Troubleshooting Guide

Common Issues and Step-by-Step Solutions

Overview

This troubleshooting guide provides solutions to common issues you may encounter while using the Juno Fast Admin Portal. Each problem includes detailed symptoms, causes, and step-by-step resolution procedures.

> **Emergency Contact:** For critical system issues that cannot be resolved using this guide, escalate to technical support immediately with detailed error descriptions.

Login and Access Issues

Problem: Cannot Access Admin Portal

Symptoms: Login page not loading, blank screen, connection errors

Solutions:

1. **Check Internet Connection:** Verify stable internet connectivity
2. **Clear Browser Cache:** Clear cache and cookies for the portal URL
3. **Try Different Browser:** Test with Chrome, Firefox, or Safari
4. **Disable Extensions:** Temporarily disable browser extensions/ad blockers
5. **Check URL:** Ensure you're using the correct portal URL
6. **Private/Incognito Mode:** Try accessing in private browsing mode

Problem: Login Credentials Not Working

Symptoms: "Invalid credentials" error, login page keeps returning

Solutions:

1. **Verify Credentials:** Double-check username and password spelling

2. **Caps Lock Check:** Ensure Caps Lock is not enabled

3. **Password Reset:** Use password reset function if available

4. **Account Status:** Contact administrator to verify account is active

5. **Time Sync:** Ensure system clock is accurate

Dashboard and Data Loading Issues

Problem: Dashboard Metrics Not Loading

Symptoms: Zero values displayed, loading indicators stuck, blank metric cards

Solutions:

1. **Page Refresh:** Press F5 or Ctrl+R to refresh the page
2. **Wait for Load:** Allow 10-15 seconds for data to populate
3. **Check Network:** Verify stable internet connection
4. **Browser Console:** Check for JavaScript errors (F12 → Console)
5. **Time Range:** Verify if there's actual data for the displayed period

Problem: Recent Orders Not Appearing

Symptoms: Empty orders table, "No orders requiring attention" message when orders exist

Solutions:

1. **Status Check:** Verify orders have "Pending" status
2. **Data Sync:** Refresh page to sync latest data
3. **Filter Reset:** Clear any applied filters

4. **Order Status:** Check if orders were recently updated to non-pending status

5. **Date Range:** Ensure orders are within expected time range

Order Management Issues

Problem: Cannot Edit Order Price

Symptoms: Price fields are disabled/grayed out, changes not saving

Solutions:

1. **Status Verification:** Ensure order status is "Pending" or "Price Updated"
2. **Field Permissions:** Verify you have admin editing rights
3. **Order Lock:** Check if order is being edited by another user
4. **Data Validation:** Ensure price values are in correct format
5. **System Rules:** Confirm order hasn't exceeded editing time limits

Problem: Order Details Not Loading

Symptoms: Modal window blank, loading spinner stuck, incomplete information

Solutions:

1. **Close and Reopen:** Close modal and click order again

2. **Page Refresh:** Refresh entire page and try again

3. **Browser Check:** Try different browser or incognito mode

4. **Network Speed:** Check for slow internet connection

5. **Order ID:** Verify order exists and isn't corrupted

Problem: Search Function Not Working

Symptoms: No results for known orders, search returning empty lists

Solutions:

1. **Search Terms:** Try partial matches instead of complete terms

2. **Filter Reset:** Clear all filters before searching

3. **Case Sensitivity:** Try different capitalizations

4. **Special Characters:** Remove special characters from search

5. **Data Sync:** Refresh page to ensure latest data is loaded

User Management Issues

Problem: Customer Information Missing

Symptoms: Empty name fields, missing phone numbers, incomplete profiles

Solutions:

1. **Profile Sync:** Check if customer updated mobile app profile
2. **Data Source:** Verify information exists in customer database
3. **Manual Update:** Edit profile with verified customer information
4. **Registration Status:** Confirm customer completed full registration
5. **Data Migration:** Check if profile data needs manual migration

Problem: Cannot Edit User Profile

Symptoms: Edit button not working, changes not saving, form validation errors

Solutions:

1. **Form Validation:** Ensure all required fields are properly filled

2. **Email Format:** Verify email address follows correct format

3. **Phone Number:** Check phone number includes country code

4. **Character Limits:** Ensure names don't exceed character limits

5. **Special Characters:** Remove special characters that may cause issues

System Configuration Issues

Problem: New Service Type Not Visible to Customers

Symptoms: Service created but not appearing in customer mobile app

Solutions:

1. **Status Check:** Verify service type status is set to "Active"
2. **Save Confirmation:** Ensure service was properly saved
3. **App Refresh:** Ask customers to refresh mobile app
4. **Cache Clear:** Clear system cache if applicable
5. **Configuration Review:** Check all required fields are completed

Problem: Common Items Not Displaying

Symptoms: Items missing from customer selection, empty item lists

Solutions:

1. **Service Association:** Verify items are linked to correct service types
2. **Item Status:** Check item status is "Active" or "Available"

