



WEBMETHODS CLOUDSTREAMS PROVIDER FOR TWILIO INSTALLATION AND USER'S GUIDE

Version 9.12 | April 2018

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1 Document Change History

Document revision date	Summary of changes
April 2018	First release of this document.

2 About this Guide

This guide describes how to configure and use webMethods CloudStreams Provider for Twilio. It contains information for administrators and application developers who want to interact with Twilio to manage Twilio entities.

To use this guide effectively, you should be familiar with:

- Twilio entities that you want to manage
- Twilio workflow and workflow configurations
- Terminology and basic operations of your operating system
- Setup and operation of the webMethods Integration Server
- Basic concepts and tasks of Software AG Designer

3 What is webMethods CloudStreams Provider for Twilio?

webMethods CloudStreams Provider for Twilio contains predefined CloudStreams connectors that you use to connect to Twilio. Using webMethods CloudStreams, you can configure the webMethods CloudStreams Provider for Twilio to programmatically make and receive phone calls and send and receive text messages using its web service APIs.

For more information about how to configure and use CloudStreams connectors with webMethods CloudStreams, see the *Administering webMethods CloudStreams* document available in the **webMethods** section of the [Software AG Documentation](#) web page.

3.1 What is a CloudStreams Connector?

A CloudStreams connector contains connections and services that you use to integrate with software as a service (SaaS) provider. The CloudStreams connector contains SaaS provider specific information, such as how to connect to a provider and the default and custom groups that you can configure. A CloudStreams connector is installed on Integration Server as an Integration Server package. When you start Integration Server for the first time, Integration Server dynamically creates the Integration Server document types for each of the out-of-the-box CloudStreams connectors installed with CloudStreams.

Each CloudStreams connector contains a *CloudStreams Connector Bundle* with all the assets required to enable the CloudStreams runtime to connect with the provider's back-end and to perform operations on the back-end. One of these assets is the *Cloud Connector Descriptor*, which contains:

- A reference to a metadata handler (SOAP or REST) that creates the data model representing the connector for a particular provider.
- Meta information that enables you to create the cloud connector's connections.
- The connector's SOAP operations or REST resources.

The type of a CloudStreams connector depends on the type of SaaS provider with which you communicate. The two types of connectors are as follows:

- If you communicate with a SOAP-based cloud application provider, you create cloud connections using a CloudStreams SOAP connector.
- If you communicate with a REST-based provider, you create cloud connections using a CloudStreams REST connector.

You can use Integration Server Administrator to load, manage, and use the CloudStreams connectors. For a list of tasks that you must do before you can use a CloudStreams connector, see [Managing CloudStreams Connectors](#).

3.2 What Is a Cloud Connection?

You can create one or more connections for a CloudStreams connector at design time to use in integrations. A cloud connector service uses a cloud connection to connect to a SaaS provider at run time. You must create and enable a cloud connection before you can create cloud connector services. The number of connections you create depends on your integration needs.

You can configure connections using Integration Server Administrator. For a list of tasks you must do before creating connections, see [Managing Cloud Connections](#). For more information about configuring cloud connections, see [Creating Cloud Connections](#).

3.2.1 Connection Pools

Integration Server includes a connection management service that dynamically manages connections and connection pools based on configuration settings that you specify for the connection. By default, connection pooling is enabled for all cloud connections that you create.

A connection pool is a collection of connections with the same set of attributes. Integration Server maintains connection pools in memory. Connection pools improve performance by enabling cloud connector services to reuse open connections instead of opening new connections for every service request. All cloud connector services use connection pooling.

3.2.2 Run-Time Behavior of Connection Pools

When you enable a connection, Integration Server initializes the connection pool, creating the number of connection instances you specified in the connection's *Minimum Pool Size* field when you configured the connection. Whenever a cloud connector service needs a connection, Integration Server provides a connection from the pool. If no connections are available in the pool, and the maximum pool size has not been reached, the server creates one or more new connections (according to the number specified in the *Pool Increment Size* field) and adds them to the connection pool. If the pool is full (as specified in the *Maximum Pool Size* field), the requesting service will wait for Integration Server to obtain a connection, up to the length of time specified in the *Block Timeout* field, until a connection becomes available. Periodically, Integration Server inspects the pool and removes inactive connections that have exceeded the expiration period that you specified in the *Expire Timeout* field.

If the connection pool initialization fails because of a network connection failure or some other type of exception, you can enable the system to retry the initialization any number of times, at specified intervals. For information about configuring connection pooling for connections, see [Creating Cloud Connections](#).

3.3 What Is a Cloud Connector Service?

A cloud connector service is an Integration Server service used to integrate an on-premise application with a SaaS application. At run time, the cloud connector service constructs and maps a SOAP or REST request from the service's input pipeline to an appropriate message builder. When the cloud application provider sends a response, the cloud connector service processes and maps the response and populates the output pipeline.

You may need to create more than one cloud connector service to integrate an on-premise application with a cloud application. The number of cloud connector services you need to create depends on the type of provider you are communicating with and the description in that provider's Cloud Connector Descriptor:

- If you are using a SOAP-based cloud application provider, you create at least one cloud connector service for each operation defined in the Cloud Connector Descriptor. The operations contain a reference to a SOAP operation, defined in the connector's WSDL. For example, for a “query” operation, you might create a cloud connector service to query accounts and another to query contacts.
- If you are using a REST-based provider, you create at least one cloud connector service for each REST resource.

Creating a cloud connector service consists of two high-level steps:

1. Create a cloud connector service using a wizard in Software AG Designer. In this step, you give the service a name, select a CloudStreams Connector associated with a cloud provider, specify the cloud connection pool alias, and select the cloud virtual service that you want the cloud connector service to invoke. For details, see [Creating a Cloud Connector Service](#).
2. Edit the cloud connector service using the service editor in Software AG Designer. In this step, you specify the operation of the service, the headers to include in the service, the input/output signature that determines how the user interacts with the service, and optional parameters to include in the input/output signature. For details about this step, see [Editing a Cloud Connector Service for a REST-Based Provider](#).

For more information about each type of CloudStreams connector requests, see [webMethods CloudStreams Provider for Twilio](#).

