



# Troubleshooting CLI command errors

## Snap Creator Framework

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# 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.

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