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Help

Troubleshooting

If you only have 2 minutes, use this page as a triage front door.

First 60 seconds

Run this exact ladder in order:

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

Good output in one line:

`openclaw status` → shows configured channels and no obvious auth errors.

`openclaw status --all` → full report is present and shareable.

`openclaw gateway probe` → expected gateway target is reachable.

`openclaw gateway status` → Runtime: running and RPC probe: ok .

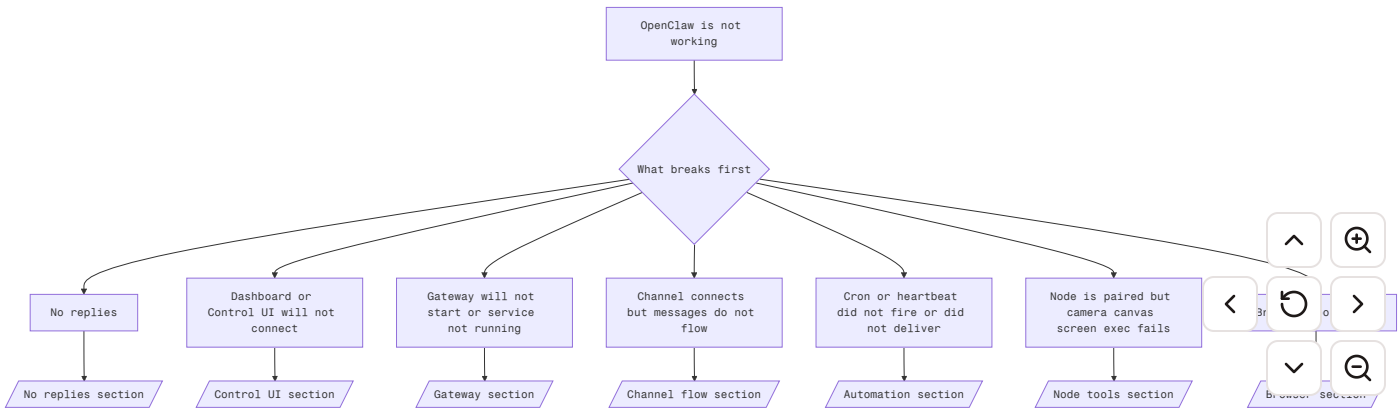
`openclaw doctor` → no blocking config/service errors.

`openclaw channels status --probe` → channels report connected or ready .

`openclaw logs --follow` → steady activity, no repeating fatal errors.



Decision tree



No replies

Dashboard or Control UI will not connect

Gateway will not start or service installed but not running

Channel connects but messages do not flow

Cron or heartbeat did not fire or did not deliver

Node is paired but tool fails camera canvas screen exec

Browser tool fails

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