

# Lesson 16 Acknowledging Messages

This exercise requires that you use **TrainingApp**, **Guidewire Studio**, **ExternalApp**, and a supported web browser. Start **Guidewire Studio for TrainingApp**. Start the server as **Debug** ‘Server’.

Start **ExternalApp** using the **Start ExternalApp** shortcut.

The default URL for **TrainingApp** is: <http://localhost:8880/ab/ContactManager.do>. Log in to **TrainingApp** as Super User whose login/password is **su/gw**.

## Exercise 1: Configure synchronous acknowledgment



### Exercise

Succeed Insurance must determine if a given contact has been involved with a previous act of insurance fraud. To implement their fraud prevention system, they must send a message to an external system for every new contact or for an existing contact whose tax ID is updated. The payload must be in XML format and must contain the contact’s full name, tax ID, and a reference value generated by Guidewire to help identify the message. The external system must respond immediately to the fraud investigation request with a fraud report code.

#### External system information:

The WSDL URL to the external system is:

<http://localhost:8890/ab/ws/externalapp/webservice/FraudReportAPI?WSDL>

The authentication parameters are:

- Username: `externalappuser`
- Password: `gw`

Do not code the authentication parameters in the implementation code – use plugin parameters that are passed to the code.

API method `checkForFraudReport` requires the transformed payload as its argument.

The valid acknowledgment report codes are as follows:

- **1** – Request processed; no fraud report found
  - Acknowledge the message.
- **2** – Request processed; fraud report found!
  - Acknowledge the message.
- **4** – Request could not be processed (Payload Format Error)
  - Acknowledge the message with error using error category **Payload Format**.
- **5** – Request could not be processed (Database Unavailable)
  - Acknowledge the message with error using error category **Database Contention**.

- **Default** – Request could not be processed (Acknowledgment Code Invalid). If the error code returned from the external system is not valid, then acknowledge the message with error using a new error category called **Acknowledgement Code Invalid**.

For training purposes, output an acknowledgment message to console using the print statement.

### 16.1.1 Requirements

**Spec 1** Process external system synchronous response code based on the following criteria:

- 1 – Request processed; no **fraud** report found
  - Acknowledge the message.
- 2 – Request processed; **fraud** report found!
  - Acknowledge the message.
- 4 – Request could not be processed (Payload Format Error)
  - Acknowledge the message with error using error category **Payload Format**.
- 5 – Request could **not** be processed (Database Unavailable)
  - Acknowledge the message with error using error category **Database Contention**.
- **Default** – Request could not be processed (Acknowledgment Code Invalid). If the error code returned from the external system is not valid, then acknowledge the message with error using a new error category called **Acknowledgement Code Invalid**.

**Spec 2** Add a new **ErrorCategory** typecode named **Acknowledgment Code Invalid**.

**Spec 3** Create a helper method called **processResponseCode** that processes the message based on its external system synchronous response code.

### 16.1.2 Tasks

7. Configure the **ErrorCategory** typelist.
8. Configure the **FraudCheckTransport** class.
9. Deploy code changes.
10. Perform verification steps.

### 16.1.3 Verification steps

The external system will take the first digit in the Tax ID field and return that number as the acknowledgment code. To properly test the code, enter Tax ID numbers that starts with 1, 2, 4, 5, and 8. This will completely test all the different acknowledgment scenarios.

1. Launch **TrainingApp**.
2. Clear pending messages in Message Table screen.
  - b) Navigate to **Administration** ➔ **Training: Messaging** ➔ **Message Table**.
  - c) Select all messages with **Pending acknowledged** status.

- d) Click the **Skip Selected Message(s)** button.
  - e) Click **OK** to the popup window.
- 3. Clear messages in MessageHistory Table screen.**
- f) Navigate to **Administration ➔ Training: Messaging ➔ MessageHistory Table**.
  - g) Select all messages.
  - h) Click **Delete Selected Message Histories** button.
  - i) Click **OK** to the popup window.
- 4. Test response code 1.**
- a) Search for **John Snow**.
  - b) Navigate to the **Details** screen.
  - c) Edit the **Tax ID** field.
    - Enter **111-99-9999**.
    - In **TrainingApp Studio** console verify the output is correct.

Request processed, no fraud report found.

- Verify the message was acknowledged in the **MessageHistory Table** screen.

**5. Test response code 2.**

- a) Search for **John Snow**.
- b) Navigate to the **Details** screen.
- c) Edit the **Tax ID** field.
  - Enter **222-99-9999**.
  - In **TrainingApp Studio** console verify the output is correct.

Request processed, fraud report found!

- Verify the message was acknowledged in the **MessageHistory Table** screen.

**6. Test response code 4.**

- a) Search for **John Snow**.
- b) Navigate to the **Details** screen.
- c) Edit the **Tax ID** field.
  - Enter **444-99-9999**.
  - In **TrainingApp Studio** console verify the output is correct.

Request could not be processed (Payload Format Error)

- Verify the message is in the **Message Table** screen with a status of **Retryable error** and **Error Category** of **Payload Format**.
- Select the message and select **Skip Selected Message(s)** button.

## 7. Test response code 5.

- Search for **John Snow**.
- Navigate to the **Details** screen.
- Edit the **Tax ID** field.
  - Enter **555-99-9999**.
  - In **TrainingApp Studio** console verify the output is correct.

**Request could not be processed (Database Unavailable)**

- Verify the message is in the **Message Table** screen with a status of **Retryable error** and **Error Category** of **Database Contention**.
- Select the message and select **Skip Selected Message(s)** button.

## 8. Test invalid response code.

- Search for **John Snow**.
- Navigate to the **Details** screen.
- Edit the **Tax ID** field.
  - Enter **999-99-9999**
  - In **TrainingApp Studio** console verify the output is correct.

**Request could not be processed (Acknowledgment Code Invalid)**

- Verify the message is in the **Message Table** screen with a status of **Retryable error** and **Error Category** of **Acknowledgment Code Invalid**.
- Select the message and select **Skip Selected Message(s)** button.

## 9. Verify MessageHistory table.

The **MessageHistory** table should have two **Acknowledged** messages and three **Error cleared** messages.

| <input type="checkbox"/> | Msg ID | Creation Time      | Triggering Entity | Event Name       | Destination | SenderRefID | Error Category              | Status             |
|--------------------------|--------|--------------------|-------------------|------------------|-------------|-------------|-----------------------------|--------------------|
| <input type="checkbox"/> | 2701   | 09/14/2018 5:58 PM | ABPerson(504)     | ABContactChanged | 30          | ab:3001     |                             | Acknowledged (10)  |
| <input type="checkbox"/> | 2702   | 09/14/2018 5:58 PM | ABPerson(504)     | ABContactChanged | 30          | ab:3002     |                             | Acknowledged (10)  |
| <input type="checkbox"/> | 2703   | 09/14/2018 5:59 PM | ABPerson(504)     | ABContactChanged | 30          | ab:3003     | Payload Format              | Error cleared (11) |
| <input type="checkbox"/> | 2704   | 09/14/2018 5:59 PM | ABPerson(504)     | ABContactChanged | 30          | ab:3004     | Database Contention         | Error cleared (11) |
| <input type="checkbox"/> | 2705   | 09/14/2018 6:00 PM | ABPerson(504)     | ABContactChanged | 30          | ab:3005     | Acknowledgment Code Invalid | Error cleared (11) |