magmodules

Troubleshooting

Google Merchant Reviews for Magento 2

Having issues with Google Merchant Reviews? 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. Most problems come down to Merchant ID configuration or caching.

Common issues and solutions for Google Merchant Reviews.

Quick Diagnostics

1. Run the self-test: `bin/magento shopreview:googlereviews:selftest`
2. Check module is enabled in configuration
3. Clear all caches: `bin/magento cache:flush`
4. Verify Merchant ID is entered correctly
5. Check browser console for JavaScript errors
6. Review logs in `var/log/google_merchant_reviews/`

Common Issues

Issue: Badge Not Showing

Symptoms:

- No badge visible on any page
- Badge area is empty
- No errors in console

Solution:

1. **Check configuration:**
   - Navigate to Stores → Configuration → Magmodules → Google Merchant Reviews
   - Verify "Enabled" is Yes in General section
   - Verify "Enabled" is Yes in Google Review Badge section
   - Verify Merchant ID is entered
2. **Clear caches:**

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

3. **Check browser console:**

- Open browser developer tools (F12)
- Look for errors related to Google scripts
- Common: blocked by ad blocker or CSP

4. **Verify Merchant ID:**
   - Must be numeric
   - Must match your Google Merchant Center account

Prevention:

- Always test with Test Mode first
- Use browser without ad blockers for testing

Issue: Opt-In Not Appearing on Checkout Success

Symptoms:

- Completed checkout, no opt-in dialog
- Success page loads normally but no Google prompt

Solution:

1. **Check configuration:**
   - Verify "Enabled" is Yes in Survey email opt-in section
   - Verify Merchant ID is entered
2. **Check page layout:**
   - Custom success page templates may not include the opt-in block
   - Check if `checkout_onepage_success` layout is customized
3. **Test Mode:**
   - Enable Test Mode in Testing & Logging
   - Use the direct opt-in link shown in admin
   - If that works, issue is with checkout success page integration
4. **JavaScript conflicts:**
   - Check browser console for errors
   - Disable other JavaScript extensions temporarily

Prevention:

- Test opt-in immediately after installation
- Document any checkout customizations

Issue: Survey Emails Not Being Sent

Symptoms:

- Opt-in appears and customers opt-in
- No survey emails received

Solution:

This is a Google-side process. The module only displays the opt-in; Google handles email delivery.

1. **Check delivery days setting:**
    - Emails are sent after the "Days for deliver" period
    - If set to 7, emails arrive 7+ days after order
2. **Verify in Google Merchant Center:**
    - Check your Google Customer Reviews program status
    - Ensure your account is in good standing
3. **Customer opt-in confirmation:**
    - Customers must actively opt-in
    - Pre-checked boxes don't count

Note: There's no way to verify email delivery from Magento. This is entirely managed by Google.

Issue: Badge Shows Wrong Rating or No Rating

Symptoms:

- Badge appears but shows no stars
- Rating doesn't match Google Merchant Center

Solution:

1. **New accounts:**
    - Google requires minimum reviews before displaying ratings
    - Badge may show "No rating yet"

2. **Merchant ID mismatch:**
    - Verify Merchant ID matches the account with reviews
    - Different Merchant IDs = different ratings
3. **Cache/propagation:**
    - Google's data may take time to update
    - Badge pulls live data from Google

Issue: Badge Position Conflicts with Other Elements

Symptoms:

- Badge overlaps chat widget
- Badge hidden behind cookie banner
- Badge not visible on mobile

Solution:

1. **Change position:**
    - Try Bottom Left instead of Bottom Right
    - Use Inline for custom placement
2. **CSS adjustments:**
    - Badge uses Google's styling
    - Z-index conflicts may need theme-level CSS fixes
3. **Mobile testing:**
    - Test on actual devices
    - Consider if badge is necessary on mobile

Issue: Product GTINs Not Working

Symptoms:

- Product reviews enabled
- Only seller reviews appearing, no product reviews

Solution:

1. **Verify GTIN attribute:**
   - Check selected attribute has data
   - GTINs must be valid (EAN, UPC, ISBN)
2. **Check product data:**

```
# Quick check if products have GTIN values
bin/magento dev:query:sql "SELECT sku, value FROM catalog_product_entity_varchar WHERE attribute_id =
```

3. **Google Merchant Center:**
   - Products must exist in your Merchant Center
   - GTINs must match between Magento and Google

Issue: JavaScript Errors in Console

Symptoms:

- Console shows errors related to Google scripts
- Badge or opt-in partially loads

Solution:

1. **Content Security Policy (CSP):**
   - Google scripts may be blocked
   - Module includes CSP whitelist, but custom CSP may override
2. **Ad blockers:**
   - Many ad blockers block Google tracking scripts
   - Test in incognito mode without extensions
3. **Mixed content:**
   - Ensure your site uses HTTPS
   - Google scripts require secure connection

Debug Mode

Enable detailed logging:

1. Go to Testing & Logging section
2. Set Debug Mode to Yes
3. Save configuration
4. Reproduce the issue
5. Check logs:
    - `var/log/google_merchant_reviews/debug.log`
    - `var/log/google_merchant_reviews/error.log`

Remember: Disable Debug Mode in production.

Self-Test

Run the built-in self-test:

```
bin/magento shopreview:googlereviews:selftest
```

What it checks:

- Extension enabled status
- PHP version compatibility
- Magento version compatibility
- Extension version

If self-test passes but issues persist, the problem is likely configuration or Google-side.

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 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
2	**Troubleshooting (current)**

Background

1	Best Practices