4 Installing and Uninstalling CloudStreams Provider for Twilio

For installation instructions, see the *webMethods CloudStreams Provider Installation Guide* available on the [Software AG Documentation](#) website.

5 Managing CloudStreams Connectors

You can manage CloudStreams connectors using Integration Server Administrator. You must do the following tasks to prepare to configure connectors.

To prepare to configure a connector

1. Install webMethods Integration Server, webMethods CloudStreams server, and webMethods CloudStreams Provider for Twilio on the same machine. For details, see the *Installing Software AG Products* guide and [Installing and Uninstalling CloudStreams Provider for Twilio](#).
2. Ensure that you have webMethods administrator privileges so that you can access the CloudStreams connector administrative screens. For information about setting user privileges, see *webMethods Integration Server Administrator's Guide*.
3. Start Integration Server and Integration Server Administrator if they are not already running.
4. Using Integration Server Administrator, ensure that the cloud connector packages are enabled. See *webMethods Integration Server Administrator's Guide* for instructions.

5.1 Enabling CloudStreams Connectors

You must enable a CloudStreams connector before you can create and manage cloud connections to integrate with the connector's SaaS provider. You enable CloudStreams connectors using Integration Server Administrator.

To enable a cloud connector

1. In Integration Server Administrator, go to **Solutions > CloudStreams > Providers**.
2. Click the name of your cloud application provider, for example, **Twilio**.
3. On the **Connectors** screen, click **No** in the Enabled column for the connector you want to enable for example, **Twilio**.

Integration Server Administrator enables the connector and displays **Yes** in the Enabled column.

5.2 Disabling CloudStreams Connectors

You can disable CloudStreams connectors using Integration Server Administrator. You need to disable a connector before you can configure its properties or delete it.

Note: You can disable a connector only if all its connections are disabled.

To disable a cloud connector

1. In Integration Server Administrator, go to **Solutions > CloudStreams > Providers**.
2. Click the name of your cloud application provider, for example, **Twilio**.
3. On the **Connectors** screen, click **Yes** in the **Enabled** column for the connector you want to disable for example, **Twilio**.

Integration Server Administrator disables the connector and displays **No** in the **Enabled** column.

5.3 Deleting CloudStreams Connectors

You can delete CloudStreams connectors using Integration Server Administrator.

Important! If you delete a connector, you can restore it only by reinstalling the connector.

To delete a cloud connector

1. In Integration Server Administrator, go to **Solutions > CloudStreams > Providers**.
2. Click the name of your cloud provider, for example, **Twilio**.
3. On the **Connectors** screen, ensure that the connector is disabled. To disable the connector, click **Yes** in the **Enabled** column, for example, **Twilio**.
4. Click the icon in the **Delete** column for the connector you want to delete.

Integration Server Administrator deletes the connector.

5.4 Configuring the Properties of CloudStreams Connectors

You can configure optional properties of a connector.

To configure the properties of a connector

1. In Integration Server Administrator, go to **Solutions > CloudStreams > Providers**.
2. Click the name of the cloud application provider you require, for example, **Twilio**.
3. On the **Connectors** screen, disable the connector you want to configure by clicking **Yes** in the **Enabled** column for that connector, for example, **Twilio**.
4. On the **Connectors** screen, click the icon in the **Configure** column.
5. On the **Connector Configuration** screen that appears, set the available properties for the connector as desired and click **Save**.

The properties are as follows:

Property	Description
Show connector document packages	<p>Hides/shows the document type packages that CloudStreams generated from the provider's WSDL or XSD.</p> <ul style="list-style-type: none"> • False (default): Hides the document type packages in the Software AG Designer user interface. • True: Shows the document type packages in the Software AG Designer user interface. You might want to show the document type packages during the development/testing phase for debugging purposes.

6. To view other details about the connector, click the icon in the **View** column on the **Connectors** screen.

The property settings take effect immediately.

6 Managing Cloud Connections

You can create and manage cloud connections for each CloudStreams connector using Integration Server Administrator. You must do the following tasks to prepare to configure connections.

To prepare to configure a connection

1. Install webMethods Integration Server, webMethods CloudStreams, and the webMethods CloudStreams Provider for Twilio on the same machine. For details, see the *Installing Software AG Products* guide and [Installing and Uninstalling CloudStreams Provider for Twilio](#).
2. Ensure that you have webMethods administrator privileges so that you can access the webMethods CloudStreams connector administrative screens. For information about setting user privileges, see *webMethods Integration Server Administrator's Guide*.
3. Start Integration Server and Integration Server Administrator if they are not already running.
4. Using Integration Server Administrator, ensure that the CloudStreams connector packages are enabled. See *webMethods Integration Server Administrator's Guide* for instructions.
5. Using Software AG Designer, create a user-defined package to contain connections, if you have not already done so. See *webMethods Service Development Help* for instructions.

6.1 Creating Cloud Connections

You can create cloud connections for the installed and enabled CloudStreams connectors using Integration Server Administrator. For information about how to prepare for creating cloud connections, see [Managing Cloud Connections](#).

To create a connection

1. In Integration Server Administrator, go to **Solutions > CloudStreams > Providers**.
2. Click the name of the cloud application provider you require, for example, **Twilio**.
3. In the **Connector Name** column on the **Connectors** screen, click the name of the CloudStreams connector for which you want to create a connection, for example **Twilio**.
4. On the **Connections** screen, click **Configure New Connection**.
5. On the **Configure Connection** screen, select in which view you want to create the connection:
 - **Basic view:** This is the default view. Use this view to configure standard parameters for a cloud connection.
 - **Advanced view:** Use this view to configure additional and optional parameters for a cloud connection.

