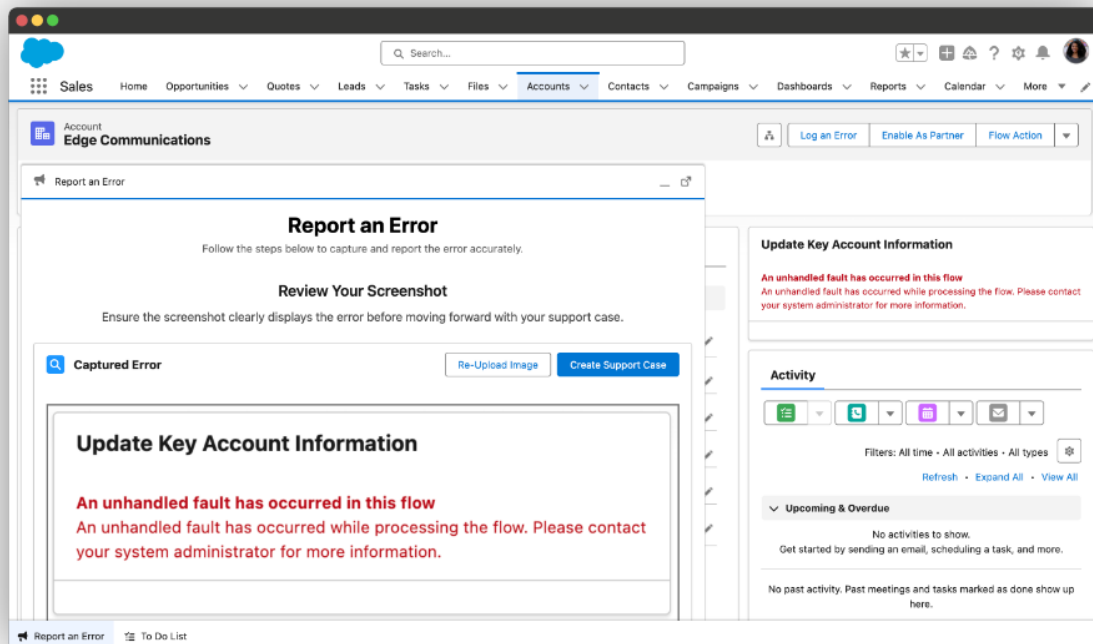


Snap Case

UNLEASH THE POWER OF IMAGES



Installation and Setup Guide

Version 1 – April 2025

Table of Contents

<i>Definitions</i>	4
<i>Prerequisites and Considerations</i>	4
AI Functionality	5
<i>Installation Steps</i>	6
<i>Post-Installation Steps</i>	6
Permissions	7
Snap2Case Apps	7
Snap2Case Settings.....	7
Case Record Type for Error Tracking	8
Case Routing	8
AI Settings (Optional)	9
Configure the OpenAI External Credential.....	9
Assign Page Layouts.....	11
Assign Lightning Record Pages	12
Setup Case Path.....	12
Configure the Snap2Case Utility Item	13
<i>Reporting Errors</i>	15
Error Reporting Locations	17
<i>Viewing Errors</i>	18
Review New and Existing Cases	18
Error Management Views for Case Records	19
Creating Custom Views with Snap2Case Components.....	21
<i>Creating Error Classes</i>	21

<i>Creating Resolution Tips</i>	<i>23</i>
<i>Preferred Case Owners for Error Classes</i>	<i>25</i>
Set Preferred Case Owner (Optional).....	25
View, Change, or Remove Preferred Case Owner	26
<i>Reports and Dashboards</i>	<i>27</i>
<i>OOB Email Templates.....</i>	<i>28</i>
<i>Recommended Tips Before Go-Live</i>	<i>28</i>
<i>FAQs</i>	<i>29</i>
How is security handled?	29
What data from Salesforce is passed into the model?	30
Which model is Snap2Case using?	30
What are the costs associated with using OpenAI?	30
Can users continue to use Snap2Case if an OpenAI Budget limit is reached?	31
How accurate is Snap2Case?	31
<i>Snap2Case Troubleshooting Help.....</i>	<i>31</i>
Access Issues	31
Loading Issues.....	32
AI Functionality Errors	32
Other Known Issues.....	33



Definitions

Snap2Case Users: Users who have access to report errors. These users should be assigned to the “Snap2Case User” permission set.

Snap2Case Admins: Users assigned to the “Snap2Case Admin” permission set. These users have administrative access to the Snap2Case application to perform tasks like:

- Error Class Creation
- Resolution Tip Creation

!! Prerequisites and Considerations

- In addition to the **Snap2Case User** permission set, users who need basic access will need the following permissions:
 - Run Flows
 - Case Field Permissions

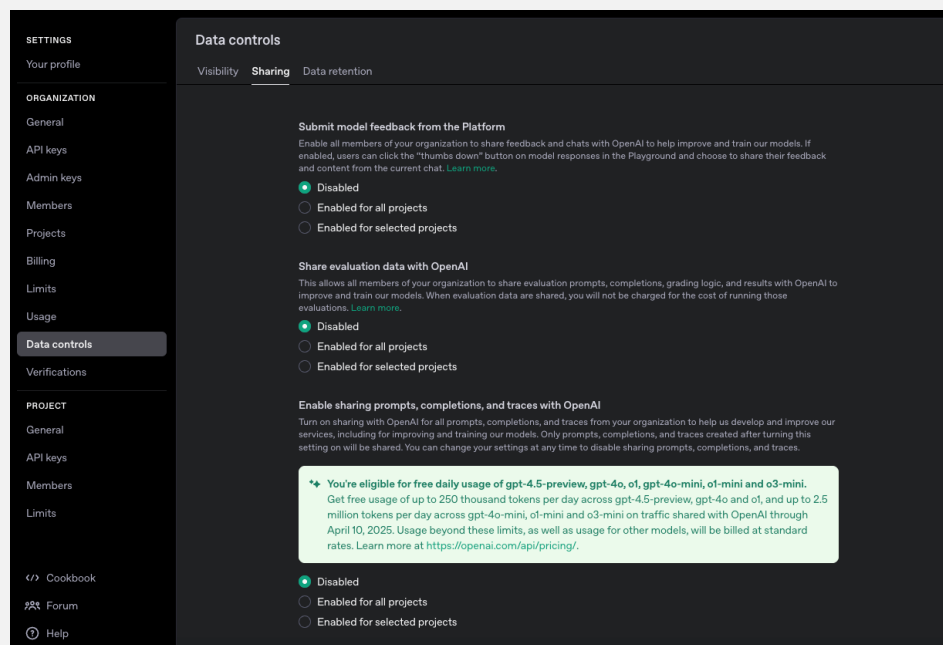
Field Name	Access Required
Status	Read
Subject	Read / Edit
Description	Read / Edit
Priority	Read / Edit
Owner	Read / Edit (for case creation)

- In addition to the **Snap2Case Admin** permission set, users who need administrative access will need the following permissions:
 - Run Flows
 - Run Reports

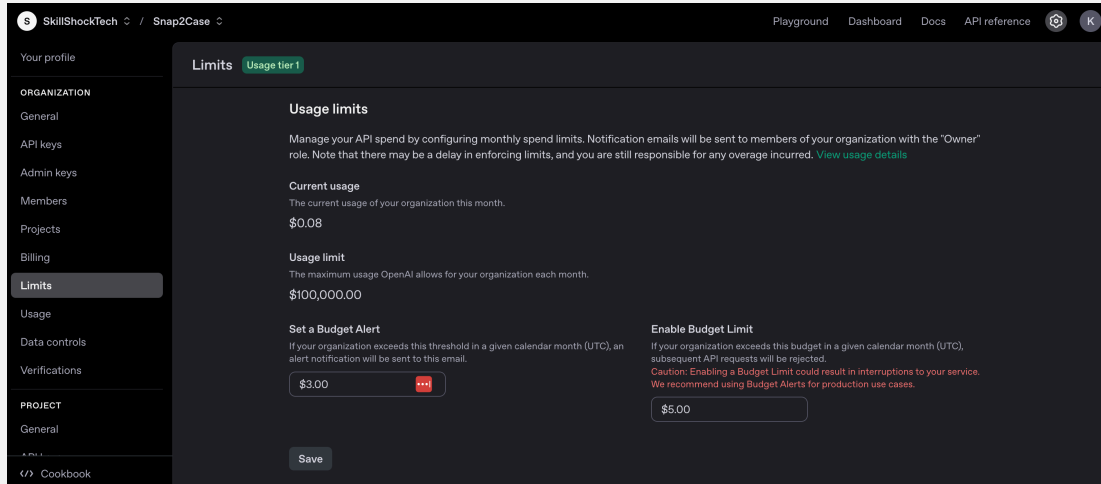
AI Functionality

- If you haven't already, please review the [API Platform FAQ in OpenAI's Enterprise Privacy Policy](#) before enabling AI functionality:
<https://openai.com/enterprise-privacy/>
- An [OpenAI Account and an Organization API key](#) is required for AI functionality. This gives you control over data security and API costs. You can create an API key here:
<https://platform.openai.com/settings/organization/api-keys>

Recommendation: Your company's OpenAI account gives you the ability to customize security settings. You should review the Data Controls section of the OpenAI settings with your internal Security team. We recommend disabling ALL Sharing and Data Retention options.

