

User Management “No Users Found” Issue - Fix Summary

Date: January 6, 2026

Issue

- **Problem:** User Management page at `/admin/users` showing “No users found” despite database containing 62 users
- **Location:** `https://getcarelinkai.com/admin/users`
- **Impact:** Admins unable to view or manage users

Root Cause Analysis

Based on code review, the issue could be caused by:

1. **Silent API failures** - Errors were being caught but not displayed to users
2. **Session/authentication issues** - Admin session not properly validated
3. **Database query problems** - Prisma queries failing silently
4. **Response format issues** - API returning unexpected data structure

Solution Implemented

1. Enhanced Frontend Error Handling

File: `src/app/admin/users/page.tsx`

Changes:

- Added comprehensive console logging for debugging
- Added response status validation
- Added user-facing error alerts for failed API calls
- Added explicit empty array handling when API fails
- Better response validation with clear error messages

Key improvements:

```
// Before:
if (data.users) {
  setUsers(data.users);
  setTotalPages(data.totalPages || 1);
}

// After:
if (!response.ok) {
  console.error('API returned error:', data);
  alert(`Failed to load users: ${data.error || 'Unknown error'}`);
  return;
}

if (data.users) {
  setUsers(data.users);
  setTotalPages(data.totalPages || 1);
  console.log(`Loaded ${data.users.length} users, total count: ${data.totalCount}`);
} else {
  console.warn('No users array in response:', data);
  setUsers([]);
}
```

2. Enhanced API Logging

File: `src/app/api/admin/users/route.ts`

Changes:

- Added session logging with user details
- Added query parameter logging
- Added WHERE clause logging for debugging Prisma queries
- Added result count logging
- Enhanced error messages with details


Key improvements:

- Track session validation: `[Admin Users API] Session: { id, email, role }`
- Track query construction: `[Admin Users API] Where clause: {...}`
- Track results: `[Admin Users API] Found X users total, Y in current page`

Deployment

Commit: `8df8ab8`

Branch: `main`

Status:  Pushed to GitHub

The changes have been deployed to the repository. Render will automatically deploy on the next build.

Verification Steps

1. Check Render Logs After Deployment

Look for the new log entries:

```
[Admin Users API] Session: { id: ..., email: ..., role: 'ADMIN' }
[Admin Users API] Query params: { page: 1, limit: 20, search: '', role: null, status: null }
[Admin Users API] Where clause: {}
[Admin Users API] Found 62 users total, 20 in current page
```

2. Check Browser Console

Open Developer Tools → Console when visiting `/admin/users` :

```
Fetching users with params: page=1&limit=20
Response status: 200
Response data: { users: [...], totalCount: 62, ... }
Loaded 20 users, total count: 62
```

3. Expected Behaviors

Success Case:

- Console shows successful API call with 200 status
- Console shows “Loaded X users, total count: Y”
- UI displays user table with data
- No error alerts appear

Error Case (will now be visible):

- Alert popup appears with specific error message
- Console shows detailed error information
- Browser console shows API response details
- Render logs show the API error details

Possible Outcomes

Scenario A: Session Issue

Symptoms in logs:

```
[Admin Users API] Session: No session
[Admin Users API] Unauthorized access attempt
```

Console shows: “Failed to load users: Unauthorized”

Fix: Check NextAuth configuration and session handling

Scenario B: Database Connection Issue

Symptoms in logs:

```
[Admin Users API] Error: Can't reach database server
```

Console shows: “Error loading users: Can’t reach database server”

Fix: Check DATABASE_URL and database connectivity

Scenario C: Empty Result (Wrong WHERE Clause)

Symptoms in logs:

```
[Admin Users API] Where clause: { someField: 'wrongValue' }  
[Admin Users API] Found 0 users total, 0 in current page
```

Console shows: “Loaded 0 users, total count: 0”

Fix: Adjust WHERE clause construction logic

Scenario D: Should Work (Expected Success)

Symptoms in logs:

```
[Admin Users API] Session: { id: 'xxx', email: 'admin@...', role: 'ADMIN' }  
[Admin Users API] Query params: { page: 1, limit: 20, ... }  
[Admin Users API] Where clause: {}  
[Admin Users API] Found 62 users total, 20 in current page
```

Console shows: “Loaded 20 users, total count: 62”

UI: Shows user table with 20 users

Testing Checklist

After deployment completes:

- [] Visit `/admin/users` page
- [] Open browser Developer Tools → Console
- [] Check for console logs starting with “Fetching users with params”
- [] Verify no error alerts appear
- [] Check Render logs for `[Admin Users API]` entries
- [] Verify user count matches database (62 users)
- [] Test filtering by role (select “Family” from dropdown)
- [] Test filtering by status (select “Active” from dropdown)
- [] Test search functionality (search by email or name)
- [] Test pagination (if more than 20 users)

Rollback Plan

If this change causes issues:

```
git revert 8df8ab8  
git push origin main
```

This will remove the logging but restore previous functionality.

Next Steps

1. **Monitor deployment** - Watch Render for successful build
2. **Check logs** - Review Render logs for the new log entries
3. **Test in production** - Visit the page and check browser console
4. **Analyze results** - Based on logs, determine root cause
5. **Apply specific fix** - Once root cause is identified, implement targeted fix

Files Modified

- `src/app/admin/users/page.tsx` - Frontend error handling and logging
- `src/app/api/admin/users/route.ts` - API endpoint logging

Notes

- The logging is verbose but temporary - can be reduced once issue is identified
- All `console.log` statements are prefixed for easy filtering
- Frontend alerts can be removed once issue is resolved
- No breaking changes - only additions to improve visibility

Contact

If you see unexpected behavior after this deployment, check:

1. Browser console for frontend errors
2. Render logs for backend errors
3. Database connectivity
4. Session authentication status