

Troubleshooting Your Implementation

Follow the below guidelines when troubleshooting issues in KCCP to help you provide more information to Kibo Support.

Test the Default Theme

If you are using a custom theme in your implementation, Kibo Support recommends that you set up a tenant with the default "Core" theme for debugging purposes. Creating this version of your production site allows you to identify whether the problem is in the Core platform or your theme customization, which can help narrow down the underlying cause and solution.

1. In Admin, go to **System > Settings > Sites**. [Create a new site](#) with exactly the same Catalog, Currency, and Locale as the site you are testing under core. For example, if you have a single site named "Mystic Sports", create a new site named "Mystic Sports Core" with the same settings. Wait 10 minutes for the site to fully provision.
2. Go to **System > Settings > General** and make sure all the of [settings](#) match the Core site. Upload a Robots.txt file as shown below to make sure search engines don't crawl the Core site. Technically this may be unnecessary as sites without primary domains will send a "x-robots-tag: noindex, nofollow" header, but it is still good practice to include.

```
User-agent: *  
Disallow: *
```

3. Go to **System > Settings > Payment Types**. Make sure the [payment types](#) are configured the same way as the main site, but do not use any NoOp payments.
4. Go to **Customization > Custom Routes** and copy over the same [custom route](#) configuration (including any API Extension routes) into the new site.
5. Go to **Main > Site Editor > Themes**. Make sure that "MozuCore" is selected as the theme for the Core site.
6. Add the Core site to your [location groups](#), if your tenant is not eCommerce-only. You must have Order Management enabled in order to configure location groups.
7. Configure [order routing](#) for the Core site, if your tenant is not eCommerce-only. You must have Order Management enabled in order to configure order routing.
8. Recreate any [discounts](#) for the Core site, because discounts are managed at the site level.
9. In **Settings > Shipping**, copy over all [shipping methods](#) that are visible on the storefront and set the default "ship from" location.
10. Make sure that any [custom applications](#) in **System > Customization > Applications** that need site level settings are configured for the new Core site.

Now, you should have a site that runs on the standard Core theme without any customization. Now

you can attempt to reproduce the issue you were experiencing on your production site and provide more information about the problem to Kibo Support as needed.



API Extensions (formerly known as Arc.js) are enabled for both sites, so this can lead to an error still occurring on the core theme even if the root cause is in customization via API Extension actions. However, [you can configure API Extensions to only apply to certain sites](#) for troubleshooting purposes if needed.

Obtain a Correlation ID

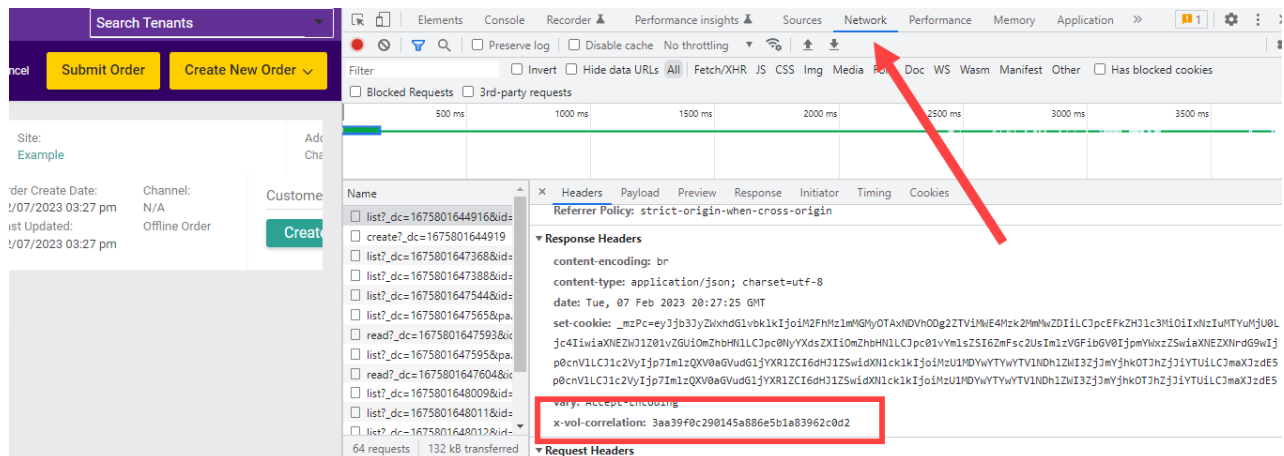
Correlation IDs are unique IDs that are available for all Kibo API events, and can be used by Kibo Support to look up events in internal logs. They are required in order to investigate intermittent issues. As the Storefront and Admin UIs make calls to the APIs, you can retrieve Correlation IDs by using your web browser's dev tools to access the API response.

To obtain the Correlation ID when experiencing unexpected platform behavior:

1. Open the Chrome Dev Tools.
2. Reproduce the error in the UI.
3. In the **Network** tab of the Dev Tools, you will see that an API request failed or succeeded.
4. Click on the relevant request.
5. Locate the Correlation ID in the **Response Headers**.

You are looking for the `x-vol-correlation` response header, such as:

```
content-length: 930
content-type: application/json; charset=utf-8
date: Fri, 27 Jan 2023 14:00:31 GMT
x-vol-correlation: a8eedd23a0bc4ce5b76044c57f2dbc15
```



Alternatively, you can obtain the Correlation ID directly from the `changeMessages`

object of an API response such as from the [Get Order](#) call or [API Extension logs](#). This object will include the `correlationId` field.

Obtain a HAR File

Sometimes, a Correlation ID doesn't provide enough detail to investigate the issue further. On rare occasions, Kibo may ask you to provide a HAR (or HTTP Archive format) file.

HAR is a JSON-formatted archive file format that tracks all the logging of a web browser's interaction with a site. A HAR file or "dump" contains every request in your session and gives details on each call that was made.

For information about exporting HAR requests from different browsers, see Microsoft's instructions for [how to collect a network trace](#).