

ToolX Troubleshooting Pack (Training)

This training pack is part of the KTS test corpus.

It includes common errors, symptoms, and validation steps.

Module 1: ERR-AUTH-401 Token expired after SSO redirect

- Symptoms: error modal after redirect
- Fix: hard refresh, re-auth, allow cookies (test), capture Traceld

Module 2: HTTP 504 Gateway Timeout

- Symptoms: dashboard banner, partial widget load
- Fix: connection test, clear cache, verify VPN/proxy

Appendix: Sample screenshots (for indexing)

ToolX — Sign in

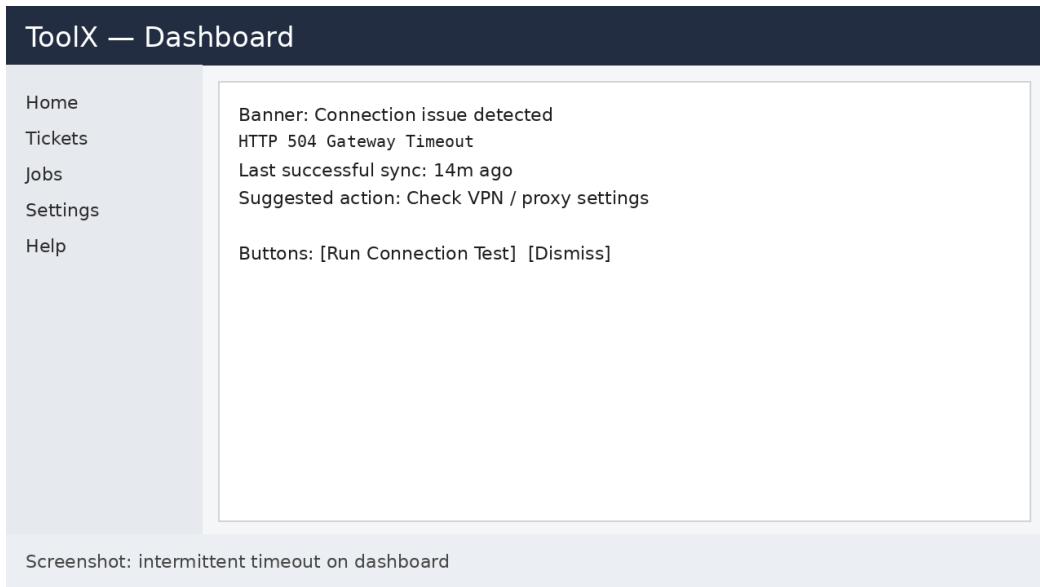


Home
Tickets
Jobs
Settings
Help

Dialog: Single Sign-On
Message:
ERR-AUTH-401: Token expired after redirect.
TraceId: 9f2c-4a1e-b7d3-2c93
Buttons: [Retry] [Cancel]

Screenshot: user sees this after SSO redirect

ToolX — Dashboard



Home
Tickets
Jobs
Settings
Help

Banner: Connection issue detected
HTTP 504 Gateway Timeout
Last successful sync: 14m ago
Suggested action: Check VPN / proxy settings
Buttons: [Run Connection Test] [Dismiss]

Screenshot: intermittent timeout on dashboard