

WebServices SOAP API - Troubleshooting Deserialize Errors

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Example of error:

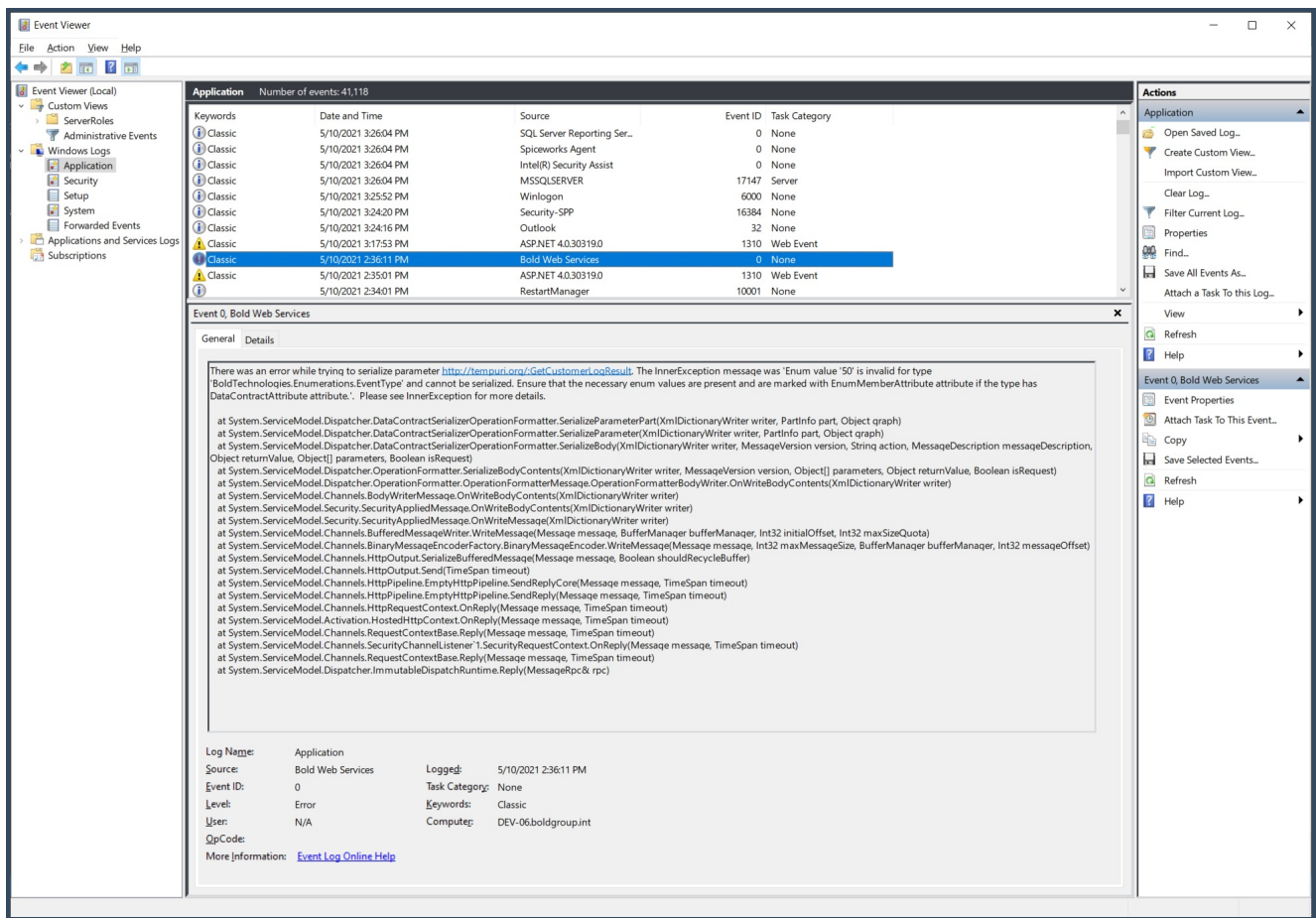
Development - 5-11-2021: Webservices SOAP API data error from CustomerService.svc (v2.1.21)

Issue:

You may get an error retrieving site activity - Exception: The formatter threw an exception while trying to deserialize the message: There was an error while trying to deserialize parameter <http://tempuri.org:/GetCustomerLogResult>.

Troubleshooting

When this type of issue is encountered and you have already verified that the BoldNet (Silverlight) WebServices SOAP API is installed and updated correctly, the Windows Event Viewer > Windows Logs > Application log on the IIS server can sometimes provide great details as to the source of the issue:



You'll see in the details here that the issue's source is "Enum value '50' is invalid for type 'BoldTechnologies.Enumerations.EventType' and cannot be serialized." This indicates that an Activity Log row with an EventType (EVTYPE) of 50 is present in the data being requested and it can't be serialized.

Possible Solution

- Their BoldNet (Silverlight)/WebServices SOAP API is too old and needs to be updated to match the rest of the system.
- Their custom project needs its' Service References updated (perhaps they recently upgraded and this started happening.)
- There may be legitimate missing enumerations in the WebServices SOAP API that the core of Manitou is using and Development needs to update the WebServices source code properly and correct the issue. If this is the case, the customer will likely also need to update their custom project's Service Reference against their BoldNet (Silverlight)/WebServices SOAP API after it has been updated with the fix from Development.

Overview of updating Service References in custom Visual Studio projects that utilize our WebServices SOAP API:

This is for informational purposes only, the Customer (or their own developer) is responsible for updating service references on their custom API projects. The screenshot below shows what a Customer's developer needs to do in order to update their project's Service Reference in a typical Visual Studio project. The process is essentially the same in VS2010, VS2013, VS2017, VS2019, Updating Service References causes Visual Studio to query the web service(s) the project is pointed at and rebuilds the project's service reference interface definitions.

