



AiX Troubleshooting

v2026.3

DDX Business Solutions Limited

Customer Reference

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1. Troubleshooting

1.1 Overview

■# Troubleshooting Overview

Use a consistent diagnostic sequence: identify environment and release, confirm service health, reproduce safely, inspect relevant logs/metrics, isolate the component, apply an approved corrective action, and record the outcome.

Never place credentials, tokens or sensitive customer content in troubleshooting documentation.

Download Documentation

Prefer an offline or printable copy of this section?

Download Troubleshooting (PDF)

The PDF contains the complete Troubleshooting documentation for this release and is generated from the same documentation source as this website.

1.2 Installation

Document common installation/container, configuration, dependency, port, DNS/TLS and startup issues and their supported diagnostic procedures.

1.3 Authentication

Document safe diagnostics for AiX Auth Service, Keycloak/OIDC, identity-provider connectivity, redirect/issuer configuration, claims and role mapping. Never record tokens or secrets.

1.4 Database

Document supported checks for connectivity, schema/migration status, capacity, permissions and database health.

1.5 Storage

Document checks for paths/mounts, permissions, capacity, network storage connectivity and container volume mappings.

1.6 AI Models

See AI Model Troubleshooting for the primary model diagnostic procedure. This page can contain cross-component incidents involving AiX application services and AI runtimes.

1.7 Smartflow

Document diagnostics for workflow validation, execution state, worker availability, tool/input/output errors, timeouts and execution logs.

1.8 Performance

Correlate user-observed latency with application response time, worker load, database/storage performance and local/external model latency before changing capacity or configuration.

1.9 General

Document safe diagnostic procedures, common symptoms, logs, escalation information, and approved corrective actions. Never include secrets in examples.