



# CONTENT INTEGRATION TROUBLESHOOTING GUIDE

HA-XML version 4.x

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## INTRODUCTION

To integrate with HomeAway, you must create XML feeds that provide listing details, rates, lodging configurations, and availability information. For property management software companies (PMSCs), you must create an XML feed of advertisers. Before providing the XML feeds to HomeAway, you should validate them against the HomeAway Listings XML schema definition (XSD).

The Listing XSD is based on a standard format created by HomeAway called HA-XML. This standard enable property managers (PMs) and PMSCs to provide listing information, such as unit details, rate, and availability information. The standard also provides the format used for real time integration during the online booking process. It can be used by anyone in the vacation rental industry to exchange information.

After HomeAway retrieves your XML indices from your endpoint(s), a job runs to process each property in the feed and integrate your data. If errors occur during integration, an audit report is generated and sent to you so that you can address the issues. In general, issues and errors fall into these categories:

- Schema validation – fundamental XML structural errors. Schema validation errors should be discovered and addressed before providing your indices to HomeAway.
- Minimum content – data-quality issues that occur if the data does not meet the minimum listing requirements to go live, such as minimum characters in a listing description or minimum number of images.
- Data validation – data-related issues, such as missing data or data that is ordered incorrectly. For example, latitude and longitude elements in the address are required and cannot be empty.

New listings and updates to existing listings are not posted on the HomeAway website until the errors are corrected.

**Note:** Online bookings, quotes, and booking updates are validated against the online booking (OLB) XSD, and the OLB Integration and Booking Update audit reports are generated based on the results of the jobs and queries. The errors in these reports are described in the *Online Quote and Booking Issues Troubleshooting Guide*.

This document serves as a general troubleshooting guide when analyzing these audit reports:

- Listings
- Unit Availability
- Lodging Config
- Lodging Rates

## OVERVIEW OF THE AUDIT REPORT

First, let's look at the report and define the fields:

	A	B	C	D	E	F	G
1	Process Date	Advertiser ID	Listing External Id	Unit External Id	Entity Type	Listing URL	Source
2	2015-06-10 1	55555	10101		listing	http://www.vrbo.com/ WA	
3	2015-06-10 1	55555	10101		minimum content	http://www.vrbo.com/ MI	
4	2015-06-10 1	55555	10101		minimum content	http://www.vrbo.com/ M	
5	2015-06-10 1	55555	10101	10101	listing	http://www.vrbo.com/ PRO	
6	2015-06-10 1	55555	10102		listing	http://www.vrbo.com/ WA	
7	2015-06-10 1	55555	10102		minimum content	http://www.vrbo.com/ MI	
8	2015-06-10 1	55555	10102		minimum content	http://www.vrbo.com/ MI	
9	2015-06-10 1	55555	10102	10102	listing	http://www.vrbo.com/ PRO	

**Process Date**Time indicates when the job ran

**Advertiser ID** is a unique identifier that HomeAway uses to identify advertiser; used internally to troubleshoot

**Listing External ID** is the PM's identification number for a property

**Unit External ID** is the PM's unit number

**Entity Type** is an internally used by HomeAway to categorize errors (ignore)

**Listing URL** is the live URL where the property is displayed like VRBO, HomeAway US, etc.

F	G	H	I	J	K	L
URL	Source	Status	Message			
www.vrbo.com/		WARNING	You must choose a listing product type before this listing c			
www.vrbo.com/		MINIMUM CONTENT FAILED	DESCRIPTION_LENGTH_400_OR_MORE			
www.vrbo.com/		MINIMUM CONTENT FAILED	HEADLINE_LENGTH_20_OR_MORE			
www.vrbo.com/		PROCESSED WITH MIN CONTENT FAILURES				
www.vrbo.com/		WARNING	You must choose a listing product type before this listing c			
www.vrbo.com/		MINIMUM CONTENT FAILED	DESCRIPTION_LENGTH_400_OR_MORE			
www.vrbo.com/		MINIMUM CONTENT FAILED	HEADLINE_LENGTH_20_OR_MORE			
www.vrbo.com/		PROCESSED WITH MIN CONTENT FAILURES				

**Sourced from HomeAway** identifies if content is updated in your HomeAway dashboard rather than through the integration; if source is blank, it's source is the integration

**Status** is the result of the transaction: Error, Minimum Content Failure, Warning, Processed with Content Failures

**Message** defines the error that was encountered when a listing was processed, if an error occurred

## LISTINGS ERRORS

These issues occur when the Listings feed is processed, and the errors are included in the Listings audit report.

