Common Issues

Punchout Documentation

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

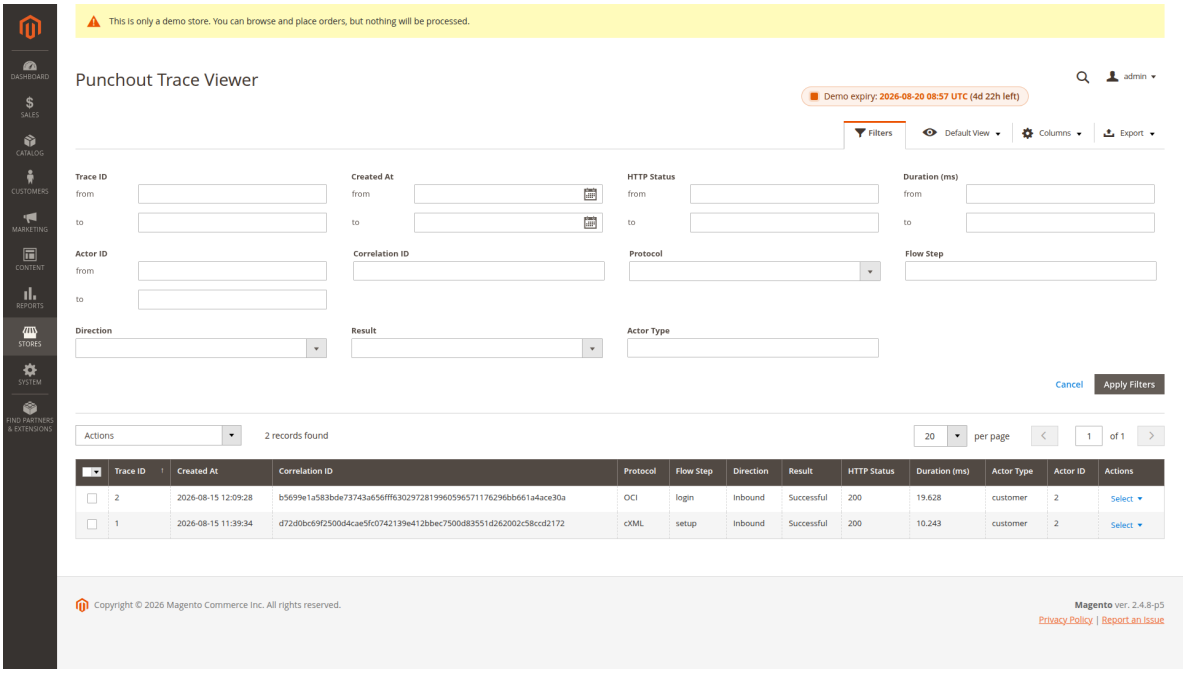
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EXTENSION
Magento 2 Extension Punchout

Common Issues

Start with the correlation ID and the first failed trace step. Later errors are often consequences of an earlier buyer, security or context failure.



Buyer is not allowed

Check the inbound protocol and buyer identity character for character. Then confirm that an active profile exists in the requested store or as an **All Store Views** fallback. A store-specific match takes precedence over a global profile.

For OCI, compare `USER`/username and password separately from optional HTTP transport credentials. For cXML, compare sender domain, sender identity and shared secret.

Security validation fails

The top-level response is `PUNCHOUT_SECURITY_VALIDATION_FAILED`; the `errors` array gives the cause.

- For `PUNCHOUT_IP_NOT_ALLOWED`, confirm the real client IP seen by Magento and the configured IPv4/IPv6 range.
- For signature errors, confirm strict mode, secret and the exact body or normalized parameters used to calculate HMAC-SHA256.
- Do not enable strict mode simply because HTTPS is active; the caller must send the custom signature.

Return URL is rejected

Production URLs must use HTTPS, resolve successfully and resolve only to public IP addresses. Sandbox mode can permit localhost/private addresses, but it still requires HTTPS. Check both A and AAAA resolution when a hostname behaves differently between environments.

Storefront opens as the wrong customer

Check **Customer Resolution Mode** and its corresponding Magento Customer or identity source. Verify that the resolved customer belongs to the Website of the selected Store View unless global customer sharing is enabled. For a newly provisioned account, check whether Magento requires account confirmation.

Also check whether the request selected the intended store. Protocol-specific request customer overrides should normally remain disabled.

Cart price differs from the request

This is expected when **Allow inbound cart item prices** is No. Magento uses its catalog and customer pricing. If buyer-supplied prices are part of the approved integration contract, enable the setting only for the required scope and retest tax and currency totals.

