**{{API NAME}} API**

**Production Support/Troubleshooting SOP**

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**Authors: {{AUTHOR}}**

**APIFirst Team, Digital Architecture**

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| **Version & Date** | **Created/Changed by** | **Change details** | **Reviewed/Approved By** |
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# **Target Audience**

This document is for the Ops Support Team to be used during Support/troubleshooting.

# **Project Overview**

# **{{API NAME}}**

# **Known Issues**

The following portal issues were pending when the release was done.

|  |  |
| --- | --- |
| Defect | URL |
|  |  |

# **Logz.io**

Check for logs in:

<https://app-eu.logz.io/#/dashboard/kibana>

# **Troubleshooting Steps**

1. Refer to the error analysis report, filtered by proxy.

<https://seglobalapim.apigee.com/platform/prod/error-analysis>

Check “Proxy Errors by Response Code”

Check “Target Errors by Response Code”

To identify particularly high error status code counts

1. Refer the Unit Test results located in the project folder to check which Test Scenarios are expected to throw those codes.

**{{API NAME}}** cheat sheet.

|  |  |
| --- | --- |
| Status Code | Possible Cause |
| 401 | Apigee Token not provided  Apigee Token invalid or expired (it expires after 1 hr) |
| 400 | Application request validation error. Refer to project team. |
| 403 | Not supported verb or path suffix |
| 404 | If Apigee native error returned, it is not reaching the proxy. Bad basepath?  If standardized error returned, backend service unavailable. Target Server issue?  If standardized error returned, resource id is not found. Normal behavior. |
| 429 | Quota or SpikeArrest error. Standard settings are used. |
| 500 | Unanticipated Target error flow error. Could be a salesforce ID lock-out. |

1. In Logz.io, filter for proxyBasepath and code = status code value to check the request/response/error details.
2. Test in Preprod using the logged Request in Postman to see if the symptom occurs there. If yes, turn on tracing to check the response from the backend system. If needed turn on tracing in Production.

# **Custom Reports**