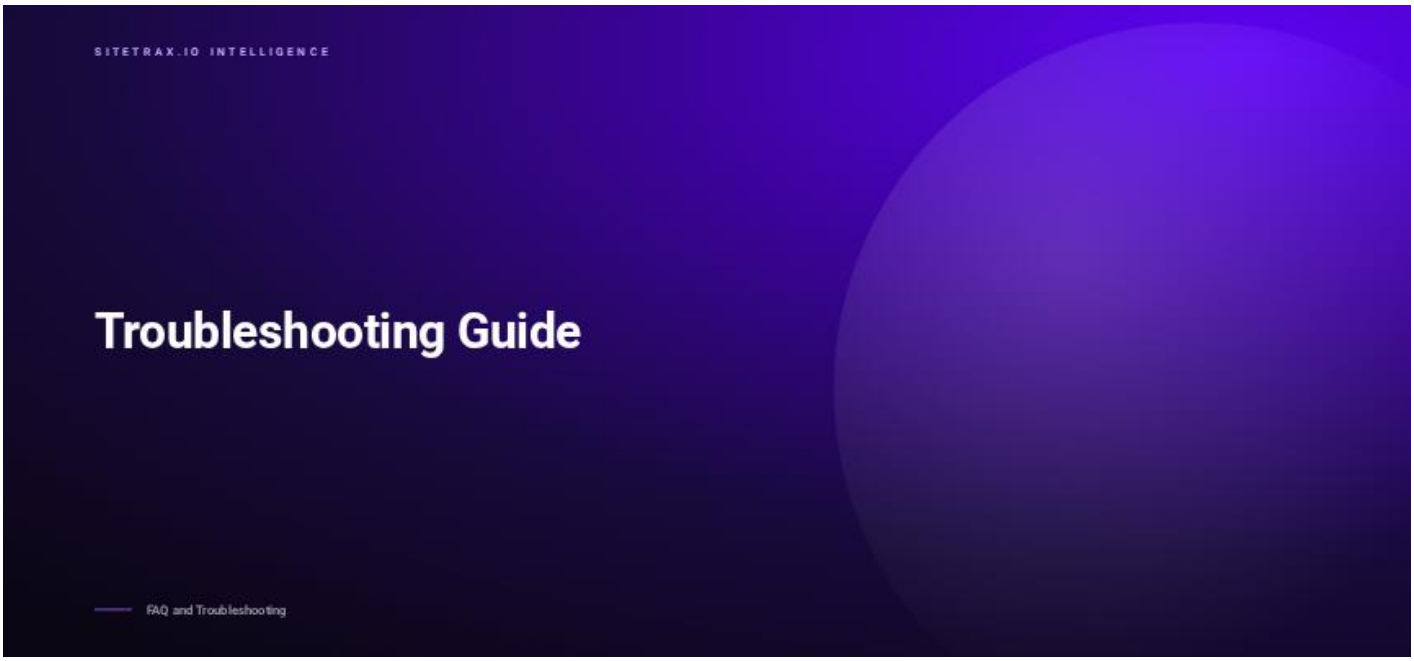
Troubleshooting Guide



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.

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