



# Troubleshooting Snap Creator Server or Snap Creator Agent issues

Snap Creator Framework

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# Troubleshooting Snap Creator Server or Snap Creator Agent issues

You might encounter some issues with the Snap Creator Server or Snap Creator Agent. You should be aware of these issues and know how to troubleshoot them.

## Snap Creator Server or Agent not starting

The Snap Creator Server or Snap Creator Agent might not start.

- **Issue**

The Snap Creator Server or Snap Creator Agent will not start.

- **Cause**

The general causes of this issue are that Java is not installed, the wrong bit level of Java is installed, or the wrong version of Java is installed.

- **Corrective action**

Verify that Java is installed by running the following command: `java -version`

Verify that a supported version of Java is installed.

Also, verify that the bit level of Java installed matches the bit level of Snap Creator. For example, if 64-bit Snap Creator is installed, 64-bit Java must also be installed.

## Snap Creator Agent not responding

The Snap Creator Agent is not responding.

- **Issue**

The Snap Creator Agent is not responding.

- **Corrective action**

Verify the following:

- The Snap Creator Agent is running.
- The selected port is not already in use.
- Communication on the Agent port is allowed through the firewall.

## Snap Creator password reset

If you forget your Snap Creator password, you can reset your password.

To reset your Snap Creator password,

1. Navigate to the scServer/engine/etc folder.
2. Edit the snapcreator.properties file.
3. Enter the new password in the SNAPCREATOR\_PASS parameter.



You can provide the password in plain text. The password is encrypted automatically.

4. Click **Save**.

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