

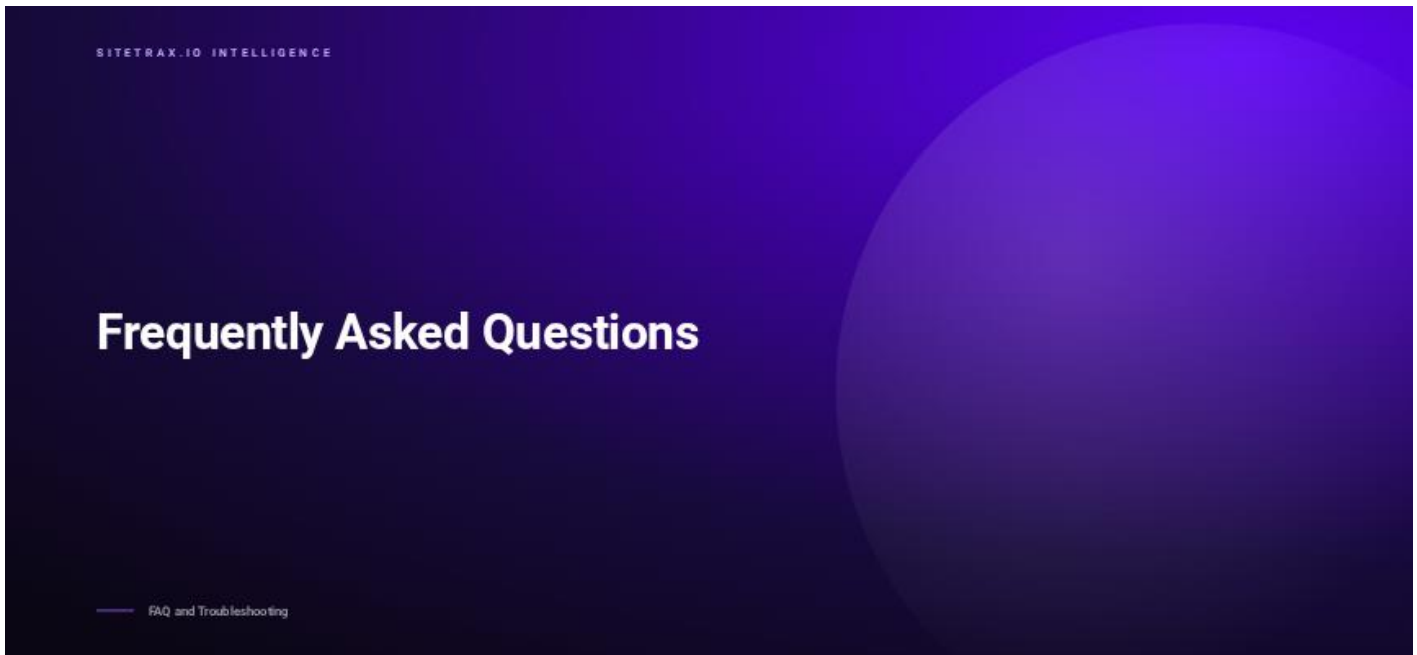
# FAQ and Troubleshooting

Answers to the questions operators and administrators ask most about SiteTrax.io Intelligence, the current known issues with their workarounds, and a step-by-step triage guide.

Start with the troubleshooting guide when something is wrong and you are not yet sure which layer is failing: the application, the assistant connection, the capture, or the interpretation of a result. Known Issues records defects verified against the live application, with reproduction steps, so you can tell a product limitation from a configuration problem.

- [Frequently Asked Questions](#)
- [Known Issues](#)
- [Troubleshooting Guide](#)

# Frequently Asked Questions



## About the product

### **Is SiteTrax.io Intelligence a separate product?**

No. It is part of the SiteTrax.io application at [app.sitetrax.io](https://app.sitetrax.io). There is nothing extra to install and no second sign-in.

### **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?**

No. It reads the same SiteTrax.io records the rest of the application uses.

### **Is my data used to train an AI model?**

SiteTrax.io provides scoped read access to your records at the moment you ask a question. For any commitment about how a specific assistant vendor handles what passes through it, check that vendor terms and your own agreement with SiteTrax.io.

## About the profile

**Do I have to complete the interview?**

Yes, once. The Intelligence hub is not available to an account until that account publishes a profile.

**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?**

No. Profiles are per user account and shape only that person results.

**What if I do not know my operating numbers?**

Skip them. Question seven is optional.

**What is the working brief?**

A short summary generated from your published answers and stored with the revision. It is the context a connected assistant receives. Custom AI instructions are stored with the revision but kept separate from the brief.

# About assistants

**Which assistants can I use?**

ChatGPT and Claude today. Microsoft 365 Copilot is listed in the application as coming soon. Other MCP-compatible clients can connect to the same endpoint. See [Supported AI Platforms](#).

**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. Only the separate notifications write scope allows anything to be created or cancelled, and it is approved separately.

