

Data import errors

Troubleshooting

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Troubleshooting

Data import errors

Fix common problems when importing customers, items and other records from a spreadsheet.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Problem

A Data Import fails, or some rows are rejected.

Symptoms

- The preview shows warnings or red rows
- "Column not found", "Mandatory field missing" or "Could not find ..."
- Only some records were created

Possible causes

- The template's column headings were changed
- A mandatory field is empty
- A linked value does not exist yet (for example, an **Item Group** that has not been created)
- The wrong date or number format
- A duplicate of an existing record

Diagnosis and resolution

1. **Use a fresh template** from Data Import, and paste your data into it without changing the headings.
2. **Fix the red rows** in the preview. Each shows the cause.
3. **Create missing linked records first**, such as item groups, units of measure and customer groups.
4. **Check formats.** Use the date format in the template. Remove thousands separators from numbers.
5. **Import a small sample** of five or ten rows to test.
6. For updates, use *Update Existing Records* and include the **ID** column.

Prevention

- Clean your spreadsheet before importing: remove blank rows and duplicates.
- Keep one record per row.

When to contact support

For very large imports, or errors you cannot read. Send the file and the message.

Related documentation

- Importing data
- Creating items