magmodules



Troubleshooting

Dealer Locator for Magento 2

Something not working as expected with the Dealer Locator? This page collects the problems we see most, from a dealer page that gives a "page not found" to dealers missing from the map, a Google key that's rejected, or an import that stops looking up coordinates. Start with the quick checks to narrow things down, then go to the matching issue for the cause and the fix. At the end you'll find how to switch on debug logging and what the log files tell you. Most issues come down to a setting, an address or an API key, and can be solved from the admin without a developer.

Common issues and solutions for the Dealer Locator.

Quick Diagnostics

1. Check that **Enabled** is Yes under **Stores → Configuration → Magmodules → Dealer Locator → General**, for the store view you're testing.
2. Flush the cache under **System → Cache Management**.
3. Click **Run Self-test** in the Branding section of the configuration: it checks the map provider, the API keys, a test address lookup and the number of dealers.
4. Check the dealer grid for **On Map: No** and **Active: No**.
5. Check the logs: `var/log/dealer-locator-error.log` and, with debug mode on, `var/log/dealer-locator-debug.log`.

Common Issues

Issue: The dealer page shows "page not found"

Symptoms:

- `https://example.com/dealers` gives Magento's 404 page

Solution:

1. Check **Enabled** for this store view (General section).
2. Check the **URL Key** under **Page & SEO** for this store view. The page is only on that address, e.g. `service/dealers` instead of `dealers`.
3. Check **Marketing → URL Rewrites** for a rewrite on the same address: URL rewrites are handled before the dealer page and win. (A CMS page with the same address is no problem: the dealer page comes first.)
4. Flush the cache.

Prevention:

- After changing the URL key, update your menu and footer links.

Issue: A dealer is missing on the storefront

Symptoms:

- The dealer is in the admin grid, but not in the list or on the map

Solution:

1. Check **Active** is Yes.
2. Check **On Map**. With "No", the dealer has no coordinates and can't be shown. Open the dealer, check the address and save, or use **Find Location** in the grid.
3. Check **Store View**: the dealer must be assigned to the store view the visitor is on, or to All Store Views.
4. Is a category filter selected on the page? Choose "All product categories".

Prevention:

- Filter the grid on **On Map: No** after every import.

Issue: "The address ... was not found"

Symptoms:

- Warning after saving or importing a dealer
- With Google Maps: "was not found exactly; the closest match is ..."

Solution:

1. Check the spelling of street, postcode and city, and that the country is right.
2. Put the house number in the street field: `Domplein 9`.
3. Leave out extras such as "Unit 4" or "Industrial estate", which the map services often don't know.
4. Still not found? Enter latitude and longitude by hand. You can find them in any map service: right-click the location and copy the two numbers.

Prevention:

- Keep addresses in the format a letter would be sent to: street and number, postcode, city.

Issue: The map doesn't load ("The map could not be loaded")

Symptoms:

- The list works, but where the map should be, you see "The map could not be loaded. The list of dealers still works."

Solution:

1. With Google Maps: click **Test API key** below the **Google Maps Browser API Key** (Map & Geocoding). It shows per API whether the key works, and Google's reason if it doesn't. Alternatively, in your browser's developer console you'll see Google's reason, such as `RefererNotAllowedMapError` (the key isn't allowed for this domain) or `ApiNotActivatedMapError` (the Maps JavaScript API isn't enabled in Google Cloud).
2. Check that billing is enabled for the Google Cloud project.
3. With a Content Security Policy in "restrict" mode on the storefront: the module adds the domains it needs, but a custom policy might block them. Check the console for "Content-Security-Policy" errors.

Prevention:

- Run the self-test after changing keys.

Issue: The map shows a "Show map" notice instead of the map

Symptoms:

- A text about loading the map, with a **Show map** button

Solution: This is the cookie consent setting doing its job: **Load Map Only After Cookie Consent** is on, and the visitor hasn't given consent yet.

