magmodules



Troubleshooting

Google Reviews for Magento 2

This guide helps diagnose and fix issues with Google Business Reviews. Start with the self-test command, then check the specific issue sections below.

Self-Test

Run the built-in diagnostic command:

```
bin/magento shopreview:googlereviews:selftest
```

This checks module configuration, account connections, and common issues.

Connection Issues

Can't load Google Reviews? Follow these steps to diagnose connection problems.

Verify Google Account Connection

1. Go to **Marketing → Google Reviews → Accounts**
2. Check the account status shows **Connected**
3. If status shows **Error** or **Not Connected**, click **Grant Access** to re-authorize

Common causes:

- OAuth token expired (re-authorize to fix)
- Wrong Google account used during authorization
- Google account no longer has access to the Business Profile

Confirm Business Account Association

Make sure your Google account has proper access:

1. The Google account must have **management rights** to the Google Business Profile
2. The Google Business Profile must be **verified and active**
3. The business must have **published reviews** (no reviews = nothing to import)

To verify:

1. Sign in to Google Business Profile
2. Confirm you can see your business listing
3. Check that reviews are visible in the Google Business dashboard

Review OAuth Permissions

The module requires specific permissions to read reviews:

1. During authorization, you must grant **all requested permissions**
2. If you denied any permissions, remove the app from your Google account and re-authorize:
    - Go to Google Account Security
    - Find "Magmodules Google Reviews" and remove access
    - Return to Magento and click **Grant Access** again

Reviews Not Importing

1. **Check Account Connection** - Verify status in Marketing → Google Reviews → Accounts
2. **Check Location Selection** - Ensure locations are selected for import
3. **Check Cron** - `bin/magento cron:run --group googlereviews`
4. **Manual Sync** - `bin/magento shopreview:googlereviews:sync --all`
5. **Check Debug Logs** - `var/log/googlereviews/debug.log`
6. **Verify Reviews Exist** - Confirm your Google Business Profile has published reviews

Note: Only public reviews are imported. Reviews marked as private or pending won't appear.

Widget Not Displaying

1. **Clear Caches** - `bin/magento cache:flush`
2. **Check Widget Configuration**:
    - Verify Layout Updates are configured
    - Check store view assignment
    - Confirm container placement
3. **Verify Reviews Exist** - Check Marketing → Google Reviews → Reviews grid
4. **Check Location Selection** - Ensure widget has locations assigned (or uses default)
5. **Check Theme Compatibility** - Test on default Luma theme to isolate theme issues

No Reviews in Grid

If Marketing → Google Reviews → Reviews shows no data:

1. **Account not connected** - Set up and authorize at least one account

2. **Locations not selected** - Select locations to import from
3. **Sync not run** - Run manual sync: `bin/magento shopreview:googlereviews:sync --all`
4. **No reviews on Google** - The business has no public Google reviews yet

Debug Mode

Enable detailed logging for troubleshooting:

1. Go to **Stores → Configuration → Magmodules → Google Reviews**
2. Expand **Debug** section
3. Set **Enable Debug Logging** to Yes
4. Save and clear cache

Log location: `var/log/googlereviews/debug.log`

What to look for:

- API response errors
- OAuth token issues
- Connection timeouts
- Data parsing errors

Common Error Messages

"Invalid response from Google API"

- OAuth token may be expired - re-authorize the account
- Google API temporarily unavailable - try again later

"Failed to create Google account"

- Database issue - check Magento logs for details
- Module not properly installed - run `bin/magento setup:upgrade`

"No locations found"

- The connected Google account has no associated Business Profiles
- Business Profile is not verified
- Try a different Google account with Business Profile access

Need More Help?

Documentation:

- All Help Articles - Complete documentation overview

Support:

- Contact Support - Get help from our team

For a complete overview of features and configuration options, see the Google Reviews extension on magmodules.eu

All articles for Google Reviews

Installation

1	Installing the Google Reviews HyvÃ¤ Compatibility Plugin
2	Installation using Composer (recommended)
3	Installation using the Adobe Marketplace
4	Install through FTP and SSH

Configuration

1	Configuration Guide
2	Getting Started
3	Widget Configuration

Troubleshooting

1	**Troubleshooting (current)**

Grids

1	Location Management
2	Reviews Grid

Background

1	Best Practices
2	CLI Commands

