



Troubleshooting CLI command errors

Snap Creator Framework

NetApp
August 30, 2024

This PDF was generated from https://docs.netapp.com/us-en/snap-creator-framework/administration/reference_cli_command_results_in_403_forbidden_error.html on August 30, 2024. Always check docs.netapp.com for the latest.

Table of Contents

- Troubleshooting CLI command errors 1
 - CLI command results in 403 Forbidden error. 1
 - CLI command results in 404 Not Found error 1
 - CLI command results in 500 Cannot locate object error 2
 - CLI command results in 500 Connect Failed error. 3

Troubleshooting CLI command errors

You should be aware of some errors you might encounter when attempting to run CLI commands, and know how to troubleshoot these issues.

CLI command results in 403 Forbidden error

In a UNIX environment, you might encounter the 403 Forbidden error when running a CLI command.

- **Issue**

In a UNIX environment, you attempt to run a CLI command, but you encounter the 403 Forbidden error as seen in the following example:

```
403 Forbidden at
//scServer4.1.0/snapcreator>SnapCreator/Service/Engine.pm line 152
```

- **Cause**

This error generally occurs when permission is denied due to an incorrect Snap Creator username or password.

- **Corrective action**

Verify you have the correct Snap Creator username and password.

CLI command results in 404 Not Found error

In a UNIX environment, you might encounter the 404 Not Found error when running a CLI command.

- **Issue**

In a UNIX environment, you attempt to run a CLI command; however, you encounter the 404 Not Found error. For example:

```
404 Not Found at
//local/scServer4.1.0c/snapcreator>SnapCreator/Service/Engine.pm line
152
```

- **Cause**

This error generally occurs when something other than Snap Creator is using the selected port.

- **Corrective action**

Verify that Snap Creator is running on the selected port and that nothing else is using the port.

CLI command results in 500 Cannot locate object error

In a UNIX environment, you might encounter the 500 Cannot locate object error after running a CLI command.

- **Issue**

In a UNIX environment, you attempt to run a CLI command but encounter the 500 Cannot locate object error as seen in the following example:

```
500 Can't locate object method "new" via package
"LWP::Protocol::https::Socket"
```

- **Cause**

There are two possible causes of this error message:

- The most probable cause of this error message is that the CLI SSL libraries are not linked.
- If the error message is not the result of the SSL libraries not being linked, another cause might be that the HTTPS Perl library is missing.

- **Corrective action**

To resolve the library files linking issue, the simlinks need to be created manually. Consult the operating system administrator and verify the presence of the libssl.so and libcrypto.so files. SSL packages might need to be installed.

Assuming that the files are present, you must manually link the files. To do this, run one of the following sets of commands based on your operating system:

- For 32-bit:

```
cd /usr/lib
ln -s libssl.so.1.0.0 libssl.so.6
ln -s libcrypto.so.1.0.0 libcrypto.so.6
```

- For 3264it:

```
cd /usr/lib64
ln -s libssl.so.1.0.0 libssl.so.6
ln -s libcrypto.so.1.0.0 libcrypto.so.6
```

- **Corrective action**

To resolve the missing HTTPS Perl library issue, install the LWP::Protocol::https library from CPAN mode.

Perform the following steps:

- a. Open an SSH session of your Linux server and run the following command: `perl -MCPAN -e shell`



If this is the first time you used CPAN, you are prompted with the following:

```
Would you like me to configure as much as possible automatically?  
[yes]
```

Press **Enter** to accept the default. The CPAN shell will open.

- b. Run the following command: `install LWP::Protocol::https`

The necessary packages are downloaded and installed. If additional packages are needed, you might be prompted to install those as well by selecting [yes].

- c. After the installation is complete, enter `exit` to return to the normal shell.

CLI command results in 500 Connect Failed error

In a UNIX environment, you might encounter the 500 Connect Failed error when running a CLI command.

- **Issue**

In a UNIX environment, you attempt to run a CLI command; however, you encounter the 500 Connect Failed error. For example:

```
500 Connect failed: connect: Connection refused; Connection refused at  
//scServer4.1.0/snapcreator>SnapCreator/Service/Engine.pm line 152
```

- **Cause**

This error generally occurs when Snap Creator is not listening at the selected port.

- **Corrective action**

Verify that Snap Creator is running on the selected port.

Copyright information

Copyright © 2024 NetApp, Inc. All Rights Reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP “AS IS” AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

LIMITED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (b)(3) of the Rights in Technical Data -Noncommercial Items at DFARS 252.227-7013 (FEB 2014) and FAR 52.227-19 (DEC 2007).

Data contained herein pertains to a commercial product and/or commercial service (as defined in FAR 2.101) and is proprietary to NetApp, Inc. All NetApp technical data and computer software provided under this Agreement is commercial in nature and developed solely at private expense. The U.S. Government has a non-exclusive, non-transferrable, nonsublicensable, worldwide, limited irrevocable license to use the Data only in connection with and in support of the U.S. Government contract under which the Data was delivered. Except as provided herein, the Data may not be used, disclosed, reproduced, modified, performed, or displayed without the prior written approval of NetApp, Inc. United States Government license rights for the Department of Defense are limited to those rights identified in DFARS clause 252.227-7015(b) (FEB 2014).

Trademark information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.