

# PSScript Support and Operations

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This guide defines how to get help, how issues are triaged, and what operational checks should be performed before escalation.

## Support entry points

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| Channel                | Purpose                          | Best for                                   |
|------------------------|----------------------------------|--|
| GitHub Issues          | Bug reports and feature requests | Product issues and reproducible defects    |
| Docs and Training      | Self-service guides              | Onboarding, workflows, and troubleshooting |
| Logs and health checks | Operational diagnostics          | Service availability and performance       |

## Before you open an issue

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- Confirm the problem is reproducible
- Capture steps, expected behavior, and actual behavior
- Include logs from backend and AI service
- Include screenshots if UI related

## Issue triage checklist

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| Step      | Owner      | Outcome                  |
|-----------|------------|--------------------------|
| Reproduce | Reporter   | Clear reproduction steps |
| Classify  | Maintainer | Bug, feature, or support |
| Assign    | Maintainer | Owner and priority set   |

| Step       | Owner      | Outcome                       |
|------------|------------|-------------------------------|
| Verify fix | Maintainer | Regression or unit test added |

## Operational checks

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### Health endpoints

- Backend: `http://localhost:4000/health`
- Backend API: `http://localhost:4000/api/health`
- AI service: `http://localhost:8000/health`

### Log locations

- Backend logs: `src/backend/logs/`
- AI service logs: `src/ai/logs/` (if configured)
- Docker logs: `docker-compose logs -f`

### Common recovery actions

```
# Restart all services
./restart-all.sh

# Restart backend only
./restart-backend.sh
```

## Severity guide

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| Severity | Description                  | Example                     |
|----------|------------------------------|-----------------------------|
| Sev 1    | Production down or data loss | Cannot log in, data missing |
| Sev 2    | Critical workflow blocked    | Upload or analysis failing  |
| Sev 3    | Degraded experience          | Slow responses, partial UI  |
| Sev 4    | Cosmetic or enhancement      | UI polish, copy changes     |

## Security reporting

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If you believe you have found a security issue, do not open a public issue. Share details privately with the project owner.

## Reference docs

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- `docs/GETTING-STARTED.md`
- `docs/training-suite/README.md`
- `docs/training-suite/TRAINING-GUIDE.md`

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