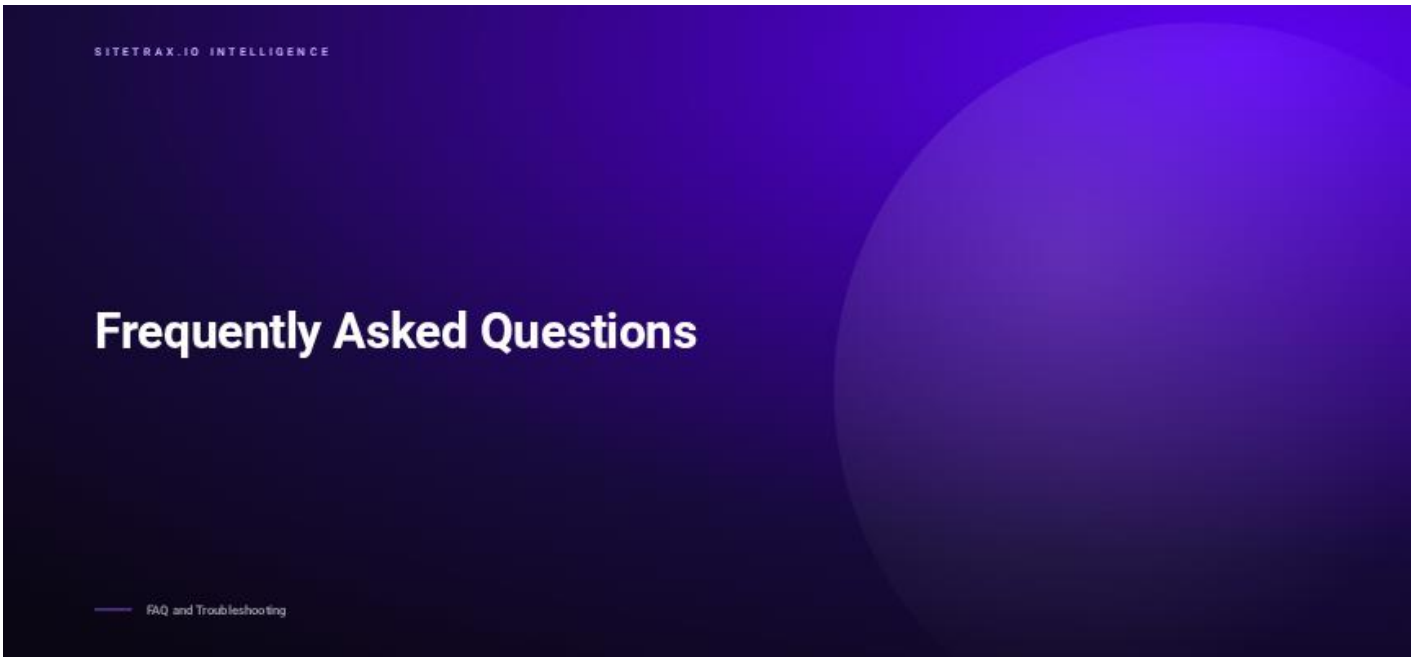
FAQ and Troubleshooting

Find answers and recovery steps for application access, assistant authorization, profile context, capture and data interpretation. Known Issues distinguishes current access limitations from dated historical observations. Start with the troubleshooting guide when the cause is unclear.

- Frequently Asked Questions
- Known Issues
- Troubleshooting Guide

Frequently Asked Questions



About the product

Is SiteTrax.io Intelligence a separate product?

It is part of the SiteTrax.io application at app.sitetrax.io and uses your existing application sign-in. Connecting an external assistant is a separate OAuth permission step using that same account; it does not require a second SiteTrax.io password. See Account Access and OAuth.

What happened to the service portal?

It has been retired. The current experience is the application at `app.sitetrax.io`. Update anything that still points at `service.sitetrax.io`.

Does Intelligence store a separate copy of my data?

Operational queries read the same SiteTrax.io records used by the application. When you use an external assistant, the authorized query results are returned to that assistant. This is not a bulk synchronized copy of every record, but it does involve sharing the returned information with your chosen assistant provider.

Is my data used to train an AI model?

SiteTrax.io sends authorized query results to the assistant you connect. How that provider retains or uses those results depends on its terms, plan, and your agreements. Check the provider's current policies and your agreement with SiteTrax.io before relying on a training or retention commitment.

