



Troubleshooting

Cross-Linking for Magento 2

Having issues with the [Cross-Linking extension](#)? 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 cross-links aren't appearing where you expect them.

Common issues and solutions for Cross-Linking.

Quick Diagnostics

1. Check the module is enabled at **Stores → Configuration → Magmodules → Cross-Linking → General**
2. Check the entity type is enabled (Products, Categories or CMS Pages section)
3. Flush the full page cache: **System → Cache Management**
4. Verify your cross-link rule is active at **Marketing → Cross-Links**
5. Enable debug mode and check `var/log/debug.log` for replacement activity

Common Issues

Issue: Cross-links not appearing on the page

Symptoms:

- Keyword exists in the content but no link is generated
- Page renders normally without any cross-links

Solution:

1. Verify the module is enabled in **General → Enabled**
2. Verify the entity type is enabled (e.g., **Products → Enable for Products**)
3. Check that the cross-link rule is **Active** and the keyword is correct
4. Confirm the rule's **Store Views** includes the store you're viewing
5. Flush all caches: `bin/magento cache:flush`
6. Enable debug mode and check `var/log/debug.log` for messages

Prevention:

- Always flush cache after making configuration or rule changes
- Double-check store view assignments when creating rules

Issue: Cross-links not appearing on Hyva homepage or template content

Symptoms:

- Cross-links work on product pages and CMS pages, but not on the Hyva default homepage
- Content rendered by `.phtml` templates doesn't get cross-links

Solution: This is expected behavior, not a bug. The module replaces keywords in content that passes through Magento's CMS template filter:

- Product descriptions (rendered via `Magento\Catalog\Helper\Output`)
- Category descriptions (rendered via `Magento\Catalog\Helper\Output`)
- CMS page and block content (rendered via `Magento\Cms\Model\Template\Filter`)

Content hardcoded in `.phtml` templates (like the Hyva default homepage hero section) does not pass through these filters and cannot be processed.

Workaround:

- Move content from `.phtml` templates into CMS blocks or CMS pages
- Use CMS block widgets in your layout XML instead of hardcoded templates

Issue: Keyword is matched but too many or too few links appear

Symptoms:

- A keyword is replaced more times than expected
- A keyword is only replaced once when you expected more

Solution:

1. Check the rule's **Max Replacements** setting — this limits replacements per keyword per page
2. Check the entity type's **Max Links Per Page** setting — this limits total links across all rules
3. A **Max Replacements** of 0 means unlimited (up to the page-level max)
4. Remember that higher-priority rules consume the page-level limit first

Prevention:

- Set clear max replacements per rule (1 is recommended for most cases)
- Set reasonable page-level limits (5-10 for most pages)

Issue: Wrong keyword gets linked when keywords overlap

Symptoms:

- Rule for "yoga mats" exists but "yoga" gets linked instead
- Shorter keyword takes precedence over longer, more specific one

Solution:

1. Set **higher priority** on the longer/more specific keyword
2. The module processes rules by priority DESC, then keyword length DESC
3. "yoga mats" with priority 10 will match before "yoga" with priority 5
4. With equal priority, longer keywords match first automatically

Prevention:

- Always give longer, more specific keywords equal or higher priority than shorter ones
- Review rule priorities when adding new keywords that overlap with existing ones

Issue: Cross-link appears inside an HTML tag or breaks page layout

Symptoms:

- Link is inserted inside an attribute value
- Page layout breaks after enabling cross-links

Solution: The module uses word boundary matching and skips content inside HTML tags and existing `<a>` tags. If you're seeing broken HTML:

1. Check if the keyword appears in an unusual context (e.g., inside inline JavaScript or CSS)
2. Verify the content doesn't have malformed HTML that confuses the parser
3. Disable the rule temporarily and check if the page renders correctly

Prevention:

- Avoid keywords that commonly appear in code or attribute values
- Use multi-word keywords instead of single generic words

Issue: Cross-links not appearing after changing configuration

Symptoms:

- Changed settings but the page still shows old behavior

Solution:

1. Flush **full page cache**: `bin/magento cache:flush full_page`
2. Flush **block HTML cache**: `bin/magento cache:flush block_html`
3. Or flush all caches: `bin/magento cache:flush`
4. Hard-refresh your browser (Ctrl+Shift+R / Cmd+Shift+R)

Prevention:

- Always flush cache after any configuration change

- Remember that Varnish or CDN caches may also need purging

Issue: Cross-links work on one store view but not another

Symptoms:

- Links appear on the default store but not on a secondary store view
- Same keyword works for one store but is ignored on another

Solution:

1. Check the rule's **Store Views** setting — it may be assigned to specific stores
2. Verify the entity type is enabled for the affected store view (configuration is per-store)
3. Check that the content actually contains the keyword on the other store (translated content won't match English keywords)
4. Flush cache for all store views: `bin/magento cache:flush`

Prevention:

- Use "All Store Views" for universal rules (brand names, product codes)
- Create separate rules per store view for translated keywords
- Use the CLI preview command with `--store-id` to test per-store:

```
bin/magento magmodules:crosslinking:preview --entity-type=product --entity-id=42 --store-id=2
```

Issue: Cross-links stopped working after module update

Symptoms:

- Cross-links were working before but stopped after updating the module
- No error messages in logs

Solution:

1. Run `bin/magento setup:upgrade` to apply any database changes
2. Run `bin/magento setup:di:compile` to regenerate dependency injection
3. Flush all caches: `bin/magento cache:flush`
4. Verify configuration — new versions may add settings that need to be configured (e.g., per-entity-type enable toggles)

Prevention:

- Always run `setup:upgrade` after updating any Magento module

- Check the CHANGELOG for breaking changes before updating

CLI Preview Tool

Use the preview command to debug replacement issues without visiting the frontend:

```
bin/magento magmodules:crosslinking:preview --entity-type=product --entity-id=42
```

This shows the exact before/after output of the replacement engine. Useful for:

- Verifying which keywords match and which don't
- Testing priority and overlap behavior
- Checking store-scoped rules with `--store-id`
- Confirming max replacements and max links limits

Debug Mode

Enabling Debug Mode

Navigate to: **Stores** → **Configuration** → **Magmodules** → **Cross-Linking** → **Debug & Logging**

Set **Debug Mode** to **Yes** and save.

Log Location

Debug logs: `var/log/debug.log` Error logs: `var/log/error.log`

What to Look For

When debug mode is enabled, the module logs:

- Which keywords were replaced and how many times
- Which store view the replacement occurred on
- Any errors loading cross-link rules

Example log entry:

```
[Replacer] Replaced "yoga" 1 time(s) in store 1
```

If you don't see any log entries when visiting a page with matching keywords, the module's filter is not being triggered for that content type.

Self-Test

Use the built-in self-test at **Debug & Logging** → **Self-Test** to check:

- Module enabled status
- PHP version compatibility
- Magento version compatibility

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 Cross-Linking extension on magmodules.eu

All articles for Cross-Linking

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	Troubleshooting (current)
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Grids

1	Cross-Links Grid
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Background

1	Best Practices
2	CLI Commands

