

Troubleshooting Sauce Connect with --doctor

PAGE DEPRECATED: Updated content located [here](#).

-- doctor is a command line utility that you can use to diagnose issues with Sauce Connect Proxy. In the table below, you'll find descriptions of the errors that -- doctor will detect and how to resolve them.

Error	Resolution
failed to fetch PAC file ...: ...	<p>Indicates the specified PAC file couldn't be downloaded. This may be caused by an incorrect URL, or a network mis-configuration. To troubleshoot this type of issue, try to download the PAC file manually from the machine running Sauce Connect with cURL or another HTTP client.</p> <p>To debug the PAC file you can create one locally and pass it to Sauce Connect Proxy using the --pac option like this:</p> <pre>\$ sc --pac file:///path/to/pacfile.js</pre> <p>In Windows, add the drive to the path like this:</p> <pre>\$ sc --pac file:///C:\path\to\pacfile.js</pre>
failed to fetch or empty PAC file ...	Connection to the remote server was successful, but the PAC file was empty or missing.
both --proxy and --pac are used	Using both may work, but this is unsupported by Sauce Labs and should only be used if directed by the Sauce Labs support.
invalid REST URL ...	URL specified in the -x option is invalid.
failed to find proxy via PAC for ...	PAC file was downloaded successfully, but no proxy was found for this host. This may be the result of an incorrect PAC file: make sure a proxy is specified for all the hosts.
can't resolve 'saucelabs.com'/'... tunnel hostname(s) via any DNS server	Check your firewall and DNS settings. To troubleshoot this issue, use <code>dig</code> or <code>host</code> to resolve the domain and verify it is correct:
	<pre>\$ dig saucelabs.com</pre>
your hosts file contains an entry for ...	DNS server can't resolve saucelabs.com correctly, most likely because the DNS system has a special configuration for some hosts. We strongly recommend you remove this entry from the host file; it's usually <code>/etc/hosts</code> on Unix-like systems. With Linux/Mac OS X systems, you can check the hosts file with this command:
	<pre>\$ grep 'saucelabs.com' /etc/hosts</pre>
connecting via <proxy> to http://<url>: <error> or connecting to http://<url>: <error>	<p>URL isn't accessible. If you see this error after other errors in the logs, try to fix the previous errors first.</p> <p>Please refer to the libcurl errors manual to troubleshoot this issue.</p>
SSL connect failed, socket: ... code: %d	Secure connection couldn't be established. For more information about this error, see the OpenSSL manual .
failed to retrieve certificate chain	Some X509 certificates couldn't be imported into the SSL library. This may indicate an issue with DNS, or public CA's being unreachable.
failed to reach https://google.com	Sauce Connect client can't reach google.com , indicating that the client doesn't have full Internet connectivity. It may not be an issue; Sauce Connect only needs access to saucelabs.com and its tunnels.