



Troubleshooting

Channable Connect for Magento 2

Having issues with [Channable Connect](#)? 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.

Quick Diagnostics

Run through these checks first:

1. Module enabled?

- Check Channable → General → Enable is set to Yes
- Verify via CLI: `bin/magento module:status Magmodules_Channable`

2. Cache cleared?

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

3. Self-test passed?

- Run the self-test button in any Channable configuration section
- It checks common configuration issues automatically

4. Check logs:

- Extension errors: `var/log/channable/error.log`
- Debug info: `var/log/channable/debug.log` (when debug mode is enabled)
- General Magento errors: `var/log/exception.log`

5. Cron running?

```
bin/magento cron:run --group=channable
```

Product Feed Issues

Issue: Feed URL returns empty or error

Symptoms:

- Feed URL shows blank page or error message

- Channable reports "Unable to fetch feed"
- 404 or 500 error when accessing feed URL

Solution:

1. Verify the module is enabled:

```
bin/magento module:status Magmodules_Channable
```

2. Check if the feed is enabled for the correct store view in Channable → Product Feed

3. Clear all caches:

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

4. Test the feed URL directly in your browser—check for PHP errors
5. Verify URL rewrites are working (try adding `index.php` to the URL if needed)
6. Check file permissions on `var/` and `generated/` directories

Prevention:

- Always test feed URLs after configuration changes
- Monitor server error logs during feed setup

Issue: Products missing from feed

Symptoms:

- Expected products don't appear in Channable
- Product count in feed is lower than expected
- Specific product types not showing

Solution:

1. **Check product visibility:**
 - Products must be "Catalog" or "Catalog, Search"
 - Simple products in configurables can be "Not Visible Individually"

2. Check filter settings:

- Review category filters in Channable → Product Feed → Filter Options
- Verify visibility filter settings
- Check "Exclude Out of Stock" setting if products are out of stock

3. Verify product is enabled:

- Disabled products are excluded by default

4. For configurable/grouped/bundle products:

- Check the "Product Types" settings
- Ensure the product type configuration matches your expectations

5. Run the self-test:

- Click the self-test button in the configuration

Prevention:

- Test feed after adding new products
- Document your filter rules for reference

Issue: Wrong product data in feed

Symptoms:

- Incorrect prices showing on marketplace
- Wrong images appearing
- Missing or incorrect attributes

Solution:

1. Check attribute mapping:

- Verify the correct attribute is selected for each field
- Check if the attribute has values for the affected products

2. For price issues:

- Review tax settings in Channable → Product Feed → Advanced Options
- Verify Magento tax configuration is correct
- Check if tier prices or special prices are affecting the output

3. For image issues:

- Verify image source setting (Base Image vs All Images)
- Check if images are accessible via URL
- Verify parent/child image fallback settings for configurable products

4. For configurable product data:

- Review "Use Parent Data for Simples" settings
- Ensure the right attributes are inheriting from parent

Prevention:

- Preview feed data before connecting to Channable
- Test with a small product set first

Issue: Feed generation is slow or times out

Symptoms:

- Feed takes too long to generate
- Server timeout errors
- Memory exhaustion errors

Solution:

1. Lower products per page:

- Go to Channable → Product Feed → General
- Reduce "Products per page" to 100 or 150

2. Check server resources:

- Increase PHP memory limit if needed
- Increase max execution time

3. Optimize product count:

- Use filters to reduce the number of products in the feed
- Only include products that should actually be on marketplaces

4. Check for problematic products:

- Enable debug mode and check logs for specific product errors

- Some products with unusual data can slow down processing

Prevention:

- Monitor feed generation time regularly
- Schedule feed updates during low-traffic periods

Order Import Issues

Issue: Orders not being imported

Symptoms:

- Channable shows orders but they don't appear in Magento
- Webhook returns error
- Test orders fail

Solution:

1. Verify order import is enabled:

- Channable → Orders → Enable must be Yes

2. Check webhook configuration:

- Copy the webhook URL from Channable → Orders → Webhooks
- Ensure it's correctly entered in your Channable account

3. Test the webhook:

- Add `/test/{productID}` to your webhook URL
- Replace `{productID}` with an actual product ID from your store
- Example: `https://yourstore.com/channable/order/hook/code/abc123/test/42`

4. Check for stock issues:

- If products are out of stock, orders will fail
- Enable "Enable order for out of stock items" to allow these orders

5. Verify shipping method:

- Ensure the configured shipping method exists and is enabled
- Check the fallback shipping method is set

