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TROUBLESHOOTING GUIDE

Common Issues & Solutions

Installation Issues

1. Composer Install Failed Error: Your requirements could not be resolved to an installable set of packages

Solutions:

```
# Update Composer
```

```
composer self-update
```

```
# Clear Composer cache
```

```
composer clear-cache
```

```
# Install dengan ignore platform requirements (temporary)
```

```
composer install --ignore-platform-reqs
```

```
# Update dependencies
```

```
composer update
```

2. PHP Extension Missing Error: ext-xxx is missing from your system

Solutions:

Windows (XAMPP/Laragon): 1. Edit php.ini 2. Uncomment extension (hapus ;): ;extension=gd
→ extension=gd 3. Restart Apache

Ubuntu/Debian:

```
sudo apt-get install php8.2-xxx
```

```
sudo systemctl restart php8.2-fpm
```

macOS:

```
brew install php@8.2
brew install php-xxx
```

3. npm install Gagal Error: EACCES: permission denied

Solutions:

```
# Fix NPM permissions
sudo chown -R $USER:$(id -gn $USER) ~/.npm
sudo chown -R $USER:$(id -gn $USER) ~/.config

# Atau gunakan nvm (recommended)
curl -o- https://raw.githubusercontent.com/nvm-sh/nvm/v0.39.0/install.sh | bash
nvm install 20
nvm use 20
```

Database Issues

1. Migration Failed Error: SQLSTATE[HY000] [1049] Unknown database

Solutions:

```
# 1. Pastikan database sudah dibuat
mysql -u root -p
CREATE DATABASE koperasi;
exit;

# 2. Check .env file
DB_DATABASE=koperasi
DB_USERNAME=root
DB_PASSWORD=your_password

# 3. Clear config cache
php artisan config:clear

# 4. Retry migration
php artisan migrate
```

2. Foreign Key Constraint Error Error: SQLSTATE[HY000]: General error: 1215 Cannot add foreign key constraint

Solutions:

```
# Fresh migration (PERHATIAN: Hapus semua data!)
php artisan migrate:fresh

# Atau rollback dan migrate ulang
php artisan migrate:rollback
php artisan migrate
```

Preventif: - Pastikan parent table sudah ada sebelum child table - Tipe data foreign key harus sama dengan primary key - Collation harus sama

3. Database Connection Refused Error: SQLSTATE[HY000] [2002] Connection refused

Solutions:

```
# 1. Check MySQL service
sudo systemctl status mysql      # Linux
brew services list                # macOS

# 2. Start MySQL
sudo systemctl start mysql       # Linux
brew services start mysql        # macOS
net start MySQL                  # Windows

# 3. Check host & port di .env
DB_HOST=127.0.0.1 # bukan 'localhost'
DB_PORT=3306

# 4. Ping MySQL
mysql -h 127.0.0.1 -u root -p
```

Storage & Permission Issues

1. Permission Denied (storage/logs) Error: The stream or file "storage/logs/laravel.log" could not be opened

Solutions:

Linux/macOS:

```
# Fix permissions
sudo chmod -R 775 storage
sudo chmod -R 775 bootstrap/cache

# Set ownership
sudo chown -R www-data:www-data storage bootstrap/cache

# Atau user Anda
sudo chown -R $USER:$USER storage bootstrap/cache
```

Windows: Klik kanan folder storage → Properties → Security → Edit → Full Control

2. Symlink Failed Error: symlink(): Protocol error

Solutions:

Windows:

```
# Run as Administrator
php artisan storage:link

# Atau manual
cd public
mklink /D storage ..\storage\app\public
```

Linux/macOS:

```
# Hapus symlink lama (jika ada)
rm public/storage

# Buat baru
php artisan storage:link
```

Web Server Issues

1. 404 Not Found (selain homepage) **Error:** Halaman selain / return 404

Solutions:

Apache (.htaccess):

```
# Pastikan mod_rewrite enabled
sudo a2enmod rewrite
sudo systemctl restart apache2

# File public/.htaccess harus ada
<IfModule mod_rewrite.c>
    RewriteEngine On
    RewriteRule ^(.*)$ index.php [L]
</IfModule>
```

Nginx:

```
location / {
    try_files $uri $uri/ /index.php?$query_string;
}
```

