Teamcenter Service Lifecycle for SFDC - Installation and Setup Guide

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1. System Requirements

Before you begin the installation, ensure that your environment meets the following requirements:

1. Users must have the specified licenses and access permissions to utilize the full functionality.
   - **Service Technician Access (STA) License**—Required for viewing data from Teamcenter.
   - **Salesforce License**—Dependent on Service Cloud or Field Service.

User	Licenses
Siemens Technician	SLM for CRM (Basic)
Siemens Supervisor	SLM for CRM Asset Manager (Basic)
Customer's vendor	Teamcenter Service Lifecycle Portal

> **Note**
>
> Teamcenter Service Lifecycle Portal license is available starting with release 2606.2609.
>
> A customer vendor is considered an Authorized Agent to access and use the Offering as intended by the customer, subject to the applicable agreement terms and conditions.
>
> An Action is a measurable operation performed within the Offering. Actions can represent customer-facing activities, workflows, or transactions executed through the Offering. Different Actions can consume different amounts of the purchased entitlement depending on the functionality, processing, complexity, or value associated with the Action.

Applicable consumption rates are:

Salesforce Action	Weightage
Generate Asset	50
Open Asset to see details	0
View Asset Hierarchy (On Tree tab)	0
3D View of Asset (On Tree tab)	3
Add Missing Serial Number (On Tree tab)	1
Edit Serial Number (On Tree tab)	1
Open Article (On Tree tab)	0
Generate Article (On Tree tab)	50
Date Configuration	2

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Salesforce Action	Weightage
Uninstall Part	1
Install Part	1

2. Version compatibility matrix

   The following matrix shows the compatibility between versions of the Salesforce app, TCSLMPhysicalStructure Microservice and specific versions of Teamcenter. It is crucial to align these versions for proper functionality.

App Version	TCSLMPhysicalStructure Microservice	Teamcenter
Teamcenter SLM 2606	2606 or latest patch	2606
	2512 or latest patch	2512
	2506 or latest patch	2506
	2412.0001 or latest patch	2412
	2406.0002 or latest patch	2406
	2312.0005 or latest patch	2312

   Note

   Ensure you use the corresponding TCSLMPhysicalStructure Microservice and Teamcenter (TC) or Active Workspace (AW) version based on the Salesforce app version you are installing.

   Based on compatibility requirements, you can download the required TCSLMPhysicalStructure microservices using this link: **TCSLMPhysicalStructure-MS**

   For information about configuring microservices using Deployment Center (DC), see the following topics:
   - **Configure TCSLMPhysicalStructure Microservice versions earlier than 2512**
   - **Configure TCSLMPhysicalStructure Microservice version 2512**
   - **Configure TCSLMPhysicalStructure Microservice versions 2606 and later**

3. The installation of the MFE Vis microservice is a prerequisite for enabling asset visualization within the Teamcenter Service Lifecycle for SFDC application.

   Note

   The MFE Vis microservice is included as part of the Active Workspace kit.

4. For secure communication and data transfer, Active Workspace must be HTTPS enabled.
5. Teamcenter needs to be exposed to the internet to facilitate communication with Salesforce.

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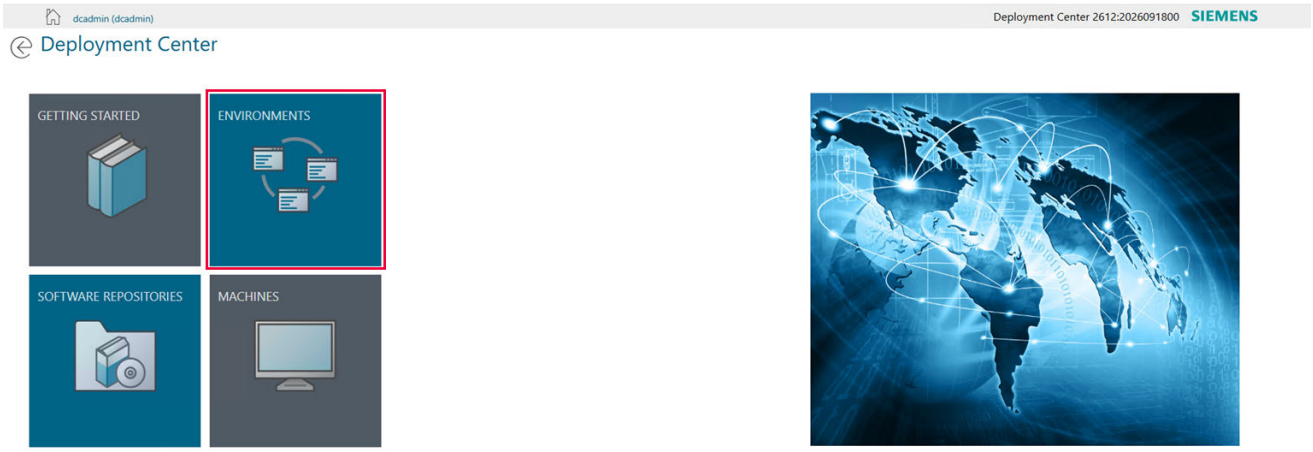
2. Active Workspace Gateway configuration

Configure the Active Workspace Gateway with secure cookie attributes and Content Security Policies (CSP) using Deployment Center to enhance environment security.

This task guides you through configuring the Active Workspace Gateway with secure cookie handling and Content Security Policies.

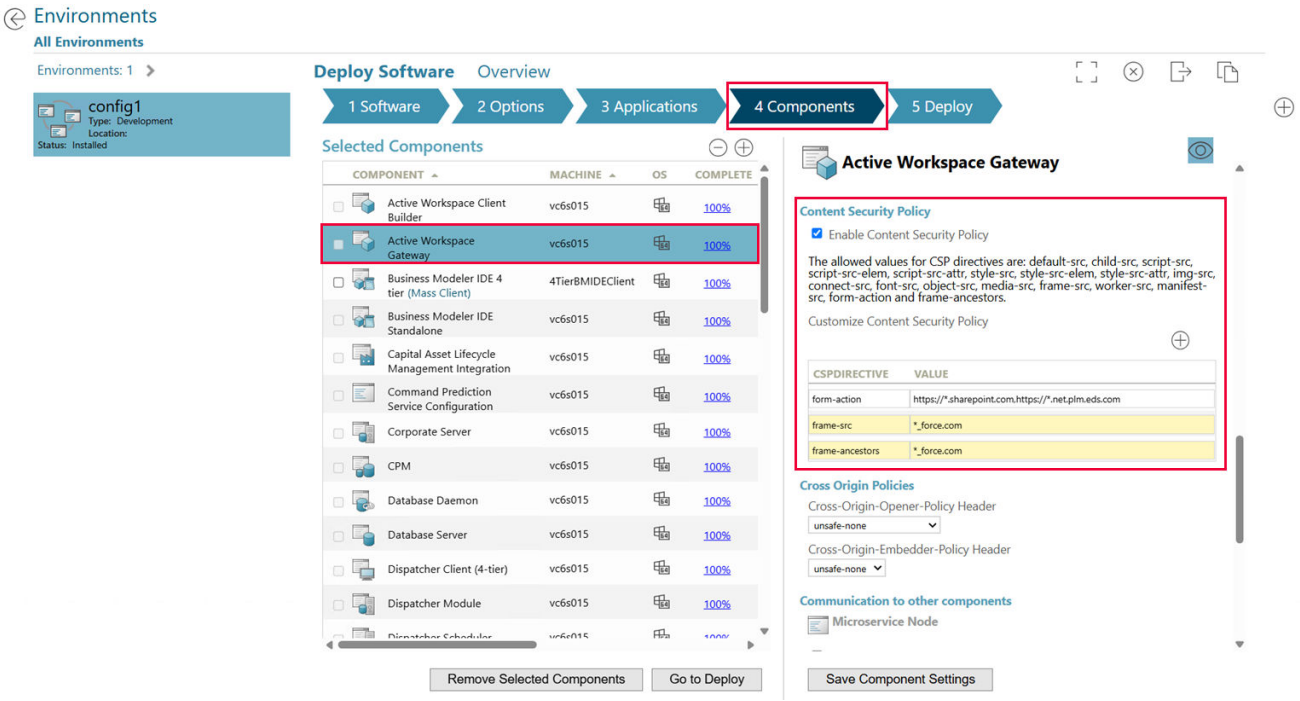
Procedure

1. Navigate to the gateway *microservices* folder and open the *config.json* file.
2. Add the following configuration flags to the *config.json* file:
   - `"forceSecureAttributeOnCookies" : true` - Ensures all cookies are transmitted over secure HTTPS connections.
   - `"sameSiteCookieAttribute" : true` - Ensures all cookies include SameSite attributes to prevent forgery attacks.
3. Save and close the *config.json* file.
4. Log on to Deployment Center and select the environment for the Active Workspace Gateway configuration.



5. Click the **Components** tab.
6. In the **Selected Components** list, click the **Active Workspace Gateway** component.
7. Scroll to the **Content Security Policy** section and click the plus (+) button to add the required policies.

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8. Click **Save Component Settings**.
9. Go to the **Deploy** tab and click **Generate Install Scripts** to generate deployment scripts.
10. Locate and unzip the generated deployment package.
11. Open the *deploy_hostname* folder, where *<hostname>* is your target machine name.
12. Run the following command in a terminal.

```
deploy.bat -softwareLocation=C:\Apps\DC\Repo\Software
-dcusername=dcadmin -dcpassword=dcadmin
```

13. Monitor the execution and wait for the script to complete.
14. Verify that a new key named `cspUpdates` is present in the *config.json* file.
    The presence of this key confirms that the Content Security Policies were successfully applied.

Results

The Active Workspace Gateway is now configured with secure cookie attributes and updated Content Security Policies reflected in the *config.json* file.

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3. App Installation and Configuration

Salesforce knowledge settings

Before installing the application, ensure that knowledge is enabled in the Salesforce org.

Procedure

1. Navigate to **Setup**.
2. Search for and select **Knowledge Settings**.
3. Enable Knowledge.

Install the application

You can install the application from the **Salesforce AppExchange**.

If you encounter any difficulties during this process, reach out to our support team using the contact information provided in this documentation. We are here to assist you!

Create permission set

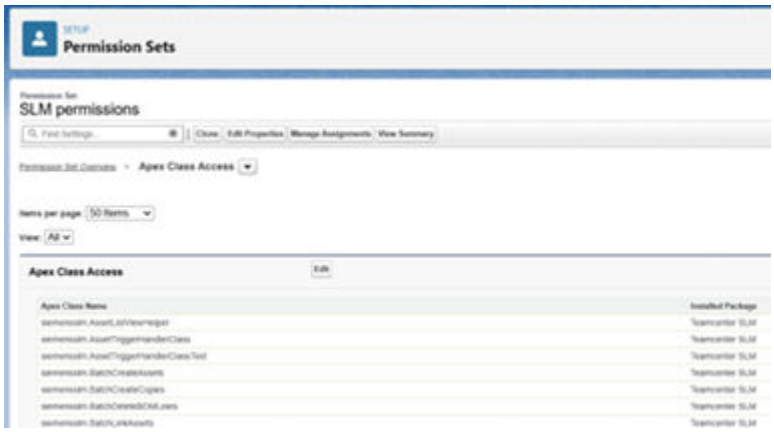
You need to create a new permission set, for example, named **SLM Permissions**, and assign the necessary access levels.

