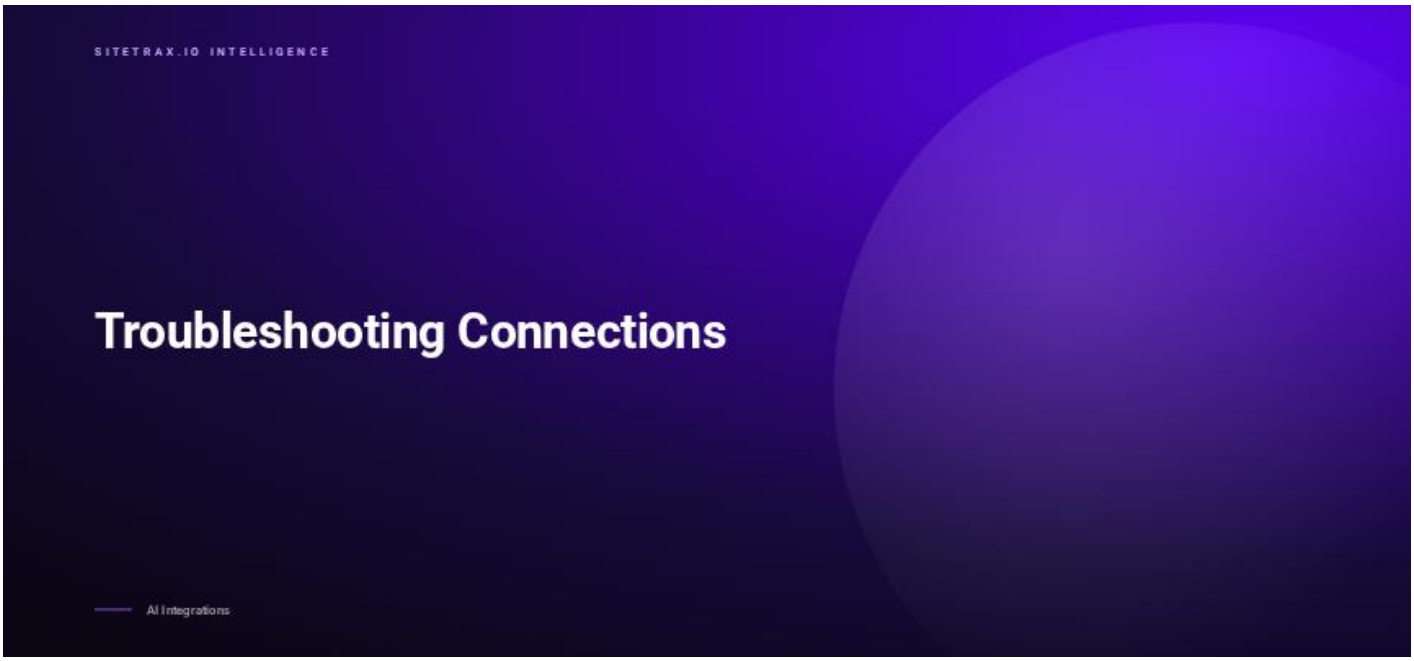
Troubleshooting Connections



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 `https://mcp.sitetrax.io/mcp`, 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	Check the applicable workspace role, supported surface and connection availability in your provider's dedicated setup section.

What you see	Likely cause	What to do
It works on a laptop but not on a phone	Platform limitation	Use a desktop browser for the documented setup flow. Check the current guidance for the published app or custom developer-mode connection you are using; availability can differ by surface and workspace.

Finish SiteTrax.io email verification before starting OAuth. If account creation or verification returns you to the dashboard while the assistant is still waiting, restart the connection from the assistant. An invalid or expired authorization link must also be restarted there. To use a different account, sign out in the SiteTrax.io application, sign in with the intended account, and start a fresh assistant connection. See Account Access and OAuth.

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 wrong account is connected, no profile is published, the assistant did not retrieve it, or the expected instructions are outside the public profile contract	Confirm the account and publication in the application, then ask the assistant to retrieve your published profile context. It returns selected facts and priorities, not the saved working brief, custom instructions or response-style preferences. Reconnect when the account or grant is wrong; give response instructions in the assistant itself
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	Check the actual granted permissions. Notification changes need `sitetrax:notifications:write`; read-only connections cannot perform them. Use your provider's dedicated setup section for authorization steps.

What you see	Likely cause	What to do
The connector is present but does nothing in a chat	It is not enabled for that conversation	Enable the integration in the current conversation using the controls described in your provider's dedicated setup section.

Confirming a connection is healthy

Two checks settle most uncertainty.

For provider-specific loading errors, client restrictions and recovery steps, use your provider's dedicated setup section. A client-side loading error alone does not establish a SiteTrax.io outage.

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, those read requests reached the expected account and data. This does not prove that every tool or permission works, that profile context was used, or that a notification was delivered. Investigate any remaining failure against its specific tool, filter, permission and response.

> 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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