



In SDL Web, Content Service throwing error - Not possible to retrieve the dynamic configuration

Article Number: 000005260 | **Last Updated:** 9/14/2020 4:04 PM

Scope/Environment

Tridion Sites 9.1 (also applicable to earlier and later product versions)

Symptoms/Context

Customer has seen an error retrieving site configuration for their web site

```
"Not possible to retrieve the dynamic configuration"
```

and in Discovery *debug* log, error seen is

```
"An error occurred while trying to load the configuration resource 'Web'  
com.sdl.delivery.configuration.ConfigurationException: Could not locate the root of the configura  
tion"
```

In Content Service log, error looks like :

```
{"error":{"code":"9000","message":"java.lang.RuntimeException: Not possible to retrieve the dynam  
ic configuration"}}
```

```
Exception Details: Microsoft.OData.Client.DataServiceClientException: {"error":  
{"code":"9000","message":"java.lang.RuntimeException: Not possible to retrieve the dynamic config  
uration"}}
```

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Root Cause

This can be due to invalid information in the Discovery database. Specifically if there are configurations without a parent item. Only the DefaultEnvironment should have no parent.

Alternatively, in an environment with a large number of mappings or web applications, the amount of data to be transferred can cause issues with batch requests from Topology Manager to the Discovery service.

Resolution

Please ensure to have a working Discovery database backup before performing the below steps.

1. For SDL Web 8.5, apply CD_8.5.0.6672 or any later cumulative hotfix to the Discovery service. For SDL Web 8.1.1 use hotfix CD_8.1.1.4472 or later.
2. Identify the Id's of Base URL's which do not have a corresponding entry in the CONFIGURATION_ITEMS_LINKS table.

```
select * from CONFIGURATION_ITEM where ID not in (select LINKED_ITEM_ID from CONFIGURATION_ITEMS_LINKS);
```

The results will include the DefaultEnvironment - this is expected. Do not remove the DefaultEnvironment entry!

3. Remove the orphaned entries from the CONFIGURATION_VALUE and CONFIGURATION_ITEM tables (change the IDs as appropriate) E.g. :

```
delete from CONFIGURATION_VALUE where ITEM_ID in ('f3bd26a3-fc0a-415b-af76-5ccd22bd7fd4','df30a911-e2fe-4e53-867f-7c910b7dac14');
delete from CONFIGURATION_ITEM where ID in ('f3bd26a3-fc0a-415b-af76-5ccd22bd7fd4','df30a911-e2fe-4e53-867f-7c910b7dac14');
```

4. In cd_storage_conf.xml of discovery-service, add FlushInterval="1000" attribute to <Storage....> configuration and restart the Discovery service

```
<Storage Class="com.tridion.storage.persistence.JPADA0Factory".... FlushInterval="1000">
```

5. Run Topology Manager sync: (Sync-TtmCdEnvironment)
6. Recheck for any orphaned items in Discovery DB after the sync.

Note: you can also check this via the Discovery service:

```
http://<discoveryhost>:<discoveryport>/discovery.svc/ConfigurationItems?$filter=Area eq 'Web'&$expand=UsedBy
```

Look for entities with an empty UsedBy. Only the environment should have this, any others are orphans.

Reference

Also see KB article [In SDL Web 8.5, Topology mapping cannot be synchronized between the Topology and Discovery database when large amount of mapping is loaded and updated.](https://gateway.sdl.com/CommunityKnowledge?articleName=000005466)

(<https://gateway.sdl.com/CommunityKnowledge?articleName=000005466>)

Also see KB article [For Tridion Sites 9.1, error "unable to load the DynamicContentModule" while browsing the DXA 2.2 website](https://gateway.sdl.com/CommunityKnowledge?articleName=000013522) (<https://gateway.sdl.com/CommunityKnowledge?articleName=000013522>)

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