Procedure

1. Assign full access to the following objects under **Object Settings**:
   - Work Plan Template
   - Work Step Template
   - Work Plan Template entry
   - Assets
   - Product2
   - Product Component Group
   - TC Spare Parts
   - Spare Parts Import Details

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2. Assign the following **System Permissions** within the permission set:
   - Author Apex
   - Customize Application
3. Assign all **siemenssIm** namespace Apex classes under **Apex Class Access**.



User management

User setup is crucial for the application's functionality. This involves creating an integration user and end users.

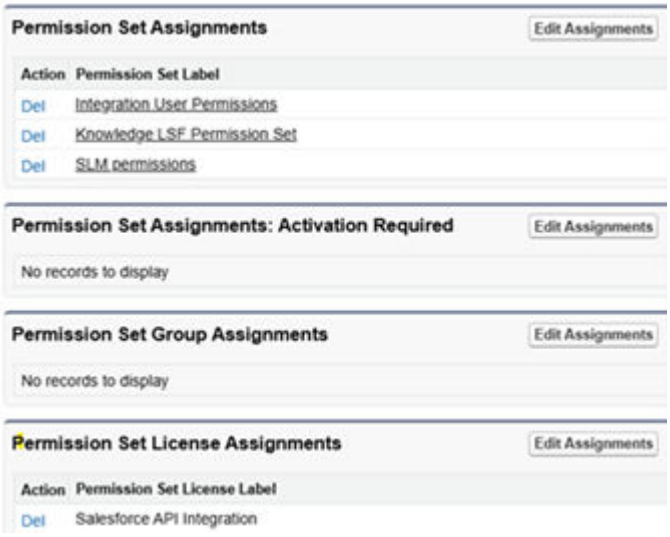
Create integration user

To facilitate background communication with Teamcenter, create a user with the user license as **Salesforce Integration** and the profile as **Minimum Access - API Only Integrations**.

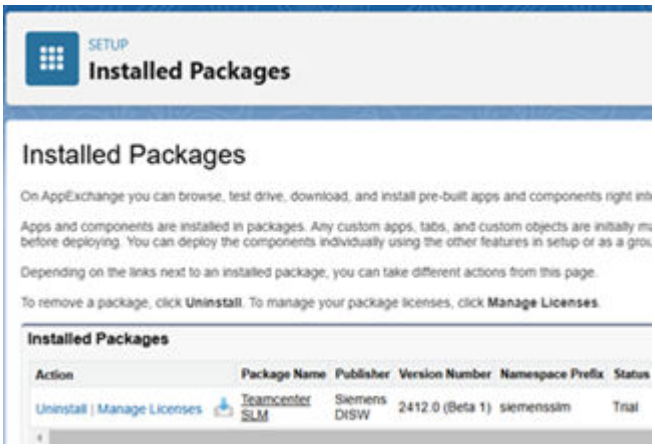
Procedure

1. After creating the user license and profile, assign the **Salesforce API Integration** permission set license to this user.
2. Assign the following permission sets:
   - Integration Users Permissions
   - SLM Permissions
   - Spare Parts

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3. Assign the SLM app license to the integration user:
   a. Go to **Installed Packages**.
   b. Select **Manage Licenses**.
   c. Click **Add Users**, select the integration user, and click **Add**.



Create or update end user

Now, configure the actual users who will be interacting with the application. You can either create new users or modify existing ones.

Procedure

1. Technician user setup:
   a. Create a new user.

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> **Note**
> This user must be a Knowledge user.

b. Assign the **Siemens Technician** and **SLM Permissions** permission sets.

> **Tip**
> You can also apply these settings to an existing user.

2. Supervisor user setup:

a. Create a new user.

> **Note**
> This user must be a Knowledge user.

b. Assign the **Siemens Supervisor**, **SLM Permissions** and **Spare Parts** permission sets.

> **Note**
> You can also apply these settings to an existing user.

Set up external client app

Configure OAuth authentication to enable secure access to Salesforce data without requiring users to manually log in for each integration request.

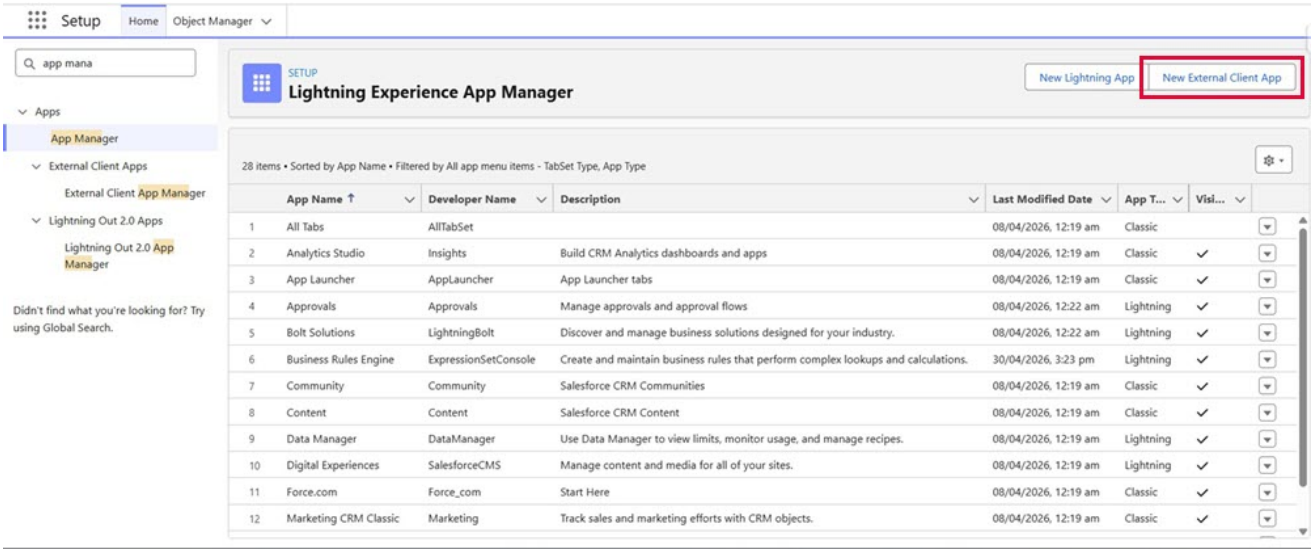
Prerequisites

- Access to Salesforce Setup with administrative privileges
- Integration user account created in Salesforce
- Production organization URL for production environments

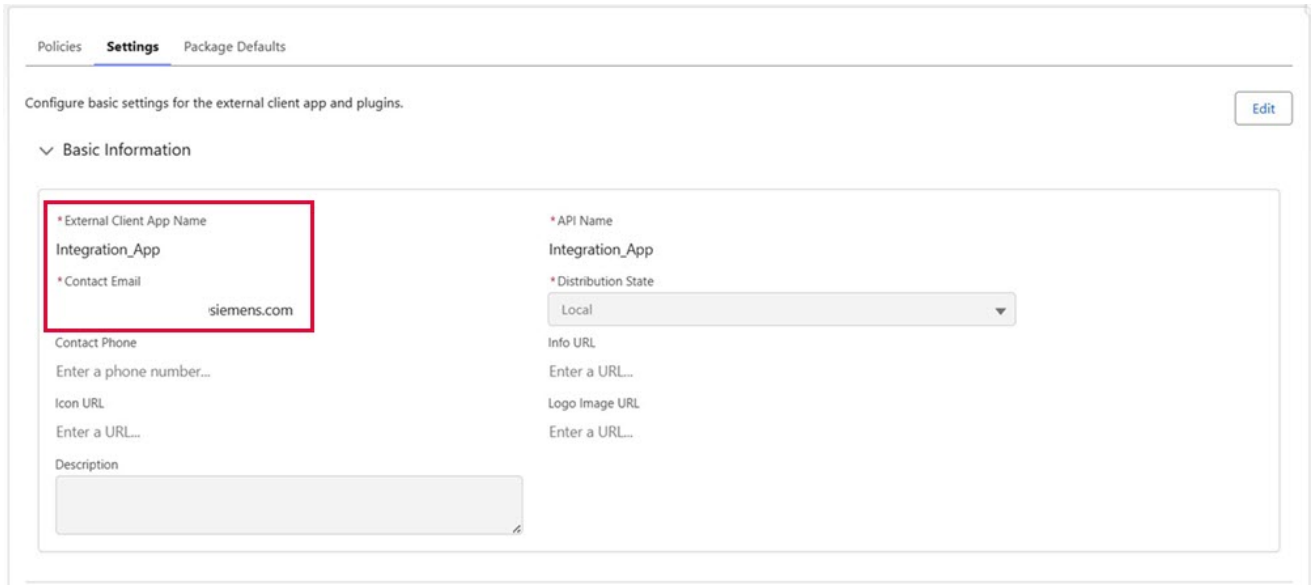
Procedure

1. In Salesforce, go to **Setup**.
2. In the **Quick Find** box, search for **App Manager**.
3. Click **New External Client App**.

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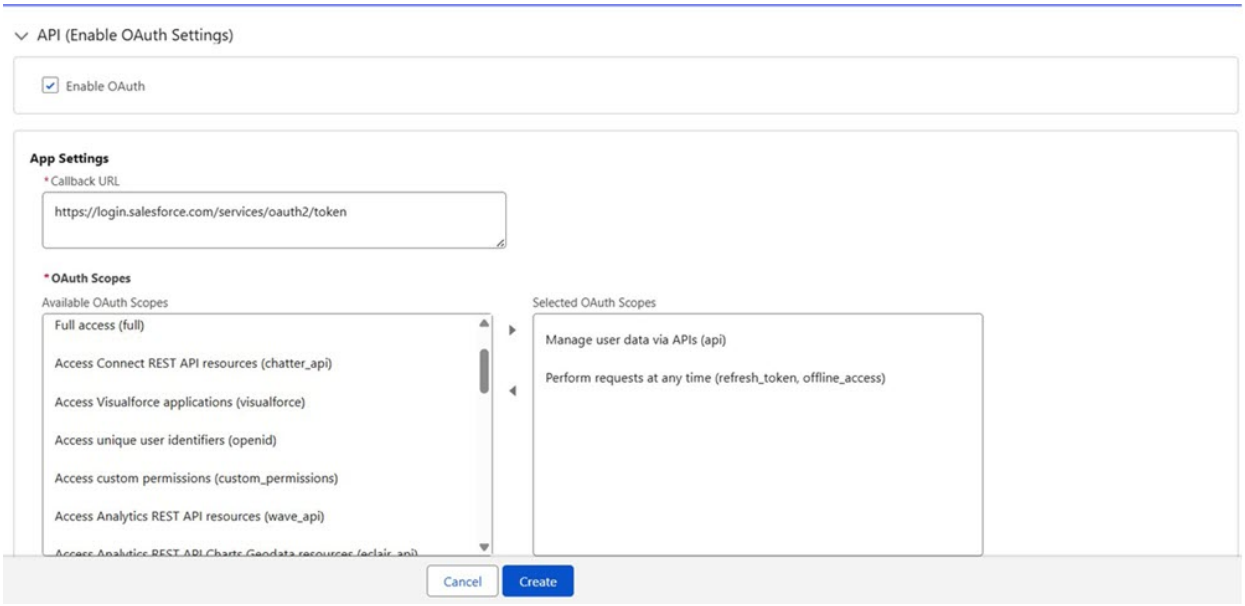


4. In the **Basic Information** section, do the following:
   a. In the **External Client App Name** field, enter the application name.
   b. In the **Contact Email** field, enter the contact email address for the application.