**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 are the answers generic?**

Most often the assistant was authorized with a different SiteTrax.io account than the one that published your profile.

# 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.

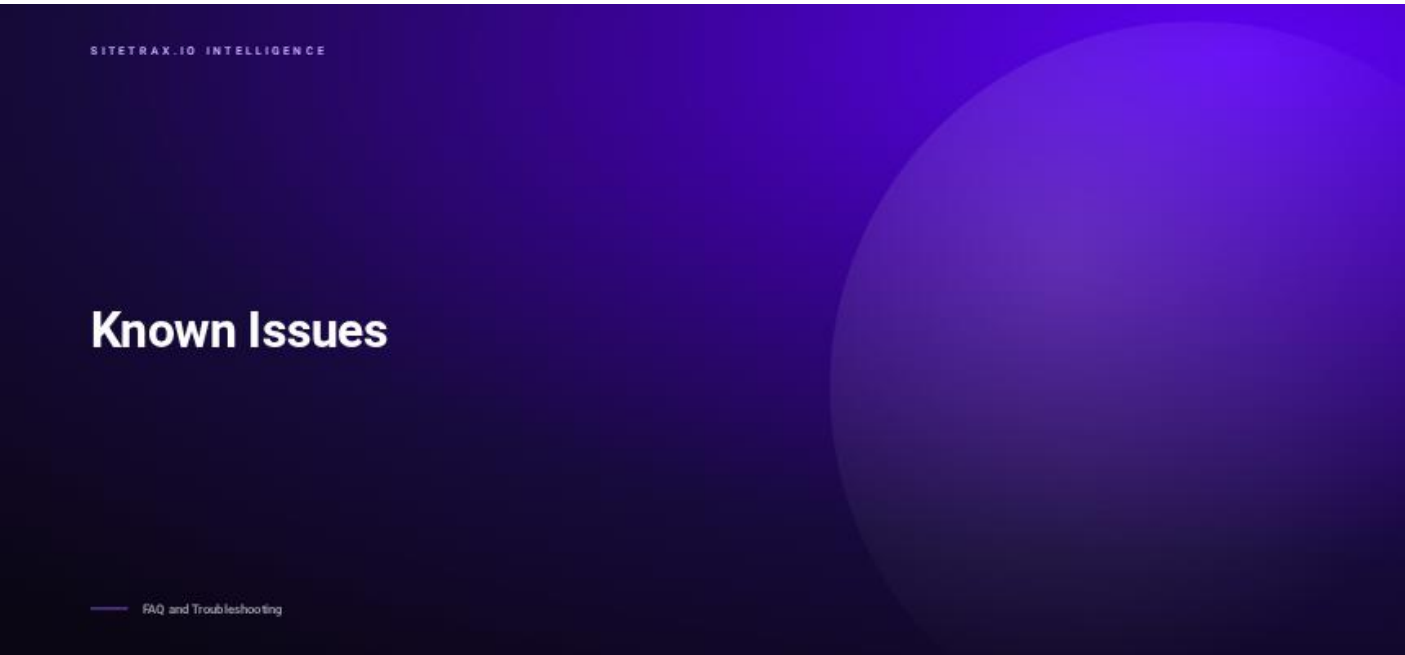
**Why can I not see an image on a record?**

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



Current limitations and defects, verified against the application at version 3.0.0 on 4 September 2026. Each entry states what you will see and what to do about it.

## Application

| Issue                                      | What you see                                                                                                                                                                | Workaround                                                                                                                                                                                                                       |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Unhandled error on an unknown asset ID     | Opening an asset detail address for an ID that does not exist or is not shared with your account shows <i>Unexpected Application Error</i> rather than a not-found message. | Return to <b>Assets</b> and reach the record through the gallery. This matters when an assistant hands you a deep link for a record outside your access, so confirm the identifier rather than assuming the application is down. |
| Intelligence hidden until a profile exists | The Intelligence item is absent from the navigation, and the direct address opens the interview at the last step reached.                                                   | Expected behaviour. Complete and publish the interview once.                                                                                                                                                                     |
| Edit in progress banner persists           | After reopening a published profile, the hub shows a profile update in progress until you publish or discard.                                                               | Your published revision stays active throughout. Resume and publish to clear it.                                                                                                                                                 |

## Assistants

| Issue                                   | What you see                                                                       | Workaround                                                                                                                                           |
|-----------------------------------------|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Microsoft 365 Copilot not yet available | The Intelligence hub lists Copilot and states the connection is still being built. | Use ChatGPT or Claude. The Copilot guide in the MCP Server book describes the connection as designed, not as one you can complete today.             |
| Profile does not follow the account     | Answers are generic even though a profile is published.                            | Profiles are per user. Authorize the assistant with the same SiteTrax.io account that published the profile.                                         |
| ChatGPT apps are web only               | The SiteTrax.io app is unavailable in the ChatGPT mobile apps.                     | Use a desktop or laptop browser.                                                                                                                     |
| Connector creation is restricted        | No option to add a custom connector.                                               | On Claude Team and Enterprise only Owners can add one. In ChatGPT workspaces an administrator controls app creation.                                 |
| Local-only clients cannot connect       | Authorization never starts.                                                        | The SiteTrax.io endpoint is remote. Use a client supporting remote MCP servers over HTTPS with OAuth. Server-Sent Events transport is not supported. |

