Troubleshooting Import Issues

This topic lists some common issues you can run into using the import/export tool.

> ℹ️ Error messages in the Import/Export tool may be generic and not identify the exact problem with the import file. These errors are often caused when an attempt is made to update unsupported fields, a header is missing, or other formatting and validation errors.
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> One method of reducing errors is to export the data you intend to update and then alter the columns to make your import file, rather than rewriting the file from scratch.
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> To help reduce errors, the import process now requires that data must be exported before being imported. As the import service compares the current data with the imported data to check for differences and determine what to update, copying the current data from the export and only changing the appropriate fields being updated will help streamline this process.

Import Fails: A Required Field or Tab Is Missing

Certain sheets in each template file require other sheets to have data for an import operation to be successful. Every sheet in the template files has certain values that are required for an import operation. If your import fails or encounters errors, you may not be including all required data.

Additionally, files are imported in a specific order for each type of template (the same order as they are received in export). When import fails on certain file, you do not need to import all of the files once again. Start the next import with the remaining files, including the failed file, that did not get imported before the failure occurred.

Import Fails: Record Not Found

Be aware that an "End of Central Directory record could not be found" error will happen if you attempt to upload the .csv file directly instead of zipping it, or if you used different software to zip the file than the default Windows zipper.

Headers of Import and Export Files Do Not Match

Because the differences between the current data and imported data are analyzed to determine what should be updated, the column headers between export and import files must both match and be sequentially equal.

This means that new data columns cannot be added as part of the import process. If new headers need to be added, you must add them in the tenant configuration via UI so that the new header exists when exporting the file before performing an import.

The exception to this rule is for new tenants, whose export data is always empty before performing their initial import. In this case, the import will proceed and populate the current data with the imported information.

Incorrect File Names

The Import/Export tool will only accept uploaded .csv files with specific file names, which match the names of exported files. Ensure that your imported files are named correctly by performing an export first and modifying the file content without changing their names.

Existing Data Is Not Updating as Expected

The Import/Export Tool uses a combination of codes (unique identifiers) and names to map data both between sheets in the template files and to existing data. Refer to the template file topics for information about which values are used to map data, and ensure those values match across all references to the data object.

HTML Tags Appearing in Content

Unless otherwise specified for a particular field, the Import/Export Tool does not process HTML tags during import/export operations. Be sure to strip these characters before you update data.

Special Characters in Attributes

Special characters are invalid for localized attributes. The value of the attribute is used in the URL to update the attribute, and special characters will break that URL. If you want to update these product attributes, it is suggested to use the product sheet of the Catalogs template to import this attribute.