



# Trace and Simulator

PunchOut Documentation

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

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# Trace and Simulator

Use the simulator to build a controlled setup request. Use the trace viewer to follow a real request by correlation ID. Together they show whether a failure happened during authentication, setup, cart return, mapping or document delivery.

## Build a simulator request

Open **Punchout > Punchout Simulator** and choose OCI or cXML. Use a configured buyer profile and a privacy-safe test customer in the local or buyer-provided sandbox.

The screenshot displays the 'Punchout Request Simulator' web interface. At the top, there's a header with the title 'Punchout Request Simulator', a demo expiry notice 'Demo expiry: 2026-08-26 19:54 UTC (4d 11h left)', a search icon, and a user profile 'admin'. Below the header is a bar with 'Probe Hook Endpoint' and an 'Open Shop Session' button. The main content is divided into two sections: 'Profile and Protocol' and 'Request Data'. In 'Profile and Protocol', there are dropdowns for 'Buyer Profile' (selected: '#2 CEDARSTONE-CXML-US [CXML] - All Store Views'), 'Protocol' (selected: 'cXML'), and 'Store View' (selected: 'All Store Views'). A note below the Buyer Profile dropdown states: 'Selecting a profile pre-fills protocol, Store View and credentials.' The 'Request Data' section contains several input fields: 'Buyer ID' (CEDARSTONE-CXML-US), 'Hook URL (ERP return endpoint)' (https://procurement.cedarstone.example/return) with a note 'Must be a public HTTPS endpoint. In sandbox mode, the local PunchOut callback is used by default.', 'Shop Start Path' (/) with a note 'Relative to the selected Store View base URL.', 'cXML Sender Domain' (NetworkID), 'cXML Sender Identity' (cedarstone.procurement), and 'cXML Shared Secret' (masked with dots).

The request section keeps the stored shared secret masked while exposing the sender identity and the fictional BuyerCookie used to correlate the later cart return:

Punchout Request Simulator

Probe Hook Endpoint

Open Shop Session

Request Data

Buyer ID \*

CEDARSTONE-CXML-US

Hook URL (ERP return endpoint) \*

https://procurement.cedarstone.example/return

Must be a public HTTPS endpoint. In sandbox mode, the local PunchOut callback is used by default.

Shop Start Path

/

Relative to the selected Store View base URL.

cXML Sender Domain \*

NetworkID

cXML Sender Identity \*

cedarstone.procurement

cXML Shared Secret \*

\*\*\*\*\*

BuyerCookie \*

cedarstone-demo-cart

Opaque procurement-system value retained through cart return and OrderRequest.

cXML End-User Contact Name

Generates Contact role="endUser" in the cXML 1.2 setup request.

cXML End-User Contact E-mail

cXML userEmail Extrinsic

cXML UniqueName Extrinsic

Automatic identity mapping uses this value only when it is a valid e-mail address.

The same page can launch an OCI session with its own buyer identity and credentials:

Punchout Request Simulator

Demo expiry: 2026-08-26 19:54 UTC (4d 11h left)

admin

Probe Hook Endpoint

Open Shop Session

Profile and Protocol

Buyer Profile \*

#1 CEDARSTONE-OCI-US [OCI] - All Store Views

Selecting a profile pre-fills protocol, Store View and credentials.

Protocol \*

OCI

Store View \*

All Store Views

Request Data

Buyer ID \*

CEDARSTONE-OCI-US

Hook URL (ERP return endpoint) \*

https://procurement.cedarstone.example/return

Must be a public HTTPS endpoint. In sandbox mode, the local PunchOut callback is used by default.

Shop Start Path

/

Relative to the selected Store View base URL.

