

 eKomi

Troubleshooting

eKomi Reviews for Magento 2

Having issues with [eKomi 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. We've also included debugging tips and what to check when things aren't working as expected.

Common issues and solutions for eKomi Reviews.

Quick Diagnostics

Before diving into specific issues, run through these checks:

1. Check module is enabled

```
bin/magento module:status Magmodules_EkomiSR
```

2. Clear all caches

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

3. Run the self-test

```
bin/magento shoppreview:ekomi:selftest
```

4. Check logs for errors

- General errors: `var/log/ekomi_sr_error.log`
- Debug info: `var/log/ekomi_sr_debug.log` (requires debug mode enabled)

5. Verify cron is running

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

Common Issues

Issue: Reviews not importing

Symptoms:

- No reviews appear in Marketing → eKomi → Reviews

- Review count stays at zero
- Frontend shows "No reviews found"

Solution:

1. Verify account credentials

- Go to Marketing → eKomi → Manage Accounts
- Check that Interface ID and Interface Password are correct
- Try saving the account again - it should fetch shop details automatically

2. Check account is selected

- Go to Stores → Configuration → Magmodules → eKomi Reviews → Accounts
- Ensure your account is selected in the Accounts field

3. Manual sync test

```
bin/magento shoppreview:ekomi:sync --all
```

Watch for any error messages in the output.

4. Check eKomi dashboard

- Log into eKomi and verify you actually have reviews
- New accounts may not have any reviews yet

Prevention:

- Test account credentials immediately after setup
- Run manual sync after adding a new account

Issue: Reviews not showing on frontend

Symptoms:

- Reviews exist in admin (Marketing → eKomi → Reviews)
- Frontend page shows empty or "No reviews found"
- Widget displays nothing

Solution:

1. Check review status

- Go to Marketing → eKomi → Reviews
- Verify reviews have status "Approved"
- If set to "Pending", either approve manually or enable Auto Approve

2. Verify frontend is enabled

- Stores → Configuration → Magmodules → eKomi Reviews → Frontend
- Set Enable to Yes

3. Check locale settings

- If locale filter is enabled, verify matching locales are selected
- Your Default Locale should match your review languages

4. Clear full page cache

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

5. Check widget configuration

- For widgets, verify the widget is assigned to the correct pages
- Check layout updates are applied

Prevention:

- Enable Auto Approve Reviews for immediate display
- Match locale settings to your eKomi account language

Issue: Invitations not being sent

Symptoms:

- Customers don't receive review invitation emails
- Invitation queue is empty
- Orders qualify but nothing happens

Solution:

1. Check invitation profile exists and is enabled

- Go to Marketing → eKomi → Invitation Profiles
- Verify at least one profile is enabled

2. Verify profile criteria

- Order Status: Does it match your orders? (e.g., Complete)
- Store View: Is the correct store selected?
- Customer Groups: Are your customers in the selected groups?
- Not Older Than: Is the value reasonable? (orders older than this are skipped)

3. Check delay settings

- If delay is set to 168 hours (7 days), invitations won't appear immediately
- Check Scheduled At column in invitation queue

4. Run queue manually

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

5. Check invitation queue

- Go to Marketing → eKomi → Invitation Queue
- Look for pending invitations and their scheduled times

Prevention:

- Start with a short delay (24 hours) for testing
- Use "Not Older Than: 7 days" initially to process recent orders only

Issue: Duplicate invitations

Symptoms:

- Customers receive multiple invitation emails for one order
- Same order appears multiple times in invitation queue

Solution:

1. Check for overlapping profiles

- Go to Marketing → eKomi → Invitation Profiles
- Look for profiles that match the same orders:
 - Same store view
 - Same customer groups
 - Same order status

2. Disable duplicate profiles

- Keep only one profile per store view/customer group combination
- Or use different order statuses to differentiate

3. Clean up existing queue

- Check invitation queue for duplicates
- Remove duplicate entries manually if needed

Prevention:

- Plan your invitation profiles before creating them
- Use distinct criteria for each profile (different stores, customer groups, or statuses)

Issue: API connection errors

Symptoms:

- Error messages mentioning "API" or "connection"
- Reviews fail to import
- Self-test shows API errors

Solution:

1. Verify credentials

- Double-check Interface ID and Interface Password
- Re-enter credentials and save

