

Knowledge

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Endeca Browser is Blank When Trying to Boost Or Bury Records in Experience Manager (Doc ID 1609171.1)

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Modified: 18-Dec-2013 Type: PROBLEM

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APPLIES TO:

Oracle Commerce Guided Search / Oracle Commerce Experience Manager - Version 3.1.0 and later
Information in this document applies to any platform.

SYMPTOMS

When trying to access the Endeca Browser from a ResultsList cartridge to boost/bury records, the Endeca Browser returns no dimension or records data and appears essentially "blank".

CAUSE

The most common cause for this behavior is a problem with the queries being sent from the Endeca Browser to the Dgraph, and there can be different causes for that. A common example would be when an aggregate record "roll-up" key is specified on the query due to the way the Experience Manager editors are configured, but is not enabled correctly in the Endeca pipeline config. When the Endeca Browser is loaded, the following logging activity can be seen in the Dgraph error and request logs, respectively:

(from Dgraph.log, and Dgraph.reqlog, respectively):

```

ERROR 10/03/13 14:20:44.656 UTC (1380810044656) DGRAPH {dgraph} Invalid groupby key "product.repositoryId" in a navigation query query
WARN 10/03/13 14:20:44.656 UTC (1380810044656) DGRAPH {dgraph} Error processing HTTP exchange 2: Invalid input : Invalid rollup key
"product.repositoryId".

1380810044656 172.19.58.140 - 2 372 1.54 1.26 404 - 0 2 /graph?
node=0&groupby=product.repositoryId&offset=0&nbins=20&allbins=1&autophrase=1&autophrasedwim=1&irversion=640
1380810044665 172.19.58.140 - 3 372 0.46 0.17 404 - 0 2 /graph?
node=0&groupby=product.repositoryId&offset=0&nbins=20&allbins=1&autophrase=1&autophrasedwim=1&irversion=640

```

These queries resulted in a 404 (not found) status and returned no result to the Endeca Browser. The root cause of this is that the "product.repositoryId" property is not designated as a rollup key in the Endeca pipeline config, which can be confirmed by reviewing the application's **data\processing\<prefix>.rollups.xml**.

SOLUTION

There are different solutions for resolving query issues between the Dgraph and the Endeca Browser, depending on what the specific errors are in the Dgraph log. The solution for the example given above is to enable the correct property as a roll-up key in either Dev Studio or in the project's **config\pipeline\<prefix>.rollups.xml**.

Note, for Endeca/ATG integrations (like Commerce Reference Store) or applications that use the Deployment Template for Product Catalog Integration, the rollup key needs to be designated by adding a line in the application's **\config\api_inputschema.csv** for the roll-up key property (which is *product.repositoryId* in the example above) and the "attribute.rollup_key" column value needs to be set as "true". On some occasions, customers have said they need to additionally make the following edit in the "propertyTemplate" bean to set the value to "true" as well:

```
<property name="enableForRollup" value="true" />
```

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Keywords

AGGREGATE; CONFIG; CONFIGURATION; CSV; ENDECA; INTEGRATION; PIPELINE; PROPERTY

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