### ADDRESS MISSING OR DOES NOT PASS VALIDATION

HomeAway uses Google maps as a default for validating addresses. This error occurs when any of the required address attributes are missing, empty, or invalid.

The listing address section must contain valid entries for the following:

- addressLine1
- city
- state
- country
- postalCode
- longitude/latitude

All of these address attributes are REQUIRED and based on the country's address requirements.

**XML Example:** In this example, the address is missing all together.

```
<address>
  <addressLine1></ addressLine1>
  <addressLine2></ addressLine2>
  <city></city>
  <stateOrProvince></ stateOrProvince>
  <country></country>
  <postalCode></ postalCode>
</address>
```

**Message Example:** ADDRESS\_DOES\_NOT\_PASS\_EXTENDED\_VALIDATION  
- Failures for: Street Digit

or

ADDRESS\_MISSING

or

*Invalid XML - There is an Error on line 1: cvc-complex-type.2.4.a: Invalid content was found starting with element 'city'. One of '{addressLine1}' is expected.*

**Corrective Action** Review the address information in your software and ensure all required elements are present and being correctly included in the feed to HomeAway. If part of an address is incorrectly included on <addressLine1>, such as “unit #”, place additional address designations in <addressLine2>.

## LATITUDE OR LONGITUDE MISSING

Geographic coordinates are required for a listing to go live and cannot be “0”.

**XML Example:** In this example, longitude and latitude are missing:

```
...
  <latLng>
    <latitude> </latitude>
    <longitude></ longitude>
  </latLng>
</geoCode>
```

**Message Example:** *GEO\_CODE\_LAT\_LNG\_MISSING*

**Corrective Action:** Add the latitude or longitude. Can be found at a site such as [www.latlong.net](http://www.latlong.net) or [www.google.com](http://www.google.com).

## INVALID LONGITUDE OR LATITUDE

This error occurs when an invalid value for longitude or latitude is provided.

**Message Example:** *There is an Error on line 1076: cvc-type.3.1.3: The value " of element 'longitude' / 'latitude' is not valid.*

**Corrective Action:** Validate that values for latitude and longitude are valid and align with the provided property address.

## COUNTRY CODE MISSING OR INVALID

The country code element was not provided in the feed or an invalid country code was used; country code should fit the ISO 3166 standard.

**Message Text:** *Invalid XML - The value " of element 'country' is not valid.;*

**Corrective Action:** Add the country's [alpha-2 ISO 3166 country code](#).

## STATE IN INCORRECT FORMAT

State was specified in the wrong format.

**XML Example:** In this example, the full state name is included instead of the state code.

```
<stateOrProvince>Florida</stateOrProvince>
<country>US</country>
<postalCode>34746</ postalCode>
```

**Corrective Action:** Use the last two letters of the state's [ISO 3166-2 code](#).

## BEDROOM OR BATHROOM MISSING

Listings require at least one bedroom and one bathroom.

**Message Example:** *BEDROOM\_MISSING* or *BATHROOM\_MISSING*

**Corrective Action:** Add accurate data regarding bedrooms and bathrooms for your listing and then wait for the next run.

#### PROPERTY NAME VALUES MISSING OR INVALID

This error occurs when the <propertyName> element is missing or exceed the maximum length allowed.

**Message Example:** *NOT\_NULL: may not be null:  
adContent.[headline|description|propertyName].texts  
or  
TEXT\_LENGTH : Text is not within specified bounds. :  
adContent.[headline|description|propertyName]*

**Corrective Action:** Validate the text length provided for the <propertyName> element and fix the value accordingly.

#### MISSING TEXT

This schema validation error occurs when one of our required text fields does not have a value. Text fields that fall into this category include the headline and description.

**Message Example:** *Invalid XML - There is an Error on line 12: cvc-complex-type.2.4.b: The content of element 'texts' is not complete. One of '{text}' is expected.*

**Corrective Action:** Ensure that text-based elements for headline and description include valid content that meets the minimum content requirements.

