



Frequently Asked  
Questions

## Troubleshooting

FAQ Manager for Magento 2

Having issues with the [FAQ Manager](#)? This page covers the most common problems and how to fix them. Start with the quick diagnostics section to narrow down what's wrong, then jump to the relevant issue. We've also included debugging tips and what to check when things aren't working as expected.

Common issues and solutions for FAQ Manager.

## Quick Diagnostics

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1. Check the module is enabled at Stores → Configuration → Magmodules → FAQ
2. Clear all caches (Configuration, Full Page Cache, Block HTML)
3. Verify the FAQ page/topic/FAQ is set to **Active**
4. Check logs via the Debug Log and Error Log buttons in the module configuration

## Common Issues

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### Issue: FAQ page returns 404

#### Symptoms:

- Visiting the FAQ page URL shows a 404 Not Found page
- The page exists in the admin and is set to active

#### Solution:

1. Verify the URL key matches what you're visiting (e.g., URL key `faq` = `yourstore.com/faq`)
2. Check that the page is set to **Is Active: Yes**
3. Check that the module is enabled in the configuration
4. Clear the full page cache: System → Cache Management → Flush Full Page Cache
5. If using Varnish, purge the Varnish cache as well

#### Prevention:

- Always test the URL immediately after creating a new page
- Avoid URL keys that conflict with existing CMS pages, categories, or product URLs

### Issue: FAQs not showing on product pages

#### Symptoms:

- Product page loads normally but no FAQ section appears
- FAQs are linked to the product in the admin

### **Solution:**

1. Verify **Enable FAQs on Product Pages** is set to **Yes** in module configuration
2. Check that the FAQ is set to **Is Active: Yes**
3. Confirm the product link exists: edit the FAQ → Products tab → verify the product appears in the selected products list
4. Clear the block HTML and full page cache
5. Check your theme's `catalog_product_view.xml` for any layout overrides that might remove the FAQ block

### **Prevention:**

- After linking FAQs to products, always verify on the frontend

## **Issue: FAQs not showing on category pages**

### **Symptoms:**

- Category page loads but no FAQ section appears
- FAQs are linked to the category in the admin

### **Solution:**

1. Verify **Enable FAQs on Category Pages** is set to **Yes** in module configuration
2. Check that the FAQ is set to **Is Active: Yes**
3. Confirm the category link: edit the FAQ → Catalog Categories tab → verify the category is selected
4. Clear caches

### **Prevention:**

- Same as product FAQs — always verify on the frontend after making changes

## **Issue: Schema.org markup not appearing**

### **Symptoms:**

- FAQs display correctly on the page but no structured data is visible in the page source
- Google's Rich Results Test doesn't detect FAQPage markup

### **Solution:**

1. View the page source (not just inspect element) and search for `FAQPage`
2. Make sure you're looking at the actual frontend page, not a cached version
3. Verify the FAQs are rendering inside the correct template (check that the design theme matches your frontend theme)
4. If using a CDN or cache layer, ensure it's not stripping schema markup

### Prevention:

- After initial setup, always validate with Google's Rich Results Test

## Issue: Translations not working

### Symptoms:

- Switching store views shows the same language for all views
- Translated content doesn't appear on the frontend

### Solution:

1. Verify you entered translations in the correct store view scope (switch to the store view in the admin, then edit the entity)
2. Check that the store view scope is correct — translations are entered at the store view level, not website level
3. Clear the configuration and full page cache
4. Verify the fallback: if no store-specific translation exists, the default (All Store Views) content is used — this is expected behavior

### Prevention:

- Always create content in All Store Views first, then add translations per store view
- After adding translations, check the frontend in each store view

## Issue: FAQ page shows title but no questions

### Symptoms:

- The FAQ page renders with the title and optional intro text, but no FAQ accordions appear

### Solution:

1. Check the **Assigned Topics** tab on the page — at least one topic must be assigned
2. Verify the assigned topic(s) are set to **Is Active: Yes**
3. Verify the topic(s) have active FAQs assigned to them
4. Check the topic position values — they should be numeric

### Prevention:

- A page needs: active page → active topic(s) assigned → active FAQ(s) in those topics. All three levels must be active for content to appear.

## Issue: Topic icons not displaying

## Symptoms:

- Using "With Topic Icons" design but icons don't appear
- Icon upload succeeds in admin but no image on frontend

## Solution:

1. Verify you selected a design theme that includes icons (Hyva - With Topic Icons or Luma - With Topic Icons)
2. Check that the icon was uploaded successfully — edit the topic and verify the icon preview is visible
3. Verify the icon file exists in `pub/media/faq/topic/icon/`
4. Check file permissions on the media directory

## Prevention:

- Use SVG format for best compatibility and quality
- Keep icon files under 2 MB

## Debug Mode

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Enable debug logging for detailed troubleshooting:

1. Navigate to: Stores → Configuration → Magmodules → FAQ → Debug & Logging
2. Set **Debug Mode** to **Yes**
3. Save configuration

## Viewing logs:

- Use the **Debug Log** button in the config to view debug entries directly in the admin
- Use the **Error Log** button to view error entries
- Errors are always logged regardless of the debug mode setting
- Log files are also available at `var/log/` on the server

## Need More Help?

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### 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 FAQ Manager extension on [magmodules.eu](http://magmodules.eu)

# All articles for FAQ Manager

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## Installation

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1	<a href="#">Installation using Composer (recommended)</a>
2	<a href="#">Install through FTP and SSH</a>

## Configuration

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1	<a href="#">Configuration Guide</a>
2	<a href="#">Quick Start Guide</a>

## Troubleshooting

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1	<a href="#">Troubleshooting (current)</a>
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## Usage Guide

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1	<a href="#">Managing FAQs</a>
2	<a href="#">Managing Pages</a>
3	<a href="#">Managing Topics</a>

## Background

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1	<a href="#">Best Practices</a>
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