

# Troubleshooting & Error Reference

## Error Reference Table

Error message	Cause	Solution
Not configured	No credentials stored	Run <code>elestio login --email X --token Y</code>
Authentication failed	Wrong credentials or expired token	Regenerate token at <a href="https://dash.elest.io/account/security">dash.elest.io/account/security</a>
Account not approved	New account without approval	Wait for approval or contact <a href="mailto:support@elest.io">support@elest.io</a>
Template not found	Wrong name or ID	Run <code>elestio templates search &lt;name&gt;</code>
Invalid serverType	Provider/region/size combo invalid	Check <code>elestio sizes --provider X</code>
Service not found	Wrong vmID or wrong project	Run <code>elestio services --project X</code>
Deployment timeout	Deployment is taking too long	Check dashboard; contact support if > 10 min
Project not found	Wrong projectId	Run <code>elestio projects</code> to find the correct ID

## Authentication Issues

### "Authentication failed" repeatedly

```
# Step 1: Check current config
elestio config

# Step 2: Re-generate token in the Elestio dashboard
# Go to: https://dash.elest.io/account/security → Manage API Tokens → Create Token

# Step 3: Update credentials
elestio login --email "you@example.com" --token "new_token"
```

```
# Step 4: Verify
elestio auth test
```

## The wrong user is being used

```
elestio whoami # Check which account is active
elestio config # See stored configuration
```

## Deployment Issues

### Service stuck in "Deploying" state

1. Normal deployment takes **2-5 minutes**
2. CI/CD target deployment may take up to **10 minutes**
3. If > 10 minutes: check the Elestio dashboard for error messages
4. Contact support@elest.io if still stuck after 15+ minutes

```
# Poll until deployed
elestio wait <vmID>

# Check current status
elestio service <vmID>
```

### "Service not found," but it exists

```
# Verify you are using vmID (not serverID)
elestio services --project 112

# Both IDs are shown – ensure you use the correct one:
# vmID → most commands (firewall, ssl, power, etc.)
# id → backup endpoints
```

### "Invalid serverType" when deploying

```
# Check valid combinations for your provider
elestio sizes --provider netcup
elestio sizes --provider hetzner
```

## Pipeline Issues

## Pipeline not building

```
# View build logs
elestio cisd pipeline-logs <vmID> <pipelineID>

# Restart the pipeline
elestio cisd pipeline-restart <vmID> <pipelineID>
```

## App deployed but not reachable in the browser

1. Check that your app is binding to the internal network, not `0.0.0.0`:
  - Correct: `172.17.0.1:3000`
  - Wrong: `0.0.0.0:3000`
2. SSH in and check containers:

```
ssh root@<ipv4>
cd /opt/app/<pipeline-name>
docker-compose ps
docker-compose logs
```

## Pipeline fails after code push

```
# View deployment history
elestio cisd pipeline-history <vmID> <pipelineID>

# Check latest logs
elestio cisd pipeline-logs <vmID> <pipelineID>
```

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## Firewall Issues

### Can't reach the service after enabling the firewall

1. Ensure port 443 (HTTPS) is in the rules
2. Ensure port 22 (SSH) is included if you need SSH access
3. Re-check rules:

```
elestio firewall get <vmID>
```

4. Temporarily disable to test:

```
elestio firewall disable <vmID>
```

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# SSL/Domain Issues

## SSL certificate not provisioning

1. Ensure your DNS A record points to the service's IPv4 **before** running `ssl add`
  2. DNS propagation can take up to 48 hours (typically 5-30 minutes)
  3. Check: `elestio ssl list <vmID>`
  4. Remove and re-add if stuck: `elestio ssl remove <vmID> <domain>` then re-add
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## Resize/Downgrade Issues

### Service blocked after downgrade attempt

This happens when trying to downgrade on a provider that doesn't support it (Hetzner, GCP).

**Supported for downgrade:** Netcup, AWS, Azure, and Scaleway only.

Resolution: Contact [support@elest.io](mailto:support@elest.io) with the vmID. They can restore the service.

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## General Debugging Flow

```
# 1. Verify authentication
elestio auth test

# 2. Check service status
elestio service <vmID>

# 3. Restart the application stack (fastest recovery)
elestio restart-stack <vmID>

# 4. If pipeline involved, check logs
elestio cicd pipeline-logs <vmID> <pipelineID>

# 5. Full reboot if restart-stack doesn't help
elestio reboot <vmID>
```

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## Getting Help

Channel	Details
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<b>Email support</b>	support@elest.io
<b>Dashboard</b>	<a href="https://dash.elest.io">https://dash.elest.io</a>
<b>API Docs</b>	<a href="https://api-doc.elest.io">https://api-doc.elest.io</a>
<b>Templates</b>	<a href="https://elest.io/fully-managed-services">https://elest.io/fully-managed-services</a>

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