

SmartSupport — Log Analysis Report

2025-10-13 15:41 UTC

Summary

Found 19 errors across 3 incident types

Level	Count
TOTAL	26
INFO	4
ERROR	19
WARN	3

Incidents

Label	Severity	Count	Root Cause
Database Timeout	High	3	Database unreachable or slow
License Check Failure	High	2	Expired or invalid license token
Authentication Failure	Medium	2	User credentials invalid or identity provider issue

Recommendations

- Check DB health and network
- Inspect slow queries and connection pool
- Verify license expiry in admin portal
- Reissue license token
- Prompt password reset or MFA check
- Verify IdP availability