6. Check logs:

- Enable order logging in Channable → Orders → Logging
- Review `var/log/channable/` for error details

Prevention:

- Test webhook with every configuration change
- Keep a fallback shipping method configured

Issue: "Duplicate increment ID" error

Symptoms:

- Order import fails with increment ID error
- Orders from certain channels fail consistently

Solution:

1. Set an order ID prefix:

- Go to Channable → Orders → Order ID Settings
- Enable "Use Channel Order ID"
- Set a prefix like "M-" or "CH-"

2. Enable alphanumeric Order ID:

- Strips special characters that can cause issues

3. If the order ID already exists:

- The marketplace order was likely already imported
- Check existing orders for the channel order ID

Prevention:

- Always set an Order ID prefix before going live
- Use a unique prefix per channel if selling on multiple marketplaces

Issue: Orders import with wrong shipping method

Symptoms:

- All orders use the same shipping method regardless of channel
- Shipping costs don't match marketplace

Solution:

1. Configure shipping method mapping:

- Use Advanced Shipping Methods Mapping in Channable → Orders
- Map each marketplace shipping method to the correct Magento method

2. Check fallback method:

- Ensure the fallback shipping method is appropriate

3. For marketplace-specific shipping costs:

- Note that shipping costs come from the marketplace, not Magento configuration

Prevention:

- Set up shipping mapping before importing orders
- Test with orders from each connected marketplace

Issue: Customer addresses not importing correctly

Symptoms:

- House numbers in wrong field
- Company name missing
- Address fields jumbled

Solution:

1. For Dutch/Belgian addresses:

- Enable "Separate House Number" in Channable → Orders → Address & Invoice
- This puts house numbers in the second street line

2. For company names:

- Enable "Import Company Name on Order"

3. Check address line limits:

- Magento has character limits on address fields
- Long addresses may be truncated

Prevention:

- Test order import with various address formats
- Review imported orders for address accuracy

Product Updates Issues

Issue: Stock not syncing to Channable

Symptoms:

- Stock changes in Magento don't appear in Channable
- Marketplace shows wrong stock levels
- Products not marking as out of stock

Solution:

1. Verify product updates are enabled:

- Channable → Product Updates → Enable must be Yes

2. Check cron is enabled and running:

- Enable cron in Channable → Product Updates → Settings
- Verify Magento cron is working:

```
bin/magento cron:run --group=channable
```

3. Check invalidation mode:

- Try switching between Observer and Cron mode
- Observer provides real-time updates but may have performance impacts

4. Verify webhook configuration:

- Ensure webhook URL is configured in Channable
- Test the webhook connection

5. Check queue:

- Look for invalidated products waiting to be processed
- Enable logging to see what's being sent

Prevention:

- Monitor product update logs regularly
- Test stock changes with a specific product

Issue: Product updates are too slow

Symptoms:

- Stock changes take too long to reflect
- Updates batch up instead of sending immediately

Solution:

1. Increase cron frequency:

- Go to Channable → Product Updates → Settings
- Set a more frequent schedule (every 5 minutes)

2. Use Observer mode:

- Observer detects changes in real-time
- More immediate than cron scanning

3. Adjust products per run:

- Lower the limit to process updates faster
- Default of 50 is reasonable for most stores

Prevention:

- Choose appropriate cron frequency for your needs
- Monitor update timing during high-activity periods

Debug Mode

Enabling Debug Mode

1. Go to Channable → General → Debug & Logging
2. Set Debug Mode to Yes
3. Click Save Config

Log Locations

- **Debug log:** `var/log/channable/debug.log`

- **Error log:** `var/log/channable/error.log`
- **Order log:** Enabled separately in Channable → Orders → Logging

What to Look For

- API call responses
- Product processing errors
- Order import failures
- Webhook communication issues

Disabling Debug Mode

Remember to disable debug mode in production:

- Logging adds overhead
- Log files can grow large
- Sensitive data may be logged

Still Having Issues?

If you've tried the solutions above and still have problems:

1. Gather information:

- Magento version
- PHP version
- Extension version (shown in General configuration)
- Error messages from logs
- Steps to reproduce the issue

2. Check for conflicts:

- Disable other extensions temporarily
- Test on a staging environment

3. Contact support:

- Provide the gathered information
- Include relevant log excerpts

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	Troubleshooting (current)
2	Test Feed
3	Test Orders

Grids

1	Returns Grid
2	Product Updates Grid
3	Orders Grid

Background

1	Best Practices
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2	CLI Commands
3	How does the Return process work

