

SOA Software Service Manager Delegate for WCF: Troubleshooting Guide

SOA | software™



Delegate for WCF

Troubleshooting Guide

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Chapter 1 | Troubleshooting an Delegate 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 Delegate for WCF.

Problems / Solutions

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

Administrator permission required for Delegate 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.

Delegate configuration not found

When running the client, the error message "delegate configuration not found" displays.

Cause:

The Delegate is not configured on the current machine.

Solution:

Run Delegate for WCF Configuration Wizard to add a correct Delegate.

Metadata not found

When running the client 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.

Endpoint not found

When running the client, the error message "no endpoint found for:endpoint1" displays.

Possible Cause:

Wrong endpoint name specified.

Solution:

Specify a correct port name.

Routing of endpoint fails in client

The client is using the service endpoint address in the application config file instead of the endpoint address in Policy Manager.

Possible Cause:

The dynamicRouting property of the soaDelegateBinding is not enabled.

Solution:

Check the dynamicRouting property of the soaDelegateBinding and verify it is set to "true."

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 delegate 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">• support@soa.com• The Support section of the SOA Software website at https://support.soa.com/support provides an option for emailing product-related inquiries to our Support team.
Phone	1-866-SOA-9876 (1-866-762-9876)
Support Site	The Support section of the SOA Software website at https://support.soa.com/support 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 support@soa.com . Specify the product and version you're using.

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