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Help

Troubleshooting

First 60 seconds

Run these in order:

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



If the gateway is reachable, deep probes:

```
openclaw status --deep
```



Common “it broke” cases

openclaw: command not found

Almost always a Node/npm PATH issue. Start here:

[Install \(Node/npm PATH sanity\)](#)

Installer fails (or you need full logs)

Re-run the installer in verbose mode to see the full trace and npm output:

```
curl -fsSL https://openclaw.ai/install.sh | bash -s -- --verbose
```



For beta¹ installs:

```
curl -fsSL https://openclaw.ai/install.sh | bash -s -- --beta --ver
```



You can also set `OPENCLAW_VERBOSE=1` instead of the flag.

Gateway “unauthorized”, can’t connect, or keeps reconnecting

[Gateway troubleshooting](#)

[Gateway authentication](#)

Control UI fails on HTTP (device identity required)

[Gateway troubleshooting](#)

[Control UI](#)

docs.openclaw.ai shows an SSL error (Comcast/Xfinity)

Some Comcast/Xfinity connections block `docs.openclaw.ai` via Xfinity Advanced Security. Disable Advanced Security or add `docs.openclaw.ai` to the allowlist, then retry.

Xfinity Advanced Security help:

<https://www.xfinity.com/support/articles/using-xfinity-xfi-advanced-security>

Quick sanity checks: try a mobile hotspot or VPN to confirm it’s ISP-level filtering

Service says running, but RPC probe fails

[Gateway troubleshooting](#)



Background process / service

Model/auth failures (rate limit, billing, "all models failed")

Models

OAuth / auth concepts

`/model` says model not allowed

This usually means `agents.defaults.models` is configured as an allowlist. When it's non-empty, only those provider/model keys can be selected.

Check the allowlist: `openclaw config get agents.defaults.models`

Add the model you want (or clear the allowlist) and retry `/model`

Use `/models` to browse the allowed providers/models

When filing an issue

Paste a safe report:

```
openclaw status --all
```



If you can, include the relevant log tail from `openclaw logs --follow` .

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