

Common issues and solutions

September 15, 2026

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Common issues span the product areas included in the help and troubleshooting section.

Use the section that matches what you need to do:

If you need to...	Go to
Prepare to investigate an issue	Before you start
Identify the relevant application surface	Find and assess the issue
Understand why live troubleshooting is blocked	When live testing is blocked
See what information is needed next	What to do next

Before you start

A product area is the business area where the issue occurs. A screen is the application page where the issue appears. Have both in front of you before investigating.

Gather these details before investigating:

Check	What you need
Product area	Name of the area
Screen	Name of the application page
Route	Address or menu destination that opens the screen
Message	Exact text displayed when the issue occurs

Use these details to identify the relevant screen and message.

Find and assess the issue

Start with the screen that displays the issue. Record the product area, screen, route, and exact message before choosing a solution. If no message is available, quote this text exactly when asking for help:

No page-specific component was resolved, so no message can be assigned to this page's flows.

When live testing is blocked

If you cannot reproduce the issue on a specific screen, use the relevant functional page for the product area where it occurs.

Then collect the details listed in the next section.

What to do next

Collect the details below before asking for an executable solution.

Add this information	Use it to
Owning screen and route	A precise starting point
Screen controls and conditions	An executable action sequence
Validation, confirmation, and error messages	A matching troubleshooting entry
Runtime result	The outcome of the action