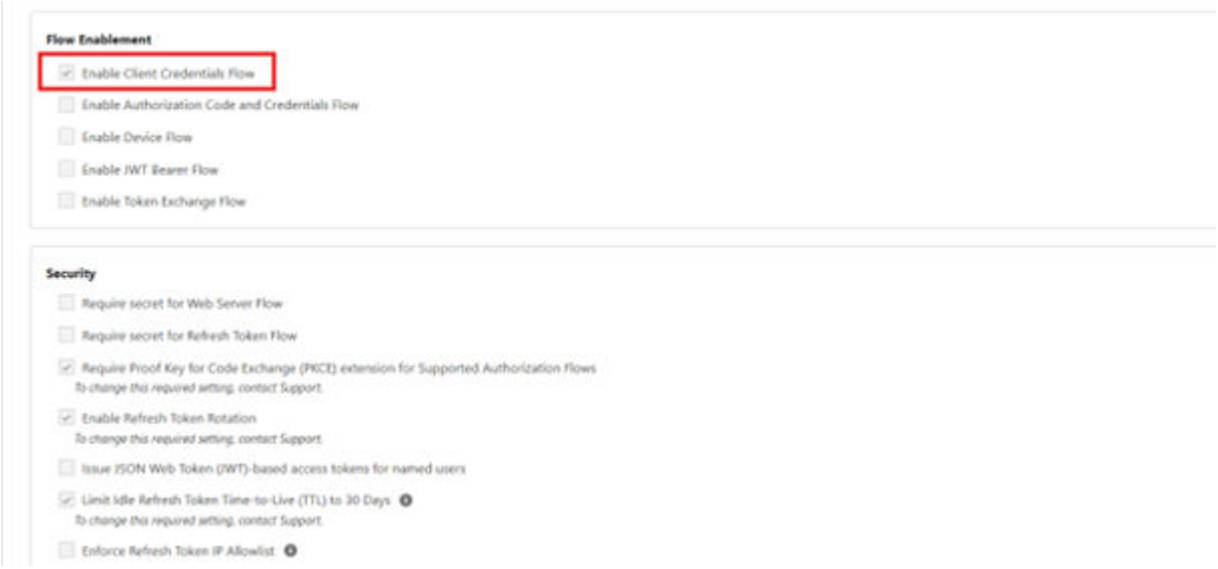
5. In the **API (Enable OAuth Settings)** section, do the following:
   a. Select **Enable OAuth**.
   b. In the **Callback URL** field, enter: *https://login.salesforce.com/services/oauth2/success*.
   c. In the **OAuth Scopes** field, select the required scopes for your integration.

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d. Select **Enable Client Credentials Flow** check box.

e. Click **Create**.

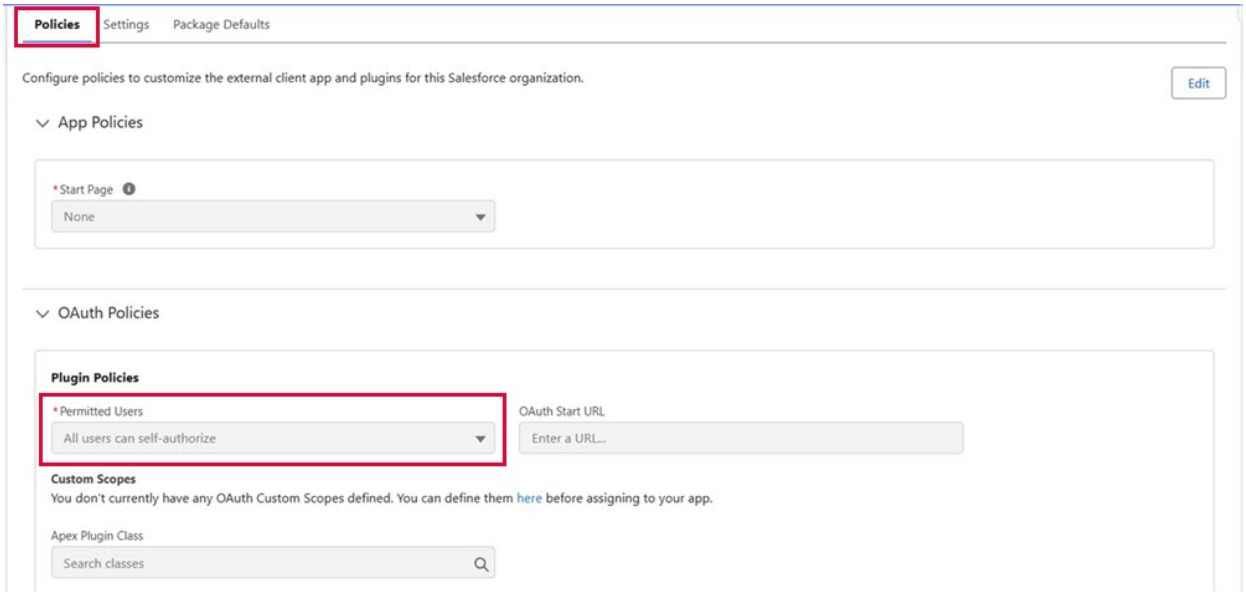


The external client app is created.

6. Navigate to the **Policies** tab and do the following:

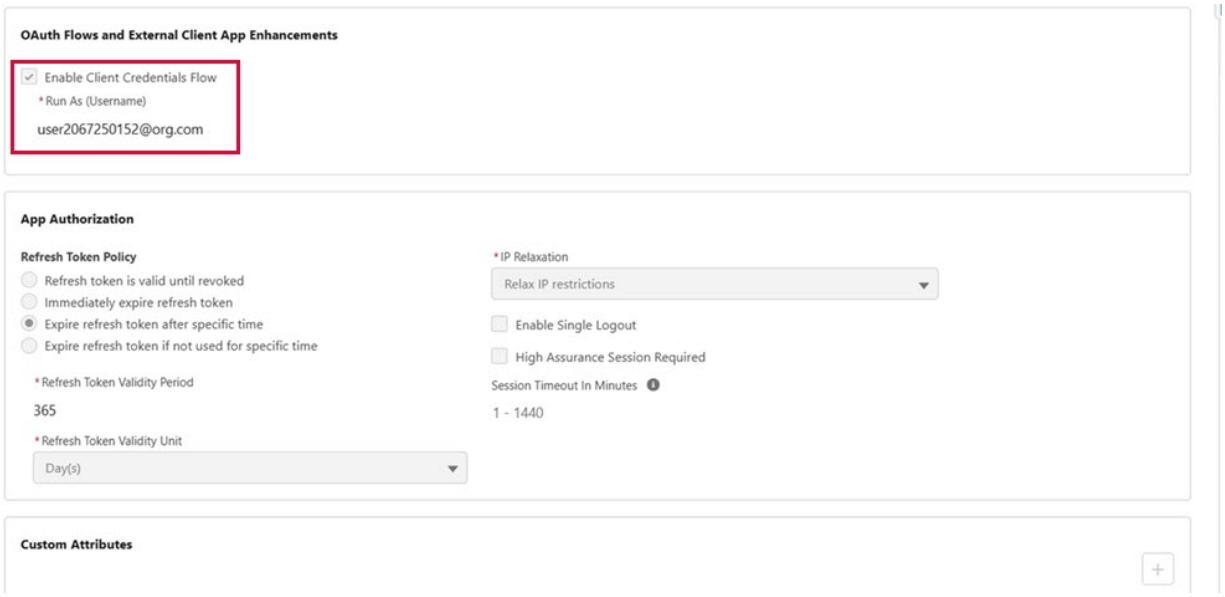
a. From the **Permitted Users** list, select **All users can self-authorize**.

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b. Select the **Enable Client Credentials Flow** check box.

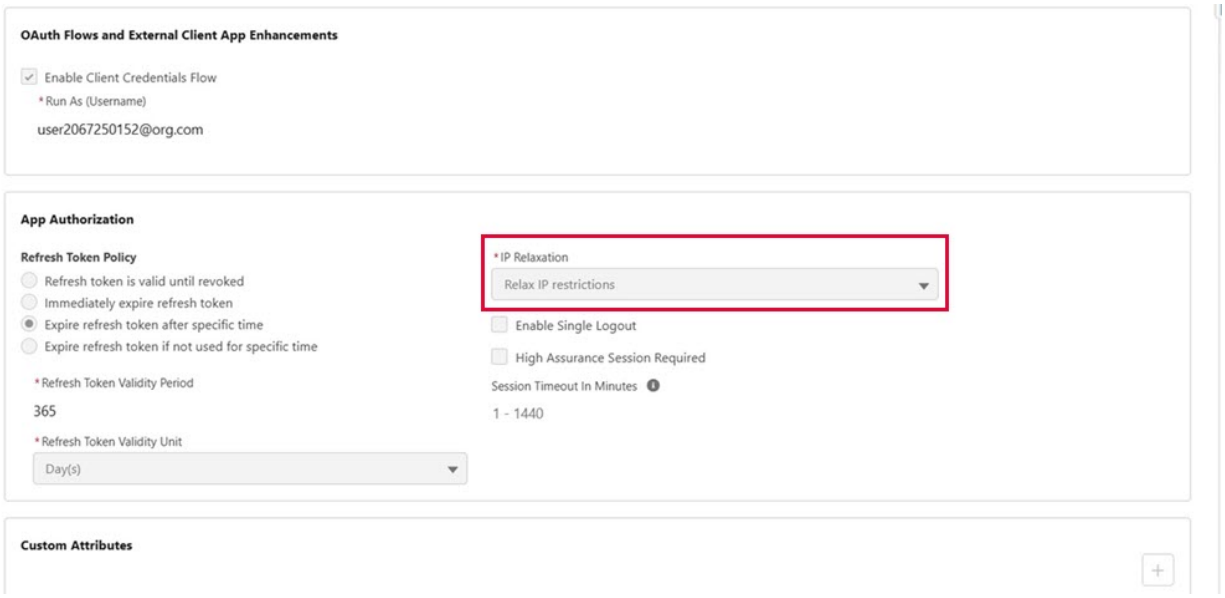
c. In the **Run As** field, enter the integration user's username.



d. From the **IP Relaxation** list, select **Relax IP restrictions**.

e. Click **Save**.

