

## Known Issues for Oracle API Platform Cloud Service - Classic

Learn about the issues you may encounter when using Oracle API Platform Cloud Service - Classic and how to workaroud them.

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## Document backups failing due to no space on file system

Older backups are not being removed from the file system due to failed backup attempts. Backups are failing due to lack of space on the file system because the old backups cannot be removed. Space needs to be made in the backup file system to allow for backups to succeed.

To resolve this issue, perform the following steps:

1. SSH into the admin server VM.
2. Change to the `oracle` user. Use the `sudo su - oracle` command.
3. Navigate to the `/u01/data/backup` folder. Use the `cd /u01/data/backup` command.
4. Retrieve a listing of the contents of this folder. Use the `ls` command. The Backup content resides in folders with dates for names, for example, 2018-04-30.
5. Get a listing of available space in the other file system locations. Use the `df -h` command.
6. Move some of the older or larger folders into a location on one of the other file system folders from step 5, or remove the older or larger folders. Only remove folders if the backup is no longer needed and you have verified that it has been successfully uploaded into cloud storage.
7. Repeat step 6 until enough space has been made available to successfully perform the backup procedure.

## PlanManagers group not added to PlanManager role during upgrade

When upgrading to 18.1.5, a new role, PlanManager, and a new group, PlanManagers, are added. The new group is not added to the role automatically during upgrade. This does not affect a new 18.1.5 install.

Resolution/Work-around: Using Enterprise Manager, add the PlanManagers group to the PlanManager role.

## Post-upgrade Analytics increases pre-upgrade message count

On upgrade to 18.1.1 and 18.1.3, it is possible for recent pre-upgrade analytics requests to be double counted. Double counting will be limited to some percentage of the most recent EDR log file. It can usually be avoided by ensuring that the gateway has been idle for more than 15 minutes; for example, no API invocations.

After an upgrade, analytics behaves correctly. Upgrade from 18.1.3 to 18.1.5 will not exhibit this issue.

## Resolving internal server error with incident report from Gateway

Internal server error with incident report from Gateway occurs when thread unsafe data structure is used in the deployed policy. To resolve the issue, perform the following steps:

1. Check `default.log` for a stack trace pointing to a policy.
2. Put the policy in the draft mode.
3. Redeploy API.
4. Put the policy back in active mode.
5. Redeploy API.

## Provisioning Failure Error

You might get a provisioning error and the job log shows similar error.

```
2017-10-24T15:44:09.692+00:00 [INFO]:Remote execution failed for WLS.
Provisioning failed on host ap2mrg205-wls-1. Following errors were found
in
the log /var/log/opc-init/opc-init.log: [[31mError executing action `run`
on resource 'bash[run_rcu]'[0m ; 64: bash "run_rcu" do;bash("run_rcu") do
]
```

**Workaround:** perform one of the following actions:

- Check if the DBaaS instance has enough space.
- Check if there are any DB connectivity issues.
- If the error does not get resolved, do provisioning again using a fresh DBaaS instance.

## Analytics Are Not Immediately Recorded After Registering a Gateway Node

After approving a node registration to a logical gateway, analytics are not immediately recorded. Analytics begin recording on this node after a couple of minutes.

## Deleted Users Appear in Grants Lists

Oracle API Platform Cloud Service - Classic uses the Oracle Platform Security Services (OPSS) subsystem internally to store grant assignments. There is currently no notification mechanism from Oracle API Platform Cloud Service - Classic to OPSS to identify when users or groups change. If a user or group who was issued a grant for a resource is deleted from the identity store, they continue to be listed as being issued the grant.

## Rate Limits Are Enforced Per Node

Rate limiting policies (see Applying Application Rate Limiting Policies and Applying API Rate Limiting Policies) are enforced at the gateway node level. If multiple nodes are not clustered, each node enforces its own rate limit. For example, if an API has an API Rate Limiting policy applied with a limit of 10 requests per second, each node passes the first 10 requests each second, instead of enforcing the limit cumulatively.

If you intend for the rate limit to be enforced globally you may need to reduce the number of requests allowed per time period. In this example, lowering the limit to 5 will achieve the intended result, with each node passing the first 5 requests received per second for a total of 10 per second.

## API Request URL Endpoints Are Case Sensitive

API Request URLs are case sensitive. `energy` and `Energy` are considered different endpoints and can be deployed simultaneously to a gateway.

