



SOFTWARESILOS

Digital Product Passport (DPP) Extension

PDF Manual

MODULE

dpp

LAST UPDATED

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Common Issues

Digital Product Passport (DPP) Extension · /dpp/troubleshooting/common-issues

Passport Not Published

- Check the **completeness score** in configuration
- Ensure required fields are filled for the selected template
- Verify DPP payload JSON is valid
- Verify payload matches template schema requirements when using **Published** status

GS1 URL Not Resolving

- Confirm GTIN is mapped and filled
- Ensure GS1 Digital Link is enabled
- Ensure the URL path starts with /01/
- Clear cache after configuration changes

JSON-LD Endpoint Returns Error

- The passport must be **Published**
- Validate the DPP payload JSON
- Verify the SKU/store context resolves to an existing published passport

Publish Fails For Custom Template

- Published status requires schema validation
- Custom templates without schema definition cannot be published
- Use a template with valid schema definition or involve your development team to provide one