Resolve Integration Issues

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Use the Integrations and Issues areas to investigate problems that prevent Atloria from using connected source repositories for documentation work. Resolving these issues helps keep generated User Guides, User Manuals, and other documentation aligned with the connected project.

Overview

Atloria integrations connect your workspace to supported source-control providers, including GitHub, GitLab, and Bitbucket. When an integration has a connection, access, or repository-related problem, documentation work may be incomplete or unable to proceed as expected.

You typically need to investigate an integration issue when documentation generation does not reflect recent project content, an expected source is unavailable, or an issue appears in the workspace's issue list. Start in **Settings** → **Integrations** to review the provider connection, then use **Issues** to review and resolve the specific item that is affecting your work.

The Issues area helps you distinguish between work that still needs attention and items that have already been addressed. If the workspace shows **4 All Resolved**, it indicates that the currently listed issues have been resolved; review integration settings if your documentation concern remains.

> 📷 *Screenshot pending: The Settings → Integrations screen showing available GitHub, GitLab, and Bitbucket connections.*

Prerequisites

Before you begin, make sure you have:

- Access to the relevant Atloria workspace.

- Permission to open **Settings → Integrations**.
- Access to the source-control account used by your organization, such as GitHub, GitLab, or Bitbucket.
- The ability to identify the affected documentation work, such as a **User Guide** or **User Manual**.
- Details about the problem, such as the affected repository, the documentation output that appears incomplete, or the issue you want to review.
- Access to the **Issues** area if your workspace uses issue-based resolution.

Step-by-Step Instructions

1. **Open the workspace where the documentation issue occurs.**

   Use the **Workspace** area or the workspace sidebar to open the workspace associated with the affected documentation. Confirm that you are investigating the correct project before changing any integration settings.

2. **Open the Integrations settings.**

   Select **Settings → Integrations**. This opens the integration management screen, where you can review the available source-control providers.

   The screen includes provider options for:

   - **GitHub**
   - **GitLab**
   - **Bitbucket**

   Review the provider that your documentation work depends on.

3. **Identify the affected provider connection.**

   Determine which connected provider contains the source material for the documentation you are investigating. For example, if the missing documentation should be based on a GitHub project, review the GitHub integration rather than GitLab or Bitbucket.

   Check whether the connection appears available and whether it is the expected provider for the workspace. If you cannot confirm the correct connection, verify the source with the person who set up the documentation project.

4. **Open the Issues area.**

Navigate to **Issues** in the workspace settings. Use the issues list to find items related to the integration or documentation work you are investigating.

If an issue list includes resolved items, use the available issue status information to focus on items that still need action. Do not assume an issue is active simply because it exists in the history.

> 📷 *Screenshot pending: The Issues screen showing the list of integration or documentation-related issues and their resolution state.*

5. **Open the relevant issue.**

   Select the issue that best matches the problem you are seeing. Review the issue details and compare them with the documentation impact you identified—for example, a missing source, outdated documentation result, or unavailable integration.

   If several issues are present, investigate the one that is most directly tied to the affected provider or documentation task.

6. **Resolve the issue when the underlying problem has been addressed.**

   After confirming that the integration problem is corrected, select **Resolve** for the issue. Use this action only after you have verified that the issue no longer affects the documentation work.

   Resolving an issue updates its status in the Issues area. A resolved status means the workspace no longer treats that specific issue as requiring attention; it does not by itself prove that every documentation output has been regenerated or reviewed.

7. **Verify the documentation result.**

   Return to the documentation area and review the affected output, such as **User Guides** or 📋 **User Manuals**. If needed, use **Generate Documentation** → to create updated documentation after the integration issue is resolved.

   Review the resulting content for the expected project information. If you plan to distribute the result, use **Export Documentation** only after you confirm that the updated documentation is complete.

Tips and Best Practices

- **Check the provider before resolving the issue.** Atloria supports GitHub, GitLab, and Bitbucket. Confirm which provider contains the project source so you do not investigate the wrong connection.
- **Treat issue resolution as a confirmation step.** Select **Resolve** after the connection or source-access concern has been corrected. If the underlying issue remains, resolving it can make follow-up harder for other workspace members.
- **Review documentation after integration changes.** A corrected connection may make new or updated project information available for documentation work. Review the relevant **User Guides** or 📋 **User Manuals** and generate documentation again when appropriate.
- **Keep documentation types distinct.** If your workspace produces both user-facing manuals and technical documentation, verify the correct output. User manuals should focus on what end users see and do, while technical documentation may describe different information for implementation teams.
- **Use the issue history for context.** Even when the workspace indicates **All Resolved**, previous issues can help explain why a documentation result was incomplete or delayed.

Related Pages

- Manage Integrations
- Review Workspace Issues
- Generate Documentation
- Create User Guides
- Export Documentation

Troubleshooting

The expected source-control provider is not available

Problem: You cannot find the provider that contains the project source needed for documentation work.

Cause: The workspace may not have the expected GitHub, GitLab, or Bitbucket integration available, or you may be viewing the wrong workspace.

Solution: Return to **Workspace** and confirm the correct workspace is open. Then go to **Settings** → **Integrations** and review the available provider options. If the required provider is not available, contact the workspace administrator or the person responsible for integration setup.

An issue is marked resolved, but documentation still looks incomplete

Problem: The Issues area shows **All Resolved**, but the User Guide or User Manual does not include expected content.

Cause: Resolving an issue records that the specific issue was addressed; it does not automatically confirm that updated documentation has been generated and reviewed.

Solution: Review the relevant documentation output, then select **Generate Documentation** → if updated content is needed. Check the generated result before using **Export Documentation**.

You are unsure whether to select Resolve

Problem: You found an issue but cannot tell whether it is safe to resolve.

Cause: The issue may describe a symptom rather than the underlying integration problem, or the provider connection may not yet be verified.

Solution: First review **Settings** → **Integrations**, confirm the affected provider is available, and verify that the documentation work can proceed. Select **Resolve** only after the issue no longer affects the workspace's documentation activity.