3. **Category Assignment:** Ensure items have proper category assignments

4. **Image Loading:** Verify item images are accessible

5. **Description Completeness:** Check all required fields are filled

Performance and Speed Issues

Problem: Slow Page Loading

Symptoms: Pages take long time to load, timeouts, sluggish response

Solutions:

1. **Internet Speed:** Test connection speed using speed test tools
2. **Browser Cache:** Clear browser cache and temporary files
3. **Close Tabs:** Close unnecessary browser tabs
4. **Browser Update:** Ensure browser is updated to latest version
5. **System Resources:** Close other applications consuming memory
6. **Peak Hours:** Avoid usage during high-traffic periods if possible

Problem: Search Taking Too Long

Symptoms: Search results delayed, system appears frozen during search

Solutions:

1. **Narrow Search:** Use more specific search terms

2. **Apply Filters:** Use filters to reduce search scope

3. **Date Range:** Limit search to specific date ranges

4. **Partial Terms:** Use shorter, partial search terms

5. **System Load:** Try searching during off-peak hours

Customer Communication Issues

Problem: Customer Not Receiving Status Updates

Symptoms: Customer reports no notifications, status changes not communicated

Solutions:

1. **Status Save:** Verify status changes are being saved properly
2. **Customer App:** Ask customer to check mobile app notifications
3. **Notification Settings:** Verify customer has notifications enabled
4. **Contact Info:** Ensure customer contact information is current
5. **Manual Contact:** Contact customer directly to confirm receipt

Problem: Price Updates Not Reflecting for Customer

Symptoms: Customer sees old prices, price changes not visible in mobile app

Solutions:

1. **Save Verification:** Confirm price updates were saved successfully

2. **Status Update:** Change order status to "Price Updated"

3. **App Refresh:** Ask customer to close and reopen mobile app

4. **Sync Delay:** Allow 5-10 minutes for system synchronization

5. **Manual Notification:** Contact customer directly about price changes

Data Accuracy and Consistency Issues

Problem: Order Information Inconsistent

Symptoms: Different information in different screens, data mismatches

Solutions:

1. **Page Refresh:** Refresh all related pages
2. **Data Source:** Verify which screen shows most recent data
3. **Update Timing:** Check if updates are still processing
4. **Manual Sync:** Log out and log back in to force data refresh
5. **Escalation:** Report data inconsistency to technical support

Problem: Revenue Calculations Incorrect

Symptoms: Dashboard revenue doesn't match completed orders, calculation errors

Solutions:

1. **Status Verification:** Ensure orders marked as "Completed" have final prices

2. **Date Range:** Check if calculations include correct time period

3. **Order Status:** Verify only completed orders contribute to revenue

4. **Manual Calculation:** Cross-check with manual calculation

5. **Data Refresh:** Refresh dashboard to update calculations

Emergency Procedures

Critical System Failures

When System is Completely Down:

1. **Document Issue:** Record exact time and symptoms
2. **Check Status:** Verify if issue is local or system-wide
3. **Alternative Access:** Try different devices/networks
4. **Escalate Immediately:** Contact technical support with details
5. **Customer Communication:** Prepare holding message for customers
6. **Manual Tracking:** Use backup systems for critical orders

Data Loss or Corruption

If Data Appears Lost or Corrupted:

1. **Stop Actions:** Immediately stop making changes
2. **Document State:** Screenshot current state
3. **Don't Refresh:** Avoid refreshing pages until instructed
4. **Immediate Escalation:** Contact technical support urgently
5. **Backup Access:** Use alternative data sources if available

Prevention and Maintenance

Preventive Measures

Regular Maintenance Tasks:

- **Daily:** Clear browser cache and check system responsiveness
- **Weekly:** Update browser and check for system announcements
- **Monthly:** Review and update bookmarks, passwords
- **Quarterly:** Full system health check and user feedback review

Best Practices for Issue Prevention

Proactive Strategies:

- **Regular Saves:** Save work frequently to prevent data loss
- **Stable Connection:** Use reliable internet connection
- **Browser Maintenance:** Keep browser updated and cache clear
- **Data Verification:** Double-check critical information before saving
- **Backup Plans:** Have alternative communication methods ready

Quick Reference Guide

Common Error Codes and Solutions

Error Type	Quick Solution	When to Escalate
Loading Timeout	Refresh page, check connection	If persistent after 3 attempts
Save Failed	Try again, check form validation	If data integrity is at risk
Access Denied	Log out and log back in	If login credentials are correct
Data Not Found	Verify search terms, refresh page	If known data is missing
System Slow	Close tabs, clear cache	If affecting business operations

Emergency Contact Information

When to Contact Support:

- **Critical System Failure:** Immediate escalation required
- **Data Loss:** Any suspected data corruption or loss
- **Security Issues:** Unauthorized access or suspicious activity
- **Customer Impact:** Issues affecting customer service delivery
- **Persistent Problems:** Issues not resolved by standard troubleshooting