

Troubleshooting

Generated Tue, Sep 22, 2026 12:13 PM · Single page

Troubleshooting

docs/troubleshooting.md

Troubleshooting

Common issues and fixes.

Installation / boot

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

Permissions / menus

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

Tenancy

Symptom	Fix
Empty lists in production artisan/tinker	Fail-closed without <code>CurrentCompany</code> — 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 <code>php artisan queue:work --queue=channels,default</code>
401 Invalid signature	Wrong secret / <code>META_APP_SECRET</code> ; regenerate; <code>config:clear</code>
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 <code>schedule:run</code> ; reminder flags disabled in <code>.env</code>
Heartbeat stale	Cron / app path wrong in crontab

Company profile vs settings

Symptom	Fix
<code>/company/settings</code> 500 <code>edit()</code> missing	Ensure latest code with <code>CompanySettingsController::edit</code> 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](#)