

Troubleshooting API Management

Troubleshooting API Management from 23.2

Error Message / Problem	Possible Reason	Solution	Further Information
You cannot re-register a client (version).	<ul style="list-style-type: none">It is not allowed to delete contracts if the client has been modified.It is not allowed to re-register a client version that contains a contract with a retired API	<ul style="list-style-type: none">Unregister the client.Delete the contract.Re-register the client.	<ul style="list-style-type: none">Registering a Client
You cannot delete a contract.	It is not allowed to delete contracts if the client has been modified.	<ul style="list-style-type: none">Check if the client is question is in state Unpublished Changes.Check if you are able to register (or re-register the client).	<ul style="list-style-type: none">Registering a Client

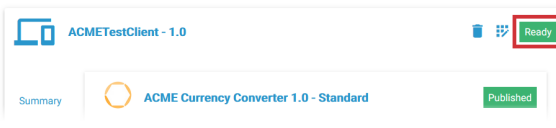
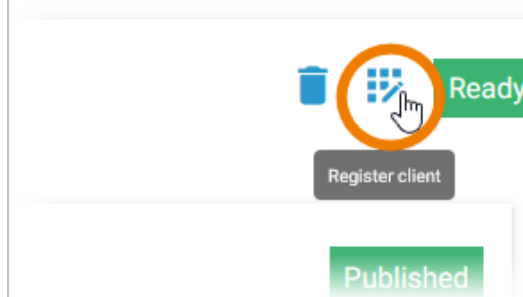
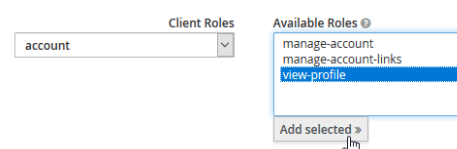
On this Page:

- [Troubleshooting API Management from 23.2](#)
- [Troubleshooting API Developer Portal](#)
- [Troubleshooting API Management up to 23.1.1](#)
- [Still Need Help?](#)

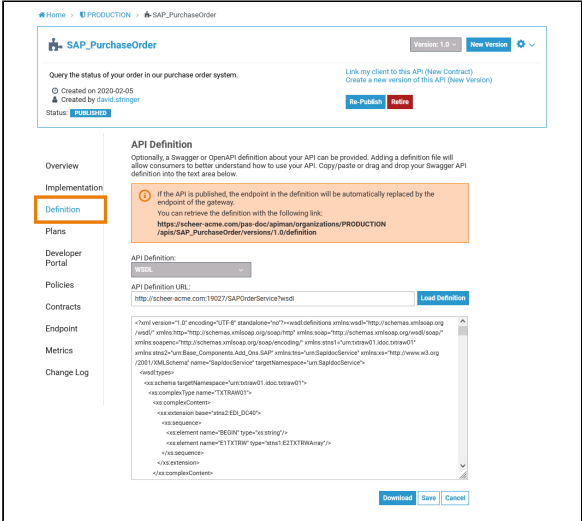
Related Documentation:

- [API Management Guide](#)
- [Administration Guide](#)

Troubleshooting API Developer Portal

Error Message / Problem	Solution
<p>A client in your My Clients tab of the API Developer Portal is marked as Ready, while it must be Registered to use it.</p> 	<p>If a client is not yet registered, you will find the icon Register. Click it to register the client.</p> 
<p>The Developer portal shows no data. The network tab from the development tools of your browser (accessible via F12) displays:</p> <ul style="list-style-type: none">GET https://api.scheer-acme.com/pas/keycloak/relams/PAS/account 403The user profile could not be loaded.	<p>The current user is missing client role view-profile from the the following:</p> <ol style="list-style-type: none">1. Login to Keycloak.2. Select Users from the menu of the Apiman realm.3. Click View all users.4. Click Edit on the affected user.5. Switch to tab Role Mappings.6. Select account from drop-down box Client Roles.7. If the user has no view-profile role assigned, select the view-profile role. 

Troubleshooting API Management up to 23.1.1

Error Message / Problem	Solution	Example	Further Information
<p>Failed to register client.</p>	<p>Remove the old contract (API version 1.0). Afterwards, you will be able to re-register your client.</p> <p>Best Practice</p> <p>If you break the contract to API version 1.0, the end user will not be informed anymore that the API has been retired. Instead he will get the following if accessing API version 1.0:</p> <pre>{ "responseCode": 404, "message": "No contract found between Client Test-Client and Test-API." }</pre> <p>Thus, we recommended to create a new version of the client and register the new client to the new version of the the API.</p>	<p>This is mostly caused by the fact that a contract to an API that has been retired.</p> <p>Imagine you have a contract to an API in version 1.0. After retiring the API, the contract is still active. The end user will get a message like this:</p> <pre>{ "responseCode": 410, "message": "API Test-API in Organization RD has been retired." }</pre> <p>This will lead to the mentioned error: Failed to register client.</p>	<ul style="list-style-type: none"> Registering a Client Creating a Contract Retiring an API
<p>The API requires an API-Key header. This header is not passed from Swagger UI to the API because it is replaced automatically with the X-API-Key required for API Management.</p>	<p>Use the API-Key-Policy to make API Management pass the API-Key to the API. Refer to API Key to read more about how to configure this policy.</p>		<ul style="list-style-type: none"> Policies API Key
<p>You have imported a BRIDGE xUML service via the API Catalog. You know that the WSDL of a service is accessible on the BRIDGE via a link something like <service link>?wsdl. You try to use this method with API Management, and you add ?wsdl to the API endpoint of the service.</p>	<p>The service's WSDL is also imported from the catalog, namely to the API definition of the service. You can access the WSDL via the dedicated link provided by API Management (see orange box).</p> 		<ul style="list-style-type: none"> Importing APIs

Still Need Help?

- First of all you can consult our [complete technical documentation](#). The documentation is divided into several guides:

- an [API Management User's Guide](#)
You can search this documentation using the search box on the left, in top of the content tree.
 - [Installation Guides](#) for all modules
2. If you can't solve your problem with help of the documentation, you can file a ticket to our support team at support@scheer-pas.com.
All mails to our support mailbox will open a ticket in our service desk.
Optionally, you may use our [service desk portal](#). There, you can manage your tickets and raise new support requests. Using the portal requires you to register your email address, which will not take much time.
 3. To help you with your problem, our Support team needs some information on your software and environment. Please refer to [Information to Include in a Support Request](#) for more details on this.