

Product error reports are generated by Catch to help our sellers identify issues with their data.

If there are errors on your product import, these will be shown to you on the 'Status' column of the 'Track your imports' screen within your shop account.

As your product file loads to Catch, you may receive up to two error report files. These are outlined below:

- Transformation errors available when file status = **In Progress**
  - allow 5 minutes processing time.
- Integration errors available when file status = **Complete**
  - allow up to 2 hours processing time.

As errors will block affected product from becoming available on Catch, you must check and resolve the errors received within both report files.

## Transformation Product Errors

- **"Category could not be identified"**
  - The category column is not specified in the file or not detected. Check if the attribute name is properly written in the header of the file (without space character).
- **"The catalog category must be mapped to a leaf operator catalog category"**
  - You can create product on the bottom level operator Catalog category only. You must change your mapping configuration to map your product catalog categories with the Catch bottom level categories, otherwise you cannot create products.
- **"Incorrect field count"**
  - The number of fields defined in the line is different than the number of headers defined. If there is the same number of fields in the line and in the header, check if there is no duplicated header.
- **"Hierarchy has to be mapped to an operator hierarchy"**
  - The Catalog category is not mapped with a Catch category. Mapping is mandatory for the seller to import its product. In the back office, map your Catalog category with the Catch Catalog category.
- **"Internal error"**
  - Lodge support ticket
- **"Category is unknown"**
  - This category code used doesn't exist within the Catch catalog. Check category format is suitable for the product integration method selected.
- **"Attribute is required"**
  - A required attribute has no defined value. In the imported product file, enter a value for this attribute.
- **"The attribute {a} must be superior to {x}"**
  - The value is lower than the configured value. In the imported product file, enter a value greater than {x}.
- **"The attribute must be inferior to {x}"**
  - The value is greater than the configured value. In the imported product file, enter a value lower than {x}.
- **"The attribute {a} must have more than {x} characters"**
  - The length of the text string is smaller than the configured value. In the imported product file, enter a text string with more than {x} characters.
- **"The attribute {a} must have less than {x} characters"**
  - The length of the text string is longer than the configured value. In the imported product file, enter a text string with less than {x} characters.
- **"The attribute {a} length must be {x}"**

- The length of the text string is smaller or longer than the configured value. In the imported product file, enter a text string equal to {x} characters.
- **"The attribute {a} is not in the possible set values"**
  - The attribute value does not exist in the value list. Either: enter a value that exists in the value list or add the value in the value list
- **"The attribute {a} does not respect regexp"**
  - The value does not match a configured regular expression. Lodge support ticket
- **"The attribute {a} must be an integer"**
  - The value is not an integer. In the imported product file, enter a integer value (with no decimals).
- **"The attribute {a} must be a numeric"**
  - The value is not numeric. In the imported product file, enter a numeric value (1, 5, 45, and so on).
- **"The attribute {a} must be a date"**
  - The value is not a date. In the imported product file, enter a date value.
- **"The attribute {a} must be a valid URL"**
  - The value is not an URL. In the imported product file, enter a URL value.
- **"The attribute {a} is not a supported file"**
  - The mentioned file is not supported. Only happens for media type attribute. The value must refer to a file type such as: .pdf, .jpg, and so on.
- **"The attribute {a} must be a numeric with at most {x} decimals"**
  - There are more decimals than allowed. In the imported product file, enter a value with no more than {x} decimals.
- **"Variant products must have the same {x attribute}"**
  - Products within a variant group have alternate attribute values. Check that all products within your variation groups have the same variant-colour-value. This includes spacing and commas.
- **"The attribute 'contains-button-cell-batteries' (Contains Button Cell Batteries) is required"**
  - This error is encountered if you have not updated your template/mapping and added the mandatory attribute **'contains-button-cell-batteries'**. Please download a new template or contact your integration partner for further assistance.
- **"2031|The attribute 'product-description' (Description) cannot contain the word(s): '...'"**
  - This error is encountered if you have included in the product description any information specific to your store, such as reference to shipping, discount price, RRP, promotion, seller warranty, external links, and personal information such as phone number, email, or website. Please remove any of this information before proceeding to reupload the file.
- **"2031|The attribute 'product-title' (Title) cannot contain the word(s): '...'"**
  - This error is encountered if you have included in the product title any information specific to your store, such as reference to shipping, discount price, RRP, promotion, seller warranty, external links, and personal information such as phone number, email, or website. Please remove any of this information before proceeding to reupload the file.

## Integration Product Errors

Code	Error	Solution
IMAGE2	Image resolution must be at least	Adjust your image resolution to meet the system's requirement. Then, re-import your product data.