#### DESCRIPTION LENGTH

Listing description requires a minimum of 400 characters; this description is not long enough.

**XML Example:** In this example, the description is too short:  
<textValue>Short description is here.</textValue>

**Message Example:** *DESCRIPTION\_LENGTH\_400\_OR\_MORE*

**Corrective Action:** Add details to your listing so that it contains at least 400 characters that describe your property (max is 10,000 characters):

#### HEADLINE LENGTH

Listing headline requires a minimum of 20 characters.

**XML Example:** In this example, the headline is too short:  
<textValue>short headline</textValue>

**Message Example:** *HEADLINE\_LENGTH\_20\_OR\_MORE*



**Corrective Action:** Catch traveler's attention with a headline using buzz words and descriptive phrases of at least 20 characters (recommendation is 70, up to 100 characters are supported):

## MAXIMUM OCCUPANCY MISSING

Listings must include maximum number of travelers the property will sleep; i.e. the maximum occupancy allowed for the property.

**Message Example:** *MAX\_SLEEP\_MISSING*

**Corrective Action:** Specify the maximum number of occupants allowed in the `<maxOccupancyRule>` element in the lodging configuration feed.

## MISSING IMAGES

This schema validation error occurs when a listing element exists but does not include any images or the `<images>` element is not included in the XML. A minimum content error can also occur if the listing content XML contains less than six images.

**Message Example:** *Invalid XML - There is an Error on line 61: cvc-complex-type.2.4.b: The content of element 'images' is not complete. One of '{image}' is expected.*

or

*PHOTOS\_COUNT\_6\_OR\_MORE*

**Corrective Action:** Include at least six images to have the listing processed correctly. Add additional photos such as outside of the property, bathrooms, kitchen, living areas, and bedrooms (maximum of 50 photos).

This is an example of how photos appear in the XML. Each of these blocks of text represent one image. Note that `<externalid>` is the photo ID, and it needs to be different for each photo image.

```
<images>
  <image>
    <externalId>106-A37C4B44.JPG</externalId>
    <title>
      <texts>
        <text locale="en">
          <textValue>"Beautiful front entry"</textValue>
        </text>
      </texts>
    </title>
    <uri>http://apps.advertiser.com/Listing/image/
      fronthouse2.png</uri>
  </image>
```

...

## PROPERTY TYPE MISSING

All listings require a property type such as: condo, cabin, villa, apartment, etc.

**Message Example:** *PROPERTY\_TYPE\_MISSING*

**Corrective Action:** Include a property type for the <propertyType> field. Valid values are listed in the *Listing Integration Guide*

## RATES OR RATE VALUE MISSING

Rates are required for all listings. This error can occur if the lodging configuration feed is processed after the listing feed for the first time or new listings. An error may also occur when a rate amount is specified but does not have a value. For example, the rate value provided was empty or null. *This error is also seen in the Lodging Config audit report.*

**Message Example:** *RATES\_MISSING* or *INCOMPLETE\_CONTENT*

**Corrective Action:** Specify at least the default or base nightly rate for the property. Or, include a proper numerical amount for the rate. This error may be cleared after the rates feed is run.

## PREVIEW LISTINGS

You must choose a product type before this listing can go live. This warning occurs when listings are loaded in a Preview status, allowing the manual selection of pay per booking (PPB) or subscriptions (PPS) through the dashboard. This conversion process sets the listings to the appropriate product type.

**Message Example:** *You must choose a listing product type before this listing can go live.*

**Corrective Action:** Convert Preview listings to a PPB or PPS product in the PM Dashboard.

## DUPLICATE FEATURE VALUES

This error occurs when a feature value is duplicated in the feed.

**Message Example:** *Feature values may not be listed more than once.*

**Corrective Action:** Include only one instance of a feature value in a collection. For example, AMENITY\_INTERNET should be listed only once in the listing content.

## UNIT AVAILABILITY ERRORS

These issues occur when the Unit Availability feed is processed, and the errors are included in the Unit Availability audit report.

### STAY LENGTH

This error occurs when the string-provided data is beyond the maximum of 1,096 days (three years). The strings that might cause this error are availability, changeOver, maxStay, minStay, minPriorNotify, and stayIncrement. *This error is seen in the Unit Availability audit report only.*

**Message Example:** *Text is not within specified bounds - unitAvailabilityConfiguration <configuration string name>*

**Corrective Action:** Correct the specified number of days. HomeAway allows for a maximum of three years (1096 days) of availability configuration information.

