Troubleshooting Guide

Solutions to common issues encountered during the AI UGC Content Creation LiveLab.

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OpenAI Issues

Issue: OpenAI API Key Not Working

Symptoms:

- 401 Unauthorized error
- "Invalid API key" message
- API calls returning authentication errors

Solutions:

1. **Verify the API key is copied correctly**

   - Check for extra spaces at the beginning or end
   - Ensure no characters were missed during copy/paste

2. **Check if the key has been revoked**

   - Go to [OpenAI API Keys](#)
   - Verify your key is listed and active

3. **Ensure billing is set up**

   - Free trial credits may have expired
   - Go to Billing and add a payment method

4. **Create a new API key**

   - If all else fails, generate a fresh key
   - Remember to update all your integrations

Google OAuth Issues

Issue: Google OAuth Connection Failed

Symptoms:

- "Access denied" error
- Redirect loop during authentication
- "Error 400: redirect_uri_mismatch"

Solutions:

1. **Verify OAuth consent screen is configured**

   - Go to GCP Console > APIs & Services > OAuth consent screen
   - Ensure all required fields are filled
   - Add your email to test users if in testing mode

2. **Check redirect URIs match exactly**

   - The callback URL must match precisely
   - For n8n: `https://your-n8n-instance.com/rest/oauth2-credential/callback`
   - Check for trailing slashes

3. **Ensure required scopes are added**

   - Add Google Drive scopes
   - Add any other required API scopes

4. **Try re-authenticating**

   - Disconnect the credential in n8n
   - Clear browser cookies for Google
   - Re-authorize the connection

n8n Issues

Issue: n8n Credential Connection Failed

Symptoms:

- "Could not connect" error
- Timeout errors
- Credential test fails

Solutions:

1. **Verify credentials are entered correctly**

   - Double-check all field values
   - Ensure no hidden characters

2. **Check for typos**

   - Client ID and Secret are case-sensitive
   - API keys must be exact

3. **Ensure the API is enabled in GCP**

   - Go to GCP Console > APIs & Services > Library
   - Enable Google Drive API
   - Enable any other required APIs

4. **Check n8n instance connectivity**

   - Ensure n8n can reach external APIs
   - Check firewall settings
   - Verify SSL certificates

Google Drive Issues

Issue: Google Drive Upload Failed

Symptoms:

- "Insufficient permissions" error
- "File not found" error
- Upload hangs indefinitely

Solutions:

1. **Re-authenticate Google Drive credentials**

   - Delete existing credential
   - Create new credential with fresh OAuth

2. **Check folder permissions**

   - Ensure your Google account has write access
   - Verify the folder isn't read-only

3. **Verify the target folder exists**

   - Check the folder ID is correct
   - Ensure the folder hasn't been deleted

4. **Ensure Drive API is enabled**

   - Go to GCP Console > APIs & Services
   - Enable Google Drive API if not already

API & Rate Limiting

Issue: Rate Limiting Errors

Symptoms:

- 429 Too Many Requests
- "Rate limit exceeded" message
- Temporary blocks

Solutions:

1. **Add delays between API calls**

   - Use n8n's Wait node
   - Add 1-2 second delays between requests

2. **Implement exponential backoff**

   - Start with short delays
   - Increase delay on each retry

3. **Upgrade to higher API tier**

   - Contact API provider for higher limits
   - Consider enterprise plans

4. **Distribute requests over time**

   - Spread batch operations
   - Use scheduled workflows

GCP Billing Issues

Issue: GCP Billing Not Set Up

Symptoms:

- "Billing account required" message
- API calls blocked
- Services unavailable

Solutions:

1. **Navigate to GCP Billing**

   - Go to GCP Console > Billing
   - Click "Manage billing accounts"

2. **Create a billing account**

   - Click "Create account"
   - Enter payment information
   - Complete verification

3. **Link billing to your project**

   - Go to your project settings
   - Link the billing account

4. **Wait for propagation**

   - Billing changes can take a few minutes
   - Try again after 5-10 minutes

Workflow Issues

Issue: Workflow Not Triggering

Symptoms:

- Workflow doesn't start
- No execution history
- Trigger seems inactive

Solutions:

1. **Check trigger configuration**

   - Verify trigger node settings
   - Test webhook URLs if applicable

2. **Verify workflow is active**

   - Toggle the workflow on
   - Check the active status

3. **Test with manual trigger first**

   - Add a manual trigger node
   - Execute manually to test

4. **Check for disabled nodes**

   - Ensure no nodes are disabled

- Look for error indicators

Image Generation Issues

Issue: Image Generation Failed

Symptoms:

- Empty image response
- "Content policy violation" error
- Timeout during generation

Solutions:

1. **Review prompt for policy violations**

   - Check OpenAI's content policy
   - Remove potentially problematic content

2. **Try a different prompt**

   - Simplify the prompt
   - Use more generic descriptions

3. **Check image generation credits**

   - Verify you have available credits
   - Check billing status

4. **Verify API endpoint is correct**

   - Use the correct DALL-E endpoint
   - Check API version

Error Code Reference

Code	Meaning	Action
400	Bad Request	Check request format and parameters
401	Unauthorized	Verify API key or credentials
403	Forbidden	Check permissions and access rights
404	Not Found	Verify endpoint URL and resource IDs
429	Rate Limited	Add delays and implement backoff
500	Server Error	Wait and retry later
502	Bad Gateway	Check service status, retry
503	Service Unavailable	Check service status page
504	Gateway Timeout	Increase timeout, retry

Getting Additional Help

If you're still experiencing issues after trying the solutions above:

1. Check Official Documentation

- **OpenAI:** platform.openai.com/docs
- **n8n:** docs.n8n.io
- **Google Cloud:** cloud.google.com/docs
- **Google AI Studio:** ai.google.dev/docs

2. Community Resources

- n8n Community Forum
- OpenAI Developer Forum
- Stack Overflow

3. Open an Issue

If you believe you've found a bug or have a feature request:

1. Check existing issues first
2. Provide detailed reproduction steps
3. Include error messages and logs
4. Specify your environment details

4. Contact Support

For urgent production issues, contact the respective platform support:

- OpenAI: help.openai.com
- n8n: n8n.io/contact
- Google Cloud: cloud.google.com/support

Preventive Measures

To avoid common issues:

1. **Regularly rotate API keys** - Don't use the same key indefinitely
2. **Monitor usage** - Set up alerts for unusual activity
3. **Keep backups** - Export workflows regularly
4. **Test in staging** - Don't deploy untested changes to production
5. **Document changes** - Keep a log of modifications

Still stuck? Don't hesitate to ask for help!