

Troubleshooting Guide

Common issues and solutions.

Service Issues

Backend won't start

Symptoms: Container exits immediately or shows errors

Check logs: `bash docker compose logs backend`

Common causes:

1. Database not ready `bash docker compose up -d db`

Wait 10 seconds

`docker compose up -d backend`

1. Missing migrations

`bash docker exec docutok-backend uv run alembic upgrade head`

2. Invalid SECRET_KEY
3. Must be at least 32 characters
4. Check `.env` file

Ollama not responding

Symptoms: Document processing fails, chat returns errors

Check:

```
bash docker compose logs ollama docker exec docutok-ollama ollama list
```

Solution: Pull models manually

```
bash docker exec docutok-ollama ollama pull llama3.2 docker exec docutok-ollama
```

Database connection refused

Symptoms: Backend can't connect to PostgreSQL

Check: `bash docker compose ps db`

Solution: Ensure database is healthy

```
bash docker compose up -d db docker compose logs db
```

Document Issues

Document stuck on “processing”

Cause: Background task failed silently

Check backend logs: `bash docker compose logs backend | grep -i error`

Solutions: – Delete document and re-upload – Check Ollama is running – Check disk space

Document shows “error” status

Solution: Click the document row to see error message in detail modal

Common errors: – “No text content extracted” – File may be scanned image (OCR not supported) – “Connection refused” – Ollama not running

Auth Issues

Can't log in with admin credentials

1. Check `.env` has correct values:

```
env ADMIN_USERNAME=admin@example.com ADMIN_PASSWORD=yourpassword
```

2. Restart backend to trigger seeding:

```
bash docker compose restart backend
```

3. Check if user exists:

```
bash docker exec -it docutok-db psql -U docutok -c "SELECT email, role FROM user"
```

Token expired errors

Cause: Access token expired (15 min default)

Solution: Frontend should auto-refresh. If not: – Clear localStorage – Log in again

Performance

Chat responses are slow

Causes: – First request loads model into memory (~10s) – Insufficient RAM for Ollama

Solutions: – Increase Docker memory limit – Use smaller model:

```
1lama3.2:1b
```

Database queries slow

Check for missing indexes:

```
bash docker exec -it docutok-db psql -U docutok -c "\di"
```

Reset Everything

Nuclear option – deletes all data:

```
docker compose down -v
docker compose up -d
```