

Error Messages

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Error Messages

This guide helps you understand common error messages in Atloria, what they usually mean, and what to do next.

Use the exact message you see on screen to find the closest match below. If the wording in Atloria is slightly different, choose the item with the same meaning.

Account Access

Invalid email or password

What it means

Atloria could not match the email address and password you entered to a valid account.

How to resolve it

- Re-enter your **Email** carefully
- Re-enter your **Password** carefully
- Make sure you are using the **Sign in** page, not the **Register** page
- Try your password again without extra spaces
- If you no longer know your password, use **Forgot password**

For step-by-step help, see [Signing In to Atloria and Solving Access Problems](#) and [Accessing and Registering Your Atloria Account](#).

Session expired

What it means

Your signed-in session is no longer active. This can happen if Atloria has been open for a while or if your session did not stay active after sign-in.

How to resolve it

- Sign in again

- Reload the page after signing in
- Try opening the page you wanted one more time
- If Atloria keeps sending you back to **Sign in**, sign out fully and sign back in

For related help, see [Understanding Account Entry Points and Session Navigation](#).

You do not have access to this page

What it means

Your Atloria account can sign in, but it does not have permission to open the page or workspace you selected.

How to resolve it

- Confirm you signed in with the correct account
- Return to the project or admin area and try again
- Ask a workspace administrator to review your role or project access
- If you recently received access, sign out and sign back in

For more help, see [Using the Admin Workspace](#) and [Managing User Access and Administrative Permissions](#).

Admin and Access Management

User not found

What it means

Atloria could not find a matching person in the current user list or search results.

How to resolve it

- Search again using the person's full name
- Try their email address
- Clear any active filters such as status, role, or admin access
- Confirm you are searching in the correct workspace

For more help, see [Managing User Access and Administrative Permissions](#).

Unable to update permissions

What it means

Atloria could not save the permission change you tried to make.

How to resolve it

- Check that you have permission to manage access
- Review the selected role or access setting
- Refresh the page and try the change again
- Confirm you are editing the correct user in the correct workspace

For related guidance, see [Managing User Access and Administrative Permissions](#).

Projects

Project not found

What it means

Atloria cannot open the project you selected. The project may be hidden by your current view, unavailable to your account, or no longer available.

How to resolve it

- Return to the **Projects** list
- Clear the search box
- Remove filters
- Check sorting
- Confirm you are signed in to the correct account
- Ask a project owner whether you still have access

For more help, see [Working with Project Lists and Dashboards](#) and [Managing Project Workspaces and Recent Activity](#).

Unable to load project dashboard

What it means

Atloria could not show the project dashboard as expected.

How to resolve it

- Refresh the page
- Confirm you opened the correct project
- Return to the project list and open it again
- Check whether filters or view settings are affecting what you see

For related help, see [Working with Project Lists and Dashboards](#).

Document Editor

Page could not be saved

What it means

Atloria could not save your page changes. A required detail may be missing, or the page setup may need attention.

How to resolve it

- Check the page **Title**
- Check the page **Slug**
- Review the page location or parent page
- Look for any highlighted required fields
- Save again after fixing missing details

For more help, see [Creating and Editing Documentation Pages](#) and [Managing Project Content from Drafts to Published Pages](#).

Slug already in use

What it means

Another page or audience in Atloria is already using that slug.

How to resolve it

- Change the slug to something more specific
- Compare it with similar page or audience names
- Save again after updating the slug

For page help, see [Creating and Editing Documentation Pages](#).

For audience help, see [Defining Audiences for Targeted Documentation](#).

Preview does not match published page

What it means

You are likely viewing draft changes in preview while the public page is still showing an older released version.

How to resolve it

- Check the page's publication state
- Confirm which version you are previewing
- Open the public page again and refresh it
- Make sure the intended version has actually been published

For more help, see [Understanding Document Preview and Public Page Checks](#).

Audiences

Audience not found

What it means

Atloria cannot find the audience you expected in the current project.

How to resolve it

- Confirm the audience was created in this project
- Return to the project's **Audiences** area and check the list
- Clear filters or search terms
- Make sure you are not confusing audiences from another project

For related help, see [Managing Project Audiences for Targeted Documentation](#) and [Defining Audiences for Targeted Documentation](#).

Audience slug is already in use

What it means

The audience identifier must be unique, and the one you entered is already taken.

How to resolve it

- Review the existing audience list
- Choose a different slug
- Keep the new slug short and clearly different from existing ones

For more help, see [Defining Audiences for Targeted Documentation](#).

Versions and Release Workflow

Request review is unavailable

What it means

Atloria is not allowing the version to move into review yet. The version may be missing required details or may not be in the right state.

