



# Platform Services Issues

Following are few frequent issues observed in the Platform Services component of the Cisco Kinetic for Cities.

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## Frequent Issues

### 1. Dashboard Log in Failure

<b>Symptom</b>	Dashboard Log in Fails.
<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	<ol style="list-style-type: none"> <li>1. Proxy server might be down.</li> <li>2. WSO2_IS might be down.</li> <li>3. Certificate might have expired.</li> <li>4. Any dependent service has stopped working.</li> </ol>
<b>Troubleshooting</b>	<p>a. Check token API, customer API , login API and accounts API.</p> <ol style="list-style-type: none"> <li>I. <code>https://&lt;IP&gt;:&lt;port&gt;/token</code></li> <li>II. <code>https://&lt;APIM_IP&gt;:&lt;port&gt;/t/&lt;tenant.com&gt;/cdp/v1/capabilities/customer</code></li> <li>III. <code>https://&lt;APIM_IP&gt;:&lt;port&gt;/t/&lt;tenant.com&gt;/cdp/v1/accounts/user/login</code></li> <li>IV. <code>https://&lt;APIM_IP&gt;:&lt;port&gt;/t/&lt;tenant.com&gt;/cdp/v1/accounts/</code></li> </ol> <p>b. Easy way to check above 4 API status in browser is as follows:</p> <ul style="list-style-type: none"> <li>-Open developer tool.</li> <li>-Click on “Network” tab and</li> <li>-Try to login again in dashboard, if any of the above 4 API is failing, click on response tab and check for the response.</li> </ul> <p>c. If API response code is 404, check swagger in API publisher. Login to publisher with “tenantapiadmin” and click on edit API, bottom of the page, all API path are defined. Search for “login” and “customer” API.</p>

- d. If response code is 502, check for API redirection in proxy.
- e. If response code is 500, check WSO2 APIM log, if error not found check UM log for login API.
- f. In case of customer API failure, check KM log for error.
- g. In case of Token API failure, check the IDM logs for error.
- h. In case of Accounts API failure, check the UM logs for error.
- i. If error shows SSL certificate issue, please check certificate expiry.
- j. If certificate has not expired, check certificate shared between the components.

To check/verify above API, perform the following steps.

- Generate token for the same tenant API admin user using below API

Description : This API is used to generate the token for particular user.

URL : `https://<IP>:<port>/token`

Parameter:

`client_id: <client_id>`

`client_secret: <client_secret>`

`username: <username@tenant.com>`

`password: <password>`

`grant_type: password`

Header:

`content-type:application/x-www-form-urlencoded`

Method : POST

Response body:

```
{
  "access_token": "f8871495-2ab8-37ac-b3bd-082c9b4a998c",
  "refresh_token": "da460cc7-6b22-3731-8ee1-a29f42da3f9d",
  "scope": "default",
  "token_type": "Bearer",
  "expires_in": 3278
}
```

- Call login API by providing the “access\_token” in the below API.

Description : This API will return user details

Method : GET

URL : `https://<APIM_IP>:<port>/t/<tenant.com>/cdp/v1/accounts/user/login`

Header:

Authorization: Bearer <token>

Response body :

```
{
  "id": "d163e7eb-ef00-43fb-a2e6-2226bcd4cc67",
  "userName": "newadmin",
}
```

```

"tenant": "ust.com",
"createdOn": "2018-03-06T11:31:53.000Z",
"updatedOn": "2018-04-11T09:59:58.000Z",
"state": "ACTIVE",
"groupNames": [
  "CDP_OPERATOR",
  "CDP_ADMIN",
  "admin"
]
}

```

- Call login API by providing the “access\_token” in below API

Description : This API used for getting the associated domain and locations.

URL : [https://<APIM\\_IP>:<port>/t/<tenant.com>/cdp/v1/capabilities/customer](https://<APIM_IP>:<port>/t/<tenant.com>/cdp/v1/capabilities/customer)

Header:

Authorization: Bearer <token>

Method: GET

Response Body:

```

{
  "accountId": "5767e9e8-eede-4139-bf49-80f92cb670e4",
  "tenantId": "poland.com",
  "userName": "devop",
  "domains": [
    {
      "domainName": "Parking",
      "permission": [
        "read",
        "write"
      ]
    },
    {
      "domainName": "Mobility",
      "permission": [
        "read",
        "write"
      ]
    },
    {
      "domainName": "Environment",
      "permission": [
        "read",
        "write"
      ]
    },
    {
      "domainName": "Lighting",
      "permission": [
        "read",
        "write"
      ]
    }
  ],
  "locations": {
    "locationId": 10000,
    "locationName": "Root",
    "locationTypeId": 10000,
    "locationTypeName": "Root",
    "root": true,

