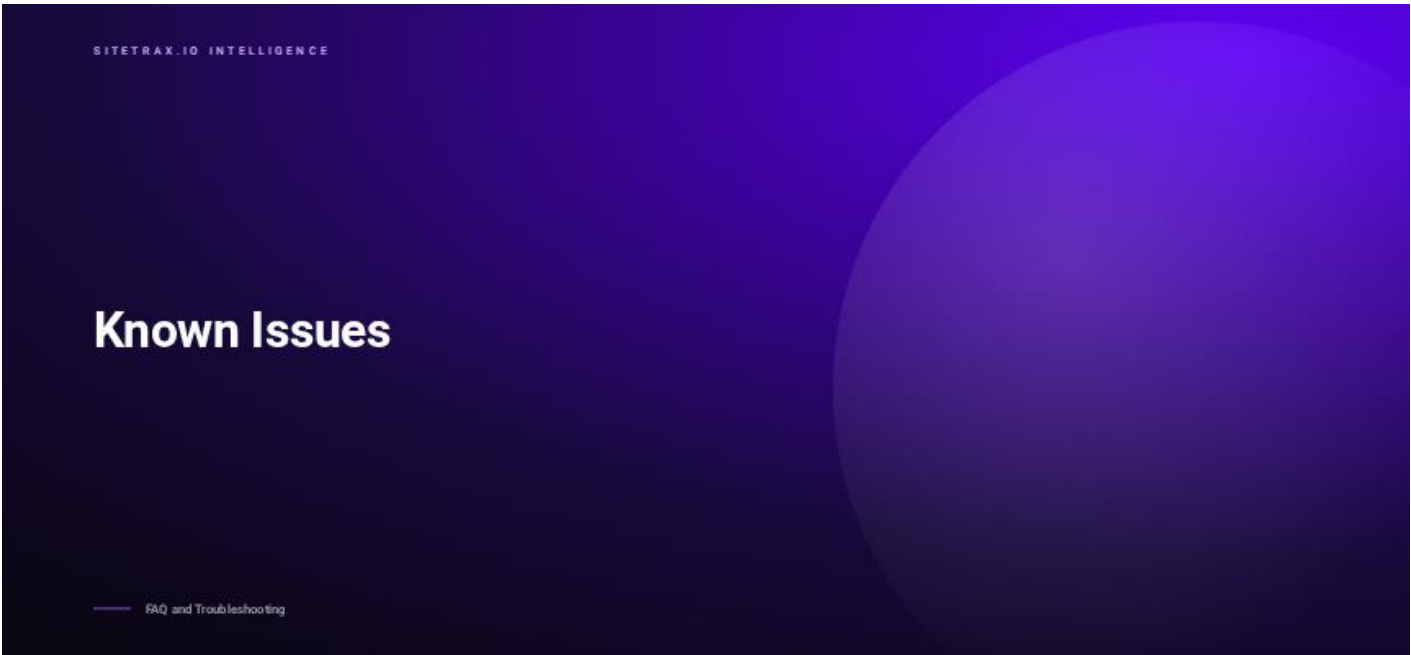


Known Issues



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 Assets 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.

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