

CloudForge Troubleshooting Guide

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Overview

This guide helps you diagnose and resolve common issues with CloudForge. For issues not covered here, contact support at support@novatech.com or visit help.cloudforge.novatech.com.

Quick Diagnostics

System Status

Before troubleshooting, check system status: - **Status page:** status.cloudforge.novatech.com - **API health:** `curl https://api.cloudforge.novatech.com/v2/health`

Common Quick Fixes

1. **Clear browser cache** for UI issues
 2. **Refresh API token** for authentication errors
 3. **Check permissions** for access denied errors
 4. **Verify region** for resource not found errors
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Authentication Issues

Error: “Invalid API Key”

Symptoms: - 401 Unauthorized response - “Invalid API key” message

Causes & Solutions:

Cause	Solution
Key expired	Generate new key in Settings > API Keys

Cause	Solution
Wrong key type	Use <code>cf_live_</code> for production, <code>cf_test_</code> for testing
Key revoked	Check key status in dashboard
Wrong environment	Verify API endpoint matches key type

Verify your key:

```
curl -H "Authorization: Bearer YOUR_KEY" \
https://api.cloudforge.novatech.com/v2/me
```

Error: “Token Expired”

Solution: 1. For API keys: Generate a new key or extend expiration 2. For OAuth: Refresh token using `refresh_token` grant 3. For CLI: Run `cloudforge auth login`

Error: “MFA Required”

Solution: 1. Enable MFA in your account settings 2. Complete MFA challenge during authentication 3. For API access, use API keys instead of user credentials

Resource Provisioning Issues

Error: “Quota Exceeded”

Symptoms: - Resource creation fails - Error mentions quota or limits

Solution: 1. Check current usage: Dashboard > Settings > Usage 2. Request quota increase: Settings > Quotas > Request Increase 3. Delete unused resources to free quota

Common quotas:

Resource	Default Limit	Projects
25	Resources per project	500
Concurrent deployments	10	API requests/min
1,000		

Error: “Resource Creation Failed”

Symptoms: - Provisioning stuck at 0% - Error in operation details

Diagnostics:

```
# Get operation details
cloudforge operations get <operation_id>

# Check recent operations
cloudforge operations list --status failed
```

Common causes:

Cause	Solution
Invalid configuration	Check resource parameters
Cloud provider error	Check provider status/credentials
Network issues	Verify VPC/subnet settings
Dependency missing	Create dependencies first

Error: “Provider Authentication Failed”

Symptoms: - AWS/GCP/Azure resources fail to create - “Credentials invalid” error

Solution: 1. Verify cloud credentials: Settings > Cloud Providers 2. Check credential permissions in cloud console 3. Refresh credentials if using temporary tokens 4. Verify trust relationship for cross-account access

Performance Issues

Slow API Responses

Symptoms: - API calls taking >5 seconds - Timeouts

Diagnostics:

```
# Check response time
time curl -s https://api.cloudforge.novatech.com/v2/health

# Test from different region
curl -w "@curl-format.txt" -o /dev/null -s \
https://api.cloudforge.novatech.com/v2/projects
```

Solutions:

Cause	Solution
Geographic distance	Use nearest API region
Large response	Add pagination, filter results
Rate limiting	Reduce request rate
Network issues	Check local network

Dashboard Loading Slowly

Solutions: 1. Clear browser cache and cookies 2. Try incognito/private browsing 3. Disable browser extensions 4. Try different browser 5. Check network connectivity

Provisioning Taking Too Long

Expected times: | Resource Type | Typical Time | |—————|—————|
| Compute instance | 1-3 minutes | | Database | 5-15 minutes | | Kubernetes cluster | 10-20 minutes | | Load balancer | 2-5 minutes |

If exceeding these times: 1. Check operation status for errors 2. Verify cloud provider status 3. Check for pending dependencies

Connectivity Issues

Cannot Reach CloudForge

Diagnostics:

DNS resolution

```
nslookup api.cloudforge.novatech.com
```

Connectivity

```
ping api.cloudforge.novatech.com
```

SSL/TLS

```
openssl s_client -connect api.cloudforge.novatech.com:443
```

Solutions:

Issue	Solution
DNS failure	Try different DNS (8.8.8.8)
Firewall blocked	Allow outbound 443
Proxy issues	Configure proxy settings
SSL errors	Update CA certificates

VPN/Proxy Configuration

If behind corporate proxy:

```
export HTTPS_PROXY=http://proxy.company.com:8080
cloudforge configure set proxy_url http://proxy.company.com:8080
```

Drift Detection Issues

Drift Detected Unexpectedly

Symptoms: - Resources marked as drifted - Unexpected configuration differences

Common causes: 1. **Manual changes:** Someone modified resource in cloud console 2. **Auto-scaling:** Cloud provider auto-scaled resources 3. **Cloud updates:** Provider updated default values

Solutions: 1. Review drift details in dashboard 2. Accept drift to update CloudForge state 3. Remediate drift to restore original config 4. Exclude auto-managed attributes from drift detection

Drift Not Detecting Changes

Solutions: 1. Enable drift detection: Settings > Drift Detection > Enable 2. Check detection schedule 3. Manually trigger scan: `cloudforge drift scan --project <id>` 4. Verify permissions allow reading cloud resources

Cost Management Issues

Cost Data Not Updating

Symptoms: - Stale cost information - Missing cost data

Solutions: 1. Check cloud billing integration: Settings > Cost Management 2. Verify billing API permissions 3. Allow 24-48 hours for initial data 4. Contact support if data older than 48 hours

Cost Alerts Not Firing

Solutions: 1. Verify alert configuration: Settings > Alerts 2. Check notification channel settings 3. Ensure cost data is flowing 4. Test alert: Send test notification

CLI Issues

CLI Not Connecting

Diagnostics:

```
# Check CLI version
cloudforge version

# Verify configuration
cloudforge configure list

# Test authentication
cloudforge auth status
```

Solutions:

Issue	Solution
Outdated CLI	<code>brew upgrade cloudforge</code> or equivalent
Invalid config	<code>cloudforge configure reset</code>
Auth expired	<code>cloudforge auth login</code>
Wrong profile	<code>cloudforge configure use <profile></code>

CLI Installation Issues

macOS:

```
brew tap novatech/cloudforge
brew install cloudforge
```

Linux:

```
curl -fsSL https://get.cloudforge.novatech.com | bash
```

Windows:

```
winget install NovaTech.CloudForge
```

Integration Issues

Webhook Delivery Failures

Diagnostics: 1. Check webhook logs: Settings > Webhooks > Logs 2. Verify endpoint is accessible 3. Check signature validation

Solutions:

Issue	Solution
Endpoint unreachable	Verify URL, check firewall
Timeout	Respond within 30 seconds
Signature invalid	Verify webhook secret
Certificate error	Use valid SSL certificate

Terraform Provider Issues

Common errors:

```
# Error: Provider version mismatch
terraform {
  required_providers {
    cloudforge = {
      source = "novatech/cloudforge"
      version = "~> 2.0" # Use compatible version
    }
  }
}
```

Solutions: 1. Update provider: `terraform init -upgrade` 2. Check version compatibility 3. Clear provider cache: `rm -rf .terraform`

Getting Help

Before Contacting Support

Gather this information: 1. Account ID (Settings > Account) 2. Error messages (exact text) 3. Request IDs from API responses 4. Steps to reproduce 5. Timestamp of issue

Support Channels

Channel	Use Case	Response Time
help.cloudforge.novatech.com	General issues	4-24 hours
support@novatech.com	Complex issues	4-24 hours
Emergency hotline	P1 production down	30 minutes

Community Resources

- Documentation: docs.cloudforge.novatech.com
 - Community forum: community.novatech.com
 - Stack Overflow: [\[cloudforge\]](#) tag
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Related Documents: Getting Started Guide (PRD-CF-001), API Reference (PRD-CF-010), CLI Reference (PRD-CF-011)