```

	<pre> "childrenCount": 70, "children": [   {     "locationId": 10005,     "locationName": "update",     "locationTypeId": 10010,     "locationTypeName": "Country",     "root": false,     "childrenCount": 0,     "tenantId": "poland.com"   },   {     "locationId": 10006,     "locationName": "Canada1",     "locationTypeId": 10010,     "locationTypeName": "Country",     "root": false,     "childrenCount": 0,     "tenantId": "poland.com"   },   {     "locationId": 10007,     "locationName": "shimoga updated",     "locationTypeId": 10010,     "locationTypeName": "Country",     "root": false,     "childrenCount": 0,     "tenantId": "poland.com"   } ] } </pre> <p>- If any API is not responding as expected, please check for the log in UM and KM service and if any error/exception, send it to development team.</p>
<b>Verification</b>	Login into dashboard should be successful
<b>Post Verification</b>	<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"> <li>1. Take the screenshot (in case of issues seen on the Dashboard)</li> <li>2. Capture API request/response - in case of API issues</li> </ol> <p>Raise CDETS with above details.</p>

## 2. Dashboard Automatic Logout

<b>Symptom</b>	Dashboard automatically logs out every 1 min.
<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	User details has not synced with Device engine from User Management.
<b>Troubleshooting</b>	<ol style="list-style-type: none"> <li>a. Check Device Engine User sync.</li> <li>b. Curl to find user in Device Engine (DE).</li> </ol> <pre> curl -X POST \ https://DE_NB_HOSTNAME:PORT//fid-Authentication \ -H 'Content-Type: application/json' \ </pre>

```
-H 'Postman-Token: 1c4acf5c-5414-477f-a56e-1441e7a1e1b1' \
-H 'cache-control: no-cache' \
-d '{
  "Query": {
    "Find": {
      "User": {
        "sid": { "ne": "" }
      }
    }
  }
}'
```

c. Find the user in the response. If user does not exist, please run user sync in DE and check if this resolves the problem. If yes, post resolution and verification raise a CDETS/TAC.

d. If user exists, check location associated with that user.

e. Curl to find location of the user in DE

```
curl -X POST \
https://COMPONENT_HOST:COMPONENT_PORT/fid-Authentication \
-H 'Content-Type: application/json' \
-H 'Postman-Token: 71705792-4018-4454-a19c-5dff71e0a958' \
-H 'cache-control: no-cache' \
-d '{
  "Query": {
    "Find": {
      "UserLocationAssociation": {
        "userKeySid": { "ne": "" }
      }
    }
  }
}'
```

f. Find the user id in response and check associated locations, if not found, follow step k.

g. If location found, check domain associated with user.

h. Curl to find domain in DE

```
curl -X POST \
https://COMPONENT_HOST:COMPONENT_PORT/fid-Authentication \
-H 'AppKey: CDP-App' \
-H 'Content-Type: application/json' \
-H 'Postman-Token: d1bb0ef0-374d-4144-8bae-7a7a274aa058' \
-H 'SensorCustomerKey: 500900' \
-H 'UserKey: 501150' \
-H 'cache-control: no-cache' \
-d '{
  "Query": {
    "Find": {
      "UserDomainAssociation": {
        "sid": { "ne": "" }
      }
    }
  }
}'
```

i. Search user id and check domain association, if not found, please assign domain to the associated group in Key Management.

	<p>j. If domain is found, still not getting sensors, please contact DE team.</p> <p>k. To sync location without sync script in DB, Go to Dashboard select user and update group or location, user, location and domain will automatically sync with DE.</p>
<b>Verification</b>	<p>Login into the Dashboard.</p> <p>Wait for more than 2 min.</p> <p>User should remain logged in.</p>
<b>Post Verification</b>	<p>If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC.</p>

