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Automation

# Automation Troubleshooting

Use this page for scheduler and delivery issues ( `cron` + `heartbeat` ).

## Command ladder

```
openclaw status
openclaw gateway status
openclaw logs --follow
openclaw doctor
openclaw channels status --probe
```

Then run automation checks:

```
openclaw cron status
openclaw cron list
openclaw system heartbeat last
```

## Cron not firing

```
openclaw cron status
openclaw cron list
openclaw cron runs --id <jobId> --limit 20
openclaw logs --follow
```

Good output looks like:

- `cron status` reports enabled and a future `nextWakeAtMs`.

- Job is enabled and has a valid schedule/timezone.

- `cron runs` shows `ok` or explicit skip reason.

Common signatures:

- `cron: scheduler disabled; jobs will not run automatically` → cron disabled in config/env.

- `cron: timer tick failed` → scheduler tick crashed; inspect surrounding stack/log context.

- `reason: not-due` in run output → manual run called without `--force` and job not due yet.

## Cron fired but no delivery

```
openclaw cron runs --id <jobId> --limit 20
openclaw cron list
openclaw channels status --probe
openclaw logs --follow
```

Good output looks like:

- Run status is `ok`.

- Delivery mode/target are set for isolated jobs.

- Channel probe reports target channel connected.

Common signatures:

- Run succeeded but delivery mode is `none` → no external message is expected.

Delivery target missing/invalid ( `channel` / `to` ) → run may succeed internally but skip outbound.

Channel auth errors ( `unauthorized` , `missing_scope` , `Forbidden` ) → delivery blocked by channel credentials/permissions.

## Heartbeat suppressed or skipped

```
openclaw system heartbeat last
openclaw logs --follow
openclaw config get agents.defaults.heartbeat
openclaw channels status --probe
```

Good output looks like:

Heartbeat enabled with non-zero interval.

Last heartbeat result is `ran` (or skip reason is understood).

Common signatures:

`heartbeat skipped` with `reason=quiet-hours` → outside `activeHours` .

`requests-in-flight` → main lane busy; heartbeat deferred.

`empty-heartbeat-file` → `HEARTBEAT.md` exists but has no actionable content.

`alerts-disabled` → visibility settings suppress outbound heartbeat messages.

## Timezone and activeHours gotchas

```
openclaw config get agents.defaults.heartbeat.activeHours
openclaw config get agents.defaults.heartbeat.activeHours.timezone
openclaw config get agents.defaults.userTimezone || echo "agents.defaults.userTim
openclaw cron list
openclaw logs --follow
```

Quick rules:

`Config path not found: agents.defaults.userTimezone` means the key is unset; heartbeat falls back to host timezone (or `activeHours.timezone` if set).

Cron without `--tz` uses gateway host timezone.

Heartbeat `activeHours` uses configured timezone resolution ( `user` , `local` , or explicit IANA tz).

ISO timestamps without timezone are treated as UTC for cron `at` schedules.

Common signatures:

Jobs run at the wrong wall-clock time after host timezone changes.

Heartbeat always skipped during your daytime because `activeHours.timezone` is wrong.

Related:

‹ Cron vs Heartbeat                                              Webhooks ›

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