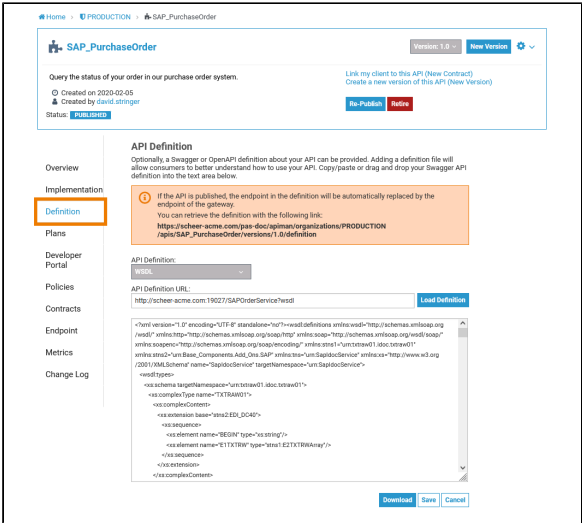

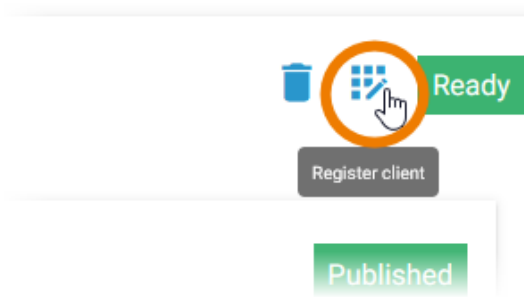


# Troubleshooting

## Troubleshooting API Management up to 23.1.1

On this Page:			
Error Message / Problem	Solution	Example	Further Information
<b>Failed to register client.</b>	<p>Remove the old contract (API version <b>1.0</b>). Afterwards, you will be able to re-register your client.</p> <p><b>Best Practice</b></p> <p>If you break the contract to API version <b>1.0</b>, the end user will not be informed anymore that the API has been retired. Instead he will get the following if accessing API version <b>1.0</b>:</p> <pre>{ "responseCode": 404, "message": "No contract found between Client Test-Client and Test-API." }</pre> <p>Thus, we recommended to create a <b>new version of the client</b> 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 <b>1.0</b>. 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>	<p><b>Related Pages:</b></p> <ul style="list-style-type: none"><li>Registering a Client</li><li>Contract Retiring an API</li></ul> <p><b>API Management Guide</b></p> <ul style="list-style-type: none"><li>Developer Portal</li></ul> <p><b>Related Documentation:</b></p> <ul style="list-style-type: none"><li>Administration Guide</li></ul>
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.	Use the API-Key-Policy to make API Management pass the API-Key to the API. Refer to <a href="#">API Key</a> to read more about how to configure this policy.		<ul style="list-style-type: none"><li>Policies</li><li>API Key</li></ul>
You have imported a BRIDGE xUML service via the <a href="#">API Catalog</a> . You know that the WSDL of a service is accessible on the BRIDGE via a link something like <code>&lt;service link&gt;?wsdl</code> . You try to use this method with API Management, and you add ?wsdl to the API endpoint of the service.	<p>The service's WSDL is also imported from the catalog, namely to the <a href="#">API definition</a> 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"><li>Importing APIs</li></ul>

# Troubleshooting API Developer Portal

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