

This topic describes how you can resolve some of the situations that you may come across when using the Strands Recommender.

## Unable to insert Strands recommendations into emails

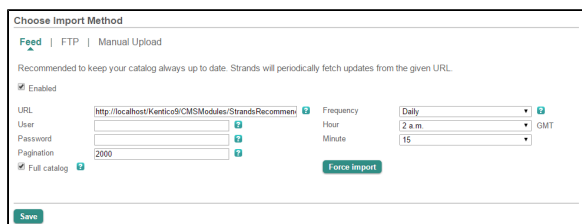
When inserting a strands recommendation widget into emails, you can receive an **Access Denied** error. You need a Kentico EMS license to insert Strands recommendation widgets into emails, as the functionality makes use of [contact management](#).

Please make sure you contact [Strands support](#) if you need a Strands Recommender feature turned on.

## The Strands catalog feed is not uploaded to Strands

You can see, for example in [catalog upload history](#), that the Strands catalog feed is not uploaded to Strands. If that is the case, make sure you:

1. [Update the Strands catalog feed upload settings](#). The **Save** button in Kentico's **Settings** (application) -> **Integration** -> **Strands Recommender** immediately starts a **Strands catalog feed** upload to Strands. The button also transfers the upload settings to Strands.
  - a. You have to update the **Strands catalog feed** upload settings, for example, if your site **moved to a different address**. By updating the settings, Strands will know at what address it should now request the catalog.
2. Try setting up the import manually:
  - a. Open the Strands [Catalog format](#) page.
  - b. Navigate to the **Import Method** page.
  - c. Select **Feed** in the **Choose Import Method** section.
  - d. Enter the **URL** of the feed. The feed is generated in <site address>/CMSModules/StrandsRecommender/CMSPages/StrandsCatalogFeed.ashx.
  - e. Specify the **Pagination** – the number of products that each page that is being uploaded to Strands contains. The default value is 2000.
  - f. Select the **Enabled** and **Full catalog** check boxes.
  - g. **Save** your catalog.



3. Upload the catalog manually:
  - a. Download the feed generated in <site address>/CMSModules/StrandsRecommender/CMSPages/StrandsCatalogFeed.ashx as an .xml file.
  - b. Open the Strands [Catalog format](#) page.
  - c. Navigate to the **Import Method** page.
  - d. Select **FTP** (for catalog files larger than 5MB) or **Manual Upload** in the **Choose Import Method** section.
  - e. Follow the instructions on the screen to finish the upload.

## System slowdown during Strands catalog feed upload

If you experience a **noticeable system slowdown** when the **Strands catalog feed is being uploaded**, you may want to change how the catalog is being split into pages (Pagination). **By default, the Pagination is set to 2000 products per page.** To change the pagination value, you need to set the catalog import method on the Strands [Import Method](#) page.

To change the Strands catalog Pagination:

1. Open the Strands [Catalog format](#) page.
2. Navigate to the **Import Method** page.
3. Select **Feed** in the **Choose Import Method** section.



4. Enter the **URL** of the feed. The feed is generated in <site address>/CMSModules/StrandsRecommender/CMSPages/StrandsCatalogFeed.ashx.
5. Specify the **Pagination** – the number of products that each page that is being uploaded to Strands contains. The default value is 2000.
6. Select the **Enabled** and **Full catalog** check boxes.
7. **Save** your catalog.

**Choose Import Method**

**Feed** | FTP | Manual Upload

Recommended to keep your catalog always up to date. Strands will periodically fetch updates from the given URL.

☒ Enabled

URL:  ?

User:  ?

Password:  ?

Pagination:  ?

☒ Full catalog ?

Frequency:  ?

Hour:  GMT

Minute:

**Force import**

**Save**

8. Try to use different **Pagination** values to find the value at which your system performs best.

## General Strands Recommender troubleshooting

With issues related to configuring individual Strands Recommender functionality and settings, please make sure you contact [Strands support](#).