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The policy settings are saved.

7. Navigate to the **Settings** tab and do the following:

   a. Click **OAuth Settings**, and then click **Consumer Key and Secret** to open the credentials.

   b. Copy the **Consumer Key** and **Consumer Secret** values and paste them into the custom settings.

8. To set the Consumer Key, Consumer Secret, and Salesforce URL properties based on your version requirements, see the following topics:

   - **Configure TCSLMPhysicalStructure Microservice versions earlier than 2512**
   - **Configure TCSLMPhysicalStructure Microservice version 2512**
   - **Configure TCSLMPhysicalStructure Microservice versions 2606 and later**

Configure TCSLMPhysicalStructure Microservice versions earlier than 2512

- Save the Salesforce Org's **Consumer Key**, **Consumer Secret**, and **Salesforce (SF) URL** in the JSON file at the following path:

  C:\Apps\tc\tc version folder\microservices folder\services_config folder\tcslmphysicalstructure.json as follows:

```
CONSUMER_KEY=<key>
CONSUMER_SECRET=<secret>
SF_URL=https://<My Domain URL>
```


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Tip

To find your Salesforce My Domain URL, go to **Salesforce Setup** and search for domain > **My Domain** > **Current My Domain URL**.

Sample **tcslmphysicalstructure.json** file:

```
{
  "tcslmphysicalstructure_service": {
    "image": "tcslmphysicalstructure_service-2512",
    "environment": [
      "DSP=http://vc6s015:9090",
      "ENDPOINT_TC=http://vc6s015:8000/tc",
      "MSR=http://vc6s015:8787/eureka/v2/",
      "STORAGEMODE=FMS",
      "SF_URL=addyoursfurl.com",
      "CONSUMER_KEY=addyourkey123",
      "CONSUMER_SECRET=addyoursforgsecret456",
      "LOG_LEVEL=info",
      "NODE_ENV=production"
    ],
    "deploy": {
      "replicas": 1
    }
  }
}
```

Warning

Ensure that all quotation marks and commas are correct. Validate the file with a JSON linter before you save it.

Configure TCSLMPhysicalStructure Microservice version 2512

- Open the JSON file at the following path:

  C:\Apps\tc\tc version folder\microservices folder\services_config folder\tcslmphysicalstructure.json

- Add the **Salesforce Org's URL (SF URL)** to the JSON file:

  ```
  SF_URL= https://<My Domain URL>
  ```

- Save the file.

Sample JSON file:

