

Known Issues for Oracle API Platform Cloud Service

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

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MTU at 9000 will prevent communication between OCI-C and OCI

If the MTU on the network connection is set to a value higher than 1500, a VM on OCI may not be able to communicate to a service on OCI-C, or a VM on OCI-C may not be able to communicate with a service on OCI. This can cause problems during gateway installation. To resolve the issue, perform the following steps:

1. As root (`sudo su -`), run `ifconfig -a` to get the id/name of your network interface.
2. Run `ifconfig <network interface name> mtu 1500`.

3. Run `ifconfig -a` to confirm the value was updated.

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.

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 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 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.

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 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.

Gateways Apply Case Sensitivity When Reading Headers

Oracle API Platform Cloud Service 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.

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