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## Google Base don't like the xml file

Posted by chevron08 - 2008/04/02 17:16

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Hi,

great Feed...

but i have buy the version 3 at first, but this version displayed the price without tax by froogle and so we can't take this version for.

So i have buy the version 4 with the great hope to fix this problem. Nice to the the feater in the mambot to take with or without tax.

but the google base upload is not working and google base (we are using Google Base DE für Germany) don't like the xml file, the Error was the xml formating

I can only post the german Error from Base

Ein Teil der XML-Formatierung in Ihrer Datei ist nicht eindeutig. Möglicherweise fehlt ein Tag oder ein Verschachtelungs- bzw. Formatierungsfehler liegt vor.

please, i need help.

I've paid 50 GBP for nothing :(

regards

chevron08

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## Re:Google Base don't like the xml file

Posted by AV Clarity - 2008/04/05 10:01

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i've just got my froogle feed working and am experiencing the same problem.

these are the rrors i'm getting

Error parsing/validating XML feed

Our system encountered an error when processing your XML data feed. Please see the following Help Center topics for more information:

XML tag mismatch

Invalid RSS/Atom document format

Too many occurrences of attribute

Too few occurrences of attribute

and this is what it says when i log into my google account

Error Bad data Line #

We didn't understand some of the XML formatting in your file. You may be missing a tag or have a nesting or formatting error. - help

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Cheers,

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## Re:Google Base don't like the xml file

Posted by redplasticfactory - 2008/04/05 13:40

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I have the same problem / error message ! (but I am trying to use the Version 4 demo)

Can anyone help?

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## Re:Google Base don't like the xml file

Posted by redplasticfactory - 2008/04/05 14:36

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### Feed status details

Outcome: Data feed upload failed. No items are live.

Number of items processed: 0

Number of inserted items: 0

Uploaded at: Apr 5, 2008 6:24 am PDT

Processed at: Apr 5, 2008 6:25 am PDT

### Errors:

Error Bad data Line # 13

We didn't understand some of the XML formatting in your file. You may be missing a tag or have a nesting or formatting error. -

### Error parsing/validating XML feed

Our system encountered an error when processing your XML data feed. Please see the following Help Center topics for more information:

XML tag mismatch

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Too few occurrences of attribute

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## Re:Google Base don't like the xml file

Posted by Maverix - 2008/04/09 21:17

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Since a few days I have the same problem.

But my version V4 already worked a few weeks ago.

I didn't change anything the last days.

Maybe Google changed something in the XML format?

Ian, please help urgently.

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## Re:Google Base don't like the xml file

Posted by da8ivr - 2008/04/09 23:14

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Hi everybody, i have just got back from working away for a week....it over ran by a a few days.

Please let me get back to you tomorrow or the day after, as i have about 3000 emails in my inbox, most of them trying to sell me Viagra!!!!

Regards

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Ian

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## Re:Google Base don't like the xml file

Posted by robusta - 2008/04/11 18:30

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I have the same problem with Maverix . Please help.

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## Re:Google Base don't like the xml file

Posted by helius - 2008/04/12 09:35

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I'm waiting for the solution, I've the same problem. The other problem is with the german and italian characters like ò à è ù ì ä,ö,ü,ß.

We need a little support please.

:unsure:

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## Re:Google Base don't like the xml file

Posted by robusta - 2008/04/12 12:20

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The problem ocured with double quote character ( " ) as well.

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## Re:Google Base don't like the xml file

Posted by bhatfield - 2008/04/14 01:17

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Any response to anyone who spent their money?

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## Re:Google Base don't like the xml file

Posted by da8iwr - 2008/04/14 09:43

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Hi

I started responding yesterday and found just before i posted it, that something has changed on Google Base, so i didn't post the info until i knew all the info. It appears that many people from about the 1st of march have started having issues with Google Base, with feeds being declined that were OK before, and other issues such as characters that were being allowed before, now being rejected. I have a consultant who specialises in Google base looking at this feed at the moment, to see if it is a fault of the feed, or the way Google accepts it.