6. Complete the following standard parameters:

Section	Field	Description
	Package	<p>The package in which to create the connection. You must create the package using Software AG Designer before you can specify it using this parameter. For general information about creating and managing packages, see the <i>Designer Service Development online help</i>.</p> <p>By default, the connection is created in the Integration Server Default package.</p> <hr/> <p>Note: It is recommended that you configure the connection in a user-defined package. The custom package that you create must have a dependency on the WmCloudStreams package.</p>
	Folder Name	The folder in which to create the connection. When the folder does not already exist in the package, Integration Server creates the folder automatically.
	Connection Name	The name of the new connection. Connection names cannot have spaces or use special characters reserved by Integration Server or Software AG Designer. For more information about the use of special characters in package, folders, and element names, see the <i>Designer Service Development online help</i> .
Connection Groups: Connection	Server URL	<p>The login endpoint to initiate communication with the SaaS provider.</p> <p>For example, for the webMethods CloudStreams Provider for Twilio version 1, the endpoint URL would be of the format: https://api.twilio.com/2010-04-01.</p>
Connection Groups: Basic	User Name	User name received from the app.
	Password	Password received from the app.
	Authorization Type	Basic

Section	Field	Description
Connection Management Properties	Enable Connection Pooling	Whether connection pooling is enabled for a connection. Valid values: <ul style="list-style-type: none">• true: Connection pooling is enabled for this connection.• false: Connection pooling is disabled for this connection. Default: true
	Initial Pool Size	The minimum number of connection objects that remain in the connection pool at all times, if connection pooling is enabled. When the connector creates the pool, it creates this number of connections. Default: 1
	Maximum Pool Size	The maximum number of connection objects that can exist in the connection pool if connection pooling is enabled. When the connection pool has reached its maximum number of connections, the connector will reuse any inactive connections in the pool, or, if all connections are active, it will wait for a connection to become available. Default: 10
	Pool Increment Size	The number of connections by which the pool will be incremented, up to the maximum pool size, if connection pooling is enabled and connections are needed. Default: 1

Section	Field	Description
	Block Timeout (msec)	<p>The number of milliseconds that Integration Server will wait to obtain a connection with the SaaS provider before the connection times out and returns an error.</p> <p>For example, you have a pool with Maximum Pool Size of 20. If you receive 30 simultaneous requests for a connection, 10 requests will be waiting for a connection from the pool. If you set the Block Timeout to 5000, the 10 requests will wait for a connection for 5 seconds before they time out and return an error. If the services using the connections require 10 seconds to complete and return connections to the pool, the pending requests will fail and return an error message stating that no connections are available.</p> <p>If you set the Block Timeout value too high, you may encounter problems during error conditions. If a request contains errors that delay the response, other requests will not be sent. This setting should be tuned in conjunction with the Maximum Pool Size to accommodate such bursts in processing.</p> <p>Default: 1000</p>
	Expire Timeout (msec)	<p>The number of milliseconds that an inactive connection can remain in the pool before it is closed and removed from the pool, if connection pooling is enabled.</p> <p>The connection pool will remove inactive connections until the number of connections in the pool is equal to the Initial Pool Size. The inactivity timer for a connection is reset when the connection is used by the connector.</p> <p>This setting should be tuned in conjunction with the Initial Pool Size to avoid excessive opening/closing of connections during normal processing.</p> <p>Default: 1000</p>

Section	Field	Description
	Startup Retry Count	<p>The number of times that the system should attempt to initialize the connection pool at startup if the initial attempt fails.</p> <hr/> <p>Note: The retry mechanism is invoked only when the connection is configured correctly, but the target server URL cannot be reached or a network issue occurs while attempting to initialize the connection.</p> <hr/> <p>Default: 0 (a single attempt)</p>
	Startup Backoff Timeout (sec)	<p>The number of seconds that the system should wait between attempts to initialize the connection pool. This value is ignored if Startup Retry Count is 0.</p> <p>Default: 10</p>
	Session Management	<p>The type of timeout for the connection session. Select the type of session management that fits the requirements of your SaaS provider backend. It is recommended that you set this field to idle if you want the CloudStreams server to manage the session.</p> <p>Valid values:</p> <ul style="list-style-type: none"> • none: The CloudStreams server does not manage session timeout. The session times out based on the settings of the SaaS provider backend. • idle: If no activity happens for the time specified in Session Timeout, the session times out. If the session is not idle (it is used actively), the session will not timeout. The CloudStreams server takes into account the idle timeout. For example, if the session is idle for the time specified in Session Timeout, the server renews the session before making the service call. • fixed: The session will timeout at a fixed time interval (specified in Session Timeout) irrespective of the session usage or current activity. The CloudStreams server renews the session as soon as the fixed timeout value expires.
	Session Timeout (min)	<p>The maximum number of minutes a session can remain active (in other words, how long you want the server to wait before terminating a session). The value should be equal to the session timeout value specified at the SaaS provider backend.</p>

7. If you selected **Advanced view**, complete the following fields in addition to the fields you configured in the **Basic view**:

Important! If you do not want to use **Advanced view**, skip this step and continue with *Step 8*.

Section	Field	Description
Connection Groups: Connection	Connection Timeout	<p>The number of milliseconds a connection waits before canceling its attempt to connect to the resource. If you specify 0, the connection waits indefinitely.</p> <hr/> <p>Important! It is recommended that you specify a value other than 0 to avoid using a socket with no timeout.</p> <hr/> <p>Default: 30000</p>
	Socket Read Timeout	<p>The number of milliseconds in which the client must read a response message from the server. If you specify 0, the connection waits indefinitely.</p> <hr/> <p>Important! It is recommended that you specify a value other than 0 to avoid using a socket with no timeout.</p> <hr/> <p>Default: 30000</p>
	Use Stale Checking	<p>Whether the connection performs additional processing to test if the socket is still functional each time the socket is used.</p> <p>Valid values:</p> <ul style="list-style-type: none"> • true: The connection tests the socket. • false: The connection does not test the socket. <hr/> <p>Note: The additional testing of the socket adds a little performance overhead.</p> <hr/> <p>Default: false</p>

Section	Field	Description
	Connection Retry Count	<p>The number of times the system should attempt to initialize the connection at startup if the initial attempt fails.</p> <p>The system retries to establish a connection when an I/O error occurs while sending the request message to the backend. If an I/O exception occurs when the system is reading a response back from the backend, the system will only retry if Retry on Response Failure is set to true.</p> <p>Default: 1</p>
	Retry on Response Failure	<p>Whether the system should attempt to resend the request when the response has failed, even though the request was sent successfully.</p> <p>Valid values:</p> <ul style="list-style-type: none"> • true: The system attempts to reestablish the connection. • false: The system does not attempt to re-establish the connection. <p>Default: false</p>
	Use TCP NoDelay	<p>Whether to use algorithm to reduce the number of packets that need to be sent over the network.</p> <p>Valid values:</p> <ul style="list-style-type: none"> • true: Do not optimize the bandwidth consumption. • false: Use Nagle's algorithm to optimize the socket usage. <p>Default: false</p>
	Socket Linger	<p>The number of seconds before a client socket closes.</p> <p>Valid values:</p> <ul style="list-style-type: none"> • -1: Use the Java VM default. • 0: Close the socket connection immediately. • <i>n</i> > 0: Wait for <i>n</i> seconds before closing the socket connection. <p>Default: -1</p>

