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July 26, 2018
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Confirm Task Processor

The Confirm Task Processor is an individual component within the Confirm release package and is installed as a Windows service through its installer. It supports processing of the Agents that are available within the ‘Scheduled Tasks’ screen.

In this section

Street Works Transfer 6
Street Works Transfer

Overview

Street Works Transfer is a Scheduled Task that is responsible for sending EToN 4 or above notices. This covers Notices, Comments, EToN 6 or above Inspections, Fixed Penalty Notices, Restrictions, Operational District Data and also progresses Events and Diversions through their lifecycle.

Operation

Testing OD Batch XML

The steps below configure data in order to test the sending of your OD Batch information:

• Launch Confirm and open the Organisation Lookup screen ‘Street Works > Street Works Lookups > Organisation’.
• Retrieve your Organisation details.
• Refer to the Online help file (Organisation / Operational District (OD) transactions section) to setup all the required fields.
• Click the ‘Other’ button and select ‘Export to OD Batch XML…’.

• Select an OD ‘Filename’ location and ensure the ‘Preview’ option is enabled, click ‘save’ then click ‘ok’.
• The Operational District Export preview screen will appear displaying whether the Organisation details pass validation. Assuming it passes validation, click ‘Close’ and you will be returned to the Organisation screen.

Note: By default the Validation process will only check the Organisation you currently have selected; when the EToN export is performed it will attempt to send the information for all Organisations belonging to the Organisation Group that this Organisation belongs to. If the Organisation field is cleared then it will check all the Organisations belonging to the specified Group.

• Click the ‘Other’ button and select ‘Export via EToN…’.
• The batch Recipients screen will appear (assuming this is the first time you have run the Export, if it is not the first time then you will be asked if you wish to modify the existing batch.) In the To field enter the Organisation you wish to send the currently selected Organisation details to.
• Click ‘Save’, this will save the batch, making it available for export using Street Works Transfer.
• Finally, run the Street Works Transfer Agent to export the OD Batch information to the selected Organisation.

Should this fail for any reason, check the Street Work Transfer trace log file and information log file.
Troubleshooting

ORA-12638 'Credential Retrieval Failed' Error

If the following error is received:

![Error Message]

Locate the SQLNET.ora file. This will be found where the Oracle client has been installed, Edit the file with a text editor and change the line:

```
SQLNET.AUTHENTICATION_SERVICES = (NTS)
```

to

```
SQLNET.AUTHENTICATION_SERVICES = (NONE)
```

(NTS) is Windows Native Authentication and uses the client login to Access Windows NT Server and the database running on that server. This generally doesn’t work for access to the Confirm database. Setting it to (None) means no special Authentication method is used and the database Username and Password are obtained from Confirm correctly in the normal way.

Logging

The Confirm Task Processor creates a log file as specified on the Task Processor System Settings. This will contain information of all transactions done by the Street Works Transfer Agent along side all other Agents. This file will have following messages:

- **Notice Sent, Updated Database successfully**
  - This indicates that the transaction has been sent to a receiving web service and has been accepted.

- **Sending `<Temp File Path>/<Filename.xml>` to: http://<URL>/eton4webservice.asmx**
  - This indicates that an EToN transaction is being sent to a web service.

- **Receiver Fault received from Web Service: Error: Error processing request**
  - This indicates that an error has been received from the destination web service. Contact the Organisation which you are sending to. In the case of another Confirm system, review the Trace.log file for their web service.

- **BatchFailed Record created. BatchID: 1234567**
This indicates that the EToN transaction failed to be sent to the web service. The next time the Street Works Transfer runs, it will attempt to re-send the same transaction.

- Due to Previous Notice failure. Previous Works: WZ00180000001
- Notice Validation Error: The element ‘xxxxxxx’ in namespace ‘http://www.wrcplc.co.uk/Schemas/ETON’ has invalid child element ‘xxxxxxx’ in namespace ‘http://www.wrcplc.co.uk/Schemas/ETON’

This indicates that the Operational District (OD) data which the Street Works Transfer is trying to send does not pass the EToN Schema validation checks. Refer to the Street Works user manual – Organisation section for details on how the Organisation data should be completed.