Mapping fails or fields are empty

Confirm that the buyer has an active outbound, non-template profile with the same protocol and compatible store scope. In the trace, look for `PUNCHOUT_MAPPING_REQUIRED_*` errors and map that target to a source value maintained for every relevant product/customer.

An optional-enrichment template such as `cxml_outbound_level2` is not a complete replacement for the core required rules.

Return to System redirects back to the cart

The browser may have no active token, the context may be expired, the cart may be empty, the hook URL may now fail validation or mapping validation may have failed. Inspect the browser session and the corresponding trace rather than repeatedly clicking the action.

Request replay returns HTTP 409

- `PUNCHOUT_REQUEST_REPLAY_IN_PROGRESS`: wait for the original call to finish before retrying the identical request.
- `PUNCHOUT_REQUEST_REPLAY_CONFLICT`: the same `X-Punchout-Request-Key`

was reused with changed input. Generate a new key for the new semantic action.

Request-body key aliases and `X-Idempotency-Key` are not accepted.

Inbound OrderRequest does not create an order

Open the inbound-order detail before retrying. Check its effective processing mode, status, failure code and normalized payload.

- **Acknowledge Only** never builds a quote.
- **Validate Only** can finish successfully without a Magento order ID.
- **Create Magento Order** requires a resolvable customer and products, valid addresses, and available shipping and payment methods.
- A buyer-profile override can replace the Store-view processing or pricing mode.
- Snapshot-based pricing needs the original BuyerCookie and an unexpired returned-cart snapshot.

If the status is **Manual Review**, inspect the reason and process or reject the record from **Punchout > Inbound Orders**. Do not repeatedly submit the same PO with changed content under the same identity.

Document remains pending or failed

Verify that Magento cron runs the `default` group. The queue processor is scheduled every five minutes:

```
php bin/magento cron:run --group=default
```

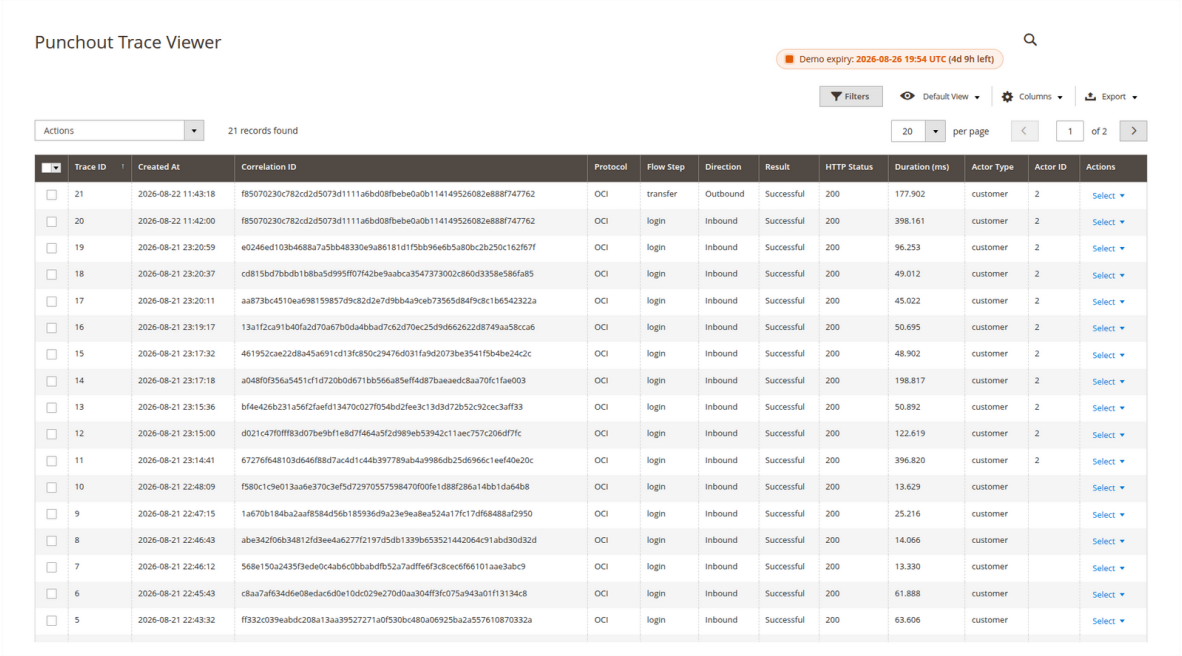
Open the queue row and check its next-attempt time, Store View, destination, status and last error. Delivery uses durable Buyer Profile/order routing and does not require an unexpired browser context. Confirm the dedicated ASN or Invoice URL and supplier credentials before using Reset or Force Run.

