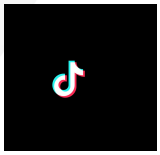
magmodules



Troubleshooting

TikTok Marketing Suite for

Common issues and solutions for the TikTok Marketing Suite.

Quick Diagnostics

1. Click **Run Self-test** at the top of the configuration: it checks PHP and Magento version, whether the extension is enabled, cron and the Catalog API credentials
2. Check module is enabled in both configuration sections
3. Clear Magento cache
4. Verify Pixel ID and Access Token are correct
5. Check Processing Queue for failed events
6. Check logs: `var/log/mm-tiktok-error.log` and `var/log/mm-tiktok-debug.log`

Feed Issues

Feed Not Generating

Symptoms:

- No feed file created
- Empty feed
- "Generate Feed" button does nothing

Solutions:

1. **Check feed is enabled:**
    - Go to TikTok - Feed → Feed Generation Settings
    - Verify Enable = Yes for this store view
2. **Check cron:**
    - Verify Magento cron is running
    - Check cron_schedule table for tiktok jobs
3. **Generate manually:**

```
bin/magento magmodules-tiktok:generate-feed
```

4. **Check logs:**

- Review `var/log/tiktok/` for errors
- Check Data Feed Logs grid for error messages

Feed Has Missing Products

Symptoms:

- Some products not in feed
- Product count lower than expected

Solutions:

1. **Check filters:**
   - Review Filter Options settings
   - Check visibility filter
   - Check category filter
   - Check stock filter
2. **Check product data:**
   - Product must be enabled
   - Product must have required attributes (ID, Title, etc.)
   - Product must meet filter criteria
3. **Check product types:**
   - For configurable: check if simples or parents are exported
   - Verify Product Types settings match your needs

Feed Has Wrong Data

Symptoms:

- Wrong prices
- Wrong images
- Missing attributes

Solutions:

1. **Check attribute mapping:**

- Verify each attribute maps to correct Magento attribute
- Check conditional/multiple field configurations

2. **Check product type settings:**
   - Verify parent/simple fallback settings
   - Check "Use Parent Data" selections
3. **Regenerate feed:**
   - Clear cache
   - Generate new feed
   - Check preview for specific products

Pixel Issues

Pixel Not Firing

Symptoms:

- No events in TikTok Events Manager
- Pixel Helper shows no pixel found

Solutions:

1. **Check configuration:**
   - TikTok - Pixel & CAPI → Pixel → Enable = Yes
   - Pixel ID is entered correctly
2. **Check page source:**
   - View page source
   - Search for your Pixel ID
   - Verify TikTok base code is present
3. **Check for conflicts:**
   - Disable other TikTok/tracking extensions
   - Check for JavaScript errors in browser console
4. **Clear caches:**

- Full page cache
- Browser cache
- CDN cache if applicable

Events Not Tracking

Symptoms:

- PageView works but other events don't
- Specific events missing

Solutions:

1. **Check event selection:**
   - Verify events are selected in Pixel configuration
   - Save and clear cache
2. **Test specific events:**
   - ViewContent: Visit a product page
   - AddToCart: Add product to cart
   - Purchase: Complete a test order
3. **Use Pixel Helper:**
   - Install TikTok Pixel Helper extension
   - Browse your store
   - Check which events fire

Events API Issues

Events Stuck in Queue

Symptoms:

- Processing Queue shows many pending events
- Events not appearing in TikTok

Solutions:

1. **Check cron:**
   - Queue processes every 5 minutes via cron
   - Verify cron is running
2. **Process manually:**

```
bin/magento magmodules-tiktok:process-queue
```

3. **Check Access Token:**
   - Token may be expired or invalid
   - Generate new token in TikTok Events Manager

Events Failing

Symptoms:

- Processing Queue shows failed events
- Error messages in Response column

Solutions:

1. **Check error message:**
   - Open Processing Queue
   - Look at Response column for failed events
2. **Common errors:**

Error	Solution
Invalid access token	Generate new token
Invalid pixel ID	Verify Pixel ID matches
Rate limited	Wait and retry
Invalid event data	Check event payload

3. **Reprocess failed events:**
   - Select failed events

- Use mass action "Process"

No Server Events in TikTok

Symptoms:

- Pixel events show but no server events
- Events Manager shows only browser events

Solutions:

1. **Verify Events API is enabled:**
   - Check Enable = Yes
   - Check Access Token is entered
   - Check events are selected
2. **Check queue processing:**
   - Go to Processing Queue
   - Verify events are being processed
   - Check for successful entries
3. **Check TikTok Events Manager:**
   - Go to Events Manager → Data Sources
   - Check "Server" in connection method filter
   - Allow 24-48 hours for initial data

Performance Issues

Feed Generation Slow

Solutions:

1. **Adjust batch size:**
   - Reduce Batch Size in settings
   - Trade-off: slower but uses less memory
2. **Run during off-peak:**

- Schedule cron for low-traffic hours
- Or generate manually when needed

3. **Optimize product data:**
   - Fix products with missing required data
   - Reduce number of filtered-out products

Queue Building Up

Solutions:

1. **Increase cron frequency:**
   - Default is every 5 minutes
   - Consider more frequent if high volume
2. **Process manually:**

```
bin/magento magmodules-tiktok:process-queue
```

3. **Clean old data:**

```
bin/magento magmodules-tiktok:cleanup
```

Debug Mode

Enable Debug Logging

1. Go to TikTok - Feed → Debug
2. Enable Debug Mode
3. Reproduce the issue
4. Check logs in `var/log/tiktok/`

Log Files

File	Contents
`debug.log`	Detailed operation logs

File	Contents
`error.log`	Error messages

Common Error Messages

Error	Cause	Solution
Invalid Pixel ID	Wrong or missing Pixel ID	Check and re-enter Pixel ID
Invalid Access Token	Expired or wrong token	Generate new token in TikTok
Feed generation failed	Memory or timeout	Reduce batch size
Event validation failed	Missing required data	Check event payload in queue
Rate limit exceeded	Too many API calls	Wait and retry later

Need More Help?

Documentation:

- All Help Articles - Complete documentation overview

Support:

- Contact Support - Get help from our team

When contacting support, provide:

- Magento version
- Module version
- Error messages from logs
- Screenshots of configuration
- Steps to reproduce

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

All articles for TikTok Marketing Suite

Installation

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

Configuration

1	Quick Start Guide
2	Feed Configuration
3	Pixel & Events API Configuration

Troubleshooting

1	**Troubleshooting (current)**

Grids

1	Data Feed Logs
2	Processing Queue

Background

1	CLI Commands

