

Troubleshoot Screenshot Capture Problems

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This page helps you resolve issues when screenshots are missing, do not recapture in bulk, or are not available for the version you are reviewing. Resolving these issues helps keep version reviews, comparisons, and captured flows accurate.

Overview

Atloria uses screenshots to represent captured flows and version-specific visual assets. You may need to troubleshoot screenshot capture when a screen is not discovered, an expected image is missing, or a version does not show the screenshots you expect.

Start from the project's **Versions** area when the issue is related to a specific version. From there, you can review version information, compare versions, and open screenshot-related views. Use **Manage Screenshots** → when you need to review or manage captured screenshots.

For larger capture problems, use the available recapture options. **Recapture** is intended for retrying a capture, while **3. Bulk Recapture** is useful when multiple screenshots need to be captured again. Check the capture or parse outcome after you run an action: a successful completion indicates that processing completed without errors, while a completion with warnings means you should review the affected items.



Screenshot pending: The Versions area showing the Manage Screenshots → action and screenshot-management options.

Prerequisites

Before you begin, make sure you have:

- Access to the correct project and its **Versions** area.

- The correct version selected for the screenshots you want to review or recapture.
- Permission to use screenshot-management actions, including **Manage Screenshots** → , **Recapture**, or **3. Bulk Recapture**.
- A clear understanding of whether the issue affects one screenshot, several screenshots, or an entire version.
- The latest version available if you expect recently updated content to appear. If needed, use ⚡ **Generate Next Version** before reviewing version-specific assets.
- Time for capture processing to finish before deciding that a screenshot is missing.

Step-by-Step Instructions

1. Open the affected project and select Versions.

Go to the project where the screenshot problem occurred, then select **Versions**. Identify the version associated with the missing or outdated screenshot.

If you are not sure which version is current, use **Manage all versions** → or 🕒 **Go to Version Manager** to review the available versions.

 *Screenshot pending: The project Versions area with version-management actions.*

2. Confirm that you are reviewing the correct version.

Open the version that should contain the screenshot. If a newer version has been generated, make sure you are not reviewing an earlier version by mistake.

When your team is preparing a new version, you may see actions such as ► **Generate New Version**, ⚡ **Generate Next Version**, or 🚀 **Publish Version 4**. Generate or select the appropriate version before troubleshooting its screenshots.

3. Open screenshot management.

Select **Manage Screenshots** → to review the screenshots associated with the selected version or captured flow.

Look for the affected screen or flow. Compare what is displayed with what you expected to be captured. If the screenshot is present but appears outdated, the capture may need to be repeated rather than rediscovered.

4. Retry a single affected screenshot.

If only one screenshot is missing or incorrect, select **Recapture** for that item.

Wait for processing to complete, then refresh or reopen the screenshot view. Review the result before retrying again. Repeated recaptures are most useful when the underlying screen has changed or when the earlier capture did not complete successfully.

5. Use bulk recapture for multiple affected screenshots.

If several screenshots are missing, outdated, or inconsistent, select **3. Bulk Recapture** instead of recapturing them one at a time.

Use bulk recapture when the issue affects a group of screens, a captured flow, or a version's visual assets. After the batch completes, review the results and identify any individual items that still require attention.

6. Check the completion outcome.

Review the processing outcome after a capture or batch recapture. A successful parse completion indicates that processing finished successfully with no errors. A completion with warnings means that processing finished but one or more items may need review.

If the outcome includes warnings, return to the screenshot list and locate the screenshots that remain missing, outdated, or incomplete.

7. Compare versions when the issue is version-specific.

Select **Compare Versions** when you need to determine whether a screenshot changed between versions.

This is especially useful when a screenshot appears correct in one version but missing or different in another. Confirm that you are comparing the intended versions, then use the results to decide whether to recapture the current version or generate a new version.

8. Escalate through Operations or Support Agent if the issue persists.

If recapture does not resolve the problem, open **Operations** or **Support Agent** and provide the project, version, affected flow or screenshot, and the completion result you observed.

Include whether the issue occurred during a single **Recapture** or **3. Bulk Recapture**, and whether processing completed successfully or completed with warnings.

 *Screenshot pending: Screenshot-management view showing Recapture, 3. Bulk Recapture, and the capture completion outcome.*

Tips and Best Practices

- **Start with the smallest fix.** Use **Recapture** for one incorrect screenshot before running **3. Bulk Recapture** for a larger set.
- **Always verify the version first.** Many apparent screenshot problems occur because you are viewing a different version than the one that was generated or published.
- **Use Compare Versions for visual differences.** Do not assume a screenshot is incorrect solely because it differs from another version; use **Compare Versions** to confirm whether the difference is expected.
- **Review warnings even when processing completes.** A completed process with warnings may leave some screenshots unavailable or incomplete.
- **Avoid publishing before checking assets.** Before selecting  **Publish Version 4**, review the version's screenshots to confirm that the expected captured flows are present.
- **Record the scope of the issue.** Note whether the problem affects one screen, a captured flow, or all screenshots in a version. This makes it easier to choose between single recapture, bulk recapture, or support escalation.

Related Pages

- [Manage Screenshots](#) — Review and manage screenshots associated with a project version.
- [Manage Versions](#) — Generate, review, and publish project versions.
- [Compare Versions](#) — Compare content and visual changes between versions.
- [Review a Version](#) — Validate a version before publishing it.
- [Use Support Agent](#) — Request help for unresolved operational issues.
- [Operations Support](#) — Review operational tools and issue-resolution procedures.

Troubleshooting

A screenshot is missing from the selected version

Problem: You cannot find an expected screenshot after opening **Manage Screenshots** → .

Cause: You may be viewing the wrong version, the screenshot may not have been discovered for that version, or processing may have completed with warnings.

Solution: Return to **Versions** and confirm the correct version. Open **Manage Screenshots** → , then use **Recapture** for the missing item. If multiple screenshots are missing, use **3. Bulk Recapture**. Review the completion outcome and investigate warnings before retrying.

Bulk recapture completed, but some screenshots are still unavailable

Problem: You selected **3. Bulk Recapture**, but one or more screenshots are still missing afterward.

Cause: Batch processing can complete with warnings, meaning that the overall operation finished but individual screenshots may still require review.

Solution: Check the completion outcome, then return to the screenshot list and identify the remaining affected items. Use **Recapture** for individual items that did not update. If the issue continues, contact **Operations** or **Support Agent** with the version and affected screenshot details.

A screenshot does not match the expected version

Problem: The screenshot exists, but it looks outdated or differs from what you expected.

Cause: The screenshot may belong to an earlier version, or the current version may not have been recaptured after changes were made.

Solution: Select **Compare Versions** to identify where the difference occurred. Confirm that you are viewing the intended version, then use **Recapture** or **3. Bulk Recapture** as appropriate. If the updated work requires a new version, select ⚡ **Generate Next Version** and review its screenshots before publishing.