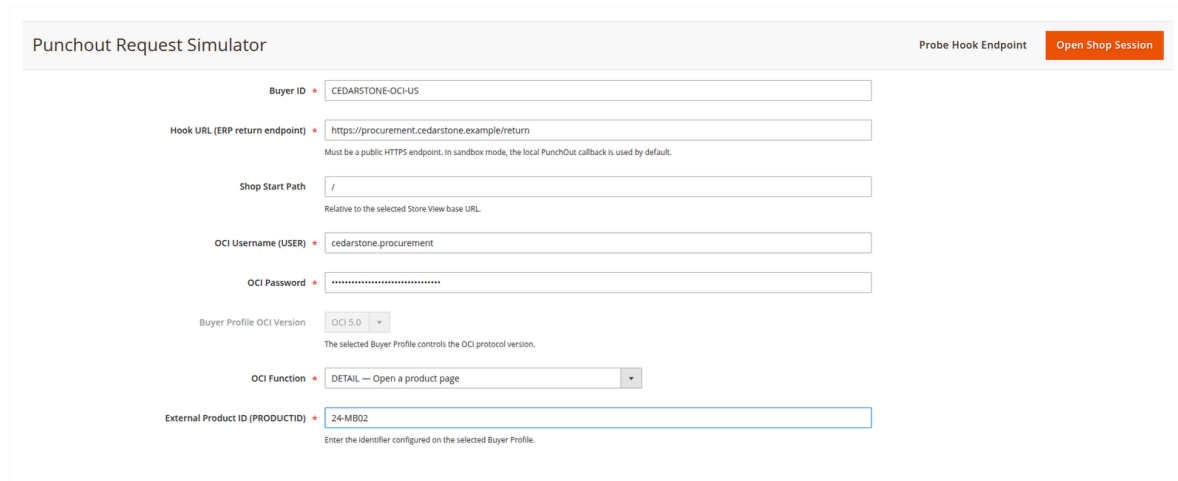
OCI Username (USER) \*

cedarstone.procurement

OCI Password \*

\*\*\*\*\*

For product-specific operations, the selected profile fixes the OCI version and the form requires the external product identifier expected by that profile:



The screenshot shows the 'Punchout Request Simulator' interface. It features a header with the title 'Punchout Request Simulator' on the left, 'Probe Hook Endpoint' in the center, and an 'Open Shop Session' button on the right. The main form contains several fields: 'Buyer ID' with the value 'CEDARSTONE-OCI-US'; 'Hook URL (ERP return endpoint)' with the value 'https://procurement.cedarstone.example/return' and a note 'Must be a public HTTPS endpoint. In sandbox mode, the local PunchOut callback is used by default.'; 'Shop Start Path' with the value '/'; 'OCI Username (USER)' with the value 'cedarstone.procurement'; 'OCI Password' with a masked value; 'Buyer Profile OCI Version' with a dropdown set to 'OCI 5.0' and a note 'The selected Buyer Profile controls the OCI protocol version.'; 'OCI Function' with a dropdown set to 'DETAIL — Open a product page'; and 'External Product ID (PRODUCTID)' with the value '24-MB02' and a note 'Enter the identifier configured on the selected Buyer Profile.'

The simulator requires a buyer profile. Selecting it fills the matching protocol, Store view and stored identity values, then updates the expanded technical preview automatically. For OCI profiles, the form also shows the profile-owned OCI version and the product identifier required by **DETAIL** or **DETAILADD**. Currency, tax mode and request signing come from the selected Store-view configuration rather than duplicate simulator fields.

The simulator can:

- build the protocol request from entered fields;
- show the target endpoint and technical payload preview;
- generate a cURL example;
- probe the return URL with the same URL-safety policy used by PunchOut;
- open a storefront session after a successful setup.

**Open Shop Session** keeps the Admin simulator open and launches the mapped storefront in a separate tab. For cXML it sends a standards-compliant **PunchOutSetupRequest**, reads the **StartPage/URL** from Magento's response and opens that URL. A fictional opaque BuyerCookie should still be treated as integration data and kept out of public screenshots when it resembles a real customer's identifier.

Do not paste a production shared secret into screenshots, tickets or documentation. A masked admin field proves that a value exists; it does not prove the other system uses the same value.

## Read a trace

Open **Punchout Trace** and filter by correlation ID. One setup and its later actions use the same correlation value, which is more reliable than searching by time alone.

Punchout Trace Viewer

Demo expiry: 2026-08-26 19:54 UTC (4d 9h left)

