

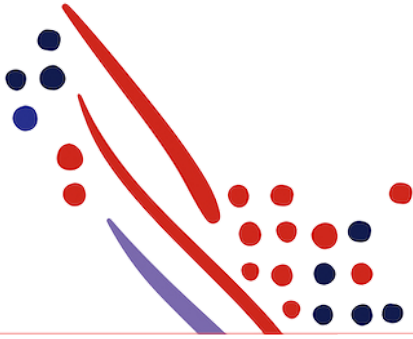


Guide

How to Troubleshoot and Resolve Failed and Pending Events in ADP Marketplace

Published on
Jul 15, 2021 3:30PM

Last modified
Mar 31, 2022 3:57PM



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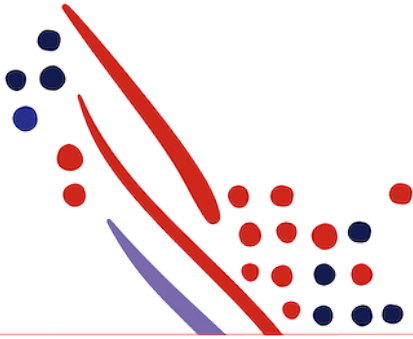


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Fixing the Integration for Failed and Pending Events

Overview

This article provides two steps for you to resolve these issues:

- ## Chapter 2

How to check for Failed events in ADP Marketplace

- 

- ADP Marketplace
- Apps Home Solutions Industry About ADP Marketplace
- Developer Dashboard Products Bills Customers Leads **Integration Events** Webhooks Documentation Payout Details Reports
- RECENT PRODUCTS
- Mv Sales Dashboard
- Week Month Quarter Year

- ## Integration Events
- (English - United States)
- All these events are generated by customers using your products across all marketplaces. You can click on an event token link to view it in an XML format. **Attention:** some of these events are marked as "consumed". These events cannot be loaded using OAuth authentication for security purposes. As a convenience, you can still view their XML from this page.
- Show Filters Download CSV Search
- | Status | Created On | Marketplace | Application | Event Type
Event Token | Error Code
Message | User
Company | Published App? | Manually
Resolved? | Identifiers
(account / user / generic) |
|--------|--------------------|-------------|-----------------------------------|---------------------------|--------------------------------------|--------------------------|----------------|-----------------------|---|
| 1 | 9/18/12
3:56 PM | A2P | Employee Contact Database for A2P | 2 SUBSCRIPTION CANCELED | Invalid token
Please fix the slug | New Partner
Partner-2 | N | N | N/A
N/A
N/A |

- You can also use the **"Show Filters"** button to filter events. Once you click the **"Show Filters"** button, you can then choose "Show Red" to see the list of failed events. You can even use the **"Event Type"** dropdown to choose the event type you would like to see as well as filter on a specific date range.

Integration Events

English (United States)

These are events generated by customers using your products across all marketplaces. You can click on an event token link to view it in an XML format. **Attention: some of these events are marked as "consumed". These events cannot be loaded using OAuth authentication for security purposes. As a convenience, you can still view their XML from this page.**

Hide FiltersDownload CSV

Created between

and

Show RedShow YellowShow Green

Event Type

Show AllManual Resolution

Show AllOnly Show Asynchronous Pending EventsPublished AppShow AllTactor UserShow All

Show All

Application

Employee Contact Database for ADP Workforce Now®

Application

Employee Contact Database for ADP Workforce Now®

Application

Subscription Change Data Connector Added Data Connection Removed Data Connection Create Data Connection Delete Data Connection Update

Event Type

USER ASSIGNMENT

SUBSCRIPTION CHANGE

Error Code

User already exist

User already exist

Error Message

N/A

N/A

User Company

Paul Practitioner

Paul Practitioner

Published App?

Y

Y

Manually Resolved?

N/A

Y

Identifiers (account / user / generic)

a8ba71a-c9c7-43ab-b0d8-fa07b0f8da0a

a8ba71a-c9c7-43ab-b0d8-fa07b0f8da0a

- * The **"Status"** (1) provides the status of the event. If the color is red, the event was not processed successfully.
 - * The text in the **"Application"** column (2) will provide you with the Application name.
 - * The information in the **"Event Type"** column (3) will let you know which event type failed. The **"Event Token"** column (4) if clicked will provide you with the subscription order details.
 - * The **"Error Code Message"** column (5) will provide details on the error situation your integration is having as well as how your endpoint responded.
 - * The **"User/Company"** column (6) will provide you the client user as well as the client name that tried to perform the action.
- If an event failed you as the partner will receive an email letting you know that an event was not successful. An example of the email you would receive is below.