- Error: Client found response content type of ‘text/html’, but expected 'application/soap+xml'.

The following error can occur when the Web Service receiving the notice has incorrectly configured on an IIS 7 server.


500 - Internal server error.

Note: There is more content in the error.

- Error: Client found response content type of ‘text/html; charset=utf-8’, but expected 'application/soap+xml'.

The following error can occur when the Web Service receiving the notice has incorrectly configured on an IIS 7 server.


<title>Runtime Error</title>

Note: There is more content in the error.

Error Log

An Error Log file is created in parallel with the Log File specified above. The file name of the Error Log file will be the same as the Log File with 'error' prefixed to it. The Error Log file contains only error trace messages, and all other messages are omitted.

Configuration

Related Documentation

The following is a list of documentation related to Street Works Transfer

- CHA16002 - Confirm Street Works TMA Deployment Implications.

Note: Street Works Transfer only exports data. The Street Works EToN Web Service (CHA17408) does the Importing.
The above example displays two Confirm Environments for EToN 4 and above Transfers

**Street Works Transfer Agent Directory Structures**

The below is an example directory structure for Street Works Transfer Agent and may vary depending on your configuration options. Street Works Transfer uses XML (via HTTP) in order to send notices and the Web Service receives EToN notices.

<table>
<thead>
<tr>
<th>Transfer Files</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirm\Transfer\EToNXML</td>
<td>Parent Transfer directory for EToN XML Notices.</td>
</tr>
<tr>
<td>Export</td>
<td>Parent directory for the Export of EToN XML notices.</td>
</tr>
<tr>
<td>Sent</td>
<td>Sent</td>
</tr>
<tr>
<td>Failed</td>
<td>Location of the unsuccessfully sent xml files.</td>
</tr>
</tbody>
</table>

**Pre-requisites**

Street Works Transfer requires the following to be installed and configured in order to successfully transfer notices via EToN:

- Ability to send XML data via HTTP
- (Optional) - SMTP mail access for sending of Alert emails.
Transferring Notices

EToN version 4 and above transfer data in XML format. The Street Works Transfer Agent will export the XML transactions for Notices, Inspections (EToN 6 and above), Comments, Restrictions and Operational District (OD) data.

Make the following changes to process all XML notices:

• Update TaskProcessorService.exe.config file, located in the Confirm Task Processor installed directory (e.g. C:\Program Files\Pitney Bowes\Confirm\Task Processor)

<add key="WebServiceCallTimeout" value="120000"/>

This is the length of time that the Street Works Transfer will wait for the Web Service to respond in milliseconds.

• For General Settings of Street Works refer to Street Works Transfer System Settings

Email Options

The email functionality for Street Works Transfer will alert the selected email address when the following scenarios occur:

• Connection to database is lost or unavailable.
• When 3 failed attempts of the same notice have occurred.

To enable emails make the following changes:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
<th>Location</th>
</tr>
</thead>
</table>
| SmtpServer      | Set to either the mail server name or IP address. To connect the Confirm Task Processor to an SMTP server which is running on a non standard port number (25) then append ‘:port-number’ to the server name / IP address | In the registry:  
• 32-bit Machine:  
‘HKEY_LOCAL_MACHINE\SOFTWARE\Pitney Bowes\Confirm\Task Processor’  
• 64-bit Machine:  
‘HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Pitney Bowes\Confirm\Task Processor’ |
| From Name       | Set to the name you wish the email to come from. | Refer to Task Processor Settings. |
| From Address    | Set to the email address to be used to send emails. | Refer to Task Processor Settings. |
| Supervisor Email| Set to the email address to be used to receive emails. | Refer to Supervisor Email within Scheduled Task Screen. |

FPN Email Settings

The following settings define the structure and contents of FPN emails, and any error emails that are generated:

• Update TaskProcessorService.exe.config file, located in the Confirm Task Processor installed directory (e.g. C:\Program Files\Pitney Bowes\Confirm\Task Processor)

Note: For all of the below steps, ensure that you change the entry within quotes in the value="".
- `<add key="SMTPHostIPAddress" value="127.0.0.1"/>
  Set to the IP Address of your SMTP server.
- `<add key="SMTPHostPort" value="25"/>
  Set to the port number your SMTP server is running on.