2. Check server connectivity

- Verify your server can reach `api.ekomi.de`

```
curl -I https://api.ekomi.de
```

3. Check firewall/proxy settings

- Ensure outbound HTTPS (port 443) is allowed
- If using a proxy, configure it in Magento

4. Enable debug mode

- Turn on debug mode to see detailed API responses

- Check `var/log/ekomi_sr_debug.log` for details

5. Contact eKomi support

- If credentials are correct but API fails, there may be an issue on eKomi's side

Prevention:

- Run self-test periodically to catch connectivity issues early
- Monitor error logs for API failures

Issue: Cron not running

Symptoms:

- Reviews don't import automatically
- Invitations don't send on schedule
- Last sync time never updates

Solution:

1. Verify Magento cron is configured

```
crontab -l | grep magento
```

You should see entries for Magento cron.

2. Check cron schedule

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

3. Look for cron errors

- Check `var/log/cron.log`
- Check `var/log/system.log`

4. Verify cron jobs exist

```
SELECT * FROM cron_schedule WHERE job_code LIKE '%ekomi%';
```

5. Reset stuck cron jobs

```
DELETE FROM cron_schedule WHERE job_code LIKE '%ekomi%' AND status = 'running';
```

Prevention:

- Set up cron monitoring
- Check cron health regularly

Issue: Widget not displaying

Symptoms:

- Widget area is empty
- Widget shows in admin but not on frontend
- "Widget" placeholder visible but no content

Solution:

1. Verify widget is assigned

- Go to Content → Widgets
- Check the widget has Layout Updates configured
- Verify pages/positions are correct

2. Check widget settings

- Open the widget
- Verify account is selected (if required)
- Check number of reviews to display

3. Clear block cache

```
bin/magento cache:clean block_html full_page
```

4. Check for JavaScript errors

- Open browser developer tools (F12)
- Look for JS errors in console
- Slider widgets require JavaScript to initialize

5. Test with simple widget first

- Try the basic Review Widget before slider

- Use "Plain" mode to rule out layout issues

Prevention:

- Test widgets on a staging environment first
- Verify JavaScript dependencies are loaded

Issue: Wrong rating display

Symptoms:

- Stars show incorrect values (e.g., 4/10 instead of 4/5)
- Rating scale doesn't match eKomi dashboard
- Visual rating doesn't match numeric value

Solution:

1. Check rating scale setting

- Go to Stores → Configuration → Magmodules → eKomi Reviews → Accounts
- Verify Rating Scale matches your eKomi account

2. Verify in eKomi dashboard

- Log into eKomi
- Check what rating system your account uses

3. Update and re-sync

- Correct the rating scale setting
- Clear cache
- Reviews should display correctly now

Prevention:

- Set rating scale during initial setup
- Verify with a test review

Debug Mode

Enabling Debug Mode

1. Go to Stores → Configuration → Magmodules → eKomi Reviews → Debug

2. Set Debug Mode to Yes

3. Save and clear cache

Reading Debug Logs

Log location: `var/log/ekomi_sr_debug.log`

The log includes:

- API requests and responses
- Cron job execution details
- Import/sync operations
- Queue processing information

What to Look For

- **API errors:** Look for HTTP status codes and error messages
- **Authentication issues:** "Invalid credentials" or similar
- **Data issues:** Missing fields, wrong formats
- **Timing:** When operations start and complete

Disabling Debug Mode

Always disable debug mode after troubleshooting:

1. Set Debug Mode to No
2. Save and clear cache
3. Optionally delete/archive the debug log file

Getting Help

If you've tried these solutions and still have issues:

1. Gather information

- Magento version
- PHP version
- Extension version (from composer.json or admin)
- Error messages from logs
- Self-test results

2. Check error logs

- `var/log/ekomi_sr_error.log`
- `var/log/ekomi_sr_debug.log`
- `var/log/exception.log`

3. Contact support with details

- Include the information gathered above
- Describe what you've already tried

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 eKomi Reviews extension on magmodules.eu

All articles for eKomi Reviews

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	Widget Setup

Troubleshooting

1	Troubleshooting (current)
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Grids

1	Account Management
2	Reviews Grid
3	Invitations Grid

Background

1	Best Practices
2	CLI Commands

