Troubleshooting

In case of a problem with **API Management** or the **API Developer Portal** refer to the list of tips and ticks below.

Troubleshooting API Management from 23.2

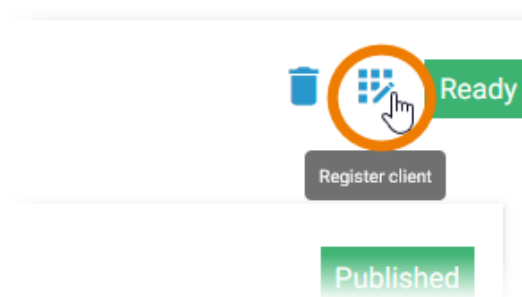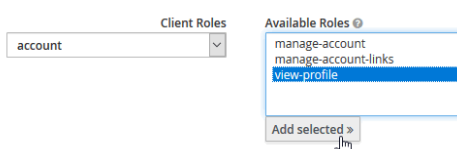| Error Message / Problem	Possible Reason	Solution	Further Information
You cannot re-register a client (version).	- It is not allowed to delete contracts if the client has been modified. - It is not allowed to re-register a client version that contains a contract with a retired API	- Unregister the client. - Delete the contract. - Re-register the client.	[Registering a Client](#)
You cannot delete a contract.	It is not allowed to delete contracts if the client has been modified.	- Check if the client is question is in state **Unpublished Changes**. - Check if you are able to register (or re-register the client).	[Registering a Client](#)

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 **Register**. Click it to register the client. Ready / Register client / 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: - Login to Keycloak. - Select **Users** from the menu of the **Apiman** realm. - Click **View all users**. - Click **Edit** on the affected user. - Switch to tab **Role Mappings**. - Select **account** from drop-down box **Client Roles**. - 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 »

Still Need Help?

1. 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.