

TS014325313 - Access API Manager through WAF

## Case history

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### 18 Oct 2023

- 03:52 AM **Eric.** (IBM)  
Hello Harish,,  
GET, POST, HEAD, OPTIONS, PATCH, PUT, DELETE  
Note, this might change in the future. The WAF should not block any HTTP methods, all the HTTP methods should be allowed.  
Thank you
- 03:38 AM **Harish Gopalakrishnan** (Customer)  
Can you please list down the http methods.
- 03:38 AM **Harish Gopalakrishnan** (Customer) changed Status from *Awaiting your feedback* to *Waiting for IBM*.
- 02:34 AM **Eric.** (IBM)  
Hello Harish,  
The WAF should not block any HTTP methods, all the HTTP methods should be allowed.  
Thank you
- 02:34 AM **Eric.** (IBM) changed Status from *Waiting for IBM* to *Awaiting your feedback*.
- 02:27 AM **Harish Gopalakrishnan** (Customer)  
Dear Eric,  
Patch method is blocked in our organization. Is it because of it? also please provide us the list of methods that should be allowed.
- 02:27 AM **Harish Gopalakrishnan** (Customer) changed Status from *Awaiting your feedback* to *Waiting for IBM*.
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### 17 Oct 2023

- 08:36 PM **Eric.** (IBM)  
Hello Harish,  
I am following up on the subject case and would like to know the current status.  
Is there any feedback from the WAF team? Do you have any further questions for us?  
Thank you
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### 16 Oct 2023

- 02:10 AM **Eric.** (IBM) changed Status from *Waiting for IBM* to *Awaiting your feedback*.
- 01:57 AM **Harish Gopalakrishnan** (Customer)  
Dear Eric,  
We are checking with WAF team We will update you.
- 01:57 AM **Harish Gopalakrishnan** (Customer) changed Status from *Awaiting your feedback* to *Waiting for IBM*.
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### 4 Oct 2023

- 09:02 PM **Eric.** (IBM)  
Hello Harish,  
I am following up on the subject case and would like to know the current status.  
Please let us know if there are any question or need further assistance for this case.  
Thank you
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### 3 Oct 2023

- 01:48 AM **Eric.** (IBM)  
Hello Harish,  
I am following up on the subject case and would like to know the current status.  
Did you have a chance to review the last update? Do you have any further questions for us?  
Thank you
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**1 Oct 2023**

02:17 AM **Eric.** (IBM)

Hello Harish,

Thanks for contacting IBM API Connect Support Team. I see following error in the logs:

PATCH

[https://testapimgr.bankmuscat.com/api/catalogs/e73afaef-c71c-40cd-99f7-6f61f32f0c67/b6b2119f-54b7-4960-acc4-56d72net::ERR\\_CONNECTION\\_RESET](https://testapimgr.bankmuscat.com/api/catalogs/e73afaef-c71c-40cd-99f7-6f61f32f0c67/b6b2119f-54b7-4960-acc4-56d72net::ERR_CONNECTION_RESET)

Do you see the same issue when accessing API Manager directly (without go through WAF)? If not, please check the configurations and logs in your WAF. Looks like some requests been blocked. If possible, configure WAF to be SSL passthrough (layer 4 load balancing) instead of modify/overwrite the requests.

[https://www.ibm.com/docs/en/api-connect/10.0.5.x\\_lts?topic=deployment-load-balancer-configuration-in-vmware](https://www.ibm.com/docs/en/api-connect/10.0.5.x_lts?topic=deployment-load-balancer-configuration-in-vmware)

Thank you

02:17 AM **Eric.** (IBM) changed Status from **New Case** to **Awaiting your feedback**.

12:42 AM **Harish Gopalakrishnan** (Customer)

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