See Configuring the API Request URL.

## Redeploying an API Fails After Changing Its API Request URL Endpoint

Redeploying an API after changing its API Request URL fails. The deployment appears on the **Failed** tab of the **Deployments** page. When you expand the deployment details and click a node the deployment failed to, you receive this error message:

**Name**

`<Name of node>`

**Error Message**

Status:400 message: {"SOAPException":{"message":"Edit API error, apiName: <api name> cannot be changed to different value!"}}

**Error Summary**

editApiPOST failed: HTTP 400

**Workaround:** perform one of the following actions:

- Clone the API (but use an updated API Request URL) and deploy it. When you're ready, undeploy the original API. This is considered a migration; you will have two entries for this API in the Management Portal until the original one is deleted.

- Undeploy the API and then deploy it again This option requires some downtime, but the API remains a single entry in the Management Portal.

## Analytics Aggregation Lags Under Heavy Load

Analytics aggregation may lag when the system a gateway node is installed to is under exceptionally heavy load (CPU usage near 100%). There may be a significant delay in generating analytics data for requests when the node is stressed.

**Workaround:** Analytics aggregation catches up if the CPU load is reduced to approximately 70%. After a few minutes running at reduced load, the delay in generating analytics metrics for requests returns to normal.

If the delay is large, it is possible that logs containing raw analytics metrics are deleted before they are processed. This can result in data loss. Increasing the value of the `max_logs` property in the `analyticsagent.properties` file, or setting the value to 0, reduces the chance that logs are deleted before data is processed when the node is under heavy load. See [Configuring Analytics Properties](#)

## “Bursting” to Metered Billing for Overages is Not Supported

Currently all subscriptions to Oracle Oracle API Platform Cloud Service - Classic are non-metered. “Bursting” to metered billing when using capacity above your non-metered subscription rate is not supported.

## Username and Password Used with Service Level Auth Policy Must Not Exceed 73 Characters

When using basic authentication with the Service Level Auth policy, the user name and password used when calling the service are encrypted and stored in the database as a single string in this format: `<user name>:<password>`. The unencrypted equivalent (plain text) representation of this string must not exceed 74 characters (including the colon).

**Workaround:** Ensure the combined length of the unencrypted user name and password used to access the service is less than or equal to 73 characters.

## Upgrading from Previous Versions is Not Supported

Upgrading from earlier versions of Oracle API Platform Cloud Service - Classic to the 17.4.1 version is not supported. You must provision a new instance.

Contact Oracle support for assistance migrating from earlier version to this release.

## Gateways Apply Case Sensitivity When Reading Headers

Oracle API Platform Cloud Service - Classic gateways apply case sensitivity when reading headers. For example, gateways interpret `tenant-id` and `Tenant-id` as different headers.

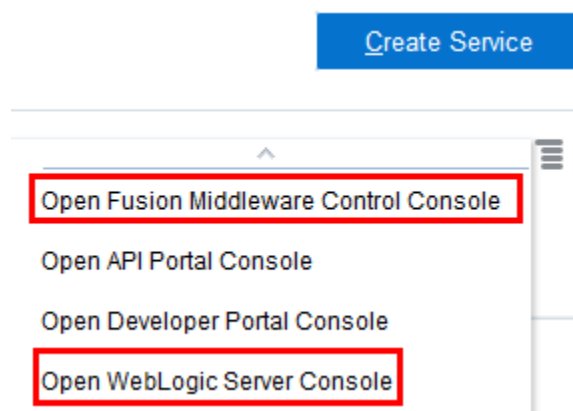
As an example, if a header `tenant-id` is passed to the API, and one of the policies later in the request flow updates a header `Tenant-id`, both `tenant-id` and `Tenant-id` headers are included in the request to the backend service.

## Single-Sign On Not Enabled for Developer Portal

You are prompted for credentials again when navigating to the Developer Portal. Re-enter your credentials to access the Developer Portal.

## Access to the Fusion Middleware Control and WebLogic Server Administration Consoles Disabled from the My Services Pages

The Actions menu for Oracle API Platform Cloud Service - Classic instances displays an entry to open the Fusion Middleware Control console and an entry to open the WebLogic Server Administration console.



Neither of these consoles will load if its item is clicked in the Actions menu. Access to these consoles is disabled in this release.

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

## Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

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