

# Support and Operations

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Triage, escalation, and operational checks

PSScript Manager Docs

# 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

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
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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