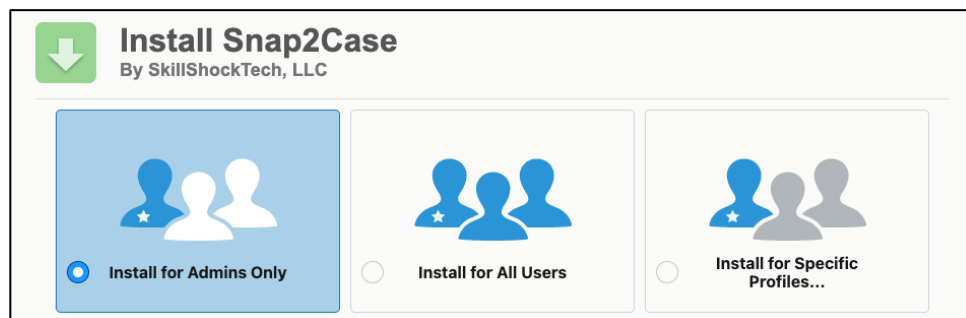


Recommendation: Your company's OpenAI account also gives you the ability to review and set usage limits. We HIGHLY recommend setting budget alerts and limits to help you stay within your monthly budget and ensure that there aren't any unexpected charges.



Installation Steps

Install Snap2Case for Admins Only. You will be able to use permission sets to grant additional access later.

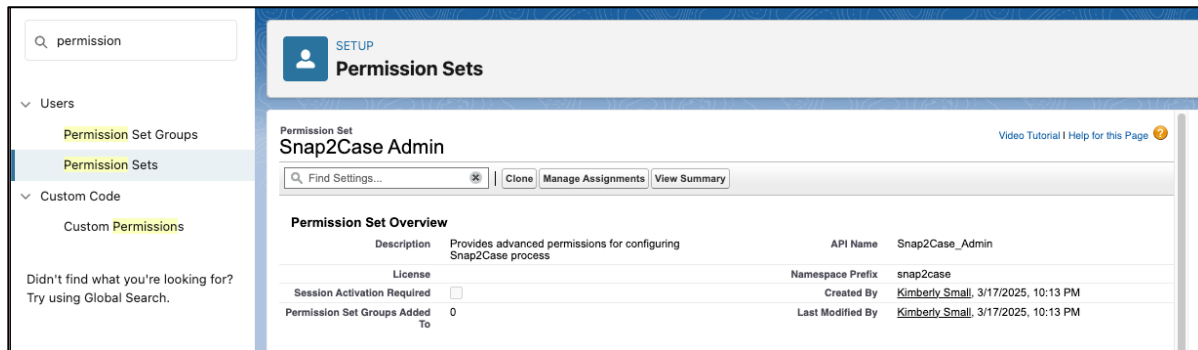


Recommendation: Initially install in a Sandbox / Developer Environment, then proceed to installing in Production after adequate testing.

Post-Installation Steps

After installing Snap2Case, you will need to complete some important configuration steps. This section will walk you through the process to ensure that Snap2Case is fully functional and ready to use.

Permissions



- Assign yourself to the [Snap2Case Admin](#) permission set
- The [Snap2Case User](#) permission set is also available for any users who need limited access to Snap2Case functionality

Snap2Case Apps

To complete the post-installation steps, you need to access the Snap2Case app. 2 custom applications are available for use:

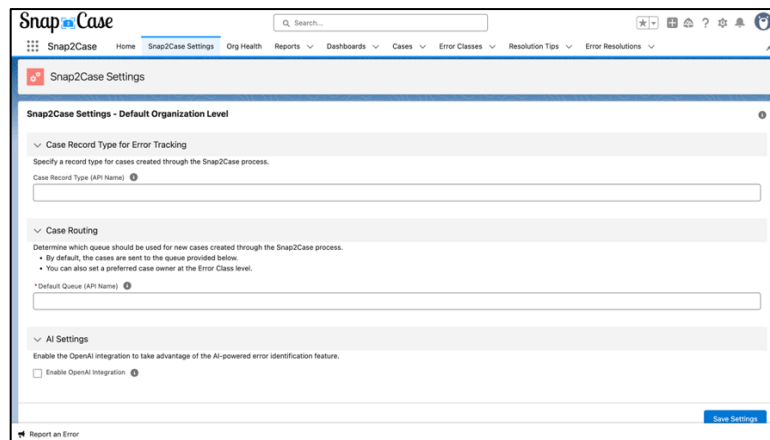
- [Snap2Case](#) – Standard Salesforce App
- [Snap2Case Console](#) – Console version, which allows you to easily work with multiple records

Recommendation: To avoid confusion, determine which Snap2Case app your admins should have access to, and remove access to the other application.

Snap2Case Settings

The [Snap2Case Settings](#) tab can be accessed within the Snap2Case app. This tab will allow you to configure the following:

- Case Record Type for Error Tracking
- Default Case Routing
- OpenAI Integration Settings



Case Record Type for Error Tracking

This setting allows you to specify the API Name of a Case Record Type that should be used for Error Tracking when cases are created through the Snap2Case Utility. This gives you the ability to use new or existing record types for the Snap2Case process.

Case Record Type for Error Tracking

Specify a record type for cases created through the Snap2Case process.

Case Record Type (API Name) ⓘ

NOTE: If record types are NOT enabled on the Case object, you do not need to specify a Case Record Type, and you should not populate the field.

Case Routing

This setting allows you to specify the API name of the Case Queue that should initially own all cases that are created through Snap2Case.

▼ Case Routing

Determine which queue should be used for new cases created through the Snap2Case process.

- By default, the cases are sent to the queue provided below.
- You can also set a preferred case owner at the Error Class level.

Default Queue (API Name) ⓘ

NOTE: You will have an opportunity to set a queue for each error classification later in the setup process. The **Preferred Case Owner** (snap2case__Preferred_Case_Owner__c) at the Error Class level will override the default queue.

AI Settings (Optional)

This setting will allow you to enable / disable the OpenAI Integration. If you want to use AI functionality, this feature must be enabled.

▼ AI Settings

Enable the OpenAI integration to take advantage of the AI-powered error identification feature.

☒ Enable OpenAI Integration ⓘ

After enabling the OpenAI Integration, you must enter your company-provided OpenAI API Key into the "S2C OpenAI External" external credential record. You will add the API Key as a "SecretKey" parameter under the "OpenAI API" principal. Refer to the user guide for more information.

Once enabled, you will have to configure the OpenAI External Credential record to complete the OpenAI Integration.

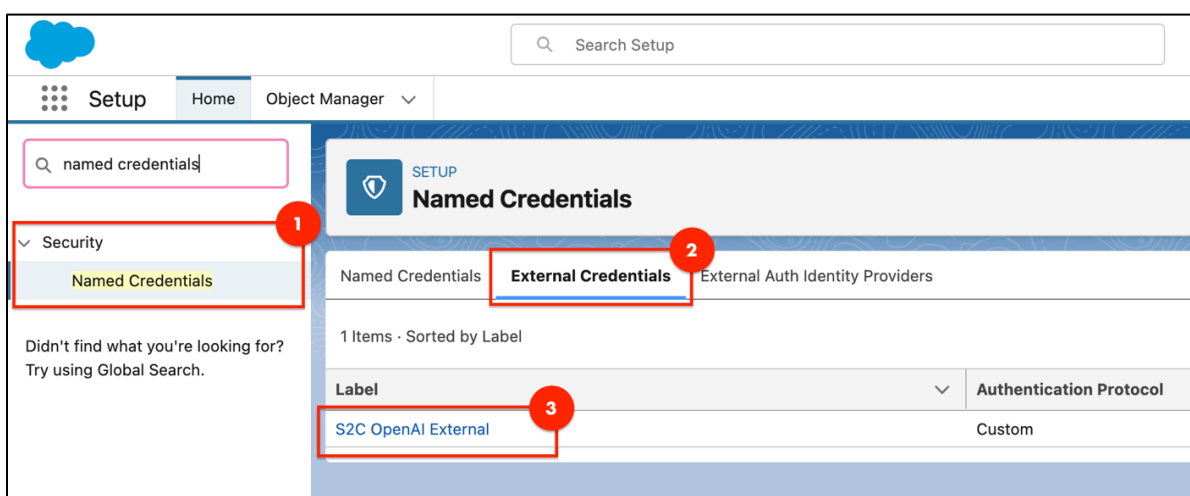
NOTE: You do NOT have to enable the OpenAI integration to use Snap2Case. You will still have access to create cases, error classifications, and resolution tips. Disabling the integration will remove the automation capabilities that comes with the AI functionality, such as automated case routing based on error classification, AI-suggested resolutions, etc.

