

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_devl/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
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Common Error Messages Explained

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

Last Updated: December 2025 For SecureMed Capstone Project