magmodules

Product Updates Grid

Channable Connect for Magento 2

The Product Updates Grid shows all products queued for real-time updates to Channable. Use it to monitor which products need syncing, manually trigger updates, and troubleshoot sync issues.

Location: Channable → Item Updates

Columns

Column	Description
Item ID	Internal item ID
Store	Magento store view
Product	Product name
GTIN	Product barcode/EAN
Price	Current product price
Discount Price	Special/sale price (if any)
Qty	Current stock quantity
In Stock	Stock availability status
Updated At	When the product data was last changed
Last Call	When the update was last sent to Channable
Status	Sync status message
Result	Result of the last sync attempt
Needs Update	Whether the product is queued for update

Toolbar Buttons

Button	Description
Run Manual	Immediately process all queued updates
Flush All Items	Clear the entire update queue

Mass Actions

Select multiple items and use:

Action	Description
Add to Update Que	Mark selected products for update

How Products Enter This Grid

Products are automatically added to this grid when your product feed is fetched. When Product Updates is enabled, each product in your feed gets registered here for real-time tracking.

Requirements:

1. **Product Updates enabled** - Go to **Channable → Product Updates** and set **Enable** to Yes for the store view
2. **Feed must be fetched** - The feed needs to be requested at least once after enabling Product Updates

How to manually populate the grid:

1. Enable Product Updates for your store view
2. Go to **Channable → Product Feed**
3. Scroll down to the **Feeds** section
4. Click the **JSON Product Feed** link for your store view
5. Wait for the feed to fully load (this adds all products to the grid)

Important: If the grid is empty, make sure Product Updates is enabled and then access the JSON Product Feed link to populate it. Channable will do this automatically when it fetches your feed.

How Products Get Invalidated

Products are marked for update (**Needs Update = Yes**) automatically when changes are detected:

Trigger	Description
Product Save	Any product attribute change in admin
Stock Change	Inventory quantity or status updates
Order Placed	Products in orders get flagged for stock sync
Order Cancelled	Cancelled order items get reflagged
Cron Check	Periodically checks for recently edited products

How It Works

1. Product changes in Magento (price, stock, attributes)
2. Product gets flagged: **Needs Update = Yes**
3. Cron job runs and sends updates to Channable
4. After successful sync: **Needs Update = No**, **Last Call** updated

Status & Result

The **Status** and **Result** columns show sync feedback:

- **Queued** - Waiting to be sent
- **Success** - Update sent successfully
- **Error** - Check Result column for details

Tips

- **Needs Update = Yes** means the product is waiting in queue
- Use **Run Manual** to force immediate sync without waiting for cron
- **Flush All Items** is useful after major catalog changes to reset the queue
- Filter by **Needs Update = Yes** to see what's pending
- Check **Last Call** to verify updates are being sent regularly

Troubleshooting

Products stuck with "Needs Update = Yes":

- Verify cron is running: `bin/magento cron:run --group=channable`
- Check if Product Updates cron is enabled in configuration
- Review logs at `var/log/channable/`

Updates not reaching Channable:

- Verify webhook URL is configured in Channable
- Enable logging to debug API calls
- Check **Result** column for error messages

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 Channable Connect extension on magmodules.eu

All articles for Channable Connect

Installation

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

Configuration

1	Quick Start Guide
2	Product Feed Configuration
3	Orders Configuration
4	Product Updates Configuration

Troubleshooting

1	The price of at least one product is missing a currency
2	Test Feed
3	Test Orders

Grids

1	Returns Grid
2	**Product Updates Grid (current)**
3	Orders Grid

Background

1	How does the Return process work

2	Best Practices
3	CLI Commands