## LODGING CONFIGURATION ERRORS

These issues occur when the Lodging Configuration feed is processed, and the errors are included in the Lodging Config audit report.

### RATES OR RATE VALUE MISSING

Rates are required for all listings. This error can occur if the lodging configuration feed is processed after the listing feed for the first time or new listings. An error may also occur when a rate amount is specified but does not have a value. For example, the rate value provided was empty or null. *This error is also seen in the Listings audit report.*

**Message Example:** *RATES\_MISSING or INCOMPLETE\_CONTENT*

**Corrective Action:** Specify at least the default or base nightly rate for the property. Or, include a proper numerical amount for the rate. This error may be cleared after the rates feed is run.

## LODGING RATES ERRORS

These issues occur when the Lodging Rates feed is processed, and the errors are included in the Lodging Rates audit report.

### MISSING RATE PERIOD

This schema validation error is seen in the rates audit report, and it occurs when the listing does not have a rate period defined. Rates are required for all listings.

**Note:** This is a 3.x schema error only and does not occur with the 4.x schema.

**Message Example:** *Invalid XML - There is an error on line 113: cvc- -complex-type.2.4.b: The content of element 'ratePeriods' is not complete. One of '{ratePeriod}' is expected.*

**Corrective Action:** In the rates feed, ensure that all properties have at least one rate period defined.

#### MISSING NIGHTLY RATE

This schema validation error occurs when a value is missing for one of the <nightlyRates> default elements.

**Message Example:** *Invalid XML - There is an Error on line 1 : cvc-complex-type.2.4.b: The content of element 'nightlyRates' is not complete. One of '{fri}' is expected.,;*

**Corrective Action:** Populate <nightlyRates> in the feed. All default nightly rates are required to meet minimum content rules before a listing can go live.

#### MISSING PAYMENTS OR PAYMENT REMAINDER

This error occurs if the payment schedule does not add up to 100% payment or if the payment schedule is missing altogether. For example, if 50% is due at booking but other required payments are not defined.

**Message Example:** *{lodgingRates - Payment Schedule is not 100% due at booking and is missing additional payment definitions. : : bufferLodgingRate.arg0.lodgingRate.paymentSchedule.payments}*  
or

*Payment Schedule must have remainder as the last element. : : bufferLodgingRate.arg0.lodgingRate.paymentSchedule.payments*

**Corrective Action:** Ensure the payment schedule adds up to 100% or add <requiresRemainder> within the <paymentSchedule> element.

#### INVALID DATE RANGE

This error indicates that a date range in the lodging rate feed is incorrect. The start date must be earlier than or the same as the end date.

**Message Example:** *{lodgingRates - RANGE : The start date must be earlier than or the same instant as the end date. : : bufferLodgingRate.arg0.lodgingRate.fees.otherFees[1].appliesPerNight.whenStayDateIn[]}*

**Corrective Action:** Ensure that the <min> date is earlier than or the same as the <max> date. Keep in mind the schema has these fields in alphabetical order.

## DATES OVERLAP

This error occurs when a <min> or <max> max date overlaps for nightly overrides.

**XML Example:** In this example, the <min> date in the first range overlaps the <max> date in the second range:

```
...
    <range>
      <max>2018-12-14</max>
      <min>2018-10-05</min>
    </range>
    <range>
      <max>2018-10-05</max>
      <min>2018-04-23</min>
    </range>
  </nights>
</override>
```

**Message Example:** *{lodgingRate.nightlyRates.nightlyOverrides Nightly overrides must specify only unique amounts and all date ranges must not overlap., lodgingRate.nightlyRates.nightlyOverrides[1].nights{com.homeaway.api.v2.constraints.NonOverlappingRangeCollection.message}}*

**Corrective Action:** Ensure that the date ranges do not overlap.

## UNEXPECTED CHILD ELEMENT

A child element is specified in the lodging rate feed when it is not valid. This error can indicate one of the following:

- The expected data is missing or configured incorrectly (such as out of order). For example, <min> and <max> are required, but <max > is missing from feed.
- The feed contains too many of the child elements. For example, the feed contains 11 <flatFees>, but the schema only supports 10.