1. Accept cookies in the cookie notice, or click **Show map**, to see the map.
2. Using a consent tool other than Magento's cookie notice or Hyvä's banner? Let it send the `dealer-locator:consent-granted` event when the visitor accepts (see the best practices guide).
3. Don't need consent for the map? Switch the setting off.

Issue: Coordinates aren't looked up with Google Maps

Symptoms:

- Saving a dealer gives "The address could not be geocoded: Google Geocoding returned REQUEST_DENIED: ..."
- The self-test fails on "Check if the geocoding provider responds"

Solution:

1. Click **Test API key** below the **Google Geocoding Server API Key** (Map & Geocoding), or read Google's message after "REQUEST_DENIED"; it says what's wrong.
2. Check the **Google Geocoding Server API Key**. It must be allowed for your server's IP address, not restricted to your domain (HTTP referrers): a domain-restricted key only works in the browser.
3. Check that the Geocoding API is enabled in the Google Cloud project, and billing is active.

Prevention:

- Use separate keys for the browser and the server.

Issue: The import stopped looking up coordinates

Symptoms:

- The report says "Looking up coordinates was stopped after 60 seconds"
- Many dealers have **On Map: No** after a large import

Solution:

1. This is expected with OpenStreetMap and large files: it allows one lookup per second, and the admin stops after 60 seconds so the page doesn't time out.
2. Filter the grid on **On Map: No**, select the dealers and use **Find Location**. Repeat until all are done.
3. Or, on the server: `bin/magento dealerlocator:geocode`, which has no time limit.

Prevention:

- Use `bin/magento dealerlocator:import` for the first large import.

Issue: Import rows fail

Symptoms:

- The report lists errors per row

Solution: Common messages and their fix:

- **Required columns are missing: ...** - the first row must contain the column names, at least `code`, `name` and `country`.
- **Country "..." is not a known two-letter country code** - use codes like `NL`, `BE`, `DE`, not country names.
- **Code "..." is also used in row ...** - every dealer can only be in the file once.
- **Unknown store views: ...** - use the store view codes from **Stores → All Stores**, or `all`.
- **Unknown product categories: ...** - create them first, or switch on **Create product categories that don't exist yet**.
- **Dealer code "..." may only contain letters, digits, "-", "_" and "."** - remove spaces and other characters from the code.

Prevention:

- Run new files with **Validate only, don't save anything** first.

Issue: A visitor's search finds a place in another country

Symptoms:

- Searching a postcode shows dealers sorted from a place far away

Solution:

1. Set **Restrict Address Search to Countries** to the countries you sell in.
2. Check that your dealers have the right country: when the setting is empty, the search is limited to the countries of your dealers.

Issue: Changes don't show on the storefront

Symptoms:

- A saved dealer or setting isn't visible on the page

Solution:

1. Dealer and category changes refresh the page automatically. Configuration changes need a cache flush under **System → Cache Management**.
2. With Varnish or another full page cache in front of Magento, flush that cache as well.
3. Reload the page without the browser cache (Ctrl+F5 / Cmd+Shift+R).

Debug Mode

Navigate to: **Stores → Configuration → Magmodules → Dealer Locator → Debug & Logging**

- Set **Debug Mode** to Yes to log extra details to `var/log/dealer-locator-debug.log`, such as addresses that weren't found.
- Errors are always logged to `var/log/dealer-locator-error.log`, for example a rejected API key or a map service that couldn't be reached.
- The buttons in this section show the last lines of both logs, so you don't need server access.

Example error log line:

```
[2026-11-10T14:38:01] MagmodulesDealerLocatorError.ERROR: Geocoding D-1003: Google Geocoding returned REQU
```

Switch debug mode off again when you're done; the log isn't needed for normal use.

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 Dealer Locator extension on magmodules.eu

All articles for Dealer Locator

Installation

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

Configuration

1	Configuration Guide
2	Quick Start Guide

Troubleshooting

1	**Troubleshooting (current)**

Other

1	Importing Dealers

Grids

1	Managing Dealers and Product Categories

Background

1	Best Practices
2	CLI Commands

