Troubleshooting

Common Issues and Solutions

1. Database Connection Failed

Error:

```
Unable to connect Osas database: SequelizeConnectionError
```

Solutions:

- Check PostgreSQL is running: `systemctl status postgresql`
- Verify database credentials in `.env`
- Ensure database exists: `psql -U postgres -l`
- Check network connectivity to database server
- Verify firewall allows PostgreSQL port (5432)

2. JWT Token Invalid

Error:

```
{
  "message": "Unauthorized",
  "error": "Invalid token"
}
```

Solutions:

- Verify JWT_SECRET in `.env` matches token generation
- Check token expiration (JWT_EXPIRATION setting)
- Ensure Authorization header format: `Bearer <token>`
- Generate new token via `/api/auth/signin`

3. Rate Limit Exceeded

Error:

```
{
  "message": "You are sending requests too quickly. Please wait 1 second."
}
```

Solutions:

- Wait for rate limit window to reset
- Adjust RATE_LIMIT_WINDOW_MS and RATE_LIMIT_MAX in `.env`
- Implement request queuing in client
- Use batch endpoints where available

4. File Upload Failed

Error:

```
{
  "message": "File too large"
}
```

Solutions:

- Check file size < 10MB
- Verify `resources/temp/img/` directories exist
- Check disk space: `df -h`
- Ensure correct multipart/form-data encoding

5. Courier Webhook Not Working

Error: Webhooks not updating status

Solutions:

- Verify courier credentials in `.env`
- Check webhook endpoint is accessible (not localhost)
- Validate webhook authentication (Basic Auth, API Key)
- Check courier status mapping in `app/status/`
- Review webhook logs in console
- Test with webhook testing tools (ngrok, webhook.site)

6. Fee Calculation Returns 0

Error:

```
{
  "fee": 0
}
```

Solutions:

- Verify origin/destination codes are valid
- Check location data in database
- Ensure service availability for route
- Review pricing configuration
- Check for special pricing rules
- Validate weight parameter

7. Sequelize Migration Issues

Error:

```
SequelizeDatabaseError: relation does not exist
```

Solutions:

- Run migrations: Check for migration scripts
- Sync models: `db.sequelize.sync({ alter: true })`
- Check model definitions match database schema
- Verify table names in model files

8. CORS Errors

Error:

```
Access to fetch blocked by CORS policy
```

Solutions:

- Add origin to ORIGIN_CORS environment variable
- Verify CORS configuration in `ondeliv-backend.js`
- Check request includes proper headers
- Ensure preflight OPTIONS requests are handled

9. Image Not Loading

Error: 404 on image URLs

Solutions:

- Verify image directories exist:
  - `resources/temp/img/pickup/`
  - `resources/temp/img/delivery/`
  - `resources/temp/img/agent/`
- Check file permissions
- Verify image processing with Sharp
- Check BASEURL environment variable

10. Cron Job Not Running

Error: Lion Parcel pickup not scheduling

Solutions:

- Verify LIONPARCEL_PICKUP_CRON format is valid
- Check cron expression: `*/30 * * * *`
- Review cron job logs in console
- Ensure Lion Parcel credentials configured
- Test cron expression: https://crontab.guru

Debug Mode

Enable Verbose Logging:

```
// Add to ondeliv-backend.js temporarily
app.use((req, res, next) => {
  console.log(`${req.method} ${req.url}`);
  console.log('Headers:', req.headers);
  console.log('Body:', req.body);
  next();
});
```

Database Query Logging:

```
// In db.config.js
module.exports = {
  // ... existing config
  logging: console.log,  // Enable SQL query logging
};
```

Health Check Endpoint

Check Server Status:

```
curl http://localhost:4220/
```

Expected Response:

```
{
  "message": "This backend osas works well for now"
}
```

Performance Monitoring

Check Database Connection:

```
// Test database connectivity
const testConnection = async () => {
  try {
    await db.sequelize.authenticate();
    console.log('Database connected');
  } catch (error) {
    console.error('Database connection failed:', error);
  }
};
```

Monitor Response Times:

Morgan logs include response time in cyan color.

Getting Help

Resources:

- Review error logs in console
- Check courier partner documentation
- Review Sequelize documentation for database issues
- Check Express.js documentation for routing issues

Contact:

- Check repository issues
- Review pull request discussions
- Contact system administrator

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