

Troubleshoot Source Analysis Problems

September 11, 2026

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This page helps you resolve problems with connected sources, analysis status, and source review. Keeping source analysis current helps you work from accurate findings and identify issues that still need attention.

Overview

Source analysis reviews connected source material and presents the results for your workspace. You may need to troubleshoot it when a source is not connected, when an analysis remains in progress, when the results contain warnings, or when you need to review the underlying source for a finding.

Use the **Status** action to check the current state of your analysis. Analysis can appear as **QUEUED**, **IN PROGRESS**, **SUCCESS**, **PARTIAL**, **FAILED**, or **SKIPPED**. A successful result means the parse completed with no errors. A partial result means the parse completed with warnings, so some information may require review.

When you are reviewing an issue or result, select **View Source** to open the source context. In the source view, use **Source** to focus on the original source content. If a comparison is available, you can switch between source and diff views to understand what changed.



Screenshot pending: The Status action showing the current analysis state for a connected source

Prerequisites

Before you start, make sure that:

- You can access the workspace or issue where the source analysis appears.
- Your source connection has been completed. Connection indicators may include **GitHub Connected**, **All Connected**, or **Bitbucket Connected**!

- You know which source, issue, or analysis result needs attention.
- You have permission to review source content and resolve issues, if applicable.
- You allow time for a newly connected or updated source to move from **QUEUED** to **IN PROGRESS** and then to a completed status.

Step-by-Step Instructions

1. Confirm that your source is connected.

Open the relevant source or analysis area and look for the connection status. A connected source may display **GitHub Connected**, **All Connected**, or **Bitbucket Connected!**.

If the screen indicates that an item “is not connected,” the analysis cannot use that source. Complete or restore the connection before investigating the analysis result.

2. Check the analysis status.

Select **Status** to view the current analysis state.

Interpret the status as follows:

- **QUEUED**: The analysis is waiting to begin.
- **IN PROGRESS**: The analysis is currently running.
- **SUCCESS**: The parse completed successfully with no errors.
- **PARTIAL**: The parse completed with warnings. Review the result and source context before relying on all findings.
- **FAILED**: The analysis did not complete.
- **SKIPPED**: The analysis did not run for the source or item.

If the status is **QUEUED** or **IN PROGRESS**, wait for processing to finish, then check **Status** again.

3. Open the source behind a result or issue.

For an issue or analysis result that needs investigation, select **View Source**.

In the source panel, select **Source** to view the original content. If the screen also provides a diff view, compare it with the source view to identify whether a source change may have affected the analysis.

 Screenshot pending: The View Source action and Source view for investigating an analysis finding

4. Review partial or unexpected results.

If the status is **PARTIAL**, inspect the source material shown in **View Source**. Look for incomplete content, formatting that makes the source difficult to interpret, or recent changes that may explain the warning.

A partial analysis is not necessarily unusable, but you should verify important findings against the displayed source before taking action.

5. Resolve confirmed issues.

If you have reviewed the source and confirmed that an issue no longer requires attention, select **Resolve**.

The issue area can show a resolved summary such as **All Resolved**. Use this status to confirm that the item is no longer listed as active work.

6. Recheck analysis after source or connection changes.

After correcting a connection problem or updating the source, return to **Status** and monitor the analysis again. The result should progress through processing states such as **QUEUED** and **IN PROGRESS** before reaching a completed state.

If your screen does not provide a visible option to start analysis again, do not assume that selecting **Resolve** reruns it. **Resolve** closes an issue; use the available analysis or source workflow in your workspace to initiate or wait for updated processing.

Tips and Best Practices

- **Check connections first.** If a source is not connected, troubleshooting the parse status will not resolve the underlying problem. Confirm a connection indicator such as **GitHub Connected** or **Bitbucket Connected!** before waiting for results.
- **Treat **PARTIAL** as a review state.** A partial result indicates warnings rather than a clean completion. Open **View Source** and compare the available source content before making decisions based on the analysis.
- **Do not close issues before verifying the source.** Select **Resolve** only after you have checked the relevant content in **Source** and confirmed that the issue is addressed.

- **Allow processing time.** A source can remain in **QUEUED** while it waits to be processed and in **IN PROGRESS** while analysis is running. Repeatedly changing the source during this period can make it harder to determine which version produced the result.
- **Use source and diff views together when available.** The **Source** view shows the original content, while a diff view can help you identify changes that may explain new, missing, or unexpected analysis findings.

Related Pages

- [Connect a Source Repository](#)
- [Review Source Analysis Results](#)
- [View and Resolve Issues](#)
- [Understand Analysis Statuses](#)
- [Manage Connected Sources](#)

Troubleshooting

The source is not connected

Problem: The screen indicates that the source is not connected, or you do not see a confirmation such as **GitHub Connected**, **All Connected**, or **Bitbucket Connected!**.

Cause: Analysis requires an available connected source. An incomplete, removed, or unavailable connection prevents the system from analyzing the source.

Solution: Restore or complete the source connection, then return to the analysis area and select **Status**. Wait for the item to enter **QUEUED** or **IN PROGRESS**, then check again for a completed status.

Analysis stays in **QUEUED** or **IN PROGRESS**

Problem: The analysis does not yet show **SUCCESS**, **PARTIAL**, **FAILED**, or **SKIPPED**.

Cause: The source is waiting to be processed or is still being analyzed. Recent source updates can also mean the current analysis has not yet completed.

Solution: Wait and check **Status** again. Avoid resolving related issues while the analysis is still processing. Once the status is completed, use **View Source** to verify the content used by the analysis.

Analysis is PARTIAL , FAILED , or SKIPPED

Problem: The result is not a clean **SUCCESS**.

Cause: **PARTIAL** means the parse completed with warnings; **FAILED** means it could not complete; **SKIPPED** means it did not run for that source or item.

Solution: Select **View Source**, then select **Source** to inspect the underlying content. For **PARTIAL**, verify important findings manually. For **FAILED** or **SKIPPED**, confirm that the source remains connected and review its status again after the connection or source content has been corrected.