

# FAQ & Troubleshooting

---

## Frequently Asked Questions

---

### General Module Development

#### Q: What's the difference between Product, Plugin, Payment and Notification modules?

A: Each module type has its own purpose:

- **Product:** Manages services with full lifecycle (creation, suspension, deletion)
- **Plugin:** Extends system functionality without binding to specific services
- **Payment:** Processes payments through various payment gateways
- **Notification:** Sends notifications through various channels

#### Q: How to properly name modules?

A: Follow the conventions used in this codebase:

- Class name: `|lowerCamelCase|` with vendor prefix (e.g., `|puqNextcloud|`)
- Directory name: exactly the same as class name (e.g., `|modules/Product/puqNextcloud|`)
- Module file: `|{ClassName}.php|` (e.g., `|puqNextcloud.php|` inside directory `|puqNextcloud|`)
- Controller namespace: `|Modules\{Type}\{ModuleName}\Controllers|` (e.g., `|Modules\Product\puqNextcloud\Controllers|`)

Example:

```
// File: modules/Product/puqNextcloud/puqNextcloud.php
class puqNextcloud extends Product
{
    // ...
}
```

#### Q: What capabilities differ by module type in this codebase?

- **Product**

- Implements service lifecycle methods (e.g., `create`, `suspend`, `unsuspend`, `terminate`, `change_package`) and often schedules jobs via `Task::add`
- Typically defines `adminPermissions()`, `adminSidebar()`, `adminWebRoutes()`, `adminApiRoutes()`
- Client Area: defines `getClientAreaMenuConfig()`, `variables_{tab}()`, `controllerClient_*`
- **Plugin**
  - May define `adminPermissions()`, `adminSidebar()`, `adminWebRoutes()`, `adminApiRoutes()`
  - Typically has no service lifecycle and does not use `Task::add`
- **Payment**
  - Usually defines `adminPermissions()` and `adminApiRoutes()` (admin web routes may be absent)
  - May have client templates (`views/client_area/*.blade.php`), but often uses static controllers `controllerClientStatic_*` in the module class (not bound to a specific service)
  - Generally does not use queues (`Task::add`) nor service lifecycle methods
- **Notification**
  - Usually defines `adminPermissions()` and a configuration interface
  - Web/API routes may be absent or minimal (e.g., test connection)

## Q: Can I use external libraries in modules?

A: Yes, but follow the recommendations:

```
// In your project's composer.json add dependencies
{
    "require": {
        "guzzlehttp/guzzle": "^7.0",
        "league/oauth2-client": "^2.0"
    }
}

// In module use through autoloader
use GuzzleHttp\Client;
use League\OAuth2\Client\Provider\GenericProvider;
```

## Q: How to handle multilingualism in modules?

A: Use language files:

```
// lang/en.php
return [
    'service_created' => 'Service created successfully',
```

```
'invalid_credentials' => 'Invalid API credentials',
];

// In module code
__( 'Product.ModuleName.service_created' )
```

## Database & Migrations

### Q: How to properly create tables in modules?

A: In the `activate()` method:

```
public function activate(): string
{
    try {
        Schema::create('module_custom_table', function (Blueprint $table) {
            $table->id();
            $table->uuid('service_uuid')->nullable();
            $table->string('external_id')->index();
            $table->json('metadata')->nullable();
            $table->enum('status', ['active', 'suspended', 'terminated']);
            $table->timestamps();

            // Always add foreign keys to link with main tables
            $table->foreign('service_uuid')->references('uuid')->on('services');

            // Add indexes for frequently used fields
            $table->index(['service_uuid', 'status']);
        });

        return 'success';
    } catch (Exception $e) {
        $this->logError('activate', $e->getMessage());
        return 'Error: ' . $e->getMessage();
    }
}
```