3. All calls to Location API Fail

<b>Symptom</b>	All calls to Location APIs fail.
<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	<ol style="list-style-type: none"> <li>1. Proxy server might be down.</li> <li>2. WSO2_IS might down.</li> <li>3. Certificate might have expired.</li> <li>4. Core module might have got disconnected from the cluster.</li> <li>5. Mongo DB might be down.</li> <li>6. Location service might be down.</li> </ol>
<b>Troubleshooting</b>	<ol style="list-style-type: none"> <li>a. Check if Location service is running</li> <li>b. If response code is 502, check proxy server redirections.</li> <li>c. Log in to the dashboard application and go to the Platform health page to see the component status.</li> </ol> <p>If the issue still persists, check for the logs in Location service under logs folder. If any error/exception is seen, contact the dev team.</p>
<b>Verification</b>	Location API should work fine.
<b>Post Verification</b>	<p>If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC.</p> <ol style="list-style-type: none"> <li>a) Take any screenshots (in case of issues seen on Dashboard)</li> <li>b) Capture API request/response – in case of API issues.</li> </ol> <p>Raise CDETS with above details.</p>

4. Slow Resonse Time for Location API

<b>Symptom</b>	The response time of API increases with the increase in number of locations.
<b>Environment</b>	Can occur in any of the QA or Production environment.

<b>Possible Causes</b>	Memory issue in the machine where WSO2 and Core services are running.
<b>Troubleshooting</b>	<p>a. If all location API is responding very slow, check for total count of locations, because if number of locations is more, API will take time to respond.</p> <p>b.If location count is not more than 100, please check the location service machine RAM memory, if memory is less, than all location API will take time to respond.</p> <p>Reach out to the dev team.</p>
<b>Verification</b>	Location API should respond within 5 seconds .
<b>Post Verification</b>	<p>If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC.</p> <p>a) Take backup of logs / errors in Location Management (/script/locations_log.log).</p> <p>b) Take any screenshots (in case of issues seen on Dashboard)</p> <p>b) Capture API request/response – in case of API issues.</p> <p>Raise CDETS with above details.</p>

#### 5. Account API Response Time is Slow

<b>Symptom</b>	In dashboard all accounts/users do not load.
<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	<ol style="list-style-type: none"> <li>1. If more than 300 users exist in LDAP, it will make accounts API slow.</li> <li>2. If RAM memory is less.</li> </ol>
<b>Troubleshooting</b>	<p>a. If accounts API is responding very slow, check for total count of accounts, because if accounts are more, API will take time to respond.</p> <p>b. If accounts count is not more than 300, check the accounts service machine RAM memory, if memory is less, than all API will take time to respond.</p> <p>Please contact the dev team.</p>
<b>Verification</b>	If issue occurred because of RAM memory, after memory is freed, API should respond within 30 seconds.
<b>Post Verification</b>	<p>If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC.</p> <p>a) Take backup of logs / errors in Location Management (/script/locations_log.log).</p> <p>b) Take any screenshots (in case of issues seen on Dashboard)</p> <p>b) Capture API request/response – in case of API issues.</p> <p>Raise CDETS with above details.</p>

## 6. API response code is HTTP 404

<b>Symptom</b>	API responds with response code 404 or not found or no matching resource found.
<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	<ol style="list-style-type: none"> <li>1. In WSO2 API manager, swagger file missed or wrong swagger file is updated.</li> <li>2. Issue with redirections in proxy server.</li> </ol>
<b>Troubleshooting</b>	<p>a. Verify if API is published in WSO2 and subscribed.</p> <p>b. If published and subscribed, check the API complete path in swagger as mentioned below</p> <ul style="list-style-type: none"> <li>- Go to publisher, click on API edit button, on the first page, you can observe all API path.</li> </ul> <p>c. If API path does not exist, check in the swagger file.</p> <p>Swagger file path</p> <p>WSO2_IS_5.7andAPIM_2.6_FRESH_SETUP\WSO2_configfile\Swagger\4.2_Swagger\Common_API</p> <p>API CONTEXT - cdp/{version}/tenants/users swagger_file - tenants_users.json</p> <p>API CONTEXT - cdp/{version}/validate swagger_file - validate.json</p> <p>API CONTEXT - cdp/{version}/counts swagger_file - counts.json</p> <p>API CONTEXT - cdp/{version}/locations/hierarchy/users swagger_file - locations_hierarchy_users.json</p> <p>API CONTEXT - cdp/{version}/accounts/userlist swagger_file - accounts_userList.json</p> <p>API CONTEXT - cdp/{version}/changepassword swagger_file - changepassword.json</p> <p>API CONTEXT - cdp/{version}/forgotpassword swagger_file - forgotpassword.json</p> <p>API CONTEXT - cdp/{version}/activiti swagger_file - activiti.json</p> <p>API CONTEXT - cdp/{version}/token/verify swagger_file - Token_verify.json</p> <p>Below swagger file path</p> <p>WSO2_IS_5.7andAPIM_2.6_FRESH_SETUP\WSO2_configfile\Swagger\4.2_Swagger\</p>

	/cdp/{version} All_API_Swagger.json
<b>Verification</b>	API should work as expected.
<b>Post Verification</b>	If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC. a) Take backup of logs / errors in WSO2 APIM (/<APIM_HOME>/repository/logs/wso2carbon.log). b) Take any screenshots (in case of issues seen on Dashboard) b) Capture API request/response – in case of API issues. Raise CDETS with above details.