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```
{
  "tcslmphysicalstructure_service": {
    "image": "tcslmphysicalstructure_service-2606",
    "environment": [
      "DSP=http://vc6s015:9090",
      "ENDPOINT_TC=http://vc6s015:8000/tc",
      "MSR=http://vc6s015:8787/eureka/v2/",
      "STORAGEMODE=FMS",
      "VAULT_TLS_ROOT=C:/Apps/tc/tc2606/TR/tc_vault_tls",
      "SF_URL=https://test.com",
      "LOG_LEVEL=info",
      "NODE_ENV=production"
    ],
    "deploy": {
      "replicas": 1
    }
  }
}
```

Tip

To find your Salesforce My Domain URL, go to **Salesforce Setup** and search for domain > **My Domain** > **Current My Domain URL**.

Configure TCSLMPhysicalStructure Microservice versions 2606 and later

Set the Salesforce Org's **Consumer Key**, **Consumer Secret**, and **Salesforce (SF) URL** for microservice versions 2606 and later.

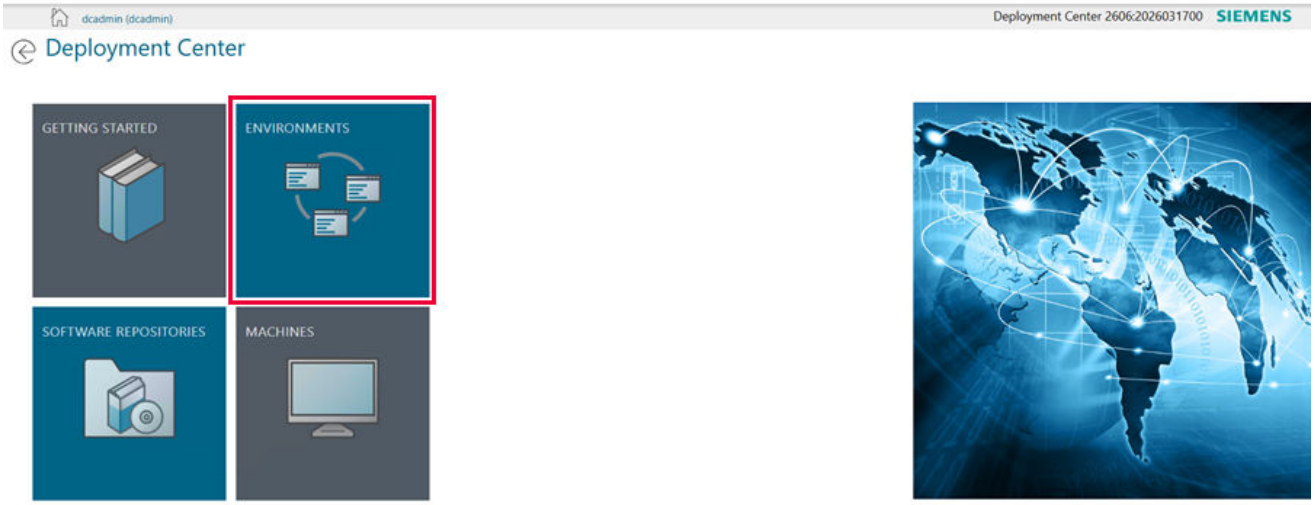
Prerequisites

Install the TCSLMPhysicalStructure Microservice before you continue. If you have not installed it, see the *Installation of TCSLMPhysicalStructure Microservice* guide.

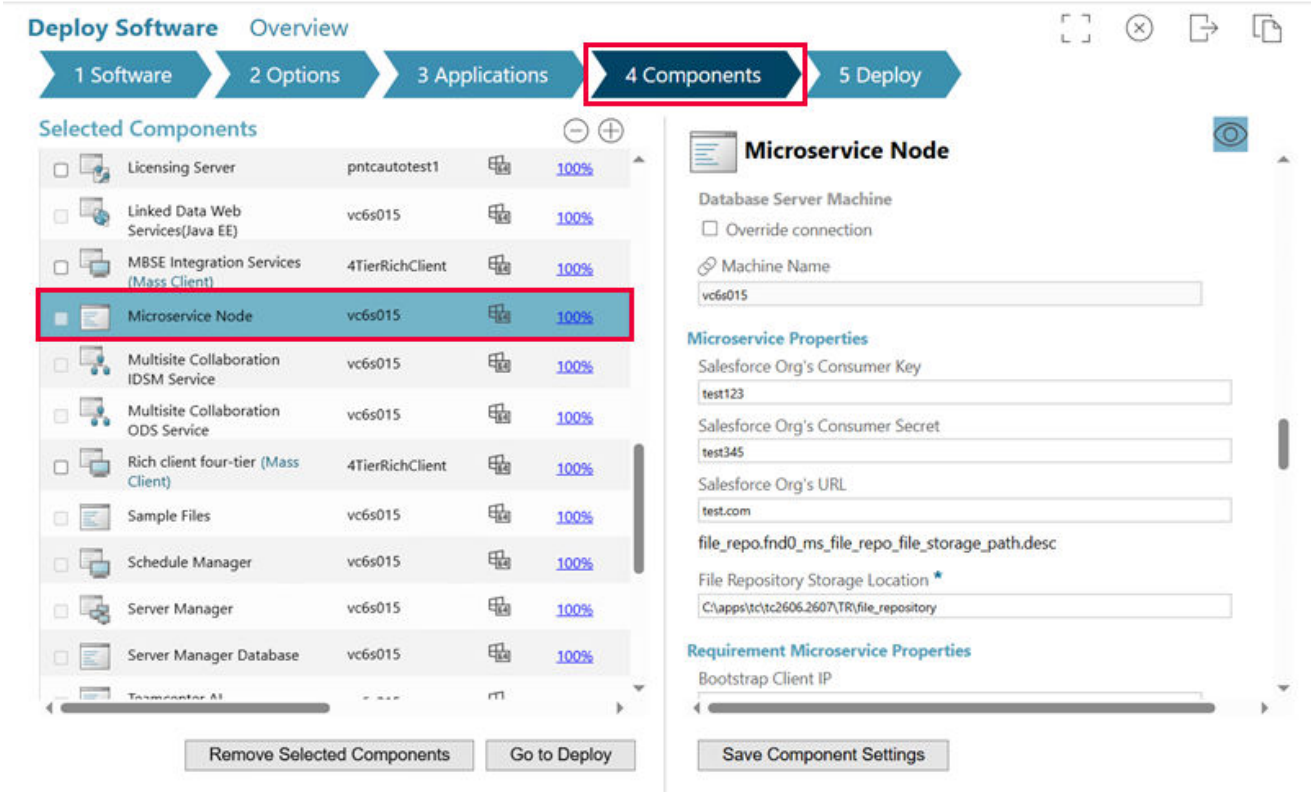
Procedure

1. Log on to Deployment Center and select the environment to which you want to add the Microservice Node.

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2. On the **Environments** page, go to the **Components** tab.
3. In the **Selected Components** list, search for **Microservice Node** and select it.

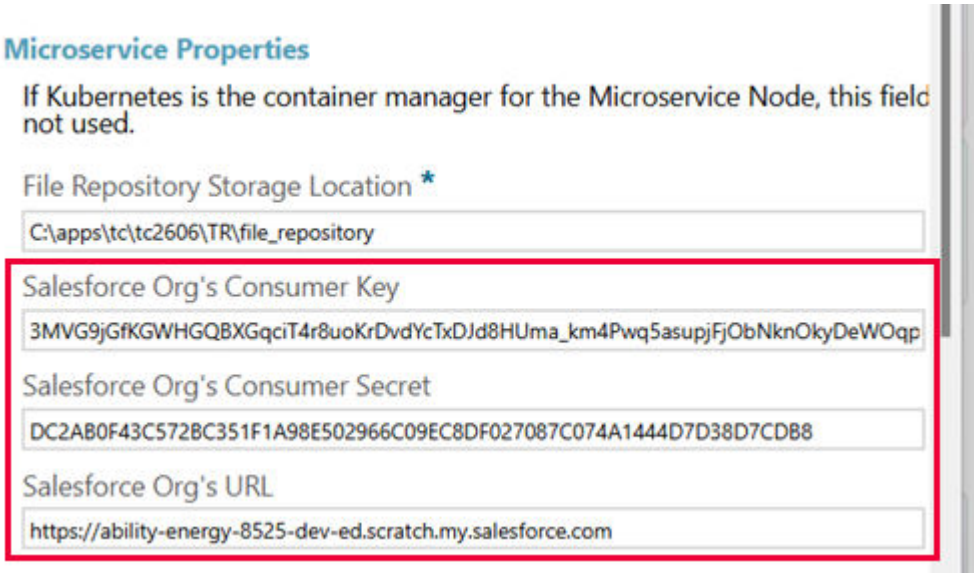


4. In the **Microservice Node** panel, in the **Microservice Properties** section, enter the credentials for the **Salesforce Org's Consumer Key**, **Salesforce Org's Consumer Secret** and **Salesforce Org's URL**.

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Tip

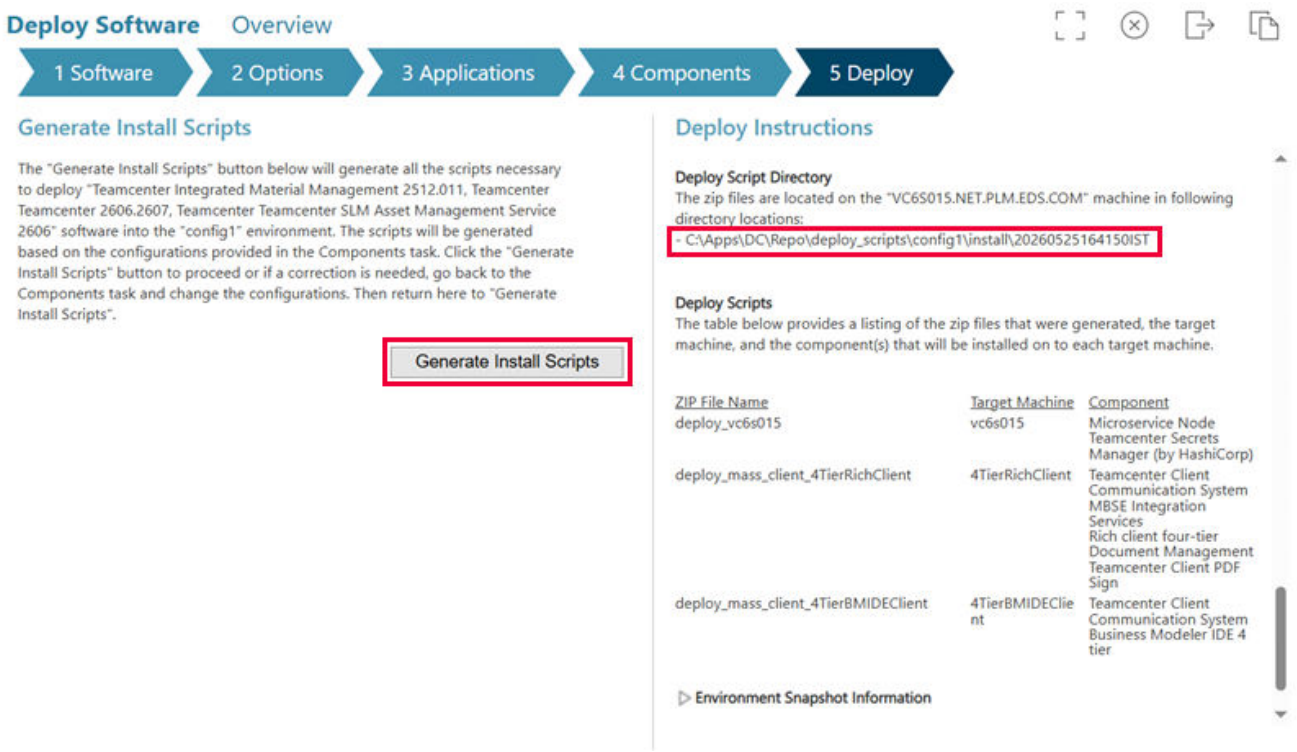
To find your Salesforce My Domain URL, go to **Salesforce Setup** and search for domain > **My Domain** > **Current My Domain URL**.



5. Click **Save Component Settings** in the **Microservice Node** panel.
6. Click **Go to Deploy** to navigate to the **Deploy** tab.
7. Click **Generate Install Scripts** to generate the deployment script.

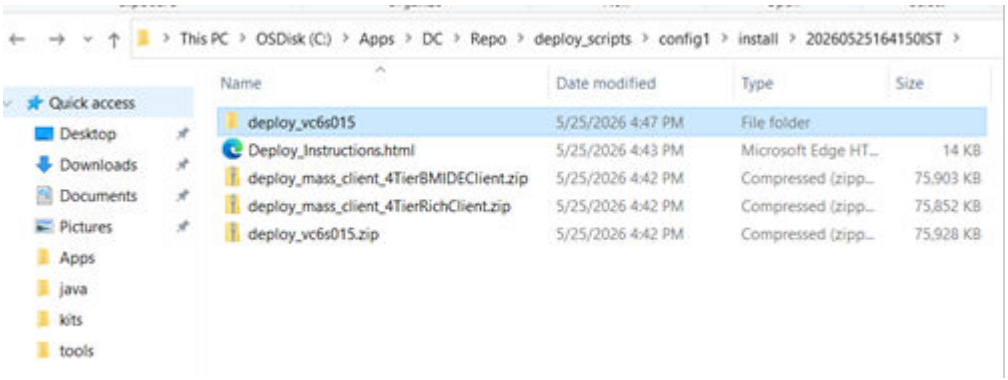
   When script generation is complete, in the **Deploy Instructions** panel, under **Deploy Script Directory** section, copy the directory location.

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8. In Windows File Explorer, go to the deployment script directory path that you copied.
9. Unzip and open the deploy_hostname folder.

> **Note**
>
> To check the host name, open a command prompt and enter the hostname command.

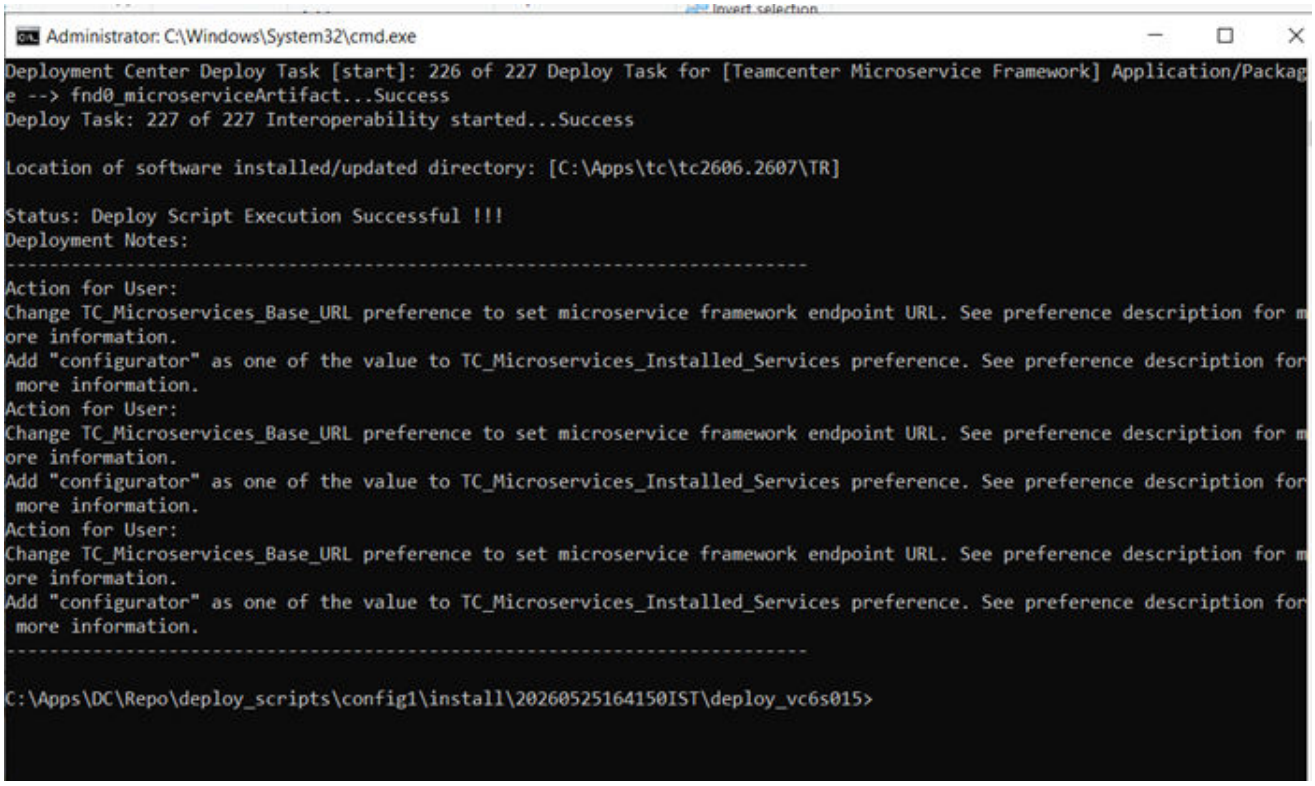


10. To run the deployment script, open a command prompt in administrator mode in the deploy_hostname folder and run:

