Runbook: S3 Knowledge Base Access Issues

Purpose

Covers troubleshooting steps when the LLM backend cannot read documents from the S3 knowledge base.

Symptoms

- Missing agents or documents
- AccessDenied errors from S3
- Empty responses from RAG pipeline

Verification Steps

- Validate bucket name and prefix environment variables
- Confirm object exists in expected path
- Check IAM role attached to Lambda

IAM Policy Snippet

```
{
"Effect": "Allow",
"Action": ["s3:GetObject", "s3:ListBucket"],
"Resource": ["arn:aws:s3:::", "arn:aws:s3:::/*"]
}
```

Resolution

- Fix bucket or prefix mismatch
- Re-deploy Lambda with updated environment variables
- Re-index vectors after document changes