#### 7. Call to any API Fails

<b>Symptom</b>	If API is responding with response code 404 or 500 or 502 or 503 or other http code other than 200 and 202
<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	1. Proxy server is down. 2. Internal server error has occurred. 3. Core service is not running or not in cluster. 4. Time-Series Data Engine, or Real-Time/Device Engine services are down. 5. API is not published in WSO2 publisher 6. Not subscribed to published API in WSO2 store application.
<b>Troubleshooting</b>	a. Check if API is published in WSO2 and subscribed. b. Check the redirection in required proxy servers. c. If above steps are fine, check if all the dependent services are running, if any error/exception is found, send the logs to the dev team.
<b>Verification</b>	API should work as expected.
<b>Post Verification</b>	If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC. a) Take backup of logs / errors in WSO2 APIM (/<APIM_HOME>/repository/logs/wso2carbon.log). b) Take any screenshots (in case of issues seen on Dashboard) b) Capture API request/response – in case of API issues. Raise CDETS with above details.

#### 8. Sensors Not Appearing on the Dashboard

<b>Symptom</b>	Sensors are not seen on the dashboard.
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<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	The logged in user's role has not been assigned any domain in the Key Management portal. URL for KM : https:<KM_IP>:<PORT>/sdp_km
<b>Troubleshooting</b>	<p>a. Check assigned group for logged in user using below API. API: /cdp/v1/accounts/{accountsId}</p> <p>b. Login to KM as “devops” user and select each “Role” and check if required domain is assigned or not. If not assigned, assign required domain to get sensors on the dashboard.</p> <p>c. If assigned, open developer tool and click on “Network” tab in browser and refresh the page. On refreshing the page, “Network” tab will show all called API, search for “customer” API (/t/&lt;tenant_name&gt;/cdp/v1/capabilities/customer), click on response tab and check for required domain name in response content.</p> <p>d. Check if the DE API is working. if not, please contact the dev team.</p>
<b>Verification</b>	On logging into the dashboard application, all the required sensors should be seen.
<b>Post Verification</b>	<p>If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC.</p> <p>a) Take backup of logs / errors in WSO2 APIM (/&lt;DEVICE_HOME&gt;/logs/deviceengine.log)</p> <p>b) Take any screenshots (in case of issues seen on Dashboard)</p> <p>b) Capture API request/response – in case of API issues.</p> <p>Raise CDETS with above details.</p>

## 9. User Deletion Fails

<b>Symptom</b>	<p>Delete or offboard user API (/cdp/v1/accounts/offboard/{accountId}) does not allow to delete the user, and shows message as below</p> <pre>{   "errorCode": "USER-0007",   "message": "Please verify if this is the only user in its groups.",   "description": "Error in deleting user: testdelete" }</pre>
<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	If user is assigned to any group and that group has only one user, in this case, user cannot be deleted (Group cannot exist without any user, at least one user should exist in a group).
<b>Troubleshooting</b>	Please assign one more user to that group and delete the first user.
<b>Verification</b>	User should get deleted from the User Management.

<b>Post Verification</b>	If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC.
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#### 10. Slow Response Time for All the APIs

<b>Symptom</b>	Dasboard login is very slow.
<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	Processor consuming more than 90% in WSO2 or respective service. Memory consuming 100% in WSO2 or respective service.
<b>Troubleshooting</b>	<p>a. Check the APIM and IDM machine memory, if memory is enough, check memory of all core machine.</p> <p>b. If memory is not an issue, verify the CPU consumption. If CPU consumption is more, then verify which process is has more CPU usage.</p> <p>c. If memory and CPU is fine in all machines, check for environment issues.</p> <p>d. Open the developer tool and click on “Network” tab in browser. find out the API which is taking the longest response time.</p> <p>e. In order to validate the API, prepare a CURL and try to access from reverse proxy.</p> <p>f. If API response is slow, change IP and port with API manager proxy and hit the API.</p> <p>g. If API is slow, then change IP and Port of backend component. Here you may get error in response, but if response is slow, than check environment issues like RAM, CPU usage.</p> <p>h. If API response is as expected, check for environment issue in any of the previous component.</p>
<b>Verification</b>	API should respond within 5 seconds.
<b>Post Verification</b>	<p>If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC.</p> <p>a) Take backup of logs / errors in WSO2 or respective service.</p> <p>b) Take any screenshots (in case of issues seen on Dashboard)</p> <p>b) Capture API request/response – in case of API issues.</p> <p>Raise CDETS with above details.</p>