You have to remember though, that Google Base is still in a beta form, and also free, whihc means there is very little i can do to push it along accept hope it starts working again.

There are a few emails and questions asking about why feeds arnt showing all their products, i think it may be usually because the feed has duplicate item IDs because the user has added the same product to more than one category. This is then causing Google to think that the feed is sending duplicated info up and declining the feed.

[http://groups.google.com/group/base-help-bulk/browse\\_thread/thread/f5fefe427dc9d59f/4f36b8198279bce6#4f36b8198279bce6](http://groups.google.com/group/base-help-bulk/browse_thread/thread/f5fefe427dc9d59f/4f36b8198279bce6#4f36b8198279bce6)

The issue with German Characters is because they are special characters, so they need to be converted into a format that the XML will accept, which is what the feed should be doing anyway. The problem is Google must not be accepting them still, or somethign has changed, as i know i could upload greek characters before and so can other clients.

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[http://groups.google.com/group/base-help-bulk/browse\\_thread/thread/3d2b4d97aa599004/acfd44a1c2100eb0?lnk=gst&q=characters#acfd44a1c2100eb0](http://groups.google.com/group/base-help-bulk/browse_thread/thread/3d2b4d97aa599004/acfd44a1c2100eb0?lnk=gst&q=characters#acfd44a1c2100eb0)

This explains that Google doesn't like simple encoded special characters, and the way we got around it with the most common character is simple filtering them out to remove them completely.

I am looking into a solution for this, but haven't replied yet, as i have no new info to give over.

I'll keep you informed.

Regards

Ian

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## Re:Google Base don't like the xml file

Posted by da8iwr - 2008/04/14 09:58

I've just popped a question on Google Base forums, asking your specific problems about the German Characters [http://groups.google.com/group/base-help-bulk/browse\\_thread/thread/8c4520c6b122adcf](http://groups.google.com/group/base-help-bulk/browse_thread/thread/8c4520c6b122adcf)

Can i ask, has anybody who is having these issues ever had the German characters upload in the past, or is it just a relatively recent thing that has started to happen?

Regards

Ian

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## Re:Google Base don't like the xml file

Posted by chevron08 - 2008/04/14 16:14

Hi,

this is not real, or?

You will develop the 5er Version!!! and the 4er Version is not running. And i must pay 25,00 GB again for the 5er Version.

This is not really good.

I need a Solution so fast...

My Customer is very angry about this situation. WE NEED THIS FROOGLE LISTING !!!

regards

chevron08

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## Re:Google Base don't like the xml file

Posted by da8iwr - 2008/04/14 19:15

Chevron, you get free upgrades for life from V4 onwards and i have already posted a huge response this morning explaining exactly what i am doing about the feed not working. I am trying to find out what has changed in Google, and what i can do to change the feed to suit.

Virtuemart version 5 is probably 3 - 6 months away from now, its 2 weeks until the stable version of VM is released, so i haven't even looked into V5 at all yet, im just asking for ideas.

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## Re:Google Base don't like the xml file

Posted by da8iwr - 2008/04/18 11:54

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Hi Everybody, can you all please upgrade to the latest version 4.3  
<http://www.virtuemartfrooglefeed.com/docman/upgrades/index.php>

which allows changes the feed from using the detailed description, to the short description. As long as there are no special characters in the short description, you should have no issues.

99% of the issues shown in this thread, was HTML tags being brought through from the description, usually where people have copy and pasted content from a manufacturers website. The short description, doesn't allows any formatting, so it works.

Also for you none English people, I'm not sure if this will help, i think it should do.

Let me know, as i will then have to do go to plan B (which isn't planned yet :))

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## Re:Google Base don't like the xml file

Posted by robusta - 2008/04/18 16:14

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Unfortunately, I didn't add short description on any products so the problem didn't solved for me.

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## Re:Google Base don't like the xml file

Posted by Bigmac - 2008/04/18 17:08

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Hi,

I have just downloaded and installed your module and have managed to get it working to a fashion.

