# Common Go-Live Issues and Resolutions

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| **Issue** | **Root Cause** | **Resolution** |
| Agents can't see tickets | Role or group misconfiguration | Review agent roles and group mappings under Admin > Agents |
| SLA timers not working | Missing business hours or SLA logic conflict | Check SLA calendar and reassess conditions in the SLA policy |
| Requesters can’t see portal items | Category visibility or requester group missing | Check Service Catalog item visibility and requester group association |
| Approval requests not routing | Approver field not populated, or manager not defined | Use “Manager Lookup” or add fallback logic in automation |
| Asset data missing | Discovery tool not configured or incorrect API fields | Verify Discovery Probe settings or reimport using correct headers |