



API Gateway Issues

Few issues which are frequently faced in API Gateway component are listed below.

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Frequent Issues

1. User Account Is Locked

Symptom	User account is locked, user is not able to log in to the dashboard application.
Environment	Can occur in any of the QA or Production environment.
Possible Causes	<ol style="list-style-type: none"> 1. User has made more than 3 consecutive unsuccessful attempts to login. 2. WSO2 High Availability cluster is not working. 3. Mediation Policy not uploaded at tenant level correctly.
Troubleshooting	<p>Perform following steps to unlock the user account:</p> <ul style="list-style-type: none"> • Wait for 15 min for the user to get unlocked automatically. If it does not, then follow the below mentioned steps to unlock the user manually. • Login into Identity server console as Carbon admin user and as well as tenant admin user and Edit 'Account Locked' claim available under http://wso2.org/claims. • Select the check box 'Supported by Default'. <p>Or, unlock user account through user profile.</p> <ol style="list-style-type: none"> a) Go to Home > Identity > Users and Roles > List > User > b) Once user account is locked, search the user under 'User and Roles' List and click on User. c) 'Enter user name pattern (* for all)' for the user which needs to be unlocked, click on 'User Profile'. d) Uncheck the 'Account Locked' and click on update. <p>Now the user account is unlocked.</p>
Verification	Login into dashboard should be successful

Post Verification	<p>If the issue is with any CKC component and not with configuration, please raise CDETS/BEMS/TAC.</p> <ol style="list-style-type: none"> 1.Take backup of logs / errors in WSO2 server (/wso2am-apim/repository/wso2carbon.log). 2.Take any screenshots (in case of issues seen in Dashboard) 3.Take API request/response - in case of API issues <p>Raise CDETS with above details.</p>
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2. Admin Locked Notification

Symptom	Admin user is not able to login into dashboard and no notification email for the account lock is received.
Environment	Can occur in any of the QA or Production environment.
Possible Causes	Admin user/Devops admin email id has not been set under user profile while setting up the environment
Troubleshooting	<p>To enable email notification when admin gets locked, perform the following steps:</p> <ul style="list-style-type: none"> • Login into IS Console with admin/admin credentials. • Go to Home > Identity > Users and Roles > List> User • Update User Profile with receipient group email id and First Name (mandatory fields). • In future when admin user gets locked, the group will get notification via email. <p>For admin user account lock period is 2 min.</p>
Verification	<ul style="list-style-type: none"> • Try to login into dashboard when the admin account is locked. • Verify that an email notification for locked account is received.
Post Verification	<p>If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC</p> <ol style="list-style-type: none"> 1.Take backup of logs / errors in wso2 server (/wso2am-apim/repository/wso2carbon.log). 2.Take any screenshots (in case of issues seen in Dashboard) 3.Take API request/response - in case of API issues <p>Raise CDETS with above details.</p>

3. Updating User Details

Symptom	Supertenant admin user is not able to login into dashboard and not getting any notification email for the same.
Environment	Can occur in any of the QA or Production environment.

Possible Causes	User profile is not updated.
Troubleshooting	<p>If user is created through WSO2 IS Carbon Portal,</p> <ul style="list-style-type: none"> • Login to Dashboard application and update Name, Phone no. and email fields. <p>If user is created through WSO2 IS in supertenant role,</p> <ul style="list-style-type: none"> • Click Users and Roles > List. • Click on user profile link. • Update First name, Email and Mobile details.
Verification	Supertenant admin or admin should be able to login into dashboard successfully and receive email notifications.
Post Verification	<p>If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC</p> <ol style="list-style-type: none"> 1. Take backup of logs / errors in wso2 server (/wso2am-apim/repository/wso2carbon.log). 2. Take any screenshots (in case of issues seen in Dashboard) 3. Take API request/response - in case of API issues <p>Raise CDETS with above details.</p>

4. Error in Logs

Symptom	<p>In High Availability cluster, following error is seen in APIM:</p> <pre>[2019-02-18 13:20:33,321] ERROR - KeyTemplateRetriever Exception when retrieving throttling data from remote endpoint. Unexpected character (<) at position 0. at org.json.simple.parser.Yylex.yylex(Unknown Source) at org.json.simple.parser.JSONParser.nextToken(Unknown Source) ----- Exception in thread "Timer-6" java.lang.NullPointerException at java.util.Objects.requireNonNull(Objects.java:203) at java.util.Arrays\$ArrayList.<init>(Arrays.java:3813) at java.util.Arrays.asList(Arrays.java:3800) ----- Exception in thread "Timer-5" com.google.gson.JsonSyntaxException: java.lang.IllegalStateException: Expected BEGIN_OBJECT but was STRING at line 1 column 1 path \$ at com.google.gson.internal.bind.ReflectiveTypeAdapterFactory\$Adapter.read (ReflectiveTypeAdapterFactory.java:224) at com.google.gson.Gson.fromJson(Gson.java:887)</pre>
Environment	Can occur in any of the QA or Production environment.
Possible Causes	User profile is not updated.
Troubleshooting	<p>If user is created through WSO2 IS Carbon Portal,</p> <ul style="list-style-type: none"> • Login to Dashboard application and update Name, Phone no. and email fields. <p>If user is created through WSO2 IS in supertenant role,</p>

	<ul style="list-style-type: none">• Click Users and Roles > List.• Click on user profile link.• Update First name, Email and Mobile details.
Verification	Supertenant admin or admin should be able to login into dashboard successfully and receive email notifications.
Post Verification	<p>If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC</p> <ol style="list-style-type: none">1. Take backup of logs / errors in wso2 server (/wso2am-apim/repository/wso2carbon.log).2. Take any screenshots (in case of issues seen in Dashboard)3. Take API request/response - in case of API issues <p>Raise CDETS with above details.</p>