magmodules



Troubleshooting

Rich Snippets Suite for Magento 2

Solutions for common issues with the Rich Snippets Suite extension.

No Structured Data Appearing

Check Basic Configuration

- **Module Enabled:** Magmodules → Rich Snippets Suite → General → Enabled = Yes
- **Schema Enabled:** Each schema type (Product, Organization, etc.) has its own Enable switch
- **Cache Cleared:** Run `bin/magento cache:flush` after configuration changes

Check Page Source

1. Visit a product page on your storefront
2. Right-click → View Page Source
3. Search for `application/ld+json`
4. If not found, check configuration above

Check for JavaScript Conflicts

Some themes or extensions may remove or modify the structured data:

1. Enable **Advanced → Remove Theme Snippets** to clean theme markup
2. Check for JavaScript that manipulates `<script>` tags
3. Test in a different browser without extensions

Google Not Showing Rich Results

Rich Results Take Time

- Google doesn't show rich results immediately
- It can take days to weeks for Google to process and display
- Not all pages are guaranteed to show rich results

Validate Your Markup

1. Go to Rich Results Test
2. Enter your product page URL
3. Check for errors (red) and warnings (yellow)

4. Fix any issues found

Common Validation Errors

"Missing field 'priceValidUntil'"

- Configure **Price Valid Until Mode** in Product schema settings
- Set a custom fallback or use special price dates

"Missing field 'review'"

- This is a warning, not an error
- Products without reviews won't have review data
- Consider enabling "Add Separate Review(s)" when reviews exist

"Missing field 'brand'"

- Map your brand attribute in **Schema: Products → Attributes → Brand**
- Use Manufacturer attribute or create a dedicated brand attribute

"Image should be at least 1200 pixels wide"

- Use larger product images
- Google prefers high-resolution images for rich results

Duplicate Structured Data Warnings

Theme Conflicts

Your theme may output its own structured data:

1. Enable **Advanced → Remove Theme Snippets**
2. Clear cache
3. Revalidate in Rich Results Test

Multiple Extensions

If you have multiple SEO extensions:

1. Disable structured data in other extensions
2. Use only Rich Snippets Suite for all schema output
3. Check for conflicting markup in page source

Check for Multiple Product Schemas

Search page source for multiple `"@type": "Product"` entries:

- There should be one Product schema per simple product
- Configurable products may have ProductGroup + variants (this is correct)

Ratings Not Appearing

No Reviews Yet

- Ratings require at least one approved review
- Products without reviews won't show aggregateRating

Wrong Rating Source

- Check **Rating Source** in Product schema settings
- Ensure selected source (Native or third-party) has reviews

Rating Not Enabled

- Verify **Display Rating** is set to Yes
- Check that Rating Source is properly configured

Configurable Product Issues

All Variants Showing Same Data

- Enable **Split Configurable Products Snippets**
- Select **Use Variants** mode
- Configure which attributes to inherit from parent

Reviews Not Showing on Variants

- Enable **Use reviews from parent product**
- Reviews are typically collected on parent products

Variant Images Not Correct

- Check **Use Parent Data for Simples** settings

- Remove "Image" from parent inheritance if variants have unique images

Local Business Not Showing

No Locations Added

1. Go to **Marketing → Rich Snippets → Local Business**
2. Add at least one location with complete information
3. Enable LocalBusiness schema in configuration

Missing Required Fields

Google requires for LocalBusiness:

- Business name
- Address (street, city, postal code, country)
- Coordinates (latitude, longitude)

Locations Not Selected

- Check **Local Business** setting in configuration
- Select "All" or choose specific locations

Shipping Details Not Working

No Shipping Entries

1. Go to **Marketing → Rich Snippets → Shipping Details**
2. Add shipping configurations per country
3. Enable Shipping Details schema

Incomplete Data

Each entry needs:

- Country
- Shipping price and currency
- Handling time (min/max)
- Transit time (min/max)

OpenGraph/Twitter Cards Issues

Not Appearing

- Enable OpenGraph/Twitter in **Additional Markup** section
- Different page types have separate switches (Product, Category, CMS)

Wrong Image

- OpenGraph uses the store logo from Store Information
- Product pages use the product image
- Ensure images meet minimum size requirements

Missing Twitter Username

- Enter your Twitter username for proper Twitter Card attribution
- Format: `@username` or just `username`

Performance Issues

Slow Page Load

Structured data generation is cached. If experiencing slowness:

1. Ensure Magento caches are enabled
2. Check for excessive "Extra Attributes" in Product schema
3. Large numbers of reviews (100+) may impact performance

Clear Structured Data Cache

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

Debug Mode

Enable detailed logging:

1. Go to **Magmodules → Rich Snippets Suite → Debug & Logging**
2. Set **Debug Mode** to **Yes**

3. Click **Save Config**

Check logs in `var/log/` for schema generation details.

Selftest

Run the built-in diagnostic:

```
bin/magento richsnippet:selftest
```

The selftest checks:

- Module configuration
- Required settings
- Schema generation capability

Common Scenarios

Schema Works Locally But Not in Production

- Check for full-page cache (Varnish) excluding JSON-LD scripts
- Verify same configuration in production
- Clear all caches after deployment

Schema Disappeared After Update

- Run `bin/magento setup:upgrade`
- Clear cache
- Check if configuration was reset

Different Results in Rich Results Test vs Page Source

- Rich Results Test fetches live URL
- Ensure page is accessible (no authentication, not blocked by robots.txt)
- Check if CDN is serving stale content

Need More Help?

Documentation:

- All Help Articles - Complete documentation overview

Support:

- Contact Support - Get help from our team

When contacting support, include:

- Magento and extension version
- Selftest results
- Rich Results Test URL and errors
- Screenshots of configuration

For a complete overview of features and configuration options, see the Rich Snippets Suite extension on magmodules.eu

All articles for Rich Snippets Suite

Installation

1	Installation using Composer (recommended)
2	Installation using the Adobe Marketplace
3	Install through FTP and SSH

Configuration

1	FAQ Widget
2	Quick Start Guide
3	Configuration
4	Product Schema
5	Organization & Local Business
6	Shipping & Returns
7	Social Markup

Troubleshooting

1	Google Validation
2	Rich Results Visibility in Google
3	**Troubleshooting (current)**

Background

1	Review Sources
2	About Structured Data
3	CLI Commands