I liked the fact that the short descriptions were to be dispalyed because of the lack of formatting however, my version is still showing the full description - you can see what I mean by going here:

[https://outdoorsrus.co.uk/mambots/system/vmrss\\_v4/all\\_products.xml](https://outdoorsrus.co.uk/mambots/system/vmrss_v4/all_products.xml)

I did try and download the amended file in this thread and copy that to my server however, it hasn't changed anything.

Can you help please?

Many thanks.

H

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## Re:Google Base don't like the xml file

Posted by da8iwr - 2008/04/18 18:57

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Robusta Im not sure what advice i can give you, the reason for the feed failing on most people is not because the feed is wrong, but because people have added things that causes HTML tagging to occure. Just for SEO reasons really you should have the short description in anyway, as this will help with keywords in the search results.

BigMac

I havent got around to changing the main file yet with the updated file i released yesterday, i just ran out of time :(

If you generated a feed before updating it, you will need to genertae another feed again to over write the last one with the new feed.

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If you see this code at the top of your page whe it is creating the feed

Warning: fopen(/home/xxxxxx/public\_html/mambots/system/vmrss\_v4/all\_products.xml) : failed to open stream: Permission denied in /home/xxxxxx/public\_html/mambots/system/vmrss\_v4.php on line 0

That means the XML file itself is set to have no write permission so it cant overwrite the last feed with the new one, you need to change it to 777 (read and write everybody), and it will work perfect.

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## Re:Google Base don't like the xml file

Posted by Bigmac - 2008/04/20 14:01

Hi,

Just thought I would post back to say it's now working, thanks very much for the help.

Happy days - I was fed up of having to keep downloading csv's and uploading manually.

Keep up the good work.

Kind regards,

H

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## Re:Google Base don't like the xml file

Posted by chevron08 - 2008/04/21 21:08

Hi,

i'm so sad :(

The Upgrade File is not realy helpfull for me.  
Now, no xml file are be generated.

The Ioncube is running:  
<http://www.kletter-spezial-laden.de/mambots/system/ioncube/ioncube-loader-helper.php>

But i get only a 404 Error Page:  
[http://www.kletter-spezial-laden.de/mambots/system/vmrss\\_v4/all\\_products.xml](http://www.kletter-spezial-laden.de/mambots/system/vmrss_v4/all_products.xml)

So a i have uploaded an old xml file that will be overwrite from the bot, but nothing will be overwriting.

I must DIE, .... plz help me...

and sorry for my bad english

regards  
chevron08

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## Re:Google Base don't like the xml file

Posted by chevron08 - 2008/04/22 19:28

Hello,

you can give some support?

please.....

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## Re:Google Base don't like the xml file

Posted by da8iwr - 2008/04/23 08:59

Hi sorry for not replying, i was away yesterday.

Can you drop me an email using the contact form on this site, as i would like to see the admin panel and even some FTP details if possible etc, so i can see the files etc if that is OK.

Kindest regards

Ian

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## Re:Google Base don't like the xml file

Posted by liveid - 2008/06/20 18:37

Please take a look at our site.... <http://www.afriendlyscooter.com>

Then take a look at our data feed at: [http://afriendlyscooter.com/mambots/system/vmrss\\_v4/all\\_products.xml](http://afriendlyscooter.com/mambots/system/vmrss_v4/all_products.xml)

I keep getting this result on submission:

Error parsing/validating XML feed

Our system encountered an error when processing your XML data feed. Please see the following Help Center topics for more information:

XML tag mismatch

Invalid RSS/Atom document format

Too many occurrences of attribute

Too few occurrences of attribute

I have HTML in my short description.. not sure if that is causing a problem... and it is pulling the price from the short description, not the price....

What can I do to get this sorted out?

Thanks

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## Re:Google Base don't like the xml file

Posted by liveid - 2008/06/23 17:38

Admin,

Can this post be acknowledged so that I can know if this is a programming limitation or if there is something that I can do to get this going. I have a lot waiting for this to be up and running.