For General Settings of FPN Email refer to **Penalty System Settings**.

**Proxy Server Settings**

It is possible to configure the Street Works Transfer to use a Proxy Server when transferring Notices via the HTTP protocol. In practice this means Notices for EToN 4 or above.

The Street Works Transfer will not use a Proxy server by default. In order to enable the use of a proxy server you must edit the TaskProcessorService.exe.config file found in the Confirm Task Processor Installation directory and set the following key to ‘Y’:

- `<add key="ProxyEnabled" value="Y"/>

You must then put proxy server connection settings in one of two places:

- In the Confirm database. These settings are stored on the General Systems Settings screen of the Confirm System Administration module.
- The TaskProcessorService.exe.config text file.

  Settings found in the TaskProcessorService.exe.config file will be used in preference to those in the General System Settings screen, but it is not necessary to have settings in the TaskProcessorService.exe.config file if they are set inside Confirm.

The TaskProcessorService.exe.config proxy connection settings are as follows:

- `<add key="ProxyAddressAndPort" value="127.0.0.1:8050"/>
  Enter the IP address and port number of your Proxy Server. Make sure you use a colon to separate the IP address and port number.
- `<add key="ProxyUserName" value=""/>
  Enter the username if required for authenticating against your Proxy Server.
- `<add key="ProxyPassword" value=""/>
  Enter the password for the username being used in step 3.

**Folder Permissions**

When Street Works Transfer attempts to send a Notice it will create an XML file in the ‘Sent’ or ‘Failed’ directories (see section 3.2 step 5 and 6). In order for this to work you will need to grant the following permissions:

- Grant ‘Full’ access to the account being used to run the Confirm Task Processor to the Confirm Task Processor directory and all sub directories. This will allow the creation of the log file and the generation of the XML Notice files.

  **Note:** If you change the default location of the FailedFiles and SentFiles, you will need to make sure you grant full permissions to the directories you have used.

**Oracle Client**

When using Oracle as the DBMS of choice, the Task Processor will need to be able to access the Oracle client drivers in order to connect to the Confirm database, by default, permission to these drivers is denied. Follow the steps below to grant permissions to the Oracle client drivers for the Task Processor:
• Launch Windows Explorer and navigate to the ORACLE_HOME directory; this is the path where the Oracle client has been installed.
• Right click on the ORACLE_HOME folder and choose the “Properties” option from the drop down list.
• Click on the “Security” tab of the “Properties” window.
• Click “Authenticated Users” item in the “Name” list (on Windows XP the “Name” list is called “Group” or “User Names”).
• Uncheck the “Read and Execute” box in the “Permissions” list called “Permissions for Authenticated Users”.
• Re-check the “Read and Execute” box under the “Allow” column (this is the box you have just unchecked).
• Click the advanced button and in the “Permissions Entries” list make sure you see the “Authenticated Users” listed there with:
  • Permission = Read & Execute.
  • Apply To = This folder, subfolders and files.
• If this is not the case, edit that line and make sure the “Apply onto” drop down is set to “This folder, subfolders and files”. This should already be set properly but it is important you verify this.
• Click the “Ok” button until you close out all of the security properties windows.

It has been known for the above process not to fix the problem, if you encounter this situation then follow the steps below:

• Use Windows explorer and navigate to the Oracle home directory right click then select properties, select the security tab.
• Tick “allow inheritable permissions from parent to propagate to this object”.
• Click copy, when the security window appears click apply.
• Click the advanced button and tick the “allow inheritable permissions from parent to propagate to this object”, click apply then click ok and finally click ok.