

# Troubleshooting API Issues

## Topics

### API Essentials

### API Key Generation

### Autoscaling

- Add Autoscaling Rules
- Get List of Autoscaling Rules for VS
- Remove Autoscaling Rules

### Backups

- Add/Edit Note
- Convert Backup to Template
- Create Backup
- Delete Backup
- Get List of All VS Backups
- Get List of Incremental Backups
- Get List of Normal Backups
- Restore Disk from Backup

### Credit

- Get Credit

### DNS

- Add DNS Record
- Add DNS Zone
- Delete DNS Record
- Delete DNS Zone
- Edit DNS Record
- Get DNS Zones
- Get List of DNS Zone Records
- Get List of Name Servers

### Firewall Rules

- Add Firewall Rule
- Get Firewall Rules
- Update Firewall Rules

### Flex Cloud VM Control

### Getting Started with Superb Flex Cloud

### IP Addresses

- Get IP Address Joins

### Logs

- Get List of Log Items
- Get List of Transactions
- Get list of VS Transaction

### Network Interfaces

401 / "bad login" - Difficulty with Authentication

404 / "resource not found" – Spelling error in URI or resource doesn't exist

405 / "HTTP method not allowed for the requested resource. Use one of these instead: GET, HEAD, POST"

422 Unprocessable Entity

500 Server error

"IP Address can't be used, because you have reached your IP address limit"

Checking your Activity Logs

## 401 / "bad login" - Difficulty with Authentication

If you are receiving this error: {"error":{"base":"Invalid login or password."}}

Then you are successfully accessing the API's domain (<https://mycp.superb.net/flexapi>) but there is an issue with your authentication. Make sure you are using the correct AccountID, and the correct API key. It may be possible that they are using an old api\_key (e.g. someone regenerated it and voided the old one). If you think this is the case, you can regenerate your key ensuring that the new key is the only valid key.

## 404 / "resource not found" – Spelling error in URI or resource doesn't exist

If you are receiving this error: {"errors":"Resource Not Found"}, you could be trying to access something that has been deleted or you don't have access to.

Possible Causes:

-You have two separate Flex Cloud accounts and are using the wrong credentials.

-The syntax of the request is in the wrong order e.g. flexapi/781/virtual\_machines instead of flexapi/virtual\_machines/781

-Mind the S's, it may be a spelling error, a simple spelling mistake such as virtual\_machine instead of virtual\_machines is a likely candidate.

-Trying to access a VM or Disk that has been deleted

## 405 / "HTTP method not allowed for the requested resource. Use one of these instead: GET, HEAD, POST"

If you are receiving this error: "HTTP method not allowed for the requested resource. Use one of these instead: GET, HEAD, POST." This is result of the correct path, but the wrong method, i.e. using put instead of post. Look at "use one of these instead" to see which methods are allowed.

## 422 Unprocessable Entity

This error is usually accompanied by a more detailed response such as: {"error":"Required parameter primary\_disk\_type not specified"} or

{"errors":{"base":["The virtual server has to be built before performing actions on it"]}}

So fixing the error returned should resolve the issue.

-This can happen when trying to perform an action on a resource that is in the wrong state. A server that is already stopped cannot be stopped again. So check the state of the server, disk, etc.

-Other issues with the build/startup of servers may arise. Sometimes the classic "shutdown" and "start-up" may resolve the issue.

- Get VS Network Interfaces
- Rebuild VS Network

-IP Address can't be used \*See below\*

If there is an unresolved issue with VM creation or building, you can check the logs to find more specific details into the issue.

## Recipes

- Add Recipe
- Add Recipe Step
- Assign Recipe to Virtual Server
- Delete Recipe
- Delete Recipe Step
- Edit Recipe
- Edit Recipe Step
- Get All Recipes
- Get Recipe Steps
- Get Virtual Server Recipes
- Remove recipe from Virtual Server
- Run Recipe on Multiple Virtual Servers
- Swap Recipe Step Number

## 500 Server error

In the unfortunate event of a 500 error, there may be a problem with your request, review your request for any obvious errors, and re-attempt after several minutes. If the issue is still not resolved, please create a support ticket.

## "IP Address can't be used, because you have reached your IP address limit"

This can occur when trying to assign additional IP's to an existing server, or while attempting to add/build additional servers.

See how to order more here: <https://confluence.dev.superb.net/display/AD/Getting+Started+with+Superb+Flex+Cloud#GettingStartedwithSuperbFlexCloud-OrderingIPAddresses>

## SSH Keys

- Add SSH Key
- Delete SSH Key
- Edit SSH Key
- Get SSH Keys
- Set SSH Keys on VS

## Checking your Activity Logs

All actions completed or scheduled should appear in your activity logs. If there are any issues while executing commands the activity logs may contain the reason. See more here <https://confluence.dev.superb.net/display/AD/Viewing+Activity+Logstopics>

## Templates

- Get Templates

## Test Route

## Troubleshooting API Issues

## Viewing Activity Logs

## Virtual Server Operating Systems

## Virtual Servers

- Add Virtual Server
- Billing Statistics
- Build Virtual Server
- Delete Virtual Server
- Edit Virtual Server
- Get CPU Usage Statistics
- Get List of Virtual Machines
  - Get specific VM Details
  - Search Virtual Servers by label
- Get statuses for All VMs
  - Get Specific VS Status
- Reboot Virtual Server
- Reset VS Password
- Shutdown Virtual Server
- Startup a Virtual Server
- Stop Virtual Server

## VS Disks

- Add New Disk
- Delete Disk
- Edit Disk
- Get VS Disks