



Troubleshooting

Google Sitemap & Robots for Magento 2

Common issues and solutions for the [Google Sitemap & Robots](#) extension. Start with quick diagnostics, then find your specific issue below.

Quick Diagnostics

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

Sitemap Issues

Problem: Sitemap is empty or has no URLs

Symptoms:

- Sitemap generates but contains 0 URLs
- XML file is very small

Solutions:

1. **Check module is enabled:**
 - Magmodules → Sitemap → General → Enabled must be Yes
2. **Check feed generation enabled:**
 - Feed Generation Settings → Enable must be Yes for the store view
3. **Check noindex exclusion:**
 - If "Exclude No-Index" is enabled, verify pages aren't all marked noindex
4. **Verify products/categories exist:**
 - Ensure you have enabled products and active categories

Prevention: Start with basic configuration, then add exclusions as needed.

Problem: Sitemap generation fails or times out

Symptoms:

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

Solutions:

1. Run via CLI instead of admin:

```
bin/magento mm-sitemap:generate --store-id=1
```

CLI has longer timeouts and no browser limitations.

2. Reduce sitemap size:

- Lower "Maximum No of URLs Per File" setting
- The module will create multiple files automatically

3. Increase PHP limits (temporary):

- Increase `max_execution_time` and `memory_limit` for CLI

Problem: Sitemap URL returns 404

Symptoms:

- Clicking sitemap URL shows page not found
- Sitemap file doesn't exist

Solutions:

1. Check sitemap was generated:

- Look for the file in your Magento root or configured location
- Check generation timestamp in admin

2. Regenerate sitemap:

- Click Generate button or run CLI command

3. Check file permissions:

- Ensure web server can write to the sitemap location

4. Verify filename configuration:

- Check the configured filename in Feed Generation Settings

Problem: Missing pages in sitemap

Symptoms:

- Specific categories/products don't appear
- URL count is lower than expected

Solutions:

1. Check page status:

- Products/categories must be Enabled
- CMS pages must be Active

2. Check noindex settings:

- If "Exclude No-Index" is enabled, check page meta tags

3. Check visibility (products):

- Products set to "Not Visible Individually" may be excluded

4. Check store assignment:

- Pages must be assigned to the store view

Debug tip: Enable Debug Mode and check logs for exclusion reasons.

Problem: Sitemap file too large

Symptoms:

- File exceeds size limit
- Search engines reject sitemap

Solutions:

1. Configure file limits:

- Set "Maximum No of URLs Per File" to 50,000 or less
- Set "Maximum File Size" appropriately

2. Module handles this automatically:

- When limits are exceeded, a sitemap index is created
- Multiple sitemap files are generated

3. Verify sitemap index:

- Check if a sitemap index XML was created pointing to sub-files

Robots Issues

Problem: Robots settings not applying

Symptoms:

- Pages show wrong robots meta tag
- Default settings being ignored

Solutions:

1. Check robots module enabled:

- Magmodules → Robots → General → Enabled must be Yes

2. Clear cache:

- Full page cache may be serving old meta tags

```
bin/magento cache:flush
```

3. Check page-level overrides:

- Individual pages may have robots set at the page level
- Page-level settings override defaults

4. Verify correct store view:

- Settings are per store view

Problem: Wrong robots on specific pages

Symptoms:

- Some pages have correct robots, others don't
- Inconsistent behavior

Solutions:

1. Check page-level settings:

- Categories: Catalog → Categories → [Category] → Search Engine Optimization
- Products: Catalog → Products → [Product] → Search Engine Optimization
- CMS Pages: Content → Pages → [Page] → Search Engine Optimization

2. Page settings take precedence:

- Module sets defaults, but page-level overrides win

3. Review the hierarchy:

- Page-level > Module defaults > Magento defaults

Cron Issues

Problem: Sitemap not auto-generating

Symptoms:

- Sitemap doesn't update automatically
- Manual generation works fine

Solutions:

1. Check cron is enabled:

- Feed Generation Settings → Cron Enable must be Yes

2. Verify Magento cron running:

```
bin/magento cron:run
```

3. Check cron schedule table:

```
SELECT * FROM cron_schedule WHERE job_code LIKE '%sitemap%' ORDER BY scheduled_at DESC LIMIT 10;
```

4. Check server cron:

- Ensure system cron is configured to run Magento cron

Debug Mode

Enable detailed logging:

1. Go to **Magmodules** → **Sitemap** → **Debug**
2. Set **Debug Mode** to **Yes**
3. Save and regenerate sitemap
4. Check `var/log/` for detailed logs

Remember: Disable debug mode in production when troubleshooting is complete.

CLI Commands for Troubleshooting

```
# Generate sitemap manually (bypasses cron)
bin/magento mm-sitemap:generate --store-id=1

# Generate for all enabled store views
bin/magento mm-sitemap:generate

# Clear cache after configuration changes
bin/magento cache:flush
```

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 Sitemap & Robots extension on magmodules.eu

All articles for Google Sitemap & Robots

Installation

1	Installation using Composer (recommended)
2	Installation using the Adobe Marketplace

Configuration

1	Quick Start Guide
2	Sitemap Configuration
3	Robots Configuration

Troubleshooting

1	Troubleshooting (current)
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Background

1	CLI Commands
2	SEO Best Practices

