

 facebook

## Processing Queue

Facebook & Meta Marketing Suite for Magento 2

The Processing Queue grid shows all Conversions API (CAPI) events waiting to be sent or already processed. Use it to monitor event delivery, troubleshoot failed events, and manually process stuck items.

**Location:** Marketing → Magmodules Meta → Processing Queue

## Columns

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Column	Description
<b>ID</b>	Internal queue entry ID
<b>Store View</b>	Store where event originated
<b>Payload</b>	Event data being sent to Facebook
<b>Response</b>	Facebook API response (after processing)
<b>Event Type</b>	Type of event (Purchase, AddToCart, etc.)
<b>Status</b>	Current processing status
<b>Created At</b>	When event was queued
<b>Updated At</b>	Last status change

## Status Values

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Status	Meaning
<b>Pending</b>	Waiting to be processed by cron
<b>Processing</b>	Currently being sent to Facebook
<b>Success</b>	Successfully delivered to Facebook
<b>Failed</b>	Delivery failed after max retries

## How Events Enter This Grid

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Events are queued when CAPI is enabled and a tracked action occurs:

Event	Trigger
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ViewContent	Product page viewed
AddToCart	Product added to cart
AddToWishlist	Product added to wishlist
Search	Search performed
InitiateCheckout	Checkout started
AddPaymentInfo	Payment method selected
CompleteRegistration	Account created
Subscribe	Newsletter signup
Lead	Contact form submitted
Purchase	Order placed

### Processing:

- Events queue immediately when action occurs
- Cron processes queue every 5 minutes
- Failed events retry up to 3 times

## Actions

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### Grid Actions

Button	Description
Process Queue	Manually process all pending events

### Mass Actions

Select multiple rows and use:

- **Delete:** Remove selected events from queue
- **Process:** Manually process selected events

## Common Workflows

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## Check Event Delivery

1. Open Processing Queue
2. Filter by Event Type if needed
3. Check Status column
4. Success = delivered to Facebook

## Troubleshoot Failed Events

1. Filter by Status = Failed
2. Check Response column for error message
3. Common issues:
  - Invalid access token → regenerate token
  - Invalid pixel ID → verify configuration
  - Rate limited → wait and reprocess

## Manually Process Events

If cron is delayed or you need immediate processing:

1. Click **Process Queue** button, or
2. Select specific events → Mass action "Process", or
3. Run CLI: `bin/magento magmodules:facebook:process-queue`

## Clean Up Old Events

Remove successfully processed events to keep grid manageable:

1. Filter by Status = Success
2. Filter by Created At (older entries)
3. Select all → Delete

Or use CLI: `bin/magento magmodules:facebook:cleanup`

## Verify Purchase Events

1. Filter by Event Type = Purchase
2. Check recent orders are queued
3. Verify Status = Success
4. Cross-reference with Facebook Events Manager

## Understanding Payload

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The Payload column contains JSON data sent to Facebook:

```
{
  "event_name": "Purchase",
  "event_time": 1234567890,
  "event_id": "unique-id",
  "user_data": {
    "em": "[hashed email]",
    "ph": "[hashed phone]"
  },
  "custom_data": {
    "value": 99.99,
    "currency": "EUR",
    "content_ids": ["SKU123"]
  }
}
```

All user data is SHA-256 hashed before sending.

## Understanding Response

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The Response column shows Facebook's API response:

### Success:

```
{
  "events_received": 1,
  "fbtrace_id": "xxx"
}
```

### Error:

```
{
  "error": {
    "message": "Invalid access token",
    "code": 190
  }
}
```

## Need More Help?

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### 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 Facebook & Meta Marketing Suite extension on [magmodules.eu](https://magmodules.eu)

# All articles for Facebook & Meta Marketing Suite

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## Installation

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1	<a href="#">Installation using Composer (recommended)</a>
2	<a href="#">Installation using the Adobe Marketplace</a>
3	<a href="#">Install through FTP and SSH</a>

## Configuration

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1	<a href="#">Quick Start Guide</a>
2	<a href="#">Feed Configuration</a>
3	<a href="#">Pixel &amp; Conversions API Configuration</a>

## Troubleshooting

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1	<a href="#">Troubleshooting</a>
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## Grids

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1	<a href="#">Data Feed Logs</a>
2	<a href="#">Processing Queue (current)</a>

## Background

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1	<a href="#">CLI Commands</a>
2	<a href="#">Supported Checkouts</a>

