

Troubleshooting Guide

This guide covers common issues and their solutions.

Quick Diagnostics

Run these commands in Terminal to quickly diagnose issues:

```
# Check Python version
python3 --version

# Check if server port is in use
lsof -i :3000

# Check installation directory
ls -la ~/ai_orchestrator

# Check virtual environment
ls -la ~/ai_orchestrator/venv/bin/python

# View recent logs
tail -100 ~/ai_orchestrator/mcp_server/server.log
```

Installation Issues

“Python not found” or “Python version too old”

Problem: Python 3.9+ is not installed or not in PATH.

Solution:

1. Install Python via Homebrew:

```
bash
/bin/bash -c "$(curl -fsSL https://raw.githubusercontent.com/Homebrew/install/HEAD/
install.sh)"
brew install python@3.11
```

1. Or download from [python.org](https://www.python.org/downloads/) (<https://www.python.org/downloads/>)

2. Verify installation:

```
bash
python3 --version
```

“Git not found”

Problem: Git is not installed.

Solution:

1. Install Xcode Command Line Tools:

```
bash
xcode-select --install
```

1. Or install via Homebrew:

```
bash
brew install git
```

“Permission denied” during installation

Problem: Cannot write to the installation directory.

Solution:

1. Choose a different location (e.g., Documents folder)
2. Or fix permissions:

```
bash
sudo chown -R $(whoami) ~/ai_orchestrator
```

“Clone failed” or “Network error”

Problem: Cannot download from GitHub.

Solution:

1. Check internet connection
2. Try again later (GitHub might be down)
3. Check if firewall is blocking Git:

```
bash
git ls-remote https://github.com/debuggerlab/ai-orchestrator.git
```

“pip install failed”

Problem: Python packages failed to install.

Solution:

1. Update pip:

```
bash
~/ai_orchestrator/venv/bin/pip install --upgrade pip
```

1. Install packages manually:

```
bash
cd ~/ai_orchestrator
source venv/bin/activate
pip install -r requirements.txt
```

2. If specific package fails, try:

```
bash
pip install --no-cache-dir <package-name>
```

Server Issues

Server won’t start

Check 1: Is the script present?

```
ls -la ~/ai_orchestrator/mcp_server/server.py
```

Check 2: Can Python run it?

```
cd ~/ai_orchestrator/mcp_server
./venv/bin/python server.py
```

Check 3: Is the port in use?

```
lsof -i :3000
# If something is using it, kill it:
kill -9 <PID>
```

Server crashes immediately

Problem: Server starts but crashes right away.

Solution:

1. Check for import errors:

```
bash
cd ~/ai_orchestrator/mcp_server
./venv/bin/python -c "import server"
```

1. Check dependencies:

```
bash
./venv/bin/pip check
```

2. View error output:

```
bash
cat ~/ai_orchestrator/mcp_server/server_error.log
```

Server is slow or unresponsive

Problem: Server takes too long to respond.

Solutions:

1. Check system resources (Activity Monitor)
2. Restart the server
3. Check network latency to API providers
4. Reduce concurrent requests

“Address already in use”

Problem: Port 3000 is occupied.

Solution:

1. Find what's using the port:

```
bash
lsof -i :3000
```

1. Kill the process:

```
bash
kill -9 <PID>
```

2. Or change the port in Server settings
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API Connection Issues

“Invalid API key”

Problem: API key is not accepted.

Solutions:

1. Verify the key is correct (no extra spaces)
2. Check if the key is active in provider’s dashboard
3. Regenerate the key if needed

“Rate limit exceeded”

Problem: Too many API requests.

Solutions:

1. Wait a few minutes and try again
2. Check your API usage quota
3. Upgrade your API plan if needed

“Connection refused” or “Timeout”

Problem: Cannot connect to API service.

Solutions:

1. Check internet connection
2. Check if the API service is up:
 - [OpenAI Status](https://status.openai.com) (<https://status.openai.com>)
 - [Anthropic Status](https://status.anthropic.com) (<https://status.anthropic.com>)
3. Check if your firewall is blocking the connection

API test works but server doesn’t

Problem: Configuration test passes but server can’t use APIs.

Solution:

1. Ensure .env file is updated:

```
bash
cat ~/ai_orchestrator/.env
```

1. Restart the server after changing configuration
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App Issues

App won’t open

Problem: App bounces in dock then closes.

Solutions:

1. Check macOS version (13.0+ required)
2. Try right-click > Open

3. Check Console.app for crash logs

4. Reset app preferences:

bash

```
defaults delete com.debuggerlab.ai-orchestrator-manager
```

App shows “damaged” warning

Problem: macOS blocks unsigned app.

Solutions:

1. Right-click the app > Open
2. Or allow in System Settings > Privacy & Security
3. Or remove quarantine:

bash

```
xattr -cr "/Applications/AI Orchestrator Manager.app"
```

Keychain access denied

Problem: App can't store/retrieve API keys.

Solutions:

1. Open Keychain Access app
2. Find “AI Orchestrator Manager” entries
3. Right-click > Get Info > Access Control
4. Add the app to “Always allow access”

Settings not saving

Problem: Configuration changes don't persist.

Solutions:

1. Check if ~/Library/Preferences is writable
2. Reset preferences:

bash

```
defaults delete com.debuggerlab.ai-orchestrator-manager
```

3. Restart the app

Log Issues

Logs not appearing

Problem: Log viewer is empty.

Solutions:

1. Click “Refresh” button
2. Check if log file exists:

bash

```
ls -la ~/ai_orchestrator/mcp_server/server.log
```

3. Start the server (logs only appear when running)

Log file too large

Problem: Log file consuming too much disk space.

Solution:

1. Clear logs in the app
2. Or manually:

```
bash
```

```
echo "" > ~/ai_orchestrator/mcp_server/server.log
```

Performance Issues

High CPU usage

Problem: App or server using too much CPU.

Solutions:

1. Check Activity Monitor for the culprit
2. Restart the server
3. Reduce logging level to Warning or Error
4. Check for infinite loops in custom code

High memory usage

Problem: Memory consumption keeps growing.

Solutions:

1. Restart the server periodically
 2. Clear old logs
 3. Check for memory leaks (especially with custom extensions)
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Getting More Help

Collect Diagnostic Information

Before asking for help, gather this information:

```
# System info
sw_vers
python3 --version
git --version

# Installation check
ls -la ~/ai_orchestrator/

# Recent logs
tail -50 ~/ai_orchestrator/mcp_server/server.log

# Error logs
cat ~/Library/Logs/AIOrchestatorManager.log
```

Contact Support

1. **GitHub Issues:** [Create an issue](https://github.com/debuggerlab/ai-orchestrator/issues/new) (<https://github.com/debuggerlab/ai-orchestrator/issues/new>) with:
 - macOS version
 - Python version

- Error messages
- Steps to reproduce

2. **Include logs:** Export and attach log files

3. **Screenshots:** Include relevant screenshots