An event could not reach your endpoint.

Hi Paul,

An ADP client has tried to purchase or update a subscription to Employee Contact Database for: ADP Workforce Now®. An event was sent, but was not consumed by your endpoint, so you will need to fix the issue with your endpoint. See event details below.

What should you do?

Please check and fix your endpoints to make sure they are up and running, then confirm by running an Integration Report to show that all endpoints are now accessible. If you do not fix the endpoint(s), we will continue to notify you to take action, and your sales could be impacted if clients are unable to successfully complete their purchase or make updates.

Supporting documentation

Review [this documentation](#) with articles on editing and testing your endpoints. If you need additional assistance, please file a ticket in our [help center](#).

Event details:

Event type: SUBSCRIPTION_ORDER
Marketplace: US Marketplace
Product name: Employee Contact Database for: ADP Workforce Now®
Product Edition: Classic Plan
Account identifier: 123-abc-456-def

Thanks!
The ADP Marketplace team



Build your HCM ecosystem.
Choice, flexibility and security.
All on ADP Marketplace.





apps.adp.com

All active users of your organization registered on ADP Marketplace will receive these email notifications when a user encounters issues with your solution. Please ensure your support personas and support distribution emails are registered on ADP Marketplace. To view, manage, and create your organization's users on ADP Marketplace please use the Developer Self Service Portal (DSSP) (<https://adpapps.adp.com/self-service>) under the "Members" section.

6. Once you or your supporting team have received the email above it is recommended that you take action by reviewing the failed event/s following the steps above. You can use the information in the **"Event Token"** column to proactively reach out to the client to help support them through the subscription process as this will provide you with the purchasing client's contact information. See below.

Integration Events

These are events generated by customers using your products across all marketplaces. You can click on an event token link to view it in an XML format. **Attention: some of these events are marked as "consumed". These events cannot be loaded using OAuth authentication for security purposes. As a convenience, you can still view their XML from this page.**

Hide Filters Download CSV English (United States)									
Created between		and	<input checked="" type="checkbox"/> Show Red <input checked="" type="checkbox"/> Show Yellow <input type="checkbox"/> Show Green						
Event Type	Create Subscription	Manual Resolution?	Show All	<input type="checkbox"/> Only Show Asynchronous Pending Events	Published App	Show All	Tester User	Show All	
Status	Created On	Marketplace	Application	Event Type Event Token	Error Code Message	User Company	Published App?	Manually Resolved?	Identifiers (account / user / generic)
●	03/16/22 3:58 PM	ADP	Employee Contact Database for ADP Workforce Now*	SUBSCRIPTION_ORDER 6542NHVDDAG4XRQY 6542NHVDDAG4XRQY	Unknown error Follow the steps...	John Partner Partner2	N	N	N/A N/A N/A

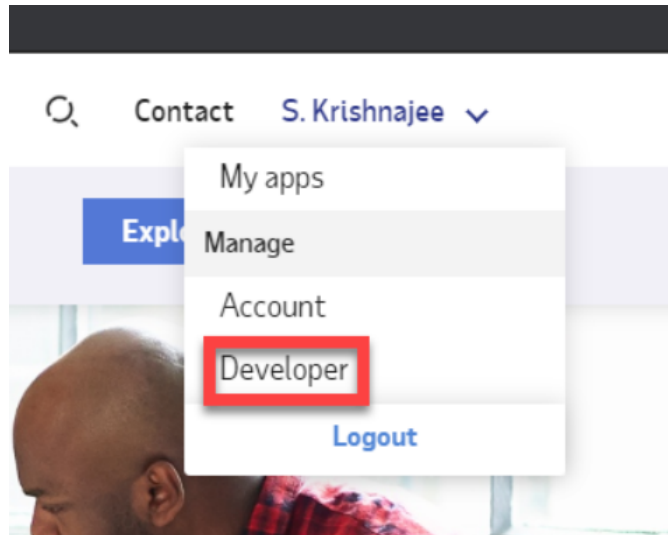
This XML file does not appear to have any style information associated with it. The document tree is shown below.