### Q: How to update table structure when updating module?

**A:** Use the `update()` method:

```
public function update(): string
{
    try {
        $currentVersion = $this->getCurrentVersion();

        if (version_compare($currentVersion, '1.1.0', '<')) {
            Schema::table('module_custom_table', function (Blueprint $table) {
                $table->string('new_field')->nullable();
            });
        }

        if (version_compare($currentVersion, '1.2.0', '<')) {
            Schema::table('module_custom_table', function (Blueprint $table) {
                $table->index('new_field');
            });
        }

        return 'success';
    } catch (Exception $e) {
        return 'Error: ' . $e->getMessage();
    }
}
```

## Jobs & Queue System

### Q: When to use synchronous vs asynchronous operations?

**A:** Guidelines:

#### **Synchronous operations (direct method calls):**

- Data validation
- Simple database operations
- Retrieving cached data
- Operations < 2 seconds

#### **Asynchronous operations (via `Task::add`) — primarily applicable to Product modules:**

- External API calls
- Resource creation/modification

- Long-running operations (> 2 seconds)

**Note:** Payment and Notification modules in this codebase generally do not use queues

## Q: How to ensure job execution reliability?

A: Use proper configuration:

```
$data = [  
    'module' => $this,           // Module instance (required)  
    'method' => 'createJob',     // Method to execute (required)  
    'tries' => 1,                // Number of attempts (default: 3, recommended: 1)  
    'backoff' => 60,            // Delay between attempts in seconds (default: 10)  
    'timeout' => 600,           // Execution timeout (default: 600)  
    'maxExceptions' => 1,       // Maximum exceptions (default: 2, recommended: 1)  
];  
  
// Add descriptive tags  
$tags = ['create', 'hosting', 'service:' . $this->service_uuid];  
  
$service = Service::find($this->service_uuid);  
$service->setProvisionStatus('processing');  
Task::add('ModuleJob', 'Module', $data, $tags); // used in Product modules
```

## Q: How to monitor job execution?

A: Use logging and monitoring:

```
public function createJob(): array  
{  
    $startTime = microtime(true);  
  
    try {  
        $this->logInfo('createJob.started', ['service_uuid' => $this->service_uuid]);  
  
        // Main logic - example of real provisioning  
        $apiClient = new HostingAPIClient($this->config('api_url'), $this->config('api_key'));  
        $result = $apiClient->createAccount([
```

```

        'domain' => $this->service_data['domain'],
        'username' => $this->service_data['username'],
        'password' => $this->service_data['password'],
    ]);

    $executionTime = round((microtime(true) - $startTime) * 1000, 2);
    $this->logInfo('createJob.completed', [
        'service_uuid' => $this->service_uuid,
        'execution_time_ms' => $executionTime,
        'result' => $result
    ]);

    return ['status' => 'success'];

} catch (Exception $e) {
    $this->logError('createJob.failed', [
        'service_uuid' => $this->service_uuid,
        'error' => $e->getMessage(),
        'trace' => $e->getTraceAsString()
    ]);

    return ['status' => 'error', 'message' => 'Service creation failed'];
}
}

```

## API Integration

### Q: How to properly integrate with external APIs?

**A:** Follow best practices:

```

use GuzzleHttp\Client;
use GuzzleHttp\Exception\GuzzleException;

class ExternalAPIClient
{
    private Client $client;
    private string $apiKey;

    public function __construct(string $baseUrl, string $apiKey)

```

```

{
    $this->apiKey = $apiKey;
    $this->client = new Client([
        'base_url' => $baseUrl,
        'timeout' => 30,
        'headers' => [
            'Authorization' => 'Bearer ' . $apiKey,
            'Content-Type' => 'application/json',
            'User-Agent' => 'PUQcloud-Module/1.0',
        ],
    ]);
}

public function makeRequest(string $method, string $endpoint, array $data = []): array
{
    $attempts = 0;
    $maxAttempts = 3;

    while ($attempts < $maxAttempts) {
        try {
            $response = $this->client->request($method, $endpoint, [
                'json' => $data,
            ]);

            return [
                'success' => true,
                'data' => json_decode($response->getBody(), true),
                'status_code' => $response->getStatusCode()
            ];

        } catch (GuzzleException $e) {
            $attempts++;

            if ($attempts >= $maxAttempts) {
                return [
                    'success' => false,
                    'error' => $e->getMessage(),
                    'status_code' => $e->getCode()
                ];
            }
        }
    }
}

