Troubleshooting

Spotler Activate Search for Magento 2

Having issues with Spotler Activate Search? This page covers the most common problems and how to fix them.

Start with the quick diagnostics to narrow down whether it's a feed issue or frontend issue.

Quick Diagnostics

Run these checks first:

1. **Module enabled?** Check: Stores > Configuration > Spotler > General > Enable = Yes
2. **Feed generation enabled?** Check: Spotler > Data > General > Enable = Yes
3. **Account ID configured?** Check: Spotler > General > Credentials > Sooqr Account ID (per store view)
4. **Feed generated successfully?** Check: Spotler > Feed Log - look for recent successful generation
5. **Search enabled on frontend?** Check: Spotler > Search > Frontend Implementation > Enable Search = Yes
6. **Clear caches:**

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

Feed Issues

Issue: Feed generation fails

Symptoms:

- Feed Log shows errors
- CLI command returns error
- Empty or incomplete feed file

Solution:

1. Enable debug mode: Spotler > General > Debug > Debug Mode = Yes
2. Run feed generation: `bin/magento sooqr:feed:create`
3. Check logs:

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

Common causes:

- Memory limit exceeded (lower batch size)
- Database timeout (check slow queries)
- Invalid product data (specific product causing error)

Prevention: Run feed generation during off-peak hours for large catalogs.

Issue: Products missing from feed

Symptoms:

- Fewer products in Spotler than expected
- Specific products don't appear in search

Solution:

1. Check product visibility: Must be "Catalog", "Search", or "Catalog, Search"
2. Check product status: Must be Enabled
3. Check stock status: If "Exclude Out of Stock" is enabled
4. Check category filters: Product must be in included categories

For configurable products:

- Simple products must meet filter criteria too
- Check if "Only Linked Simple Products" is selected

Debug specific product: Enable debug mode and check logs for why product was skipped.

Issue: Feed URL not working

Symptoms:

- 404 when accessing feed URL
- Spotler can't fetch feed

Solution:

1. Verify feed was generated: Check Feed Log
2. Check filename in configuration matches
3. Verify webserver can serve XML files from `pub/media/sooqr/`
4. Check file permissions on generated feed

Test locally:

```
curl -I https://yourstore.com/media/sooqr/feed.xml
```

Issue: Wrong product URLs in feed

Symptoms:

- Products link to wrong page
- Simple products don't link to parent

Solution: Check Product Types configuration:

- **Use Parent URL for Simples** should be "Yes" or "Yes, with Auto-Link"
- Verify URL rewrites are enabled in Magento

Issue: Images missing in feed

Symptoms:

- Products show without images in Spotler
- Placeholder images appearing

Solution:

1. Check Image Source setting in Product Data
2. Verify products have images assigned
3. For simples: Check "Use Parent Image for Simples" setting
4. Ensure image cache is generated: `bin/magento catalog:images:resize`

Frontend/Search Issues

Issue: Search overlay doesn't appear

Symptoms:

- Typing in search box shows native Magento results
- No Spotler overlay

Solution:

1. Verify Enable Search = Yes
2. Check Account ID is configured for the store view
3. Clear full page cache
4. Check browser console for JavaScript errors

Check script loading: View page source, search for "sooqr" - the loader script should be present.

Common causes:

- Account ID missing or wrong format
- JavaScript conflict with other extensions
- CSP blocking the Spotler script

Issue: Search shows no results

Symptoms:

- Spotler overlay appears but empty
- "No results found" for everything

Solution:

1. Verify feed was successfully fetched by Spotler
2. Check Spotler dashboard - is the index built?
3. Regenerate feed and wait for Spotler to reindex

Note: After first feed generation, Spotler needs time to index. Can take up to an hour.

Issue: Add to cart from search doesn't work

Symptoms:

- Clicking "Add to Cart" in search results does nothing
- Error messages when adding

Solution:

1. Verify Add to Cart Controller = Yes in Search configuration
2. Check for JavaScript errors in browser console
3. For Ajax: Verify "Use Ajax based Add to Cart" = Yes

Common cause: Form key issues. Clear cache and try again.

Issue: Search statistics not tracking

Symptoms:

- No search data in Spotler analytics
- Click tracking not working

Solution:

1. Verify Statistics = Yes in Search configuration
2. Check browser console for blocked requests
3. Verify CSP isn't blocking Spotler tracking

Performance Issues

Issue: Feed generation is very slow

Symptoms:

- Generation takes hours
- Timeouts during generation

Solution:

1. Lower batch size in configuration
2. Run during off-peak hours
3. Check for slow database queries
4. Disable debug mode if enabled

For very large catalogs:

- Consider filtering to reduce product count
- Schedule via cron rather than manual generation

Issue: Frontend search is slow

Symptoms:

- Long delay before results appear
- Overlay loads slowly

Solution: This is usually a Spotler-side issue, not the extension. Check:

1. Network latency to Spotler CDN
2. Index size in Spotler dashboard
3. Contact Spotler support for server-side issues

Debug Mode

Enabling Debug Mode

Navigate to: Spotler > General > Debug > Debug Mode = Yes

Log Location

`var/log/sooqr-debug.log`

Viewing Logs

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

# Follow in real-time during generation
tail -f var/log/sooqr-debug.log
```

What to Look For

- Product skipped reasons
- API call responses
- Error messages
- Processing time per batch

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 Spotler Activate Search extension on magmodules.eu

All articles for Spotler Activate Search

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 Guide

Troubleshooting

1	**Troubleshooting (current)**

Grids

1	Feed Log Grid

Background

1	Best Practices
2	CLI Commands