About the profile

Do I have to complete the interview?
Publish it to unlock the normal personalized Intelligence hub. A published profile is not required to authorize an external assistant or run ordinary MCP queries. Assistant access requires an active, verified SiteTrax.io account and OAuth authorization; useful operational results also require shared projects.

How long does it take?
A few minutes. Your draft is saved as you go, and you can resume from the sidebar.

Can I change my answers later?
Yes. Reopen the profile and republish. Publishing creates a new immutable revision without replacing the history, and your published profile stays active while an edit is in progress.

Is the profile shared with my colleagues?
Profiles belong to individual user accounts rather than a shared organization profile. An assistant authorized as you can retrieve selected published facts and priorities from your profile. It cannot retrieve a colleague's profile through your authorization.

What if I do not know my operating numbers?
Skip them. Question seven is optional.

What is the working brief?
A summary generated from your published answers and stored with that revision for review in the application. The public MCP profile tool returns selected confirmed facts and priorities; it does not return the working brief, drafts, custom AI instructions, or preferred answer length. Publishing does not guarantee that an assistant retrieves or applies your context.

About assistants

Connection availability and provider-specific release dependencies are maintained in your provider’s dedicated setup section. Check that section before starting setup or making an implementation commitment.

Does connecting an assistant give it access to everything in SiteTrax.io?
No. It sees only the projects shared with the account that authorized it.

Can an assistant change my data?
Standard operational access is read-only. Creating a detection alert or scheduled digest, or cancelling either, also needs `sitetrax:notifications:write` and your explicit confirmation of the change. Listing notifications and delivery history requires read access only. The extra permission can be requested initially or later depending on the client. It does not allow general record edits or

arbitrary email recipients. See Alerts and Scheduled Digests.

Do I need to enter my SiteTrax.io password into the assistant?
No, and you should not. Authorization is completed on the SiteTrax.io sign-in screen.

Why did I return to the dashboard while connecting?
Registration or email verification can interrupt the return to the assistant. Finish verifying your account, confirm the intended account in the application, and restart the connection from the assistant. An expired authorization request must be restarted. See Account Access and OAuth.

How do I disconnect an assistant?
Use its own connection controls. SiteTrax.io does not currently offer a customer-facing connected-app inventory or individual server-side authorization-revocation control. Assistant disconnection is not proof that all previously issued SiteTrax.io tokens have been invalidated. Contact support if you need help stopping access.

Why are the answers generic?
Check the account, accessible projects, whether a profile is published, and whether the assistant actually retrieved relevant published facts. Then state the project, time window, and question clearly. The public profile tool does not send the working brief or response-style instructions to the assistant. Reconnecting is useful for the wrong account or grant; it does not by itself fix missing tool use or an underspecified question.

About the data

Why are there more records than units?
A record is one stored processing result. A unit can be read more than once, and combined container and chassis processing can add a synthetic row for the paired side.

Does a failed read mean the container is damaged?
No. It means the image could not be resolved into an identifier.

Why can I not see an image on a record?
Project configuration, retention, permissions or redaction can withhold media while still returning the operational metadata.

Why will SiteTrax.io not give me a dwell time?
Because the observations needed to pair entry and exit reliably are not available. SiteTrax.io reports the limitation rather than estimating a number.

Known Issues



Access and assistant guidance reviewed on 8 September 2026 against the current contract and the live application, which identifies itself as version 3.0.0. Historical application defects below were observed on 4 September and were not all retested. Each entry gives a recovery step; a limitation is not evidence that every connection is failing.

Application

Issue	What you see	Workaround
Unhandled error on an unknown asset ID — observed 4 September 2026	An inaccessible or nonexistent asset-detail address previously showed *Unexpected Application Error* instead of a not-found message. This case was not retested in the 8 September review.	Return to **Assets** and find the record through the gallery. Confirm the record and project access before retrying a deep link; do not assume every application error has this cause.
Personalized hub requires a published profile	The Intelligence item may be absent or the route may return you to setup or the dashboard.	Check the account and publish the interview for the normal personalized hub. If already published, check feature availability with support. Ordinary MCP authorization and queries do not require publication.

Issue	What you see	Workaround
Profile update remains in progress	After reopening a published profile for editing, the hub shows that an update is in progress.	The published revision remains active while you edit. Resume and publish the update when ready; reviewing the existing profile alone does not start a new draft.

Assistants

For the complete setup and permission flow, see Account Access and OAuth.