#### 11. Connectivity Issue with DB

<b>Symptom</b>	Login failure to dashboard / API not working.
<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	1. DB service is down.

	<ul style="list-style-type: none"> <li>2. Port is closed.</li> <li>3. Authentication issue.</li> <li>4. Calling service IP not allowed to connect DB.</li> </ul>
<b>Troubleshooting</b>	<ul style="list-style-type: none"> <li>a. Please check that DB service is running and port is opened.</li> <li>b. If DB service has stopped, please start service and open the port.</li> </ul>
<b>Verification</b>	Failed API response should show proper response data.
<b>Post Verification</b>	<p>If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC.</p> <ul style="list-style-type: none"> <li>a) Take backup of logs / errors in respective service.</li> <li>b) Take any screenshot (in case of issues seen on Dashboard)</li> <li>b) Capture API request/response – in case of API issues.</li> </ul> <p>Raise CDETS with above details.</p>

## 12. Intermittent Dashboard Login Issue

<b>Symptom</b>	Dashboard login works intermittently.
<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	<ul style="list-style-type: none"> <li>1. API response is slow.</li> <li>2. Token API, customer API and login API taking long time to respond</li> </ul>
<b>Troubleshooting</b>	<ul style="list-style-type: none"> <li>a. If APIs are responding slowly, please refer Response Time of All APIs Is Slow.</li> <li>b. If APIs are working one time and failing another time, try to call API with direct WSO2 APIM IP and PORT.</li> <li>c. If issues persists, try to call API with core machine proxy once and without proxy once.</li> <li>d. If API working fine in step c, try to call API with load balancer (in prod).</li> </ul>
<b>Verification</b>	Login to Dashboard works everytime.
<b>Post Verification</b>	<p>If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC.</p> <ul style="list-style-type: none"> <li>a) Take backup of logs / errors in respective service.</li> <li>b) Take any screenshot (in case of issues seen on Dashboard)</li> <li>b) Capture API request/response – in case of API issues.</li> </ul> <p>Raise CDETS with above details.</p>

