservice.download.strategy.StandardDownloadStrategy
] DEBUG - Building DownloadableDocument object for
DocumentEntity#34359738400
[efstech.pdm.web.servlet.TemenosDocumentDownloadServlet
] DEBUG - Got content-type: image/jpeg
[pdm.documentservice.download.decorators.DecompressFileDecorator
] DEBUG - Returning 'inflating' input stream
[efstech.pdm.common.util.DocUtils
] DEBUG - Built file location: 2015/11/03/15/34359738400_2.TIF
[com.efstech.pdm.blobstorage.BlobStorageFileSystem
] DEBUG - Retrieving blob at path: 2015/11/03/15/34359738400_2.TIF
[com.efstech.pdm.blobstorage.BlobStorageFileSystem
] DEBUG - Resolved file:
..\standalone\data\archive\2015\11\03\15\34359738400_2.TIF
[efstech.pdm.web.servlet.TemenosDocumentDownloadServlet
] DEBUG - Converting tif to jpg
[efstech.pdm.web.temenos.TifToJpgConverter
] DEBUG - Took 250 milliseconds to convert to jpg
[efstech.pdm.web.servlet.TemenosDocumentDownloadServlet
] DEBUG - Setting content-type: image/jpeg
```

```
[efstech.pdm.web.servlet.TemenosDocumentDownloadServlet  
] DEBUG - Copied stream to response (took 0 milliseconds)
```

Possible issues

Generally, most issues are caused by network interference or incorrect configuration. Basic troubleshooting steps for diagnosing common Image Enquiry issues are described below.

However, due to the complexity of the interface, it is impossible to cover every scenario. If you experience any difficulty in troubleshooting the interface please contact [Formpipe Support](#) and we will be happy to discuss and assist with any issues that you may encounter.

How to test the network

In order for the interface to function correctly, the Autoform DM server needs to be reachable by the Transact server. The relevant ports must also be open on any intervening firewalls. All connections to the DM server will be made directly from the Transact server and not from any client computers.

Network connections can be tested using the following methods:

1. Ping the Autoform DM server from the Transact server. This should resolve the DM server name to an IP address and return a reply with an appropriate TTL time.
 - If the IP address fails to resolve, the issue is likely to be with the server name or DNS.
 - If the IP address resolves but the server is not found, this is likely to indicate a problem with the connection between the Transact and DM server.
2. Telnet to the DM server using the defined port from the Transact server. This should result in a blinking cursor on a blank screen.
 - If this returns an error or times out, then the port on the DM server is not reachable. This is most likely due to a firewall blocking connections to that port.
3. Access the DM web interface from the Transact server in a web browser:
`http://dmServerName:port/dm`
 - If DM is accessible and running, then the web interface will load and you will be able to log in.
 - If the webpage cannot be found then it is either not accessible or the DM service is not running.

Configuration

Image Enquiry relies heavily on a stable network connection between the Transact and DM servers. If there is any interference between the two, this could cause issues with the Image Enquiry functionality.

The main configuration file, **web.xml**, holds the servlet definition, mapping, Autoform DM URL and Credential configuration if needed. This information is detailed further in the

configuration manual.

Further connection checks

Navigating to the server URL used in the servlet definition, can further help to narrow down connection issues. An example of this can be seen below:

```
http://localhost:8180/pdm/servlet/TemenosDocumentDownloadServlet
```

If you receive a “You’re not connected to a network” message, then double-check that the Transact and DM server are correctly connected to the network and can communicate.

If you get an HTTP 500 error message, this means that no username is configured in the parameters. The appearance of this error shows that DM is accessible and running from the current computer. To verify any given credentials, use the following example URL replacing the current user/password:

```
http://localhost:8180/pdm/servlet/TemenosDocumentDownloadServlet?user  
name=admin&password=password
```

If another HTTP 500 error message appears showing that an error has happened due to there being no parameters, the credentials are valid.

If the HTTP 500 error message does not appear, this means that the credentials are not correct.

Image not showing

When an Image Enquiry runs, the interface generates a URL that is similar to the ones shown above, with the addition of the actual parameter encoded. This URL can be used in a web browser to test if the image can be retrieved via an HTTP post. To do this, copy the relevant URL from the JBoss debug log:

```
http://localhost:8180/pdm/servlet/TemenosDocumentDownloadServlet?user  
name=admin&password=password&params=43554b3d50686f746f3130303333336
```

This should retrieve the image as archived in DM. If all of the connection tests above are passed and the image is still not retrieved, then the next step is to check what is stored in DM. To do this, log into DM, find the Photo search and use the Customer number from the AUTOFORM.PHOTO enquiry, as the search string. If no results are returned there are two possible reasons:

- the customer number is not correct.
- no image file is archived for this record.