Appcelerator CLI Troubleshooting

Overview

When running into issues with the Appcelerator CLI, there are some simple steps to figure out additional information.

Submitting a bug

Refer to Reporting Bugs or Requesting Features for more information. Check JIRA first as the issue may already have been reported with a fix or workaround. When submitting a bug, it is often helpful to provide a stack trace and debug log. You can do so by running the CLI with an extra parameter of `DEBUG=*` before the regular command and a trace flag after the regular command. For example (replace `<command>` with the actual command):

OS X/Linux

```
DEBUG=* appc <command> -l trace
```

Windows

```
cmd /C "set DEBUG=* && appc <command> -l trace"
```

Another useful piece of information is which version of Node you are running and which **versions** of the Appc CLI you are using. Here are some useful commands to get the Appc CLI versions:

```
npm ls -g appcelerator # shows you the version of Appc CLI from NPM that is currently
installed
$ npm ls -g appcelerator
/usr/local/lib
 appcelerator@4.2.12

appc use # shows you the version of Appc CLI from Registry that is currently selected
and installed
$ appc use
The following versions are available:

6.2.4    Not Installed
6.3.0    Not Installed
7.0.0    Installed
7.0.1    Installed
7.0.2    Installed (Active)
```

Errors

Please re-try this install again

This error manifests items in several different ways, such as:

- Invalid file download checksum. This could be a result of the file being modified in transit or it could be because the download was interrupted or had an error....Please re-try this install again.
- Server responded with unexpected error: SSL authorization failed. URL: appc-registry-server-distribution.s3.amazonaws.com does not have a valid fingerprint which can be used to verify the SSL certificate...Please re-try your install again. If you continue to have this problem, please contact Appcelerator Support at support@appcelerator.com.

This is often best solved by two options: reinstalling the appcelerator command line via NPM or logging out with -D:

Reinstall

```
[sudo] npm install -g appcelerator
appc use latest
```

Log out -D

```
appc logout -D
appc login # reauthenticate again with access code
```

Application deployment failed

- Application deployment failed. Error was: Error: Error loading connector/appc.arrowdb. RequestSSLError: SSL authorization failed. URL: api.cloud.appcelerator.com does not have a valid fingerprint which can be used to verify the SSL certificate.