If the row is **Delivery Unknown**, Magento cannot know whether the receiver accepted the request before the connection failed. Check the procurement platform before using the separately authorized Retry Unknown Delivery action; an unverified retry can create a duplicate business document.

Trace appears empty

Trace logging is store-scoped. Confirm it is enabled in the buyer's resolved store, not only at Default Config. Old records are removed by the daily retention cleanup.

A working trace for one OCI session looks like this — login and cart-transfer steps share one correlation ID:



Trace ID	Created At	Correlation ID	Protocol	Flow Step	Direction	Result	HTTP Status	Duration (ms)	Actor Type	Actor ID	Actions
21	2026-08-22 11:43:18	f85070230c782cd2d5073d1111a6bd08fbebe0a0b114149526082e888f747762	OCI	transfer	Outbound	Successful	200	177.902	customer	2	Select
20	2026-08-22 11:42:00	f85070230c782cd2d5073d1111a6bd08fbebe0a0b114149526082e888f747762	OCI	login	Inbound	Successful	200	398.161	customer	2	Select
19	2026-08-21 23:20:59	e0246ed103b4688a7a5bb48330e9a86181d1f5bb96e6b5a80bc2b250c162f67f	OCI	login	Inbound	Successful	200	96.253	customer	2	Select
18	2026-08-21 23:20:37	cd815bd7bbdb1b8ba5d995ff07f42be9aabca3547373002c860d3358e586fa85	OCI	login	Inbound	Successful	200	49.012	customer	2	Select
17	2026-08-21 23:20:11	aa873bc4510ea698159857d9c82d2e7d9bb4a9ceb73565d84f9c8c1b6542322a	OCI	login	Inbound	Successful	200	45.022	customer	2	Select
16	2026-08-21 23:19:17	13a1f2ca91b40fa2d70a67b0da4bbad7c62d70ec25d9d662622d8749aa58cca6	OCI	login	Inbound	Successful	200	50.695	customer	2	Select
15	2026-08-21 23:17:32	461952cae22d8a45a691cd13fc850c29476d031fa9d2073be3541f5b4be24c2c	OCI	login	Inbound	Successful	200	48.902	customer	2	Select
14	2026-08-21 23:17:18	a048f0f356a5451cf1d720b0d671bb566a85eff4d87baeaedc8aa70fc1fae003	OCI	login	Inbound	Successful	200	198.817	customer	2	Select
13	2026-08-21 23:15:36	bf4e426b231a56f2faefd13470c027f054bd2fee3c13d3d72b52c92cec3aff33	OCI	login	Inbound	Successful	200	50.892	customer	2	Select
12	2026-08-21 23:15:00	d021c47f0fff83d07be9bf1e8d7f464a5f2d989eb53942c11aec757c206df7fc	OCI	login	Inbound	Successful	200	122.619	customer	2	Select
11	2026-08-21 23:14:41	67276f648103d646f88d7ac4d1c44b397789ab4a9986db25d6966c1eef40e20c	OCI	login	Inbound	Successful	200	396.820	customer	2	Select
10	2026-08-21 22:48:09	f580c1c9e013aa6e370c3ef5d72970557598470f00fe1d88f286a14bb1da64b8	OCI	login	Inbound	Successful	200	13.629	customer		Select
9	2026-08-21 22:47:15	1a670b184ba2aaf8584d56b185936d9a23e9ea8ea524a17fc17df68488af2950	OCI	login	Inbound	Successful	200	25.216	customer		Select
8	2026-08-21 22:46:43	abe342f06b34812fd3ee4a6277f2197d5db1339b653521442064c91abd30d32d	OCI	login	Inbound	Successful	200	14.066	customer		Select
7	2026-08-21 22:46:12	568e150a2435f3ede0c4ab6c0bbabdfb52a7adffe6f3c8cec6f66101aae3abc9	OCI	login	Inbound	Successful	200	13.330	customer		Select
6	2026-08-21 22:45:43	c8aa7af634d6e08edac6d0e10dc029e270d0aa304ff3fc075a943a01f13134c8	OCI	login	Inbound	Successful	200	61.888	customer		Select
5	2026-08-21 22:43:32	ff332c039eabdc208a13aa39527271a0f530bc480a06925ba2a557610870332a	OCI	login	Inbound	Successful	200	63.606	customer		Select

Use the Error Catalog for the exact response code and Trace and Simulator for a repeatable diagnosis flow.