

# Why older Screen Capture on Errors are listed as Unavailable

## Information:

Environment
<ul style="list-style-type: none"><li>• Dynatrace Portal</li><li>• Screen Capture on Error (SCoE)</li></ul>

Solution
<p>Screen Capture on Error (SCoE) is tool that can help identify what is causing a certain test to fail. A SCoE will, among other things, take a screen-shot for each step of the transaction, enabling you to see what the Gomez agent saw. However, due to the large size of these screen captures, there are limits on how long and how many SCoE files are saved.</p> <p>Since a large number of screen captures can exist for every test, Gomez has had to limit the amount of storage available for SCoE. These limitations are:</p> <ol style="list-style-type: none"><li>1. SCoEs are only stored for 4 days.</li><li>2. Every SCoE has a storage limit size of 250 MB.</li><li>3. Only 24 captures can be stored at one time.</li></ol> <p>If any SCoE is listed as "Unavailable", it means that it violated one of the above conditions and was deleted.</p> <p>Unfortunately, once a SCoE is listed as unavailable, there is no way to recover the capture. Therefore, when you are investigating the cause of a specific error, it is a good idea to save the SCoE to your local network to make sure it's not inadvertently deleted.</p> <p>If you have any questions regarding the limitations of SCoE, please contact your Account Manager or CSM.</p>