

# SOA Software Service Manager Agent for WCF: Troubleshooting Guide

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## Agent for WCF

Troubleshooting Guide

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## Contents

Chapter 1   Troubleshooting an Agent for WCF Installation .....	4
Problems / Solutions .....	4
Administrator permission required for Agent installation.....	4
WCF service cannot be activated .....	4
Container not found .....	5
Metadata not found .....	5
Service not found .....	5
Endpoint not found .....	5
Cannot connect to Policy Manager instance .....	6
Appendix A   Customer Support.....	7

# Chapter 1 | Troubleshooting an Agent for WCF Installation

**Note:** This document is supplementary to the *SOA Software Troubleshooting Guide for Agents*, which includes general troubleshooting information for Agents. This document includes troubleshooting information unique to the SOA Software Service Manager Agent for WCF.

## Problems / Solutions

This section provides a simple cause/solution list of common issues that can potentially occur in your Service Manger Agent for WCF deployment.

### **Administrator permission required for Agent installation**

During installation, a popup window displays "Error - Administrator permission required."

#### **Cause:**

The current user is not in the administrators group of the Windows machine where the product is being installed.

#### **Solution:**

Log in as administrator and perform the installation again. If the user is already logged in as administrator, open an MS-DOS prompt window as administrator, and run msi from the DOS window.

### **WCF service cannot be activated**

When browsing the service in a browser the error message "Keyset does not exist" displays.

#### **Cause:**

The user of the application pool does not have permission to access the private key of container certificate.

#### **Solution:**

Run the Agent for WCF Configuration Wizard and add user access permission to container certificate. User can also use the Windows "Certificate" snap-in to manage the container certificate's permission.

## **Container not found**

When browsing a managed WCF service the error message "container not found:container1" displays.

### **Cause:**

The container with containerKey "container1" is not registered on this machine.

### **Solution:**

Run the Agent for WCF Configuration wizard to add container.

## **Metadata not found**

When browsing a managed WCF service the error message "No metadata found in object returned by Workbench WS-MetadataExchange service" displays.

### **Possible Cause:**

The service may not be registered in Policy Manager or a wrong serviceQName was specified.

### **Solution:**

Check the service in Policy Manager and verify the serviceQName is correct.

## **Service not found**

When browsing a managed WCF service, the error message "The service '{http://soa.com/wcf/readytouse/ReadyToUseStandardService}ms-001-bh-basic-service' was not found in container 'wcf1'" displays.

### **Possible Cause:**

The registered WCF service in Policy Manager has not been managed in the Agent container.

### **Solution:**

Manage the service in Policy Manager.

## **Endpoint not found**

When browsing a managed WCF service the error message "The endpoint 'BhBasicEndpoint' was not found for service '{http://soa.com/wcf/readytouse/ReadyToUseStandardService}ms-001-bh-basic-service' in container 'wcf1'" displays.

**Possible Cause:**

The portName specified does not match the service's port name in Policy Manager.

**Solution:**

Specify a correct port name.

**Cannot connect to Policy Manager instance**

The managed service cannot be activated (i.e., cannot browse or send request), and there are errors in the Windows Event Log.

**Possible Cause:**

No connection could be made because the target machine actively refused server1:9900 and failed to create Service Endpoint for the service 'Pki'. Policy Manager may not running or cannot be reached from agent machine.

**Solution:**

Verify that Policy Manager is running. If Policy Manager is already running, check if the agent machine can connect to Policy Manager. It can be a firewall related issue, or DNS related issue, or other network issue.

## Appendix A | Customer Support

SOA Software offers a variety of support services by email and phone. Support options and details are listed below.

Support Option	Details
Email	<ul style="list-style-type: none"> <li>• <a href="mailto:support@soa.com">support@soa.com</a></li> <li>• The Support section of the SOA Software website at <a href="https://support.soa.com/support">https://support.soa.com/support</a> provides an option for emailing product-related inquiries to our Support team.</li> </ul>
Phone	1-866-SOA-9876 (1-866-762-9876)
Support Site	The Support section of the SOA Software website at <a href="https://support.soa.com/support">https://support.soa.com/support</a> includes many product-related articles and tips that might help answer your questions.
Documentation Updates	We update our product documentation for each version. If you're not sure you have the latest documentation, send an email request to <a href="mailto:support@soa.com">support@soa.com</a> . Specify the product and version you're using.

For more information, visit <https://support.soa.com/support/>.