Troubleshooting Guide - Gist List Chrome Extension

This guide helps you resolve common issues when using the Gist List Chrome Extension.

Quick Fixes

🔧 First Things to Try

Before diving into specific solutions, try these quick fixes:

1. **Refresh the Extension**: Go to `chrome://extensions/` and click the refresh button
2. **Close and Reopen**: Close the extension popup and reopen it
3. **Check Internet**: Ensure you have a stable internet connection
4. **Update Chrome**: Make sure you're running the latest Chrome version
5. **Clear Cache**: Clear browser cache and cookies for problem platforms

Installation Issues

Extension Won't Load

Symptoms: Extension doesn't appear after "Load unpacked"

Causes & Solutions:

```
❌ Wrong folder selected
✅ Select the folder containing manifest.json

❌ Missing manifest.json file
✅ Ensure manifest.json is in the root directory

❌ Invalid manifest format
✅ Check manifest.json for syntax errors

❌ Missing required files
✅ Verify all referenced files exist
```

Steps to Fix:
1. Verify folder structure matches documentation
2. Check Chrome console for specific error messages
3. Ensure all icon files are present in assets/ folder
4. Validate manifest.json using online JSON validators

Icons Not Displaying

Symptoms: Extension loads but shows broken or missing icons

Solution:

```
# Generate PNG icons from SVG
inkscape assets/icon.svg -w 16 -h 16 -o assets/icon16.png
inkscape assets/icon.svg -w 32 -h 32 -o assets/icon32.png
inkscape assets/icon.svg -w 48 -h 48 -o assets/icon48.png
inkscape assets/icon.svg -w 128 -h 128 -o assets/icon128.png
```

Alternative: Use online SVG to PNG converters to create required icon sizes

Permission Errors

Symptoms: "This extension may not have permission to access this site"

Solutions:
1. **Reload Extension**: Click refresh on extensions page
2. **Grant Permissions**: Click on extension and allow all permissions
3. **Manual Permission**: Right-click extension → "This can read and change site data" → "On all sites"

Data Import Issues

File Import Fails

Symptoms: "Error importing data: Invalid format" message

Common Causes:

```
❌ Invalid JSON syntax
{
  "title": "Missing comma here"
  "price": 10.99
}

✅ Valid JSON syntax
{
  "title": "Correct format",
  "price": 10.99
}
```

Validation Steps:
1. **Check JSON Format**: Use jsonlint.com to validate your JSON
2. **Required Fields**: Ensure each listing has title, description, and price
3. **Data Types**: Verify price is a number, not a string
4. **Character Encoding**: Save file as UTF-8 encoding

Sample Data Not Loading

Symptoms: Sample data generation fails or shows errors

Solutions:
1. **Developer Console**:
```javascript
chrome.runtime.sendMessage({action: 'generateSampleData'}, console.log)
```
2. **Manual Import**: Use the provided `docs/sample-listings.json` file
3. **Clear Storage**: Clear extension storage and try again

Data Validation Errors

Error Messages and Fixes:

Error	Cause	Solution
"Missing required field: title"	Listing lacks title	Add title to each listing
"Invalid price format"	Price is text or negative	Use positive numbers only
"Image URL not accessible"	Image links broken	Verify image URLs work in browser
"Description too long"	Text exceeds platform limits	Shorten description under 2000 chars

Platform Login Issues

Platform Shows "Login Needed"

Symptoms: Platform status shows red "Login needed" indicator

Step-by-Step Fix:
1. **Open New Tab**: Navigate to the platform's website
2. **Clear Cookies**: Clear cookies for that specific site
3. **Fresh Login**: Log in from scratch
4. **Stay Logged In**: Don't log out after successful login
5. **Refresh Extension**: Close and reopen extension popup

Platform Detection Problems

Symptoms: Platform doesn't recognize you're logged in

Advanced Solutions:
1. **Incognito Test**: Try logging in from incognito mode first
2. **Disable Extensions**: Temporarily disable other extensions
3. **Browser Profile**: Try a different Chrome profile
4. **Clear All Data**: Clear all browsing data for the platform

Multi-Platform Login Issues

Managing Multiple Platform Logins:

```
📱 Best Practice: Keep all platform tabs open during posting

🔄 Login Order:
    1. eBay (most complex authentication)
    2. Facebook (social login)
    3. Poshmark (fashion platform)
    4. Other platforms
    5. Craigslist (usually no login needed)
```

Posting Process Issues

Posts Fail to Submit

Error: "Form submission failed"

Diagnosis Steps:
1. **Check Platform Status**: Visit platform manually to ensure it's working
2. **Verify Login**: Confirm you can manually create a listing
3. **Platform Changes**: Check if platform updated their interface
4. **Network Issues**: Test with different network connection

Platform-Specific Issues:

eBay Posting Fails

```
Common Issues:
- Seller limits reached
- Payment method required
- Category restrictions
- Item policy violations

Solutions:
- Check eBay Seller Dashboard
- Verify seller good standing
- Review eBay policies for your items
```

Facebook Marketplace Issues

```
Common Issues:
- Location not set in profile
- Account not verified
- Community guidelines violation
- Restricted item category

Solutions:
- Complete Facebook profile setup
- Verify phone number
- Review community standards
- Try different categories
```

Image Upload Problems

Symptoms: "Image upload failed" for multiple listings

Common Causes & Fixes:

Problem	Cause	Solution
Images not uploading	URLs not accessible	Test URLs in browser
"Invalid format" error	Wrong file format	Use JPG, PNG only
"File too large" error	Images over size limit	Resize images under 5MB
Upload timeout	Slow internet	Use smaller images or faster connection

