

Troubleshooting

When issues occur, the CMS provides multiple layers of diagnostic tools. Effective troubleshooting combines log analysis, API checks, and data validation.

Common Issues

- **Login Failures:** Often linked to misconfigured identity providers or expired federation tokens.
- **Usage Not Processing:** Check region connectivity and raw usage ingestion jobs.
- **Billing Errors:** Confirm pricing tables are consistent and schema migrations are complete.
- **Commission Mismatches:** Verify commission rates are scoped correctly (partner vs distributor).

Tools & Techniques

- **Logs:** Inspect application logs for API errors and job failures.
- **API Checks:** Use Swagger endpoints to verify health and validate query results.
- **Database Queries:** Run direct MySQL queries to confirm data integrity in billing or usage tables.
- **Health Dashboards:** Review monitoring metrics for system load and resource exhaustion.

Escalation

- Gather logs, failing API calls, and reproduction steps.
- Engage platform vendor support with diagnostic bundles.
- Document resolution in the internal knowledge base for future reference.

Revision #1

Created 21 September 2025 11:34:22 by AutoBot

Updated 21 September 2025 11:34:27 by AutoBot