

General error messages

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General error messages

Use this page to recognize a general error, understand its message, and choose the next supported action.

Overview

General error messages explain why a screen cannot complete an operation or load its content. Use this page when a dashboard, document, or operations task stops.

If you need to...	Go to
Identify the type of error	Understand the error state
Reach the affected screen	Find the error
Choose a recovery action	Recover from a common error
Distinguish similar messages	Handle error branches
Continue after recovery fails	When recovery does not work
Continue with document or operations work	Documents overview or Operations overview

An error can appear as an inline message, a compact message, or a modal message.

Before you start

Identify the screen where the error appears and the operation that failed.

The dashboard page header and project table are available after the screen loads. If signing in leaves you on the sign-in form, reach the requested screen before following the recovery steps on this page.

Find the error

Use this procedure when you need to locate the message before choosing a recovery action.

Prerequisites

- Know whether the problem is on the dashboard, documents, or operations screen.

Steps

1. Open the affected screen.
2. Read the error title and description.
3. Read the hint below the description when one appears.
4. Note the exact message before selecting a recovery action.

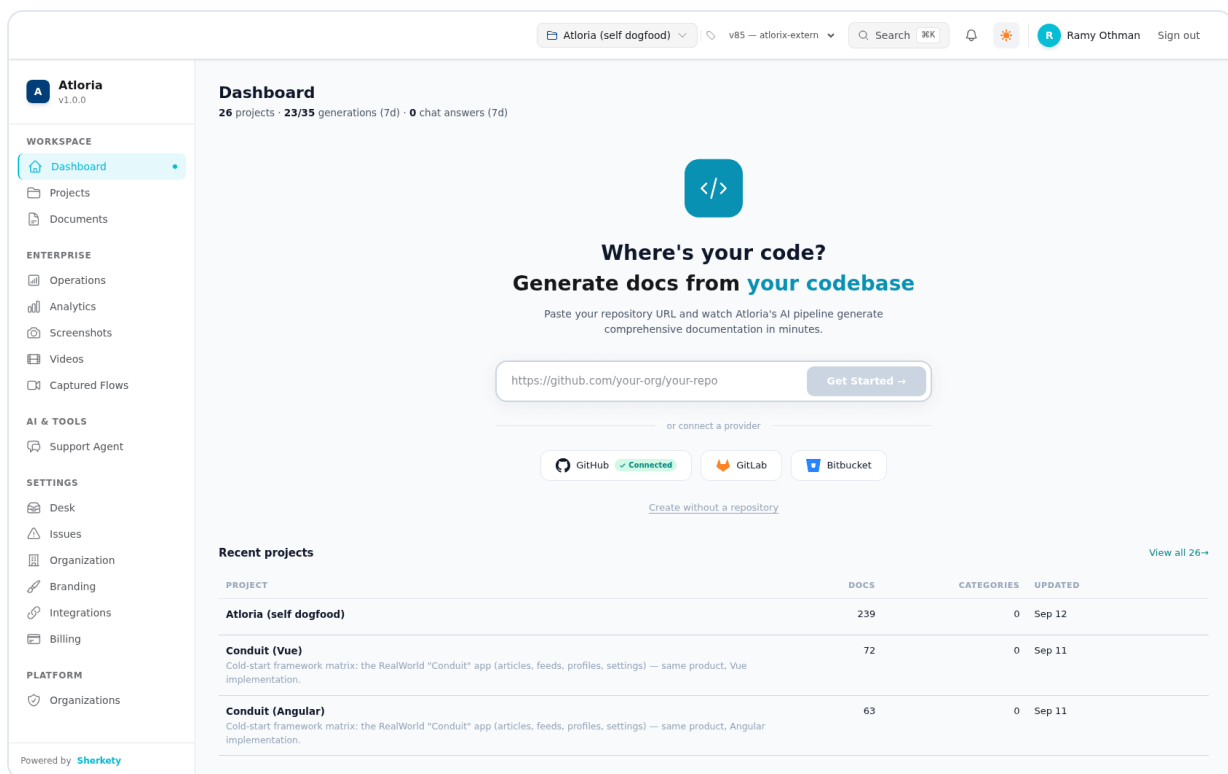
Result: The error message and the screen where it appears are identified.