Filters Default View Columns Export

Actions 27 records found 20 per page 1 of 2

|                          | Trace ID | Created At          | Correlation ID                                                   | Protocol | Flow Step | Direction | Result     | HTTP Status | Duration (ms) | Actor Type | Actor ID | Actions |
|--------------------------|----------|---------------------|------------------------------------------------------------------|----------|-----------|-----------|------------|-------------|---------------|------------|----------|---------|
| <input type="checkbox"/> | 27       | 2026-08-22 12:42:42 | cfc6058487a324b0c26b40d90dbcc6820b943cd4d3afb29c6ba502b8b2aa906a | oXML     | transfer  | Outbound  | Successful | 200         | 125.191       | customer   | 2        | Select  |
| <input type="checkbox"/> | 26       | 2026-08-22 12:40:01 | cfc6058487a324b0c26b40d90dbcc6820b943cd4d3afb29c6ba502b8b2aa906a | oXML     | setup     | Inbound   | Successful | 200         | 322.178       | customer   | 2        | Select  |
| <input type="checkbox"/> | 25       | 2026-08-22 12:19:41 | 025968f2a6f4c532676632f31b0eccc20c9e2eadf508c2c1e039b6b8ce3296   | oXML     | transfer  | Outbound  | Successful | 200         | 111.078       | customer   | 2        | Select  |
| <input type="checkbox"/> | 24       | 2026-08-22 12:17:57 | 025968f2a6f4c532676632f31b0eccc20c9e2eadf508c2c1e039b6b8ce3296   | oXML     | setup     | Inbound   | Successful | 200         | 149.577       | customer   | 2        | Select  |
| <input type="checkbox"/> | 23       | 2026-08-22 12:16:27 | 0f4224137ea9db6e9e3b4011155d3dacc61b74c339f062e35664ef4c3d07b1e  | oXML     | transfer  | Outbound  | Successful | 200         | 215.637       | customer   | 2        | Select  |
| <input type="checkbox"/> | 22       | 2026-08-22 12:14:45 | 0f4224137ea9db6e9e3b4011155d3dacc61b74c339f062e35664ef4c3d07b1e  | oXML     | setup     | Inbound   | Successful | 200         | 260.686       | customer   | 2        | Select  |
| <input type="checkbox"/> | 21       | 2026-08-22 11:43:18 | f85070230c782cd2d5073d1111a6bd08f8bebe0a0b114149526082e888747762 | OCI      | transfer  | Outbound  | Successful | 200         | 177.902       | customer   | 2        | Select  |
| <input type="checkbox"/> | 20       | 2026-08-22 11:42:00 | f85070230c782cd2d5073d1111a6bd08f8bebe0a0b114149526082e888747762 | OCI      | login     | Inbound   | Successful | 200         | 398.161       | customer   | 2        | Select  |
| <input type="checkbox"/> | 19       | 2026-08-21 23:20:59 | e0246ed103b4688a7a5bb48330e9a86181d1f5bb96e6b5a80bc2b250c162f67f | OCI      | login     | Inbound   | Successful | 200         | 96.253        | customer   | 2        | Select  |
| <input type="checkbox"/> | 18       | 2026-08-21 23:20:37 | cd815bd7b6db1b8ba5d995f07f42be9aabc354737300c2860d3358e586fa85   | OCI      | login     | Inbound   | Successful | 200         | 49.012        | customer   | 2        | Select  |

The grid exports the selected trace metadata as CSV or Excel XML without requiring administrators to open the stored payload:

Punchout Trace Viewer

Demo expiry: 2026-08-26 19:54 UTC (4d 9h left)