Configure the OpenAI External Credential

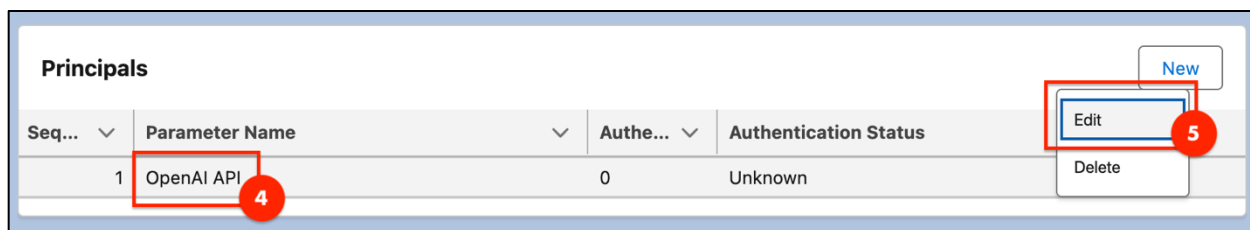
To complete the OpenAI Integration, you will need to enter your company-supplied OpenAI Key into the **S2C OpenAI External Credential**. This offers a secure way of storing your OpenAI API key for usage in the Snap2Case application. Both the

[Snap2Case Admin](#) and [Snap2Case User](#) permission sets have access to this credential, and any custom Snap2Case permission sets you may create will need access to the credential. The following steps are required for the AI functionality to work as expected:

1. Navigate to [Named Credentials](#) section of Setup
2. Click on the [External Credential](#) tab
3. Click on [S2C OpenAI External](#) record



4. Scroll down to the [Principals](#) section and locate the [OpenAI API](#) record
5. Use the dropdown to select the [Edit](#) option for the [OpenAI API](#) principal



6. Click on the [Add](#) button in the [Authentication Parameters](#) section
7. In the [Parameter 1](#) section, enter the following information
 - a. [Name](#): SecretKey
 - b. [Value](#): <<INSERT YOUR API KEY HERE>>

8. Review the Principal Access section and verify that the Snap2Case_Admin and Snap2Case_User permission sets have access to this principal
9. Click on the "Save" button to finish the OpenAI Integration setup

NOTE: You will NOT be able to view the value of your API key once it is stored in the external credential principal.

Assign Page Layouts

There are 4 OOB Page Layouts available with the Snap2Case Package:

Page Layout Name	Parent Object
Error Management	Case
Error Resolution Layout	Error Resolution
Resolution Tip Layout	Resolution Tip
Error Class Layout	Error Class

You can assign these page layouts to the desired profiles and record types, or you can clone these page layouts to create a customized view.

Assign Lightning Record Pages

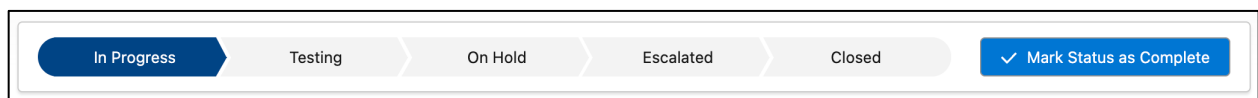
There are 4 OOB Lightning Record Pages available with the Snap2Case Package:

Page Layout Name	Parent Object
Error_Class_Record_Page	Error Class
Resolution_Tip_Record_Page	Resolution Tip
Error_Resolution_Record_Page	Error Resolution
Error_Management_User_View	Case
Error_Management_Admin_View	Case

You can assign these pages to the desired apps, profiles, record types, or you can clone these pages to create a customized view.

NOTE: The [Error_Management_User_View](#) page should be assigned to regular users, as this page has a restricted view of the case information. The [Error_Management_Admin_View](#) contains the troubleshooting details and features, so it should be assigned to admins and anyone else on your support team.

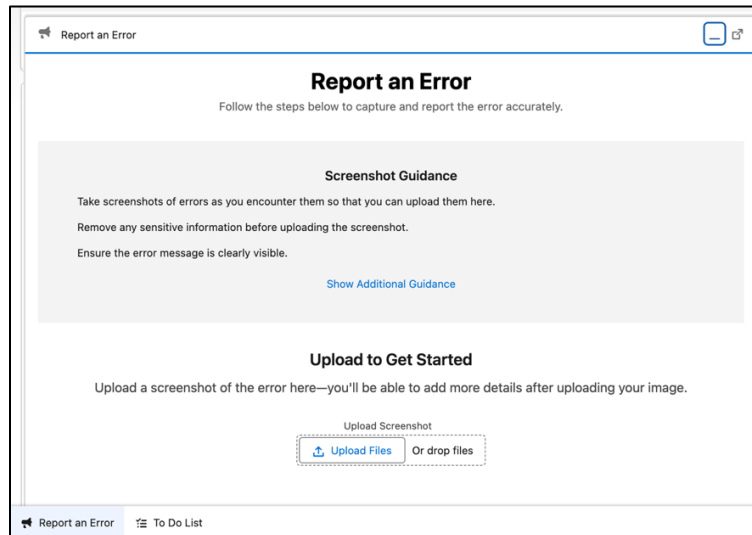
Setup Case Path



If you would like for the [Path component](#) to display on the page layout (which is recommended), you must ensure that a Path has been configured for the record type you defined in the Snap2Case settings.

If you are creating a new path, be sure to choose Case as the object and Status for the picklist.

Configure the Snap2Case Utility Item



The screenshot shows a web interface titled "Report an Error". It includes a "Screenshot Guidance" section with instructions on how to take and upload screenshots. Below this is an "Upload to Get Started" section with a button labeled "Upload Files" and a text prompt "Or drop files". The interface is clean and professional, with a blue header and a light gray background for the guidance section.

The **Snap2Case utility item** is recommended for reporting errors. To make this utility item visible in your Salesforce apps, follow the steps below:

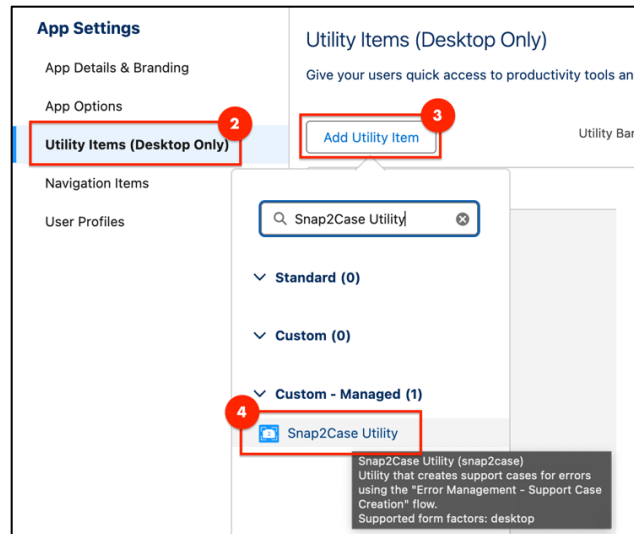
1. Navigate to the App Manager and locate the app that you would like to add the Snap2Case utility item to, then select to edit this app



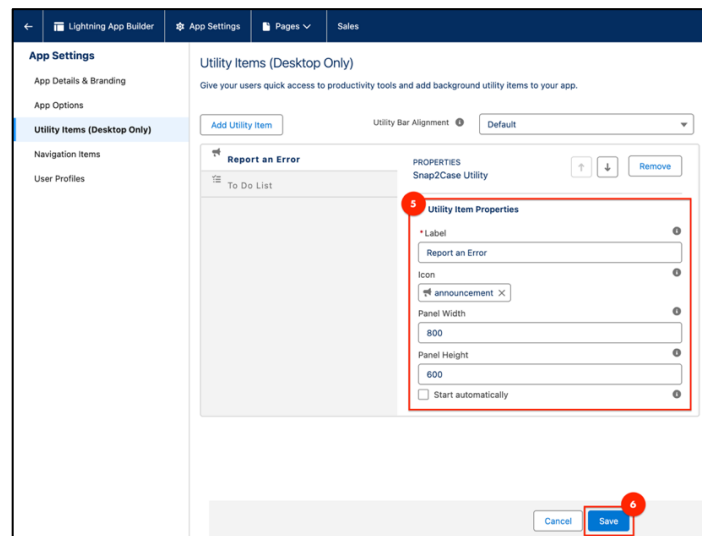
The screenshot shows the Salesforce App Manager interface. On the left, there is a sidebar with a tree view containing "Apps", "App Manager", "AppExchange Marketplace", and "Connected Apps". The "App Manager" item is highlighted with a red box. The main area displays a table of installed apps. The table has columns for ID, Name, Type, Version, Last Updated, and Status. The "App Manager" app is highlighted with a red box, and its "Edit" button is also highlighted with a red box.

