



SOFTWARESILOS

Punchout Documentation

PDF Manual

MODULE

punchout

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Error Catalog

Punchout Documentation · /punchout/troubleshooting/error-catalog

Use this catalog to classify errors quickly and apply the right fix path.

Authentication Errors

BUYER_NOT_FOUND

- Meaning: no active buyer profile matches inbound identity.
- Check: buyer id, protocol, active flag, store scope.
- Fix: correct buyer identifier mapping and activate the profile.

IDENTITY_MISMATCH

- Meaning: protocol identity fields do not match configured buyer identity.
- Check: OCI user identity or cXML sender identity/domain values.
- Fix: align procurement-side identity values with buyer profile settings.

CREDENTIAL_MISMATCH

- Meaning: secret/password/token validation failed.
- Check: configured credentials and requester-side credential payload.
- Fix: rotate and re-enter credentials on both sides.

Security Errors

SIGNATURE_REQUIRED

- Meaning: strict signature mode is enabled and request is unsigned.
- Check: strict signature setting and caller signature support.
- Fix: enable signing on caller side or disable strict mode temporarily in test only.

SIGNATURE_INVALID

- Meaning: request signature does not match expected hash.
- Check: shared secret, canonicalization, payload mutation in transit.
- Fix: revalidate signature generation and secret synchronization.

IP_NOT_ALLOWED

- Meaning: request source IP is outside allowed ranges.
- Check: allowlist values and real source IP.
- Fix: update allowlist with exact trusted egress ranges.

HOOK_URL_REJECTED

- Meaning: callback/return URL failed policy validation.
- Check: URL host, scheme, and configured restrictions.
- Fix: register approved URL and avoid untrusted redirects.

Transfer and Mapping Errors

MAPPING_REQUIRED_FIELD_MISSING

- Meaning: one or more required mapping fields are empty.
- Check: mapping rule required flags and source field availability.
- Fix: provide source data or add safe defaults where appropriate.

TEMPLATE_PROTOCOL_MISMATCH

- Meaning: template protocol/direction conflicts with profile settings.
- Check: mapping profile protocol, direction, selected template.
- Fix: choose compatible template or adjust profile configuration.

TRANSFER_PAYLOAD_REJECTED

- Meaning: procurement system rejected payload format or required fields.
- Check: outbound trace payload and platform-specific requirements.
- Fix: update mapping rules based on partner validation feedback.

Idempotency Errors

IDEMPOTENCY_REPLAY

- Meaning: request key already processed with same payload.
- Check: request key reuse policy.
- Fix: no action for true retry; response should be reused.

IDEMPOTENCY_CONFLICT

- Meaning: same key used with different payload.
- Check: key generation logic in caller.
- Fix: generate a new key for each new business request.

Fast Triage Workflow

1. Capture correlation id from trace.
2. Classify error category (auth, security, mapping, idempotency).
3. Validate buyer and mapping profile configuration.
4. Re-run with simulator using corrected inputs.