magmodules



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)**

Background

1	CLI Commands
2	SEO Best Practices

