

Frequently Asked Questions (FAQ)

Table of Contents

- **Product Feed**
 - How do I set the catalog language in Cocoon?
 - What kind of link do you get with "getDownloadInfo"?
 - Which IPs can be whitelisted?
 - Why are all my previously-defined product feeds not listed anymore?
 - What should I do if I see "Invalid" in the province field?
 - What should I do if I receive an error 3011 (XML) message?
 - What if I receive a "date is not valid" error?
 - What are the different prices available in the product feed?
 - Which price must be displayed on the website?
 - How do I add a new data column in my CSV product feed?
- **Order Issues**
 - There's no download link in the "createOrder" API return.
 - A direct download link is missing / Download Manager doesn't retrieve all the files.
 - There's no serial number listed for the product.
 - The download link is <http://xxxxdigitallockerxx/xxx> and no serial number is displayed. What's wrong?

Product Feed

How do I set the catalog language in Cocoon?

There are two language types in the catalogue: the master language and the description language.
The best configuration for the feed is:

- Select the master language: All
- Select the description language: Language of the point of sale (ex: FR)

What kind of link do you get with "getDownloadInfo"?

Only direct URL information is provided by getDownloadInfo (no information in the case of DownloadManager).

Which IPs can be whitelisted?

We whitelist only fixed IP addresses (no domain names nor dynamic IPs).

Why are all my previously-defined product feeds not listed anymore?

Every first Sunday of each month, the test environment is reset, which is why you can't find your product feeds anymore.

What should I do if I see "Invalid" in the province field?

You will have to provide province (or state) data if the country is the US, CA, BR or AU (USA, Canada, Brazil, or Australia, respectively). You must enter the province or state data in ISO 3166-2 format: https://en.wikipedia.org/wiki/ISO_3166-2+

What should I do if I receive an error 3011 (XML) message?

This sometimes happens in the test environment for the simple reason that we do not include all license files on the platform. You won't see this error on the production site. Just try again with a different product.

What if I receive a "date is not valid" error?

You must enter the order date using the [ISO 8601 format](#) (ex : 2004-02-12T15:19:21+00:00).

What are the different prices available in the product feed?

- **Retailer price** is the unit purchase price (without taxes) invoiced by Nexway to the Partner.
- **Public price** is the recommended price suggested by the publisher.
- **Sale price** is the current Nexway price (or Partner price, if modified in Cocoon).

Which price must be displayed on the website?

You are free to use the sale price or to set your own price with respect to your margin.

How do I add a new data column in my CSV product feed?

Available fields are present in the format feed configuration via Cocoon.

Order Issues

There's no download link in the "createOrder" API return.

Some products don't have download links but only serial numbers.

A direct download link is missing / Download Manager doesn't retrieve all the files.

Contact customer support level 2.

There's no serial number listed for the product.

Some products don't have a serial number.

The download link is <http://xxxxdigitallockerxx/xxx> and no serial number is displayed. What's wrong?

Not an issue: Microsoft products are delivered this way.