



# **Troubleshooting Snap Creator GUI errors**

## **Snap Creator Framework**

NetApp

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# Troubleshooting Snap Creator GUI errors

In UNIX environments, you might encounter some errors when accessing the Snap Creator GUI. You should be aware of these errors and know how to troubleshoot them.

## Cannot connect to the Snap Creator GUI

In a UNIX environment, you might be unable to connect to the Snap Creator GUI; you must verify that certain conditions exist as you investigate the source of the problem.

- **Issue**

In a UNIX environment, you cannot connect to the Snap Creator GUI.

- **Corrective action**

Verify the following:

- The URL must start with HTTPS.



If you use HTTP instead of HTTPS, the result will either be that there is nothing on the page or a “?” depending on the browser you use.

- The correct port number is used in the URL and that nothing else is already using the selected port.

You might try selecting a different port.

- Communication is allowed through the firewall of the operating system.

## Error starting the Snap Creator GUI

In a UNIX environment, you might encounter an error when starting the Snap Creator GUI.

- **Issue**

In a UNIX environment, you get an HTTP ERROR 503 when starting the Snap Creator GUI; for example:  
HTTP ERROR 503 Problem accessing /. Reason: SERVICE\_UNAVAILABLE

- **Cause**

You might receive this error message when there is insufficient space for the temp file.

- **Corrective action**

Verify that you have sufficient space in the temp folder in the respective operating system folders.

Example: In a Linux environment, check /tmp.

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