Access issue	What to do
Registration or email verification returns to the dashboard	Finish verification first, check the intended account in the application, then restart the connection from the assistant. The current flow can lose its return destination.
Authorization request expired or has no session	Start a new connection request from the originating assistant; do not reuse or forward the old consent URL.
Wrong account or projects	Check the account in the application before reconnecting. The current consent screen does not display the account email. Read-only authentication diagnostics can show the masked connected account, scopes, and project count.
Notification action needs another permission	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.
No SiteTrax.io connected-app or individual revoke control	Use the assistant's own disconnect controls and contact SiteTrax.io Support if access must be stopped. Do not assume that a host disconnect invalidates all previously issued SiteTrax.io tokens.

Issue	What you see	Workaround
Published context is missing or unused	Answers remain generic even though you published a profile.	Confirm the connected account and projects, then ask the assistant to retrieve relevant published facts. The public MCP response excludes the working brief, drafts, custom AI instructions, and preferred answer length. Publication alone does not ensure tool use.
Connector creation is restricted	No option to add a custom connector.	Check the applicable workspace role, supported surface and connection availability in your provider's dedicated setup section.

Issue	What you see	Workaround
Local-only clients cannot connect	The client cannot complete discovery or start authorization against the remote endpoint.	Use a client supporting remote MCP over HTTPS with Streamable HTTP and OAuth. A local-server-only client or a legacy SSE-only connection is insufficient.

Data and interpretation

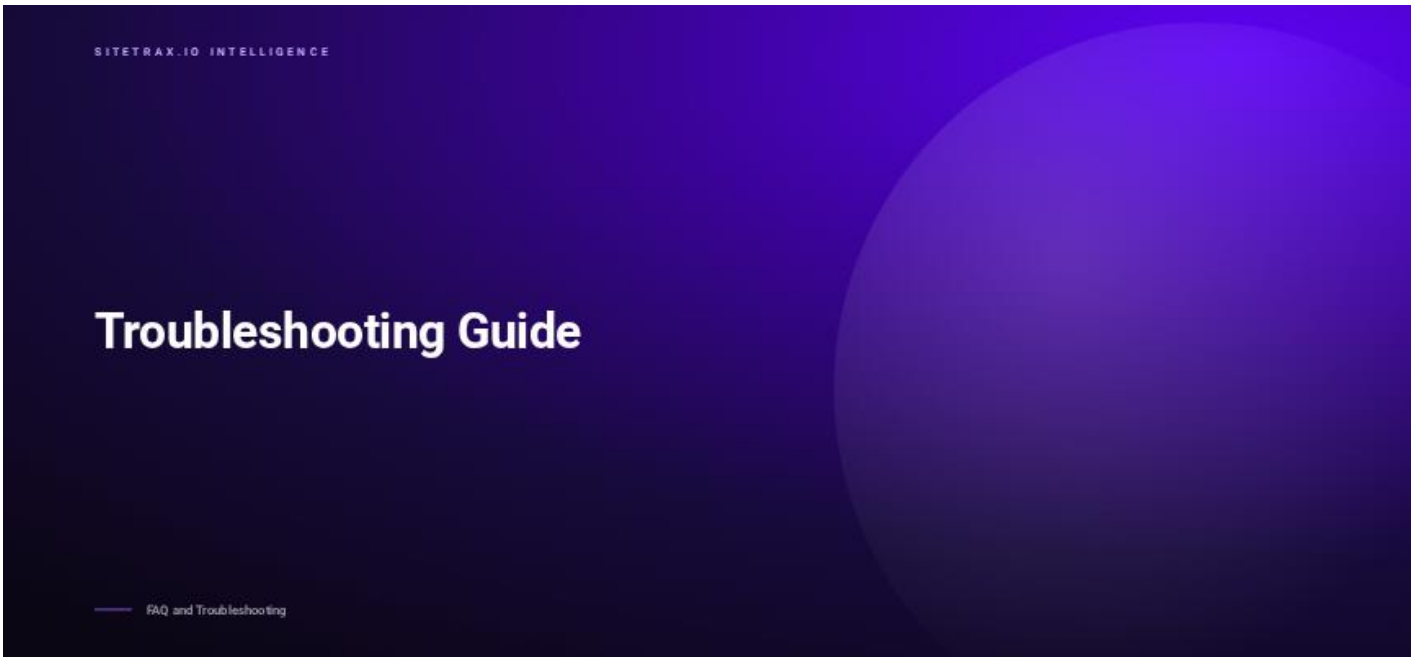
Issue	What you see	Workaround
Sequence pairing unavailable	SiteTrax.io declines to return a duration.	This is deliberate. Confirm capture exists on both operational boundaries, then ask again.
Media withheld	A record returns without its image or video.	Check project configuration, retention, permissions and redaction. The record itself is still valid.
Placeholder identifier text	Records showing a single dash or a blank value.	These are not equipment identifiers and must not be searched or counted as units.
Tool contracts can change	An assistant integration behaves differently after an update.	Ask SiteTrax.io for its current schema rather than assuming a fixed contract.