2. 500 Internal Server Error **Error:** White screen atau generic 500 error

Solutions:

```
# 1. Enable debug mode (DEVELOPMENT ONLY!)
# Edit .env
APP_DEBUG=true

# 2. Check Laravel log
tail -f storage/logs/laravel.log

# 3. Check PHP error log
tail -f /var/log/php8.2-fpm.log    # Linux
tail -f /usr/local/var/log/php-fpm.log    # macOS

# 4. Clear cache
php artisan cache:clear
php artisan config:clear
php artisan view:clear

# 5. Fix autoload
composer dump-autoload
```

3. CSRF Token Mismatch Error: 419 | Page Expired saat submit form

Solutions:

```
# 1. Clear browser cache & cookies
# 2. Check session config di .env
SESSION_DRIVER=file # atau database/redis
SESSION_LIFETIME=120

# 3. Pastikan domain sama
APP_URL=https://kopkarskf.com
SESSION_DOMAIN=.kopkarskf.com

# 4. Clear cache
php artisan cache:clear
php artisan config:clear
```

Email Issues

1. Email Tidak Terkirim Error: Silent fail atau timeout

Solutions:

```
# 1. Test SMTP connection
php artisan tinker
Mail::raw('Test', function($m) {
    $m->to('test@example.com')->subject('Test');
});
exit;

# 2. Check .env
MAIL_MAILER=smtp
MAIL_HOST=smtp.gmail.com
MAIL_PORT=587
MAIL_USERNAME=your_email@gmail.com
MAIL_PASSWORD=your_app_password # bukan password biasa!
MAIL_ENCRYPTION=tls

# 3. Gmail: Enable "Less secure app access"
# Atau gunakan App Password:
# https://myaccount.google.com/apppasswords
```

Alternative SMTP: - SendGrid: Free 100 emails/day - Mailtrap: Development testing - Mailgun: Production

2. Queue Job Stuck Error: Email masuk queue tapi tidak terkirim

Solutions:

```
# 1. Check queue table
mysql -u root -p koperasi
SELECT * FROM jobs ORDER BY id DESC LIMIT 10;
exit;

# 2. Clear failed jobs
```

```
php artisan queue:flush
```

```
# 3. Restart queue worker
```

```
php artisan queue:restart
```

```
php artisan queue:work --tries=3
```

```
# 4. Check queue driver di .env
```

```
QUEUE_CONNECTION=database # atau redis/sync
```

Payment Gateway Issues

1. Midtrans Callback Failed Error: Payment success tapi status tidak update

Solutions:

```
# 1. Check webhook URL
```

```
# Midtrans Dashboard > Settings > Configuration
```

```
# Notification URL: https://kopkarskf.com/api/midtrans/callback
```

```
# 2. Check route
```

```
php artisan route:list | grep midtrans
```

```
# 3. Test dengan Postman
```

```
POST https://kopkarskf.com/api/midtrans/callback
```

```
Headers:
```

```
- Content-Type: application/json
```

```
Body: {...} # Sample dari Midtrans docs
```

```
# 4. Check log
```

```
tail -f storage/logs/laravel.log
```

2. Midtrans Snap Failed Error: Failed to load Snap token

Solutions:

```
# .env - Check credentials
```

```
MIDTRANS_SERVER_KEY=SB-Mid-server-xxx # Sandbox: SB-Mid-, Production: Mid-
```

```
MIDTRANS_CLIENT_KEY=SB-Mid-client-xxx
```

```
MIDTRANS_IS_PRODUCTION=false # true untuk production
```

```
# Clear config
```

```
php artisan config:clear
```

WhatsApp Integration Issues

1. WhatsApp Tidak Terkirim Solutions:

```
# 1. Check Fonnte balance & device status
```

```
# Login ke dashboard Fonnte
```

```
# 2. Test API
```

```
curl -X POST https://api.fonnte.com/send \
```

```
-H "Authorization: YOUR_TOKEN" \  
-d "target=6281234567890&message=Test"
```

```
# 3. Check .env
```

```
WHATSAPP_API_TOKEN=your_fonnte_token  
WHATSAPP_SENDER=6281234567890
```

```
# 4. Check code
```

```
tail -f storage/logs/laravel.log
```