ID	Name	Type	Version	Last Updated	Status
8	Service Console	LightningService	(Lightning Exp...	3/17/2025, 7:26...	Lightning
9	Sales Console	LightningSales...	(Lightning Exp...	3/17/2025, 7:26...	Lightning
10	Sales	LightningSales	Manage your s...	3/17/2025, 7:26...	Lightning
11	Analytics Studio	Insights	Build CRM Ana...	3/17/2025, 7:26...	Classic
12	Content	Content	Salesforce CR...	3/17/2025, 7:26...	Classic

2. Navigate to Utility Bar Items within the App Settings
3. Click on the Add Utility Item button
4. Search for and select the **Snap2Case Utility**



5. Next, you can configure the properties for the utility item. Here are our suggestions (but feel free to customize for your business requirements):
 - a. **Label:** Report an Error
 - b. **Icon:** announcement
 - c. **Panel Width:** 800
 - d. **Panel Height:** 600
6. Click Save to finish adding the utility item to your app



You'll want to repeat these steps for any apps where you would like users to report errors from.

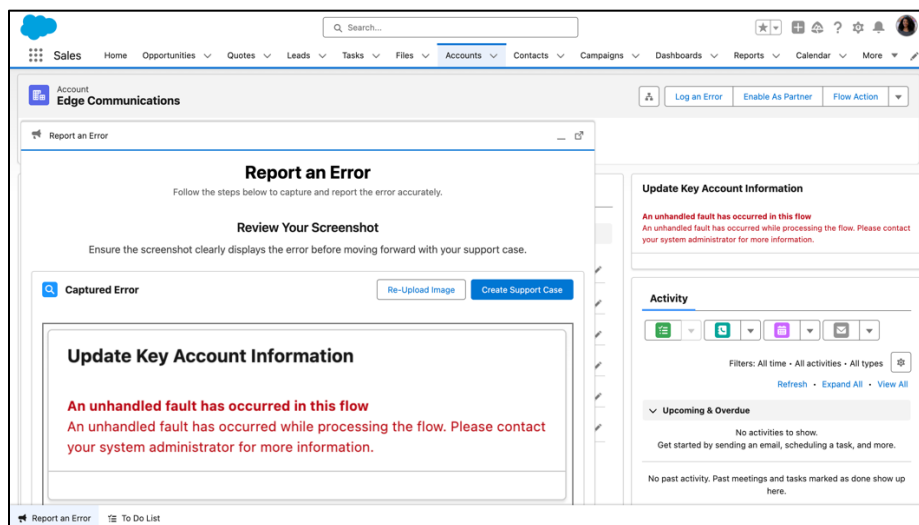
Reporting Errors

You are now ready to start reporting errors with Snap2Case 🎉. Here's how it works.

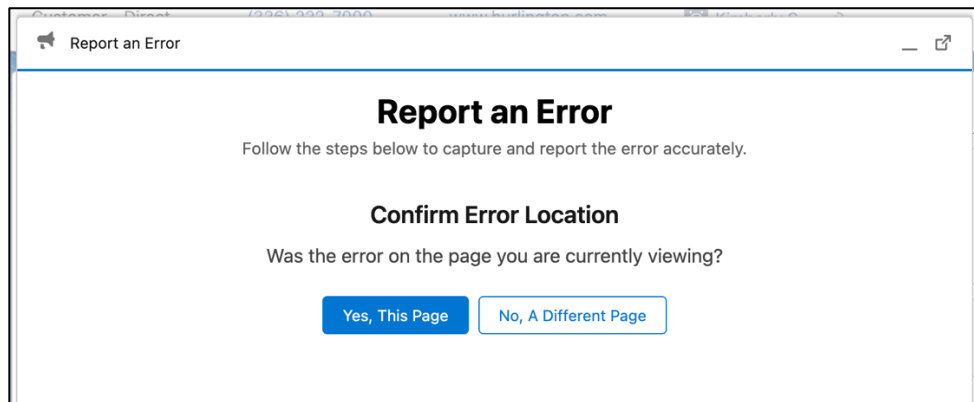
1. Navigate to a record that has an error, and perform any steps that may be required to reproduce the error
2. Take a screenshot of the error as it displays on the screen

Recommendation: Train users to capture a screenshot of the data you need to view the most to troubleshoot effectively. To avoid capturing PII or other sensitive data, we recommend only capturing a screenshot of the error rather than an image of the entire screen.

3. Locate your custom Snap2Case utility item in the utility bar located at the bottom of the screen
4. Click on the utility item to view the [Report an Error](#) wizard
5. Review the [Screenshot Guidance](#) to ensure that you are taking a helpful screenshot
6. Upload a clear screenshot of the error in the [Upload to Get Started](#) section
7. After uploading the image, you will see a preview of the screenshot on the screen



8. Review the screenshot to ensure that it captures the error and doesn't have any sensitive information
 - a. If needed, you can use the [Re-Upload Image](#) button to upload a different screenshot. The previously uploaded image will be deleted.
9. If you are satisfied with your screenshot, click on the [Create Support Case](#) button
10. Next, you'll need to confirm the location of the error
 - a. This ensures that the [URL Where Error Occurred](#) field is accurately populated
 - b. If the error occurred on a different page, the user will be able to enter the URL on the next screen



The screenshot shows a web browser window with the title 'Report an Error'. The main heading is 'Report an Error' with a subtext 'Follow the steps below to capture and report the error accurately.' Below this is a section titled 'Confirm Error Location' with the question 'Was the error on the page you are currently viewing?'. There are two buttons: 'Yes, This Page' (highlighted in blue) and 'No, A Different Page' (outlined in blue).

11. After confirming the page location, you will be asked to complete a short form
 - a. If AI functionality is enabled, the [Subject](#) will populate automatically based on the captured image
 - b. The [Affected User](#) field will auto-populate with the current user. But if you are reporting an error on behalf of someone else, you can change the Affected User value
 - c. You will need to manually populate all other fields on the form

Report an Error

The more details you provide, the faster we can assist. Let's get started!

* Subject
Unhandled Fault in Flow Processing Error Encountered.

* Tell us what happened, including what you were trying to do and what went wrong ⓘ
I was trying to update the Type field and Industry field in the Key Account Information section, but this error displayed on the screen!

Priority
High

* Affected User
Kimberly Small

Submit Case

Report an Error To Do List

12. Once you have completed the form, click on the [Submit Case](#) button
13. A confirmation screen will display with the Case number and a link to the newly created case

Case #00001027 Created Successfully

Thank you for reporting the error. Our team will review the details and follow up if needed.

[Click here to view the status your case.](#)

Finish

Error Reporting Locations

Users will be able to report errors on desktop anywhere the utility bar is enabled. So, if an error is displaying on a report, or if an error randomly displays on a user's home page, the user can report that error using Snap2Case!

The location of the error will be stored automatically in the following fields (only if the user reports the error on the same screen where the error occurred):

- [URL Where Error Occurred](#) (snap2case__URL_Where_Error_Occurred__c)
- [Location of Error](#) (snap2case__Location_of_Error__c)
- [Error Location Type](#) (snap2case__Error_Location_Type__c)

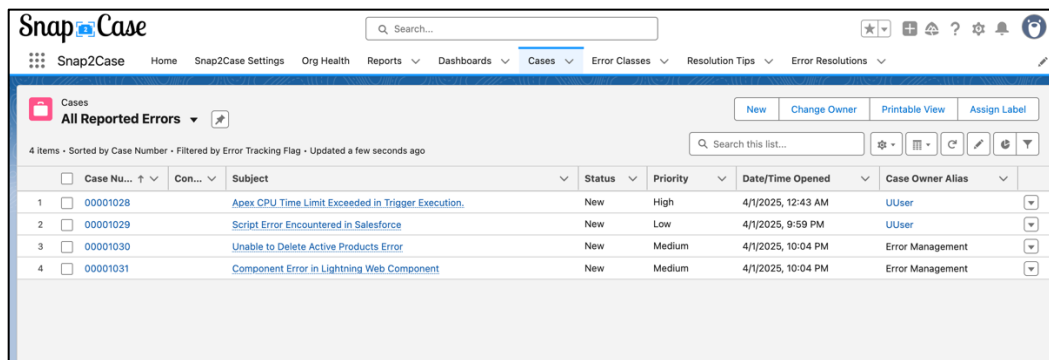
Viewing Errors

Review New and Existing Cases

When new errors are captured through Snap2Case, they can be identified using the [Error Tracking Flag](#) (snap2case__Error_Tracking_Flag__c) field. A few OOB views have been created that will allow you to view these errors.

