

SecureMed - Troubleshooting Guide

Common Issues and Solutions

Issue 1: "ModuleNotFoundError: No module named 'flask'"

Symptoms

```
Traceback (most recent call last):  
  File "/path/to/webapp.py", line 1, in <module>  
    from flask import Flask, render_template, request, jsonify, redirect, url_for, session, send_file  
ModuleNotFoundError: No module named 'flask'
```

Root Cause

Flask and other required dependencies are not installed in your Python environment.

Solution

Option 1: Use Virtual Environment (Recommended)

```
# Navigate to project directory  
cd /Users/stefandumitrasku/Downloads/Cap_Finaldev  
  
# Activate the virtual environment  
source venv/bin/activate  
  
# Install dependencies (if not already installed)  
pip install -r requirements.txt  
  
# Run the application  
python webapp.py
```

Option 2: Install System-Wide

```
# Install dependencies globally
pip3 install -r requirements.txt

# Run with python3
python3 webapp.py
```

Option 3: Create New Virtual Environment

```
# Create new virtual environment
python3 -m venv venv

# Activate it
source venv/bin/activate

# Install dependencies
pip install -r requirements.txt

# Run the app
python webapp.py
```

How to Verify Fix

After running the commands, you should see:

```
❑ SecureMed running on http://127.0.0.1:5000/login
  [Credentials hidden for security]
  Check CREDENTIALS.txt for login info
* Serving Flask app 'webapp'
* Debug mode: on
```

Issue 2: "jinja2.exceptions.TemplateNotFound: login.html"

Symptoms

```
jinja2.exceptions.TemplateNotFound: login.html

Traceback (most recent call last)
File "/Users/stefandumitrasku/Downloads/Project_dev1/webapp.py", line 255, in login_page
```

Root Cause

One or more of the following:

1. Flask app is running from the wrong directory

2. Multiple Flask instances are running from different directories
3. Templates folder is not in the same directory as webapp.py

Solution

Step 1: Kill All Running Flask Processes

```
# Find Flask processes
ps aux | grep webapp.py

# Kill all Flask processes
pkill -9 -f "webapp.py"

# OR kill specific process by PID
kill -9 <PID>

# Verify they're stopped
ps aux | grep webapp.py
```

Step 2: Verify You're in the Correct Directory

```
# Check current directory
pwd

# Should show something like:
# /Users/stefandumitrasku/Downloads/Cap_Finaldev

# List contents to verify
ls -la

# You should see:
# - webapp.py
# - templates/ directory
# - requirements.txt
```

Step 3: Verify Templates Exist

```
# Check templates directory
ls -la templates/

# Should show login.html and other templates
```

Step 4: Start Flask from Correct Directory

```
# Make sure you're in the project root
cd /Users/stefandumitrasku/Downloads/Cap_Finaldev

# Use virtual environment
source venv/bin/activate

# Start the app
python webapp.py
```

How to Verify Fix

The error traceback should now show the CORRECT path:

```
File "/Users/stefandumitrasku/Downloads/Cap_Finaldev/webapp.py", line 255
```

NOT:

```
File "/Users/stefandumitrasku/Downloads/Project_dev1/webapp.py", line 255
```

Issue 3: Port Already in Use

Symptoms

```
OSError: [Errno 48] Address already in use
```

Root Cause

Another Flask instance or application is using port 5000.

Solution

Option 1: Kill Process Using Port 5000

```
# Find process on port 5000
lsof -ti:5000

# Kill the process
kill -9 $(lsof -ti:5000)

# Verify port is free
lsof -ti:5000

# (should return nothing)
```

Option 2: Use Different Port Edit `webapp.py` to use a different port:

```
if __name__ == '__main__':  
    app.run(debug=True, port=5001) # Changed from 5000 to 5001
```

Issue 4: Database Locked Error

Symptoms

```
sqlite3.OperationalError: database is locked
```

Root Cause

Multiple processes trying to access the database simultaneously.

Solution

```
# Kill all Flask processes  
pkill -9 -f "webapp.py"  
  
# Wait a moment  
sleep 2  
  
# Restart the app  
source venv/bin/activate  
python webapp.py
```

Issue 5: Session Timeout (Auto Logout)

Symptoms

Automatically logged out after 2 minutes of inactivity.

Root Cause

Security feature - sessions expire after 2 minutes by default.

Solution

This is by design for security. When you see the warning:

```
⚠ Your session will expire in 30 seconds due to inactivity
```

Click **"Stay Logged In"** to refresh the session.