Section	Field	Description
	Socket Buffer Size	The size of the read and write socket buffers in bytes. Default: 8192
	Socket Reuse Address	Whether the socket will be reused even if it is in the TIME_WAIT state because of a previous socket closure. Valid values: <ul style="list-style-type: none"> • true: The socket will be reused. • false: The socket will not be reused. Default: false
	Proxy Server Alias	The alias name of an enabled proxy server configuration on Integration Server that will be used to route the connection. Note: When the corresponding proxy server configuration on Integration Server is updated, the changes are detected automatically. You do not need to re-enable the connection to use the updated proxy server configuration.
	Trust Store Alias	The alias name of an Integration Server trust store configuration. The trust store contains trusted certificates used to determine trust for the remote server peer certificates. Note: Setting the Integration Server <code>watt.security.cert.wmChainVerifier.trustByDefault</code> property to “true” overrides the value in this field. In this case, the server will trust all remote server peer certificates. If you want to use the Trust Store Alias field, set the Integration Server <code>watt.security.cert.wmChainVerifier.trustByDefault</code> property to “false”.

Section	Field	Description
	Hostname Verifier	<p>The fully qualified classname of the Apache X509HostnameVerifier interface.</p> <p>Default: org.apache.http.conn.ssl.StrictHostnameVerifier</p> <p>When you configure strict hostname enforcement, the connection verifies whether the server certificate matches the server host. If you do not specify a value in this field, the connection uses the <code>org.apache.http.conn.ssl.AllowAllHostnameVerifier</code> that disables hostname enforcement.</p>

8. Click **Save**.

You must enable a cloud connection before you can use it. For information about how to enable a connection, see [Enabling Cloud Connections](#).

6.2 Enabling Cloud Connections

You must enable a cloud connection before you can use the CloudStreams connector associated with the cloud connection to create cloud connector services and integrate with the cloud application provider. You enable cloud connections using Integration Server Administrator.

Note: When you reload a package that contains enabled connections, the connections will automatically be enabled when the package reloads. If the package contains connections that are disabled, they will remain disabled when the package reloads.

To enable a connection

1. In Integration Server Administrator, go to **Solutions > CloudStreams > Providers**.
2. Click the name of the cloud application provider you require, for example, **Twilio**.
3. On the **Connectors** screen, click the **Connector Name** for the CloudStreams connector whose connection you want to enable, for example, **Twilio**.
4. On the **Connections** screen, click **No** in the **Enabled** column for the connection you want to enable.

Integration Server Administrator enables the cloud connection and displays **Yes** in the **Enabled** column.

6.3 Viewing Cloud Connections

You can view cloud connections and the parameters for each connection from the Integration Server Administrator.

Note: You can also view this information from the cloud connection editor in the **Service Development** perspective in Software AG Designer.

To view a connection

1. In the Integration Server Administrator, go to **Solutions > CloudStreams > Providers**.
2. Click the name of the cloud application provider you require, for example, **Twilio**.
3. On the **Connectors** screen, click the **Connector Name** for the CloudStreams connector whose connection you want to view.
4. On the **Connections** screen, click the icon in the **View** column for the connection you want to view.
5. On the **View Connection** screen, select in which view you want to view the connection parameters:
 - **Basic view:** This is the default. Use it to view the standard parameters for a cloud connection.
 - **Advanced view:** To view additional parameters for a cloud connection, click the **Advanced view** link.

The **View Connection** screen displays the parameters for the connection. For descriptions of the connection parameters, see the table of parameters in [Creating Cloud Connections](#).

6.3.1 Sorting and Filtering Connections

You can sort and filter the list of connections that appears on the **Connections** screen.

To sort and filter connections

1. To sort information on the **Connections** screen, click the **Up** and **Down** arrows in each column.
2. To filter the list of connections:
 - a. On the **Connections** screen, click **Filter Connections**.
 - b. Type the criterion by which you want to filter, into the **Filter criteria** box. Filtering is based on the connection alias. To locate all connections containing specific alphanumeric characters, use asterisks (*) as wildcards. For example, if you want to display all connections containing the string "abc", type *abc* in the **Filter criteria** box.
 - c. Click **Search**. The **Connections** screen displays the connections that match the filter criteria.
 - d. To redisplay all connections, click **Show All Connections**.

The **Connections** screen appears, listing all the current connections.

6.4 Disabling Cloud Connections

You can disable cloud connections when you want to edit or delete them using the Integration Server Administrator.

To disable a connection

1. In the Integration Server Administrator, go to **Solutions > CloudStreams > Providers**.
2. Click the name of the cloud application provider you require, for example, **Twilio**.
3. On the **Connectors** screen, click the **Connector Name** for the CloudStreams connector whose connection you want to disable.
4. On the **Connections** screen, click **Yes** in the **Enabled** column for the connection you want to disable.

Integration Server Administrator disables the connection and displays a **No** in the **Enabled** column.

6.5 Editing Cloud Connections

If a connection parameter changes, or if you want to redefine parameters that a connection uses when connecting to a cloud application provider, you can update a connection's parameters using the Integration Server Administrator.

To edit a connection

1. In Integration Server Administrator, go to **Solutions > CloudStreams > Providers**.
2. Click the name of the cloud application provider you require, for example, **Twilio**.
3. On the **Connectors** screen, click the **Connector Name** for the CloudStreams connector whose connection you want to edit, for example, **Twilio**.
4. Ensure that the connection is disabled before editing. To disable the connection, click **Yes** in the **Enabled** column. The **Enabled** column now shows **No** (disabled) for the connection.
5. On the **Connections** screen, click the **Edit** icon for the connection you want to edit. The **Edit Connection** screen displays the current parameters for the connection. Select the view in which you want to edit and update the connection's parameters by typing or selecting the values you want to specify.