# 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.                        |

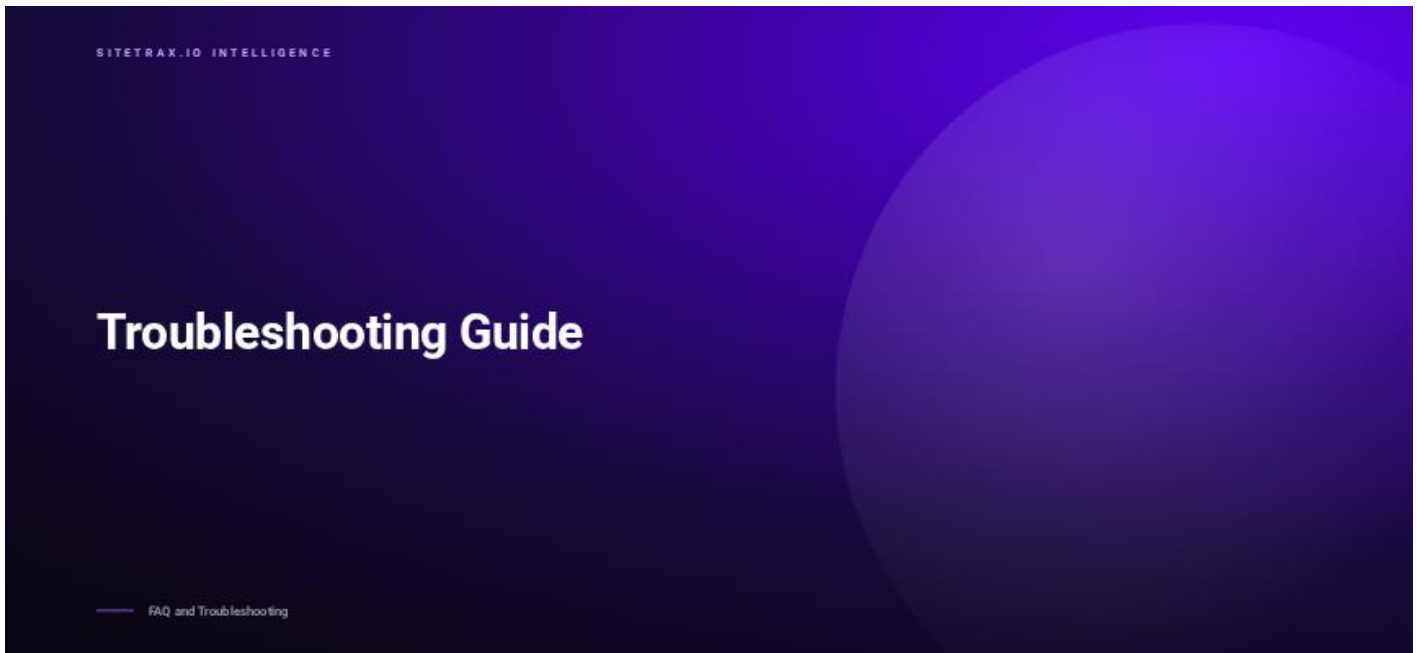
# Documentation

| 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. |

| Issue                     | Detail                                                                                                                                 |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| 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



Work these in order. Most problems resolve in the first two steps.

## 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 which account you are signed in as, shown at the bottom of the sidebar. Then confirm that account has the project you expect under **Projects**. Access is by project sharing, so a missing site is usually a sharing question rather than a fault.

## Step 3. Identify which layer is failing

| Symptom                             | Layer       | Go to  |
|-------------------------------------|-------------|--------|
| You cannot sign in or a page errors | Application | Step 4 |

| Symptom                                      | Layer          | Go to                                       |
|----------------------------------------------|----------------|---------------------------------------------|
| The assistant cannot connect or sees nothing | Connection     | <a href="#">Troubleshooting Connections</a> |
| 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.** The account has not published a profile. Complete the interview.
- **Unexpected Application Error on an asset address.** The asset ID does not exist or is not shared with you. Return to Assets and search the identifier instead.
- **The interview will not advance.** Return to the question marked incomplete in the left rail. Your draft is saved.

## Step 5. Results that look wrong

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 period. No recordings points at capture rather than processing.
2. Ask an assistant whether there were unusual volume gaps in the period, and check camera health.
3. Compare against the coverage cards on the Intelligence hub. An area that never had capture will never produce records.

# 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.

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