Sample Knowledge Base Document

Knowledge Base: Platform Support Troubleshooting Guide

1. Incident Resolution Process

1.1 Common Issues and Fixes

Issue: Application downtime due to database connectivity failure.

Symptoms: Users report frequent disconnections; error logs show `DB Connection Timeout`.

Resolution Steps:

1. Verify database service status using `systemctl status db-service`.

2. Check database logs in `/var/log/db.log`.

3. Restart database service using `systemctl restart db-service`.

4. Validate network connectivity using `ping db-server`.

5. If issue persists, escalate to Database Admin team.

Issue: High CPU utilization on application server.

Symptoms: Application is slow, high response times, CPU usage > 90%.

Resolution Steps:

1. Identify high-resource-consuming processes using `top` or `htop`.

2. Restart affected service using `systemctl restart app-service`.

3. Check system logs for errors using `journalctl -xe`.

4. Scale up instances if issue persists.

2. AI Chatbot Responses for Common Queries

2.1 Sample Questions & Responses

Q: "How do I resolve a database timeout issue?"

A: "Check the database service status, logs, and network connectivity. If the issue persists, escalate to the

Q: "Why is my application running slow?"

A: "Check CPU usage using `top`, restart the affected service, and review system logs. If needed, scale up

3. Contextual Recommendations Based on Telemetry

If an application experiences frequent crashes:

Recommendation: Monitor logs for errors, correlate with previous incidents, and apply recommended fixes.

If a CI (Configuration Item) shows repeated failures:

Recommendation: Suggest automation for preventive maintenance and update CMDB (Configuration Mana

4. Data Extraction & Troubleshooting Insights

4.1 Extracted Data Example

Incident ID: INC12345

Issue: High memory consumption

Extracted Logs:

Mar 23 10:15:00 app-server kernel: Out of memory: Kill process 1234 (app-service) score 950 or sacrifice

Recommended Fix: Increase memory allocation or optimize application code.

This document serves as a reference for platform support engineers to efficiently resolve issues and provic