```

```
        // Exponential backoff
        sleep(pow(2, $attempts));
    }
}
}
```

## Security

### Q: How to securely store API keys and passwords?

A: Use encryption and environment variables:

```
// In .env file
EXTERNAL_API_KEY=your_secret_key_here

// In module config.php
return [
    'api_key' => env('EXTERNAL_API_KEY'),
    // DON'T store secrets directly in config!
];

// For passwords use Laravel encryption
$encryptedPassword = encrypt($password);
$decryptedPassword = decrypt($encryptedData);
```

### Q: How to validate input data?

A: Use strict validation:

```
public function saveServiceData(array $data = []): array
{
    // Clean input data
    $data = array_map('trim', $data);

    $validator = Validator::make($data, [
        'domain' => [
            'required',
            'string',
        ],
    ],
```

```

        'max: 255' ,
        'regex: /^[a-zA-Z0-9][a-zA-Z0-9-]*[a-zA-Z0-9]*\.[a-zA-Z]{2,}$/'
    ],
    'username' => [
        'required' ,
        'alpha_dash' ,
        'min: 3' ,
        'max: 20' ,
        'not_in: admin,root,administrator' // Forbidden names
    ],
    'password' => [
        'required' ,
        'min: 8' ,
        'regex: /^(?=.*[a-z])(?=.*[A-Z])(?=.*\d)(?=.*[@$!%*?&])[A-Za-z\d@$!%*?&]/'
    ],
], [
    'domain.regex' => 'Please enter a valid domain name',
    'password.regex' => 'Password must contain uppercase, lowercase, number and special
character',
]);

if ($validator->fails()) {
    return [
        'status' => 'error',
        'message' => $validator->errors(),
        'code' => 422,
    ];
}

// Additional business logic validation
if ($this->isDomainBlacklisted($data['domain'])) {
    return [
        'status' => 'error',
        'message' => 'Domain is not allowed',
        'code' => 403,
    ];
}

return ['status' => 'success', 'data' => $data, 'code' => 200];

```

```
}  
  
private function isDomainBlacklisted(string $domain): bool  
{  
    // Example implementation - configure according to your requirements  
    $blacklistedDomains = ['spam.com', 'test.invalid'];  
    return in_array($domain, $blacklistedDomains);  
}
```

# Troubleshooting Guide

---

## Module Not Loading

### Symptoms:

- Module doesn't appear in the list
- "Class not found" error
- Module in "error" status

### Solutions:

#### 1. Check file permissions:

```
chmod 755 modules/Product/YourModule/  
chmod 644 modules/Product/YourModule/*.php  
chmod 644 modules/Product/YourModule/config.php
```

#### 2. Check PHP syntax:

```
php -l modules/Product/YourModule/YourModule.php
```

#### 3. Check class name correctness:

```
// File: modules/Product/MyModule/MyModule.php
<?php

class MyModule extends Product // Name must exactly match file name
{
    // ...
}
```

#### 4. Check configuration file:

```
// config.php must return an array
return [
    'name' => 'Module Name',
    'version' => '1.0.0',
    // ... other required fields
];
```

## Routes Not Working

### Symptoms:

- 404 error when accessing module routes
- Routes don't appear in `|php artisan route: list|`

### Solutions:

#### 1. Clear route cache:

```
php artisan route:clear
php artisan config:clear
```

#### 2. Check module status:

```
# Module should be in 'active' status
```

#### 3. Check route definition correctness:

```
public function adminWebRoutes(): array
{
    return [
        [
```

```

        'method' => 'get', // Correct HTTP method
        'uri' => 'dashboard', // URI without leading
slashes
        'permission' => 'view-dashboard', // Existing permission (from
adminPermissions)
        'name' => 'dashboard', // Unique route name
        'controller' => 'ModuleController@dashboard', // Existing controller and
method
    ]
];
}

