Qintorava Cloud architecture

Follow a request from the browser through authentication, policy, persistence, and external delivery.

https://docs.qintoravacloud.com/guides/architecture/

Request path

The demo hostname terminates HTTPS at Google Cloud's external load balancer. The platform gateway exposes published operations. The application validates the session and tenant context, applies module, record and field authorization, then calls the domain workflow. API availability, application authentication and record authorization are separate checks on this path.

1. Browser pages use the portal and workspace experiences. A user can be signed in and still lack workspace access or a specific module action.
2. Shared record APIs route list and detail requests through the applicable tenant and record controls. Registered fields drive filters, projections and form definitions. Specialized operations add rules such as approval, scope and lifecycle checks.
3. The platform persists records in AlloyDB. Related changes such as allocation and entitlement accounting can use a shared transaction. Provider work can finish asynchronously, so inspect the final receipt as well as the initial response.
4. Activity, attachments and events inherit or apply their own access and processing rules. Confirm parent record access and processing state before diagnosing a missing file or event.
5. AI assistance uses governed retrieval from PostgreSQL/pgvector and linked context, with a model fallback where configured. Review the evidence, active policy and run receipt before acting on a recommendation.

Isolate the failing layer

Observation	Next check
DNS or TLS failure	Verify hostname resolution, certificate, and load-balancer host rule.
Health responds but the operation returns 401	Verify the application session and required verification for that operation.
Operation returns 403 or a scoped result	Check tenant, module, role and record/field authorization.
Form saves but downstream work is missing	Check workflow prerequisites, related records and pending action or delivery receipts.
Provider reports success but state is stale	Compare provider receipt, source identifiers, reconciliation run, and expected related record.

See Implement and release platform changes and Troubleshoot by symptom.