magmodules

Reloadify

Troubleshooting

Reloadify for Magento 2

Having issues with Reloadify? This page covers the most common problems and how to fix them. Start with the quick diagnostics to narrow down what's wrong, then find your specific issue below.

Quick Diagnostics

Run these checks first:

1. **Module enabled?** Check: Stores > Configuration > Reloadify > General > Enabled = Yes
2. **Token generated?** Check: General > Access Token shows a token value If empty: Run `bin/magento reloadify:integration`
3. **Run selftest:**

   ```
   bin/magento reloadify:selftest
   ```

   All tests should pass. Note any failures.
4. **Check error logs:**

   ```
   tail -100 var/log/reloadify/error.log
   ```
5. **Clear cache:**

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

Common Issues

Issue: No access token showing in admin

Symptoms:

- Access Token field is empty in configuration
- Reloadify reports "invalid token" or connection errors

Solution:

1. Generate the integration token via CLI:

```
bin/magento reloadify:integration
```

2. Copy the displayed token to Reloadify
3. Refresh the admin page - token should now display

If token still doesn't show:

- Check if the Magento integration was created: System > Integrations
- Look for "Reloadify" integration - should be Active

Prevention: Token is automatically generated during module installation via setup patch. If it didn't run, the CLI command creates it manually.

Issue: Reloadify can't connect / API returns 401

Symptoms:

- Reloadify dashboard shows "Connection failed"
- API requests return 401 Unauthorized
- Sync doesn't start

Solution:

1. Verify the token in Reloadify matches the token in Magento admin
2. Check if the integration is active: System > Integrations > Reloadify > Status = Active
3. If token mismatch, regenerate:

```
bin/magento reloadify:integration --update=1
```

4. Update the new token in Reloadify immediately

If still failing:

- Check if your server blocks external API requests
- Verify the store URL in Reloadify is correct (including https://)
- Check for Web Application Firewall (WAF) rules blocking requests

Prevention: Don't regenerate tokens unless necessary. If you do, update Reloadify immediately.

Issue: Products not syncing / missing products

Symptoms:

- Reloadify shows fewer products than expected

- Specific products don't appear in Reloadify
- Product data is outdated

Solution:

1. Enable debug mode: Stores > Configuration > Reloadify > Debug & Logging > Debug Mode = Yes
2. Trigger a sync from Reloadify
3. Check debug logs:

   ```
   tail -200 var/log/reloadify/debug.log
   ```

4. Look for product filtering or errors

Common causes:

- Product is disabled or not visible
- Product is out of stock (depending on Reloadify settings)
- Product is in a non-synced store view

Check product visibility:

- Catalog > Products > [Product] > Visibility = "Catalog, Search" or "Catalog"
- Status = Enabled

Prevention: Reloadify only syncs visible, enabled products by default. This is usually what you want.

Issue: Cart restore links not working

Symptoms:

- Clicking abandoned cart email links shows error
- Customer lands on homepage instead of cart
- "Quote does not exist" message

Solution:

1. Check if quote still exists in database (quotes expire)
2. Verify the link format matches your setup:
   - Standard Magento: `/reloadify/cart/restore?id={encrypted}`
   - PWA: Your custom URL with `?id={encrypted}`
3. Test with a fresh cart:

- Add items to cart
- Get the encrypted cart ID from Reloadify
- Test the restore link manually

If quote expired: Magento removes old quotes based on your configuration. Check: Stores > Configuration > Sales > Checkout > Quote Lifetime (days)

PWA setup issues:

- Verify PWA URL is configured correctly
- Check that your PWA handles the `id` parameter
- Ensure PWA calls the restore API endpoint

Prevention: Set Quote Lifetime high enough that abandoned cart emails arrive before quotes expire (typically 30+ days).

Issue: Cart already converted to order

Symptoms:

- Cart restore shows "An order has already been placed for this quote"
- Customer clicked link after completing purchase

Solution: This is expected behavior - the customer already bought. The module correctly prevents restoring a completed order's cart.

Prevention: Configure Reloadify to stop abandoned cart emails once an order is placed.

Issue: Selftest fails - "Extension Disabled"

Symptoms:

- Selftest shows extension disabled
- But Enabled = Yes in configuration

Solution:

1. Clear all caches:

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

2. Check correct scope - setting might be disabled at website/store level
3. Verify configuration is saved (click Save Config)

Issue: Selftest fails - "Integration Token Invalid"

Symptoms:

- Selftest shows token invalid
- Token displays in admin but doesn't work

Solution:

1. Regenerate the token:

```
bin/magento reloadify:integration --update=1
```

2. Update the new token in Reloadify
3. Run selftest again

If keeps failing:

- Check System > Integrations for duplicate Reloadify entries
- Delete old integrations, keep only one active

Issue: Large debug log files

Symptoms:

- `var/log/reloadify/debug.log` is gigabytes in size
- Disk space running low

Solution:

1. Disable debug mode: Stores > Configuration > Reloadify > Debug & Logging > Debug Mode = No
2. Clear old logs:

```
rm var/log/reloadify/debug.log
```

Prevention: Only enable debug mode when actively troubleshooting. Disable when done.

Debug Mode

Enabling Debug Mode

Navigate to: Stores > Configuration > Reloadify > General > Debug & Logging

Set **Debug Mode** to **Yes** and save.

Log Locations

Log	Location	Contains
Debug	`var/log/reloadify/debug.log`	API requests, responses, processing details
Error	`var/log/reloadify/error.log`	Errors and exceptions (always logged)

Viewing Logs

Via CLI:

```
# Recent debug entries
tail -100 var/log/reloadify/debug.log

# Recent errors
tail -100 var/log/reloadify/error.log

# Follow logs in real-time
tail -f var/log/reloadify/debug.log
```

Via Admin: Use the "Show Debug Log" and "Show Error Log" buttons in Debug & Logging section.

What to Look For

- **API request URLs** - verify correct endpoints being called
- **Response codes** - 200 = success, 401 = auth issue, 500 = server error
- **Product/order IDs** - find specific items in the sync
- **Error messages** - direct indication of what's wrong

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 Reloadify extension on magmodules.eu

All articles for Reloadify

Installation

1	Installation using Composer (recommended)

Configuration

1	Quick Start Guide
2	Configuration Guide

Troubleshooting

1	**Troubleshooting (current)**

Background

1	Best Practices
2	CLI Commands