Image Requirements by Platform:
- **eBay**: Up to 12 images, max 7MB each
- **Facebook**: Up to 10 images, JPG/PNG preferred
- **Poshmark**: Up to 16 images, square format preferred
- **Reverb**: Up to 20 images, high resolution recommended

Rate Limiting Issues

Symptoms: "Too many requests" or posting suddenly stops

Solutions:
1. **Increase Delays**: Add longer delays between posts
2. **Reduce Batch Size**: Post fewer items at once
3. **Time Distribution**: Spread posting across different times
4. **Platform Limits**: Research each platform's posting limits

Recommended Limits:

```
Platform Daily Limits (Estimated):
- Craigslist: 1-2 posts per category
- eBay: 50-100 items (varies by seller level)
- Facebook: 10-20 items
- Poshmark: 5-10 items per hour
- Others: 5-20 items per day
```

Performance Issues

Extension Runs Slowly

Symptoms: Long delays, unresponsive interface

Performance Optimization:
1. **Close Unused Tabs**: Reduce browser memory usage
2. **Restart Chrome**: Clear memory leaks
3. **Reduce Concurrent Posts**: Post to fewer platforms simultaneously
4. **Check System Resources**: Ensure adequate RAM available

Browser Crashes During Posting

Emergency Steps:
1. **Save Progress**: Extension auto-saves progress
2. **Restart Browser**: Force close and restart Chrome

3. **Check Results**: Verify which listings posted successfully

4. **Resume Posting**: Continue with failed listings only

Error Messages Reference

Common Error Codes

Import Errors

```
GLE001: Invalid JSON format
- Check JSON syntax with validator
- Ensure proper quotes and commas

GLE002: Missing required fields
- Add title, description, price to all listings
- Check data format specification

GLE003: Data validation failed
- Review field formats and lengths
- Verify image URLs are accessible
```

Platform Errors

```
PLE001: Login required
- Log into platform in new tab
- Clear cookies and login again

PLE002: Form submission failed
- Platform may have updated interface
- Try manual posting to test platform

PLE003: Rate limit exceeded
- Reduce posting frequency
- Wait before retrying
```

Network Errors

```
NLE001: Connection timeout
- Check internet connection
- Try again later

NLE002: Server not responding
- Platform may be down
- Check platform status page
```

Advanced Troubleshooting

Debug Mode

Enable Debug Logging:

1. Open Chrome DevTools (F12)

2. Go to Console tab

3. Type: `localStorage.setItem('gistDebug', 'true')`

4. Reload extension

View Debug Logs:

1. Check Console tab for detailed logs
2. Look for specific error messages
3. Note timing and sequence of events

Extension Storage Issues

Clear Extension Data:

```
// In Chrome DevTools Console:
chrome.storage.local.clear(() => {
    console.log('Extension data cleared');
});
```

Export Data Before Clearing:

```
chrome.storage.local.get(null, (data) => {
    console.log('Extension data:', JSON.stringify(data, null, 2));
    // Copy output to save your data
});
```

Platform-Specific Debugging

Check Content Script Injection

```
// In platform tab console:
if (window.craigslistScript) {
    console.log('Craigslist script loaded');
} else {
    console.log('Content script not loaded');
}
```

Test Form Detection

```
// Check if forms are detected correctly:
console.log('Title field:', document.querySelector('input[name*="title"]'));
console.log('Price field:', document.querySelector('input[name*="price"]'));
```

Getting Help

Self-Help Resources

1. **Extension Console**: Check for error messages
2. **Browser Console**: Look for detailed technical errors
3. **Network Tab**: Monitor failed requests
4. **Platform Status**: Check if platforms are operational

Documentation Links

- **Data Format**: Check `docs/data-format.md`
- **Installation**: Review `docs/installation-guide.md`
- **Usage Guide**: Reference `docs/usage-tutorial.md`
- **API Docs**: For developers integrating with extension

Contacting Support

Before Contacting Support, Gather:

- Chrome version (`chrome://version/`)

- Extension version (from extensions page)

- Specific error messages (screenshot)

- Steps to reproduce the problem

- Which platforms are affected

Support Channels:
- **Email**: support@gistlist.app
- **GitHub Issues**: Report bugs with full details
- **Community Forum**: Ask questions and share solutions

Bug Reports

Effective Bug Report Template:

```
## Bug Description
Brief description of the issue

## Steps to Reproduce
1. Step one
2. Step two
3. Step three

## Expected Behavior
What should have happened

## Actual Behavior
What actually happened

## Environment
 - Chrome Version:
 - Extension Version:
 - Operating System:
 - Affected Platforms:

## Screenshots/Logs
Attach relevant screenshots or console logs
```

Prevention Tips

Regular Maintenance

1. **Update Chrome**: Keep browser updated

2. **Clear Cache**: Weekly cache clearing

3. **Monitor Platforms**: Watch for platform changes

4. **Test Periodically**: Regular functionality checks

Best Practices

1. **Start Small**: Test with few listings first

2. **Stay Logged In**: Keep platform sessions active

3. **Monitor Progress**: Don't leave large batches unattended

4. **Backup Data**: Save important listings externally

Red Flags to Watch For

- ⚠️ Unusual error patterns across multiple platforms
- ⚠️ Sudden changes in platform behavior
- ⚠️ Consistent login failures
- ⚠️ Performance degradation over time

Still Need Help?

If this guide doesn't solve your issue:

1. **Search GitHub Issues**: Others may have encountered similar problems
2. **Check for Updates**: Ensure you have the latest extension version
3. **Contact Support**: Provide detailed information about your issue
4. **Community Discussion**: Join our Discord for real-time help

Remember: Most issues can be resolved with basic troubleshooting steps. When in doubt, try the "turn it off and on again" approach with the extension! 🔄