

Cartridges for SFCC: Error Messages

Amplience Cartridges for Salesforce Commerce Cloud - Known Error Messages

The Amplience Cartridges for Salesforce Commerce Cloud (SFCC) will return error messages within Salesforce Commerce Cloud Business Manager, for example when there are communications problems between Salesforce Commerce Cloud and Amplience. This table lists the known error messages with a description of the cause and how you can fix the problem.

Action	Error	Cause	Resolution
Importing Search.xml (Merchant Tools > Search > Import & Export)	[2017-03-08 14:50:32.347 GMT] ERROR [ERROR] [2]72] cvc-elt.1.a: Cannot find the declaration of element 'search'.	File didn't upload correctly	Upload file again
View CA content after import (Merchant Tools > Amplience > Content Authoring: Available Content)	Transmission Problems - The request couldn't be processed correctly. Please try again soon.	No Storefront setup	Setup Storefront
Unable to import CA asset	[saveContentAsset OCAPI call failed for asset with ID e0e98bd1-ecbc-4d80-b632-fbfeeb1869c1].	Incorrect OCAPI data profile	Setup correct data profile service as noted in the DW documentation - 5.3.2 Setting up services
Unable to import CA assets	[ReferenceError: Unknown dynamic property 'ampCmsContentItemHash' for class 'class dw.object.ExtensibleObject\$ExtensibleObjectAttributes'].	Missing localisation patch	Import localisation patch for 4.1
Unable to import CA assets	[Error: {"errors":{"code":"BACKEND_COMMUNICATION_ERROR","title":"Error communicating with backend server"}}].	There are two possible causes: 1) Invalid Mimetypes on CMS schemas/assets 2) API user does not have permission to an asset store	<ol style="list-style-type: none"> Customer removes the broken content, or update the mimetype to the correct one. Log an issue with Amplience Support team to fix the permissions to asset store.
Importing Content Item	TypeError: Cannot set property "currentLocale" of undefined to "default" Error: SocketTimeoutException:Read timed out	Asset Name is set as Label, rather than the UUID To many CA assets for default timeout threshold. CMS-API response too slow (theory)	Save Asset again or use the API to correct the name. Temp workaround: Increase Amplience.CMS.API.profile timeout to approximately 30,000ms in Administration > Operations > Services > Service Profiles Mediahive are currently working on a permanent fix to the issue. There is a troubleshooting page on the CMS-API to confirm whether there is latency affecting the cartridge content cards returning: Sockettimeout troubleshooting
Unable to load CA available content (Merchant Tools > Amplience > Content Authoring: Available Content)	[Error: Unable to obtain auth token for Amplience content hub V2 API: [ERROR: {"error_description":"user_credentials_invalid","error":"unauthorized_client"}]].	Incorrect API credentials	Check that the API Username, Password and Auth ID are correct. <ol style="list-style-type: none"> In Business Manager, navigate to Merchant Tools > Custom Preferences > Site Preference Click on Amplience CA (Amplience Content Authoring Settings) Check the fields 'Oauth username', 'Oauth password', 'Oauth client ID' and 'Amplience Delivery API Store identifier'
Unable to load CA available content (Merchant Tools > Amplience > Content Authoring: Available Content)	[Error: Unable to obtain auth token for Amplience content hub V2 API: [ERROR: {"error_description":"client_id_invalid","error":"invalid_request"}]].	Incorrect API credentials	Check that the API Username, Password and Auth ID are correct. <ol style="list-style-type: none"> In Business Manager, navigate to Merchant Tools > Custom Preferences > Site Preference Click on Amplience CA (Amplience Content Authoring Settings) Check the fields 'Oauth username', 'Oauth password', 'Oauth client ID' and 'Amplience Delivery API Store identifier'
Unable to view imported content (Merchant Tools > Amplience > Content Authoring: Imported Content)	[Error: Amplience content folder not configured].	Content folder does not exist This error is generated by the function <code>getContentAssets</code> in ContentMgr.js	Import metadata The Content Authoring integration requires three dedicated folders to be created/imported in the site library: <ol style="list-style-type: none"> Content folder (ID: amplienceCA_ContentItems) Templates folder (ID:amplienceCA_Templates) Resources folder (ID: amplienceCA_Resources) The Content folder will hold content assets created from merging Amplience headless content with a template to generate html. The Templates folder will store the content assets containing Handlebars (or alternative engine) templates. The Resources folder will hold the header and footer javascript and css necessary files to render the experience. These folders are imported during the metadata import. It is a requirement that they exist before content authoring begins and their IDs are configured

