




INDITION AI ASSISTANT

FAQ & Troubleshooting

Common questions and fixes for assistant builders and administrators, with a symptom-based troubleshooting index.

AI Assistant Module · Version 1.0 · June 2026

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Indition AI Assistant — FAQ & Troubleshooting

Quick answers to common questions and fixes for the issues teams hit most — organized for assistant builders first, then administrators, with a symptom-based troubleshooting index at the end.

If a fix here doesn't resolve the problem, note the assistant or collection involved, what you expected vs. what happened, and any on-screen message, and contact your Indition administrator.

General

WHAT IS INDITION AI ASSISTANT?

A customer-managed AI assistant that answers questions using only your own approved content. You build a knowledge collection from files and web pages, attach an assistant, and embed it on your site.

WHERE DO THE ANSWERS COME FROM?

From the sources you add to a collection. Content is indexed and retrieved at question time, and answers can cite the exact sources used. When there's no grounded answer, the assistant uses your fallback message instead of guessing.

WHICH AI PROVIDER/MODEL DOES IT USE?

The module is provider-agnostic — it uses whatever providers and models your administrator configures in **Indition AI Core** (for example OpenAI or Google/Gemini). Permitted users can pick the model per assistant under Settings → AI Model.

WHAT'S THE DIFFERENCE BETWEEN A COLLECTION, AN ASSISTANT, AND A CHAT APP?

A **collection** is the knowledge base (your sources). An **assistant** answers using a collection. A **chat app** is the embeddable widget you publish, powered by one or more collections.

For builders

MY ASSISTANT ONLY GIVES THE FALLBACK MESSAGE.

Almost always this means it has nothing to ground answers in. Check that:

- The collection has sources and they are **indexed** (not pending or failed).
- The assistant is pointed at the right collection.
- The question is actually covered by your content — if not, that's a knowledge gap to fill.

A SOURCE FAILED TO INDEX.

Open the resource to read its last error, then use **Reprocess**. Common causes: an unsupported file type (allowed types are configured in AI Core, typically PDF/DOCX/TXT), a file over the size limit, an empty/scanned PDF with no extractable text, or a URL that couldn't be fetched.

ANSWERS ARE WRONG OR OUT OF DATE.

- Update or remove the offending source and reprocess.
- For answers that must be exact, add a **pre-configured Q&A** (global or assistant-specific) — these are returned without calling the model.
- Use the **Knowledge Gaps** and **Knowledge Source Effectiveness** reports to find weak content.

CITATIONS AREN'T SHOWING.

Make sure citations are enabled in the assistant's setup. Citations only appear when an answer is grounded in retrieved sources; configured-response and fallback answers may not have them.

THE TEST CHAT WORKS BUT THE EMBEDDED WIDGET DOESN'T ANSWER.

- Confirm the chat app is **active** and its collections are indexed.
- Re-copy the embed code; if the public key was rotated, the old snippet stops working — use **Regenerate key** and update the snippet.
- Check you haven't hit a usage quota (see the admin section).

I ADDED Q&A BUT THE ASSISTANT IGNORES IT.

Confirm the configured response is **active**, and (for per-assistant items) that it isn't disabled or overridden. Global responses apply to assistants unless overridden; a per-assistant override wins for that assistant.

LARGE FILE WON'T UPLOAD.

Large files upload in chunks; a flaky connection can interrupt them. Retry the upload, and check the file is within the configured maximum size (set in AI Core).

For administrators

USERS HIT "LIMIT REACHED" OR "BLOCKED" MESSAGES.

That's a quota. In **Manage AI Assistant Quotas**, review the customer's daily/monthly limits (messages, AI requests, tokens, cost) and structural limits (assistants, resources, chunks, storage). The grid shows live usage and blocked-attempt counts. Raise the relevant limit, or edit the public limit/blocked messages shown to end users.

HOW DO I CONTROL AI SPEND?

- Set **cost limits** (daily and monthly) in the owner quota.
- Watch the **Cost & Usage** report, which breaks spend down by model and assistant.
- Set sensible defaults in **Default AI Assistant Quotas** for new customers.

WHERE DO I CHOOSE THE MODEL, OR SET TEMPERATURE?

Platform defaults live in **AI Assistant Model Parameters**. Per-assistant model settings are available under Settings → AI Model to users with the model-configuration permission. The actual models and providers are defined in **AI Core**.

THE ASSISTANT RETURNED SOMETHING IT SHOULDN'T HAVE.

Add or tighten **Security Rules** on the collection (access restrictions and blocked content). Review the **Usage & Security Events** report and the AI Core request log for what was asked and answered.

HOW DO I SEE EXACTLY WHAT WAS SENT TO THE AI PROVIDER?

That lives in **AI Core's** request log, which records each call's model, tokens, latency, cost, and (redacted) payloads, attributed back to the assistant/conversation/message. See the AI Core documentation.

NOTHING AI WORKS AT ALL.

Check that AI Core is enabled and correctly configured: a master enable flag, at least one active provider with valid (encrypted) credentials, and an active model. If AI Core is off or has no working provider, no assistant can generate answers.

Troubleshooting index

Symptom	Likely cause & fix
Only fallback answers	No indexed sources, wrong collection, or question not covered by content.
Source stuck pending / failed	Unsupported type, oversized file, no extractable text, or unreachable URL — read the error, reprocess.
Wrong / outdated answers	Update the source and reprocess; pin a configured Q&A for exact answers.
No citations	Citations disabled, or the answer was a configured response/fallback.
Widget silent but test chat works	Chat app inactive, sources not indexed, stale embed/key, or quota hit.
Configured Q&A ignored	Response inactive, disabled, or overridden for that assistant.
Large upload fails	Connection interrupted chunked upload, or file over the size limit — retry.
"Limit reached" / "blocked"	Daily/monthly/structural quota — raise it in Manage AI Assistant Quotas.
AI spend too high	Set cost limits; review Cost & Usage by model/assistant.
Off-policy answers	Add/tighten collection Security Rules; review Usage & Security Events.
No AI at all	AI Core disabled, or no active provider/credential/model.
Can't see Reports/Quotas/Model settings	Permission-gated — needs the report/cost, model-parameter, or quota-admin scope.

Still stuck?

Gather the assistant/collection name, the question asked, what you expected vs. got, and any error text. Administrators can additionally check AI Core (provider/credential/model status and the request log) and the customer's quota usage. Then contact your Indition administrator or support contact.