## 13. Email Issue in New User Creation

<b>Symptom</b>	New user does not receive email to reset password.
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<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	<p>1. Email notification is not enabled in WSO2 IS carbon portal. (<a href="https://&lt;WSO2_IS_HOSTNAME&gt;:&lt;PORT&gt;/carbon">https://&lt;WSO2_IS_HOSTNAME&gt;:&lt;PORT&gt;/carbon</a>)</p> <p>2. SMTP detail is wrong.</p> <p>3. Email ID provided while onboarding is incorrect.</p>
<b>Troubleshooting</b>	<p>a. Login to IDM (carbon) with tenant admin user, click on main tab in left side vertical menu.</p> <p>b. Go to Identity Providers -&gt; Resident -&gt; Account Management Policies -&gt; Account Recovery.</p> <p>c. Check if “Enable Notification Based Password Recovery” check box is enabled.</p> <p>d. If not, enable to get mail on user creation.</p> <p>e. If above steps are fine, check for WSO2 IDM configuration as below.</p> <p>f. Open IS_HOME/repository/conf/axis2/axis2.xml for the following entry details.</p> <pre>&lt;transportSender name="mailto" class="org.apache.axis2.transport.mail.MailTransportSender"&gt;   &lt;property key="mail.smtp.from"&gt;&lt;user&gt;@&lt;host&gt;.com&lt;/property&gt;   &lt;property key="mail.smtp.user"&gt;&lt;username@hostname.com&lt;/property&gt;    &lt;property key="mail.smtp.password"&gt;&lt;password&gt;&lt;/property&gt;   &lt;property key="mail.smtp.host"&gt;&lt;smtp_host&gt;&lt;/property&gt;   &lt;property key="mail.smtp.port"&gt;&lt;SMTP_PORT&gt;&lt;/property&gt;   &lt;property key="mail.smtp.starttls.enable"&gt;true&lt;/property&gt;   &lt;property key="mail.smtp.auth"&gt;true&lt;/property&gt; &lt;/transportSender&gt;</pre> <p>g. If above configuration is fine, open IS_HOME/repository/conf/output-event-adapters.xml and check smtp details</p> <pre>&lt;adapterConfig type="email"&gt;   &lt;!-- Comment mail.smtp.user and mail.smtp.password properties to support connecting SMTP servers which use trust based authentication rather username/password authentication --&gt;   &lt;property key="mail.smtp.from"&gt;&lt;user&gt;@&lt;host&gt;.com&lt;/property&gt;   &lt;property key="mail.smtp.user"&gt;&lt;username&gt;&lt;/property&gt;   &lt;property key="mail.smtp.password"&gt;&lt;password&gt;&lt;/property&gt;   &lt;property key="mail.smtp.host"&gt;&lt;smtp_host&gt;&lt;/property&gt;   &lt;property key="mail.smtp.port"&gt;&lt;SMTP_PORT&gt;&lt;/property&gt;   &lt;property key="mail.smtp.starttls.enable"&gt;true&lt;/property&gt;   &lt;property key="mail.smtp.auth"&gt;true&lt;/property&gt;   &lt;!-- Thread Pool Related Properties --&gt;   &lt;property key="minThread"&gt;8&lt;/property&gt;   &lt;property key="maxThread"&gt;100&lt;/property&gt;   &lt;property key="keepAliveTimeInMillis"&gt;20000&lt;/property&gt;   &lt;property key="jobQueueSize"&gt;10000&lt;/property&gt; &lt;/adapterConfig&gt;</pre>
<b>Verification</b>	After onboarding, new user should get password reset mail.
<b>Post Verification</b>	If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC.

<p>a) Take backup of logs / errors in WSO2 service.</p> <p>b) Take any screenshot (in case of issues seen on Dashboard)</p> <p>b) Capture API request/response – in case of API issues.</p> <p>Raise CDETS with above details.</p>
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14. Password Issue

<b>Symptom</b>	While changing the user password, system accepts any one of the last 10 passwords.
<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	Password History Feature is not set.
<b>Troubleshooting</b>	<p>a) Go to Identity Providers -&gt; Resident -&gt; Password Policies -&gt; Password History.</p> <p>b) Check if “Enable Password History Feature” check box is enabled.</p> <p>c) Check if “Password History validation count” value is set as 10.</p> <p>d) If not set, enable the same.</p>
<b>Verification</b>	Change user password in the Dashboard application, system should not accept user’s last 10 password as the new password.
<b>Post Verification</b>	Not applicable as it is a configurational issue.

15. Mediation Policy Error

<b>Symptom</b>	API response is an XML showing Mediation Policy error
<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	<p>1. “Password change time” claim not added in wso2 IS carbon.</p> <p>2. WSO2 IS server is down.</p> <p>3. RBAC policy not added in wso2 IS carbon</p>
<b>Troubleshooting</b>	<p>If you find mediation policy error in API response, Please perform following steps:</p> <ul style="list-style-type: none"> <li>• Check “Password change time” claim in IDM.</li> <li>• Login to IDM to check claim details by tenant admin.</li> <li>• Go to Claims -&gt; List -&gt; <a href="http://wso2.org/claims">http://wso2.org/claims</a>.</li> <li>• Search for “Password change time” claim.</li> <li>• Open claim and check “Mapping Attribute” it should be “passwordTimestamp”.</li> <li>• Also check “cdpMediationPolicy.xml” file under “&lt;WSO2_APIM&gt;/repository/tenants/&lt;tenant_id(number)&gt;/synapse-configs/default/sequences”.</li> </ul>

	<p>If everything is fine, please check below points.</p> <ul style="list-style-type: none"> <li>• Check WSO2 IS is up and working fine.</li> <li>• Check whether RBAC policy is applied or not.</li> </ul>
<b>Verification</b>	ALL tenant API should work fine with correct response.
<b>Post Verification</b>	<p>If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC.</p> <p>a) Take backup of logs / errors in WSO2 APIM. (&lt;WSO2_APIM_HOME&gt;/repository/logs/wso2carbon.log)</p> <p>b) Take any screenshot (in case of issues seen on Dashboard)</p> <p>b) Capture API request/response – in case of API issues.</p> <p>Raise CDETS with above details.</p>