First, you can review the following Case List Views:

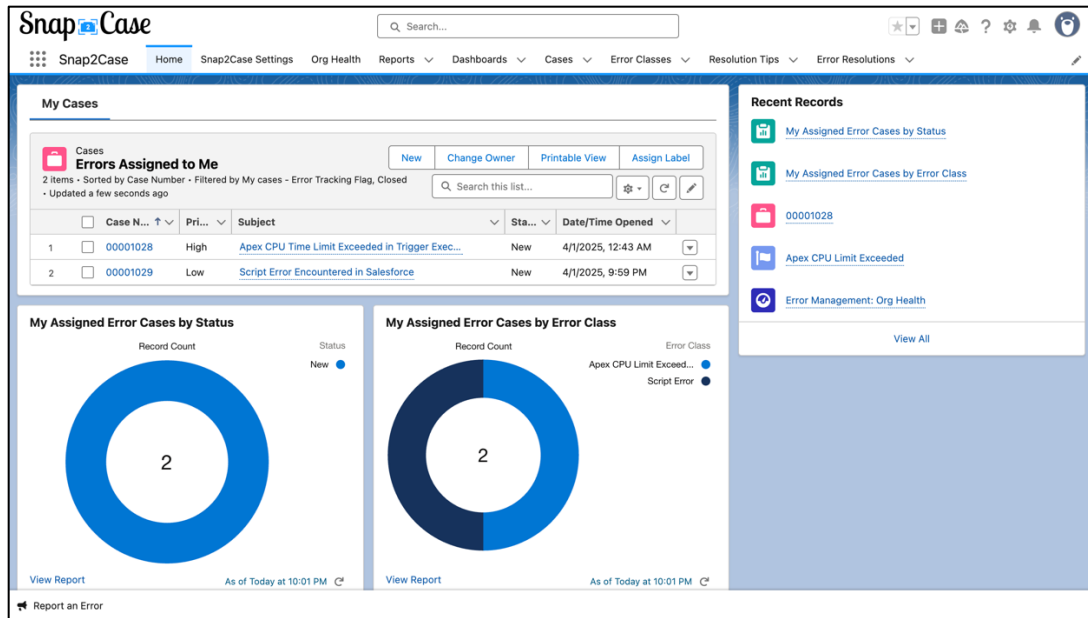
- All Reported Errors
- Errors Assigned to Me



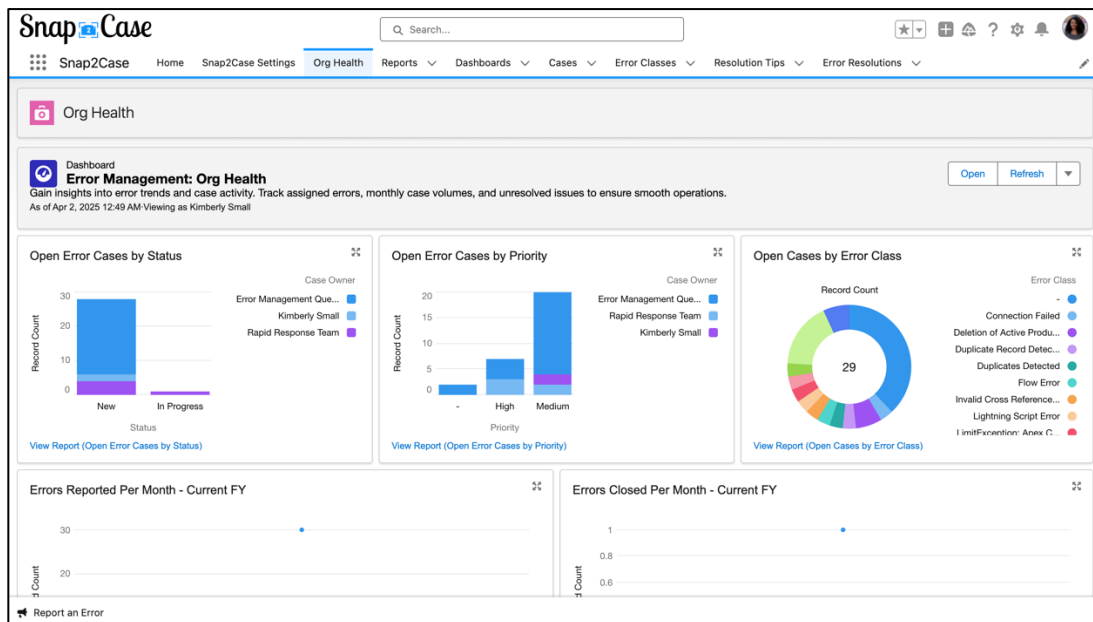
	Case Nu...	Con...	Subject	Status	Priority	Date/Time Opened	Case Owner Alias
1	00001028		Apex CPU Time Limit Exceeded in Trigger Execution	New	High	4/1/2025, 12:43 AM	UUser
2	00001029		Script Error Encountered in Salesforce	New	Low	4/1/2025, 9:59 PM	UUser
3	00001030		Unable to Delete Active Products Error	New	Medium	4/1/2025, 10:04 PM	Error Management
4	00001031		Component Error in Lightning Web Component	New	Medium	4/1/2025, 10:04 PM	Error Management

You can also review the list view related to the queue you setup for Snap2Case.

Next, you can review the Snap2Case home page to see which cases are assigned to you.

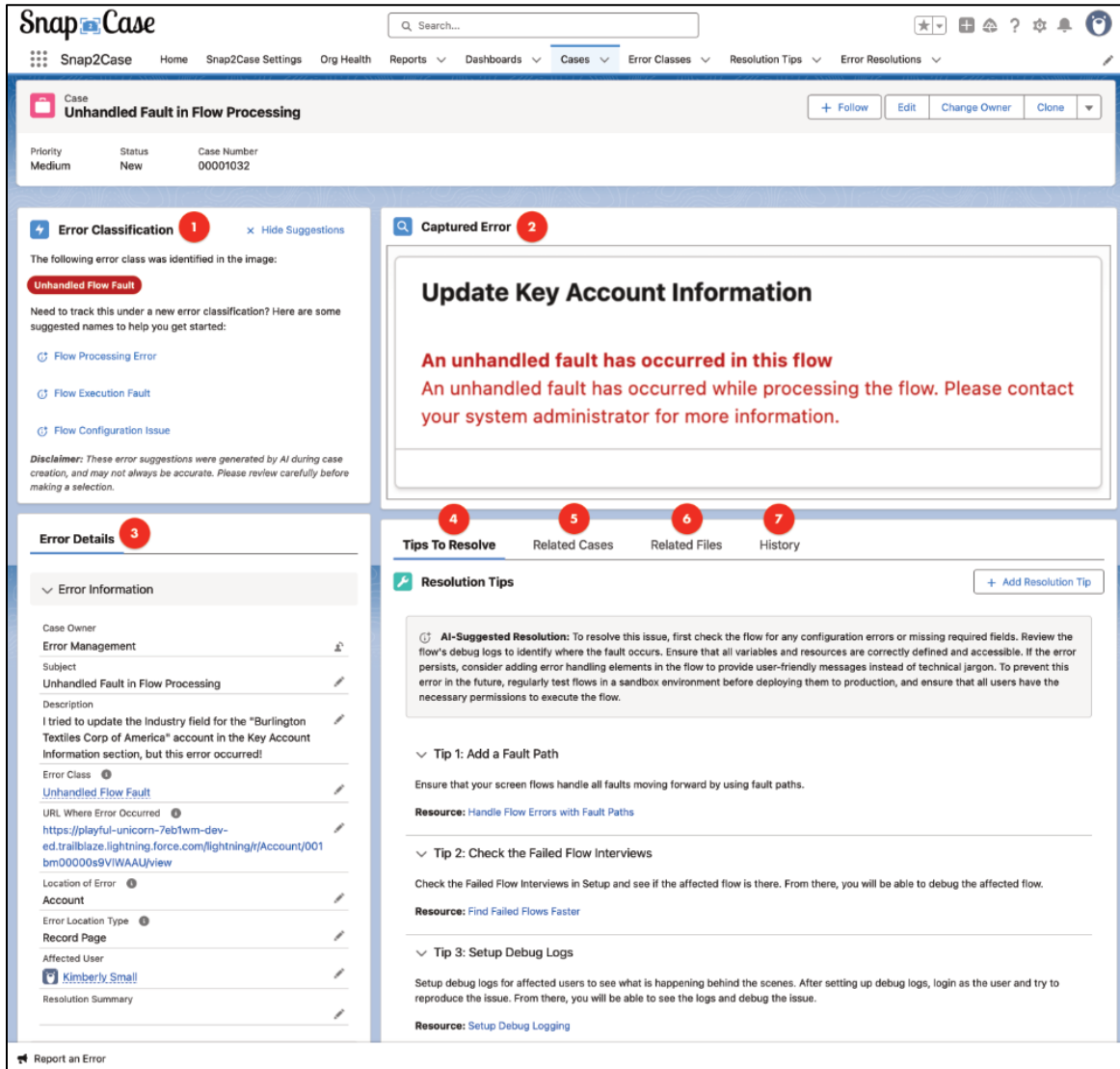


Or you can check out the Org Health dashboard to get an overview of all errors tracked in your Salesforce org.



