

Nothing appears in Activity

The tool works, the developer is using it, and the feed stays empty.

Check the restart first

This is the answer roughly four times out of five. Every one of these tools reads its configuration once, at startup. Closing the window is not enough — the application must be fully quit and reopened, and a terminal must be closed and reopened.

Then check the tool is actually governed

In the Endpoint Suite, the tool's card should say **routed through Sentilai**, not **detected**. If it says detected, the connect step did not complete — try it again and read the error.

Check the device is not revoked

Diagnostics in the console. A revoked device's tools fail closed; they do not silently revert. If the developer says "it stopped working entirely", this is more likely than an empty feed.

Check the filters

Activity's filters persist. A developer filter left set to somebody else, or a time window of 24 hours when the request was yesterday, produces an empty feed that looks like a failure.

Check for drift

A **Non-compliant** badge on the device in Diagnostics means a governed tool no longer points at Sentilai — its configuration was changed outside the app. With automatic governing on, it repairs itself on the next sweep.

Cursor and Copilot special cases

- **Cursor:** Tab autocomplete is never routed. Only chat appears.
- **Copilot in VS Code:** inline completions are never routed. Only chat appears, and only if the custom endpoint was set up manually.

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