

# Investigating issues with incomplete source code in SCoE display

## Information:

### Environment

- Dynatrace Portal
- Screen Capture on Error (SCoE)

### Solution

When Screen Capture on Error (SCoE) is enabled for a transaction, the Browser Agent records a screen shot, the source code, and HTTP headers for each step of the test that fails. You can access this information to analyze and determine the cause of the errors.

The most common cause of incomplete source code in a SCoE display involves unprintable characters in the page's source code. To troubleshoot this issue, you need to view the page's raw source code of the page for any characters that do not seem to be printable, or that are replaced by strings of other characters. This factor can often prevent SCoE from displaying the full source code of the page.

To view a page's source code:

1. Open the page in a browser.
2. Right-click anywhere on the page and select the **View Source** (or **View Page Source**) command from the context menu.