# **CXH Issue Alerts for P&G Users**

## DATE: 7/20/2022

For your awareness, below are known serious or blocking issues that we are solving/have solved.

Ways to get help:

* Join CXH Office Hours weekdays at 12pm CT/1pm ET.
* Via the “Help” link in the CXH left navigation.

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| **Status** | **Status Date** | **Area** | **Title** | **Description** |
| Open | 7/18/2022 | Compare with Live | CWL Missing ' + ' in live site | Instance where the ' + ' sign is not showing in the live site |
| Open | 7/12/2022 | Compare with Live | Imported values not reflected in CWL | We have identified instances of CWL not updating with importing values where values are not visible in the CWL tab after a re-comparison is done and the scrape date is not updated with the re-comparison timestamp.  |
| Open | 7/12/2022 | Compare with Live | PIM changes not reflected in CWL | We have identified instances of CWL not updating with PIM values where values are not visible in the CWL tab after a re-comparison is done and the scrape date is not updated with the re-comparison timestamp.  |
| Open | 7/6/2022 | Compare with Live | Images on site but not in CXH disappear when looked at as “Set” | **(Intermittent/not yet reproducible)** Observed an instance where an image on Target.com was not in CXH. Was in ordered list, but not in setlist view. If you can reproduce, please send us the product GTIN and steps at https://www.syndigo.com/support/pg. |
| Open | 6/14/2022 | Reporting & Analytics | Report Scheduling | **(Intermittent/known)** Occasionally, a scheduled or Report Builder report may be blank. As a workaround, retry your failed/empty reports later, after 12pm EST. Our nightly data processing for reports is stable now, but we continue to optimize the processing so it consistently completes and is available. |
| Closed | 7/6/2022 | Compare with Live | Products Stuck in Matched, Not Moving to Unmatched  | Resolved. After successful image import, when navigating to the target requirement set by clicking attributes, then refreshing page, product remains in matched status when it should change to unmatched. |
| Closed | 6/30/2022 | Compare with Live | Null Override failure for Multivalue attributes(Ex: Warnings) | Resolved a problem where null overrides are failing for multivalue attribute (Warnings) during Import. |
| Closed | 6/29/2022 | Compare with Live | CWL Image Imports Fail | Resolved 6/28, due to a time stamp issue on certain images, the CWL image import failed, which gave appearance that entire process failed because a full import could not happen. A one-time fix was completed to force an import from live for the impacted images. |
| Closed | 6/23/2022 | Compare with Live | Comparison Errors | Resolved. While viewing CWL, an error message appears at the top of the page stating there is an error in running the comparison, and the CWL process doesn’t complete.  |
| Closed | 6/23/2022 | Compare with Live | Image Ordering | Resolved: There are instances in which images from the live site are not being presented in the correct order within CWL.  |
| Closed | 6/23/2022 | Compare with Live | Re-Importing Content/Assets  | Fixes applied to address issues that were not dependent on the daily compare process. |
| Closed | 6/21/2022 | Compare with Live | CWL Configurations | CWL configurations were enabled correctly for Amazon, CVS, Instacart, HEB: Warnings not appearing on the CXH column. |
| Closed | 6/16/2022 | Compare with Live | Re-importing Image Not Matching 100% | Resolved. When re-importing images, images should match 100%, however there were scenarios when CWL are presenting lower match percentages.  |
| Closed | 6/14/2022 | Compare with Live | Product Statuses | As of 6/8/2022, we are now using a per attribute match threshold setting when determining Match status, which should help with achieving overall content match status when there are minor differences in the content. On 6/14/2022, we also released an improvement to update the Product Status field immediately after importing values with CWL. Previously you had to manually refresh the page to see the updated status.  |
| Closed | 7/5/2022 | Manage Digital Assets Modal | Null Overrides /Images Not saving | **Closed/not resolved-unable to reproduce.** Occasionally, when confirming and saving a drag and drop of an image to a null-override position, it does not save as e*xpected.* If you can reproduce, please send us the product GTIN and steps at https://www.syndigo.com/support/pg. |
| Closed | 6/30/2022 | Manage Digital Assets Modal | Images not saving | Resolved a problem where confirming and saving a drag and drop of an image to a null-override position does not save as expected. |
| Closed | 6/15/2022 | Manage Digital Assets Modal | Drag and Drop Images  | Enhancement deployed resolving scenario where drag and drop of an image as a Recipient Override was not possible for a position where there is a P&G feed sourced image and a Recipient Override was not already set.  |
| Closed | 6/15/2022 | Manage Digital Assets Modal | Null Overrides  | Enhancement deployed that allows assignment of a Null as the Recipient Override in the Digital Asset Modal, as well as applying Null in a slot an image was moved from by clicking through the 3 ellipses control on the image slot. |
| Closed | 6/16/2022 | P&G Taxonomy/Private Attributes | Filter Configuration | Fix addressed bug that doesn’t reflect the configured product/column filters applied to Report Builder reports in the UI. The reports generated would still apply the configured product/column filters in reports that were saved though.  |
| Closed | 6/16/2022 | P&G Taxonomy/Private Attributes | Private Attributes | Due to a configuration change for the P&G Canada account on 6/10/2022, the P&G taxonomy attributes (P&G Category, P&G SubCategory, P&G Brand, P&G SubBrand) no longer appeared on the P&G US account. US Account P&G taxonomy fields re-instated 10am EST on 6/15, but attributes still wouldn't save when being added as columns. That functionality as well as ensuring the scheduled reports also restore those columns went into production 6/16/2022.  |
| Closed | 6/23/2022 | Reporting & Analytics | Report Filtering | Scheduled report builder reports lost some filters in migration, which the Syndigo team has now reviewed and corrected where necessary. We recommend while creating reports in report builder to apply product/site filters to optimize your report output.  |
| Closed | 6/17/2022 | Reporting & Analytics | Search Data Outage | We experienced a data outage for Search terms from June 1 through June 8. We restored the data in the system, available since 6.14 in Report Builder and since 6.17.2022 in Curated Reports. |