**Message Example:** *Invalid content was found starting with element '\*\*\*\*\*'. No child element is expected at this point.*

**Corrective Action:** Correct the XML and validate it against the schema. '\*\*\*\*\*' indicates the field where data is missing data or too much data is specified.

## UNSUPPORTED NUMERIC VALUE FORMAT

This error occurs when invalid data is specified or the percent element is empty. For example, if a numeric value is out of bounds, this error is generated.

**Message Example:** *{lodgingRates - {javax.validation.constraints.Digits.message} : : bufferLodgingRate.arg0.lodgingRate.fees.percentOfRentFees[0].percent}*

**Corrective Action:** Provide a valid format for the element. In this error example, percentOfRentFees[0].percent is the out of bounds numeric value that needs to be corrected.

## UNSUPPORTED CHARACTER

The feed contains data this is not within the allowed values. This can occur in any field that has specific character restrictions.

**Message Example:** *{lodgingRates - must match '^([a-zA-Z0-9\_-]+)([a-zA-Z0-9\_-]+)\*\$' : :  
bufferLodgingStayCollectedFeeSchedule.arg0.lodgingStayCollectedFeeSchedule.meteredFees[0]}*

**Corrective Action:** Replace unsupported characters or invalid values in the feed. Use standard alphanumeric characters (no Euros, etc.). In this example, the unrecognizable character is in the Metered Fees element.

## GENERAL ISSUES

This section contains issues and general errors that you may see in any audit report.

### DUPLICATE EXTERNAL ID

This error may occur if there are duplicate listings in the feed or if an external ID in the PM dashboard has an alpha character that is a different case than what is in the feed. It is case sensitive.

**Message Example:** *Error getting entity: CreateOrUpdateEntity apiVersion=0.45  
entityUrl=https://api.homeaway.com/listings/external?id=<system>/<site>/<advertiser>/<listingExternalId>*

**Corrective Action:** If you have verified that no duplicate IDs are included in the feed and that the IDs in the feed match the IDs in the content detail XML, contact your HomeAway Account Manager or IPM Manager to resolve this issue.

### NO UPDATE

No changes were made because the last updated date was not within the lookback window (three days).

**Message Example:** *Content Not Retrieved - Listing Updated Date '2015-07-04T16:35:00Z' Not Within Delta Range*

**Corrective Action:** No action required. If the last updated date is outside of the lookback window, HomeAway assumes there are no updates to process.

## MISSING PPS SHELL OR WRONG MAPPING

This error occurs when the account is set up as subscription and the listing with the provided external ID could not be found in the account. It can also appear if the external ID mapping is missing or wrong.

**Message Example:** *Could not find existing entity to update  
https://api.homeaway.com/listings/external?id=<systemId>/<site>/<advertiserId>/<listingExternalId>*

**Corrective Action:** Work with your HomeAway account manager to purchase the appropriate number of subscriptions to align with the external IDs you plan to feed over via the integration. If a mistake was made setting the external ID for a subscription, work with your HomeAway account manager to update it.

## MISSING OR INCOMPLETE ELEMENTS

Several errors can occur based on child elements in a node. These errors indicate the following:

- A required element is missing from the XML
- An empty element is included but data is required in the element
- Data included in an element is the wrong data type

**Message Example:** *Invalid content was found starting with element '\*\*\*\*'. One of '\*\*\*\*\*' is expected.*

or

*The content of element '\*\*\*\*' is not complete. One of '\*\*\*\*' is expected.*

**Corrective Action:** Correct the XML and validate it against the schema. '\*\*\*\*\*' indicates where the problematic element.

## INTERNAL SERVER ERROR

An internal error occurred while attempting to process the feed.

**Message Example:** *{500 Internal Server Error}*

**Corrective Action:** Wait for the next run. If the error persists after three job runs, contact Tier 2 Support for assistance.

## PROCESSING ERROR

A processing error occurred because the job could not update lodging rates.

**Message Example:** *{lodgingRates - Could not unmarshal incoming request.  
Please verify the message body of your request.}*

**Corrective Action:** Wait for the next run. If the error persists after three job runs, contact Tier 2 Support for assistance.