URGENT: Upload 503 Error Fix Summary

Current Status

Date: December 13, 2025 at 11:15 PM EST
Issue: File uploads returning 503 Service Unavailable
Root Cause: Cloudinary environment variables not configured in Render
Severity: HIGH - Users cannot upload documents or photos

Problem Analysis

What's Happening

- Gallery uploads (`/api/family/gallery/upload`) returning 503
- Document uploads (`/api/family/documents`) returning 503
- Console shows: `Failed to load resource: the server responded with a status of 503 ()`

Why It's Happening

The recent migration from S3 to Cloudinary (commit 6521352) requires environment variables to be set in Render:

- `CLOUDINARY_CLOUD_NAME`
- `CLOUDINARY_API_KEY`
- `CLOUDINARY_API_SECRET`

These are currently **NOT SET** in Render's production environment.

Code Behavior

```
const useCloudinary = isCloudinaryConfigured();

if (!useCloudinary) {
  return NextResponse.json(
    {
      error: "File upload service not configured",
      code: "UPLOAD_SERVICE_NOT_CONFIGURED"
    },
    { status: 503 }
  );
}
```

IMMEDIATE FIX (5-10 minutes)

Step 1: Set Environment Variables in Render

1. **Open Render Dashboard**: https://dashboard.render.com
2. **Select Service**: carelinkai
3. **Go to Environment Tab**
4. **Add These Variables**:

```
CLOUDINARY_CLOUD_NAME=dygtsnu8z
  CLOUDINARY_API_KEY=328392542172231
  CLOUDINARY_API_SECRET=KhpohAEFGsjVKuXRENaBhCoIYFQ
```

⚠️ **IMPORTANT**: Use the exact values above from your Cloudinary dashboard

1. **Save Changes**

Step 2: Redeploy

1. **In Render Dashboard**: Go to "Manual Deploy" section
2. **Click**: "Clear build cache & deploy"
3. **Wait**: 5-10 minutes for deployment to complete

Step 3: Verify

1. **Test Upload**: Try uploading a photo in Gallery tab
2. **Check Logs**: Render logs should show "Cloudinary configured: true"
3. **Test Diagnostic**: Visit `/api/diagnostic/cloudinary` (requires login)

Code Changes Made

Commits (Local - Not Yet Pushed)

1. **54cbc40**: Added diagnostic logging for Cloudinary upload errors
2. **a740b67**: Added Cloudinary setup documentation

Files Modified

- `src/app/api/diagnostic/cloudinary/route.ts` (NEW) - Diagnostic endpoint
- `src/app/api/family/documents/route.ts` - Enhanced error logging
- `src/app/api/family/gallery/upload/route.ts` - Enhanced error logging
- `CLOUDINARY_SETUP_RENDER.md` (NEW) - Setup documentation

Why Code Can't Be Pushed

GitHub authentication token is invalid:

```
remote: Invalid username or token. Password authentication is not supported
```

Solution Options:
1. **Immediate**: Set environment variables in Render (doesn't require code push)
2. **Later**: Fix GitHub token and push latest code for better diagnostics

Testing Checklist

After deploying:

- [ ] Gallery photo upload works
- [ ] Document upload works
- [ ] No 503 errors in browser console
- [ ] Diagnostic endpoint shows `isConfigured: true`
- [ ] Render logs show successful uploads

- [ ] Cloudinary dashboard shows upload activity

Expected Results

Before Fix

```
Status: 503 Service Unavailable
Error: "File upload service not configured"
```

After Fix

```
Status: 200 OK
Response: {
  success: true,
  document: { ... }
}
```

Rollback Plan

If uploads still fail after setting environment variables:

Check 1: Verify Environment Variables

```
# In Render logs, look for:
[Documents Upload] Checking upload service configuration: {
  useCloudinary: true,  // Should be true
  CLOUDINARY_CLOUD_NAME: '***SET***',
  CLOUDINARY_API_KEY: '***SET***',
  CLOUDINARY_API_SECRET: '***SET***'
}
```

Check 2: Test Cloudinary Credentials

1. Go to https://cloudinary.com/console
2. Verify API key is enabled
3. Check for any usage limits or restrictions

Check 3: Check Render Logs

Look for specific error messages:
- "Cloudinary upload error: ..."
- "Failed to upload to Cloudinary: ..."
- Any authentication or permission errors

Monitoring

Render Logs to Watch

```
✅ Good: "[Documents Upload] Upload successful to Cloudinary"
✅ Good: "CLOUDINARY_CLOUD_NAME: '***SET***'"
❌ Bad: "useCloudinary: false"
❌ Bad: "CLOUDINARY_CLOUD_NAME: 'NOT SET'"
```

Browser Console

```
✅ Good: POST /api/family/gallery/upload 200 OK
❌ Bad: POST /api/family/gallery/upload 503 Service Unavailable
```

Next Steps After Fix

1. **Verify Uploads Work**: Test both gallery and documents
2. **Push Code to GitHub**: Fix authentication and push commits
3. **Monitor Performance**: Check upload speeds and success rates
4. **Document for Team**: Share Cloudinary credentials securely
5. **Set Up Backup**: Consider S3 fallback for redundancy

Support Resources

- **Cloudinary Docs**: https://cloudinary.com/documentation
- **Render Environment Variables**: https://render.com/docs/environment-variables
- **Render Logs**: https://dashboard.render.com/[your-service]/logs

Timeline

Time	Action	Status
Dec 13, 11:20 PM	Issue identified	✅ Done
Dec 13, 11:25 PM	Documentation created	✅ Done
Dec 13, 11:30 PM	Set env vars in Render	⌛ **ACTION NEEDED**
Dec 13, 11:40 PM	Redeploy and verify	⌛ Pending
Dec 13, 11:45 PM	Test uploads	⌛ Pending

Contact

If you need help:
1. Check this document first
2. Review `CLOUDINARY_SETUP_RENDER.md`
3. Check Render logs for specific errors
4. Test the diagnostic endpoint

BOTTOM LINE: Set the 3 Cloudinary environment variables in Render, then redeploy. Uploads will start working immediately.