

HOWTO: Move Service Desk Manager SOAP Web Services to another tomcat instance

Purpose:

In some case when you have an overload of the standard tomcat instance that is running pdmweb , the daemon repository and the SOAP Web Services, you may want to move the SOAP Web Service to another tomcat instance in order to reduce that load and risk of tomcat crash that will impact the overall application.

This is to be used as a workaround and temporary solution only as any upgrade/patches from CA will not take this in consideration

REST Web Services must be the preferred method to be used vs. SOAP when possible.

When client size and budget permit this is recommended to setup a secondary server dedicated to web Services instead of using this workaround.

In the example below we will set another AXIS instance into the tomcat instance used for REST but this method can be applied to others like SA or Visualizer

Implementation:

1/ Stop SDM using command line

```
net stop pdm_daemon_manager
```

2/ Copy the shared folder from:

```
\bopcfg\www\CATALINA_BASE
```

Into:

```
\bopcfg\www\CATALINA_BASE_REST
```

3/ Copy the AXIS folder from:

```
\bopcfg\www\CATALINA_BASE\webapps
```

Into:

`\bopcfg\www\CATALINA_BASE_REST`

4/ Search for the `shared.loader=` line in

`\bopcfg\www\CATALINA_BASE_REST\conf\catalina.properties`

And append the below in bold after the equal sign in order declare your shared resource to catalina:

`shared.loader=${catalina.base}/shared/lib/*.jar,`

5/ Start SDM using command line:

`Net start pdm_daemon_manager`

TESTING:

Using SOAP UI connect to SOAP Web Services on the port defined for REST and try a login request.

If response is returned by the Web Service you have successfully moved Web service to another Tomcat instance

**** Remember to configure your application consuming you Web Service to use the newly instance by changing the port to the one used by REST. With the exception of the port the URL may remain unchanged.**

i.e. change from 443 to 6443

Important Note:

Each time a patch related to SOAP Webservice is applied to the SDM instance, the Shared and AXIS folder will need to be copied back using the procedure above for the patch to be applied there too.