

# Documenso Runbook

## Runbook: Documenso

**Service Type:** Document Signing Platform **Container:** documenso (documenso/documenso:latest) **Ports:** 3003 (external + internal) **External URL:** <https://sign.alai.no> **Database:** PostgreSQL 15 (documenso-db) **Storage:** MinIO (S3-compatible object storage) **Compose File:** ~/system/services/documenso/docker-compose.yml

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## Service Info

Documenso is the document signing platform for BasicAS Group. Used for NDAs, contracts, proposals.

### Stack:

- **documenso** - Main app (Next.js)
- **documenso-db** - PostgreSQL 15 (alpine)
- **documenso-minio** - MinIO (S3-compatible storage for PDFs)
- **documenso-minio-setup** - One-shot bucket creator (exits after setup)

### External Access:

- Exposed via Cloudflare Tunnel: [sign.alai.no](https://sign.alai.no)
- SMTP via one.com ([info@alai.no](mailto:info@alai.no)) for signature emails

### Admin Access:

- **Web UI:** <http://localhost:3003> (local) or <https://sign.alai.no>
  - **Database:** PostgreSQL (credentials in .env)
  - **MinIO Console:** <http://localhost:9003> (minio/documenso\_s3\_2026)
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## Status Check

# Container Health

```
docker ps | grep documenso
```

Expected output:

```
documenso          Up X hours
documenso-db       Up X hours (healthy)
documenso-minio    Up X hours
```

Note: `documenso-minio-setup` exits after creating bucket (normal).

## HTTP Check

```
curl -I http://localhost:3003
```

Expected: `200 OK` or `307 Temporary Redirect`

## External Access Check

```
curl -I https://sign.alai.no
```

Expected: `200 OK` or `307 Temporary Redirect`

## Database Check

```
docker exec documenso-db psql -U documenso_user -d documenso_db -c "SELECT count(*) FROM \
>User\";"
```

(Use credentials from `.env` file)

## MinIO Check

```
curl -I http://localhost:9002/minio/health/live
```

Expected: `200 OK`

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# Restart Procedure

## Quick Restart (Container Only)

```
docker restart documenso
```

## Full Stack Restart (All Services)

```
cd ~/system/services/documenso  
docker compose down  
docker compose up -d
```

Wait 30-60 seconds for database healthcheck, then verify:

```
docker ps | grep documenso  
curl -I http://localhost:3003
```

# Troubleshooting

## Problem: Container won't start

### Check logs:

```
docker logs documenso --tail 100
```

### Common causes:

1. Database not ready - wait 30s and retry
2. Port 3003 already bound - check `lsof -i :3003`
3. Environment variables missing - check .env file
4. MinIO not accessible - check minio container

### Fix:

```
cd ~/system/services/documenso  
docker compose down  
docker compose up -d database minio
```

```
sleep 30
docker compose up -d documenso
```

## Problem: Can't upload documents (500 error on upload)

### Check MinIO is running:

```
docker ps | grep minio
```

### Check MinIO bucket exists:

```
docker exec documenso-minio mc ls local/documenso
```

Expected: Bucket should exist (created by minio-setup).

### Recreate bucket if missing:

```
docker exec documenso-minio mc mb local/documenso
```

### Check Documenso S3 config:

```
docker exec documenso env | grep UPLOAD
```

Expected:

```
NEXT_PUBLIC_UPLOAD_TRANSPORT=s3
NEXT_PRIVATE_UPLOAD_ENDPOINT=http://host.docker.internal:9000
NEXT_PRIVATE_UPLOAD_BUCKET=documenso
NEXT_PRIVATE_UPLOAD_ACCESS_KEY_ID=documenso
```

## Problem: Signature emails not sending

### Check SMTP config:

```
docker exec documenso env | grep SMTP
```

### Check .env file:

```
cd ~/system/services/documenso
grep SMTP .env
```

Expected:

```
NEXT_PRIVATE_SMTP_HOST=send.one.com
NEXT_PRIVATE_SMTP_PORT=465
NEXT_PRIVATE_SMTP_USERNAME=info@alai.no
NEXT_PRIVATE_SMTP_PASSWORD=<password>
NEXT_PRIVATE_SMTP_FROM_ADDRESS=info@alai.no
```

