

SOAP API

Configuration

In order that the SOAP API can function correctly, the following parameters must be set:

Parameter	Value
ACD.UDP.Webserver.Address	localhost
ACD.UDP.MediaEventsListener.Address	localhost

Also, the udp send function must be correctly installed on the master database.

ACDClient2Test.exe https Configuration

The standard configuration of ACDClient2Test.exe is for http.

To run with https, please make the following changes to the configuration:

```
<bindings>
  <basicHttpBinding>
    <binding name="AcdAgentClientServiceV3ServiceSoapBinding" closeTimeout="00:01:00"
      openTimeout="00:02:00" receiveTimeout="00:10:00" sendTimeout="00:02:00"
      allowCookies="false" bypassProxyOnLocal="false" maxBufferPoolSize="524288"
      maxReceivedMessageSize="262144" useDefaultWebProxy="true">
      <!-- *** *** *** Add this section to require security on the transport layer *** *** *** -->
      <security mode="Transport">
        <transport clientCredentialType="None" />
      </security>
    </binding>
  </basicHttpBinding>
</bindings>
<client>
  <!-- *** *** *** Change the URL to https *** *** *** -->
  <endpoint address="https://acd-lb/CarrierPortal/AcdAgentClientServiceV3"
    binding="basicHttpBinding" bindingConfiguration="AcdAgentClientServiceV3ServiceSoapBinding"
    contract="ACDWebServiceV3.AcdAgentClientServiceV3" name="AcdAgentClientServiceV3Port" />
</client>
```