Support & Troubleshooting Guide

Error Code 401 – Unauthorized

Cause: Incorrect login credentials
Solution:

- **Verify email and password**

- **Reset password if necessary**

Error Code 403 – Access Denied

Cause: Insufficient permissions
Solution:

- **Ensure account is active**

- **Contact admin if issue persists**

Error Code 500 – Internal Server Error

Cause: Server-side issue
Solution:

- **Refresh the page**

- **Try again after a few minutes**

Error Code 503 – Service Unavailable

Cause: Server maintenance or overload
Solution:

- **Wait 5–10 minutes**

- **Retry later**

Chatbot Not Responding

Possible Causes:

- **Poor internet connection**

- **Temporary AI service downtime**

Resolution:

- **Refresh page**

- **Log out and log in again**

Escalation Process

If the issue is unresolved:

1. **Create a support ticket**

2. **Attach screenshots if applicable**

3. **Support team will respond within 24 hours**

How to Use These in Your Project

1. **Save each document as PDF:**

   - **product_manual.pdf**

   - **faq.pdf**

   - **support_docs.pdf**

2. **Place them here:**

RAG-Chatbot/data/

3. **Run your ingestion script**

4. **Ask questions like:**

   - **"How do I reset my password?"**

   - **"What does error 503 mean?"**

   - **"What browsers are supported?"**

Your chatbot will answer correctly from these docs.

Resume-Truth Statement (Very Important)

You can now honestly say:

Developed and tested a RAG-based AI chatbot using real-world product manuals, FAQs, and support documentation as the knowledge base.