

Solution Launchpad - Understanding Validation Messages

Last modified on: 07/03/2025 4:56 pm MST

Why Validation Messages?

When you use Solution Launchpad, whether you are installing, exporting, or re-syncing your bundles and items you may see a validation message causing your desired action to fail. While these messages don't occur often, we have them in place to ensure that our Partners can create solutions that will install in users apps and work as the partner intended it to.

The table below shows you the most common validation messages, where they are most likely to occur, what they mean, and what your next steps should be to resolve the issue.

Validation Messages

Message	Install	Export	Resync	Definition	Next Steps
User is NOT Admin On Target Tenant				The installing user needs admin permissions to be able to install an asset into their app	Make sure that you are an Admin in the target application OR been granted the permission "can install bundles" (not available in max classic)
Source Tenant Matches Destination				Install into the same app where the content came from. Not allowed due to conflicts with resource tracking.	Make sure you aren't installing your solution into the original app. A bundle can contain items from multiple source apps, if any item in the bundle originated in the destination, the entire bundle will fail to install.
Conflicting Tracked Resources				Multiple versions of the same item exist in a bundle, due to edited resources being re-exported independently. In order to avoid creating duplicates, Solution Launchpad does not allow the install to continue. Resolved by the user running a Sync on their end.	Log into your SLP account, locate the bundle and run a Sync on your bundle or resource. All items and their dependencies in the bundle will be updated to their latest versions from your source app(s).
Missing Required Features				Occurs when a partner is sharing assets from one edition that do not exist in the destination app. Applies to sub-features as well, such as specific campaign builder elements.	Ensure the features in your solution are enabled in your clients subscription. Please contact support for upgrade options.

Message	Install	Export	Resync	Definition	Next Steps
Bulk Validation Failure				Working as intended with a clear, helpful error. This happens in 2 scenarios: 1. When you exceed allowed limits on custom fields (contact, company & affiliates are the 3 we check for now) 2. When a custom field in the bundle matches an existing custom field's name/ID, but with a different data type. (e.g. existing field is a date, installing field is a drop-down)	Ensure that your solution will not be putting your client over their limits on custom fields, contacts, etc. An admin in the destination app must delete the number of custom fields (of the same type) before the solution can be installed. An admin in the destination app must delete the conflicting field. Alternatively, the partner can remove the field where it's referenced in the solution, sync it in Solution Launchpad, then re-attempt the install.
License Limit Exhausted				Working as intended. This message comes because you are installing from a 1-time install link that has already been used.	Please reach out to the individual who gave you the link and request a new link.
Unknown Failure				Usually indicates a failure in Solution Launchpad or failure reaching downstream services (like checking auth). This error should be non-existent, except in the rare case of cloud provider service issues.	This is never expected. Please call into Support so the issue can be reported.
Provider Failure				A broad category that indicates a provider (i.e. a particular feature) was unable to successfully fulfill a request from SLP.	This is not typically expected. Please call into Support for troubleshooting assistance, and so the issue can be reported.
Shared Resource Not Found				Notifies the user that the resource is missing and their request cannot continue.	This may happen on install if a resource that you previously shared has been deleted from your app. You will need to re-export the resource in this case. This may happen on export in limited edge cases. In this case, try refreshing and beginning your export again, and contact support if the issue persists.
Re-sharing Forbidden				This content isn't tracked back to your primary app. You will not be able to share content installed to your app(s) by other partners.	We intentionally protect the IP of other partners and users by not allowing the unauthorized sharing of assets. You may also see this error when you've installed an item via your legacy marketplace company - if you believe this is the case, please contact support for options.

Message	Install	Export	Resync	Definition	Next Steps
Required Item Not Found				Notifies the exporting user that a necessary dependency of the item(s) being shared is missing, and that is preventing a successful export.	You must recreate and/or reattach the dependency and retry your export. The error message contains a helpful “path to item” showing where the dependency is referenced.
