Troubleshooting

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Troubleshooting

Common issues and fixes.

Installation / boot

Symptom	Likely cause	Fix
No application encryption key	Missing `APP_KEY`	`php artisan key:generate`
SQLite cannot open DB	File missing	Create `database/database.sqlite`
Mixed content / wrong links	`APP_URL` mismatch	Set `APP_URL` including port
Assets 404	Frontend not built	`npm run build`

Permissions / menus

Symptom	Fix
Channels / Inbox missing in sidebar	`php artisan permissions:sync`
403 on expected page	Role lacks permission; check Roles UI / seeder
Sales can view but not manage channels	Expected — needs `manage.channels`

Tenancy

Symptom	Fix
Empty lists in production artisan/tinker	Fail-closed without CurrentCompany — set company context
Cross-company data visible in tests	Create distinct companies explicitly on users
Soft-deleted company blocks email reuse	Run identifier release command / restore flow

Queues / channels

Symptom	Fix
Webhook `202` but no lead	Start `php artisan queue:work --queue=channels,default`
401 Invalid signature	Wrong secret / `META_APP_SECRET`; regenerate; `config:clear`
Meta verify fails	Verify token mismatch; CRM down; using localhost without ngrok
MySQL migration “index name too long”	Use current short index migration; drop partial tables + migration row if stuck

Symptom	Fix
`channel_connections` already exists	Partial migration — drop channel tables carefully, delete migration record, re-run

WhatsApp / Facebook

Symptom	Fix
Test connection fails	Token / Phone Number ID / Page ID wrong
No Inbox thread	Worker; adapter; wrong phone number id filter
Reply fails	Conversation closed; token expired; Meta 24h window rules
Secret leaked in chat	Rotate App Secret + access tokens immediately

Mail

Symptom	Fix
No emails arriving	`MAIL_MAILER=log` only writes logs — switch to SMTP/Mailpit
Gmail blocked	App Password + correct from address

Scheduler

Symptom	Fix
No reminders	Cron missing `schedule:run`; reminder flags disabled in `.env`
Heartbeat stale	Cron / app path wrong in crontab

Company profile vs settings

Symptom	Fix
`/company/settings` 500 `edit()` missing	Ensure latest code with `CompanySettingsController::edit` restored

Getting more diagnostics

```
php artisan about
php artisan route:list --path=webhooks
php artisan queue:failed
tail -f storage/logs/laravel.log
```

For Meta local deliveries, open ngrok inspector: http://127.0.0.1:4040

Related

- Installation
- Queues

- Channels overview