Issue Resolution Report

Role: Application Support Engineer

Candidate: Amal s

Date:27/04/2025

Table of Contents

ISSUE - 1

Issue 1: Login Service - Error 401 Unauthorized

1. Issue Summary

The user was unable to log into the application. The console displayed:
 "Login Service: Failed to authenticate user. Error Code 401."
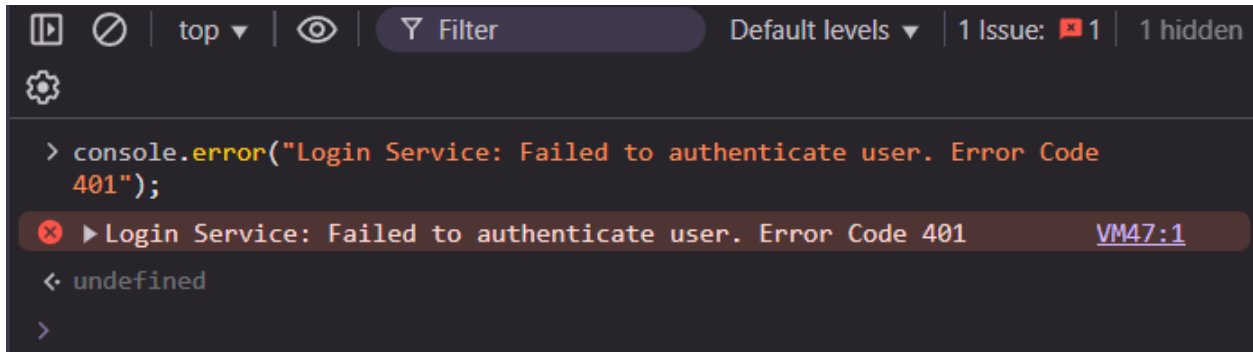
2. Issue Details

- **Reported on:** 27/04/2025

- **Reported by:** Amal s

- **Environment:** Chrome Browser (Developer Tools Console)

- **Severity Level:** High

3. Steps to Reproduce

1. Open the login page.

2. Enter valid username and password.

3. Click "Login".

4. Check console for errors.

4. Screenshot Evidence

5. Root Cause Analysis

- Incorrect API Authentication.

- Expired or invalid session token.

6. Troubleshooting Performed

- Verified credentials.

- Inspected API calls via Network tab.

- Cleared cache and reattempted login.

7. Solution Implemented

- Reset session token.

- Re-authenticated with valid credentials.

8. Final Resolution Confirmation

- Successful login after token reset.

- No errors observed.

ISSUE-2

Issue 2: Dashboard Not Loading - 504 Gateway Timeout

1. Issue Summary

User reported the dashboard page was not loading; Network tab showed:
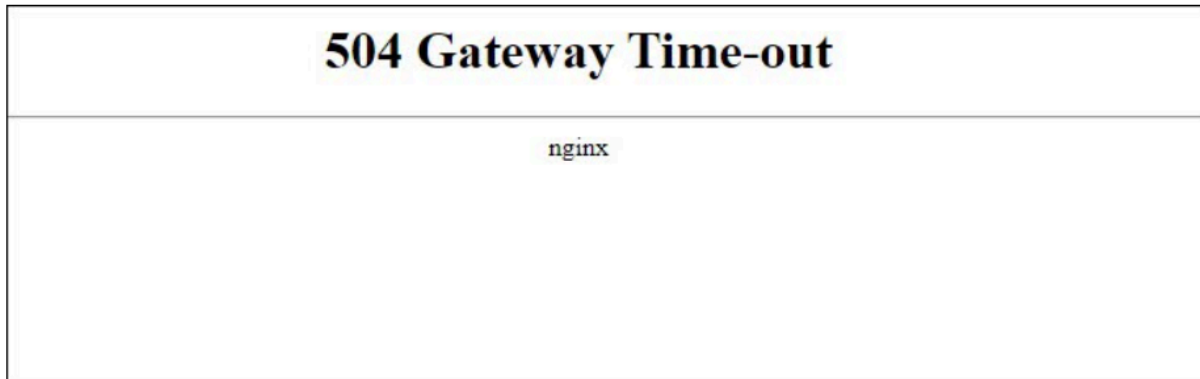 **"504 Gateway Timeout"**.