```

#### 4. You can also define admin API routes (used for AJAX in admin area):

```

public function adminApiRoutes(): array
{
    return [
        [
            'method' => 'get',
            'uri' => 'server/{uuid}', // Route parameters are
supported
            'permission' => 'configuration',
            'name' => 'server.get',
            'controller' => 'puqNextcloudController@getServer',
        ],
    ];
}

```

#### 5. Check controller existence:

```

// File must exist: modules/Product/YourModule/Controllers/YourController.php
namespace Modules\Product\YourModule\Controllers;

use App\Http\Controllers\Controller;

class YourController extends Controller
{
    public function dashboard() {
        // Method must exist and be public
    }
}

```

```
}
```

# Jobs Not Processing

## Symptoms:

- Jobs remain in "queued" status
- Jobs disappear without execution
- Errors during job execution

## Solutions:

### 1. Check queue worker operation:

```
# Start worker  
php artisan queue:work  
  
# Check queue configuration  
php artisan queue:monitor
```

### 2. Check failed jobs:

```
# View failed jobs  
php artisan queue:failed  
  
# Retry specific job by ID (replace 1 with actual ID)  
php artisan queue:retry 1  
  
# Retry all failed jobs  
php artisan queue:retry all  
  
# Clear all failed jobs  
php artisan queue:flush
```

### 3. Check module logs:

```
// View module logs in admin panel or in log file  
tail -f storage/logs/laravel.log
```

### 4. Ensure job data correctness:

```
// Check that all required data is passed
```

```
$data = [  
    'module' => $this,                // Required: module instance  
    'method' => 'createJob',         // Required: method must exist in module class  
    'tries' => 1,                    // Optional: number of attempts  
    'backoff' => 60,                 // Optional: delay between attempts  
    'timeout' => 600,               // Optional: maximum execution time  
    'maxExceptions' => 1,           // Optional: maximum exceptions  
];  
  
$tags = ['create', 'service:' . $this->service_uuid];  
Task::add('ModuleJob', 'Module', $data, $tags);
```

## API Integration Issues

### Symptoms:

- Timeouts when accessing external APIs
- Authentication errors
- Incorrect API responses

### Solutions:

#### 1. Check API configuration:

```
// Ensure all settings are correct  
$apiKey = $this->config('api_key');  
$apiUrl = $this->config('api_url');  
  
if (empty($apiKey) || empty($apiUrl)) {  
    $this->logError('api_config', 'API credentials not configured');  
    return ['status' => 'error', 'message' => 'API not configured'];  
}
```

#### 2. Add debug information:

```
public function callAPI($endpoint, $data = [])  
{  
    $this->logDebug('api_call', [  
        'endpoint' => $endpoint,  
        'data' => $data,  
        'headers' => $this->getHeaders()  
    ]  
);
```

```

]);

try {
    $response = $this->client->post($endpoint, ['json' => $data]);

    $this->logDebug(' api_response', [
        'status_code' => $response->getStatusCode(),
        'body' => $response->getBody()->getContents()
    ]);

    return $response;

} catch (Exception $e) {
    $this->logError(' api_error', [
        'endpoint' => $endpoint,
        'error' => $e->getMessage()
    ]);
    throw $e;
}
}

```

### 3. Use retry mechanism:

```

private function apiCallWithRetry($endpoint, $data, $maxAttempts = 3)
{
    $attempt = 0;

    while ($attempt < $maxAttempts) {
        try {
            return $this->callAPI($endpoint, $data);
        } catch (Exception $e) {
            $attempt++;

            if ($attempt >= $maxAttempts) {
                throw $e;
            }

            $delay = pow(2, $attempt); // Exponential backoff
            sleep($delay);
        }
    }
}

```

```
}  
}
```

# Performance Issues

## Symptoms:

- Slow module page loading
- High memory consumption
- Timeouts during operations

## Solutions:

### 1. Optimize database queries:

```
// Bad: N+1 queries  
$services = Service::all();  
foreach ($services as $service) {  
    echo $service->product->name; // Additional query for each service  
}  
  
// Good: Eager loading  
$services = Service::with('product')->get();  
foreach ($services as $service) {  
    echo $service->product->name; // Data already loaded  
}
```

