

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)