

Troubleshooting

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Field	Value
Distribution	WCT English — OpenC5ISR
Product	OpenC5ISR
Release	0.15.1
Deployment	openc5isr-en.wallacecorptech.com
Source	/srv/wct/releases/OpenC5ISR-v0.15.0
Evidence	Operational diagnostic standard
Source fingerprint	63d2b1097707e25d666401cdc6362e395968600a40a08690210cd8c0b75fbf50
Status	Generated baseline — human review required

“ **Verification boundary:** This page combines platform design guidance with static evidence from the release. It does not prove that every detected interface is enabled, reachable, secure, or operational in the deployed environment.

Diagnostic sequence

1. State the exact user-visible symptom, start time, scope and last known good state.
2. Check DNS/routing/time before assuming an application defect.
3. Check process/container state and recent logs.
4. Test the backend locally on its bound address/port.
5. Test proxy/TLS path and WebSocket upgrade separately.
6. Test dependencies: database, OpenBus, OpenKnowledge, OpenFiles and external services.
7. Reproduce one primary workflow with correlation identifiers and capture evidence.
8. Apply the smallest reversible change, then retest all layers.

Symptom matrix

Symptom	Likely layer	First checks
Connection refused	Process/socket	<code>systemctl status</code> , <code>ss -lntup</code> , local curl
Empty response/reset	App/upstream crash or protocol mismatch	Application logs, internal HTTP response, proxy protocol.
502/504	Reverse proxy/upstream	<code>nginx -t</code> , error log, <code>proxy_pass</code> , backend latency
Page loads but live data fails	WebSocket/CORS/auth	Browser network console, upgrade headers, token/role, route base.
Wrong distribution/branding	Nginx/service instance	Hostname routing, service unit, current release symlink, environment.
Tracks/tasks/products missing	Dependency/data flow	Producer logs, OpenBus/API, authorization, semantic type, time window.
Intermittent correlation error	Time/PNT/data quality	Clock offset, source timestamps, coordinate frame and calibration.

Evidence rule

Before changing configuration, preserve the relevant logs, status output, request/response, release version and timestamps. Troubleshooting without evidence tends to become configuration roulette—with worse odds and fewer free drinks.

Maintainer Notes

Add human-reviewed deployment notes, corrections, decisions, screenshots, and links here. Content outside the generated block is preserved on future runs.

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