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

## DATE: 8/2/2022

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

Ways to get help or report an issue:

* Via the “Help” link in the CXH left navigation or click here: [***P&G Support Form***](https://www.syndigo.com/support/pg)

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| **Status** | **Status Date** | **Area** | **Title** | **Description** |
| Open | 7/27/2022 | Compare with Live | CWL Missing Special Characters in live site | Instance where the ' + ' sign is not showing in the live site. 7/26: Examples with quotes/other special characters: 37000899082, 323900044586, 37000890294, 37000890324, 30772032428 |
| Open | 7/25/2022 | 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. |
| Open | 7/27/2022 | Retailers/Syndication | Walmart-publishing issue | Unable to publish to Walmart. Internal issue within Walmart being worked on. Syndigo is standing by to test/resolve quickly. |
| Closed | 7/26/2022 | Compare with Live | Images on site but not in CXH disappear when looked at as “Set” | Resolved. **(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. |
| Closed | 7/25/2022 | Compare with Live | Imported values not reflected in CWL | Resolved. 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.  |
| Closed | 7/25/2022 | Compare with Live | PIM changes not reflected in CWL | Resolved. 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.  |
| Closed | 7/25/2022 | 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. |