



**TRAILHEAD**

# **Design and Build a Working Industries CPQ Solution**

## Troubleshooting Guide

Version 1.0

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## Introduction

This document provides some of the common issues you may encounter during your challenge, and potential solutions. Remember, you can also refer back to your *Build CPQ Solutions for Industries* training materials, and the product documentation, for additional support.



## The Shared Catalog (EPC)

### Products are not displaying in the Products List.

- Check the product is *Active*.
- Check that the *Effectivity Selling Period Dates* are valid in relation to the quote/order date.
- Check that the correct *Price List Entry* is assigned.

### Child products in the bundle are not displaying in the Cart.

- Check the child products are *Active* and *Orderable*.
- Run the **Product Hierarchy Maintenance**, **Clear Managed Platform Cache**, and **Refresh Platform Cache** maintenance tasks.

### The *Quantity* field is allowing me to order more/less than the maximum/minimum quantity of the product.

- Check the product cardinalities.
- Re-run the **Product Hierarchy Maintenance**, **Clear Managed Platform Cache**, and **Refresh Platform Cache** maintenance tasks.

### The attribute values for a product are not displayed in the Cart.

- Check the **JSONAttribute** field on the product to verify the attribute value is included.
- On the product's **Attribute Metadata** window, click the **Save** button again.

### I can't select either the *Amazon Echo* or *Google Home* product in the Cart.

- In the **Product Structure** facet of the **Cloud Collaboration Suite**, click the **Cloud Virtual Assistant Offer**.
- In the **Product Child General Properties** window, click the **Virtual Item** flag.
- Click the **Group Cardinality** tab and set the **Min Children** quantity to 1.

### I am getting the error: “*The cardinality override defined for the following product: Google Home Product violates the maximum cardinality defined in the original product child item. (99999>1)*”.

- Delete the child bundle and then add back each individually.

## Pricing

### Pricing does not display for any products in the Cart.

- Check to ensure the **PricingPlanService** is the *Active* and *Default* implementation for the **PricingInterface**.
- If using Attribute-Based Pricing (ABP):
  - Turn off all ABP Pricing Plan Steps.
  - Turn on each ABP Pricing Plan Step until you find the error and resolve.
  - Check each ABP Pricing Plan Step to ensure a field is not entered incorrectly (e.g. typo/misspelling, character spacing, Id name).
  - Check each ABP Pricing Plan Step Parameters field to ensure a field is not entered incorrectly (e.g. typo/misspelling, character spacing, Id name).

## Rules

### None of the Context Rules are working.

- Check the **CacheEnabled** custom setting is set to *True*.
- Check the **CPQ Partition Platform Cache** has been set up correctly.

### One of the Context Rules isn't working.

- Make sure the **Source Expression** on the **Context Mapping** has the correct API field name.
- **Clear and Refresh the Platform Cache** after every rule change.
- Check the field on the record to make sure the correct value exists.

### One of the Advanced Rules type Compatibility is not working?

- Check the **ProductValidationInterface** has the correct implementation set as *Active* and *Default*.

## The Cart

I am getting the error: *“Attempt to dereference a null object”*.

- If using ABP: check ABP tips in Pricing section.
- If using Advanced Rules: check the entity filter.



**Yay! All done!**