

Cloud Studio Known Issues

Introduction

This page documents known issues that have been identified with [Jitterbit Harmony Cloud Studio](#). For known issues that have been identified with other Jitterbit Harmony applications, see [Jitterbit Harmony Known Issues](#).

General

- **New trial users may not be able to access Cloud Studio immediately after registering**
 - **Summary:** When a new trial user logs in to the Harmony Portal for the first time immediately after registering with Jitterbit Harmony, they may see Design Studio displayed as an application card. When clicked, nothing happens.
 - **Additional Info:** This issue is limited to new trial users; new users registering to join an existing Jitterbit Harmony organization are unaffected.
 - **Workaround:** To avoid this issue, wait a few minutes after registering to log in. If you have already encountered this issue, log out of the Harmony Portal and log back in. The Cloud Studio application card should be displayed. Click the card to access Cloud Studio.

Connectors

- **Magento: Filtering a search on some fields isn't working**
 - **Summary:** When specifying filter parameters in the request of a [Magento Search activity](#), some fields aren't working even when they exactly match the field names specified in the [Magento API](#) documentation.
 - **Additional Info:** The operation fails and the response message indicates an invalid attribute name.
 - **Workaround:** Use the browser logs to determine what field name is expected by the connector. For example, while the Magento API specifies an `id` field, the Magento connector expects the field name provided in the request to be `entity_id`. On a Chrome browser, the browser logs can be accessed within the [Google Chrome Developer tools](#) in its **Network** tab.
- **Magento: Field values for `created_at` and `updated_at` timestamps are not updated with manual entries**
 - **Summary:** Both the `created_at` and `updated_at` fields are provided by the [Magento API](#).
 - **Additional Info:** These timestamps are not editable by the user. Any values you enter for these timestamps are ignored.
- **Microsoft Dynamics AX: Optional mappings with invalid values cause a `create` function to fail**
 - **Summary:** After configuring a Microsoft Dynamics AX Functions activity with its `create` function, if the request transformation contains any mappings to optional fields that provide an invalid value, the operation will fail at runtime. An example of an invalid value is providing U.S. dollars instead of a valid currency ISO code for the `Currency` field.
 - **Additional Info:** The operation fails with an error related to a failed login and no exceptions are logged in the Microsoft Dynamics AX system.
- **SAP: Deployment of invalid SAP operations is allowed**
 - **Summary:** Operations that contain more than one SAP activity, or that contain an SAP activity and a NetSuite, Salesforce, or SOAP activity, appear to be valid and are able to be deployed without error.
 - **Additional Info:** The operation will fail at runtime.
 - **Workaround:** Follow a valid operation pattern and don't use more than one SAP, NetSuite, Salesforce, or SOAP activity in the same operation. If using an SAP activity as a source, use only the *Transformation Pattern*. If using an SAP activity as a target, use the *Transformation Pattern*, the *Two-Target Archive Pattern* (as the first target only), or the *Two-Transformation Pattern*, as applicable. See [Operation Validity](#) for more information.
- **ServiceNow: DateTime fields use the wrong data type in the response schema generated by a ServiceNow Query activity**
 - **Summary:** During the configuration of a [ServiceNow Query activity](#), in the schema generated in step 3, a DateTime field that is returning a value (either a DateTime or a null) uses a string 'dateTime' instead of the value.
 - **Workaround:** In the transformation, mirror the schema, then edit it and change the data type of any 'dateTime' fields to a string.
- **ServiceNow: Operations with ServiceNow Create or Update activities using incorrectly formatted DateTime data fail to write the record**

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- **Summary:** Operations that use a [ServiceNow Create](#) or [Update](#) activity to attempt to write incorrectly formatted DateTime data will report success with an error but fail to create or update the record.
- **Additional Info:** The error message returned does not report the wrong date format as a cause.
- **Snowflake: A connection says an incorrect schema is a valid connection when tested.**
 - **Summary:** When you create a connection to a [Snowflake](#) instance and pass the wrong schema name, testing returns *Connection Success*. However, any activities you create will fail.
 - **Additional Information:** The Snowflake activity returns the error message *Unable to fetch data. An error occurred: Cannot read property 'errorDesc' of undefined* for the failed activity.
 - **Workaround:** Change the schema name to the correct name and the activity is successful.
- **Concur: Query and Read activities incorrectly warn of extra subelements**
 - **Summary:** The operation returns false warnings and does not include all records.
 - **Additional Information:** When you deploy and run a Concur Query or Read activity, you may receive a warning of extra subelements for Vendor, VendorGroup, Requests, and other entitles. In addition, not all the vendor information is returned.
- **Concur: The Delete activity may return extra subelement warnings for an entity**
 - **Summary:** The operation returns false warnings.
 - **Additional Information:** When you deploy and run a Concur Delete operation, you may receive false warning messages about extra elements.

Transformations

- **A variable used in a transformation mapping cannot contain a period in its name**
 - **Summary:** A variable used in a transformation mapping that has one or more periods in its variable name isn't resolved correctly, resulting in an incorrect target field mapping in the transformation.
 - **Additional Info:** Because of this issue, Jitterbit variables at this time cannot be referenced within a transformation.
 - **Workaround:** Rename project or global variables by replacing any periods with underscores or another character.
- **The Jitterbit Script `FindValue()` function does not work correctly with data element paths**
 - **Summary:** The Jitterbit Script `FindValue()` function does not work correctly with data element paths, positioning the hash symbol (#)—used to indicate an instance—in an incorrect location in the data element path.
 - **Workaround:** You can adjust the position of the hash manually to the correct location, but upon reopening a script using this function, the symbol will need to be manually repositioned again.
- **A transformation preview will result in a generic error when using an invalid sample file**
 - **Summary:** When loading a sample file to use for a transformation preview, if the file is in an invalid format, the error message indicates a "sampleDataLoadFailure."
 - **Additional Info:** Potential causes of an invalid format include a CSV file missing the header, a JSON file missing a closing quote, an XML file missing a closing tag, etc.