```
deploy.bat -softwareLocation=C:\Apps\DC\Repo\Software
-dcusername=dcadmin -dcpassword=dcadmin
```

11. Wait until the tcslmphysicalstructure microservice deploys successfully.

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12. After the TCSLMPhysicalStructure microservice is configured successfully, start the **Teamcenter Process Manager** service from **Windows Services** (services.msc) to start the TCSLMPhysicalStructure microservice.

Add trusted URLs

Create two trusted URLs (one for HTTP and one for HTTPS) with the following configurations enabled:

- connect-src (scripts)
- font-src (fonts)
- frame-src (iframe content)

Configure custom settings

Procedure

1. Go to **Setup**.
2. Search for **Custom Settings**.
3. Click **Manage** for the TC_Settings row.

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4. Click **New**.
5. Enter the following login URL details (These are dummy details for your reference):
   a. Set AWC_Path_c to `<Active Workspace Gateway url>/awc`.
   b. Set MS_Path_c to `tc/micro`. The microservice path, such as **micro** or **sd**, will be configured according to the Active Workspace gateway config.json.
   c. Set TC_SF_Route_c to `coc`. The microservice path, such as **micro** or **sd**, will be configured according to the Active Workspace gateway config.json.
   d. For TcX, set TC_SF_Route_c to `tcxcoc`. The microservice path, such as **micro** or **sd**, will be configured according to the Active Workspace gateway config.json.
   e. Set TC_END_POINT_c to `<Active Workspace gateway url>/awc`.

   Example

   https://albsf-tc2312.eu-central-1.elb.amazonaws.com/awc

Update remote site settings

Procedure

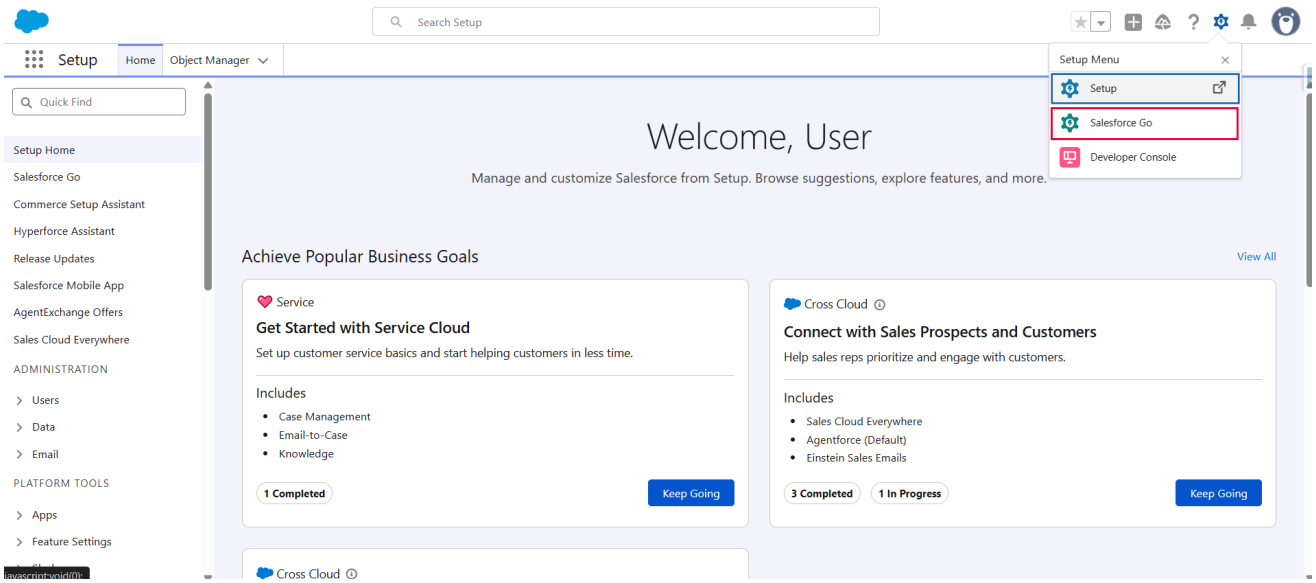
1. Go to **Setup**.
2. Search for **Remote Site Settings**.
3. Click the **TeamcenterEnv** row.
4. Remove the test URL from the **Remote Site URL** field.
5. Enter your Active Workspace **Domain Name URL**.
6. Click **Save**.

Knowledge setup for users

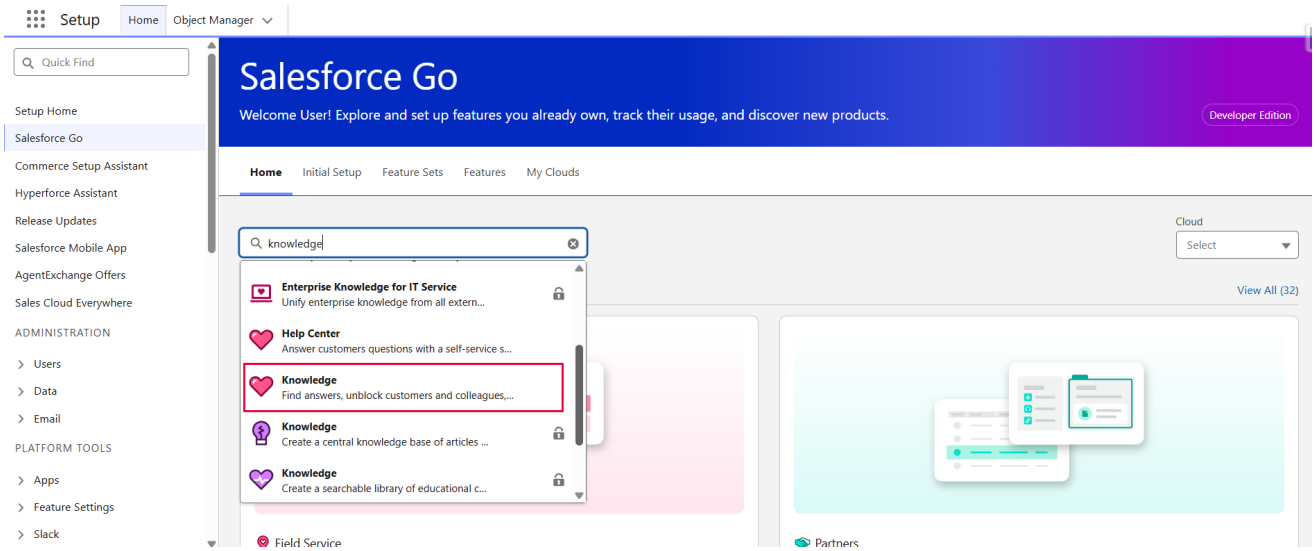
Procedure

1. For each user who needs access to Knowledge, navigate to the user profile and select the option that marks them as a **Knowledge user**.
2. Click the **Gear** icon beside your profile.
3. In **Setup**, click **Salesforce Go**.

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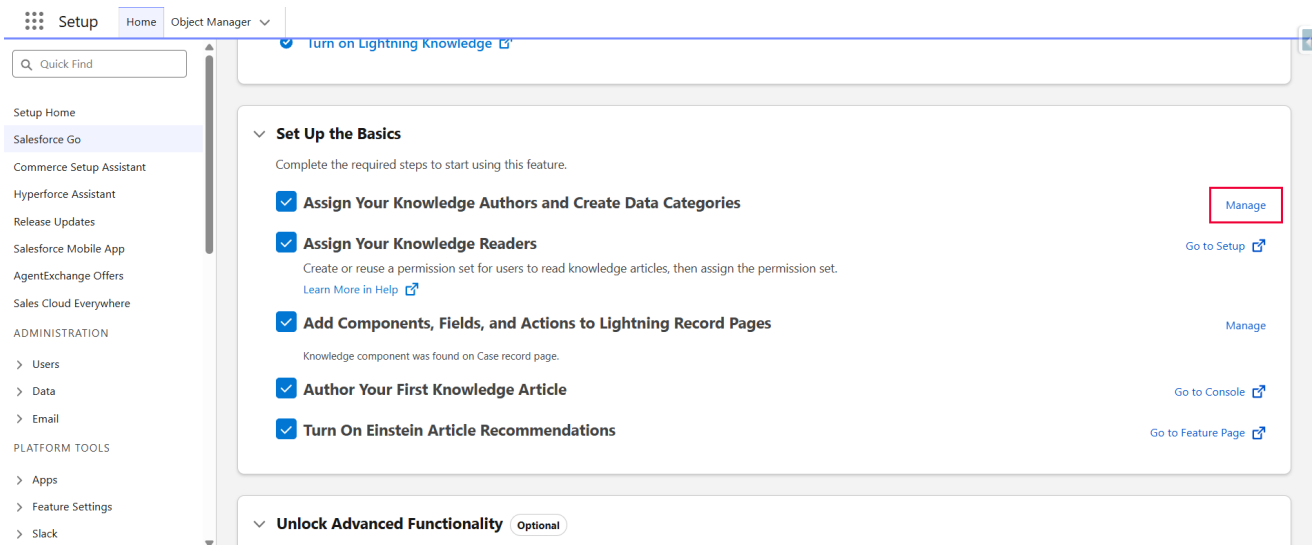


4. In the **Salesforce Go** page, search for **Knowledge** in the search box.

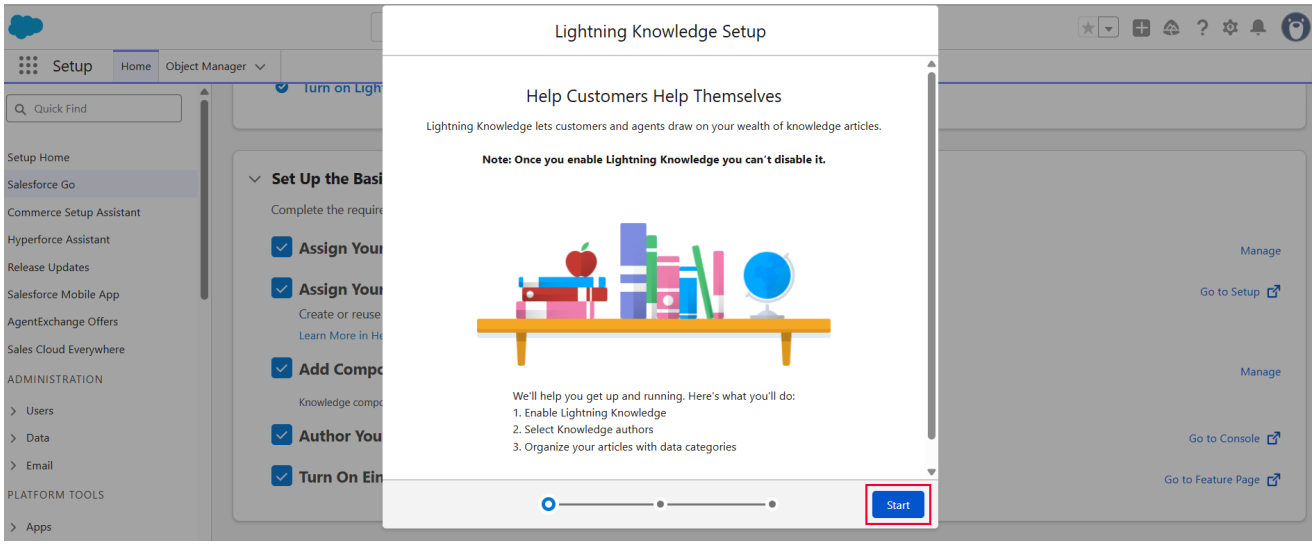


5. Click **Manage**. Follow the setup wizard, click **Next**, and then click **Finish**.

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6. In the **Knowledge Setup** window, click **Start** and follow the steps.



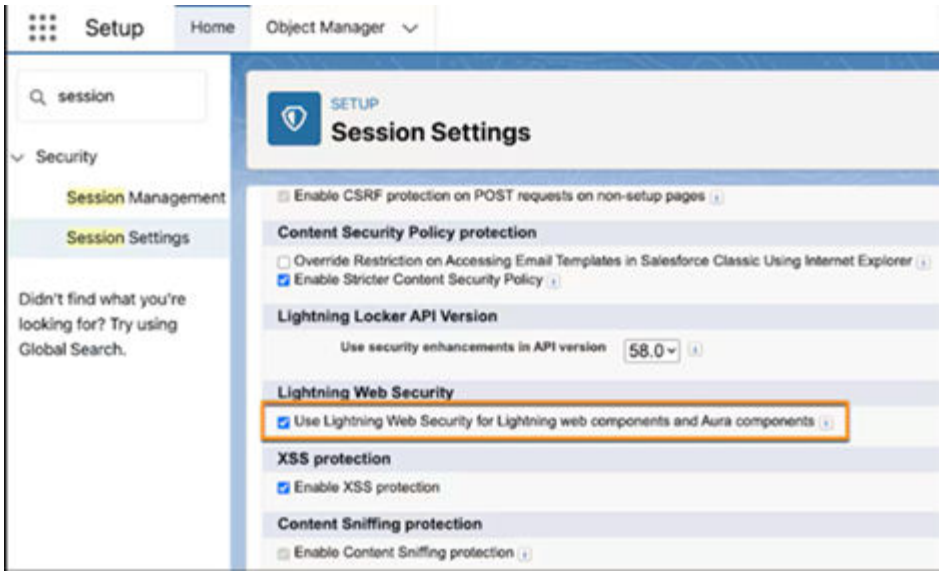
7. Go to **Object Manager**.
8. Open the **Answer** field.
9. Click **Set Field-Level Security**.
10. Select the **Visible** column for All and click **Save**.
11. Go to **Page Layouts**.
12. Open the **Knowledge Layout**.
13. Drag the **Answer** field to a position below the **URL Name** field.
14. Click **Save**.

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Enable lightning web security

Procedure

1. Open **Setup**.
2. Navigate to **Session Settings**.
3. Select the **Lightning Web Security** checkbox.



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4. Troubleshooting TCSLMPhysicalStructure Microservice

Verify microservice health

Verify that the TCSLMPhysicalStructure microservice is running and properly registered with the service registry by using health check URLs and reviewing service status.

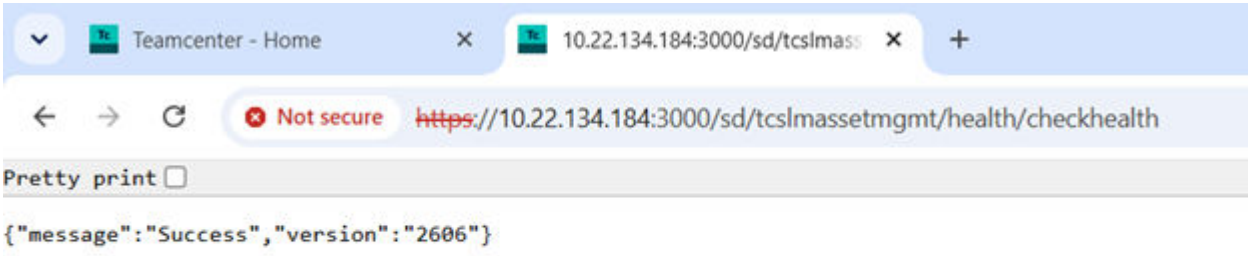
Procedure

1. Check the microservice health status by accessing **one of the following URLs**:

   > **Note**
   > Ensure that you are logged in to Active Workspace before you proceed.

   - **<awc_url>/sd/tcslmassetmgmt/health/checkhealth**
   - **<awc_url>/tc/micro/tcslmassetmgmt/health/checkhealth**

   Expected output:

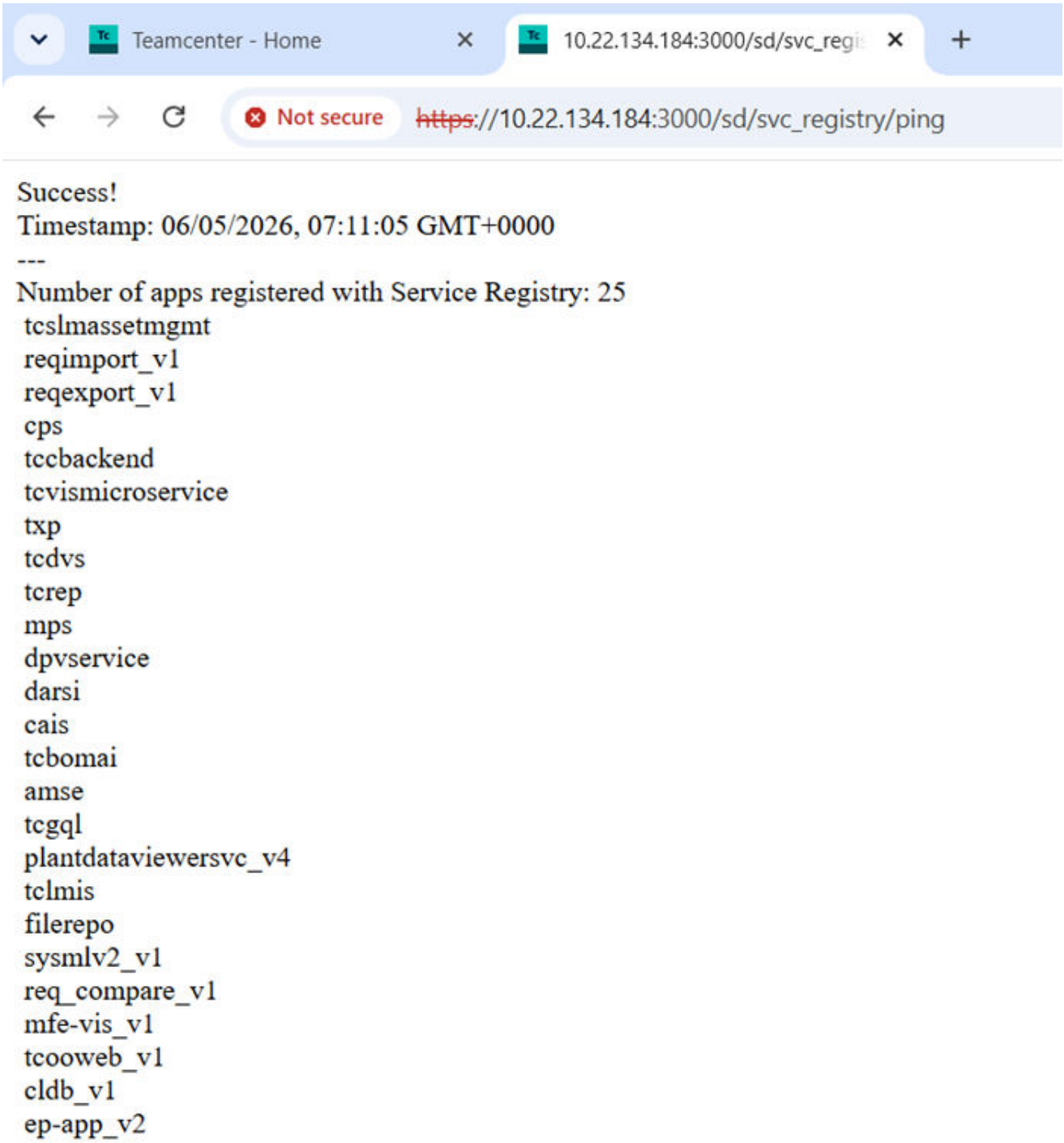
   

2. Verify the service registry ping by accessing the following URL:

   - **<awc_url>/sd/svc_registry/ping**

   Expected output:

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3. Verify the service registration in the Eureka registry by accessing the following URL:
   - **http://<eureka_host>:<eureka_port>/eureka/v2/apps**

Results

The following results indicate successful microservice health:

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- The service registry ping returns a successful response.
- The health check endpoints return a **200 OK** status with service health details.
- The Eureka applications endpoint lists **tcslmassetmgmt** as a registered application.

What to do next

If the health checks fail, perform the following actions:

- Verify that the microservice is running by checking the Teamcenter Process Manager or the service status.
- Confirm that the microservice port is not blocked or already in use.
- Check the microservice logs to ensure that it registered successfully with Eureka.
- Verify network connectivity between the Active Workspace gateway and the microservice host.

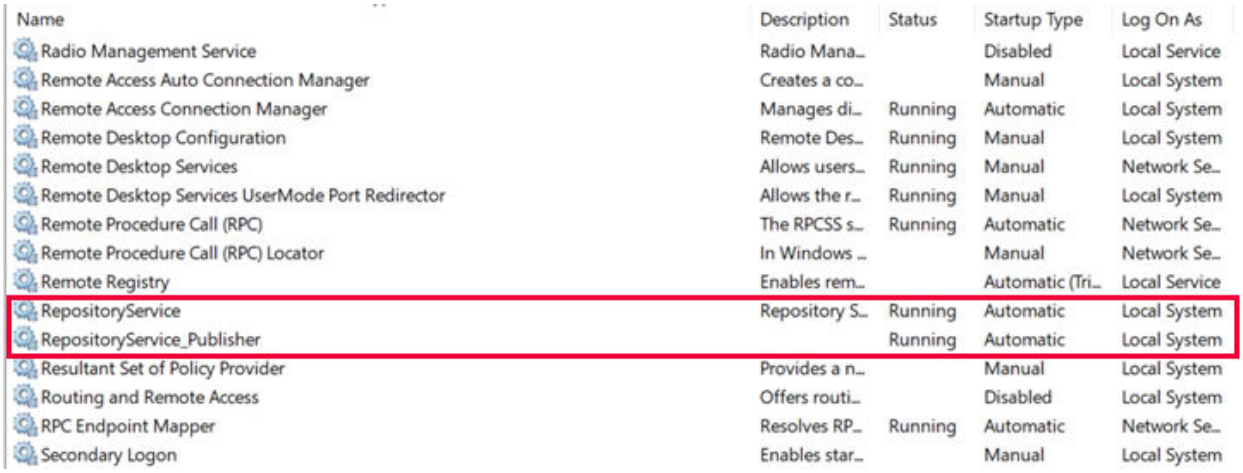
> **Note**
>
> Replace **<awc_url>** with your Active Workspace client URL, for example, **http://10.22.134.95:3000**.
> Replace **<eureka_host>:<eureka_port>** with your Eureka server address, for example, **10.22.134.172:8787**.

