

REF-Manager

Troubleshooting Guide

Common Issues and Solutions

University of York

November 2024

Contents

1 Installation Issues	2
1.1 “No module named ‘django’”	2
1.2 “Port 8000 already in use”	2
1.3 Migration Errors	2
2 Role and Permission Issues	2
2.1 “Role ‘X’ does not exist”	2
2.2 “User has no profile”	2
2.3 Wrong Permissions	3
3 Database Issues	3
3.1 SQLite “database is locked”	3
3.2 PostgreSQL Connection Refused	3
4 Static Files Issues	3
4.1 CSS/JS Not Loading	3
5 Common Error Messages	3
5.1 “CSRF verification failed”	3
5.2 “OperationalError: no such column”	4
5.3 “TemplateDoesNotExist”	4
6 Getting More Help	4
6.1 Enable Debug Mode	4
6.2 Django System Check	4
6.3 Contact	4

1 Installation Issues

1.1 “No module named ‘django’”

Problem

Python can't find Django.

Solution:

```
# Activate virtual environment first
source venv/bin/activate # Linux/Mac
venv\Scripts\activate # Windows

# Then run your command
python manage.py runserver
```

1.2 “Port 8000 already in use”

Solutions:

```
# Option 1: Use different port
python manage.py runserver 8080

# Option 2: Find and kill the process
lsof -i :8000
kill <PID>
```

1.3 Migration Errors

Solution:

```
python manage.py makemigrations
python manage.py migrate

# If that fails:
python manage.py migrate --run-syncdb
```

2 Role and Permission Issues

2.1 “Role ‘X’ does not exist”

Solution:

```
python manage.py setup_roles
```

2.2 “User has no profile”

Solution:

```
python manage.py setup_roles --create-profiles
```

2.3 Wrong Permissions

Solution:

```
# Check current roles
python manage.py assign_roles username --show

# Add correct role
python manage.py assign_roles username --add ADMIN
```

3 Database Issues

3.1 SQLite “database is locked”

Solutions:

1. Wait and retry
2. Restart the server
3. Switch to PostgreSQL for production

3.2 PostgreSQL Connection Refused

```
# Check if PostgreSQL is running
sudo systemctl status postgresql

# Start if needed
sudo systemctl start postgresql

# Test connection
psql -U refuser -h localhost refmanager
```

4 Static Files Issues

4.1 CSS/JS Not Loading

```
# Collect static files
python manage.py collectstatic --clear
```

5 Common Error Messages

5.1 “CSRF verification failed”

Solutions:

- Ensure csrf_token is in forms
- Check CSRF_TRUSTED_ORIGINS setting
- Clear browser cookies

5.2 “OperationalError: no such column”

```
python manage.py makemigrations  
python manage.py migrate
```

5.3 “TemplateDoesNotExist”

Check:

- Template file exists
- Template directory in settings
- No typos in template name

6 Getting More Help

6.1 Enable Debug Mode

```
# In settings.py  
DEBUG = True
```

6.2 Django System Check

```
python manage.py check  
python manage.py check --deploy
```

6.3 Contact

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