goci Documentation

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Tim Gatzemeier

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Tools

Not Ready State

When any Tool is stuck in a specific State you can find out more about the Issues here and how to resolve it.

1.1 Tool State remains Pending

In case the State of a Tool does not chage into "Provisioning" or "Modifying" State you have to contact our Support right now at support@goci.io. We are sorry for any Inconvenience or Delay caused by this Issue.

Not sure if you are having this Issue? You must see a gray Indicator saying "Pending" in your Overview Dashboard for a longer period of time.

Note: It can sometimes take a few minutes before a State changes into "Provisioning". Please only reach out if the Issues persists for more than 15 Minutes.

1.2 Issues with goci.io

There might be some problems with our Service-Platform. Some Issues might resolve by its own and time and some other Issues might need configuration changes.

1.2.1 Application Job failed Scheduling

1.3 Issues with GitHub

When you are creating an Application with Connection to GitHub there might occur some of the following issues. You can find out how to resolve them here.

1.3.1 Failed retrieve Installation Token

When you are seeing an Error message saying "Error retrieving Github Installation Token" we were not able to generate a temporary Token to connect your Github Organization. Please make sure:

1. You have installed our Github App

2. You have entered the correct Installation ID

3. The Organization Name matches to the Installation ID

4. You are not running into Rate Limiting Issues

How to resolve

1. Authorize and Install our Github App

2. Click on the failing Application item -> "Edit Application" to change your Installation ID

3. To resolve a Rate Limiting Issue you will have to wait and avoid too many write Operations