

Catalogue Issues

A how-to guide for building reports

Musixmatch is proud to boast the **world's largest lyrics catalogue**, and the size and complexity of the database means it's important to keep an eye out for **potential issues**.

We've put together this **guide** to help you build your catalogue reports in the most **efficient and concise** way, meaning that we can get them fixed as **quickly and easily as possible**.

If you find an issue in our catalogue, please refer to the following guide, and report it as encouraged. **Together we can keep the Musixmatch lyrics catalogue as clean as it is immense!**

1. [Missing Collections](#)
2. [Missing Spotify IDs](#)
3. [Lyrics Missing/Wrong on Spotify/Apple Music](#)
4. [Track Merges](#)
5. [Track Splits](#)
6. [Album Merges](#)
7. [Album Removal](#)
8. [Artist Merges](#)
9. [Artist Splits](#)
10. [Artist Removal](#)
11. [Artist Discography Clean](#)

1. Missing Collections

If you find a track/album available on Spotify or Apple Music, but not available on Musixmatch, you can report it in the following way:

- Provide us with the Spotify and/or Apple Music **Album link**, confirming that the collection is missing on Musixmatch

We'll then import the collection within 2 working days

Please note 🎵

- *We may be unable to import various artist and compilation albums. We apologize for any inconvenience*
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2. Missing Spotify IDs

If you receive the following error message while trying to sync a track...



Spotify player error

Sorry, the audio of this track is not available right now.

Error Code: pl_generic

Help center

Got it

...you can report it in the following way:

- Provide us with the Musixmatch track link or [abstrack](#), and the Spotify track link, requesting a Spotify connection refresh

We'll then refresh the connection within 2 working days

Please note 🎵

- *We may be unable to refresh connections for various artist and compilation albums*
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3. Lyrics Missing/Wrong on Spotify/Apple Music

If you notice that lyrics on Musixmatch aren't correctly presented on Spotify or Apple Music, you can report in the following way:

- Provide us with the Spotify or Apple Music track link, depending on where you're seeing the problem, confirming that the lyrics shown there do not correctly reflect the ones we have on Musixmatch

We'll then check for potential issues and perform any fixes possible, finishing with a connection refresh to re-push the lyrics as we're presenting them. We can't guarantee a time-frame, but any possible fixes will usually be performed within 3 or 4 working days

Please note 🎵

- *If the lyrics are also faulty on Musixmatch, please refer instead to [this article](#)*
 - *We may be unable to help if the lyrics in question have been restricted by the artist/label, or if the issue is coming from somewhere other than Musixmatch*
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4. Track Merges

If you find a track duplication on Musixmatch that **isn't mirrored on either source page** (Spotify and Apple Music), you can report it in the following way:

- Provide us with the Musixmatch link to the two (or more) lyrics pages for the song, alongside the sole source link.
- Confirm that Musixmatch is showing a duplication that isn't shown on either source (Spotify or Apple Music)

We'll then verify the data against the information you've provided, and perform any track merges possible. As long as duplications aren't mirrored on the source pages, a fix should be delivered within 2 to 3 working days

Please note 🎵

- *We can only ever show information as it's presented to us from source pages. Therefore, any duplications shown on Spotify or Apple Music will also be shown on Musixmatch.*
 - If a merge is possible, we can't guarantee which pages will be kept and which will be lost, so you should always save any related lyrics before requesting the merge, in order to ensure no content is lost.
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5. Track Splits

If you find a track that has **multiple** different audio versions **on Spotify** but only **one lyrics page on Musixmatch**, you can request a fix in the following way:

- Check that the different versions on Spotify have different ISRC codes, using [this site](#)
- If they do have different ISRC codes, provide us with all version links from Spotify, clarifying which one(s) are needing the new Musixmatch page (these will be the source pages with audios that aren't currently available on the existing Musixmatch page)
- For example, if Spotify has an explicit and a censored version of a song (and they both have separate ISRC codes) but Musixmatch is currently only presenting the censored audio, you should provide us with both Spotify track links, confirming that it's the explicit version that needs the new page

We'll then verify the data against the information you've provided, and perform any track splits possible. We'll then re-contact you to notify you of the status of your request. If the split is successfully performed, we'll provide you with the link of the new Musixmatch page so you can add the lyrics as necessary. If the split is not delivered, we'll let you know why.