Image Upload Issues

1. Upload Failed (Max Size) Error: The file "xxx.jpg" exceeds your upload_max_filesize

Solutions:

```
# Edit php.ini
```

```
upload_max_filesize = 20M
```

```
post_max_size = 20M
```

```
max_execution_time = 300
```

```
# Restart web server
```

```
sudo systemctl restart php8.2-fpm
```

```
sudo systemctl restart nginx
```

2. Image Tidak Tampil Error: Broken image icon

Solutions:

```
# 1. Check storage symlink
```

```
ls -la public/storage # should point to ../storage/app/public
```

```
# 2. Recreate symlink
```

```
rm public/storage
```

```
php artisan storage:link
```

```
# 3. Check file permissions
```

```
chmod -R 775 storage/app/public
```

```
# 4. Check URL di .env
```

```
APP_URL=https://kopkarskf.com
```

Authentication Issues

1. Logout Otomatis (Session Expired) Solutions:

```
# .env - Extend session lifetime
```

```
SESSION_LIFETIME=720 # 12 hours (default: 120 = 2 hours)
```

```
SESSION_DRIVER=database # lebih stabil dari file
```

```
# Migrate session table
```

```
php artisan session:table
```

```
php artisan migrate

# Clear old sessions
php artisan schedule:run # atau cron job
```

2. Cannot Login (Credentials Incorrect) Solutions:

```
# 1. Reset password via tinkler
php artisan tinkler
$user = App\Models\User::where('email', 'admin@koperasi.local')->first();
$user->password = bcrypt('newpassword');
$user->save();
exit;

# 2. Check email verified
UPDATE users SET email_verified_at = NOW() WHERE email = 'admin@koperasi.local';

# 3. Clear cache
php artisan cache:clear
```

Performance Issues

1. Aplikasi Lambat Solutions:

```
# 1. Enable caching (production)
php artisan config:cache
php artisan route:cache
php artisan view:cache

# 2. Optimize autoloader
composer install --optimize-autoloader --no-dev

# 3. Use Redis for cache
# .env
CACHE_DRIVER=redis
SESSION_DRIVER=redis

# 4. Enable OPcache
# php.ini
opcache.enable=1
opcache.memory_consumption=256
```

2. Query Lambat (N+1 Problem) Solutions:

```
// Bad
$members = Member::all();
foreach($members as $member) {
    echo $member->user->name; // N+1 query
}

// Good
```



```
$members = Member::with('user')->get();
foreach($members as $member) {
    echo $member->user->name;
}
```

```
// Debug queries
```

```
php artisan debugbar:publish # Install Laravel Debugbar
```

Emergency Quick Fixes

Aplikasi Crash Total:

```
# 1. Put maintenance mode
```

```
php artisan down
```

```
# 2. Clear everything
```

```
php artisan cache:clear
```

```
php artisan config:clear
```

```
php artisan route:clear
```

```
php artisan view:clear
```

```
composer dump-autoload
```

```
# 3. Check log
```

```
tail -100 storage/logs/laravel.log
```

```
# 4. Restore from backup (if needed)
```

```
mysql -u root -p koperasi < backup.sql
```

```
# 5. Up again
```

```
php artisan up
```

Getting Help

Sebelum Kontak Support

1. Check error log: storage/logs/laravel.log
2. Google error message lengkap
3. Check Laravel documentation
4. Try solutions di guide ini
5. Catat step yang sudah dicoba

Kontak Support

Sertakan informasi: - Laravel version: `php artisan --version` - PHP version: `php -v` - Error message lengkap - Screenshot (jika perlu) - Steps to reproduce

Email: support@kopkarskf.com

Response Time: < 24 jam (hari kerja)

Useful Commands Cheat Sheet

Clear cache

```
php artisan cache:clear  
php artisan config:clear  
php artisan route:clear  
php artisan view:clear
```

Database

```
php artisan migrate  
php artisan migrate:fresh --seed  
php artisan migrate:rollback  
php artisan db:seed
```

Queue

```
php artisan queue:work  
php artisan queue:restart  
php artisan queue:flush
```

Maintenance

```
php artisan down  
php artisan up
```

Info

```
php artisan --version  
php artisan route:list  
php artisan config:show database
```

Last Updated: 17 Januari 2026