Understand the error state

An error state explains a failed load or operation and provides the next available action.

Error-state part	What it provides
Error text	Shows the returned error text or a standard message for the failed request.
Display style	Uses an inline state for most document errors, a compact state for category-fetch failures, or a modal state for a missing project.
Dismissal action	Dismiss is available when the modal supplies a dismissal action.
Navigation action	Go to Projects is available for a Project not found message.
Missing project versus another failed request	A missing project uses the modal state; another documents request failure uses the inline state.

On the dashboard, the visible table headers are **Project**, **Docs**, **Categories**, and **Updated**. The stable product-level controls visible there include **Search**, **Log out**, **Sign out**, **Get Started** → , **GitHubConnected**, **GitLab**, **Bitbucket**, **Create without a repository**, and the icon-only **Switch to dark mode** control.



Recover from a common error

Use this procedure after you have read the complete error message.

Prerequisites

- Have the affected screen open.
- Have the complete error title, description, and hint in view.

Steps

1. Follow the action in the row that matches the exact error message.

If the message is...	Then...
Project not found	Read the hint and select Go to Projects .
Access denied	Read the hint to log out and back in, or contact your administrator.
Connection error	Check your internet connection and refresh the page.
7-day activity unavailable	Continue the current dashboard task using the information that remains available.
Another message	Record the exact message, then use When recovery does not work .

Result: You have followed the action associated with the displayed message.

Handle error branches

Use the message itself to distinguish the branch. Similar-looking failures have different next actions.

What you see	What it means	Next action
Project not found	The selected project may have been deleted or access may have changed.	Read the hint and select Go to Projects .
Access denied	You do not have permission to access the resource.	Log out and back in, or contact your administrator.
Not found	The requested resource does not exist or has been removed.	Record the exact message and use When recovery does not work .
Connection error	The application cannot connect to the server.	Check your internet connection and refresh the page.
Authentication required	The category request requires authentication.	Sign in before returning to the category list.
Failed to load categories	The category list could not be loaded.	Retry the category list from the documents screen.
Operations failed to load.	The operations request failed.	Record the returned message and use When recovery does not work .

Category creation and editing use their own modal surface. The category modal displays

Failed to save category when its save request fails.

Result: The displayed message is matched to one error branch and its next action.

When recovery does not work

Use this troubleshooting table when the first recovery action does not resolve the message. Quote the message exactly when you report the problem.

Message	What to do
Something went wrong	Record the unexpected error text shown with the message.
An unexpected error occurred.	Record the message exactly and use Getting help .

Message	What to do
The selected project may have been deleted or you no longer have access to it.	Read the Project not found hint and select Go to Projects .
Please select an existing project from the dropdown in the top header to continue.	Select an existing project from the top-header project dropdown.
You don't have permission to access this resource.	Log out and back in, or contact your administrator.
Try logging out and back in, or contact your administrator.	Follow the displayed hint.
The resource you're looking for doesn't exist or has been removed.	Record the resource and the exact message, then use Getting help .
Unable to connect to the server. Please check your internet connection.	Check your internet connection.
Make sure the API server is running and try refreshing the page.	Refresh the page after checking the connection.
Failed to load categories	Retry the category list from the documents screen.
Failed to save category	Retry the category save from the category modal.
Failed to delete document: <returned error detail>	Record the complete message, including the returned detail.
Failed to reorder documents. Please try again.	Try the document reorder operation again.
Failed to reorder categories. Please try again.	Try the category reorder operation again.
Operations failed to load.	Record the returned message and use Getting help .
7-day activity unavailable	Continue with the available dashboard work and record the unavailable summary.
Authentication required	Sign in before returning to the category list.
Loading...	Wait for the category list to finish loading before selecting a category.

Result: You have a precise message and a documented next action for support or another attempt.

Know what to do next

After you complete the recovery action, continue with the work that was interrupted. For document work, see [Documents overview](#). For operational information, see [Operations overview](#). For unresolved problems, see [Getting help](#) or [Common issues and solutions](#).

After resolving an error, continue in the screen where it appeared unless the message directs you elsewhere.

Result: You know whether to retry the operation, continue in the affected area, or seek help with the exact message.

Related

- [Getting help](#).
- [Common issues and solutions](#).
- [Documents overview](#).
- [Operations overview](#).