

Technical Onboarding - Troubleshooting FAQ

This is a non-exhaustive list of the most common issues we run into during technical onboarding, as well as solutions and ideas for fixing them.

Connectivity Issues

Q: When trying to ssh to the Vector cluster, I get a "Connection timed out" error.

A: This means you are unable to access or connect to the Vector cluster at all. Common causes for this:

- Are you on a work computer? These often have security software installed that prevents external connections. Try using a personal computer instead.
- Are you connected to a work VPN? If so, this is not going to work.
 - Ideally, use a personal computer.
- Are you on a work network? These often have firewalls and other security measures that prevent external connections.
 - Try working from a home network if you can.
 - Tether to your phone to bypass the work network

Q: When trying to ssh to the Vector cluster, I get a "Connection refused" error.

A: This means you are able to access the Vector cluster, but your connection is getting blocked due to a security issue.

- Have you recently had 3 failed login attempts? If so your account will get locked out for 10 minutes. Wait it out and try again.
- Sometimes ssh clients have weird default security settings. Ask them to try a different ssh client (like [PuTTY](#) for Windows or ...? for Mac)

Q: My username and password don't work when connecting to the Vector cluster.

- Verify they got the email from the ops team and ask them to step through the login process
- If it still doesn't work, contact the ops team at ops-help@vectorinstitute.ai

Q: I'm unable to log into the VPN to download my credentials.

A: Try a few basic troubleshooting steps, and if these don't work then contact the ops team.

- Make sure the user is running the ssh tunnel command (`ssh -L 8080:172.17.8.254:443 <username>@v.vectorinstitute.ai`) from their personal computer, not from an existing connection to the Vector cluster.

- The firewall uses an unsigned security certificate which some browsers might block due to a security concern. Make sure there are no security errors or popups. Try a different browser.
- If this still doesn't work, contact the ops team at ops-help@vectorinstitute.ai

Github Issues

Q: My invitation to the private github repo expired.

A: This regularly happens when people don't sign up quickly. Just send them a new invitation. Note that you cannot just resend the old invitation -- you need to delete it and send a new one.

Q: When I run the `git clone ...` command, I get an error claiming the repository cannot be found.

A: This means you didn't add your SSH key properly, or at all.

- Tell them to run the following from the Vector cluster: `cat $HOME/.ssh/id_ed25519.pub`
- Log into your [Access > SSH and GPG keys](#) page and make sure you have a key there that matches the signature of the .pub file (should start with `ssh-ed25519 AAAA`)

Jupyter Hub Issues

Q: The Jupyter Hub site (<https://vdm1.vectorinstitute.ai:8000>) isn't coming up.

A: You need an active VPN connection for this site to work.

- Sometimes users install the VPN client but don't realize they also need an active connection.

Q: The Jupyter Hub site works fine, but I'm not able to start an instance and connect to it.

A: Two different things to check here.

- First, make sure that the user created the `~/jupyter` folder as described in the instructions. If that folder doesn't exist, the server will fail to load.
- If the `~/jupyter` folder does exist, these will be some log files in here that usually contain helpful information. Look for the log file that matches the timestamp of the failure, then look to the end of that file for error messages.