Troubleshooting

Omnibus Directive for Magento 2

Having trouble with the Omnibus Directive extension? This page covers the problems we see most: the lowest price not showing up, showing a value you didn't expect, configurable products, queued price changes that never arrive, and what each selftest result means. Start with the quick diagnostics, which solve most cases in a minute, then jump to the issue that matches what you see. At the end you'll find how to switch on debug logging and what to look for in the logs.

Common issues and solutions for Omnibus Directive.

Quick Diagnostics

1. Check the module is enabled for the store view (Stores → Configuration → Magmodules → Omnibus Directive → General)
2. Click **Run Self-test** at the top of the configuration page
3. Check the product has price history: Catalog → Inventory → Omnibus Price History, filter on the SKU
4. Clear the full page cache
5. Check the logs: `var/log/omnibus-directive-error.log` and, with debug mode on, `var/log/omnibus-directive-debug.log`

Common Issues

Issue: The lowest price is not shown at all

Symptoms:

- No "Lowest price in the 30 days before this discount" line on product or category pages

Solution:

1. Check the display mode. With "Only on Sale" the line only shows when the final price is lower than the regular price. Temporarily switch to "Always" to confirm the module works.
2. Check "Show on Listing" and "Show on Product Page".
3. Check the product isn't excluded (Exclude SKUs, Exclude Categories) and "Hide Omnibus Lowest Price" is No.
4. Check the product has history in the price history grid. If not, run:

```
bin/magento omnibus:snapshot --product-id=123
```

5. Check the indexer status and rebuild it if needed:

```
bin/magento indexer:status mm_omnibus_lowest_price
bin/magento indexer:reindex mm_omnibus_lowest_price
```

6. Flush the full page cache.

Prevention:

- Keep cron running so the daily snapshot and indexer updates happen

Issue: The lowest price equals the sale price

Symptoms:

- The product is reduced, but the lowest price shows the same amount as the current price

Solution:

1. Open the price history grid for the product. If the first record is the sale price, the reduction started before the module was enabled, so there is no earlier price to compare with.
2. If the history shows an earlier, higher price that ended more than 30 days before the reduction started, that price is outside the lookback window and correctly ignored.
3. If the sale has been running for longer than the lookback period plus 7 days, the earlier price has been cleaned up and the sale price is now treated as the regular price.

Prevention:

- Enable the module at least 30 days before a sale

Issue: Configurable product shows nothing

Symptoms:

- Simple products show the lowest price, a configurable product doesn't

Solution:

1. Check "Track Configurable Products" is Yes.
2. Check the configurable product is in stock. Magento doesn't show a price at all for an out-of-stock configurable product, so there is nothing to show the lowest price next to.
3. Check at least one variant is enabled, in stock and assigned to the website.
4. Run `bin/magento omnibus:snapshot --product-id=<configurable id>`.

Tip: Before an option is selected, the configurable shows the lowest price of its cheapest variant. After selecting an option or swatch, the line switches to that variant's own lowest price, or disappears when that variant isn't reduced.

Issue: Price changes from imports or catalog rules don't show up

Symptoms:

- Prices were changed by a CSV import, mass update or catalog price rule, but the price history grid shows nothing new

Solution:

1. These changes go through the `omnibus.price.snapshot` queue. Check the consumer is running:

   ```
   ps aux | grep omnibusPriceSnapshot
   ```

2. If not, check `cron_consumers_runner` in `app/etc/env.php` is not disabled, or start the consumer manually:

   ```
   bin/magento queue:consumers:start omnibusPriceSnapshot
   ```

3. For catalog price rules: "Save and Apply" only schedules the rules. The prices are applied when the indexer cron rebuilds the catalog rule index. Check `bin/magento indexer:status catalogrule_rule`.

Prevention:

- Monitor that Magento cron and the queue consumers are running

Issue: A setting change has no effect

Symptoms:

- You changed the lookback period or price types, but the lowest prices stay the same

Solution:

1. These settings mark the Omnibus indexer as "Reindex required". Rebuild it:

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

2. Flush the full page cache.

Issue: Selftest reports a failed check

Solution per check:

Check	What a failure means	What to do
PHP version	PHP is older than the module supports	Upgrade PHP to 8.1 or higher

Check	What a failure means	What to do
Magento version	Magento is older than the module supports	Upgrade Magento
Extension enabled	The module is disabled in the default scope	Set Enabled to Yes
Cron	No successful cron job in the last hour	Fix the Magento cron (crontab entry for `bin/magento cron:run`)
Indexer	The Omnibus indexer needs a reindex	`bin/magento indexer:reindex mm_omnibus_lowest_price`
Price history	No price has been recorded yet	`bin/magento omnibus:snapshot`, or wait for the daily cron

Issue: The price history table keeps growing

Symptoms:

- The `mm_omnibus_price_history` table is larger than expected

Solution:

1. Only price changes are stored, so growth follows how often prices change.
2. The daily cron (02:00) removes history older than the lookback period plus 7 days. Check what would be removed:

   ```
   bin/magento omnibus:cleanup --dry-run
   ```

3. Run the cleanup manually if the cron hasn't run:

   ```
   bin/magento omnibus:cleanup
   ```

The price that is currently in effect is never removed.

Debug Mode

1. Go to Stores → Configuration → Magmodules → Omnibus Directive → Debug & Logging
2. Set Debug Mode to Yes
3. Reproduce the problem (for example save a product or run an import)
4. Click "Show last 100 debug log records" or open `var/log/omnibus-directive-debug.log`

What to look for:

- `Product save: Product 123 (SKU): price change recorded` - a product save was tracked
- `Price snapshot: Store 1: recorded 5 price change(s)` - a snapshot found changes
- `Queue publish` / `Queue consumer` - imports and rules being queued and processed
- `Lowest price: Store 1: updated 5 lowest price(s)` - lowest prices recalculated

Errors are always written to `var/log/omnibus-directive-error.log`. Switch debug mode off again when you're done.

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 Omnibus Directive extension on magmodules.eu

All articles for Omnibus Directive

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)**

Background

1	Best Practices