To disable (not recommended for production): Edit `webapp.py` around line 8:

```
app.permanent_session_lifetime = timedelta(minutes=30) # Increase from 2 to 30
```

Issue 6: Cannot Find CREDENTIALS.txt

Symptoms

Cannot find login credentials file.

Solution

The credentials are hardcoded in the database. Default credentials:

Admin Account:

- Username: admin
- Password: Admin123!

Team Member Accounts:

- Username: stefan / Password: Stefan123!
- Username: ana / Password: Ana123!
- Username: jordan / Password: Jordan123!
- Username: jeremiah / Password: Jeremiah123!
- Username: mumin / Password: Mumin123!

Pattern: [Name]123!

Issue 7: Virtual Environment Not Activating

Symptoms

```
source venv/bin/activate
# Nothing happens or command not found
```

Solution

On macOS/Linux:

```
source venv/bin/activate

# Your prompt should change to show (venv)
# Example: (venv) user@computer:~/project$
```

On Windows:

```
venv\Scripts\activate
```

If venv doesn't exist:

```
python3 -m venv venv  
source venv/bin/activate  
pip install -r requirements.txt
```

Issue 8: "python: command not found"

Symptoms

```
python webapp.py  
# zsh: command not found: python
```

Root Cause

Python 3 is installed as `python3` not `python` on macOS.

Solution

Use `python3` instead:

```
python3 webapp.py
```

OR activate virtual environment first:

```
source venv/bin/activate  
python webapp.py # Works inside venv
```

Issue 9: Permission Denied Errors

Symptoms

```
PermissionError: [Errno 13] Permission denied: 'securemed.db'
```

Solution

```
# Fix file permissions
chmod 644 securemed.db

# If still failing, check directory permissions
chmod 755 .
```

Issue 10: Browser Shows "Cannot Connect"

Symptoms

Browser shows "This site can't be reached" at <http://127.0.0.1:5000> (<http://127.0.0.1:5000>).

Solution

Step 1: Verify Flask is Running

```
# Check if process is running
ps aux | grep webapp.py

# Check if port is open
lsof -ti:5000
```

Step 2: Check Flask Output Look for this message:

```
* Running on http://127.0.0.1:5000
```

Step 3: Try Alternative URLs

- <http://localhost:5000>
- <http://127.0.0.1:5000/login> (<http://127.0.0.1:5000/login>)
- <http://0.0.0.0:5000> (<http://0.0.0.0:5000>)

Step 4: Check Firewall Ensure your firewall isn't blocking port 5000.

General Troubleshooting Checklist

When something goes wrong, try these steps in order:

1. Kill All Flask Processes

```
pkill -9 -f "webapp.py"
```

2. Verify You're in Correct Directory


```
pwd
ls -la templates/
```

3. Activate Virtual Environment

```
source venv/bin/activate
```

4. Verify Dependencies Installed

```
pip list | grep -i flask
```

5. Restart the Application

```
python webapp.py
```

6. **Check for Errors in Terminal** Look for error messages in the Flask output

7. **Clear Browser Cache** Hard refresh: Cmd+Shift+R (Mac) or Ctrl+Shift+R (Windows)

Quick Reference: Starting the App

Every Time You Start the App:

```
# 1. Navigate to project
cd /Users/stefandumitrasku/Downloads/Cap_Finaldev

# 2. Activate virtual environment
source venv/bin/activate

# 3. Start Flask
python webapp.py

# 4. Open browser
# Go to: http://127.0.0.1:5000/login
```

Stopping the App:

```
# In the terminal where Flask is running:
Press Ctrl+C

# OR from another terminal:
pkill -f "webapp.py"
```

Getting Help

If you encounter an error not listed here:

1. **Read the full error message** - The last line usually tells you what's wrong
2. **Check the traceback** - Shows which file and line number caused the issue
3. **Verify file paths** - Make sure you're in the right directory
4. **Check Flask output** - Look for warnings or errors in the terminal
5. **Try Full Reset** - Kill all processes and start fresh

Common Error Messages Explained

Error	Meaning	Solution
<code>ModuleNotFoundError</code>	Python package not installed	Install with pip
<code>TemplateNotFound</code>	Wrong directory or missing file	Check pwd and ls
<code>Address already in use</code>	Port 5000 is occupied	Kill the process
<code>Permission denied</code>	File permissions issue	Use chmod
<code>database is locked</code>	Multiple processes accessing DB	Kill all Flask instances
<code>command not found: python</code>	Use python3 instead	Run <code>python3</code>

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