

Jobify Troubleshooting Guide

This troubleshooting guide is designed to assist users in identifying and resolving common issues encountered while working with Jobify, particularly in environments using Docker, Kubernetes, and OpenShift. If you encounter challenges not covered here, feel free to contact our support team for further assistance.

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1. Installation Issues

Symptom: Jobify fails to install in Docker or Kubernetes environments

Possible Solutions:

Check Docker Compose/Kubernetes Configuration:

Ensure that your Docker Compose file or Kubernetes manifests are correctly configured with the required services and dependencies.

Image Compatibility:

Confirm that the Jobify Docker image is compatible with the specified Docker or Kubernetes version.

Volume Mounts:

Verify that any necessary volumes are correctly mounted.

2. Container Orchestration (Docker, Kubernetes, OpenShift)

Symptom: Jobify containers are not running or restarting continuously

Possible Solutions:

Logs and Events:

Check Docker or Kubernetes logs for any error messages or events indicating issues with container startup.

Resource Constraints:

Ensure that containers have sufficient resources (CPU, memory) allocated.

Pod Health Probes:

Confirm that any liveness and readiness probes are correctly configured.

3. PHP Compatibility

Symptom: Jobify encounters PHP compatibility issues

Possible Solutions:

PHP Version:

Confirm that the PHP version specified in your environment is compatible with the Jobify codebase.

Dependencies:

Ensure that all PHP extensions and dependencies are installed and compatible.

Error Reporting:

Enable PHP error reporting to get insights into compatibility issues.

4. Networking and Connectivity

Symptom: Jobify cannot connect to external services or APIs

Possible Solutions:

Network Policies:

Check network policies in Kubernetes or OpenShift to ensure that Jobify has the necessary permissions to connect to external services.

Firewall Rules:

Confirm that firewall rules allow outbound connections from the Jobify containers.

Service URLs:

Double-check that URLs for external services are correctly configured.

5. Database Connection

Symptom: Jobify cannot connect to the database

Possible Solutions:

Database Configuration:

Verify that the database connection details in your configuration files are accurate.

Database Readiness:

Confirm that the database is up and ready to accept connections.

Credentials:

Check that the database credentials used by Jobify are correct.

6. Logging and Monitoring

Symptom: Insufficient logs or monitoring information

Possible Solutions:

Logging Configuration:

Ensure that logging is correctly configured in your container orchestration environment.

Monitoring Tools:

Integrate monitoring tools to gather insights into application behavior and performance.

7. Security Concerns

Symptom: Security vulnerabilities or concerns

Possible Solutions:

Image Scanning:

Use container image scanning tools to identify and mitigate security vulnerabilities.

Network Security:

Review and enhance network security policies in your container orchestration environment.

Code Audits:

Conduct regular code audits for security best practices.

8. Contact Support

Need Further Assistance?

If you've tried the solutions above and still experience issues, please reach out to our support team at SEJobify41@gmail.com. Provide detailed information about the problem, steps to reproduce, and any error messages you encountered.