



☰ Configuration > Channel Troubleshooting

Configuration

Channel Troubleshooting

Use this page when a channel connects but behavior is wrong.

Command ladder

Run these in order first:

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

Healthy baseline:

Runtime: running

RPC probe: ok

Channel probe shows connected/ready

WhatsApp

WhatsApp failure signatures

Symptom	Fastest check	Fix
Connected but no DM replies	<code>openclaw pairing list whatsapp</code>	Approve sender or switch DM policy/allowlist.
Group messages ignored	Check <code>requireMention</code> + mention patterns in config	Mention the bot or relax mention policy for that group.
Random disconnect/relogin loops	<code>openclaw channels status --probe</code> + logs	Re-login and verify credentials directory is healthy.

Full troubleshooting: [/channels/whatsapp#troubleshooting-quick](#)

Telegram

Telegram failure signatures

Symptom	Fastest check	Fix
/start but no usable reply flow	<code>openclaw pairing list telegram</code>	Approve pairing or change DM policy.
Bot online but group stays silent	Verify mention requirement and bot privacy mode	Disable privacy mode for group visibility or mention bot.
Send failures with network errors	Inspect logs for Telegram API call failures	Fix DNS/IPv6/proxy routing to <code>api.telegram.org</code> .
Upgraded and allowlist blocks you	<code>openclaw security audit</code> and config allowlists	Run <code>openclaw doctor --fix</code> or replace <code>@username</code> with numeric sender IDs.

Full troubleshooting: [/channels/telegram#troubleshooting](#)

Discord

Discord failure signatures

Symptom	Fastest check	Fix
Bot online but no guild replies	<code>openclaw channels status -probe</code>	Allow guild/channel and verify message content intent.
Group messages ignored	Check logs for mention gating drops	Mention bot or set guild/channel <code>requireMention: false</code> .
DM replies missing	<code>openclaw pairing list discord</code>	Approve DM pairing or adjust DM policy.

Full troubleshooting: [/channels/discord#troubleshooting](#)

Slack

Slack failure signatures

Symptom	Fastest check	Fix
Socket mode connected but no responses	<code>openclaw channels status --probe</code>	Verify app token + bot token and required scopes.
DMs blocked	<code>openclaw pairing list slack</code>	Approve pairing or relax DM policy.
Channel message ignored	Check <code>groupPolicy</code> and channel allowlist	Allow the channel or switch policy to <code>open</code> .

Full troubleshooting: [/channels/slack#troubleshooting](#)

iMessage and BlueBubbles

iMessage and BlueBubbles failure signatures

Symptom	Fastest check	Fix
No inbound events	Verify webhook/server reachability and app permissions	Fix webhook URL or BlueBubbles server state.
Can send but no receive on macOS	Check macOS privacy permissions for Messages automation	Re-grant TCC permissions and restart channel process.
DM sender blocked	<code>openclaw pairing list imessage</code> or <code>openclaw pairing list bluebubbles</code>	Approve pairing or update allowlist.

Full troubleshooting:

[/channels/imessage#troubleshooting-macos-privacy-and-security-tcc](#)
[/channels/bluebubbles#troubleshooting](#)

Signal

Signal failure signatures

Symptom	Fastest check	Fix
Daemon reachable but bot silent	<code>openclaw channels status --probe</code>	Verify signal-cli daemon URL/account and receive mode.
DM blocked	<code>openclaw pairing list signal</code>	Approve sender or adjust DM policy.
Group replies do not trigger	Check group allowlist and mention patterns	Add sender/group or loosen gating.

Full troubleshooting: [/channels/signal#troubleshooting](#)

Matrix

Matrix failure signatures

 Symptom	Fastest check	Fix
Logged in but ignores room messages	<code>openclaw channels status --probe</code>	Check <code>groupPolicy</code> and room allowlist.
DMs do not process	<code>openclaw pairing list matrix</code>	Approve sender or adjust DM policy.
Encrypted rooms fail	Verify crypto module and encryption settings	Enable encryption support and rejoin-sync room.

Full troubleshooting: [/channels/matrix#troubleshooting](#)

[< Channel Location Parsing](#)

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