

The Silent-Failure Checklist

The 7 places GoHighLevel breaks without ever showing you an error, and the 5-minute manual check for each. Every one of these comes from a real broken account, not theory.

1. A renamed or deleted pipeline stage

Any workflow action pointing at that stage now references a dead ID. GHL does not error. It silently skips the action **and every action after it**. The workflow stays green and published. We watched a client lose three weeks of leads to this one.

Check: open every workflow that creates or moves an opportunity. Click each pipeline/stage dropdown. If one shows blank or missing, it has been dead. Re-select, save, re-publish.

2. The remove-from-workflow trap

A "Remove From Workflow" action aimed at a deleted or re-cloned workflow does nothing. Contacts stay enrolled in the old sequence. Result: people getting two competing message streams from the same business.

Check: open every Remove From Workflow action and re-pick its target from the dropdown. If the target was rebuilt at any point, the old reference is dead even though the name looks right.

3. A freshly loaded snapshot

Imported workflows carry the SOURCE account's internal IDs: pipelines, stages, custom fields. They arrive published-looking and run into the void. We audited a just-loaded account this week: 24 of its 35 workflows were silently broken.

Check: after any snapshot load, open every workflow that references a pipeline, stage, field, calendar, or another workflow, and re-select each dropdown by hand. All

of them. Yes, really.

4. An inbound webhook with no Create Contact action

The webhook fires, the workflow "runs," and no contact is ever created. Your form thanks people while their info evaporates. GHL inbound-webhook workflows run contactless until you explicitly create one. We caught this in our own funnel.

Check: every workflow with an Inbound Webhook trigger must have a **Create/Update Contact** action as its first step, mapped to the payload's email field. Then send a real test and search for the contact.

5. Triggers that deactivate on edit

Some trigger edits (especially via imports and tools) leave the trigger inactive while the workflow still shows published. Everything downstream looks fine. Nothing ever enters.

Check: after editing any trigger, re-open it and confirm it saved, then run one real test event (a form fill, a tag, a message) and watch Enrollment History. Zero enrollments = dead trigger.

6. Renamed custom fields and custom values

Templates referencing the old name render blank, or worse, send the raw merge tag to the customer. No error anywhere.

Check: after any field cleanup, send yourself a test of every email and SMS template that uses merge fields. Read them on your phone like a customer would.

7. An unverified sending domain

Sequences "send" successfully and land in spam, or get silently dropped. The workflow execution log shows green. Your open rates just quietly die.

Check: Settings → Email Services. Your dedicated sending domain must show verified with SPF, DKIM, and DMARC green. Send a test to a Gmail you own and check

it arrived in the inbox, not spam.

Working through all seven by hand takes most of an afternoon per account, and you manage how many accounts? This is exactly what **GHL Command** does in seconds: one sentence, "audit my workflows," and it checks every reference in every workflow and tells you what is silently broken. \$97/month flat, unlimited sub-accounts.

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