			<p>In Business Manager, navigate to Merchant Tools → Content → Import & Export The files can be located inside the downloadable zip at /sites/meta/Content/ Select</p> <p>First change library-id="your-lib-id" in the two files</p> <ul style="list-style-type: none"> amp-ca-library.xml for Content Authoring amp-da-library.xml for Dynamic Media <p>Then upload and import the files</p>
	Amplience content root folder is not configured	Content root folder not configured in Custom Preferences (ampCA_ContentFolderID)? This error is generated by the function <code>getContentFolders</code> in ContentMgr.js	Check custom preferences ampCA_ContentFolderID in Merchant Tools > Site Preferences > Custom Preferences > Amplience CA
	Amplience content root folder does not exist. Folder ID....	This error is generated by the function <code>getContentFolders</code> in ContentMgr.js	Import metadata as detailed for above error '[Error: Amplience content folder not configured].' AND/OR Confirm that custom preference ampCA_ContentFolderID (Merchant Tools > Site Preferences > Custom Preferences > Amplience CA) matches actual content folder ID in site content library
Unable to run workflows Unable to run Manifest import job (Administration > Operations > Job Schedules)	Could not resolve script module ["bc_integrationframework/cartridge/scripts/workflow/legacy/PipelineStep Runner"]:	Integration framework missing	Download the integrationframework from demandware's repo located here: https://bitbucket.org/demandware/integrationframework (you have to request access from salesforce for this repo by emailing developer.community@demandware.com) 'bc_integrationframework' and 'bm_integrationframework' are dependencies for the manifest import job. These cartridges need to be registered in Business Manager (https://documentation.demandware.com/DOC1/topic/com.demandware.dochehelp/SiteDevelopment/RegisteringYourCartridge.html?cp=0_1_5_4) NOTE This error will not occur on the latest version of the cartridge as long as you are using the correct job. The integration framework deprecated and replaced with the job framework, which does not have a dependency to install.
Merchant Tools > Amplience > Content Authoring: Imported Content	A technical error occurred. Please check the details below Error Message: General error. Please inform your system administrator of this error	1. Some imported items do not exist on the connected Amplience account OR 2. The last item imported has some problem with it	1. This can occur if the site on the sandbox is pointed to a different Amplience account when content items have already been imported. The cartridge code will try to find the hash of the imported items and the error will occur when it doesn't exist. Related error from the logs can be found here: https://bitbucket.org/snippets/osecluna-amplience/eqEnLB BEST PRACTICE: Always set up a new site with a new library when switching accounts. The imported items are stored against the library. 2. We have also seen this occur when importing a lot of items (one at a time). If this happens navigate to Merchant Tools > Content> Content Assets <ul style="list-style-type: none"> Search for the item you just imported If you don't know which it is, go to the last page and just delete the last item Try Loading merchant tools > Amplience > Content Authoring: Imported Content tab <ul style="list-style-type: none"> If you still get the error, delete more items GO back to the available content tab and try importing more items
Viewing admin page (Merchant Tools > Amplience > Content Authoring Admin)	General error. Please inform your system administrator of this error	Possibly: uploading libraries CA metadata without editing the xml file to reference the correct library See also below	1. In your IDE or text editor, open the file metadata/Content/amp-ca-library.xml 1. Change the value of the attribute library-id="your-lib-id" in line 2 to match your site's library ID: <pre><library xmlns="http://www.demandware.com/xml/impex/library/2006-10-31" library-id="your-lib-id"></pre> 2. Save the file 1. Reimport the file (Merchant Tools > Content > Import & Export)
Viewing Content Authoring Admin page of Content Authoring pages (Merchant Tools > Amplience > Content Authoring Admin, Merchant Tools > Amplience > Content Authoring)	General error. Please inform your system administrator of this error	Possibly: There is a dependency in the cartridge code for the app_storefront_controllers cartridge and if the client's storefront cartridge has a different name, you get this error in the logs: This is documented in the 'Storefront Implementation' section of the setup instructions (page 41) and require a one line change to the cartridge code. I don't know if we can make this configurable somewhere but requiring methods from the site genesis cartridge is quite a common thing to do.	1. In Business Manager, navigate to Administration > Sites > Manage Sites 2. Edit your site and click on Settings

