



## TRACELINK UNIVERSITY

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# Troubleshoot a problem in Multienterprise Information Network Tower

## General

### **I cannot see all the items in the menu**


Administrators assign roles that limit users' access to different functions. Depending on the role assigned, users might not see certain items in the Process drop-down or the side menu. If you cannot see a specific menu item that you should see based on a role, verify that you are assigned the correct role. If you still cannot see the appropriate menu items, work with your System Administrator to ensure that you are assigned the correct roles and permissions.

### **An item I added or edited is not displaying**

If you are looking for an item you added or for the edits you made to an item, you might not see them right away. A banner message displays that confirms your updates will display shortly. If you want to see the updates, wait a minute or two before refreshing the page, and your updates will be reflected.

## Help center

### **The API guideline I exported to Excel is incomplete**

There is a known issue in the documentation where some API guidelines that are exported to Excel via the Download  icon display only a portion of the entire guideline. This issue will be fixed in a future revision.

### The API example I copied and pasted has invalid formatting

There is a known issue in the documentation where the example might have extra spaces or quotation marks added if copied through a Chromium-based browser (e.g. Google Chrome, Microsoft Edge). This issue will be fixed in a future revision. For now, if this problem results in a validation error, either:

- Manually copy the example by highlighting the full text, right-clicking, and selecting Copy.
- or
- Use a non-Chromium-based browser (e.g. Apple Safari) to copy the example.

### Error messages and notifications

The table contains detailed guidelines for errors occurring in MINT and displays error banners for users. Also, the notification delivery option for the owner and partner includes workflow step failure and the cause of failure.

Error message	Description
Invalid Workflow Step Encountered	<ul style="list-style-type: none"><li>• <b>Description</b> - The following are the reasons for the error:<ul style="list-style-type: none"><li>◦ Ensure that only one object entry is present in the workflow or MPF.</li><li>◦ Verify that all steps in the workflow are valid.</li></ul></li><li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li><li>• <b>Direction</b> - Prepare Inbound</li><li>• <b>Stack Trace available</b> - No</li><li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li></ul>

Error message	Description
Payload Not Found at Specified S3 Path	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Ensure the required business transaction object is available in the S3 bucket.</li> </ul> </li> <li>• <b>Direction</b> - Prepare Inbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Unknown Error During Canonical Copying or Master Data Lookup	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following are the reasons for the error: <ul style="list-style-type: none"> <li>◦ Verify the canonical copy process and master data lookup settings, as an unknown error was encountered during execution.</li> <li>◦ Please review the code implementation, as an unknown failure has occurred.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Prepare Inbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Attachment failure.	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Review the Workflow Validation (WV) configuration, as the S3 file tagging process has failed.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Prepare Inbound</li> <li>• <b>Stack Trace available</b> - Yes</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Company details are missing or unavailable in the master data	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Ensure company details are populated and available in the master data.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Prepare Inbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>

Error message	Description
Missing Identifier in Master Data	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Ensure the required identifiers are available in the master data.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Prepare Inbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Unhandled Exception While Retrieving Owner or Partner Details	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reasons for the error: <ul style="list-style-type: none"> <li>◦ Review the configuration settings, as an unhandled exception was encountered while fetching owner or partner details.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Prepare Inbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Invalid Last Step Detected in Draft Submission Flow	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Adjust the final step configuration, as an invalid step was identified in the draft-to-submit workflow.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Prepare Inbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Invalid Result Code in Workflow	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Correct the result code, as an invalid value was found in the draft-to-submit workflow.</li> </ul> </li> <li>• <b>Direction</b> - Prepare Inbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>

Error message	Description
Invalid message type: \${incomingMessageType}	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Ensure appropriate handling is configured for the message type when it is not processed via the inbound flow or JSLT map transformation.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Prepare Inbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Missing B2B response during JSLT map processing	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Ensure safeguards are in place for scenarios where B2B does not generate a response during JSLT MAP processing.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Prepare Inbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Unexpected Error During JSLT MAP Transformation	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Review the configuration settings, as an unexpected error was encountered during the JSLT MAP transformation.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Prepare Inbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Failure in Canonical to Business Transaction Object Transformation	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Examine the JSLT transformation logic, as the conversion from Canonical to Business Transaction Object encountered a failure.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Prepare Inbound</li> <li>• <b>Stack Trace available</b> - Yes</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>

