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1 TROUBLESHOOTING GUIDE

1.1 Common Issues & Solutions

1.1.1 Installation Issues

1.1.1.1 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
```

1.1.1.2 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
```

1.1.1.3 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
```

1.1.2 Database Issues

1.1.2.1 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
```

1.1.2.2 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

1.1.2.3 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
```

1.1.3 Storage & Permission Issues

1.1.3.1 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

1.1.3.2 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
```

1.1.4 Web Server Issues

1.1.4.1 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;
```

```
}
```

1.1.4.2 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
```

1.1.4.3 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
```

1.1.5 Email Issues

1.1.5.1 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

1.1.5.2 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
```

1.1.6 Payment Gateway Issues

1.1.6.1 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
```

1.1.6.2 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
```

1.1.7 WhatsApp Integration Issues

1.1.7.1 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
```

1.1.8 Image Upload Issues

1.1.8.1 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
```

1.1.8.2 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
```

1.1.9 Authentication Issues

1.1.9.1 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
```

1.1.9.2 2. Cannot Login (Credentials Incorrect) Solutions:

```
# 1. Reset password via tinker
php artisan tinker
$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
```

1.1.10 Performance Issues

1.1.10.1 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
```

1.1.10.2 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

```

1.1.11 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

```

1.2 Getting Help

1.2.1 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

1.2.2 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)

1.3 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
```

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