			<p>3. Check the Effective Cartridge Path and look for app_storefront_controllers:</p> <p>Effective Cartridge Path:</p> <pre> bm_amplence bc_amplence int_amplence app_storefront_core app_storefront_controllers plugin_apple_pay plugin_facebook plugin_pinterest_commerce plugin_web_payments core </pre> <p>4. If app_storefront_controllers is not in your effective cartridge path and the storefront cartridge has a different name, please follow the instruction in page 41 of AmplienceIntegrationSetupInstructions.pdf</p>
<p>Unable to edit template in content authoring admin</p> <p>(Merchant Tools > Amplience > Content Authoring Admin, Merchant Tools > Amplience > Content Authoring)</p>	<p>General error. Please inform your system administrator of this error</p>	<p>OCAPI Auth credentials incorrect</p> <p>- Confirm it is this by checking the logs (webdav/Sites/Logs/error-blade....yyymmdd.log. You should see something like this:</p> <pre> ERROR PipelineCallServlet 26686352 Sites-Site AmplienceContentHubAdminUI-EditTemplate PipelineCall - SW_OHqhvNXAPr_wvCHEo4exdr0WFTBJuxLDwPmHWQhZ02QJgeRsD6j Y2PVeA-editBi-AK_5sJA_HMX3aPSAQ== system.core Sites-Site BUSINESSMGR - SW_OHqhvNXAPr_wvCHEo4exdr0WFTBJuxLDwPmHWQhZ02QJgeRsD6j Y2PVeA-editBi-AK_5sJA_HMX3aPSAQ== vZx_rFoSp9yWAgAK-0-00 3990760129168779264 - Exception occurred during request processing: ScriptingException Error: Unable to obtain auth token for OCAPI: [ERROR: {"error_description":"Client authentication failed","error":"invalid_client"}] (int_amplence/cartridge/scripts/services/OCAPI.js#144) </pre>	<p>This was to do with the following settings – on a sandbox account you do not need to change the user id or password.</p> <ul style="list-style-type: none"> Services > Credentials > Amplience.OCAPI.Data.URL.credentials: <ul style="list-style-type: none"> On a sandbox user ID and password should both be 'aaaaaaaaaaaaaaaaaaaaaaaaaaaaaa'. On Production and Live instances, these values should be change to the client-id assigned in SFCC Also check setting at Services > Credentials > Amplience.OCAPI.Auth.URL.Credentials <ul style="list-style-type: none"> On a sandbox user ID and password should both be 'aaaaaaaaaaaaaaaaaaaaaaaaaaaaaa'. On Production and Live instances, these values should be change to the client-id assigned in SFCC <p>On a sandbox, username and password should also be password was also 'aaaaaaaaaaaaaaaaaaaaaaaaaaaaaa' and resubmitted.</p>
<p>Importing content item</p> <p>(Merchant Tools > Amplience > Content Authoring: Available Content)</p>	<p>Error: Asset with id [xxxx-xxxx-xxxx-xxxx-xxxxxxxxxx] already exists</p>	<p>Asset previously imported but misconfigured in some way?</p>	<p>Merchant Tools > Content > Content Assets</p> <p>Search for ID 'xxxx-xxxx-xxxx-xxxx-xxxxxxxxxx'</p> <p>Review any results found and delete if necessary</p>
<p>Importing content item</p> <p>(Merchant Tools > Amplience > Content Authoring: Available Content)</p>	<p>Error: Missing helper: "...."</p>	<p>1.Accelerators resources not uploaded to storefront cartridge</p> <p>OR</p> <p>2.AcceleratorsPath custom preference not correctly configured</p> <p>OR</p> <p>3.Render template is referencing a handlebars helper that is not available</p>	<p>1, and 2. See Cartridges for SFCC: Setup Accelerators</p> <p>3. If not using Amplience CA accelerators, your template may be referencing a handlebars helper that does not exist:</p> <ul style="list-style-type: none"> Go to Merchant Tools > Amplience > Amplience Content Authoring Admin Edit the template you just tried to use for the import Search the Source field for the helper name returned by the error. e.g. 'math' <pre> <div class="amp-ca-card amp-ca-card-{{math addTemplateClassName '+' 1}}"> <div class="amp-ca-card-wrap"> {{#math}} </pre> <ul style="list-style-type: none"> Remove any references to the helper
<p>View imported content</p> <p>(Merchant Tools > Amplience > Content Authoring: Imported Content)</p>	<p>A technical error occurred. Please check the details below</p> <p>Error Message:</p> <p>General error.</p> <p>Please inform your system administrator of this error</p>	<p>Scalability issue with cartridge. Errors occur when more than approx 80 items have been imported.</p> <p>The corresponding logs entry for this request can be found here: https://bitbucket.org/snippets/osecluna-amplience/eqEnL_B</p>	<p>NOTE: Content items are still imported, however they can not be viewed / updated in the Imported Items tab</p> <p>This is fixed in version 17.1.0 of the cartridge.</p>
<p>Update imported item</p> <p>Merchant Tools > Amplience > Content Authoring: Imported Content</p>	<p>Error: Access to resource 'GET /data/v16_2/libraries/your-lib-id/content/67e6e811-e239-469b-b9e5-dfd892419d51' is not allowed for the current client.</p> <p>(where your-lib-id is the site's library ID and 67e6e811-e239-469b-b9e5-dfd892419d51 is a content asset ID)</p>	<p>Wrong OCAPI client ID</p>	<p>1. In Business Manager, navigate to Administration > Site Development > Open Commerce API Settings</p> <p>2. Select type Data</p>

3. Ensure that the client_id is correct (note that for all sandboxes it should be "aaaaaaaaaaaaaaaaaaaaaaaaaaaa")

Open Commerce API Settings

This page allows you to make client application-specific configurations of Open Commerce (organization-wide). Please note that because of caching changes may apply up to

Select type:

```
{
  "_v": "16.2",
  "clients": [{
    "client_id": "aaaaaaaaaaaaaaaaaaaaaaaaaaaa",
    "....."
```