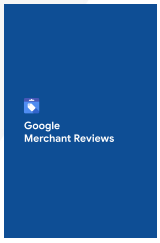

Debug Google Customer Reviews Badge in Magento 2

Google Merchant Reviews for Magento 2

Debug Google Customer Reviews Badge in Magento 2

1 How to Debug the Google Customer Reviews Badge in Magento 2

How to Debug the Google Customer Reviews Badge in Magento 2

The **Google Customer Reviews Badge** in Magento 2 displays your store's Google rating, helping to build trust and improve conversions. Sometimes, however, the badge may not appear on the storefront. In such cases, the browser console provides valuable debug information from Google to help you identify and fix the issue.

Why Use the Browser Console?

- The console shows whether Google's script has loaded correctly.
- You can identify missing or incorrect `MerchantID` values.
- It helps troubleshoot language or positioning conflicts.
- Direct debug messages from Google explain why the badge is not rendering.

Step-by-Step Debugging

1. Open your Magento 2 storefront where the badge should appear.
2. Right-click anywhere on the page and select *Inspect* (or press `Ctrl+Shift+I` / `Cmd+Option+I` on Mac).
3. Go to the **Console** tab.
4. Look for messages related to `google_customer_reviews` or the badge script.
5. Check for common issues such as:
    - Invalid or missing `MerchantID`
    - Badge not supported in the chosen language
    - Script blocked by other extensions or ad blockers

Common Fixes

- Verify your `MerchantID` in the Magento configuration.
- Ensure your store language matches a supported Google Reviews language.
- Disable conflicting JavaScript modules or test in incognito mode to rule out browser extensions.

Conclusion

When the Google Reviews badge doesn't display in Magento 2, the browser console is your best tool for debugging. It shows real-time feedback from Google, allowing you to quickly identify and resolve issues. For

more detailed troubleshooting, see our troubleshooting guide or visit the plugin page.

For a complete overview of features and configuration options, see the Google Merchant Reviews extension on magmodules.eu

All articles for Google Merchant Reviews

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	**Debug Google Customer Reviews Badge in Magento 2 (current)**
2	Troubleshooting

Background

1	Best Practices