Troubleshooting

- Getting a time out error when trying to navigate to the application in a browser
- Error when running finish-install.sh : FAILED to create metadata for user, HTTP status=302
- Unable to start repository after installation, error is a classNotFoundException
- Application won't load in browser, ERR_SSL_VERSION_OR_CIPHER_MISMATCH

Getting a time out error when trying to navigate to the application in a browser

Double check your security groups and make sure that inbound traffic on HTTPS is allowed.

Error when running finish-install.sh : FAILED to create metadata for user, HTTP status=302

The repository url must match exactly. Typically this happens when http is typed instead of https.

Unable to start repository after installation, error is a classNotFoundException

ClassNotFoundException starting Repository

```
SEVERE: Servlet.service() for servlet [jsp] in context with path [] threw exception
[org.eaglei.repository.status.InternalServerErrorException: javax.servlet.ServletException:
javax.naming.NamingException: Could not create resource factory instance [Root exception is
java.lang.ClassNotFoundException: org.apache.tomcat.dbcp.dbcp.BasicDataSourceFactory]]
```

This is an indication that tomcat has either been incorrectly installed or is missing a key jar file. It seems certain distributions do not include this jar file. Download the jar manually and place it in the tomcat's lib folder, **/opt/apache-tomcat-7.0.39/lib**. If your distribution does have this jar, try replacing it with the download.

Application won't load in browser, ERR_SSL_VERSION_OR_CIPHER_MISMATCH

You got a page that looks like the following when you try navigating to your application:

This site can't provide a secure connection

localhost uses an unsupported protocol.

ERR_SSL_VERSION_OR_CIPHER_MISMATCH

DETAILS

Try generating a self-signed cert that uses RSA 2048 for it's algorithm.