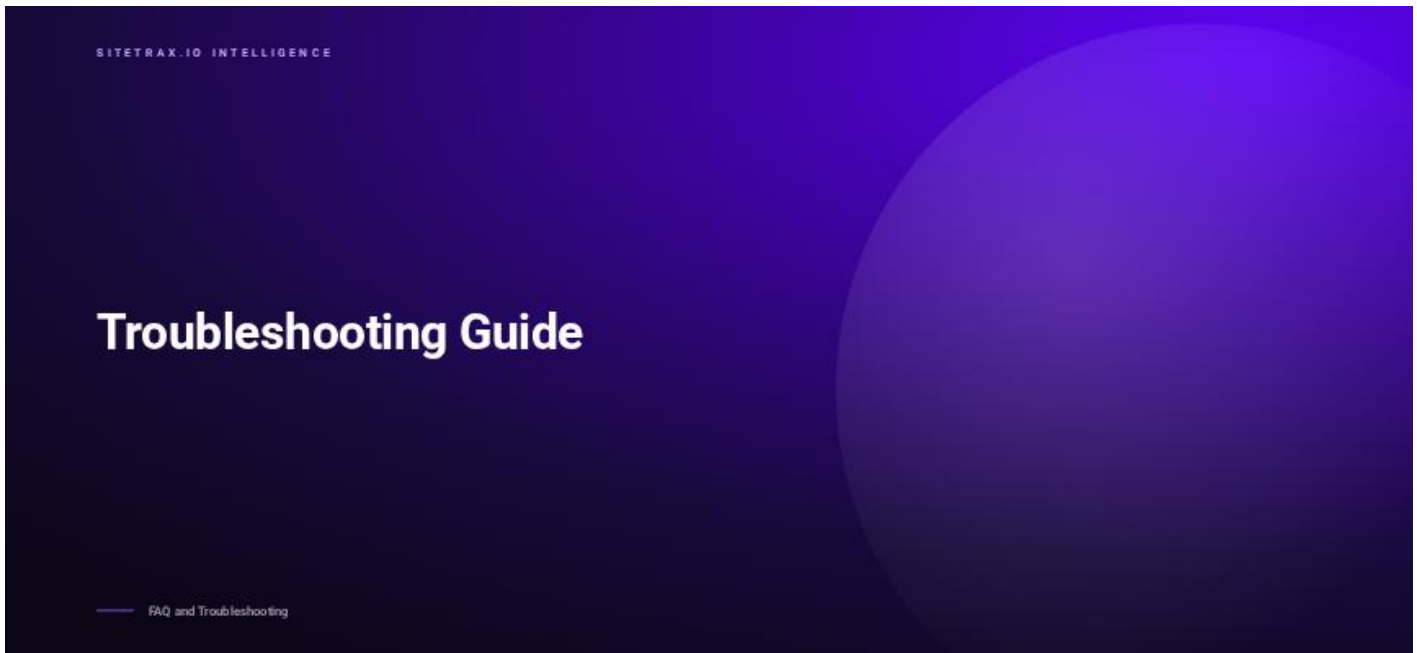


Troubleshooting Guide



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	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.** 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.

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