Troubleshooting Common Agent Issues

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1. Introduction

Encountering an issue with your Aimyze agent? This troubleshooting guide provides solutions to common operational issues. For issues not covered here, please contact Aimyze support.

Note: All agent configuration and technical troubleshooting is performed by the Aimyze team. This guide helps you identify issues and gather information for faster resolution.

2. Common Issues & Resolutions

2.1 Agent Not Processing Events

Symptoms: Agent appears active but no events are being processed; dashboard shows zero activity.

Possible Causes:

- Integration connection lost or credentials expired
- Source system not sending data
- Network connectivity issues
- Agent paused or in maintenance mode

What to Check:

- Verify integration status on the dashboard (green = connected)
- Check if source system is operational and generating data
- Confirm network connectivity between Aimyze and source systems

Action: If checks pass, contact Aimyze support with agent ID and time range of issue.

2.2 High Error Rate

Symptoms: Agent is processing but showing elevated error rates; actions failing frequently.

Possible Causes:

- Target system unavailable or rejecting requests
- Data quality issues in source data
- Permission changes on integrated systems
- Rate limiting or throttling by target systems

What to Check:

- Review error messages in the agent activity log
- Verify target system availability and permissions
- Check if there were recent changes to integrated systems

Action: Capture error messages and timestamps; contact Aimyze support for analysis.

2.3 Slow Response Times

Symptoms: Agent actions taking longer than expected; delays in processing.

Possible Causes:

- High volume of events exceeding normal capacity
- Slow response from integrated systems
- Network latency issues
- Resource constraints

What to Check:

- Review processing volume vs. historical baseline
- Check response times of integrated systems
- Monitor network latency metrics

Action: Note the time period and processing volumes; contact support for capacity review.

2.4 Missing or Delayed Alerts

Symptoms: Expected alerts not being received; alerts arriving late.

Possible Causes:

- Alert thresholds not configured correctly
- Notification channel issues (email delivery, SMS)
- Alert rules disabled or modified
- Email spam filtering

What to Check:

- Verify alert configuration in dashboard
- Check spam/junk folders for email alerts
- Confirm notification channels are correctly configured

Action: If configuration appears correct, contact support with expected vs. actual behavior.

2.5 Data Discrepancies

Symptoms: Data shown in Aimyze doesn't match source systems; metrics seem incorrect.

Possible Causes:

- Data sync delays between systems
- Different time zones or calculation methods

- Data transformation rules applied
- Historical data not yet imported

What to Check:

- Compare specific records with source system
- Note the time of comparison (allow for sync delays)
- Check if data transformations are expected

Action: Document specific discrepancies with examples; contact support for investigation.

3. Before Contacting Support

To help us resolve your issue quickly, please gather:

- Agent ID and name affected
- Time range when issue occurred (with timezone)
- Screenshots of error messages or unexpected behavior
- Steps to reproduce the issue (if applicable)
- Any recent changes to integrated systems
- Impact severity and business urgency

4. Support Channels

4.1 Priority Levels

P1 - Critical: Production system down, business severely impacted. 24/7 support, 1-hour response.

P2 - High: Major functionality impaired, workaround not available. 24/7 support, 4-hour response.

P3 - Medium: Functionality impaired but workaround available. Business hours, 8-hour response.

P4 - Low: Minor issue, questions, enhancement requests. Business hours, 24-hour response.

4.2 Contact Methods

Email: support@aimyze.com (all issues)

Phone: Available for P1/P2 issues (number provided during onboarding)

Support Hours: P1/P2: 24/7/365 | P3/P4: Monday-Friday, 9 AM - 6 PM IST

5. Escalation Process

If your issue is not being resolved satisfactorily:

1. Request escalation through your support ticket
2. Contact your designated Customer Success Manager
3. Escalate to your Aimyze account manager