Codex troubleshooting

Find the failed step. Check the state. Fix the cause.

01 / START WITH THE SYMPTOM

Stuck or waiting

Check Activity and the chat for a pending question, approval or tool run. Identify the active step before restarting.

Wrong files or folder

Confirm the project folder, worktree and execution host. Check that the needed files exist in that environment.

Access denied

Read the exact file, network or service error. Use the narrowest permission or connection that supports the task.

Command or setup fails

Capture the command, directory and error. Check dependencies and worktree setup; ignored files may need copying.

The answer is wrong

Point to the requirement, source or version it missed. Inspect the output, then request a focused correction and check.

Unfamiliar changes

Git review can include other edits. Select Last turn to inspect the latest assistant turn; preserve unrelated work.

Sign-in or connection

Confirm the account, workspace and sign-in method. External tools have their own connections. Use the sign-in flow; keep credentials out of prompts.

Usage limit

Read the limit message and check the usage view for reset times or available options. Wait if needed; repeated retries do not restore an allowance.

Missing feature

Check the client, version, model and workspace policy. App, CLI and editor releases can differ; a shortcut cannot enable an unavailable feature.

02 / ADAPT THIS DIAGNOSTIC PROMPT

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Diagnose [symptom] before making changes.
Confirm the project path, worktree, host and exact error.
Check which files or external actions already completed.
Suggest the smallest fix and how to verify the result.
Avoid repeated writes; separate findings from assumptions.
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Authored example. Replace the bracketed field before sending.

03 / RECOVER WITH A USEFUL RECORD

Before retrying

Inspect saved files and the external result. Determine whether a previous write completed, then repeat only the action still needed.

If you need to report a bug

Include expected vs actual behavior, client and OS versions, path, host, exact error and checks tried. Review logs for private data before sharing.

A fix is complete when the original task works and the result has been checked.

Read the full illustrated guide on Kingy.ai