Error Management Views for Case Records

The Error Management views for Case Records contains key information and components that will help you and your team resolve errors faster in Salesforce. Here is a breakdown of the view:



1. **Error Class Suggestions (Admins Only):** Suggests new Error Classes based on the AI-detected error in images uploaded through the Report an Error wizard.
2. **Captured Error Viewer:** Displays a Case's captured error, which gets populated during support case creation.

3. **Error Details Tab:** Displays details related to a Case that can aid with troubleshooting, such as the description, the location of the error, and who received the error.

NOTE: Several fields on the Error Details tab are only editable by Admins.

4. **Tips to Resolve Errors Tab (Admins Only):** Allows admins to review and add new resolution tips for errors captured in Salesforce.
5. **Related Cases Tab (Admins Only):** Displays a list of 5 recently closed cases with the same error class as the passed in case. Can also be used to link other related cases.
6. **Related Files Tab:** Displays all files associated with the Case, including the screenshot of the error.
7. **Case History Tab:** Allows you to keep track of the historical changes made to the Case. The fields you choose to track for Case History will display here.

Creating Custom Views with Snap2Case Components

Here are the Snap2Case components that can be added to lightning record pages to create custom views:

- Captured Error Viewer
- Error Class Suggestions
- Tips to Resolve Errors

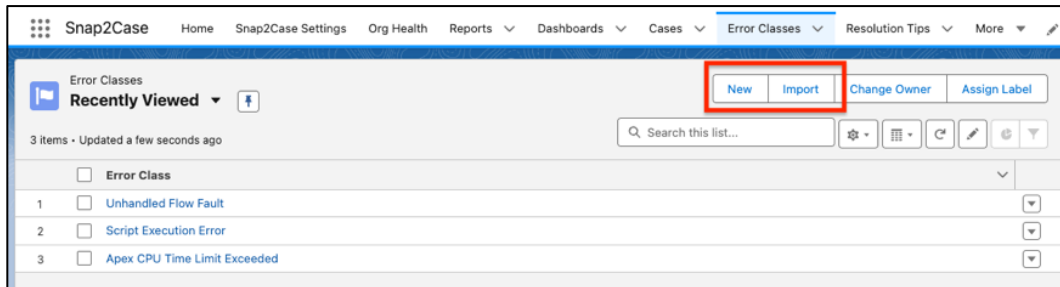
You can also use the following flow component:

- Table of Cases with Same Error Class

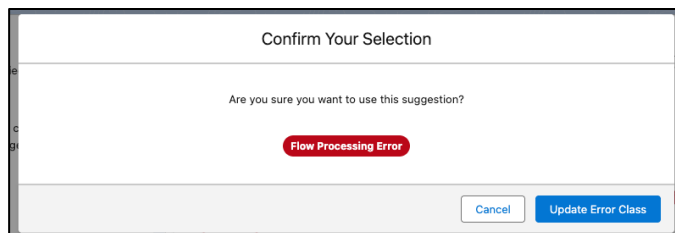
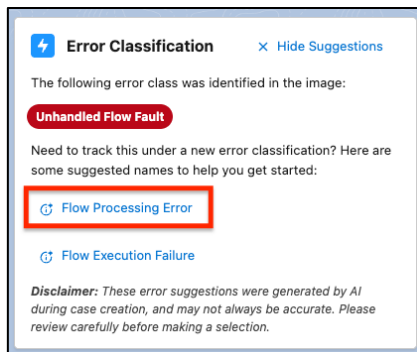
+ Creating Error Classes

Error Classes are used to classify the errors that are identified through Snap2Case. If AI is enabled, a list of your org's active Error Class names is passed into AI and is used to help identify errors found in screenshots. There are a few ways to create new Error Class records:

1. Create or import new Error Class records using the [Error Classes tab](#).



2. The [Error Classification](#) component on case records shows AI suggestions of Error Classes that can be created for a specific Case. If you would like to create a new Error Class using one of the suggestions, click on the desired suggestion, then confirm your selection in the popup modal.



3. If you don't like the suggestions given in the component, or if AI isn't enabled, you can use the [Error Class](#) (snap2case__Error_Class__c) field in the [Error Information](#) section on a Case record to create new values.

▼ Error Information

Case Owner
Kimberly Small

Subject
Unhandled Fault in Flow Processing Error Encour

Description
I was entering key information on the account, and this error occurred!

Error Class ⓘ

Search Error Classes...

Recent Error Classes

- Unhandled Flow Fault
- Script Execution Error
- Apex CPU Time Limit Exceeded
- + New Error Class

Recommendation:

1. Be sure to check for existing Error Classes before creating a new one to prevent duplicate Error Class values.
2. **Deactivate** any Error Classes that you no longer want to use by unchecking the **Active** (snap2case__Active__c) checkbox on the Error Class record.

+ Creating Resolution Tips

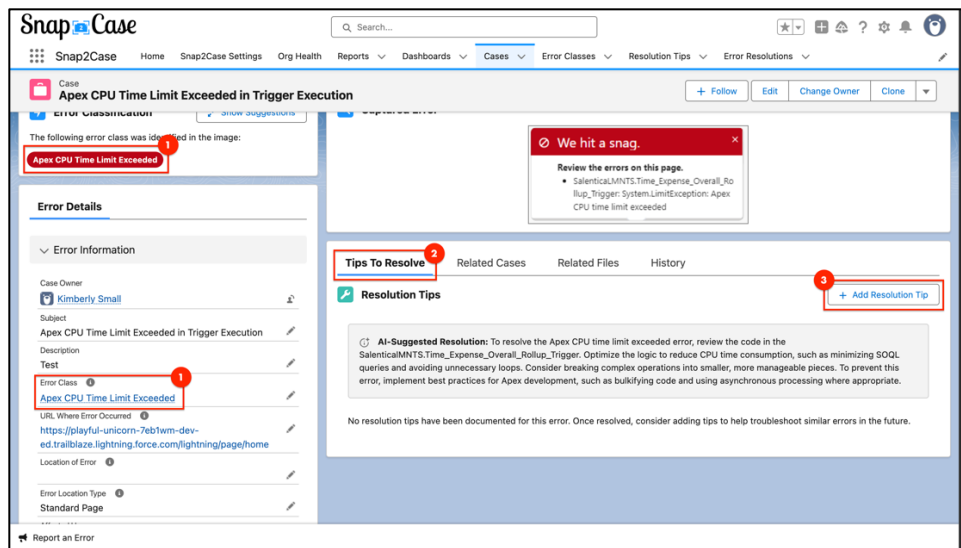
Resolution Tips allow you and your team to document different ways that you resolved an error right on the Case record. All active Resolution Tips associated with an Error Class record will automatically show up on any Cases assigned to that Error Class record.

NOTE: Resolution Tips are linked to Error Class records through the Error Resolution junction object.

There are a few recommended ways to create these records.

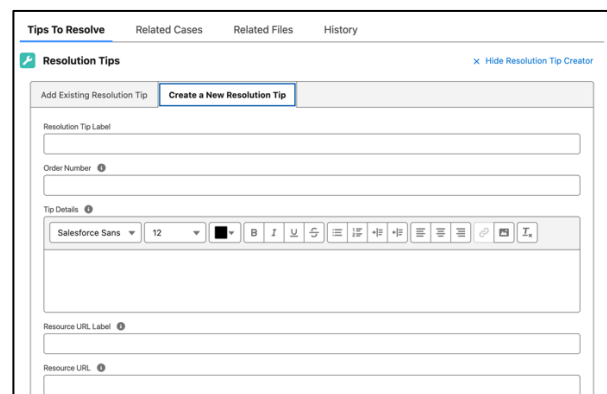
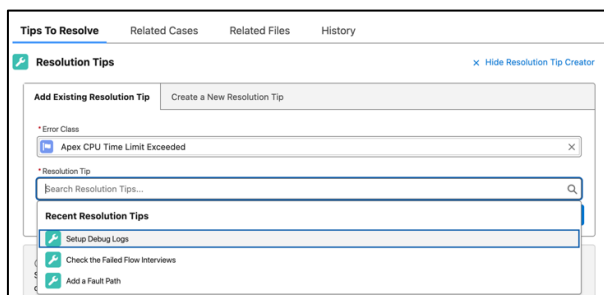
You can add Resolution Tips at the **Case level** using the following steps:

1. Make sure an **Error Class** is associated with the Case record
2. Locate the **Tips to Resolve** tab
3. Click on the **Add Resolution Tip** button



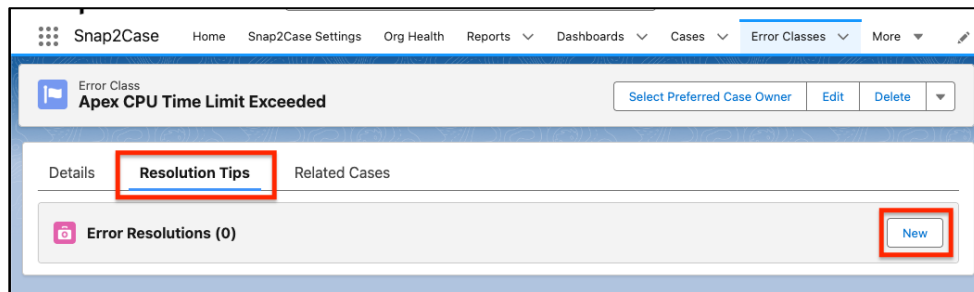
NOTE: The **Add Resolution Tip** button will not display on the Case record if an Error Class is not linked to the Case record.

4. From there, you can either add an existing Resolution Tip or create a new one

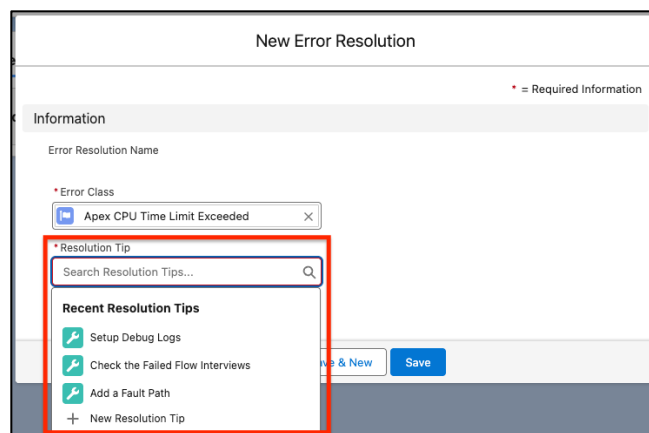


If you would like to add Resolution Tips at the **Error Class level**, follow the following steps.

1. Navigate to the desired Error Class record
2. Click on the [Resolution Tips](#) tab
3. Click on the [New](#) button on the [Error Resolutions](#) related list



4. A popup modal will display, which will allow you to add new or existing Resolution Tips



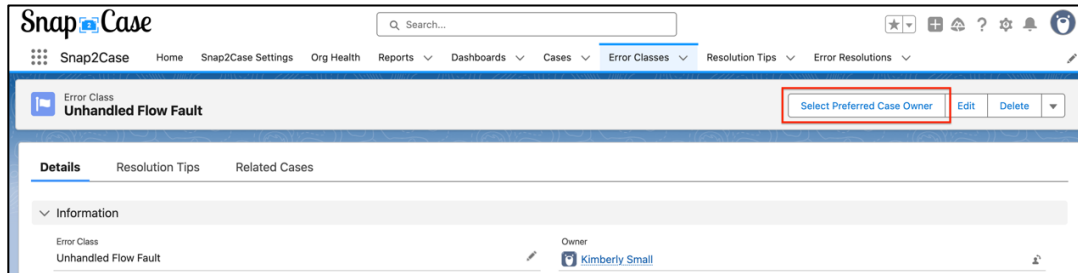
Preferred Case Owners for Error Classes

Set Preferred Case Owner (Optional)

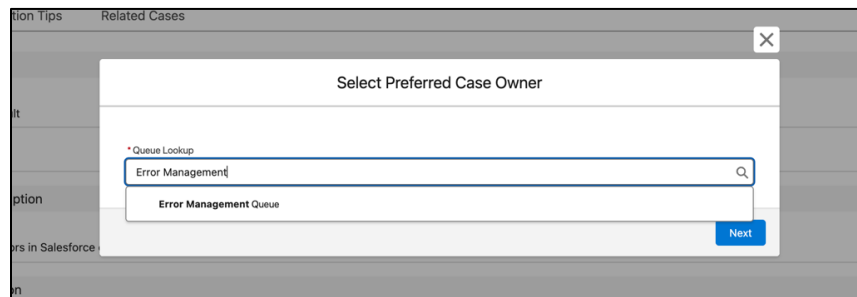
If you would like cases to automatically route to a specific queue based on the Error Class identified through the Snap2Case process, check out the steps below.

NOTE: This routing functionality will only work if AI is enabled -OR- if a case's Error Class record changes and that case hasn't been assigned to a user yet.

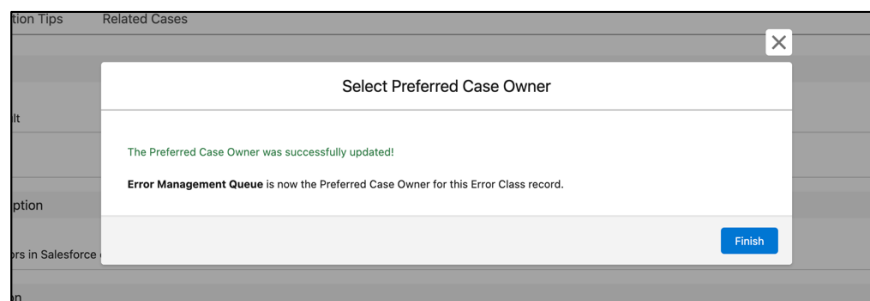
1. Navigate to the desired Error Class record
2. Click on the [Select Preferred Case Owner](#) button



3. A modal will display on the screen, which will allow you to search for and select a queue that any new cases with the Error Class should be assigned to

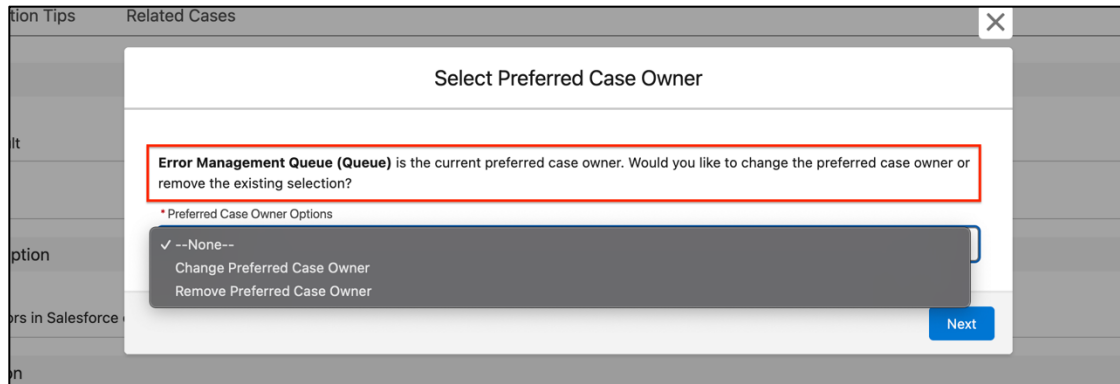


4. After clicking on the [Next](#) button, you will see a confirmation screen



View, Change, or Remove Preferred Case Owner

If a Preferred Case Owner was already set for an Error Class record, you will be able to see it in the modal when you click on the [Select Preferred Case Owner](#) button.



You will also have the options to change or remove the Preferred Case Owner here.

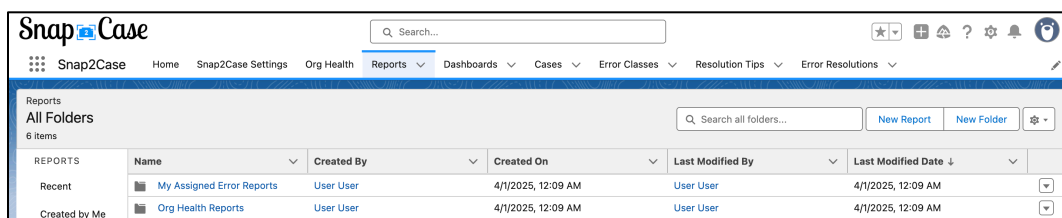
NOTE: The [Preferred Case Owner](#) (snap2case__Preferred_Case_Owner__c) field on the Error Class record also allows you to see which queue ID has been set.