Thanks.

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## Re:Google Base don't like the xml file

Posted by da8iwr - 2008/07/05 18:50

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This dam forum doesnt send me emails when people post, so i only see if i check it, sorry.

If you open the XML file in IE7, it shows

An invalid character was found in text content.

Line: 1396 Character: 26

then if you right click on the page and click view source, copy and paste it into Notepad2 and goto line 1396, you will see this

- Available in: 2', 3', 4', 5', 6' sizes

Which is coming from

<http://www.afriendlyscooter.com/mobility-scooters/scooter-ramps/suitcase/2-foot-single-fold-ramp-silverstar.html>

Which means it is picking info up from the detailed description, not the short description. Unless you have detailed description in the short description as well, which i haven't checked.

The reason it is failing is because it is picking up the ' as a special character and failing it. You need to upgrade to the next version which is 4.3 and run it again, you will probably find it works fine.

All the best

Ian

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## Re:Google Base don't like the xml file

Posted by bargainboyrob - 2008/07/06 00:11

how to you get to the xml file?

which part of google base do you write click? I just can't get it all to work..

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## Re:Google Base don't like the xml file

Posted by bargainboyrob - 2008/07/06 00:12

how to you get to the xml file?

which part of google base do you rightclick and press view? I just can't get it all to work..

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## Re:Google Base doesn't like the xml file

Posted by liveid - 2008/07/06 13:29

Its definitely pulling from the short description.

This is the link I sent: <http://www.afriendlyscooter.com/mobility-scooters/scooter-ramps/suitcase/2-foot-single-fold-ramp-silverstar.html>

This is the preceding page: <http://www.afriendlyscooter.com/mobility-scooters/scooter-ramps/suitcase.html>

Look at the browse page and compare to the xml..... It is undoubtedly coming from there....

Not the least of my problems is that it is also pulling the pricing from the short description box which is all wrong.

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Im using V4 of the Froogle feed right now. Are there several versions of V4 available and if so where can I download the updates?

Thanks for your time and your anticipated response.

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## Re:Google Base doesn't like the xml file

Posted by da8ivr - 2008/07/08 02:12

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Ahh yes, i can see what you mean there.

List Price

Weight Capacity

\$220

600 LBS

- Lightweight & portable
- Slotted for moisture drainage
- Integrated, high traction surface
- Available in: 2', 3', 4', 5', 6' sizes

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]]>

2-Foot Single-Fold Ramp - Silverstar

382  
USD  
129.00

New

That's the one product i was referring to in the previous post, and can see the price (i coloured blue) it says on there  
129.00

Is the price on the "Our Price" of the page

<http://www.afriendlyscooter.com/mobility-scooters/scooter-ramps/suitcase.html>

All the content you have on the short description (I coloured red), is what the Froogle feed is drawing in, as it takes the info from the table in Products "product\_s\_desc " field of the database as below.

```
( 'description', $this->_addCDATA( $product->product_s_desc ) );
```

There is no other way for me to do this.

So its not really picking up the price from the price part of the database, it is more like picking it up from the content you have added into the short description.

Also off the subject of my feed, the content that is added to the small content in your database has html (which is fine except not for my feed), but actually its not added properly, as the html ends with

which means the page is finished, but its not, thats just the end of the short description.

I just had a look at the source code for this page

<http://www.afriendlyscooter.com/mobility-scooters/scooter-ramps/suitcase.html>

And there are 9 cases of which means one for each of the 8 products, and one for the template its self.

Just a pointer as it wont be doing you any favours in SEO.

Regards  
Ian

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## Re:Google Base don't like the xml file

Posted by da8iwr - 2008/07/08 02:33

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Just to confirm to readers, that Bargain boy Rob, was solved through emails, he just didnt know how to see the errors in the XML doc, which i told him, open thge XML file in IE7, and it shows you them, the line and charactor.

He had an "&" charactor in the middle of a Product Title, which he changed to "and" and it worked :)

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