### 2. Use caching:

```
use Illuminate\Support\Facades\Cache;  
  
public function getExpensiveData($serviceId)  
{  
    return Cache::remember("service_data_{$serviceId}", 300, function() use ($serviceId)  
    {  
        return $this->fetchDataFromAPI($serviceId);  
    });  
}  
  
// Invalidate cache when data changes  
public function updateServiceData($serviceId, $data)
```

```
{
    $result = $this->updateData($serviceId, $data);
    Cache::forget("service_data_{$serviceId}");
    return $result;
}
```

### 3. Process large datasets in chunks:

```
// Instead of loading all records at once
Service::chunk(100, function ($services) {
    foreach ($services as $service) {
        $this->processService($service);
    }
});
```

### 4. Monitor performance:

```
private function measureOperation($operationName, callable $operation)
{
    $startTime = microtime(true);
    $startMemory = memory_get_usage();

    $result = $operation();

    $executionTime = (microtime(true) - $startTime) * 1000;
    $memoryUsed = memory_get_usage() - $startMemory;

    $this->logInfo('performance', [
        'operation' => $operationName,
        'execution_time_ms' => round($executionTime, 2),
        'memory_used_kb' => round($memoryUsed / 1024, 2),
        'peak_memory_mb' => round(memory_get_peak_usage() / 1024 / 1024, 2)
    ]);

    return $result;
}
```

## Client Area Issues

### Symptoms:

- Tabs don't display
- AJAX requests don't work
- Templates don't render

## Solutions:

### 1. Check client area configuration:

```
public function getClientAreaMenuConfig(): array
{
    return [
        'general' => [
            'name' => 'General',
            'template' => 'client_area.general', // File must exist
        ],
    ];
}
```

### 2. Ensure template existence:

```
# File must exist
modules/Product/YourModule/views/client_area/general.blade.php
```

### 3. Check variable methods:

```
// Method must exist for each tab
public function variables_general(): array
{
    return [
        'service_data' => $this->service_data,
        'config' => $this->config,
    ];
}
```

### 4. Check AJAX controllers:

```
// Pattern A: method per tab and HTTP verb suffix
public function controllerClient_generalGet(Request $request): JsonResponse
{
    return response()->json([
        'status' => 'success',
    ]);
}
```

```

        'data' => $this->getGeneralData()
    ]);
}

// Pattern B: custom action name without HTTP verb suffix
public function controllerClient_user_quota(Request $request): JsonResponse
{
    // ...
}

// Static client controllers (no bound service, e.g., Payment module forms)
public function controllerClientStatic_fetch_public_key(array $data = []): JsonResponse
{
    $request = $data['request'] ?? request();
    // ...
}

```

## 5. Optionally, modules may expose dedicated client API routes:

```

public function clientApiRoutes(): array
{
    return [
        // Define client API endpoints if needed
    ];
}

```

# Debugging Tools

---

## Enable Detailed Logging

```

// In module methods for debugging
public function createJob(): array
{
    $this->logDebug(' createJob. start', [
        'service_uuid' => $this->service_uuid,
        'product_data' => $this->product_data,
        'service_data' => $this->service_data
    ]);
}

```

```
// ... main logic

$this->logDebug(' createJob.end', ['result' => $result]);
return $result;
}
```

## Using Laravel Telescope

```
# Install Telescope for debugging
composer require laravel/telescope --dev
php artisan telescope:install
php artisan migrate
```

## Performance Profiling

```
// Add to module for performance monitoring
use Illuminate\Support\Facades\DB;

public function enableQueryLogging()
{
    DB::enableQueryLog();
}

public function logQueries($operation)
{
    $queries = DB::getQueryLog();
    $this->logDebug(' database_queries', [
        'operation' => $operation,
        'query_count' => count($queries),
        'queries' => $queries
    ]);
}
```

---

This FAQ and troubleshooting guide will help developers quickly resolve the most common issues when developing modules for PUQcloud.

---

Revision #4

Created 30 July 2025 02:36:44 by Dmytro Kravchenko

Updated 13 August 2025 05:11:33 by Dmytro Kravchenko