Please note 🎵

- *We can only ever show information as it's dictated by the ISRCs. If two versions of a track, or two completely different tracks, have the same ISRC we won't be able to perform the split, even if Spotify has multiple pages.*
 - *It will be considered the reporting user's responsibility to add any missing lyrics as a result of the split. If you're not willing to add any lyrics, we kindly ask you to refrain from asking for the track split.*
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6. Album Merges

If you come across multiple pages for the same album on Musixmatch and believe they should be merged, you can report it to us in the following way:

- Check the Spotify and Apple Music pages for the related artist, to make sure the album isn't duplicated also there
- If Spotify and Apple Music have only one page for the album and Musixmatch is showing duplications, provide us with all related MXM album links, requesting the merge.

We'll then check the data and perform any merges possible. Successful merges should be performed within 2 to 3 working days.

Please note 🎵

- *When merging albums, all tracks within them will also be merged. We can't guarantee which pages will be kept and which will be lost, so you should always save any related lyrics before requesting the merge, in order to ensure no content is lost.*
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7. Album Removal

If you come across an album on Musixmatch that you can't find on either Spotify or Apple Music, you can request its removal in the following way:

- Provide us with the link of the Musixmatch album page, confirming that you've checked Spotify and Apple Music and not found a corresponding source page

We'll then check the album and schedule its removal in the case that it's found without a working Spotify or Apple Music source. Possible removals should be performed within 2 to 3 working days

Please note 🎵

- *We can only remove albums that **do not** exist on Spotify or Apple Music*
 - *If an artist's profile has many examples of sourceless albums, you can instead request an Artist Discography Clean (see point 11)*
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8. Artist Merges

If you come across an artist duplication on Musixmatch that isn't replicated on either Apple Music or Spotify, you can request a merge in the following way:

- Provide us with the Musixmatch link to both/all artist pages involved, confirming that you've checked for duplications also on Apple Music and Spotify, but not found any.

We'll then check the links and schedule any possible merges, which should be delivered within 2 to 3 working days.

Please note 🎵

- *We can only merge artist pages if duplications aren't presented also on Apple Music or Spotify*
 - *If artists' profiles can not be merged, but do not accurately reflect their source pages, you can instead request an Artist Discography Clean (see point 11)*
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9. Artist Splits

If you come across an artist page that seems to hold the discography also of other artists, you can request an artist split in the following way:

- Provide us with the Musixmatch link to the artist page, alongside any Apple Music / Spotify artist links that you believe to be mixed up with it.

We'll then check the links and schedule any possible splits, which should be delivered within 3 to 4 working days.

Please note 🎵

- *Any errors in the artist discography on Spotify or Apple Music will also be mirrored on Musixmatch. We can not edit the information shown on other sites, and will present artist information exactly as it's delivered to us*
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10. Artist Removal

If you come across an artist page on Musixmatch that does not seem to be related to any page on either Apple Music or Spotify, you can request the artist removal in the following way:

- Provide us with the Musixmatch Artist link, confirming that you've checked Apple Music and Spotify but not found related artists there.
- Provide us with the Apple Music or Spotify link to the true artist, which the Musixmatch artist page would be merged to

We'll check the links and schedule any possible merges, which should be delivered within 2 to 3 working days.

Please note 🎵

- *We can only merge artist pages if the source data is found to be consistent.*
 - *If the sources themselves (Spotify or Apple Music) are showing incorrect information, we will not be able to help. We can only make sure we're showing the same information as in their pages.*
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11. Artist Discography Clean

If you come across an artist page on Musixmatch that seems to hold an inaccurate discography according to their Apple Music / Spotify, you can request a discography clean in the following way:

- Provide us with the Musixmatch Artist link, confirming that you've checked Apple Music and Spotify and found that our shown discography does not accurately reflect them.

We'll then check the link and schedule any possible cleans of the discography, to be delivered within 2 to 3 working days.

Please note 🎵

- *Any errors in the artist discography on Spotify or Apple Music will also be mirrored on Musixmatch. We can not edit the information shown on other sites, and will present artist information exactly as it's delivered to us.*
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