

Using the WebService sample gadget

Place the file HelloWorld.xml on your web server (be sure to note the IP address and path) (or use the 3rdpartygadget account to upload the Helloworld.xml file).

In WebService.js:

Change the sample to point to your web server (which must be accessible by the Finesse server):

```
// This is the url we want to get to:
// http://10.88.194.158:8080/userContent/HelloWorld.html
// TODO: Change the IP address to correct server

gadgets.io.makeRequest(encodeURIComponent("http://10.88.194.158:8080") + url, handler, params);
console.log("io.makeRequest to http://10.88.194.158:8080"+url);
```

Change the sample to use the correct path to the HelloWorld.xml file

```
// TODO: change Rest path to match your own web server

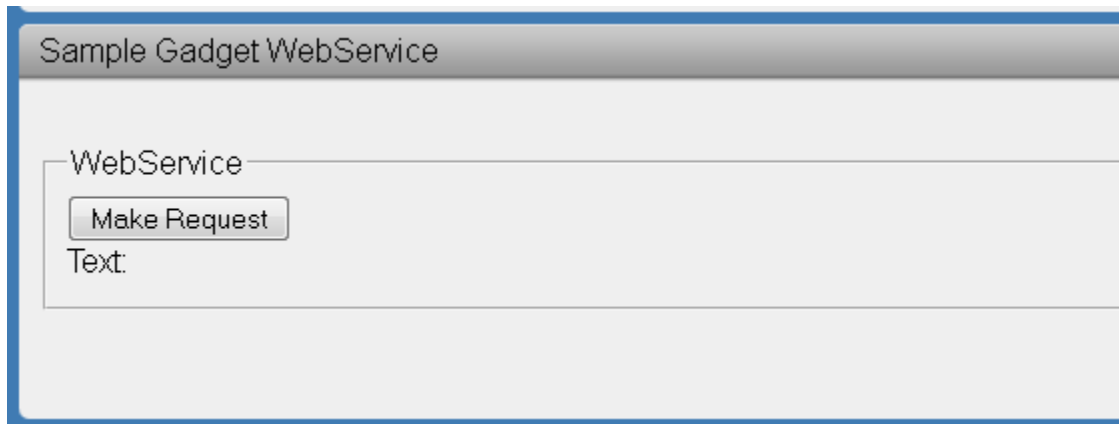
this.myrestRequest("/userContent/HelloWorld.xml", {
    method: 'GET',
    success: handlers.success,
    error: handlers.error,
    content: contentBody,
});
return this;
```

Add the SampleGadget_WebService gadget to your gadget layout.

<gadget><http://<hostip>/<path>/WebService.xml></gadget>

(For more detailed information about “installing” the gadget see “Installing the

You should see the gadget on the page after the agent logs in:



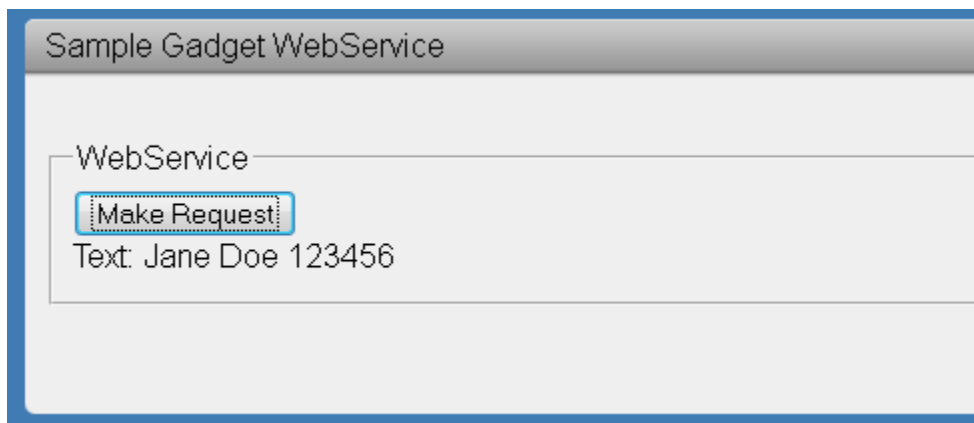
Sample Gadget WebService

WebService

Make Request

Text:

Click Make Request and the HelloWorld.xml is retrieved from the web server and the contents displayed after Text:



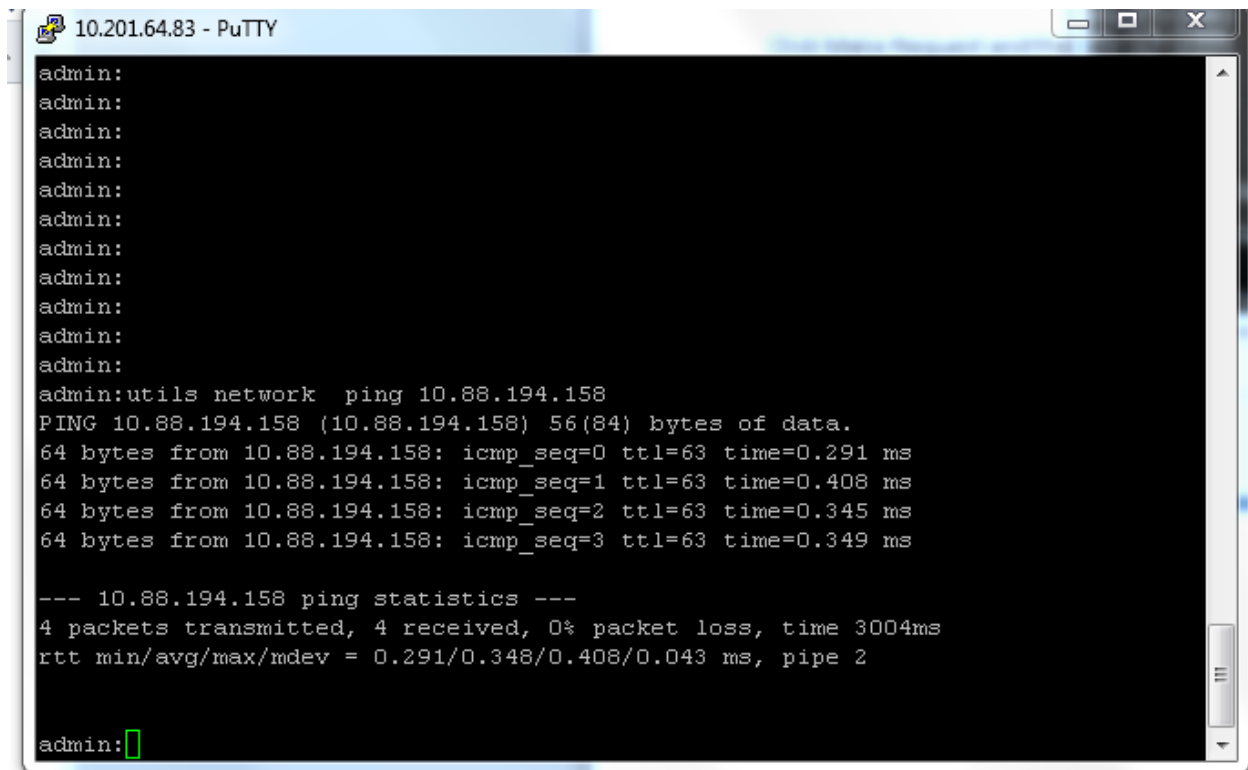
Sample Gadget WebService

WebService

Make Request

Text: Jane Doe 123456

Make sure you can ping the gadget server from Finesse console:



```
admin:
admin:
admin:
admin:
admin:
admin:
admin:
admin:
admin:
admin:
admin:utils network ping 10.88.194.158
PING 10.88.194.158 (10.88.194.158) 56(84) bytes of data.
64 bytes from 10.88.194.158: icmp_seq=0 ttl=63 time=0.291 ms
64 bytes from 10.88.194.158: icmp_seq=1 ttl=63 time=0.408 ms
64 bytes from 10.88.194.158: icmp_seq=2 ttl=63 time=0.345 ms
64 bytes from 10.88.194.158: icmp_seq=3 ttl=63 time=0.349 ms

--- 10.88.194.158 ping statistics ---
4 packets transmitted, 4 received, 0% packet loss, time 3004ms
rtt min/avg/max/mdev = 0.291/0.348/0.408/0.043 ms, pipe 2

admin:
```

“Installing” the WebService sample gadget.

Finesse gadgets can be hosted on your own web server or on the Finesse server itself.

To host gadgets on your own web server, you host the gadget just as you would any web site. You could use IIS, Apache, etc. That is up to you.

You specify in the Finesse gadget layout (see the Finesse Administration guide) the location for files on the web server where you place the gadget files. For example for the WebService sample gadget, on Apache web server I place the files in C:\Program Files (x86)\Apache Software Foundation\Apache2.2\htdocs\ so that when I access the web site at <http://<host>/WebService.xml> I can retrieve the xml file. The web server knows to retrieve any include files (WebService.js and WebService.css and finesse.js and jquery-1.5.min.js) since they are listed in WebService.xml.

When you upload the WebService gadget files (either to your own web server or to Finesse) be sure to also upload the required include files as listed in the Readme.txt:

Then in the gadget layout on the desktop layout tab of the Finesse Administrative desktop, you put the address of the xml file

```
<gadget>http:<host>/<directory>/WebService.xml</gadget>
```

Where <host> is the ip address of the server you have installed to host the gadget files, and <directory> is the location that you would browse to in order to retrieve the files from the web server.

For example my web server is at 10.201.64.72 and the gadget files are in the WebService subdirectory of my htdocs directory,

So my gadget layout has <gadget>http://10.201.64.72/htdocs/WebService/WebService.xml</gadget>

You modify the gadget layout using the Administrative login and going to the Desktop Layout tab. See the [Finesse Administration Guide](#) guide for more details.

When Finesse retrieves the gadget xml file, the web server automatically returns any imbedded javascript and css files assuming they are in the same location with the .xml file. These files are spelled out in the WebService.xml file as files to include.

Alternately you can host the gadget on the Finesse server if you have Finesse 9.1(x) or later . To do this, see the section "Third Party Gadgets" in the Finesse Developer Guide. You would then upload the gadget files to the Finesse server and specify in the Administrative Desktop Layout the following:

```
<gadget>/3rdpartygadget/files/WebService.xml</gadget>
```

The 3rdpartygadget/files directory is where you upload the gadgets using the 3rdpartygadget account and password.