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<event xmlns:atom="http://www.w3.org/2005/Atom">
  <type>SUBSCRIPTION_ORDER</type>
  <marketplace>
    <baseUri>https://apps.adp.com</baseUri>
    <partner>ADP</partner>
  </marketplace>
  <creator>
    <address>
      <firstName>Paul</firstName>
      <fullName>Paul Practitioner</fullName>
      <lastName>Practitioner</lastName>
    </address>
    <email>paul.puglisi@adp.com</email>
    <firstName>Paul</firstName>
    <language>en</language>
    <lastName>Practitioner</lastName>
    <locale>en-US</locale>
    <openId>https://apps.adp.com/openId/id/f9147eb5-5be8-4b41-b79c-2858bd3134b3</openId>
    <uuid>f9147eb5-5be8-4b41-b79c-2858bd3134b3</uuid>
  </creator>
  <payload>
    <company>
      <country>US</country>
      <externalId>G32H6ZQ5SF6CD425</externalId>
      <name>testsd1201</name>
      <uuid>4076587d-9ecb-44f8-a522-476a23d91ce9</uuid>
    </company>
    <configuration>
      <entry>
        <key>organizationId</key>
        <value>G32H6ZQ5SF6CD425</value>
      </entry>
      <entry>
        <key>applicationId</key>
      </entry>
      <entry>
        <key>associateId</key>
        <value>6542NHVDDAG4XRQY</value>
      </entry>
    </configuration>
    <order>
      <editionCode>No Free</editionCode>
      <pricingDuration>MONTHLY</pricingDuration>
      <freeTrial>
        <active>false</active>
      </freeTrial>
      <customAttributes/>
    </order>
  </payload>
</event>
```

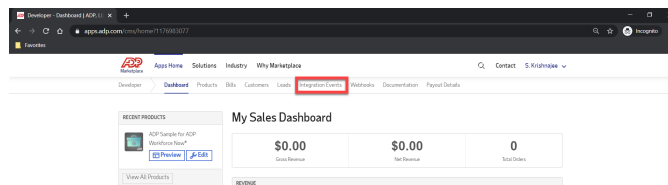
Chapter 3

How to Resolve Pending Events

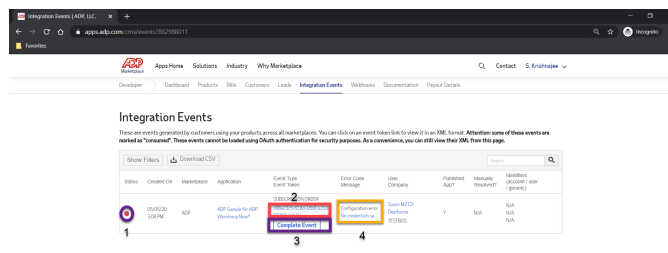
1. Sign into [ADP Marketplace](#) using your ADP developer credentials. After you sign in, select the option **Developer** under your profile.



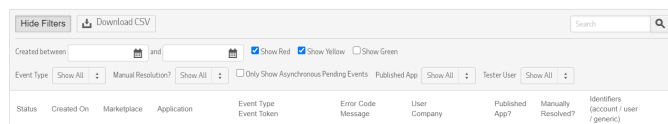
2. This will take you to the Developer dashboard. In the dashboard, select the menu **Integration Events**.



3. Here you will see the list of Integration Events. These are subscription orders, upgrades or cancellations. You'll also see the list of user assignments to your products.



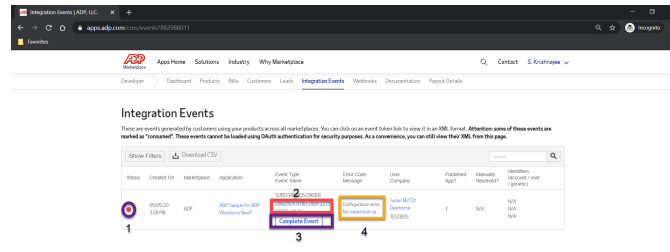
4. You can also use the "Show Filters" button to filter the events. Upon clicking the "Show Filters" button, please select the option "Show Red", and "Show Yellow" button to filter the list of events.



- The "Status" column (1) provides the status of the event. If the color is red, the event was not processed successfully.
- The text in the "Event Type - Event Token" column (2) provides the subscription order details that ADP Marketplace sent to your application.
- The button in the "Event Type - Event Token" column (3) indicates whether you can complete that event manually.
- The "Error Code Message" column (4) provides details on the error situation your integration is having.

5. The first step is to resolve the issue by completing this order. To do that, follow the below steps:

- Select the subscription order details from the URL (2).



- This will open the subscription order details. Capture the value for the "organizationOID" and "associateOID" details from the order and save it in a notepad or text pad for reference purposes.