#### 16. Core vert.x issue with error -1

<b>Symptom</b>	API response is very slow or responds with the following message "Please contact Administrator".
<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	Services are out of the cluster.
<b>Troubleshooting</b>	<p>Check Location service and Key management logs, if you find log as follows "handler not found".</p> <p>a) Take backup of logs / errors in Location(/script/logs/locations_log.log) and Key Management (/script/logs/ km_log.log)</p> <p>b) Take any screenshots (in case of issues seen in Dashboard)</p> <p>c) Take API request/response – in case of API issues</p> <p>Restart the corresponding core.</p>
<b>Verification</b>	All API should respond with proper data, without any error code.
<b>Post Verification</b>	<p>If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC.</p> <p>a) Take backup of logs / errors in Location service (/script/logs/km_log.log)</p> <p>b) Take any screenshot (in case of issues seen on Dashboard)</p> <p>b) Capture API request/response – in case of API issues.</p> <p>Raise CDETS with above details.</p>

#### 17. All Ports in DMZ Close on Machine Restart

<b>Symptom</b>	API stops working, WSO2 portal also stops working.
<b>Environment</b>	Can occur in any of the QA or Production environment.

<b>Possible Causes</b>	All Ports in DMZ have closed upon machine restart.
<b>Troubleshooting</b>	<ul style="list-style-type: none"> <li>• If machine has been restarted, please open required ports in WSO2 IDM, APIM and in core, if not open.</li> <li>• Port list: <ul style="list-style-type: none"> <li>o IDM port: 9445</li> <li>o APIM port: 9443, 8243, 8280.</li> <li>o PostgreSQL port: 5432 (default)</li> <li>o Mongo port: 27017 (default)</li> <li>o RabbitMQ port: 5672 (default)</li> <li>o Core port: UM, LM, KM, Audit and activity port are mentioned in the corresponding property file, also open cluster port in each core property file.</li> </ul> </li> </ul>
<b>Verification</b>	All API should work fine. Login to Dashboard should be successful.
<b>Post Verification</b>	If any CKC component issue other than configuration and port issue, please raise CDETS/BEMS/TAC.

#### 18. Core API Failing Intermittently.

<b>Symptom</b>	Core API responding with unauthorized (401) response code intermittently.
<b>Environment</b>	Can occur in any of the QA or Production environment.
<b>Possible Causes</b>	Machine times are not in sync.
<b>Troubleshooting</b>	<ol style="list-style-type: none"> <li>a. Verify the WSO2 Identity server machine time, WSO2 API manager machine time and OpenLdap machine time. All three-machine time should be same or in sync.</li> <li>b. If any one of the machine time is not in sync, please sync its time with all the other machines.</li> <li>c. Restart is not required for this change</li> </ol>
<b>Verification</b>	All API should work fine.
<b>Post Verification</b>	If any CKC component issue other than configuration and time sync issue, please raise CDETS/BEMS/TAC.

#### 19. Authorization Error Message from FND

<b>Symptom</b>	FND server is showing authorization error.
<b>Environment</b>	Can occur in any of the QA or Production environment.

<b>Possible Causes</b>	Necessary roles are not provided to the user in the CKC Network Service.
<b>Troubleshooting</b>	Assign "Northbound API" role to the user.
<b>Verification</b>	Authorization error should be resolved.
<b>Post Verification</b>	If any CKC component issue other than configuration and time sync issue, please raise CDETS/BEMS/TAC.

## Activiti and SOP Issues

### 1. Activiti Process Deployment Failure in KM

<b>Symptom</b>	Activiti Process fails to get deployed and error message is seen on Key Management UI.
<b>Environment</b>	This is likely to occur in QA where self-signed certificate are used.
<b>Possible Causes</b>	Exception certificate is not added to the browser.
<b>Troubleshooting</b>	Open developer tool on browser, go to Network tab, try to upload and deploy again.  Copy the URL to next tab and hit enter, it will ask to add exception for the URL.  Add exception for that URL, as it is WSO2 url, it will use self signed certificate.
<b>Verification</b>	On Key Management UI, click on "SOP" menu.  On the right hand side, all deployed Activiti process get displayed.
<b>Post Verification</b>	Not applicable as configurational issue.