**Test SMTP manually:**

```
openssl s_client -connect send.one.com:465 -crlf
```

## Problem: Database connection issues

**Check database health:**

```
docker exec documenso-db pg_isready -U documenso_user
```

**Check connection string:**

```
docker exec documenso env | grep DATABASE_URL
```

Expected: `postgresql://documenso_user:<password>@database:5432/documenso_db`

## Problem: Signing fails (certificate error)

**Check certificate exists:**

```
ls -lh ~/system/services/documenso/certs/cert.p12
```

**Check cert is mounted:**

```
docker exec documenso ls -lh /opt/documenso/cert.p12
```

**Check passphrase is set:**

```
docker exec documenso env | grep SIGNING_PASSPHRASE
```

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# Webhook Integration

Documenso can send webhooks on document events (signed, completed, etc.).

## Setup:

1. Login to Documenso UI
2. Go to Settings → Webhooks
3. Add webhook URL (e.g., Mattermost incoming webhook)
4. Select events (document.signed, document.completed)

**Task #311:** Integrate with Mattermost for signature notifications.

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# Dependencies

- **Docker** - Service runtime
- **Cloudflare Tunnel** - External access (sign.alai.no)
- **one.com SMTP** - Email delivery (send.one.com:465)
- **MinIO** - Document storage (internal S3)

**No dependencies on other local services.**

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# Backup

## Database Dump

```
docker exec documenso-db pg_dump -U documenso_user documenso_db | gzip > ~/backups/documenso-$(date +%Y%m%d-%H%M%S).sql.gz
```

## MinIO Data (PDFs and files)

```
docker exec documenso-minio mc mirror local/documenso /tmp/documenso-backup
docker cp documenso-minio:/tmp/documenso-backup ~/backups/documenso-minio-$(date +%Y%m%d-%H%M%S)
```

Or use docker volume:

```
docker run --rm -v documenso_minio_data:/data -v ~/backups:/backup alpine tar -czf  
/backup/documenso-minio-$(date +%Y%m%d-%H%M%S).tar.gz -C /data .
```

## Restore from Backup

```
# Stop service  
cd ~/system/services/documenso  
docker compose down  
  
# Restore database  
gunzip -c ~/backups/documenso-YYYYMMDD-HHMMSS.sql.gz | docker exec -i documenso-db psql -U  
documenso_user -d documenso_db  
  
# Restore MinIO data  
docker run --rm -v documenso_minio_data:/data -v ~/backups:/backup alpine tar -xzf  
/backup/documenso-minio-YYYYMMDD-HHMMSS.tar.gz -C /data  
  
# Start service  
docker compose up -d
```

## Configuration

### Key Environment Variables (.env file)

- `PORT` - App port (3003)
- `NEXTAUTH_SECRET` - NextAuth encryption key
- `NEXT_PRIVATE_ENCRYPTION_KEY` - Document encryption key
- `NEXT_PUBLIC_WEBAPP_URL` - External URL (<https://sign.alai.no>)
- `NEXT_PRIVATE_DATABASE_URL` - PostgreSQL connection string
- `NEXT_PUBLIC_UPLOAD_TRANSPORT` - Storage type (s3)
- `NEXT_PRIVATE_UPLOAD_ENDPOINT` - MinIO endpoint
- `NEXT_PRIVATE_SMTP_*` - Email settings
- `NEXT_PRIVATE_SIGNING_*` - Certificate settings
- `NEXT_PUBLIC_DISABLE_SIGNUP` - Disable public signup (false = open, true = invite-only)

**Security:** .env file contains secrets - NOT in git, NOT in docker-compose.yml.

Full config: ~/system/services/documenso/.env

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# Notes

- **MinIO ports:** 9002 (API), 9003 (Console) - not exposed externally
  - **Public signup:** Currently enabled (anyone can register) - consider disabling
  - **Telemetry:** Disabled (DOCUMENSO\_DISABLE\_TELEMETRY=true)
  - **Certificate:** Self-signed cert for PDF signatures at  
~/system/services/documenso/certs/cert.p12
  - **Task #252:** Complete webhook integration with Mattermost
  - **Task #254:** Build template system (NDA, Contract, Proposal auto-fields)
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**Last updated:** 2026-02-10 **Maintained by:** John (AI Director)

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