Resolve Deployment Center accessibility issues

If Deployment Center is not accessible through a browser in a Windows environment, ensure that the following four services are running.



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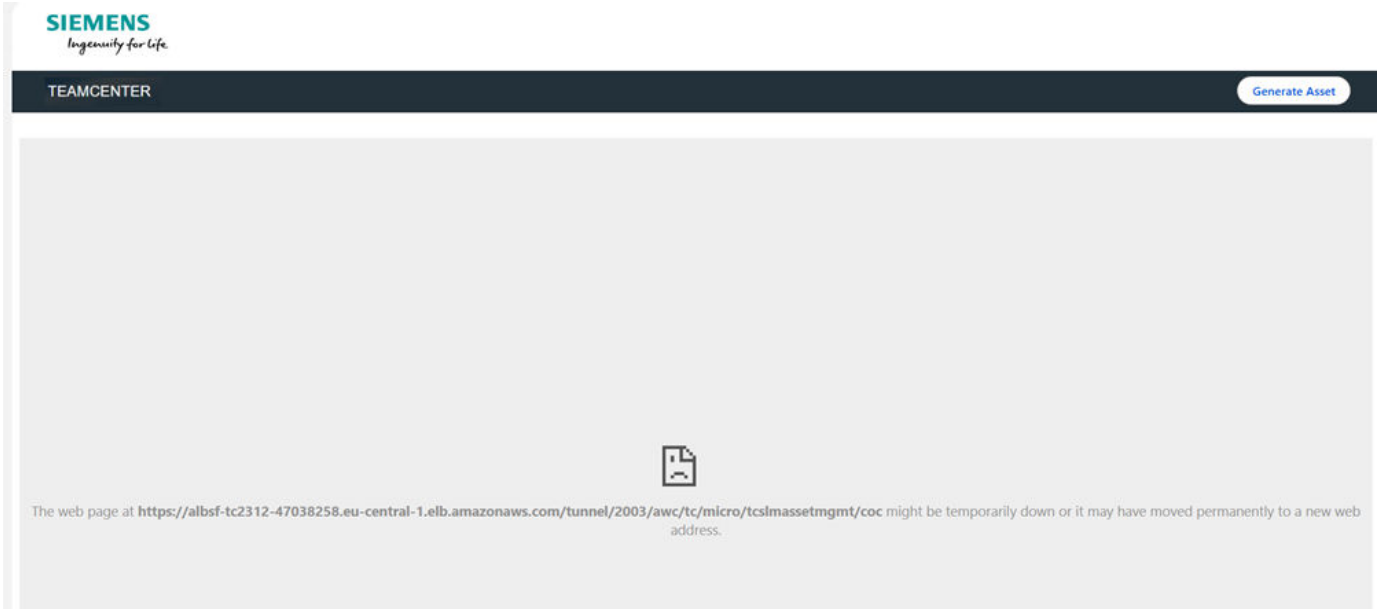


Name	Description	Status	Startup Type	Log On As
Radio Management Service	Radio Mana...		Disabled	Local Service
Remote Access Auto Connection Manager	Creates a co...		Manual	Local System
Remote Access Connection Manager	Manages di...	Running	Automatic	Local System
Remote Desktop Configuration	Remote Des...	Running	Manual	Local System
Remote Desktop Services	Allows users...	Running	Manual	Network Se...
Remote Desktop Services UserMode Port Redirector	Allows the r...	Running	Manual	Local System
Remote Procedure Call (RPC)	The RPCSS s...	Running	Automatic	Network Se...
Remote Procedure Call (RPC) Locator	In Windows ...		Manual	Network Se...
Remote Registry	Enables rem...		Automatic (Tri...	Local Service
RepositoryService	Repository S...	Running	Automatic	Local System
RepositoryService_Publisher		Running	Automatic	Local System
Resultant Set of Policy Provider	Provides a n...		Manual	Local System
Routing and Remote Access	Offers routi...		Disabled	Local System
RPC Endpoint Mapper	Resolves RP...	Running	Automatic	Network Se...
Secondary Logon	Enables star...		Manual	Local System

Resolve Salesforce embedded view access error

If the Salesforce embedded view displays a **page might be temporarily down or moved permanently** error, open the tunnel URL in a new browser tab to establish the connection.

When you access the embedded Salesforce view, the error message appears.



Perform the following steps to resolve the error.

Procedure

1. Copy the tunnel URL from the iframe source.

   The URL format is similar to: **https://<awc_url>/tunnel/2003/awc/tc/micro/tcslmassetmgmt/coc**

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2. Open a new browser tab and paste the copied URL into the address bar.
   If the page loads correctly in the new tab, the embedded Salesforce view should now function properly in Active Workspace.

Resolve deployment script execution failures

1. Ensure that the following Teamcenter services are stopped during deployment and installation:
   - **Teamcenter Process Manager**
   - **Teamcenter Server Manager config1_PoolA**
   - **Tomcat_tc_AdminServer**
2. Restart these services after the deployment completes successfully.

Troubleshoot TCSLMPhysicalStructure microservice startup failures

When the TCSLMPhysicalStructure microservice fails to start, the issue is typically related to configuration errors, port conflicts, or missing runtime dependencies. Use the following steps to diagnose and resolve the startup failure.

Procedure

1. Check the microservice logs for errors.

   Log file location (Windows): *C:\Apps\tc\<version>\microservices\logs\tcslmphysicalstructure.log*
2. Verify that the port configured for the microservice is not already in use.

   Run the following command on Windows:

   ```
   netstat -ano | findstr :<port_number>
   ```
3. Ensure the Java or Node.js runtime required by the microservice is installed and available in the system PATH.

Resolve Salesforce connection errors

Fix connection issues between the TCSLMPhysicalStructure microservice and Salesforce when you encounter 401 Unauthorized or Connection Refused errors.

Procedure

1. Verify that the **Consumer Key** and **Consumer Secret** are correct and have not been rotated or revoked in the **Salesforce Connected App** settings.

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2. Confirm that the SF_URL value matches your Saleforce My Domain exactly.

   Note

   Ensure that the URL is in the format **https://yourcompany.my.salesforce.com** and does not include a trailing slash.

3. Check that the OAuth scopes for the Salesforce Connected App are enabled:
   - **full**
   - **refresh_token**
   - **api**
4. Check that the Salesforce Connected App **IP Relaxation** policy is set appropriately, or go to **Setup** > **Network Access** and verify that the server IP address hosting the TCSLMPhysicalStructure microservice is whitelisted.

Validate JSON configuration files

Check the tcslmphysicalstructure.json configuration file for syntax errors, special characters, and formatting issues that can prevent the microservice from starting.

Procedure

1. Validate the tcslmphysicalstructure.json file with a JSON validator to find syntax errors.

   Use one of the following tools:
   - **jsonlint**
   - **Online JSON validator**

   The validator identifies errors such as missing commas, mismatched brackets, or trailing commas.
2. Check for special characters or invisible Unicode characters that might have been introduced during copy-paste operations.
   a. Open the file in a plain-text editor such as Notepad++ or Visual Studio Code (VS Code).
   b. Enable the **Show All Characters** option to display non-printable characters.
   c. Remove any invisible or special characters that should not be in the file.
3. Confirm that credential values do not contain unescaped special characters.

   Special characters such as double quotes ("), backlashes (\), and other reserved JSON characters must be properly escaped.

