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Fixing signing service errors with Document Engine



PSPDFKit Server has been deprecated and replaced by [Document Engine](#). To migrate to Document Engine and unlock advanced document processing capabilities, refer to our [migration guide](#). Learn more about these enhancements on our [blog](#).

Question:

I'm trying to setup a signing service to use with digital signatures. I'm receiving a `500 - Signing service not available` error. My `SIGNING_SERVICE_URL` is pointed at `http://localhost:6000/sign` and I can confirm that the signing service is up and running. What should I do?

Answer:

If you're developing your own signing service or running [our signing service reference implementation](#), you need to make sure that you can run the signing service as a sibling container to PSPDFKit Server in the same network.

The simplest way to have things working together is to use a specific directory structure and a unified `docker-compose.yml` file, so that your application and the signing service sit side by side with the `docker-compose.yml` definition.

```
1 .
2 |— docker-compose.yml
```



ASK AI

```
3 |— my-app
4 |— signing-service
```

The Docker Compose file should have a structure with all 3 services:

```
1 services:
2   pspdfkit:
3     ...
4     environment:
5       SIGNING_SERVICE_URL: http://signing_service:6000/sign
6     depends_on:
7       - signing_service
8   signing_service:
9     build: ./signing-service
10    ...
11   my_app:
12     build: ./my-app
13     ...
14     depends_on:
15       - pspdfkit
```

Finally, when specifying the `SIGNING_SERVICE_URL` in your PSPDFKit Server configuration, the URL host has to point to a location reachable by the PSPDFKit Server container.

For this reason, using a URL pointing to `localhost` cannot work: the PSPDFKit Server container resolves `localhost` to itself, not to the host machine running the signing service. Instead, the `SIGNING_SERVICE_URL` should point at the `signing_service` container.

Was this helpful?

✓ YES

✗ NO

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