Common Issues

Digital Product Passport Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

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EXTENSION
Magento 2 Extension Digital Product Passport

Common Issues

The product form has no passport fieldset

Check that the module is enabled and **Enable Digital Product Passports** is Yes in the effective store scope. Confirm the administrator can edit products, then clear Magento configuration and full-page caches.

Saving Published fails

Read the validation message. Publication requires:

- a non-empty payload;
- valid JSON syntax;
- an existing template with a schema definition;
- a payload that satisfies that schema.

The message includes up to five schema paths. Compare those paths with the chosen template's schema. Save as Draft while correcting the data.

A custom template works in Draft but not Published

The Admin template form saves structure JSON but does not expose schema definition. Structure JSON is not used as the publication schema. Add the schema through a reviewed implementation or use a bundled template.

A template cannot be deleted or renamed

Passports still reference its code. The extension prevents deleting a used template or changing its code because either action would orphan those records. Keep the code and update other metadata, or migrate passport references through a controlled implementation.

Product page link is missing

The current store must have a published passport for the product SKU. Check the passport's store ID and status. A record created in another store view does not automatically become the current store's record.

Standard page shows no passport

Confirm the numeric passport ID and Published status. The HTML route shows a no-passport message rather than a 404 page. Test JSON-LD or the QR endpoint when an HTTP 404 contract is required.

QR endpoint returns 404

The ID is missing, invalid, unknown or belongs to an unpublished record. Publish the correct record and verify it in the same store scope.

GS1 path does not resolve

Check both enabled flags, the configured GTIN attribute code and the product's raw GTIN value. Serial and batch paths require exact matching passport values. A custom resolver domain must route to Magento separately from the configuration setting.

Wrong store appears in JSON-LD or QR links

Verify the passport's store ID and pass `storeId` to SKU APIs where needed. Public formatting uses the passport's store context rather than whichever storefront happened to make the request.

Completeness score seems too low

The score gives one equal point to seven specific fields. The default Generic template earns no template point, and model-level records often omit batch and serial. This can be correct even when the payload passes its schema.