



## 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

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

### Symptoms/Context

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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

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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

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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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