Documentation

Issue	Detail
Retired Reports section	Screenshots in older documentation show a Reports item in the left navigation. That section is not present in version 3.0.0 and its address returns not found. Ignore it in any legacy material.
Legacy portal screenshots	Older pages show the service portal at version 2.6.1. The current application is 3.0.0 and differs in navigation and dashboard layout.

> Found something not listed here? Report it with the page, the time, the account, the project and what you expected instead.

Troubleshooting Guide



Start with the account and filters, then identify whether the problem is in the application, assistant connection, data interpretation, or capture. For external-assistant setup, keep Account Access and OAuth open alongside this guide.

Step 1. Check the three filters

Dashboard, Videos and Assets share a date range, a period and a project, and they apply together. A narrow range or a single-project selection explains most surprising results. Widen the range and clear the project before concluding anything is missing.

Step 2. Check the account

Confirm the account shown in the application and complete email verification if requested. Then check that the expected project is available under **Projects**. An assistant may be authorized as a different account: ask for read-only authentication diagnostics showing the masked account, granted scopes, and accessible-project count, then compare its project list with the application. A valid connection with no shared projects can return an empty list.

Step 3. Identify which layer is failing

Symptom	Layer	Go to
You cannot sign in or a page errors	Application	Step 4
The assistant cannot connect or sees nothing	Connection	Troubleshooting Connections
Results are returned but look wrong	Interpretation	Step 5
Records are missing for a period or camera	Capture	Step 6

Step 4. Application problems

- **No Intelligence item in the navigation.** Confirm the account and whether its interview has been published. Publication unlocks the normal personalized hub; feature availability can also affect navigation. If already published, contact support. An interview is not required for ordinary external-assistant MCP access.
- **An asset address shows an error.** Confirm the ID and current project access, then locate the record through Assets. If the error persists, collect its message; do not assume every error means the asset is missing.
- **The interview will not advance.** Check the indicated question and visible validation or save error. Wait for the saved indicator before leaving, and retry a failed save.
- **Verification or registration interrupts assistant setup.** Finish account verification, confirm the account in the application, and restart the connection from the assistant. An expired consent request needs a new attempt. See Account Access and OAuth.

Step 5. Results that look wrong

If the answer is generic, check whether the assistant used SiteTrax.io tools and retrieved relevant published profile facts, then specify the project, time period, and question. The public profile response excludes the working brief, drafts, custom AI instructions, and preferred answer length. Reconnecting does not fix missing tool use by itself.

Before treating a number as a defect, confirm what is being counted.

- Stored readings and distinct identifiers are different measures.
- One physical pass can produce more than one record.
- A processing status describes the read, not the unit.
- An observed interval is a measurement, not a cause.

Then open an individual record and compare the reading against the image. If they disagree, mark it **Incorrect**.

Step 6. Missing records

1. Check **Videos** for the same projects and period, including your access and filters. Missing recordings can indicate capture or ingestion problems, but their absence alone does not establish the cause.
2. Ask whether stored readings show unusual volume gaps and examine the affected sources. Treat this as a lead for investigation, not proof that a camera was offline.
3. Compare with the Intelligence coverage guidance. A configured gate pair is setup information, not evidence that both sides captured traffic during the period. Confirm the relevant observations.

Step 7. Collect the details before escalating

Include the account email, the project, the date and time range, the exact identifier, what you expected, what you saw, and any error message. For an assistant problem, add which assistant and how it was connected.

For missing notification emails, inspect the notification ID, status, expiry, current project access, recipient verification, and recent delivery history. For digests, also check the schedule, timezone, and stored reporting window. Listing and history require read permission only. See Alerts and Scheduled Digests.

> Never include passwords, OAuth tokens or client secrets in a support request.