Troubleshooting Send Failures

General · https://coreel.ai/help/troubleshooting-send-failures/

Send failures usually come from integration, permissions, or account-state issues.

Preflight Checklist

- Active integration connected
- Account/subscription active
- User role has required access
- Valid recipient and message content
- Video asset available and processed

Common Failure Causes

- Expired/revoked provider token
- Wrong sender account connected
- Integration appears connected but status is stale
- Account inactive/restricted
- Provider-side temporary outage or throttling

Step-by-Step Recovery

1. Re-test with internal recipient email.
2. Disconnect/reconnect provider in /integration.
3. Log out/in and retry send.
4. Test with link-only format if snippet rendering is suspect.
5. Check backend logs for provider API error response.

If Only Extension Sends Fail

- Confirm extension login/session is current
- Reload extension in chrome://extensions
- Verify main app integration status is active
- Re-test from clean compose window