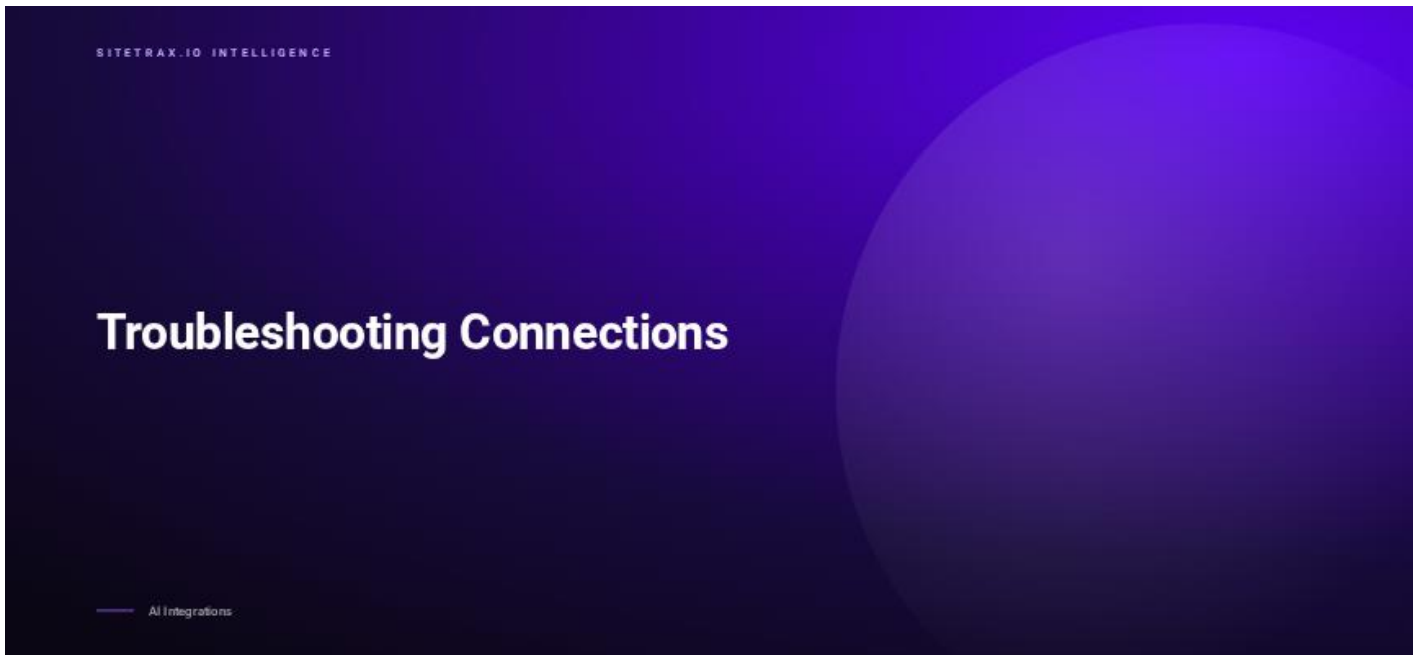


# Troubleshooting Connections



Connection problems, in the order they usually appear. For problems with the data in an answer rather than the connection itself, see the troubleshooting section of the [SiteTrax.io MCP Server](#) reference.

## Setting up

| What you see                                    | Likely cause                                                                                  | What to do                                                                                                                                                                        |
|-------------------------------------------------|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The assistant cannot reach the server at all    | The client does not support remote MCP servers, or a network control is blocking the endpoint | Confirm the endpoint is <code>https://mcp.sitetrax.io/mcp</code> , that the client supports remote servers over HTTPS with OAuth, and that no firewall or security tool blocks it |
| Nothing happens when authorization should start | The client only supports local servers running on your own machine                            | A local-only client cannot reach a remote endpoint. Use a client that supports remote MCP servers                                                                                 |
| There is no option to add a connector           | Plan or role restriction                                                                      | On Claude Team and Enterprise only Owners can add custom connectors. In ChatGPT workspaces an administrator controls app creation. Ask whoever administers your assistant         |

| What you see                                           | Likely cause                         | What to do                                                                        |
|--------------------------------------------------------|--------------------------------------|-----------------------------------------------------------------------------------|
| The Add to Claude or Open in ChatGPT link does nothing | The new tab was blocked              | Allow the pop-up, or add the connector manually using the endpoint above          |
| Microsoft Copilot is shown but cannot be selected      | That connection is still being built | Use ChatGPT or Claude for now. See <a href="#">Supported AI Platforms</a>         |
| It works on a laptop but not on a phone                | Platform limitation                  | ChatGPT apps built on MCP are supported on the web rather than in the mobile apps |

# After connecting

| What you see                                        | Likely cause                                                                                       | What to do                                                                                                                                               |
|-----------------------------------------------------|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Authorization succeeded but no projects appear      | No projects are shared with the account you used, or you signed in with a different account        | Confirm which account you authorized with, and that at least one project is shared with it. This is a sharing question rather than an authentication one |
| Answers are generic and ignore your priorities      | The account connected to the assistant is not the account that published your Intelligence profile | Profiles are held per user. Reconnect using the same SiteTrax.io account you used to publish, then ask again                                             |
| Fewer projects than you expect                      | The assistant is scoped to a different account with narrower access                                | Compare the project list in the assistant against Projects in the application while signed in as the same user                                           |
| A tool reports that another permission is required  | The operation needs the notifications write scope                                                  | Reconnect and approve the extra permission, but only if creating alerts or digests is part of your workflow                                              |
| The connector is present but does nothing in a chat | It is not enabled for that conversation                                                            | In Claude, enable SiteTrax.io from the plus button in the message box for that conversation                                                              |

# Confirming a connection is healthy

Two checks settle most uncertainty.

1. Ask the assistant to list the projects you have access to, and compare against **Projects** in the application.
2. Ask for the most recent observation of an identifier you can find yourself in the assets gallery, and compare the time and project.

If both match, the connection and its scope are correct, and any remaining difference is a question about how the data is being interpreted rather than about the connection.

Never paste SiteTrax.io passwords, OAuth tokens or client secrets into a prompt, a configuration field or a support email.

# Getting help

When reporting a connection problem, include the assistant you are using, the approximate time, the SiteTrax.io account email, the project involved, what you attempted, and any error message shown.

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