



Troubleshooting

KatanaPIM for Magento 2

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

Quick Diagnostics

1. **Check module enabled:** Katana PIM → Configuration → General → Enabled
2. **Test API connection:** Click "Test Credentials" button
3. **Verify cron running:** Check `cron_schedule` table
4. **Check logs:** Enable Debug Mode and check `var/log/`

Connection Issues

Problem: API connection fails

Symptoms:

- "Test Credentials" button shows error
- Sync operations fail immediately

Solutions:

1. Verify credentials:

- Check URL is correct (including https://)
- Verify API key is valid and not expired
- Ensure no extra spaces in fields

2. Check network:

- Verify server can reach KatanaPIM URL
- Check firewall rules allow outbound connections
- Test with curl from command line

3. SSL issues:

- Ensure valid SSL certificate on PIM
- Check PHP has updated CA certificates

Sync Issues

Problem: Products not importing

Symptoms:

- Products grid stays empty after sync
- Sync completes but no products appear

Solutions:

1. Check product import enabled:

- Product Data → General → Enable Product Import = Yes

2. Verify store filter:

- General → Import Settings → Store Filter
- Ensure correct store is selected or "All"

3. Check PIM has products:

- Log into KatanaPIM and verify products exist
- Ensure products are published/active in PIM

4. Review Sync Log:

- Check for errors in Katana PIM → Sync Log

Problem: Products not creating in Magento

Symptoms:

- Products appear in KatanaPIM grid
- But no Magento products are created

Solutions:

1. Manual creation required:

- If auto-create is disabled, use mass action "Update/Create Magento Products"

2. Check automation settings:

- Automation → Auto create new products = Yes

3. Verify attribute mapping:

- Required attributes must be mapped (Name at minimum)
- Check Attributes grid for mapping status

4. Check for errors:

- Look at "Has Error" in Products grid
- Review Sync Log for detailed errors

Problem: Attributes not syncing

Symptoms:

- Product created but attributes are empty
- Some attributes missing

Solutions:

1. Check attribute mapping:

- Go to Katana PIM → Attributes
- Verify attributes are mapped (not "-- Not Mapped --")
- Ensure attributes are not marked as Skipped

2. Import attributes first:

- Click "Import Attributes" button
- Wait for import to complete
- Then map attributes

3. Verify PIM data:

- Check product has values for those attributes in PIM

Problem: Images not importing

Symptoms:

- Products created but no images
- Assets grid shows errors

Solutions:

1. Check products exist:

- Assets require linked products to exist first
- Create products before syncing assets

2. **Verify image URLs:**

- Check Assets grid for valid URLs
- Ensure images are accessible publicly

3. **Check file permissions:**

- Magento must have write access to `pub/media`

4. **Review errors:**

- Check "Has Error" and "Error Message" columns

Problem: Configurable products not creating

Symptoms:

- Simple products create but not configurables
- Parent products missing

Solutions:

1. **Set configurable attributes:**

- Go to Attributes grid
- Set "Is Configurable" = Yes for variant attributes (Size, Color)

2. **Verify parent/child relationships:**

- Check PIM has correct product hierarchy
- Parent products must have children linked

3. **Sync order:**

- Attributes must be synced and configured first
- Then sync products

Performance Issues

Problem: Sync times out

Symptoms:

- Sync never completes
- Browser times out
- Memory errors in logs

Solutions:

1. Use CLI instead:

```
bin/magento katana:import:full
```

CLI has no browser timeout limits.

2. Reduce batch sizes:

- General → Import Settings → Batch Size Settings
- Lower the page size values

3. Sync in parts:

```
bin/magento katana:import:full --attributes
bin/magento katana:import:full --categories
bin/magento katana:import:full --products
bin/magento katana:import:full --assets
```

4. Increase PHP limits:

- Increase `max_execution_time`
- Increase `memory_limit`

Problem: Incremental sync not detecting changes

Symptoms:

- Changed products not updating
- "Needs Update" stays No

Solutions:

1. Use Full Sync:

- Run full sync to reset hash comparison

2. Force update:

- Use "Update/Create (force)" mass action

3. Check PIM timestamps:

- Ensure PIM is updating modification dates

Cron Issues

Problem: Automated sync not running

Symptoms:

- Sync doesn't run automatically
- Last sync date never updates

Solutions:

1. Check automation enabled:

- Automation → Enable Automation = Yes
- Cron frequencies configured

2. Verify Magento cron:

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

3. Check cron schedule:

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

4. Check server cron:

- Ensure system cron runs Magento cron regularly

Debug Mode

Enable detailed logging:

1. Go to **General → Debug & Logging**
2. Set **Debug Mode** to **Yes**
3. Save and run sync
4. Check `var/log/` for detailed logs

Remember: Disable debug mode in production after troubleshooting.

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 KatanaPIM extension on magmodules.eu

All articles for KatanaPIM

Installation

1	Installation using Composer (recommended)
2	Install through FTP and SSH

Configuration

1	Quick Start Guide
2	Configuration
3	Categories Grid
4	Attribute Mapping
5	Configurable Products Setup

Troubleshooting

1	Troubleshooting (current)
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Grids

1	Products Grid
2	Attributes Grid
3	Assets Grid
4	Sync Log Grid

Background

1	CLI Commands
2	Cron Jobs

3	Product to Website Matching
4	Understanding the Sync Process