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Troubleshoot Active Workspace gateway connectivity

Resolve connectivity issues between the Active Workspace gateway and the TCSLMPhysicalStructure microservice by verifying configuration, testing network connectivity, and validating SLL/TLS certificates.

Procedure

1. Verify that the **config.json** file for the gateway is saved correctly and that you restarted the gateway service after making changes.
2. Confirm that the microservice URL configured in the gateway is reachable from the gateway host.

   Run the following URL to test connectivity to the microservice health check endpoint:

   <awc_url>/sd/tcslmassetmgmt/health/checkhealth
3. If you use HTTPS, ensure that the SLL/TLS certificates are valid and trusted by the gateway.

   Self-signed certificates must be added to the trust store.

Resolve proxy and firewall issues

Configure proxy settings and firewall rules to allow the microservices to communicate with Salesforce through corporate network security controls.

Procedure

1. Configure proxy settings for the microservice if the environment is behind a corporate proxy.
   - Set the HTTP_PROXY and HTTPS_PROXY environment variables, or
   - Configure the proxy settings in the microservice configuration file.
2. Add Salesforce domains to the firewall allow-list.

   Ensure that the following domains are allowed through the firewall:
   - ***.salesforce.com**
   - ***.force.com**
   - **login.salesforce.com**
3. Verify that outbound traffic on port 443 (HTTPS) is not blocked between the microservice host and Salesforce.

Resolve Deployment Center script generation issues

Fix issues that prevent Deployment Center from generating installation scripts by verifying configuration, service availability, and system resources.

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Procedure

1. Ensure that all mandatory fields are filled in before you click **Generate Install Scripts**.

   Verify that the following fields contain valid values:
   - **Consumer Key**
   - **Consumer Secret**
   - **SF URL**
2. Check that the DC Vault service is running and accessible.

   For more information, see **Resolve Deployment Center accessibility issues**.
3. Verify sufficient disk space is available in the Deployment Script Directory path.
4. Review the Deployment Center logs for errors.

   Log file location (Windows): *C:\Apps\DC\Server\logs*

Troubleshoot Teamcenter Process Manager service issues

Resolve issues that prevent the Teamcenter Process Manager service from starting or initiating the microservice process by verifying service configuration, reviewing logs, and checking permissions.

Procedure

1. Open Windows Services by running **services.msc** and verify that the **Teamcenter Process Manager** service is configured for **Automatic** startup.
2. Check the **Process Manager** logs for errors related to starting the microservice process.
3. Ensure that the service account running **Teamcenter Process Manager** has sufficient permissions to access the microservice installation directory and configuration files.

Resolve microservice version compatibility issues

Ensure that the TCSLMPhysicalStructure Microservice version is compatible with the Teamcenter version and properly deployed to prevent version-related startup and runtime failures.

Procedure

1. Confirm that the installed TCSLMPhysicalStructure Microservice version matches the Teamcenter version based on the compatibility matrix in the System Requirements section.
2. If you are upgrading, ensure that the previous microservice version is fully uninstalled or stopped before you deploy the new version.

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3. Clear any cached configuration by deleting temporary files in the microservice working directory before deployment.

Resolve CORS errors in browser

Fix Cross-Origin Resource Sharing (CORS) errors that prevent the browser from connecting to Salesforce by verifying gateway configuration, allowed origins, and clearing browser data.

Procedure

1. Verify that the additionaCookieAttributes section in the gateway **config.json** file is configured correctly, as described in the Active Workspace gateway configuration section.
2. Ensure that the Salesforce domain is included in the allowed origins configuration of the gateway.
3. Clear the browser cache and cookies, and then retry the connection.

Troubleshoot Salesforce timeout errors

Resolve timeout errors when connecting to Salesforce by checking network latency, adjusting timeout values, and verifying Salesforce service status.

Procedure

1. Check network latency between the microservice host and Salesforce.

   Use ping or traceroute to test connectivity to login.salesforce.com
2. Increase the connection timeout values in the microservice configuration if the default values are too low for the network conditions.
3. Verify that Salesforce is not experiencing service disruptions by checking **status.salesforce.com**.

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5. Contact and Support

For technical support, you can email the following experts:

1. **Name**: Bhupendrasing Patil

   Email: bhupendrasing.patil@siemens.com

2. **Name**: Chetan Attarde

   Email: chetan.attarde@siemens.com

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