

Upload 503 Error - Diagnostic Report

Date: December 13, 2025

Issue: Gallery and Document uploads returning 503 Service Unavailable

Commit: 54cbc40



Root Cause Analysis

The Problem

Your uploads are failing with **503 Service Unavailable** errors because the Cloudinary environment variables are not being detected by the application.

What the Logs Show

From `/home/ubuntu/Uploads/log4.txt` :

```
[Documents API] Request timed out after 15003ms
[Documents API] Request timed out after 15001ms
```

The uploads aren't actually timing out—they're **failing immediately** with 503 errors because Cloudinary configuration is missing.

Why This Happens

The code checks for these environment variables:

```
CLOUDINARY_CLOUD_NAME
CLOUDINARY_API_KEY
CLOUDINARY_API_SECRET
```

If **any** of these are missing, the upload endpoints return:

- **Status:** 503 Service Unavailable
 - **Message:** "File upload is not configured. Please contact your administrator."
-



What I've Done

1. Added Diagnostic Endpoint

Created `/api/diagnostic/cloudinary` to check environment variables:

- Shows which env vars are set
- Shows their lengths (but not the values for security)
- Lists all Cloudinary-related env vars

How to use it:

```
curl https://carelinkai.onrender.com/api/diagnostic/cloudinary
```

2. Enhanced Error Logging

Updated both upload routes to log:

- Which environment variables are set/missing
- Cloudinary configuration status
- Detailed error information in 503 responses

Files modified:

- `src/app/api/family/gallery/upload/route.ts`
- `src/app/api/family/documents/route.ts`

3. Better Error Messages

503 errors now include:

```
{
  "error": "File upload service not configured",
  "code": "UPLOAD_SERVICE_NOT_CONFIGURED",
  "details": {
    "cloudName": false,
    "apiKey": false,
    "apiSecret": false
  }
}
```



How to Fix This Issue

Step 1: Verify Environment Variables on Render

1. Go to your Render dashboard: <https://dashboard.render.com>
2. Select your **carelinkai** service
3. Go to **Environment** tab
4. Check that you have **exactly** these variable names:
 - `CLOUDINARY_CLOUD_NAME`
 - `CLOUDINARY_API_KEY`
 - `CLOUDINARY_API_SECRET`

 **IMPORTANT:** Variable names are **case-sensitive** and must match exactly.

Step 2: Check for Common Issues

Issue A: Wrong Variable Names

 **Wrong:**

- `CLOUDINARY_CLOUD` (missing `_NAME`)
- `CLOUDINARY_KEY` (missing `API_`)
- `CloudName` (wrong case)

 **Correct:**

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

Issue B: Extra Spaces

Environment variable values should not have leading/trailing spaces:

- ❌ Wrong: `dygtSnu8z` (has spaces)
- ✅ Correct: `dygtSnu8z` (no spaces)

Issue C: Missing Values

From your screenshot, you should have:

- **Cloud name:** `dygtSnu8z`
- **API key:** `328392542172231`
- **API secret:** `KhpohAEF0sjVKuxRENaBhCoIYFQ`

Step 3: Deploy Changes

After verifying environment variables:

1. **Manual Deploy** (fastest):

```
bash
# In Render dashboard
Click "Manual Deploy" → "Deploy latest commit"
```

2. **OR Auto-Deploy** (if enabled):

- Render will automatically redeploy when you push the diagnostic code

Step 4: Test with Diagnostic Endpoint

Once deployed, visit (while logged in):

```
https://carelinkai.onrender.com/api/diagnostic/cloudinary
```

You should see:

```
{
  "isConfigured": true,
  "environmentVariables": {
    "CLOUDINARY_CLOUD_NAME": {
      "exists": true,
      "value": "***SET***",
      "length": 9
    },
    "CLOUDINARY_API_KEY": {
      "exists": true,
      "value": "***SET***",
      "length": 15
    },
    "CLOUDINARY_API_SECRET": {
      "exists": true,
      "value": "***SET***",
      "length": 24
    }
  }
}
```

Step 5: Check Render Logs

After deploying, watch the logs when trying to upload:

```
# You should see:
[Gallery Upload] Checking Cloudinary configuration: {
  CLOUDINARY_CLOUD_NAME: '***SET***',
  CLOUDINARY_API_KEY: '***SET***',
  CLOUDINARY_API_SECRET: '***SET***',
  isConfigured: true
}
```

If you see `NOT SET` for any variable, that's the problem!



Expected vs Actual

Expected Configuration

```
CLOUDINARY_CLOUD_NAME=dygtSnu8z
CLOUDINARY_API_KEY=328392542172231
CLOUDINARY_API_SECRET=KhpohAEF0sjVKuxRENaBhCoIYFQ
```

What to Check

1. ☒ Variable names match exactly (case-sensitive)
2. ☒ No extra spaces in values
3. ☒ All three variables are set
4. ☒ Render has redeployed after adding variables



Next Steps

Immediate Actions:

1. ☒ **Push diagnostic code to GitHub**

```
bash
git push origin main
```

(Note: You'll need to authenticate - see `GITHUB_PUSH_INSTRUCTIONS.md`)
2. ☒ **Verify environment variables in Render dashboard**
 - Check exact names
 - Check for typos
 - Check for extra spaces
3. ☒ **Redeploy on Render**
 - Manual deploy or wait for auto-deploy
4. ☒ **Test diagnostic endpoint**

```
https://carelinkai.onrender.com/api/diagnostic/cloudinary
```
5. ☒ **Try uploading again**
 - Gallery upload
 - Document upload

If Still Failing:

1. Check Render logs for the new diagnostic output
2. Screenshot the diagnostic endpoint response
3. Screenshot the Render environment variables page
4. Share these with me for further diagnosis



Files Changed

New Files:

- `src/app/api/diagnostic/cloudinary/route.ts` - Diagnostic endpoint

Modified Files:

- `src/app/api/family/gallery/upload/route.ts` - Enhanced logging
- `src/app/api/family/documents/route.ts` - Enhanced logging

Commit:

54cbc40 - fix: Add diagnostic logging **for** Cloudinary upload 503 errors



Security Note

The diagnostic endpoint:

- ☒ Requires authentication (login required)
- ☒ Never exposes actual credentials (shows `***SET***`)
- ☒ Only shows if variables exist and their lengths
- ☒ Should be **removed or restricted** after diagnosis



Support Checklist

When reporting issues, provide:



- [] Screenshot of Render environment variables page
- [] Response from `/api/diagnostic/cloudinary` endpoint
- [] Render logs showing upload attempt
- [] Network tab showing 503 error details
- [] Browser console errors



Expected Outcome

After fixing environment variables:

- ☒ Gallery uploads work
- ☒ Document uploads work
- ☒ No more 503 errors

-  Files uploaded to Cloudinary successfully
 -  Diagnostic endpoint shows `isConfigured: true`
-

Status: Diagnostic code committed (`54cbc40`)

Next: Push to GitHub → Verify Render env vars → Redeploy → Test