```
<configuration>
<entry>
<key>organizationOID</key>
<value>G3DX22X1XF11BQRD</value>
</entry>
<entry>
<key>applicationID</key>
</entry>
<entry>
<key>associateOID</key>
<value>G3HFNJJBD96FM0MR</value>
</entry>
</configuration>
```

- Then, come back to the event and select the **Complete Event** button (3) to complete the sale. It will open up the below window. Complete the next set of steps of to complete the event.

Complete Event

Event Type:

Create Subscription

Error Code:

CONFIGURATION_ERROR

Message:

No credentials saved for app integration: ADP Sample for ADP Workforce Now® (app.id = 297429)

Manually Resolve Event

Fill out this form once you have externally resolved this event.

Event Result:

☐ Event Failed
 ☒ Event Succeeded **a**

Account Identifier:

b

User Identifier:

c

☐ Send an email notification to the customer about this event result.

SAVE

Cancel

- Select the option **Event Succeeded** (a).
- Enter the value for the field "Account Identifier" (b). You can use the value of "organizationOID" that was captured earlier for this purpose, unless your integration uses a different value. If your integration uses a different value, use that value.
- Enter the value for the field "User Identifier" (c). You can use the value of "associateOID" that was captured earlier for this purpose unless your integration uses a different value. If your integration uses a different value, then use that value.
- Click the **SAVE** button to complete the event.

6. If the event has been completed successfully, you will now see that the status has turned to green.

Integration Events

These events are generated by customers using your products across all marketplaces. You can click on an event link to view it or an 'Event Failed' message. Attention: some of these events are marked as 'Completed'. These events cannot be loaded using OAuth authentication for security purposes. As a convenience, you can still view their IDB, then this page.

The event was successfully completed

Status	Created On	Marketplace	Application	Event Type	Event ID	Error Code	Error Message	User	Platform	Manually Resolved
Completed	2/17/19	ADP	ADP Sample for ADP Workforce Now	ADP Sample for ADP Workforce Now	ADP Sample for ADP Workforce Now	N/A	N/A	ADP Sample for ADP Workforce Now	ADP Sample for ADP Workforce Now	N/A

7. Now you have manually resolved the event. Repeat these steps for other failures you see under the **Integration Events**.

8. **To make the events fail:** If you need to fail an event instead of success, please follow the below steps to fail the event. Failure scenarios could be that it's a duplicate order or something else. for this purpose, select the values "Event Failed", and "Error Code" and click the submit button. Please see as below on how to fail the event.

Complete Event

Account Identifier:
G3DX22X1XF11BQRD

Message:
No credentials saved for app integration: ADP Sample for ADP Workforce Now® (app.id = 297429)

Manually Resolve Event

Fill out this form once you have externally resolved this event.

Event Result:

☒ Event Failed

☐ Event Succeeded

Error Code:

Choose One

Account Identifier:

User Identifier:

☐ Send an email notification to the customer about this event result.

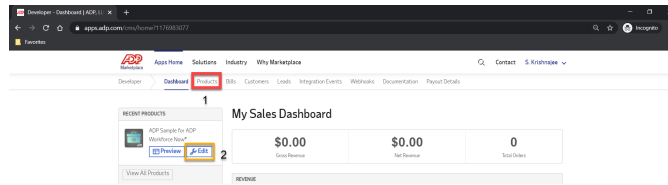
SAVE **Cancel**

Chapter 4

Fixing the Integration for Failed and Pending Events

Failed and Pending events happen because of an issue with your subscription or user assignment endpoints. Either they are not consuming the events or not processing the events properly. Please take the below steps to resolve the issue. These actions should be performed by your integration developer.

1. Check the Column "Error Code Message" (in the previous two chapters) for details on the error situation your integration is having. Make sure to fix your integration code to resolve the issue permanently.
2. Select the menu **Products** (1) from your Developer dashboard. You will see the list of your products. Select the **Edit** button (2) for the product that has the "Failed" or "Pending Events" issue.



3. Navigate to the menu **Integration -> Integration Report** on the left menu pane. Then perform all the tests by selecting the **Run Test** option.

AppDirect Integration Tests

A series of tests to ensure that your integration is properly prepared for distribution in AppDirect marketplaces.

1	Subscribe to your product. Test the Subscription Order Event	Run Test
2	Assign (add) a user to your product. Test the User Assignment event and Single Sign-on authentication.	Run Test
3	Un-assign (remove) users from your product. Test the User Unassignment Event	Run Test
4	Change (update) the subscription. Test the Subscription Change Event	Run Test
5	Cancel the subscription. Test the Subscription Cancel Event	Run Test

4. Performing the tests will help you identify the issues with the integration. If the tests are successful, you will see "Success" for each of the tests as below. These will make sure that the events are working successfully in the future.

Note: If you have any questions, please log in to <https://partnersupport.adp.com> and scroll down to the bottom to submit a ticket for the issue.