

Copado Common Troubleshooting

Copado Troubleshooting Knowledge base

<https://docs.copado.com/articles/#!copado-ci-cd-publication/troubleshooting>

Syensqo Copado Troubleshooting Knowledge Base

I have committed a profile / permission set, and I have huge conflicts

This typically happens either:

- When back promotions are pending, ensure that the back promotions are done.
- When using the "Full profiles & permission sets" operation. If you need to commit a **change in a Profile or Permission set**, perform an incremental change and generally avoid the "Full profiles and permission sets" commit, as this is only for very specific scenarios (such as recently created profile/permsets). Check the copado documentation "[Commit incremental Changes in Copado](#)", "[Examples of Incremental Changes Commits](#)"

I have committed a profile / permission set, but the Pull Request/commit show changes that I have not done

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- When back promotions are pending, ensure that the back promotions are done.
- When using the "Full profiles & permission sets" operation. If you need to commit a **change in a Profile or Permission set**, perform an incremental change and generally avoid the "Full profiles and permission sets" commit, as this is only for very specific scenarios (such as recently created profile/permsets). Check the copado documentation "[Commit incremental Changes in Copado](#)"

I have committed a profile / permission set using the "Commit" operation, but changes are not being committed

While committing incremental changes to a profile/permset, in the commit table, we typically need to select the profile / perm set and also the metadata to which we are providing the permission (more in "[Commit incremental Changes in Copado](#)", "[Examples of Incremental Changes Commits](#)").

If after following these guide, you are not seeing the changes being committed, it's possible that you are facing one of the edge scenarios, such as record types and picklist, etc. If that is the case, check <https://docs.copado.com/articles/#!copado-ci-cd-publication/how-to-commit-and-deploy-picklist-fields>, <https://docs.copado.com/articles/#!copado-ci-cd-publication/how-to-commit-and-deploy-layout-assignments-with-copado> or others in [Examples of Incremental Changes Commits](#).

The commit process is stuck in Copado

- Ensure that your logged-in user has the "**Copado User Lite**" permission set assigned.
- Ensure that your logged-in user has a **Copado API Key** set (go to App Launcher Account Summary API Key).
- In the user story where commits will be done, **do not use copado credentials that are not owned by the logged-in user**.
 - Ensure that the user story has a credential that is owned by your user. For example, if I login with "Bob" user, the user story in which I will commit the changes must have the developer org credential that is owned by "Bob" (therefore created by "Bob" user).

Deployment is never starting

- Ensure that your user has access and is the owner of both the source copado credential and destination copado credential of the deployment. You can check this by navigating into these records and verifying that copado provides the green "Authenticated" message. If this is not the case, either create your own credential for these. Note that developers do not perform deployments to INT, UAT or Production and should not create a credential for these in Copado.

The deployment (or validation deployment) is not completing

- Login to the destination org of the validation deployment, and verify if the validation deployment has started. It's possible that it's in queue due to another validation taking place or similar event. Action accordingly depending on the reason.
- Ensure that your user has access and is the owner of both the source copado credential and destination copado credential of the deployment. You can check this by navigating into these records and verifying that copado provides the green "Authenticated" message. If this is not the case, either create your own credential for these. Note that developers do not perform deployments to INT, UAT or Production and should not create a credential for these in Copado.

I have committed destructive changes but it's not working as expected

- If you need to commit **destructive changes**, do not mix with common changes, instead create a new Copado ticket (by creating a Jira subtask, check [Jira <-> Copado Integration](#)) and add the destructive changes on it.
- Take into account that some metadata cannot be automatically deleted, such as Flows or Process Builders, and therefore it requires manual tasks.

While doing a validation deployment of my story, I get too many conflicts

- One common reason is that back promotions are pending, ensure that the back promotions are done.
- Another possibility is that conflicts are expected, this can be verified by going into the stories that are originating the conflicts and checking with the respective developer (copado UI shows the ID of the user stories creating the conflict in the same conflicts screen).

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- Login to the destination org of the validation deployment, and verify if the validation deployment has started. It's possible that it's in queue due to another validation taking place or similar event. Action accordingly depending on the reason.
- Ensure that your user has access and is the owner of both the source copado credential and destination copado credential of the deployment. You can check this by navigating into these records and verifying that copado provides the green "Authenticated" message. If this is not the case, either create your own credential for these. Note that developers do not perform deployments to INT, UAT or Production and should not create a credential for these in Copado.