Code	Error	Solution
	600x600 px. Imported file is {image resolution received}	
<b>IMAGE3</b>	The URL provided is invalid or inaccessible; unable to process	Make sure that the imported link is a valid image URL. Learn more on how to obtain the correct links <a href="#">here</a> .
<b>IMAGE4</b>	Image file format {imported format} is unsupported. Accepted extensions are JPEG, JPG, and PNG.	Make sure that you import any of the following file formats: <ul style="list-style-type: none"> <li>• jpg</li> <li>• jpeg</li> <li>• png</li> </ul>
<b>IMAGE5</b>	Catch is blocked from retrieving images from your system. Contact your IT or System Administrator or to whitelist Catch's IP address.	<ul style="list-style-type: none"> <li>• Catch is blocked from retrieving images from your system. <ul style="list-style-type: none"> <li>○ Your internal system/server flagged/blacklisted the following IP addresses: <ul style="list-style-type: none"> <li>▪ <a href="#">54.206.44.31</a></li> <li>▪ <a href="#">54.206.46.66</a> (Amazon AWS)</li> <li>▪ <a href="#">52.65.142.201</a> <ul style="list-style-type: none"> <li>• <b>Effective from May 1st, 2023, the above IP addresses will be replaced by the following addresses:</b> <ul style="list-style-type: none"> <li>○ <a href="#">13.210.103.93</a></li> <li>○ <a href="#">13.236.244.165</a></li> <li>○ <a href="#">54.66.135.153</a></li> </ul> </li> </ul> </li> <li>▪ OR The seller's remote server has been configured to return '400 Bad Request' or '403 Forbidden' when the User Agent header is not recognized.</li> </ul> </li> <li>○ To resolve: <ul style="list-style-type: none"> <li>▪ Your IT contact or system administrator will need to whitelist both of our IP addresses, these servers would be coming from IPs.</li> <li>▪ Remove the user agent check on your server.</li> <li>▪ Add "Catch AU Image Collector" as an allowed user agent.</li> <li>▪ Move your imagery to another server that is less restrictive.</li> </ul> </li> </ul> </li> </ul>
<b>IMAGE6</b>	Image size must be	Optimise the image size to equal or less than 6.00MB

Code	Error	Solution
	less than 6MB. Imported file is {{ size }}MB	
<b>NOTICE1</b>	Product is already created by a different data owner. You do not have permission to update the product details.	Product data for the same product already exists on our system. Your offer will connect to the existing product data and no further actions to do from your end. Offer still not live a day after the import? <a href="#">Submit a request.</a>
<b>NOTICE2</b>	Variant product already exists in our system with a different structure. Please contact support.	Please <a href="#">raise a ticket</a> for support.
<b>NOTICE3</b>	Variant product is already being added in our system with a different structure. Please contact support.	Please <a href="#">raise a ticket</a> for support.
<b>NOTICE4</b>	Product is already created by a different data owner and is pending approval.	A product data for the same product has already been submitted and is still being reviewed by our Content Approval team. Once approved, your offers will connect to the product. Offer still not live after 5 days from the submission date? <a href="#">Submit a request.</a>

Code	Error	Solution
<b>NOTICE6</b>	Variant ID already exists in our system with a different variant product data. Please contact support.	Please <a href="#">raise a ticket</a> for support.
<b>NOTICE7</b>	Variant product is already created by a different data owner and is pending approval.	A product data (with variation) for the same product has already been submitted and is still being reviewed by our Content Approval team. Once approved, your offers will connect to the product's variant type.  Offer still not live? <a href="#">Submit a request</a> .
<b>REF1</b>	Duplicate product reference value found. The identifier {Product reference type} must be unique for each product	There are duplicate product reference values within your product data. The product attribute "Product Reference Value" must be unique on each product. Check the product data and re-upload with duplicated values removed. SKU already exists in another product.  Learn more about this attribute <a href="#">here</a> .
<b>REF2</b>	Reference type {type} with value {value} is invalid	The imported barcode is invalid. Learn more about barcodes here: <a href="#">What happens if I don't have barcodes for products?</a> <a href="#">How do I use the Product Reference Type Field?</a>
<b>VAR1</b>	Variant products must have the same title for Variant ID {variant id}	All products under one Variant ID must have identical Product Titles.  Learn more about the proper usage of Variant Group <a href="#">here</a> .
<b>VAR2</b>	Variant products must have the same	All products under one Variant ID must have identical Descriptions.  Learn more about the proper usage of Variant Group <a href="#">here</a> .

<b>Code</b>	<b>Error</b>	<b>Solution</b>
	description for Variant ID {variant id}	
<b>VAR3</b>	Variant products must have the same Quantity Multiplier for Variant ID {variant id}	<p>All products under one Variant ID must have identical Quantity Multiplier.</p> <p>Learn more about the proper usage of Variant Group <a href="#">here</a> .</p>
<b>VAR4</b>	Variant products must have the same Condition for Variant ID {variant id}	<p>All products under one Variant ID must have identical Condition.</p> <p>Learn more about the proper usage of Variant Group <a href="#">here</a> .</p>
<b>VAR6</b>	Variant products must have the same Image Size Chart URLs for Variant ID {variant id}	<p>All products under one Variant ID must have identical Image Size Chart links.</p> <p>Learn more about the proper usage of Variant Group <a href="#">here</a> .</p>
<b>VAR7</b>	Variant products must have the same Brands for Variant ID {variant id}	<p>All products under one Variant ID must have identical Brands.</p> <p>Learn more about the proper usage of Variant Group <a href="#">here</a> .</p>
<b>VAR9</b>	Variant product is missing a variant descriptor (e.g. Variant Size Value)	<p>All products under one Variant ID must have either the Variant Size Value or Variant Colour Value.</p> <p>Learn more about the proper usage of Variant Group <a href="#">here</a> .</p>

Code	Error	Solution
<b>WARNING 1</b>	Not modified; The product content imported is the same as the previous successful import	No data change was detected. The recent import has been skipped.

### Other Integration Errors

- **Existing product variant structure differs; cannot update**
  - Products were created in an alternate variation structure, such as size and your uploading size+colour, this could be an earlier import of your own or by a previous seller.
  - Lodge support ticket
- **Staging product variant structure differs; cannot update**
  - Lodge support ticket
- **Skus with same variant ID belong to different existing staging products**
  - The variant ID has changed for the SKU. This means the product already belongs to a different variation group. Check previous imports and use the same variant-id value or lodge a support ticket.