How to resolve it

- Save the version first
- Review the version title, description, owner, and other required details

- Confirm the version is not already in review
- Return to the version page and try again

For more help, see [Requesting and Completing Version Reviews](#) and [Preparing Versions for Review and Approval](#).

Approve or Reject is unavailable

What it means

The version is not currently reviewable by you, or the review is already complete.

How to resolve it

- Check the version status
- Confirm the version is in a review stage
- Make sure you are an assigned reviewer or have the right role
- Refresh the review page and check again

For more help, see [Managing Version Review Decisions and Approvals](#).

Review option is missing

What it means

Atloria is not showing review actions because the version is still too early in the workflow or you are viewing the wrong version.

How to resolve it

- Open the version details page
- Check the status badge near the top
- Confirm you are in the correct project
- Make sure you opened the intended version, not an older draft

For more help, see [Managing Version Lists Statuses and Comparisons](#) and [Understanding Documentation Version Workspaces](#).

Validation failed

What it means

Atloria found something in the version that is preventing export or release readiness.

How to resolve it

- Check for unpublished child pages

- Review required page details
- Confirm the correct version assignment on included pages
- Re-run the validation after fixing missing items

For more help, see [Validating Export Readiness for Documentation Versions](#).

Export failed

What it means

Atloria could not complete the export using the current version or export settings.

How to resolve it

- Confirm the version passed validation
- Recheck the selected project and version
- Review export filters or scope
- Try the export again after correcting any missing content or setup issues

For more help, see [Validating Export Readiness for Documentation Versions](#) and [Managing Audit Exports and Activity Records](#).

No differences found

What it means

Atloria is not showing any changes between the selected versions. In many cases, the same version was selected twice, or the two versions are nearly identical.

How to resolve it

- Check the source and target version selectors
- Make sure you did not compare a version against itself
- Confirm the latest changes were saved before comparison
- Reopen the comparison with the correct version pair

For more help, see [Working with Version Comparison Views](#), [Comparing Documentation Versions for Release Decisions](#), and [Comparing Version Changes for Release Decisions](#).

Compare option is missing

What it means

Atloria cannot compare versions until there are at least two saved versions available, or your current view does not support the action.

How to resolve it

- Confirm the project has at least two saved versions
- Refresh the version list
- Open the correct project version area
- Try again from the version workspace

For more help, see [Comparing Documentation Versions for Release Decisions](#).

Version not found

What it means

Atloria cannot find the version you expected in the current project or list view.

How to resolve it

- Confirm you are in the correct project
- Refresh the version list
- Clear filters or search terms
- Check whether the version was saved successfully

For more help, see [Managing Project Version Workspaces](#) and [Understanding Documentation Version Workspaces](#).

Version stuck in Queued or In Progress

What it means

Atloria has started the version process, but the status is not moving forward as expected.

How to resolve it

- Open the version details page
- Refresh and compare the current status with the last updated time
- Check whether the timeline is still changing
- If nothing changes for a long time, review the result notes and rerun if appropriate

For more help, see [Monitoring Version Generation Progress and Results](#) and [Generating Documentation Versions and Monitoring Results](#).

Publishing and Public Documentation

Page not available in public view

What it means

The page may exist in the project workspace but is not currently published in the public documentation view.

How to resolve it

- Confirm the page is included in the published version
- Check the page's visibility and publication state
- Make sure you opened the public site, not a private workspace page
- Review audience and navigation placement if the page should appear publicly

For more help, see [Understanding Document Preview and Public Page Checks](#), [Reviewing Public Audience Pages Before Launch](#), and [Managing Technical Documentation Browsing and API Reading](#).

Published pages are missing

What it means

Atloria published a version, but some expected pages are not visible.

How to resolve it

- Confirm the correct version was published
- Check whether the missing pages were included in that version
- Review page visibility and audience setup
- Refresh the public page and test again

For more help, see [Running a Documentation Release From Draft to Publication](#) and [Running a Project from Setup to Public Documentation Release](#).

Integrations

Connection expired

What it means

Atloria no longer has active permission to use the connected provider.

How to resolve it

- Open the project integration page
- Start the reauthorization flow
- Complete the provider approval steps fully
- Return to Atloria and refresh the page

For more help, see [Reauthorizing and Disconnecting Git Integrations](#).

Wrong account connected

What it means

Atloria was connected to a different provider account than the one you intended to use.

How to resolve it

- Disconnect the current connection if needed
- Start the connection or reauthorization flow again
- Make sure you choose the correct provider account before returning to Atloria

For more help, see [\[Reauthorizing and Disconnecting Git Integrations\]\(/reauthorizing-and](#)