For descriptions of the connection parameters, see [Creating Cloud Connections](#).

6. Click **Save Changes**.

6.6 Dynamically Changing a Cloud Service's Connection at Run Time

You can dynamically select the cloud connection a cloud service uses, to interact with a cloud application. You can run a cloud service using a cloud connection other than the default connection that was associated with the cloud service when the service was created. This feature enables one cloud service to interact with multiple, similar cloud applications.

To override the default cloud connection, you must code your flow to pass a value through the pipeline into a service's `$connectionAlias` field.

6.7 Copying Cloud Connections

You can copy an existing cloud connection to configure a new connection with the same or similar connection properties without having to retype all of the properties for the connection. You copy cloud connections using the Integration Server Administrator.

To copy a connection

1. In Integration Server Administrator, go to **Solutions > CloudStreams > Providers**.
2. Click the name of the cloud application provider you require, for example, **Twilio**.
3. On the **Connectors** screen, click the **Connector Name** for the CloudStreams connector whose connection you want to copy.
4. On the **Connections** screen, click the **Copy** icon for the connection you want to copy. The **Copy Connection** screen displays the current parameters for the connection you want to copy.
5. Name the new connection, specify a package name and folder name, and edit any connection parameters as needed by typing or selecting the values you want to specify.

For descriptions of the connection parameters, see [Creating Cloud Connections](#).

6. Click **Create**.

6.8 Deleting Cloud Connections

You can delete cloud connections using the Integration Server Administrator.

To delete a connection

1. In the Integration Server Administrator, go to **Solutions > CloudStreams > Providers**.
2. Click the name of the cloud application provider you require, for example, **Twilio**.
3. On the **Connectors** screen, click the **Connector Name** for the CloudStreams connector whose connection you want to delete, for example **Twilio**.
4. Ensure that the connection is disabled before deleting. To disable the connection, click **Yes** in the **Enabled** column. The **Enabled** column now shows **No** (disabled) for the connection.
5. Click the **Delete** icon for the connection you want to delete.

Integration Server deletes the cloud connection.

7 Managing Cloud Connector Services

You can create and manage cloud connector services using Software AG Designer.

Keep the following points in mind when creating a cloud connector service:

- Before you create a cloud connector service, ensure that the CloudStreams connector associated with your desired cloud application provider is installed. Also ensure that a cloud connection pool is created for that connector.
- You should create at least one cloud connector service for each REST resource. For more information about REST resources, see [webMethods CloudStreams Provider for Twilio](#).

7.1 Creating a Cloud Connector Service

You can create a cloud connector service using Software AG Designer.

To create a cloud connector service

1. Open the **Service Development** perspective in Software AG Designer if it is not already open.
2. Navigate to and expand the package in which you want the cloud connector service to reside. Right-click the folder in which you want to create the service and select **New > Cloud Connector Service**.

Software AG Designer displays the **New Cloud Connector Service** wizard.

3. On the **Cloud Connector Service** page of the wizard, in the **Element name** field, type the name you want to assign to the cloud connector service and click **Next**.
4. On the **Connector** page of the wizard, select the CloudStreams Connector associated with the cloud application provider you want to access and click **Next**.

Tip! If the list of available connectors is long and you know the name of the connector you want to use, you can locate the connector quickly by typing its name in the box below **Available Connectors**. You can also use this technique when selecting the connection pool and service in the next steps.

5. On the **Connection Pool** page of the wizard, select the connection pool for connecting to the cloud application provider and click **Next**.
6. On the **Select Service** page of the wizard, select the cloud virtual service that you want the cloud connector service to invoke.

Note: If only one cloud virtual service is available to select, this page will not appear.

7. Click **Finish**.
8. Software AG Designer creates the cloud connector service and displays the service details in the cloud connector service editor.

7.2 Editing a Cloud Connector Service for a REST-Based Provider

Editing a cloud connector service for a REST-based provider consists of specifying the resource, the type of processing for requests or responses, the headers to include in the service, the input/output signature that determines how the user interacts with the service, default values for parameters included in the input/output signature, and descriptive comments or usage notes, if any. You can edit a cloud connector service using the service editor in Software AG Designer.

Keep the following points in mind when editing a cloud connector service:

- Before you edit a cloud connector service, create the service as described in [Creating a Cloud Connector Service](#).
- webMethods CloudStreams provides a default connector virtual service for policy enforcements, called *WmCloudStreams.RestVS*. If this service does not meet the needs of your CloudStreams project, ensure that an appropriate connector virtual service has been created for your project. For more information about CloudStreams connector virtual services, see *Administering webMethods CloudStreams*.
- In pipeline, document, and input/output validation, the data validation applies constraints to its variables. Constraints are the restrictions on the structure or content of variables. For more information about icons for constrained variables, see [Viewing the Constraints Applied to Variables](#).

To edit a cloud connector service for a REST-based provider

1. Open **Software AG Designer** if it is not already open.
2. Navigate to and open the cloud connector service you created in [Creating a Cloud Connector Service](#). The service opens in the cloud connector service editor.
3. On the **Resource** tab, do the following:
 - a. From the **Connector Virtual Service** list, select the connector virtual service to be used for policy enforcements. For more information about CloudStreams connector virtual services, see the *Administering webMethods CloudStreams* document.
 - b. Click  next to **Resource Name**. Software AG Designer displays the **Resource and Business Object Configuration** wizard.
 - c. Select the REST resource you want the cloud connector service to process, and then click Next. When you change a resource, Software AG Designer clears all the metadata that were associated with the previously selected resource, including the headers, parameters, and data types of fields. You can select the metadata that the updated resource requires in the next steps.

Note: Software AG Designer displays the appropriate pages of the Resource and Business Object Configuration wizard depending on whether the selected resource requires metadata, such as a business object, fields, and data types of fields.

- d. In the **Select the Business Object** page, select a business object and click Next.
- e. In the **Select Fields** page, specify the fields or parameters to use in the request/ response body for the object. The mandatory fields or parameters for the business object are selected by default, and cannot be cleared.

