

Support and Operations

Triage, escalation, and operational checks

PSScript Manager Docs

PSScript Support and Operations

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

Support entry points

| 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

- 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

| Step | Owner | Outcome |
|------------|------------|-------------------------------|
| Reproduce | Reporter | Clear reproduction steps |
| Classify | Maintainer | Bug, feature, or support |
| Assign | Maintainer | Owner and priority set |
| Verify fix | Maintainer | Regression or unit test added |

Operational checks

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

| 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

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

Reference docs

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

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