

Cloud Run Deployment Stuck - Troubleshooting Guide

Your Situation

You've completed the deployment setup through Step 5, but the Cloud Run URL shows a placeholder page after 30+ minutes. This means something failed during the build or deployment process.

Normal behavior: Deployment should complete in 5-10 minutes

Your experience: 30+ minutes with placeholder

Diagnosis: Build or deployment failure





Step 1: Check Cloud Run Service Status

Navigate to Cloud Run Console

Go to: <https://console.cloud.google.com/run>

Look at your service: `hotel-shift-log`

What to check:

1. **Status indicator (top of page):**
 -  **Green checkmark** = Service running successfully
 -  **Yellow warning** = Service deployed but having issues
 -  **Red X** = Deployment failed
 -  **Blue spinner** = Still deploying (shouldn't take 30 min!)
 2. **Active Revision:**
 - Look for "Active revision" section
 - If it says "**No active revision**" or shows old revision, deployment failed
 3. **Error messages:**
 - Look for any red error banners at the top
 - Common errors:
 - "Build failed"
 - "Container failed to start"
 - "Health check failed"
 - "Permission denied"
-





Step 2: Check Cloud Build Logs (Most Important!)

Since you're deploying from GitHub, Cloud Build handles the Docker build. This is where most failures happen.

Navigate to Cloud Build

Go to: <https://console.cloud.google.com/cloud-build/builds>

Check Recent Builds

1. **Look at the most recent build** (should be at the top)
2. **Check the status:**
 -  **Success** (green) = Build worked
 -  **Failed** (red) = Build failed - **THIS IS LIKELY YOUR ISSUE**
 -  **In Progress** (blue) = Still building (shouldn't take 30 min)
 -  **Queued** = Waiting to start
3. **If status is FAILED:**
 - Click on the build to see detailed logs
 - Scroll to the bottom for error messages
 - Look for red text indicating what failed

Common Build Failures

Failure 1: Prisma Generation Error

```
Error: @prisma/client did not initialize yet
```

Solution: Need to add DATABASE_URL at build time

Failure 2: Missing Dependencies

```
Module not found: Can't resolve 'X'
```

Solution: Missing package in package.json

Failure 3: TypeScript Compilation Error

```
Type error: ...
```

Solution: Fix TypeScript errors in code

Failure 4: Out of Memory

```
Killed  
Process exited with code 137
```

Solution: Need more memory for build



Step 3: Check Cloud Run Logs

Even if the build succeeded, the container might fail to start.

Navigate to Cloud Run Service

Go to: <https://console.cloud.google.com/run> → `hotel-shift-log`

Click “LOGS” tab (at the top)

Look for error messages:

Common Startup Errors

Error 1: Database Connection Failed

Error: Can't reach database server

Solution: Cloud SQL connection not configured or DATABASE_URL secret wrong

Error 2: Missing Environment Variables

NEXTAUTH_URL is not defined

Solution: Environment variables not set in Cloud Run configuration

Error 3: Port Binding Issue

Error: listen EADDRINUSE

Solution: App not listening on PORT environment variable

Error 4: Secret Access Denied

Permission denied on secret

Solution: Service account needs Secret Manager permissions (from `why_did_this_happen.md`)



Quick Fixes Based on Common Issues

Issue A: Build is Still Running After 30 Minutes

This shouldn't happen. The build is likely stuck.

Fix:

1. Go to Cloud Build → Find the running build
2. Click “**CANCEL**”
3. Go back to Cloud Run → Edit & Deploy New Revision
4. Click **DEPLOY** to retry

Issue B: Build Failed with Prisma Error

The build can't generate Prisma client without DATABASE_URL

Fix Option 1: Add Build Argument (Recommended)

1. Go to Cloud Run → Edit & Deploy New Revision
2. Scroll to **“Build configuration”** section
3. Click **“Show Build Configuration”**
4. Under **“Build-time variables”**, add:
 - Name: `DATABASE_URL`
 - Value: `postgresql://placeholder:placeholder@localhost:5432/placeholder?schema=public`
(Just a placeholder to let Prisma generate - real value comes from secrets at runtime)

Fix Option 2: Update Dockerfile

I can create a Dockerfile that handles this properly. Let me know if you need this.

Issue C: Container Starts But Shows Placeholder

This means the app started but isn't serving on the right port

Fix:

Your Next.js app needs to listen on the PORT environment variable. This should already work, but verify:

1. Check Cloud Run logs for startup messages
2. Look for: `> Ready on http://localhost:3000` or similar
3. If you see errors about port 3000, the app isn't using \$PORT

Cloud Run requires apps to listen on PORT env var (usually 8080)

Next.js should handle this automatically, but if not:

In your `package.json`, verify the start script:

```
"start": "next start -p ${PORT:-3000}"
```

Issue D: “Permission Denied” on Secrets

You already know about this from `why_did_this_happen.md`

Quick fix:

1. Go to: <https://console.cloud.google.com/iam-admin/iam>
 2. Find service account: `143559442445-compute@developer.gserviceaccount.com`
 3. Edit → Add role: “Secret Manager Secret Accessor”
 4. Redeploy
-

**What You Should Do Right Now****Step 1: Check Build Status (MOST IMPORTANT)**

1. Go to: <https://console.cloud.google.com/cloud-build/builds>

2. Look at the most recent build
3. **If FAILED:**
 - Click on it
 - Read the error messages
 - Take a screenshot of the error
 - Share it with me for specific help

Step 2: Check Cloud Run Status

1. Go to: <https://console.cloud.google.com/run>
2. Click on `hotel-shift-log`
3. Look for error messages
4. Check what revision is active

Step 3: Check Logs

1. In Cloud Run service → **LOGS** tab
2. Look for red error messages
3. Copy any error text you see



What to Share With Me

To help you debug, please share:

1. **Cloud Build status:**
 - Screenshot of Cloud Build history showing recent builds
 - If failed, screenshot of the error in logs
2. **Cloud Run service status:**
 - Screenshot of the main Cloud Run service page
 - Any error messages visible
3. **Cloud Run logs:**
 - Copy/paste any error messages from the Logs tab
 - Specifically look for errors about:
 - Database connection
 - Environment variables
 - Port binding
 - Secrets access



Most Likely Issues (Ranked by Probability)

Based on typical Cloud Run + Next.js + Prisma deployments:

1. **Build failed due to Prisma** (60% chance)
 - Fix: Add `DATABASE_URL` build arg (see Issue B above)
2. **Secret Manager permissions** (25% chance)
 - Fix: Grant "Secret Manager Secret Accessor" role

3. **Cloud SQL connection not configured** (10% chance)
 - Fix: Verify Cloud SQL instance is connected in Cloud Run config
 4. **Environment variables missing** (5% chance)
 - Fix: Double-check all env vars are set
-

Emergency Reset Option

If nothing works and you want to start fresh:

1. **Delete the Cloud Run service:**
 - Cloud Run Console → hotel-shift-log → DELETE
2. **Start deployment from scratch:**
 - Follow DEPLOYMENT_CHECKLIST.md again
 - This time, I can help you catch any configuration errors early

Note: This won't delete your database or secrets, just the Cloud Run service config.

Next Steps

Please check the items above and let me know:

1. What is the Cloud Build status? (Success/Failed/Running)
2. What is the Cloud Run service status? (Active/Failed/No active revision)
3. Any error messages in logs?

Once I know what the specific error is, I can give you exact steps to fix it!

Remember: A 30-minute deployment that shows a placeholder is NOT normal. Something definitely failed. The good news is that build/deployment errors are usually easy to fix once we identify them! 