

Troubleshooting

Digitec Galaxus for Magento 2

Common issues and solutions for [Digitec Galaxus Integration](#). Start with the quick diagnostics, then find your specific issue below.

Quick Diagnostics

1. Run Self-Test:

```
bin/magento digitec:selftest
```

2. Check module is enabled:

- Digitec Galaxus → General Settings → Enable = Yes

3. Clear cache:

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

4. Check logs:

- `var/log/digitec-galaxus.log`
- `var/log/system.log`

FTP Connection Issues

"Connection failed" or timeout

Symptoms:

- FTP test button shows error
- Feeds not uploading

Solutions:

1. Verify credentials:

- Double-check hostname, username, password
- No extra spaces in fields
- Correct hostname (test vs production)

2. Check firewall:

- Ensure outbound FTP (port 21) is allowed
- SFTP may use port 22

3. Test from command line:

```
ftp ftp.digitecgalaxus.ch
```

4. Contact Digitec Galaxus:

- Verify your credentials are active
- Check if IP whitelisting is required

"Permission denied" on upload

Cause: FTP user doesn't have write permission.

Solution: Contact Digitec Galaxus to verify folder permissions for your account.

Feed Generation Issues

No products in feed

Check these:

1. Products have valid identifiers:

- EAN/GTIN must be present and valid

2. Visibility filter:

- Check Advanced Settings → Filter on Visibility
- Ensure products have correct visibility

3. Category filter:

- Check if category filtering excludes your products

4. Stock filter:

- "Exclude Out of Stock" may be enabled

5. Data validation:

- Enable/disable "Enable Data Validation" to test

Debug:

```
bin/magento digitecgalaxus:run-generate-feed --type=data -vvv
```

"Invalid products" count too high

Cause: Products missing required data.

Solutions:

1. Check required attributes are mapped:

- Product Title
- At least one language enabled

2. Verify product data:

- EAN must be valid 13-digit number
- Prices must be greater than 0
- Required attributes must have values

3. Disable validation temporarily:

- Turn off "Enable Data Validation"
- Check which products now appear
- Fix their data, re-enable validation

Feed generation times out

Cause: Large catalog overwhelming server resources.

Solutions:

1. Enable paging:

- Advanced Settings → Enable Paging = Yes
- Set Products per Batch to 5000

2. Increase PHP limits:

```
max_execution_time = 3600  
memory_limit = 2G
```

3. Run during off-peak hours:

- Schedule feeds for low-traffic times

Order Import Issues

Orders not importing

Check these:

1. Order import enabled:

- Order Automation → Automate = Yes

2. FTP paths correct:

- Path In matches Digitec Galaxus configuration
- No leading/trailing slashes

3. Order files exist:

- Check FTP for files in Path In folder

4. Cron running:

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

Debug:

```
bin/magento digitecgalaxus:run-order-import -vvv
```

"Product not found" errors

Cause: Product EAN/identifier in order doesn't match Magento.

Solutions:

1. **Verify product exists:**

- Search by EAN in Magento admin
- Check product is enabled and in stock

2. **Check identifier mapping:**

- Ensure EAN attribute is correctly mapped

3. **Enable failed order emails:**

- Get detailed error information

Orders created without products

Cause: Some products found, others not.

Solutions:

1. **Check order notes:**

- View order in Magento admin
- Check comments for missing product details

2. **Add missing products:**

- Create products with correct EANs

Duplicate orders

Cause: Order files processed multiple times.

Solutions:

1. **Check processed folder:**

- Verify files move after processing

2. **Use Order ID Prefix:**

- Add unique prefix like "DG-"
- Prevents conflicts with regular orders

Shipment Sync Issues

Tracking not syncing to Digitec Galaxus

Check these:

1. Shipping sync enabled:

- Order Automation → Shipping Notes Synchronization

2. Carrier mapping configured:

- Track & Trace → Carrier mapping
- Carrier names must match exactly

3. Tracking numbers added:

- Shipment must have tracking number

Debug:

```
bin/magento digitecgalaxus:run-sync-shipping -vvv
```

"Invalid carrier" errors

Cause: Carrier name doesn't match mapping.

Solution:

1. Check Magento carrier titles
2. Match exactly in Track & Trace configuration
3. Use correct Digitec Galaxus carrier codes

Price Issues

Prices not matching expected values

Check:

1. Price adjustment settings:

- Product Stock Pricing → Price Adjustment
- Verify percentage is correct

2. Rounding settings:

- Check Round Price setting

3. Currency:

- Verify store view currency matches Digitec Galaxus

Prices showing as 0

Cause: Wrong price attribute or missing price.

Solutions:

1. Verify products have prices:

- Check product in Magento admin

2. Check price attribute:

- Default is `price` or `final_price`
- Custom attributes must exist

Performance Issues

Slow feed generation

Solutions:

1. Enable paging:

- Split large catalogs into batches

2. Optimize database:

```
bin/magento indexer:reindex
```

3. Check server resources:

- Increase PHP memory
- Use dedicated cron server

Cron jobs overlapping

Cause: Previous job still running when next starts.

Solutions:

1. **Reduce frequency:**

- Increase time between runs

2. **Check for stuck jobs:**

```
SELECT * FROM cron_schedule WHERE status = 'running';
```

3. **Clear stuck jobs:**

```
bin/magento cron:clean
```

Debug Mode

Enable detailed logging:

1. Go to **Digitec Galaxus** → **General Settings** → **Debug & Logging**
2. Set **Debug Mode** to **Yes**
3. Check `var/log/digitec-galaxus.log`
4. **Disable after troubleshooting** (impacts performance)

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 Digitec Galaxus extension on magmodules.eu

All articles for Digitec Galaxus

Installation

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

Configuration

1	Quick Start Guide
2	Configuration Guide
3	Order Handling Process

Troubleshooting

1	Troubleshooting (current)
2	GTIN & ManufacturerKey Validation

Background

1	Best Practices
2	CLI Commands