Filters Default View Columns Export

Actions 21 records found 20 per page

CSV Excel XML Cancel Export

|                          | Trace ID | Created At          | Correlation ID                                                   | Protocol | Flow Step | Direction | Result     | HTTP Status | Duration (ms) | Actor Type | Actor ID | Actions |
|--------------------------|----------|---------------------|------------------------------------------------------------------|----------|-----------|-----------|------------|-------------|---------------|------------|----------|---------|
| <input type="checkbox"/> | 21       | 2026-08-22 11:43:18 | f85070230c782cd2d5073d1111a6bd08f8bebe0a0b114149526082e888747762 | OCI      | transfer  | Outbound  | Successful | 200         | 177.902       | customer   |          | Select  |
| <input type="checkbox"/> | 20       | 2026-08-22 11:42:00 | f85070230c782cd2d5073d1111a6bd08f8bebe0a0b114149526082e888747762 | OCI      | login     | Inbound   | Successful | 200         | 398.161       | customer   | 2        | Select  |
| <input type="checkbox"/> | 19       | 2026-08-21 23:20:59 | e0246ed103b4688a7a5bb48330e9a86181d1f5bb96e6b5a80bc2b250c162f67f | OCI      | login     | Inbound   | Successful | 200         | 96.253        | customer   | 2        | Select  |
| <input type="checkbox"/> | 18       | 2026-08-21 23:20:37 | cd815bd7b6db1b8ba5d995f07f42be9aabc354737300c2860d3358e586fa85   | OCI      | login     | Inbound   | Successful | 200         | 49.012        | customer   | 2        | Select  |
| <input type="checkbox"/> | 17       | 2026-08-21 23:20:11 | aa873bc4510ea69815985769c82d2e7d9bb449c9eb7356584f9c8c1b6542322a | OCI      | login     | Inbound   | Successful | 200         | 45.022        | customer   | 2        | Select  |
| <input type="checkbox"/> | 16       | 2026-08-21 23:19:17 | 13a1f2c91b40fa2d70a67b0da4bba07c62d70ec25d9d662622d8749aa58cca6  | OCI      | login     | Inbound   | Successful | 200         | 50.695        | customer   | 2        | Select  |
| <input type="checkbox"/> | 15       | 2026-08-21 23:17:32 | 461952cae22d8a45a891cf13f850c29476d031fa9d2073be3541f5b4be24c2c  | OCI      | login     | Inbound   | Successful | 200         | 48.902        | customer   | 2        | Select  |
| <input type="checkbox"/> | 14       | 2026-08-21 23:17:18 | a048f9f556a5451cd1d720b0d671bb56a8a5eff4d87baaeadc8aa70fc1fae003 | OCI      | login     | Inbound   | Successful | 200         | 198.817       | customer   | 2        | Select  |
| <input type="checkbox"/> | 13       | 2026-08-21 23:15:36 | bfae426b231a56f2faef13470c027f054bd2fee3c13d9d72b52c2cc3aff33    | OCI      | login     | Inbound   | Successful | 200         | 50.892        | customer   | 2        | Select  |
| <input type="checkbox"/> | 12       | 2026-08-21 23:15:00 | d021c470f0ff83d07be9f1ef8d7f464a5f2d989eb53942c11aef757c206d7f1c | OCI      | login     | Inbound   | Successful | 200         | 122.619       | customer   | 2        | Select  |
| <input type="checkbox"/> | 11       | 2026-08-21 23:14:41 | 67276f68103b646f88d7ac4d1c44b397789ab4a9986db25d966c1ee40a20c    | OCI      | login     | Inbound   | Successful | 200         | 396.820       | customer   | 2        | Select  |
| <input type="checkbox"/> | 10       | 2026-08-21 22:48:09 | f580c1c3e013aae370c3ef5d72970557598470f0fe1d88f286a14bb1da64b8   | OCI      | login     | Inbound   | Successful | 200         | 13.629        | customer   |          | Select  |
| <input type="checkbox"/> | 9        | 2026-08-21 22:47:15 | 1a670b184ba2aaf9584d56b185936d9a23e9a8ea524a17fc17d98488af2950   | OCI      | login     | Inbound   | Successful | 200         | 25.216        | customer   |          | Select  |
| <input type="checkbox"/> | 8        | 2026-08-21 22:46:43 | abe342f06b34812fd3ee4a6277f2197d5db1339b65352144206dc91ab3d032d  | OCI      | login     | Inbound   | Successful | 200         | 14.066        | customer   |          | Select  |
| <input type="checkbox"/> | 7        | 2026-08-21 22:46:12 | 568e150a243f3ede0c4ab6cbbabdf52a7adffef3d8cccf66101aee3abc9      | OCI      | login     | Inbound   | Successful | 200         | 13.330        | customer   |          | Select  |
| <input type="checkbox"/> | 6        | 2026-08-21 22:45:43 | c8a7af343d6e08edac6d0e10dd029e270daa304f9c075a943a01f13134d8     | OCI      | login     | Inbound   | Successful | 200         | 61.888        | customer   |          | Select  |
| <input type="checkbox"/> | 5        | 2026-08-21 22:43:32 | f8332039eabdc208a13aa39527271a0f530bc480a06925ba2a557610870332a  | OCI      | login     | Inbound   | Successful | 200         | 63.606        | customer   |          | Select  |

A trace records direction, flow step, protocol, endpoint, HTTP status, duration, result and available customer context. Protocol, direction and result have typed filters in the grid. The stored payload is sanitized for passwords, shared secrets, tokens, BuyerCookie values and Magento form keys.

JSON export is useful when working with an integration partner, but review it before sharing. Sanitization reduces accidental disclosure; it is not a reason to make trace exports public.

## A practical diagnosis sequence

1. Find the first failed step for the correlation ID.
2. Compare its store, buyer, protocol and endpoint with the intended profile.

3. Read the public `error_code` and any nested security codes.
4. Correct one cause, then generate a new semantic request and idempotency key.
5. Confirm the return payload on the buyer side, not only the HTTP 200 from Magento.

Old traces are removed daily according to **Trace Retention**. Export evidence needed for a support case before that window closes, without including credentials.

This is only a demo store. You can browse and place orders, but nothing will be processed.

### Punchout Trace Viewer

Demo expiry: 2026-08-20 08:57 UTC (4d 22h left)

Actions 2 records found 20 per page

|                          | Trace ID | Created At          | Correlation ID                                                   | Protocol | Flow Step | Direction | Result     | HTTP Status | Duration (ms) | Actor Type |
|--------------------------|----------|---------------------|------------------------------------------------------------------|----------|-----------|-----------|------------|-------------|---------------|------------|
| <input type="checkbox"/> | 2        | 2026-08-15 12:09:28 | b5699e1a583bde73743a656ff6302972819960596571176296bb661a4ace30a  | OCI      | login     | Inbound   | Successful | 200         | 19.628        | customer   |
| <input type="checkbox"/> | 1        | 2026-08-15 11:39:34 | d72df0bc69f0250064cae5fc0742139e412bbe7390083551d262002c58cd2172 | cXML     | setup     | Inbound   | Successful | 200         | 10.243        | customer   |

Export options: CSV, Excel XML. Buttons: Cancel, Export.

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