

Common issues and solutions

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Common issues and solutions help you diagnose problems signing in, opening an article, publishing, posting a comment, or connecting to the server.

If you need to...	Go to
Match a problem to the screen where it occurs	Find the relevant screen
Identify the field, control, or message on screen	Read the screen and message
Recover from a sign-in, publishing, comment, or connection error	Choose and apply the recovery
Continue after signing in or working with an article	Continue after recovery
Read the complete error-message reference	General error messages
Check application setup requirements	System requirements
Find help when the listed recovery does not resolve the problem	Getting help

The relevant application surfaces are Home, Login, Article, and Article editor. The routes for these surfaces are listed in [Find the relevant screen](#).

Before you start

The sign-in, article editor, and comment forms use the fields listed below. Error feedback appears in the error list after a request returns an error.

Screen	Fields to identify	What to use as your clue
Login	Email; Password	The field placeholder

Screen	Fields to identify	What to use as your clue
Article editor	Article Title; What's this article about?; Write your article (in markdown); Enter tags	The field placeholder
Article comments	Write a comment...	The field placeholder

Use the exact text on screen when you compare an error with the recovery table. A server

error can identify a field by key and provide one or more messages. A connectivity error

uses `Unable to connect to the server`.

Prerequisites

- You know whether you are signing in, opening an article, editing an article, publishing, or posting a comment.
- You can identify the screen from its route or its visible field placeholder.
- You have the exact error text available when the problem is message-based.

Find the relevant screen

Use this procedure when you know what went wrong but are not sure which screen to open.

Steps

1. Open the screen that matches the problem:

If the problem concerns...	Open...
the home surface or article discovery	Home at <code>/</code>
signing in	Login at <code>/login</code>
reading an article, comments, or article actions	the Article screen for the article you need
creating an article	the Article editor for a new article
editing a saved article	the Article editor for that article

Result: You are on the screen whose fields, controls, and message can identify the problem.

Read the screen and message

Use this procedure before choosing a recovery.

Prerequisites

- You are on the screen where the problem appears.

Steps

1. Read the field placeholders and controls on the screen:

Screen	Identify...
Login	Email, Password, and Sign in
Article editor	Article Title, What's this article about?, Write your article (in markdown), Enter tags, and Publish Article
Article comments	Post Comment and the Write a comment... field

2. Match the visible condition to the next move:

What you see	What it means for your next move
Need an account? on Login	Open registration from the Login screen.
Sign in and sign up in the article comment area	The article is being viewed without an authenticated session; use the matching link before adding a comment.
Edit Article and Delete Article	The article is open for its current author.
Follow and favorite controls	The article is open for someone who is not its author.
The editor fields and Publish Article are disabled during publishing	Wait for the publishing request to finish before continuing.
An error list with a field key and message	The API error object is rendered as a field key followed by each returned message. Use the field key to locate the affected input, then follow the message-specific recovery.
Unable to connect to the server	Follow the connectivity branch in Choose and apply the recovery.

3. On Login, use a redirect beginning with / to return to that same-app path after successful sign-in; without that safe redirect, sign-in returns you to Home.

Result: You have identified the relevant field, control, or message.

Choose and apply the recovery

Use this procedure when an error has stopped the action you were taking. The first table

chooses the branch by the reader's question.

If you need to...	Follow this branch
Sign in and the server cannot be reached	Connectivity
Sign in and the error identifies a field	Login field error
Publish an article and the error identifies a field	Publishing field error
Post a comment and the error identifies a field	Comment field error
Sign in after a rejected session	Authentication response

Prerequisites

- You are on the screen where the error appears.
- You can read the full error list, including its field key and message when provided.

Steps

1. If the message is `Unable to connect to the server`, check the connection to the server before repeating the action.
2. If the error shows a field key and one or more messages, locate that field and correct the value according to the message.
3. After correcting the affected value, select the control for the action you were taking:

If the error appeared while...	Select...
signing in	Sign in
publishing	Publish Article
posting a comment	Post Comment

4. Follow the authentication response that you received:

If authentication receives...	Action
a 4xx response	Wait for the logged-out view, then sign in again.
a 5xx response or network failure	Restore the connection, then select Sign in again.

Result: The matching form is ready for another attempt, or the relevant sign-in branch is identified by the message on screen.

Continue after recovery

After a successful action, use the destination or cleared field to choose your next task.

After you...	Continue with...
Sign in successfully	The same safe same-app path, or Home when no safe redirect is present
Publish an article successfully	Create an article for another new article
Open Edit Article	Edit an article
Open an article for reading or comments	Read an article
Need the full error catalogue	General error messages
Need further assistance	Getting help

Prerequisites

- You have completed the action or reached the control that opens the next task.

Steps

- Choose the next action that matches what you completed:

After you...	Select or open...
publish an article	the article destination shown by the application
submit a comment successfully	the article with the cleared comment field
are the article author and want to continue editing	Edit Article
need to remove your article	Delete Article

Result: You are on the article, editor, or Home destination that matches your next task.