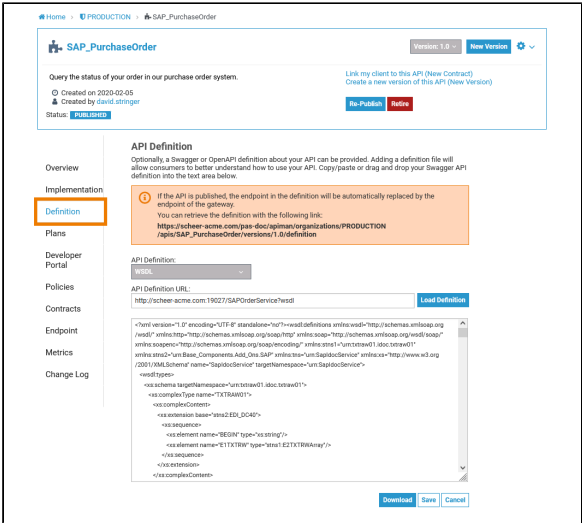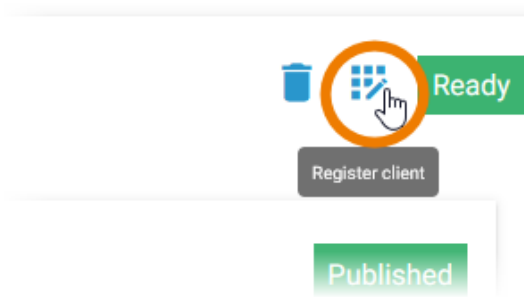# Troubleshooting

Troubleshooting API Management up to 23.1.1

Error Message / Problem	Solution	Example	Further Information
Failed to register client.	Remove the old contract (API version **1.0**). Afterwards, you will be able to re-register your client. **Best Pratice** 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**: `{"responseCode":404," message": "No contract found between Client Test-Client and Test-API."}` Thus, we recommended to create **a new version of the client** and register the new client to the new version of the the API.	This is mostly caused by the fact that a contract to an API that has been retired. 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: `{"responseCode":410,"message": "API Test-API in Organization RD has been retired."}` This will lead to the mentioned error: `Failed to register client.`	
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 API Key to read more about how to configure this policy.		- Policies - API Key
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.	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). 		- Importing APIs

Troubleshooting API Developer Portal

Error Message / Problem	Solution
A client in your **My Clients** tab of the API Developer Portal is marked as **Ready**, while it must be **Registered** to use it. ![ACMETestClient - 1.0	Ready. Summary — ACME Currency Converter 1.0 - Standard	Published]	If a client is not yet registered, you will find the icon **Registe** Click it to register the client. ![Register client icon — Ready — Published]
The Developer portal shows no data. The network tab from the development tools of your browser (accessible via F12) displays: • GET https://api.scheer-acme.com/pas/keycloak/relams/PAS/account 403 • The user profile could not be loaded.	The current user is missing client role **view-profile** from the the following: 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 th **ned Roles**. Client Roles: account — Available Roles: manage-account, manage-account-links, view-profile — Add selected »