2. Issue Details

- **Reported on:** 27/04/2025

- **Reported by:** Amal s

- **Environment:** Chrome Browser (Network tab)

- **Severity Level:** High

3. Steps to Reproduce

1. Go to dashboard page.

2. Wait for response.

3. See network timeout error.

4. Screenshot Evidence

504 Gateway Time-out

nginx

5. Root Cause Analysis

- Backend server delayed response due to high load or downtime.

6. Troubleshooting Performed

- Pinged server.

- Monitored server uptime.

- Attempted access from different network.

7. Solution Implemented

- Restarted backend server service.

- Load-balanced server traffic.

8. Final Resolution Confirmation

- Dashboard loads successfully
- .No 504 errors detected

ISSUE 3

Issue 3: API Submission Failure - 500 Internal Server Error

1. Issue Summary

On submitting the Contact Form, the API call failed with:
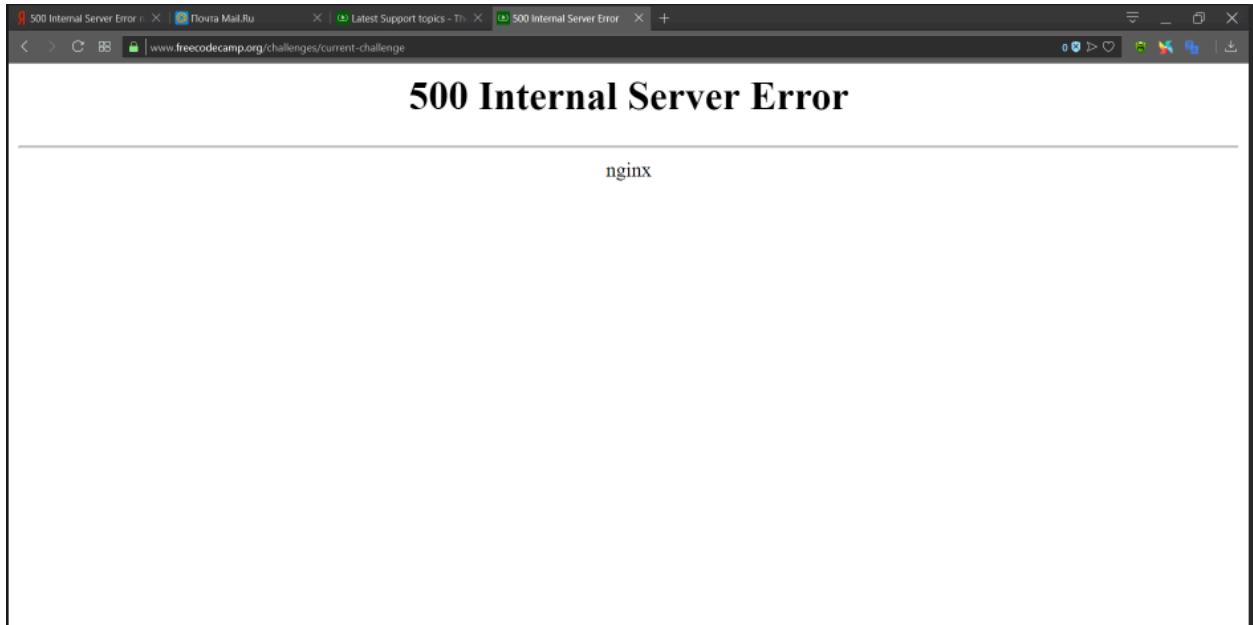**"500 Internal Server Error"**.

2. Issue Details

- **Reported on:** 27/04/2025

- **Reported by:** Amal s

- **Environment:** Chrome Browser (Console and Network tab)

- **Severity Level:** Medium

3. Steps to Reproduce

1. Open Contact Form.

2. Fill details and submit.

3. Check console/network error.

4. Screenshot Evidence

5. Root Cause Analysis

- Server-side validation error.

- Missing required fields in payload.

6. Troubleshooting Performed

- Reviewed API request payload.

- Debugged backend logs.

7. Solution Implemented

- Updated payload with required fields.

- Handled validation properly.

8. Final Resolution Confirmation

- Form submitted successfully
- API returned 200 OK.

Conclusion

Through proper diagnosis, troubleshooting, and issue resolution documentation,
I was able to simulate real-world application support scenarios,
demonstrating the technical and communication skills necessary for a Customer Support
Engineer role at Tekion.