magmodules



Troubleshooting

Shopreviews.com for Magento 2

Solutions for common issues with the Shopreviews.com extension.

Common Issues

Reviews Not Syncing

Symptoms:

- Reviews grid is empty
- No new reviews appearing
- Last sync date not updating

Solutions:

1. Verify extension is enabled in configuration
2. Check account connection status in **General** settings
3. Ensure **Automation** is enabled with valid frequency
4. Verify Magento cron is running:

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

5. Check if reviews exist in your Shopreviews.com dashboard
6. Review logs for sync errors

Account Not Connected

Symptoms:

- Account Information shows disconnected status
- No websites available in dropdown
- Empty sources list

Solutions:

1. Verify your Shopreviews.com account is active
2. Check API credentials are correctly configured
3. Ensure your server can reach Shopreviews.com API
4. Clear Magento cache and reload configuration
5. Contact Shopreviews.com support if connection persists

Review Page Not Accessible

Symptoms:

- 404 error on review page URL
- Blank page when accessing reviews

Solutions:

1. Verify **Shopreviews Overview Page** is enabled
2. Check URL path is correctly set
3. Clear cache: `bin/magento cache:flush`
4. Check URL rewrites:

   ```
   bin/magento indexer:reindex
   ```

5. Verify website is selected in configuration

Widget Not Displaying

Symptoms:

- Widget configured but not visible
- Empty widget area
- Widget shows loading but no content

Solutions:

1. Verify widget is saved and assigned to layout
2. Check **Layout Updates** configuration
3. Ensure reviews exist in the system
4. Verify correct website is selected in widget
5. Clear cache: `bin/magento cache:flush`
6. Check browser console for JavaScript errors

Missing Reviews from Specific Platform

Symptoms:

- Reviews from one platform not appearing
- Some sources showing 0 reviews

Solutions:

1. Check source status in **Shopreviews.com → Data → Sources**

2. Verify the source is connected in your Shopreviews.com dashboard
3. Check last sync date for the source
4. Force a manual sync through Shopreviews.com dashboard
5. Wait for next cron cycle

Structured Data Not Appearing

Symptoms:

- No JSON-LD in page source
- Google Rich Results Test shows no data

Solutions:

1. Verify **Add Google Structured Data** is enabled
2. Clear full page cache
3. Check page source for `application/ld+json` script
4. Ensure reviews exist for the page
5. Test with Google Rich Results Test tool

Cron Not Running

Symptoms:

- Reviews never update automatically
- Sync only works manually

Solutions:

1. Verify Magento cron is configured:

   ```
   crontab -l
   ```

2. Check cron is running:

   ```
   bin/magento cron:run --group=default
   ```

3. Verify **Automation** is enabled in configuration
4. Check cron frequency setting
5. Review `var/log/cron.log` for errors

Slow Page Loading

Symptoms:

- Review page loads slowly
- Widgets cause page delay

Solutions:

1. Reduce **Reviews per page** setting
2. Enable Magento full page cache
3. Check server resources
4. Optimize widget placement
5. Review database query performance

Sync Issues

Manual Sync

If automatic sync isn't working, you can trigger sync through:

1. Shopreviews.com dashboard
2. Wait for next cron cycle after fixing issues

Sync Frequency

If reviews are delayed:

- Increase sync frequency in **Automation** settings
- Check cron is running at expected intervals
- Verify server timezone matches expectations

Debug Mode

Enable detailed logging for troubleshooting:

1. Go to **Shopreviews.com** → **Config** → **Settings**
2. In **Debug** section, enable logging
3. Reproduce the issue
4. Check logs in `var/log/` directory
5. **Disable debug logging** after troubleshooting

Cache Management

After configuration changes, always clear cache:

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

Specific situations:

- **config** - After any configuration change
- **full_page** - After widget or layout changes
- **layout** - After theme modifications

Log Files to Check

Log File	Contains
`var/log/exception.log`	PHP exceptions and errors
`var/log/system.log`	General Magento system logs
`var/log/cron.log`	Cron execution logs
`var/log/debug.log`	Debug information (when enabled)

Connectivity Issues

API Connection

If the extension can't connect to Shopreviews.com:

1. Check server firewall allows outgoing HTTPS
2. Verify SSL certificates are up to date
3. Test API endpoint accessibility
4. Check for proxy configuration requirements

CSP (Content Security Policy)

The extension includes CSP whitelist. If you see CSP errors:

1. Check browser console for blocked resources

2. Verify CSP configuration in Magento
3. Add required domains to CSP whitelist if needed

Still Having Issues?

If the above solutions don't resolve your issue:

1. Enable debug logging
2. Check all log files for errors
3. Test with default Magento theme
4. Disable other extensions to identify conflicts
5. Verify Shopreviews.com dashboard shows expected data

Documentation:

- All Help Articles - Complete documentation overview

Support:

- Contact Support - Get help from our team

When contacting support, include:

- Relevant log entries
- Magento and PHP version
- Shopreviews.com account details
- Steps to reproduce the issue

For a complete overview of features and configuration options, see the Shopreviews.com extension on magmodules.eu

All articles for Shopreviews.com

Installation

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

Configuration

1	Quick Start Guide
2	Configuration
3	Widgets

Troubleshooting

1	**Troubleshooting (current)**

Grids

1	Admin Grids