Error message	Description
Transformation result not found.	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Verify that the transformation is properly set up, as it did not produce any result.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Prepare Inbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Invalid message type: \${incomingMessageType}	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Ensure appropriate handling is configured for the message type when it is not processed via the inbound flow or JSLT map transformation.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Prepare Outbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Missing B2B response during JSLT map processing	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Ensure safeguards are in place for scenarios where B2B does not generate a response during JSLT MAP processing.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Prepare Outbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Canonical processing failed.	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Review the configuration settings, as the presigned URL generation for the S3 BTO object failed.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Prepare Outbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>

Error message	Description
Invalid Workflow Step Encountered	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following are the reasons for the error: <ul style="list-style-type: none"> <li>◦ Ensure that only one object entry is present in the workflow or MPF.</li> <li>◦ Verify that all steps in the workflow are valid.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Prepare Outbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Failure in Canonical to Business Transaction Object Transformation	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Examine the JSLT transformation logic, as the conversion from Canonical to Business Transaction Object encountered a failure.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Prepare Outbound</li> <li>• <b>Stack Trace available</b> - Yes</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Transformation result not found.	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Verify that the transformation is properly set up, as it did not produce any result.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Prepare Outbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Invalid message type: \${incomingMessageType}	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Ensure appropriate handling is configured for the message type when it is not processed via the inbound flow or JSLT map transformation.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Trigger Outbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>

Error message	Description
Outbound Trigger Failure for Transaction	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Ensure safeguards are in handle situations where B2B fails to generate a response.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Trigger Outbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
<pre>{b2bResponse}</pre>	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following are the reasons for the error: <ul style="list-style-type: none"> <li>◦ Configure B2B to send outbound failure notifications directly to the UI.</li> <li>◦ Review the canonical outbound map configuration, as the transformation has failed.</li> <li>◦ Ensure the canonical data complies with the schema, as a validation error was encountered.</li> <li>◦ Review the B2B connection configuration, as a connection failure has been detected.</li> <li>◦ Verify the Integration Principal configuration, as a failure has occurred.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Trigger Outbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender and receiver receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Transformed File Missing at Presigned URL Provided by B2B	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ The B2B transformation was successful; however, ensure the presigned URL for the transformed file is generated and available.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Trigger Outbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender and receiver receives notifications (via bell icon and email) if they are subscribed.</li> </ul>



Error message	Description
Invalid message type: \${incomingMessageType}	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Ensure appropriate handling is configured for the message type when it is not processed via the inbound flow or JSLT map transformation.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Process Outbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender and receiver receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Outbound Processing Failure	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Ensure safeguards are in handle situations where B2B fails to generate a response.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Process Outbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender and receiver receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Invalid Workflow Step Encountered	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following are the reasons for the error: <ul style="list-style-type: none"> <li>◦ Ensure that only one object entry is present in the workflow or MPF.</li> <li>◦ Verify that all steps in the workflow are valid.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Conclude Outbound</li> <li>• <b>Stack Trace available</b> - No</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>
Exception in instantiating transaction to Conclude Outbound Stage	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following is the reason for the error: <ul style="list-style-type: none"> <li>◦ Review the code and ensure all exceptions are properly handled, as the error resulted from a failure or unhandled exception.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Conclude Outbound</li> <li>• <b>Stack Trace available</b> - Yes</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>

Error message	Description
<p>`\${b2bResponse}`</p>	<ul style="list-style-type: none"> <li>• <b>Description</b> - The following are the reasons for the error: <ul style="list-style-type: none"> <li>◦ Review the B2B transaction for the source of the error.</li> <li>◦ Review the mapping configuration to resolve the error.</li> <li>◦ Identify and add missing transforms to correct the error.</li> </ul> </li> <li>• <b>Corrective Action</b> - Retry the transaction, and if the issue persists, contact support for assistance.</li> <li>• <b>Direction</b> - Submit</li> <li>• <b>Stack Trace available</b> - Yes</li> <li>• <b>Notification Type</b> - The sender receives notifications (via bell icon and email) if they are subscribed.</li> </ul>

## Related Content



### Stock Transfer Receiving Advices

Supplier's remote warehouses or third-party warehouse Partners use stock transfer receiving advices to communicate confirmation to the sending warehouse that they have successfully received the transferred product, if the transfer shipment experienced any breakage, and if there were any discrepancies between the expected product and quantities and the received product and quantities.

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### Troubleshoot a problem in Extensible TraceLink Transfer

Administrators assign roles that limit users' access to different functions.

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