- f. If you want to configure concrete types for the abstract types in the resource you selected, click Next. If the resource you selected does not have any abstract type field, click Finish.
- g. In the **Configure Data Types of Fields** page, select a value from the list of values next to the abstract type to configure concrete types for the abstract types in the resource.
- h. Click Finish. Software AG Designer displays a confirmation message. Click OK to update the resource. Software AG Designer replaces the existing resource and associated metadata with the updated or default information.
- i. In the **Request Processing** section, select an appropriate parsing type. The parsing type determines how the service accepts the input.

Option	Meaning
Document	Builds the request message as an IS document type. Select this option when the provider's XML file includes a schema or specification describing the content of the request.
Binary Stream	Builds the request message as a binary stream. Select this option when you expect the pipeline to contain an input stream for which no document type exists or when it is not practical to provide a schema description of the content.

Note: If the resource you selected does not contain any requests or responses, the Request Processing or Response Processing fields are not available.

- j. In the **Response Processing** section, select an appropriate serialization type. The serialization type constructs the cloud connector service's output signature and determines how the cloud connector service should return data to the user.

Option	Meaning
Document	Formats the response message as an IS document type. Select this option when the provider's XML file includes a schema or specification describing the content of the response.
Binary Stream	<p>Formats the response message as a binary stream. Select this option when you expect the pipeline to contain an output stream for which no document type exists or when it is not practical to provide a schema description of the content.</p> <p>Note: This option works in conjunction with the response's parsing type property. If you select Stream as the response's serialization type, Software AG Designer also selects Stream as the response's parsing type.</p>

Note: If the resource you selected does not contain any requests or responses, the Request Processing or Response Processing fields will not be available.

4. On the **Headers** tab, Software AG Designer displays the default HTTP transport headers for the resource, along with their default values. At run time, while processing the headers, CloudStreams substitutes values, if necessary. In order to customize the headers, do the following:
- To specify a default value for the header variable, click the **Default Value** box to the right of the variable and type or paste the new value. If the variable is null in the input pipeline, this value will be used at run time. If the variable has an existing default value defined in the Cloud Connector Descriptor, this value will overwrite the existing value at run time. However, if the existing default value is of type *fixed default*, overwrite will fail as mentioned earlier.
 - To add a custom header to the service's input pipeline, in the **Input** section of the tab, click . Type a name for the header and provide a default value if desired.
 - To move a header up in the list, select the header and click . To move a header down in the list, select the header and click .
 - To include a header as part of the service signature, select the **Active** check box next to the header.
 - To delete a custom header that you added, select the header and click .

Note: You cannot delete the resource's required headers.

- f. Repeat the above steps in the **Output** section of the tab to select the HTTP transport protocol headers whose contents you want to add to the service's output pipeline.

Note: A provider's response headers appear in the pipeline signature only if they are added as active output headers in the **Output** section. Any unspecified headers returned by the native provider will not be included in the pipeline.

5. On the **Parameters** tab, Software AG Designer displays the configured resource parameters. In order to customize the parameters, do the following:
 - a. Review the details about the resource parameters. Software AG Designer displays the parameter name and description, the data type used to represent the kind of information the parameter can hold, the parameterization style of the request, and the dynamic default value needed to access the resource.

Currently, three parameter styles are supported: *URI_CONTEXT*, *QUERYSTRING_PARAM*, and *CFG_PARAM*.

For more information about the supported parameter styles, see the section *Understanding REST Parameters* in the *Administering webMethods CloudStreams* document.

- b. To specify a default value for the parameter, click the **Default Value** box to the right of the parameter. Then, type or paste the default value. The default value is used at run time, if the parameter value is not explicitly specified in the input pipeline. Also, this default value will overwrite any existing default value that is defined in the Cloud Connector Descriptor, at run time. However, if the existing default value is of type *fixed default*, overwrite will fail as mentioned earlier.

Note: You cannot specify a default value for a parameter with data type as *Record*.

6. On the **Input/Output** tab, do the following:
 - a. To have the server validate the input to the service against the service input signature, select the **Validate input** check box.
 - b. To have the server validate the output to the service against the service output signature, select the **Validate output** check box.
 - c. Review the service's input and output signature and make any necessary changes as follows:

To change the...	Go to the...
List of headers in the requestHeaders or responseHeaders section, or their default values	Headers tab
Default value of a parameter in the parameters section, or their default values	Parameters tab

The **requestBody** and **responseBody** sections are derived from the REST resource you selected on the **Resource** tab. The value of *\$connectionAlias* is derived from the connection pool you specified when you first created the cloud connector service. The status, statusMessage, and fault values are derived from the resource response. You cannot change these values in the editor.

7. On the **Logged Fields** tab, do the following:
 - a. Select the check boxes next to the fields you want to log at run time.
 - b. If you want to create an alias for a logged field to make it easier to locate in Software AG Designer, click the **Alias** box next to a field and type the alias name.

For more information about logged fields, see the section on logging input and output fields in Software AG Designer.

8. On the **Summary** tab, review the details about the cloud connector service.

9. On the **Comments** tab, enter descriptive comments or usage notes, if any.
10. Click **File > Save** to save your changes.

7.2.1 Viewing the Constraints Applied to Variables

Software AG Designer displays small symbols next to a variable icon to indicate the constraints applied to the variable. Software AG Designer displays variables in the following ways:

Variable	Constraint Status	Variable Properties
 String	Required field.	The Required property is set to True.
 String	Optional field.	The Required property is set to False.
 String	Required field with content type constraint.	The Content type property specifies an IS schema or XML schema.
 String	Optional field with content type constraint.	The Required property is set to False, and the Content type property specifies an IS schema or XML schema.
 String	Required field with default value.	The Fixed property is set to False, and the defaultValue property specifies a default value. The variable has a default value, but you can override this default value with any other valid values while executing the service or mapping the variables.
 String	Required field with fixed value.	The Fixed property is set to True, and the defaultValue property specifies a null value. The variable has a null value assigned to it by default and you cannot override this value. You cannot map this variable to another variable or assign any input values to this variable during service execution.
 String	Required field with fixed default value.	The Fixed property is set to True, and the defaultValue property specifies a default value. The variable has a default value and you cannot override this value. You cannot map this variable to another variable or assign any input values to this variable during service execution.

