

Tridion: "Item does not exist" error

If you receive a ticket where user is not able to edit any particular component and gets the below error,



and if you try to select the component and click on Open in form view>Go to location and get the below error, it might be because the user was creating components in the back office at the wrong place,

[blocked URL](#)

For eg: in the reference ticket: <https://sbs-support.solvay.com/a/tickets/3778330>

Here user has created the content in the back office on a W2 publication, and so this content cannot be accessed via staging/XPM. In XPM, the user interacts with content that sits on the C-level publications.

This is the reason why we see the content as locked when trying to change the content from the XPM. You can see that the same user has created two such components in the SW W2 Webfactory Paris Bruxelles Lyon-fr publication in the below screenshot,

[blocked URL](#)

To fix this, we have to move this component to the correct C-level publication.

Using the Back office:

1. Rename the incorrect component (avoid conflicting names)
2. Create the component in the C-level publication (do not copy-paste it, it has to be created), and then publish it.
3. Edit the page to include the new C-level publication component and republish the page. (From the back office since you cannot edit using the XPM)
4. Unpublish the incorrect component and delete it.