

REF-Manager

Troubleshooting Guide

Version 4.0.0

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December 2025

Contents

1 Installation Issues

1.1 “No module named ‘requests’”

```
pip install requests
```

1.2 Virtual environment not activating

```
# Linux/Mac
source venv/bin/activate

# Windows
venv\Scripts\activate
```

2 Database Issues

2.1 “table already exists” during migration

```
# Fake initial migration
python manage.py migrate --fake-initial

# Or fake all core migrations
python manage.py migrate core --fake

# Then apply new migrations
python manage.py makemigrations core
python manage.py migrate
```

2.2 “no such column” error

```
python manage.py showmigrations core
python manage.py makemigrations core
python manage.py migrate
```

3 DOI Auto-Fetch Issues

3.1 “DOI not found in OpenAlex database”

1. Check DOI format – should start with 10.
2. Test API directly:

```
curl "https://api.openalex.org/works/doi:10.1038/nature12373"
```

3. Very recent DOIs may not be indexed yet

3.2 Connection timeout

1. Check internet connection
2. Check firewall/proxy settings
3. OpenAlex API must be accessible

4 Server Deployment Issues

4.1 502 Bad Gateway

```
# Check Gunicorn status
sudo systemctl status gunicorn-ref-manager

# View logs
sudo journalctl -u gunicorn-ref-manager -n 50

# Restart
sudo systemctl restart gunicorn-ref-manager
```

4.2 Static files not loading

```
python manage.py collectstatic --noinput
sudo systemctl restart nginx
```

4.3 CSRF verification failed

Add to settings:

```
CSRF_TRUSTED_ORIGINS = [
    'https://your-domain.ac.uk',
]
```

4.4 Permission denied

```
sudo chown -R www-data:www-data /var/www/ref-manager
sudo chmod -R 755 /var/www/ref-manager
```

5 Log Files

Log	Location
Django	/var/www/ref-manager/logs/django.log
Gunicorn	/var/www/ref-manager/logs/gunicorn-*.log
Nginx	/var/log/nginx/ref-manager-*.log

6 Health Check Commands

```
# Check services
sudo systemctl status gunicorn-ref-manager nginx postgresql

# Test database
python manage.py dbshell

# Check for issues
python manage.py check --deploy
```

7 Getting Help

- Email: george.tsoulas@york.ac.uk
- GitHub: <https://github.com/gtsoulas/ref-manager>