8 webMethods CloudStreams Provider for Twilio

8.1 Overview

The following sections describe only the basic information you need to design or use the REST resources supported with the webMethods CloudStreams Provider for Twilio.

For detailed information about each REST resource, see the Twilio documentation.

8.2 Connector Details

The connector details include:

- **SaaS Provider:** Twilio
- **Connector Name:** Twilio
- **API Version:** 2010-04-01
- **API Type:** REST
- **Developer:** Software AG
- **Group:** Twilio
- **CloudStreams Minimum Version Compatibility:** 9.12
- **Provider Package Name:** WmTwilioProvider

8.3 Manage Twilio Connections

Twilio REST APIs use **basic authorization**. The user name and password is passed when you invoke any of the REST API endpoints.

8.4 REST Resources

8.4.1 Request and Response Processing

The cloud connector contains the expected Request and Response default values for each of the REST resources. When you create a Cloud Connector Service in Software AG Designer, you either use the default values (recommended when you are not sure what values are required) or select Request and Response values from a drop-down list.

For CloudStreams connector, the request and response processing type can be set to either **Document** or **Binary Stream**. See [Editing a Cloud Connector Service for a REST-Based Provider](#) for more information on setting **Request Processing** and **Response Processing** types.

8.4.2 Supported Resources

The following sections describe the REST resources supported by the webMethods CloudStreams Provider for Twilio. For detailed information about the underlying REST resources, see the Twilio documentation.

Name	Path	Request Method	Description
Account			
listAllAccounts	/Accounts	GET	Lists all the accounts.
createSubaccount	/Accounts	POST	Creates new subaccounts.
getAccountBySid	/Accounts/{AccountSid}	GET	Retrieves accounts or subaccounts by Sid.
Addresses			
listAddresses	/Accounts/{AccountSid}/Addresses	GET	Lists all the addresses.
getAddressBySid	/Accounts/{AccountSid}/Addresses/{AddressSid}	GET	Gets an address by address Sid.
createAddress	/Accounts/{AccountSid}/Addresses	POST	Creates a new Address within your account.
updateAddress	/Accounts/{AccountSid}/Addresses/{AddressSid}	POST	Updates the address of given AddressSid.
deleteAddress	/Accounts/{AccountSid}/Addresses/{AddressSid}	DELETE	Deletes this address from your account
listDependentPhoneNumbers	/Accounts/{AccountSid}/Addresses/{AddressSid}/DependentPhoneNumbers	GET	Returns a list of IncomingPhoneNumbers on your account that requires the specified address.
Application			
listApplications	/Accounts/{AccountSid}/Applications	GET	Retrieves all the Applications associated with the Account.
createApplication	/Accounts/{AccountSid}/Applications	POST	Creates an Application.
getApplicationBySid	/Accounts/{AccountSid}/Applications/{ApplicationSid}	GET	Retrieves a single application by Sid.
updateApplication	/Accounts/{AccountSid}/Applications/{ApplicationSid}	POST	Updates an application.
deleteApplication	/Accounts/{AccountSid}/Applications/{ApplicationSid}	DELETE	Deletes an application.
AvailablePhoneNumbers			

Name	Path	Request Method	Description
listAvailable-PhoneNumbers	/Accounts/{AccountSid}/AvailablePhoneNumbers	GET	Returns a list of available phone numbers.
listAvailableLocal-PhoneNumber	/Accounts/{AccountSid}/AvailablePhoneNumbers/{IsoCountryCode}/Local	GET	Returns a list of local Available-PhoneNumber resource representations.
listAvailableTollFree-PhoneNumber	/Accounts/{AccountSid}/AvailablePhoneNumbers/{IsoCountryCode}/TollFree	GET	Returns a list of TollFree Available-PhoneNumber resource representations.
listAvailableMobilePhoneNumber	/Accounts/{AccountSid}/AvailablePhoneNumbers/{IsoCountryCode}/Mobile	GET	Returns a list of Mobile Available-PhoneNumber resource representations.
Calls			
listAllCalls	/Accounts/{AccountSid}/Calls	GET	Lists all the calls.
getCallById	/Accounts/{AccountSid}/Calls/{CallSid}	GET	Lists calls by its Id.
deleteCall	/Accounts/{AccountSid}/Calls/{CallSid}	DELETE	Deletes call details.
makeCall	/Accounts/{AccountSid}/Calls	POST	Makes a call.
Call Feedback			
getFeedBack	/Accounts/{AccountSid}/Calls/{CallSid}/Feedback	GET	Gets feedback for a specific call.
createFeedBack	/Accounts/{AccountSid}/Calls/{CallSid}/Feedback	POST	Creates feedback for a call.
createFeedback-Summary	/Accounts/{AccountSid}/Calls/FeedbackSummary	POST	Creates feedback for summary.
retrieveFeedback-Summary	/Accounts/{AccountSid}/Calls/FeedbackSummary/{FeedbackSummarySid}	GET	Gets feedback for a specific call.
deleteFeedback-Summary	/Accounts/{AccountSid}/Calls/FeedbackSummary/{FeedbackSummarySid}	DELETE	Deletes Feedback-Summary from your account.
Conference			

