

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 <i>Unexpected Application Error</i> 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 <code>sitetrax:notifications:write</code> ; 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.