### 2. Mail and SMS Feature not working in SOP (Activiti)

<b>Symptom</b>	Recipients are not receiving Email or SMS.
<b>Environment</b>	Can occur in QA, Pre-production or Production.
<b>Possible Causes</b>	Either Mail or SMS gateway details like URL, username and password are not provided or incorrect details are mentioned in the property file.
<b>Troubleshooting</b>	Check properties for mail and SMS in <i>application.properties</i> of Activiti service.
<b>Verification</b>	Once correct user details are provided, Mail or SMS should be sent to the concerned person.  Server log should not display any error.

<b>Post Verification</b>	Not applicable as configurational issue.
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### 3. SOP Tab not visible on the Dashboard

<b>Symptom</b>	SOP tab is not visible on the Dashboard.
<b>Environment</b>	Can occur in QA, Pre-production or Production.
<b>Possible Causes</b>	Authorization issue, or, proper role is not assigned to the user.
<b>Troubleshooting</b>	- Check the logged-in user's RBAC permission for SOP module. - Assign 'SOP' tab to the role.
<b>Verification</b>	Client should be able to see and access SOP tab.
<b>Post Verification</b>	Not applicable as configurational issue.

### 4. Workflows Not Available

<b>Symptom</b>	"No Workflows Available" message is displayed on the Dashboard
<b>Environment</b>	Can occur in QA, Pre-production or Production.
<b>Possible Causes</b>	SOPs are not deployed or API call to get the list of Workflows is failing.
<b>Troubleshooting</b>	a. Check whether the service has started properly and also check all the properties in application property file is provided correctly. E.g. DB details b. Check the proxy redirection URLs to the service
<b>Verification</b>	Workflows should be visible under SOP tabs on the Dashboard.
<b>Post Verification</b>	If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC  1. Take backup of logs / errors in Activiti (/scripts/logs/activiti_log.log). 2. Take any screenshots (in case of issues seen on KM UI) 3. Take API request/response - in case of API issues  Raise CDETS with above details.

### 5. Failure in Workflows Deployment

<b>Symptom</b>	New Workflows are not visible under SOP-Workflows tab on the Dashboard.
<b>Environment</b>	Can occur in QA, Pre-production or Production.
<b>Possible Causes</b>	Incorrect XML file has been uploaded.
<b>Troubleshooting</b>	Check the SOP/Workflow XML file for any errors, if found any, correct it and deploy

<b>Verification</b>	Newly deployed Workflow should appear under Workflow tab on the Dashboard.
<b>Post Verification</b>	Not Applicable as it is an XML issue.

#### 6. Specific SOP Not Working

<b>Symptom</b>	Instance does not appear under Logs tab instead appears under Error tab.
<b>Environment</b>	Can occur in QA, Pre-production or Production.
<b>Possible Causes</b>	Incorrect configuration in property file (/script/application.properties)
<b>Troubleshooting</b>	Check whether all the required attribute values for the SOP is provided correctly. E.g. SMS URL and credentials, Email URL and credentials.
<b>Verification</b>	Instance should appear under Logs tab and not under Errors tab.
<b>Post Verification</b>	Not Applicable as it is a configuration issue.

#### 7. Antivirus error while uploading Activiti process

<b>Symptom</b>	While uploading Activiti process, following error is observed on the UI “AntiVirus not able to connect”
<b>Environment</b>	Can occur in QA, Pre-production or Production.
<b>Possible Causes</b>	ClamAV is not installed. /script/application.properties is not configured with proper IP/Hostname where ClamAV is installed.
<b>Troubleshooting</b>	Install ClamAV AntiVirus, if it is not installed. In /script/application.properties file, configure proper IP/Hostname with port. Enable AntiVirus scan property in /script/application.properties file.
<b>Verification</b>	User should be able to upload Activiti process successfully.
<b>Post Verification</b>	Not applicable as configurational issue.

#### 8. SOP Not Getting Triggered Automatically

<b>Symptom</b>	SOP are not getting triggered automatically from the Dashboard.
<b>Environment</b>	Can occur in QA, Pre-production or Production.
<b>Possible Causes</b>	Websocket URL has an incorrect configuration. Websocket connectivity is failing.
<b>Troubleshooting</b>	1.Check Websocket connectivity using any Websocket client.

	<ol style="list-style-type: none"><li>2. Cross-verify the URL in application.properties file.</li><li>3. Go to the DB, check for websocket_audit table and verify if 'status' is set as 'true'.</li><li>4. Enable Debug at logger level, verify that payload is received in the socket and search for "WebSocket Message".</li></ol>
<b>Verification</b>	SOP should get triggered automatically.
<b>Post Verification</b>	If any CKC component issue other than configuration, please raise CDETS/BEMS/TAC.