

AIQ Status Overview

Recommended guidance

Use AIQ Status to confirm whether the platform is healthy before troubleshooting individual scenarios, services, or integrations. Status checks should separate platform availability from test design issues, data problems, browser/device problems, and external system outages.

What to review

- Application services and background workers that support test execution.
- Test Node availability, capacity, and connectivity.
- Database, file storage, and repository access.
- Browser, mobile, API, and Service Suite execution dependencies.
- Recent errors in Output Logs, server logs, or integration logs.

How to use the status information

1. Confirm the affected area: login, Scenario Editor execution, Service Suite, Test Controller, reports, or integrations.
2. Check whether the issue impacts all users or only one workspace, project, scenario, node, or browser.
3. Compare the status page with recent changes such as upgrades, repository updates, certificate changes, or new browser versions.
4. Collect timestamps, affected users, scenario names, node names, and error messages before escalating.

Escalation notes

If the status page shows a service problem, avoid making unrelated scenario changes. Capture evidence and escalate with the exact time window, affected component, and any matching Output Logs entries.

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