Reports and Dashboards

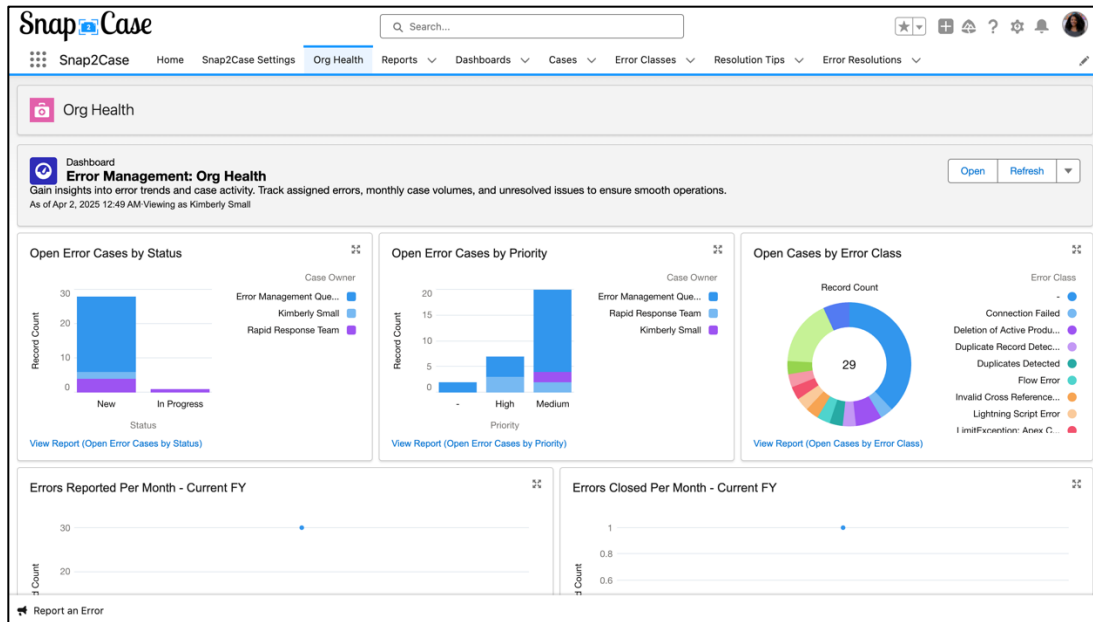
Snap2Case features several OOB reports and dashboards.

You can check out the reports in the following folders:

- Org Health Reports
- My Assigned Error Reports



The [Org Health dashboard](#) gives you a holistic view of the errors reported in your Salesforce org.



OOB Email Templates

If you would like to setup email notifications for your users whenever Snap2Case cases are created, you can leverage the OOB email templates provided in the [Error Management Email Templates](#) folder of this package. These basic templates give your users the information they need to keep track of the cases they create, while also receiving a status update whenever the case is closed:

- New Support Case Notification
- Closed Support Case Notification

Recommended Tips Before Go-Live

- Perform end-to-end testing in a sandbox to ensure Snap2Case functions with your existing case processes and automations.
 - If you believe there is an unintended interference, please reach out to Snap2Case support.

- Perform a Pilot of Snap2Case. Introduce the app to a set of users and get their feedback. This will help determine how effective Snap2Case will be for your company. Once the Pilot is complete, roll Snap2Case out to the rest of your company's users.
- Ensure that there is a process in place to grant new users access to Snap2Case. For example, if a new employee gains access to Salesforce, you will ideally want them to have access to report errors.
- Potentially restrict the list views on the case object so that only your team can see the open errors.
- Ensure the error class is correct before picking up cases.
- Create validation rules to ensure that information like "Resolution Summary" is populated before an admin can select one of your closed case statuses.

FAQs

How is security handled?

- Please review the following OpenAI articles before turning on AI features:
 - [OpenAI - Enterprise Privacy \(API Platform FAQ\)](#)
 - [OpenAI - How we use your data](#)
- API data may be retained on the OpenAI platform for up to 30 days.
- Please train your users to remove any sensitive data from errors. Since Snap2Case already captures the record information, the user should just focus on getting a clear screenshot of the error.

- Since you get to provide your own API key, you can go through the OpenAI settings and ensure that information will not be shared with OpenAI to train models.

What data from Salesforce is passed into the model?

- The [uploaded screenshot](#) of the error, along with a [list of active Error Class names](#) defined in your Salesforce Org.
- The [OpenAI API Key](#) that you defined in the Named Credentials is used to complete the callout to OpenAI.

Which model is Snap2Case using?

- Snap2Case leverages OpenAI's [GPT-4o mini](#) model for image classification.
- We may add functionality in the future to allow you to change the model (reach out to Snap2Case support if you would like this feature!).

What are the costs associated with using OpenAI?

- If you would like to turn on AI features, you can supply an OpenAI key, which gives you control over the [additional OpenAI costs](#) associated with Snap2Case.
- As of April 2025, reporting an error in a Salesforce org with 25 error class records (a single OpenAI callout) cost less than \$0.01 to receive all the AI-powered benefits!
- We recommend setting up usage limits on your OpenAI account to ensure you don't go over your budget.

Can users continue to use Snap2Case if an OpenAI Budget limit is reached?

- If an OpenAI limit is reached, we will temporarily disable AI for the case creation. Your Salesforce Support team will need to manually select error categories and AI suggestions will be turned off, but everything else should work as expected.
- Please review the OpenAI limit documentation and your organization's OpenAI account for more information on your limits.

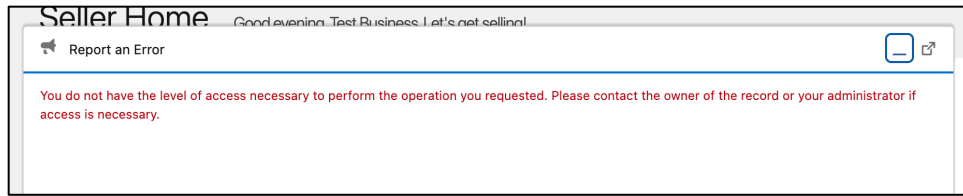
How accurate is Snap2Case?

- Snap2Case strives for high accuracy, but error classification is not guaranteed to be 100% correct in all cases. For best results, please ensure that your Salesforce Support team double-checks each case to ensure errors are accurately reported. Feel free to reach out to Snap2Case support if you ever notice repetitive inconsistencies.

Snap2Case Troubleshooting Help

Access Issues

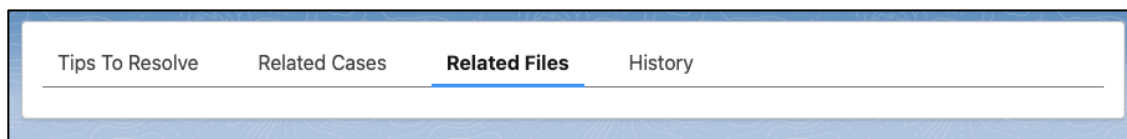
- **Error:** You do not have the level of access necessary to perform the operation you requested. Please contact the owner of the record or your administrator if access is necessary.



Solution: If users do not have access to run flows, they will receive this error. Grant users access to the “Run Flows” permission.

Loading Issues

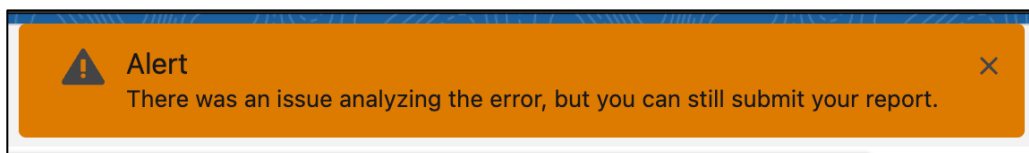
- If you immediately open the case after creation, the screenshot of the error might not load. Try refreshing the page to see the screenshot.
- If the page layout assigned to the record type does not include the [Files](#) related list, this tab will be blank.



AI Functionality Errors

If any issues occur on the OpenAI side during the Report an Error wizard, Snap2Case will alert the user. However, the user will still be able to continue creating the support case.

The following alert will display on the screen in this scenario: “There was an issue analyzing the error, but you can still submit your report.”



Here are a few reasons why this alert may display:

- The Snap2Case External Credential Principal wasn't set, or the SecretKey value contains an incorrect API key (Error Code 401)
- Intermittent Internal Server Errors (Error Code 500) on the OpenAI side
- Rate limit reached (Error Code 429)

Check the console logs for more information.

```

❌ Analyze Image Error:
  {status: 500, body: {...}, headers: {...}, ok: false, statusText: 'Server Error', ...} ⓘ
  body:
    message: "OpenAI Error Code: 401"
    [[Prototype]]: Object
    errorType: "fetchResponse"
    headers: {}
    ok: false
    status: 500
    statusText: "Server Error"
    [[Prototype]]: Object

```

Also check OpenAI's list of Error Codes for more information:

<https://platform.openai.com/docs/guides/error-codes>

Other Known Issues

- For those testing Snap2Case using screenshots from Google Images, a rare issue may occur. The image might not display on the page layout as expected.

