magmodules



Troubleshooting

Google Shopping for Magento 2

Common issues and solutions for the Google Shopping Feed extension. Start with quick diagnostics, then find your specific issue below.

Quick Diagnostics

1. **Check module is enabled:** Magmodules → Google Shopping - Feed → General → Enable
2. **Check feed generation is enabled:** Feed Generation Settings → Enable (per store view)
3. **Verify cron is running:** Check `cron_schedule` table or run feed generation manually
4. **Check logs:** `var/log/googleshopping/` for debug information

Data Feed Logs with the result of each feed run

Common Issues

Issue: Feed is empty or has no products

Symptoms:

- Feed generates but contains 0 products
- Feed file is very small

Solutions:

1. **Check visibility filter:**
    - Filter Options → Visibility → Ensure correct visibilities are selected
    - Most products should be "Catalog" or "Catalog, Search"
2. **Check stock filter:**
    - If "Exclude Out of Stock" is enabled, ensure products are in stock
3. **Check category filter:**
    - If category filter is enabled, ensure products are in included categories
4. **Check product type settings:**
    - For configurable products: If set to "Only Linked Simple Products", ensure simples exist and are enabled

Prevention: Start with minimal filters, then add restrictions once feed is working.

Issue: "Identifier Exists" errors in Google Merchant Center

Symptoms:

- Google reports "Missing value: identifier_exists"
- Products rejected for missing identifiers

Solutions:

1. **Enable automatic identifier handling:**
   - Attributes → Add Identifier Exists → **Yes**
   - This auto-adds `identifier_exists=false` when GTIN/Brand/MPN requirements aren't met
2. **Provide proper identifiers:**
   - Map GTIN attribute correctly
   - Map Brand attribute correctly
   - For products without GTIN, provide MPN + Brand

Note: Products without identifiers (custom items, vintage) should have `identifier_exists=false`. This is valid and expected.

Issue: Images not appearing or incorrect

Symptoms:

- Products show no images in feed
- Wrong images displayed
- Image URLs return 404

Solutions:

1. **Check image source setting:**
   - Attributes → Image Source → Try "All Images" or "Base Image"
2. **For configurable products:**
   - Product Types → Use Parent Image for Simples → "Only if Empty"
   - Ensures parent images are used when simples have no images
3. **Image URLs broken from cron:**
   - Check that your base URL is correctly configured
   - Ensure media URLs are accessible from outside

4. **Hidden images:**
    - Attributes → Include Hidden Images → **Yes** if needed

Verification: Open the feed XML and check image URLs manually in browser.

Issue: Feed generation fails or times out

Symptoms:

- Feed generation never completes
- PHP timeout errors in logs
- Memory exhausted errors

Solutions:

1. **Run via CLI instead of admin:**

    ```
    bin/magento googleshopping:feed:create --store-id=1
    ```

    CLI has longer timeouts and no browser limitations.

2. **Reduce feed size:**
    - Add filters to exclude unnecessary products
    - Enable category filtering to focus on relevant products
3. **Increase PHP limits (temporary):**
    - Increase `max_execution_time` and `memory_limit` for CLI
4. **Split into multiple feeds:**
    - Create separate feeds per category using different store views

Issue: Products missing from feed

Symptoms:

- Specific products don't appear in feed
- Product count is lower than expected

Solutions:

1. **Check product status:**
    - Product must be Enabled
    - Check if "Add disabled products" is set correctly
2. **Check visibility:**
    - Product visibility must match filter settings
    - "Not Visible Individually" products may be excluded
3. **Check stock status:**
    - If out-of-stock filter is enabled, check stock status
4. **Check category assignment:**
    - If category filter is active, product must be in included category
5. **Check advanced filters:**
    - Review any custom filter conditions

Debug tip: Enable Debug Mode and check logs for why specific products are excluded.

Issue: Prices incorrect in feed

Symptoms:

- Feed shows wrong prices
- Special prices not appearing
- Tax included/excluded incorrectly

Solutions:

1. **Check price configuration:**
    - Verify price attribute mapping
    - Check if special price handling is configured
2. **Tax handling:**
    - Google requires prices in local format
    - Check your tax settings and how prices are exported

3. **Currency:**
    - Feed uses store view currency
    - Ensure correct store view is selected

Issue: SFTP transfer fails

Symptoms:

- Feed generates but doesn't upload to Google
- Connection errors in logs

Solutions:

1. **Verify credentials:**
    - Username and password from Google Merchant Center
    - Go to: My Business → Products → Data sources → SFTP and Google Cloud Storage
2. **Check server connectivity:**
    - Ensure your server can reach Google's SFTP servers
    - No firewall blocking outgoing SFTP connections
3. **Test manually:**
    - Try connecting with SFTP credentials using an FTP client

Issue: Google Merchant Center shows feed errors

Common errors and fixes:

Error	Solution
Invalid GTIN	Verify GTIN format (13 digits for EAN), check for leading zeros
Missing required attribute	Map the missing attribute in configuration
Price mismatch	Ensure feed price matches landing page price
Image too small	Use images at least 100x100 pixels
Landing page error	Check product URLs are accessible

Debug Mode

Enable detailed logging:

1. Go to **Google Shopping - Feed → Debug**
2. Set **Debug Mode** to **Yes**
3. Save and regenerate feed
4. Check `var/log/googleshopping/` for detailed logs

Remember: Disable debug mode in production when done troubleshooting.

Debug & Logging settings

CLI Commands for Troubleshooting

```
# Generate feed manually (bypasses cron)
bin/magento googleshopping:feed:create --store-id=1

# Generate all feeds
bin/magento googleshopping:feed:create

# Clean up old feed files
bin/magento googleshopping:feed:cleanup
```

CLI output shows progress and any errors during generation.

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 Shopping extension on magmodules.eu

All articles for Google Shopping

Installation

1	Installation using Composer (recommended)
2	Installation using the Adobe Marketplace
3	Install through FTP and SSH
4	Update a Magento 2 Module using an Artifact Repository

Configuration

1	Quick Start Guide
2	Configuration Guide
3	Product Types
4	Attribute Mapping
5	Filters
6	SFTP Setup
7	Promotions Feed
8	Local Inventory Feed
9	Loyalty Program Feed

Troubleshooting

1	Google Merchant API vs Feed Upload
2	Google Merchant Center Errors
3	CLI Commands

Background

1	Identifier Exists Attribute
2	Google Product Categories
3	Best Practices
4	Feed Preview
5	**Troubleshooting (current)**
6	Google Merchant Center Setup

