Troubleshooting Integrations

Integrations · https://coreel.ai/help/troubleshooting-integrations/

If email sending, tracking, or provider status is not working as expected, use this guide to diagnose and fix integration issues.

Quick Diagnosis Checklist

1. Go to **Integrations** (/integration).
2. Confirm at least one provider is truly connected.
3. Try disconnecting and reconnecting the affected provider.
4. Log out and back in to refresh account state.
5. Re-test sending from **My Emails** or extension flow.

Common Symptoms and Fixes

1) “No active integrations” message

Symptoms

- You see warnings that no active integrations are available.
- Sending/tracking is blocked.

Fix

1. Open /integration.
2. Connect at least one provider (Google, Microsoft, or Keap).
3. Return to your send flow and retry.

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2) Integrations page shows “connected,” but sending fails

Symptoms

- UI appears connected, but app behavior acts disconnected.
- You may get redirected to integration setup before sending.

Fix

1. Disconnect the provider from /integration.
2. Reconnect the same provider.
3. Refresh session (log out/in).
4. Retry sending.
5. If still failing, check backend logs for token/refresh errors.

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3) OAuth/provider authorization fails

Symptoms

- Error after provider auth redirect.
- Connection does not persist.

Fix

1. Retry connect flow from /integration.
2. Make sure you complete the provider consent flow fully.
3. Verify you’re using the correct account at the provider.
4. If you manage environments (dev/stage/prod), confirm credentials/redirect URIs match that environment.

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4) Token expired (especially Keap)

Symptoms

- Previously working integration stops sending.
- Repeated auth failures after a time period.

Fix

1. Reconnect the integration.
2. Verify token refresh job/scheduler is running in your environment.
3. Confirm refresh happens before token expiry window.
4. Check logs for refresh failures and API errors.

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5) User role/permissions block integration actions

Symptoms

- Connect/disconnect controls unavailable for some users.
- Organization-level provider changes blocked.

Fix

- Owners/Managers should perform org-level integration actions.
- Standard users may have limited integration management rights.
- Ask an Owner/Manager to connect/disconnect if needed.

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6) Extension says integration unavailable

Symptoms

- Chrome extension cannot send/track.
- Extension warns no active integrations.

Fix

1. Confirm integration status in the main app (/integration).
2. Sign out/in in extension to refresh state.
3. Reload extension from chrome://extensions.
4. Retry flow in compose window.

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7) Account is inactive or trial ended

Symptoms

- Limited app access and blocked sending features.
- Integration-dependent features unavailable.

Fix

1. Owner logs in.
2. Go to **My Account / Billing**.
3. Reactivate or upgrade to restore full access.
4. Re-test integrations.

Advanced Verification (Admin/Dev)

If you have server access, check:

- OAuth callback success/failure logs
- Provider token refresh logs
- Webhook handling logs
- Environment variables for provider credentials
- DB state for provider connection records and last-refresh timestamps

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Safe Reset Procedure (Recommended)

When status appears out of sync:

1. Disconnect provider in app.
2. Reconnect provider in app.
3. Log out/in.
4. Reload extension (if applicable).
5. Retry send/track.
6. Confirm status updates in UI and behavior.

When to Contact Support

Provide these details to speed resolution:

- Organization name
- User email
- Provider affected (Google/Microsoft/Keap)
- Environment (dev/stage/prod)
- Exact error text
- Timestamp of failure
- Screenshot + backend log snippet (if available)