

Troubleshooting

Troubleshooting Guide

App Will Not Start

Check logs with docker compose logs. Verify all required env vars are set in .env. Ensure ports 5000 and 5432 are not used by other services. Verify Docker and Docker Compose versions meet requirements.

License Validation Failing

Verify internet connectivity from your server. Test with: curl https://app.myworkforceteamtechnology.com/health. Confirm LICENSE_KEY matches your purchased key exactly. Check APP_DOMAIN matches the registered domain.

Grace Period Banner Appearing

Your license has expired or cannot reach our validation server. Click Renew License. If already renewed, wait 24 hours or restart the app.

Database Connection Errors

Run docker compose ps to verify postgres is healthy. Check DATABASE_URL env var. Ensure database finished initializing on first run.

Slow AI Responses

Verify OPENAI_API_KEY is valid with credits. Check network to api.openai.com. Monitor rate limits in your OpenAI dashboard.

Email Delivery Issues

Verify RESEND_API_KEY is valid. Check your sending domain is verified in Resend. Review Resend logs.

Getting Help

Email support@myworkforceteamtechnology.com with your license key, domain, and issue description. Include relevant log output.