Name	Path	Request Method	Description
getConferenceById	/Accounts/{AccountSid}/Conferences/{ConferenceSid}	GET	Gets conference By Id.
listConference	/Accounts/{AccountSid}/Conferences	GET	Lists a conference.
endConferenceById	/Accounts/{AccountSid}/Conferences/{ConferenceSid}	POST	Ends conference by Id.
participantsOfAConference	/Accounts/{AccountSid}/Conferences/{ConferenceSid}/Participants	GET	Lists participants of a conference.
getParticipantById	/Accounts/{AccountSid}/Conferences/{ConferenceSid}/Participants/{CallSid}	GET	Lists participants of a conference by Id.
updateStatusOfAParticipant	/Accounts/{AccountSid}/Conferences/{ConferenceSid}/Participants/{CallSid}	POST	Updates the status of a participant.
deleteParticipant	/Accounts/{AccountSid}/Conferences/{ConferenceSid}/Participants/{CallSid}	DELETE	Deletes a participant.
IncomingPhoneNumbers			
listIncomingPhoneNumbers	/Accounts/{AccountSid}/IncomingPhoneNumbers	GET	Lists all incoming phone numbers.
createNewPhoneNumber	/Accounts/{AccountSid}/IncomingPhoneNumbers	POST	Creates a new phone number.
getPhoneNumberById	/Accounts/{AccountSid}/IncomingPhoneNumbers/{IncomingPhoneNumberSid}	GET	Retrieves a single phone number.
updateIncomingPhoneNumbers	/Accounts/{AccountSid}/IncomingPhoneNumbers/{IncomingPhoneNumberSid}	POST	Updates incoming phone numbers.
filterIncomingPhoneNumbers	/Accounts/{AccountSid}/IncomingPhoneNumbers	GET	Filters incoming phone numbers.
Messages			
listAllMessages	/Accounts/{AccountSid}/Messages	GET	Returns a list of messages associated with your account.
sendMessage	/Accounts/{AccountSid}/Messages	POST	Sends a message.
redactMessageById	/Accounts/{AccountSid}/Messages/{MessageSid}	POST	Redacts an individual SMS or MMS message.
getMessageById	/Accounts/{AccountSid}/Messages/{MessageSid}	GET	Retrieves an individual SMS or MMS message.
deleteMessage	/Accounts/{AccountSid}/Messages/{MessageSid}	DELETE	Deletes this message from your account.

Name	Path	Request Method	Description
listMedia	/Accounts/{AccountSid}/Messages/{MessageSid}/Media	GET	Returns a list of media associated with your account.
getMediaById	/Accounts/{AccountSid}/Messages/{MessageSid}/Media/{MediaSid}	GET	Returns a list of media associated with your account.
deleteMedia	/Accounts/{AccountSid}/Messages/{MessageSid}/Media/{MediaSid}	DELETE	Deletes the media associated with your account.
Outgoing Caller IDs			
listOutgoing-CallerIDs	/Accounts/{AccountSid}/OutgoingCallerIds	GET	Lists all outgoing caller IDs.
addNewCallerId	/Accounts/{AccountSid}/OutgoingCallerIds	POST	Adds a new caller Id for your account.
getCallerById	/Accounts/{AccountSid}/OutgoingCallerIds/{OutgoingCallerIdSid}	GET	Gets outgoing caller ID details.
updateCallerInfo	/Accounts/{AccountSid}/OutgoingCallerIds/{OutgoingCallerIdSid}	POST	Updates caller information.
deleteCaller	/Accounts/{AccountSid}/OutgoingCallerIds/{OutgoingCallerIdSid}	DELETE	Deletes this caller from your account.
Queues			
listQueues	/Accounts/{AccountSid}/Queues	GET	Lists all queues within your account.
createQueue	/Accounts/{AccountSid}/Queues	POST	Creates a new queue.
getQueueById	/Accounts/{AccountSid}/Queues/{QueueSid}	GET	Gets queue by its Id.
updateQueue	/Accounts/{AccountSid}/Queues/{QueueSid}	POST	Updates a new queue.
getMember-sofQueue	/Accounts/{AccountSid}/Queues/{QueueSid}/Members	GET	Gets members of a queue.
deleteQueue	/Accounts/{AccountSid}/Queues/{QueueSid}	DELETE	Deletes this queue from your account.
Recording			
getRecordingByIdInXML	/Accounts/{AccountSid}/Recordings/{RecordingSid}	GET	Retrieves the recording in XML format.
deleteRecordingById	/Accounts/{AccountSid}/Recordings/{RecordingSid}	DELETE	Deletes a recording based on the recording ID.
getAllRecord-	/Accounts/{AccountSid}/Recordings	GET	Retrieves all the re-

Name	Path	Request Method	Description
ingsForAccount			cordings for the specified account.
getAllRecordingsForCall	/2010-04-01/Accounts/{AccountSid}/Calls/{CallSid}/Recordings	GET	Retrieves all the recordings for the specified Call ID.
Usage Records			
getAllRecords	/Accounts/{AccountSid}/Usage/Records	GET	Retrieves all usage records.
getRecords-BySubresource	/Accounts/{AccountSid}/Usage/Records/{Subresource}	GET	Retrieves all usage records based on a subresource.
Usage Trigger			
getAU-sageTrigger	/Accounts/{AccountSid}/Usage/Triggers	GET	Returns a list of UsageTrigger resource representations.

8.5 Usage Notes

8.5.1 Update/Update Custom Object Data Call

- DedupeBy field: While making an update call, select one option from the drop-down list for the “dedupe by” field. (Default: dedupeFields).
- If you select the idField as DedupeBy, select TwilioGUID or Id field and not any external id.
- If you select dedupeField as DedupeBy, then you cannot select the TwilioGUID or Id field.

8.5.2 Query Call

- After the first call of a query resource, if you get nextPageToken in the result, go to the “parameter” section of the same resource and select the “nextPageToken” field. After that you can run that resource and provide the “nextPageToken” as input to get the next set of results.
- For the Lead object, the back end returns more than 300 fields. However when you do a query call by selecting all the fields, it sends the 500 error code (Target server failed to respond). Hence it is recommended to select less fields.

8.5.3 Remove Leads from List Call

Currently, you can remove only a single lead from the list id because the CloudStreams engine does not support the DELETE method with request body and multiple queryStringParameter, for example, ?id=1&id=2&id=3.

9 FAQ and Troubleshooting

I come across network connectivity related issues, for example, IO and read timeout, while enabling a connection or executing a service.

These errors may be due to network connectivity issues, which can be handled by observing the following guidelines:

- If your company has the proxy server configured, set up the proxy settings in the **Integration Server Administrator**. Go to **Settings > Proxy Servers** and specify the proxy alias in the respective Connector Connection page. If you have already configured that alias as the default proxy for **Integration Server**, you do not need to specify the proxy alias in the Connector Connection page. If you have not configured any proxy alias as the default proxy, then you must explicitly set the proxy alias name in the CloudStreams connection page in the **Proxy Server Alias** field.
- In case the network is slow or the backend processing takes longer than usual, increase the **Connection Timeout** and the **Socket Read Timeout** values.

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