

Troubleshooting

1. If EasyAdmin User Interface (OpenLM Server) or Directory Sync do not open, please check if appsettings have enabled security value with Client ID and Secret Key. You can turn off security mode in Identity Service and turn it on again to reset Client ID and Secret Key. Please do not forget to reissue the Authorization File as well for each component.
2. If Reports Scheduler and ServiceNow are not working, try the same as #1.
3. If EasyAdmin User Interface (OpenLM Server), and Directory Sync UI don't open, please check if you are using FQDN in Identity Service UI settings.
4. If you check logs in the installation folder of each component, you might see the error INVALID CLIENT. This means something is wrong with a Client ID and Secret Key.
5. If the OpenLM server and Identity Service services start later than other components, the authorization file will not be loaded from each component. Please restart Services with OpenLM Server and Identity Service services running.
6. Please make sure the Identity Service Port is not overlapping and conflicting with other applications.
7. Please make sure the Identity Service has its own database and gets connected. It is not possible to connect to the OpenLM Server database.
8. If OpenLM Server does not start with Identity Service enabled and it has True value for security in appsettings json file then try to Set it False in appsettings json file for Server for security section and set False in appsetting json file for Identity for Section where OpenLM Server URL is indicated. Save the operated changes . Restart both services and try to re-connect Identity Service to Server via UI.